



## *Consumables Request Training*

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30/08/2019



A central graphic featuring a blue, jagged-edged speech bubble containing the text "Welcome to QCC Training!". To the left of the bubble is a cartoon illustration of a man with brown hair, wearing a white polo shirt with the QCC logo and black trousers. To the right is a cartoon illustration of a woman with blonde hair, wearing a dark blue polo shirt with the QCC logo and black trousers. The background is light gray with faint, large circular patterns.

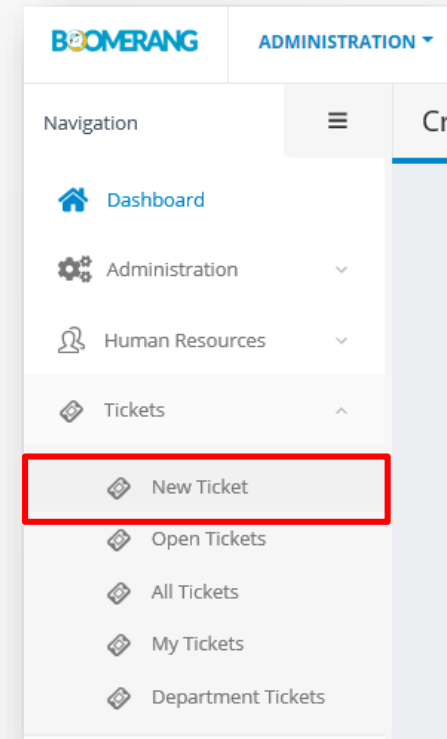
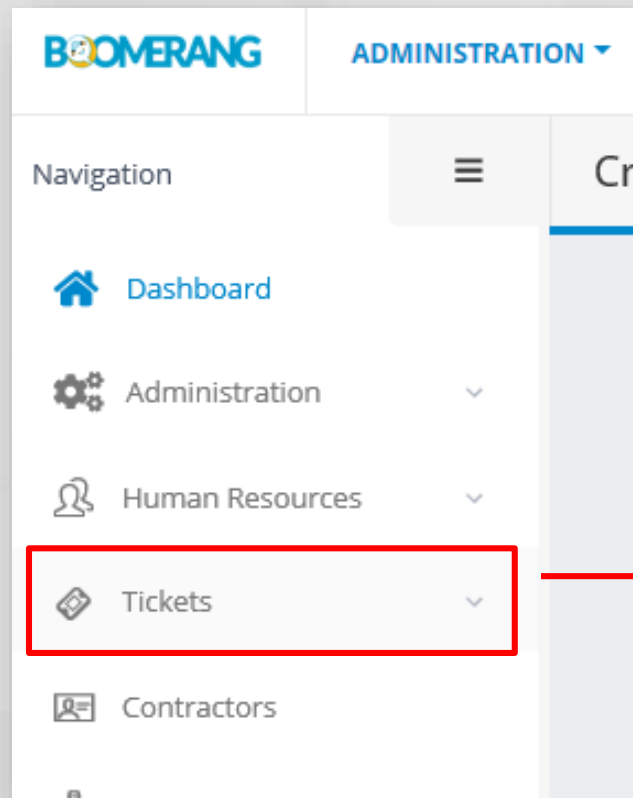
Welcome to  
QCC Training!

***Consumables are all the materials bought for the site  
which will be refunded by the Customer.***

***The other materials bought for the site are called as  
General Material and will be the subject of other training.***



## Create a ticket in Boomerang



## Select the Type

Type	Priority
Consumables Order	High
Consumables Order	
Employee Setup	
Equipment Order	
Fault Report	
Cleaning Improvement	
Incident Report	

Department	Due Date
Select the department	__/__/__
Subject	

*Select the Priority and the Client – Portfolio – Site.*



### Priority

High

### Client - Portfolio - Site

Please select one or start typing



***Remember!***

Since this purchase will be refunded by the client it doesn't need any approval.

Select Help Desk as the  
Department and input a Subject

If you want, you can select the  
Responsible in Help Desk to do it.

Department

Help Desk

Select the department

IT

24/7 Rapid Response

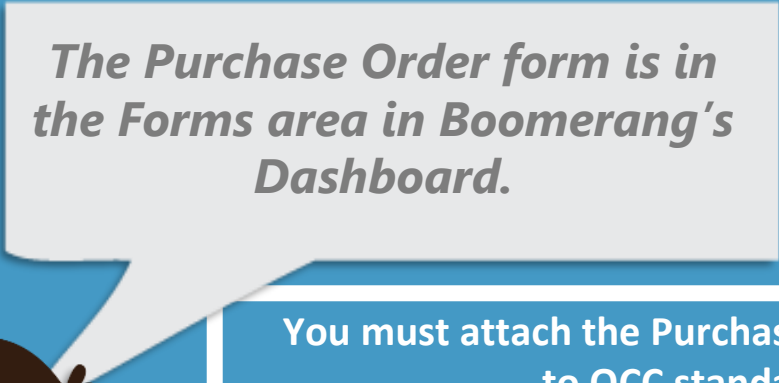
Help Desk

Operations - QLD

Finance

Subject \*

Material Request Training



**You must attach the Purchase Order according to QCC standards**

[illegible]

## Save the Ticket



*At this moment, the responsible person or the department will receive the ticket as Open.*



Priority	Ticket Number	Reference Number	Type	Subject	Date Issued	Department	Status	Action
High	TGE#323		General	Add a field to select the manager in the client area	08/05/2019 16:59:31	IT	Open	
High	TGE#483		General	New field required in TSO	12/07/2019 16:51:57	IT	Open	



***It is important to remember  
that Creator needs to Close the  
ticket after Finance Team  
Solve it.***



Help Desk will receive the ticket and create a P.O. in Saasu, sending an e-mail automatically to the Supplier.

The Supplier will receive the P.O., supply the needs and send their invoice directly to the [Payables@qcc.cleaning](mailto:Payables@qcc.cleaning)

Help Desk team will assign the ticket to Payable, who will check the PO with the Supplier invoice and will assign the ticket to Receivables to charge the client and to solve the Ticket.

After that, the Finance team will be sure that they will receive from the Client and proceed payment to the Supplier.

Thank you  
for watching the  
QCC Training!

