Boomerang Refresh

This was a very important week to us. We identified some weakness of information and we will try to solve them in this Boomerang Refresh.

Updates

1. Non-Conformance Report:
Follow attached the NCR training, I hope it will help everyone.

2. Establishment Form added into Dashboard:
Since now on, the establishment form is going to be into Boomerang Dashboard for download.
Any new client, new site or any frequency or time allocated change need to be notified to Accounts team by this form.

Next Steps

As everybody knows, the IT team still devoted in the further next weeks developing the access rules into Boomerang.
It will bring more security to everyone.
We will show you all the definition soon.

Reminder

1. **Internal Procedures:**
It is important to remind everybody how important is to follow the internal procedures.
We are developing new procedures into Boomerang and some of them maybe can take more few minutes in the first time, but it can't be an excuse to not follow the internal procedures.
We are sending to all the staff all the trainings for internal procedures changes and all of them can be checked in Boomerang Dashboard in anytime.
Please, plan everything in advance to proper follow the procedures.

Exceptions needs to be treat as exceptions, not as rules.

2. **Work Order Flow:**

Last week during our routine work, we saw a Work Order with status Completed, that supposed to be charge from Client.
After that we started to check and we found a lot of Work Orders in the same situation.
Follow below some numbers about that.

Client	Total Amount	Number of WOs
ARA	3,294.87	6
BIC	1,627.50	7
GJK	3,239.00	9
Glad Group Integrated Property Services Pty Ltd	2,550.00	1
Glad Retail Cleaning	4,920.00	4
The Trustee for La Trobe Street Property Trust	320.58	1
The Trustee for Merivale Street Tenant Trust	550.00	2
VIVID	85.00	1
Grand Total	**16,586.95**	**31**

Department	Total Amount	Number of WOs
24/7 Rapid Response	8,863.00	19
Operations - Gold Coast	21.37	1
Operations - QLD	7,278.00	9
Operations - SA	104.00	1
Operations - VIC	320.58	1
Grand Total	**16,586.95**	**31**

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We already investigated with 24/7 that they are controlling their WO, just waiting for the PO number to be closed,
but we checked that some of the Operation team are in this status because they don't know the correct status flow.
Follow below the correct status flow.
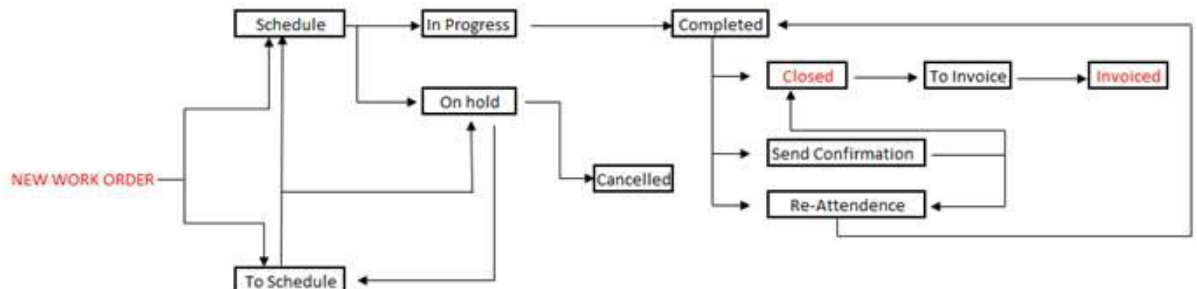
If you finished the job and it will be charged to client, you need:
- Be sure that the check box is ticked;

✔ Check this if you have to charge the client t

- If the Client needs PO number to charge, be sure that you inputted the PO number;
- Be sure you inputted the correct Sales Price and budget amounts; and
- Change the status to Closed.

Remember, you don't need to change the status to To Invoice, if you just close the WO, the system will understand that it needs to be charged and will automatically change the status to To Invoice. <u>All you need to do is Close the Work Order.</u>

3. Change Over:

We had in the latest weeks a few financial impacts of time delay in change over announcement.
Because of that, I ask you all to continue to send the Change Over email and just copy the email body into a ticket (Change over Request Type) and send it to Accounts.
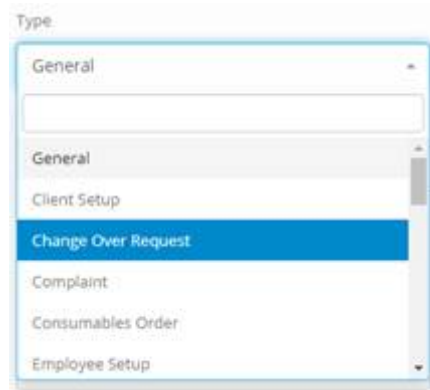
It will guarantee that we will be aware of any change and if we need any additional information we can ask. Ok?!
It is a way to avoid any additional discount.

4. New Managers, old procedures:
We are living a time of changes, changes in our management team and changes in our internal procedures.
However, we need to know how to live with part of old procedures and part of new developments till Boomerang is finalized
To help all our new managers to easily join the QCC internal procedures, we did a check list for new clients(attached above).
This can help us to reduce the financial impact and know the most needed information for us to keeping paying and charging.

5. Payables Agenda:
A few months ago, we sent to everyone the payables agenda and since then most of the manager are not following the deadlines.
Pay attention in this deadline!!
They are important to accounts do all the checks and the proper controls and it makes possible to us do everything right.
In the last payment weeks we have been doing just on Tuesday the missed clean check, the contractors spreadsheet check, the inspections check, the reimbursement check, the suppliers check, crosscheck all the invoices received, check the runners spreadsheet, crosscheck all the Boomerang WO with the invoices and then we updated all the employees payroll information, created/updated contractors PO, created PO for reimbursement, created PO for suppliers, created the payments controls and then, finally, generated the files for the payments on Wednesday.
It is too hard for one person do all of this in just one day and expect no mistakes, no financial impacts.
Please follow the payables agenda deadlines!

In January Poppy will be in her Annual leave and since now Luciana has been training to do the payments.
However is important to remind that she will be doing her job and Poppy's job. You still have time to adapt your routine to
payables agenda and follow the same deadlines that Luciana will follow in January.

6. Boomerang in all smartphones:
Heads up!!
We must have the Boomerang icon in all QCC staff members till 16th December.
If you don't know how to do it, take a look in the attached training.

"Coming together is a beginning. Keeping together is progress. Working together is success."
Henry Ford

If you have any further question, don't hesitate to creating a new ticket in Boomerang for the Finance team.

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