Boomerang Refresh

Updates

1. Changes in IT Team:

As everybody probably knows, Daniel left the Company last week and Bruno is now the person responsible for his duties.
He will be the head in all the server upgrade, planed for the next weeks.
The IT Team plans to upgrade the internal security as well and it will impact all of us.
Be prepared for technology changes!

2. Compliance – Incident Report:

As we informed last week, the first compliance report was released and it is already being using by the operational team.
We did a few improvements this week to give an even better tool for Compliance.

The incident report training is attached in this e-mail and is reflecting all the development available for use.
Don't hesitate to talk to us in any further doubts.

Next Steps

Our IT team is still developing the Non-Conformance Report(NCR), which is going to close the incident flow.

We are planning to have a training meeting in November.
Soon we will let you know!

Reminder

1. **Solved Tickets:**

We have been noted that most of our staff are still having doubts about how to use Tickets in Boomerang.
It is important to remember that every ticket should be Open, Solved and CLOSED.
Today we have more than 30 Solved tickets and most of them are from operational team.
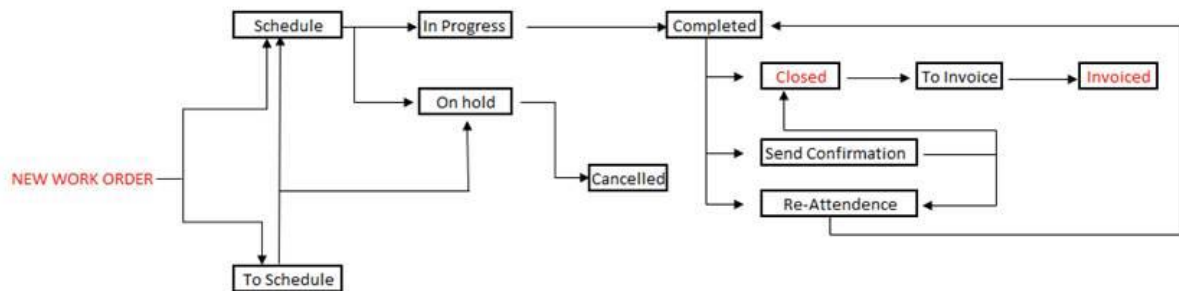
Please, access your tickets and if you have any Solved, check if it is correct and Close them.
Don't let your work incomplete.

2. **Work Order Flow:**

We noted some incorrected finalized jobs in Boomerang where the client was expecting to be charged and the invoice was never send.
Because of that we are reminding everyone the work order flow below.

Remember, just if the check box to charge the client is ticked and WO is **closed**, the finance team will be able to see and invoice the client.
Do something different than this, is just do the job for free.
Let's pay attention in the required actions!

3. **Basic information to run GPS:**

This week we had a problem with the system because the required information wasn't properly filled in the Contractors area.
If we plan to use Boomerang for payments, we need the hourly rate information in the system, otherwise the payments in the future will be wrong.
It is required for contractors and for employees.

4. **Mandatory information to invoicing:**

As we have been saying in the last Boomerang Refreshes, pay attention to the mandatory information to invoice when you close a work order.
If you know that we are not able to charge the client without a PO number and you don't have it yet, **PLEASE DO NOT CLOSE THE WORK ORDER** till you have it!!!

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