15/08/2019

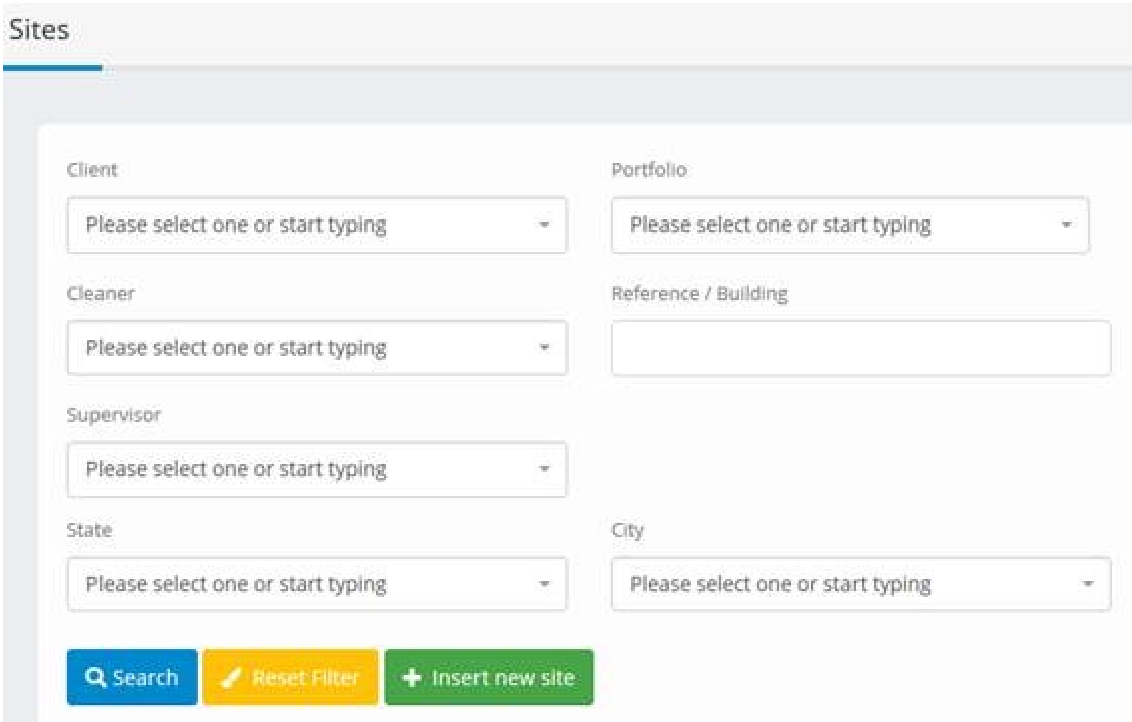
Boomerang Refresh

Thank you everybody for the presence in our last meeting on Friday 9th August and the suggestions given.
Follow attached the Boomerang and HR presentation to keep with you.

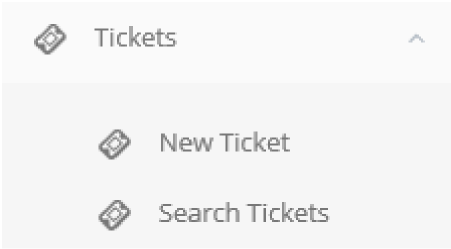
Updates

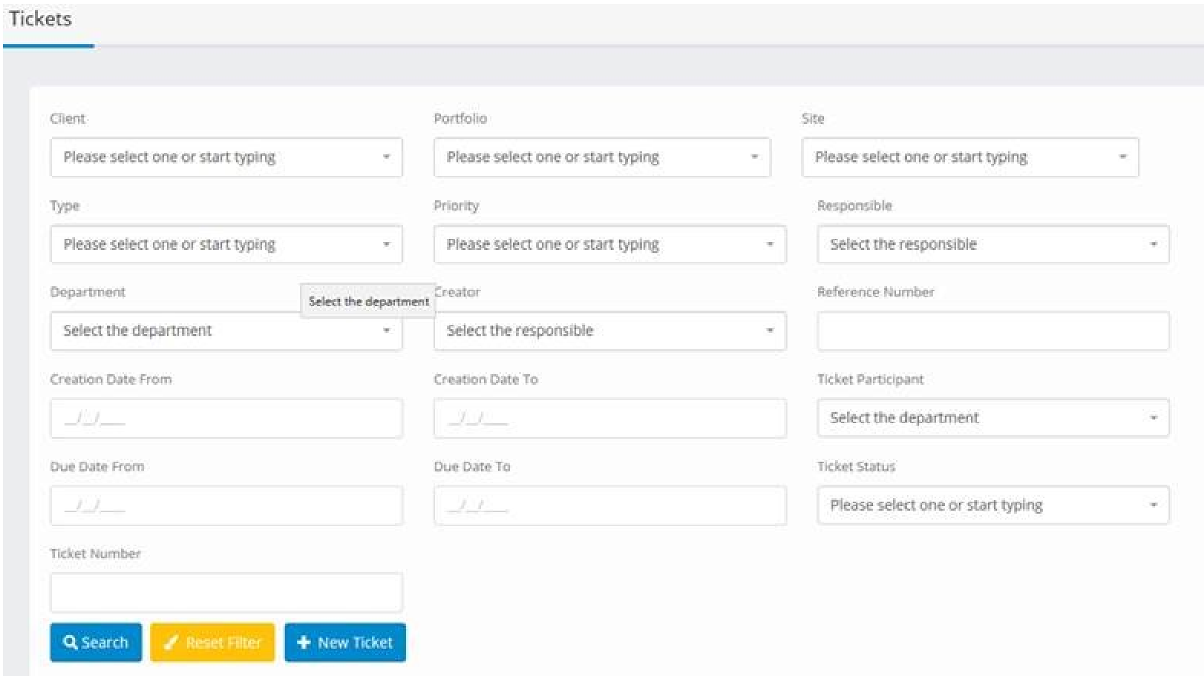
As we informed in our last Refresh, we released the filters in the site area and in the ticket. It will make easier to search and manager it.

With the Site Filter will be possible to search for Client, Portfolio, Cleaner, Supervisor, State and City.



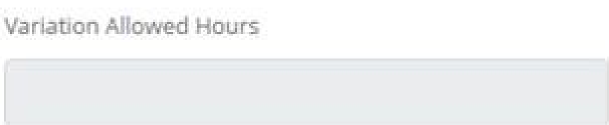
With the Ticket Filter will be possible to search for Client, Portfolio, site, Responsible, Creator, Creation date, due date, status, anytime participant and other information, as shown below.





It is important to pay attention for the new search function call Ticket Participant, this can be use only to look for tickets create from now on.

We are releasing a new field in the site with the allowed discrepancies in the site time allocated.
It will limit and reduce the discrepancies in the Approval board.
The system will just identify as discrepancies in the time sheet larger or less to the percentage inserted in the field.
If the field is with no information, any difference between the site time allocated and GPS will have to be approve by the manager.



Example:
Time Allocated = 1:15(1.25)   Variation Allowed Hours = 20%(15 minutes)

If the GPS is lower than 59 minutes or bigger than 1:31, it will be shown in the approval board,
but if the GPS is between 1:00 and 1:30 it will be automatically approved.

Next Steps

As we informed everybody in our last meeting, we will have now a new version of Boomerang and to work on it we need to stop the corrections and new requirements.
Our IT team will be focus on the new version.

Training

We are sending the Approval Board Training to ensure that everyone is aware how to use this amazing tool!
Getting the opportunity, we are sending the "Consumables Request" training.

Reminder

I would like to remember all how important is to keep the required information filled in the Work Orders.

So, if you have a Work Order without a PO number and you know that the account team will only be able to charge the client with the PO number,
do not close the Work Order until you have the number and filled it in Boomerang document.
Otherwise, the account team will understand that this client will not requires a PO number and they will charge the client without this information.

In the end, QCC will have a list of Outstanding invoices without the proper documentation to prove that the service was required and approved by the client and done by the company.
We will never receive this amount from the client and all the time and the money spent will be in vain.

Our Task Force still in full blast and because of that I ask to everyone, DON'T INSERT ANY NEW INFORMATION IN BOOMERANG!!
Any new information, as a site or a new client, for example, must be insert by Help Desk.
They are able to do the correct procedures, without let any important information without fill.
If someone send to them missing information, they will return till everything will be filled.

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