



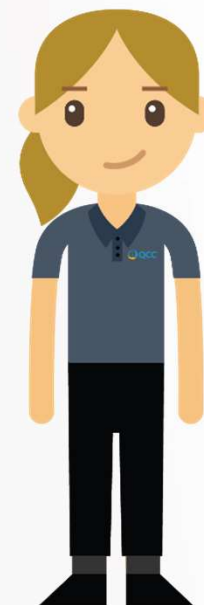
## *Maintenance Request Training*

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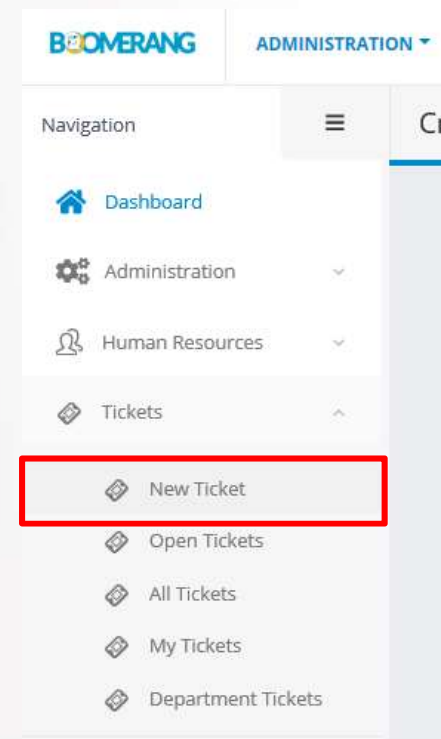
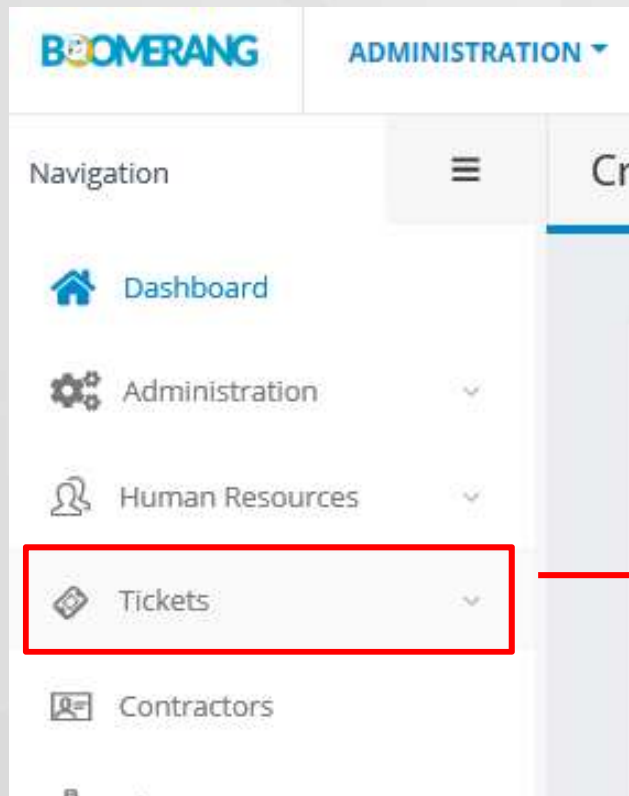
24/07/2019



Welcome to  
QCC Training!



## Create a ticket in Boomerang



Select the Type

Maintenance Request

*Select the Priority and the Client –  
Portfolio – Site, if it is possible*

Priority

High

Client - Portfolio - Site

Please select one or start typing





### ***Remember!***



It is important to let everybody knows how to choose correctly the responsible person according to the Maintenance estimate amount in each line described in the table below.

Responsible	Amount
Danilo/Marcelo	AUS\$ 0-500
Ricki	AUS\$ 501-1,000
Eduardo	More than AUS\$ 1,000

All the managers have to be aware that they have to send their maintenance request directly to their superiors. So if Danilo has any maintenance request, for example, even if the amount is within his authorization, he has to send to Ricki.

Select the Department:

It is very important to have all the expenses recorded correctly

And input a Subject

Type  
Maintenance Request

Priority  
High

Client - Portfolio - Site  
Please select one or start typing

Responsible  
Ricki Palmer

Department  
24/7 Rapid Response

Due Date  
\_/\_/

Reference Number

Subject

**You must attach a quotation**

 Upload Attachments

You must write in the Message all the required information for the approval:

- Describe the item
- Inform the serial number
- Describe what is not working with the equipment
- Justify the needed and Priority
- Inform the price estimate for maintenance
- Inform the estimate price to buy a new one

**Save the Ticket**

 Save

*At this moment, the responsible person 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	







*They can Open and Press  
Reply  Reply , answering if  
it is approved or not.*



Reply this ticket

It is approved!!

 Reply

Cancel

Boomerang

*This information will  
be in the Answer part  
of the ticket.*



– Attachments

– Answers

Date Issued	Person	Message
22/07/2019 10:04:36	Luciana Rosas	It is approved!!

– Ticket Historic

Date	Person	Person From	Person To	Department From	Department To	Action
08/05/2019 16:59:31	Luciana Rosas					Open



Assign this ticket

Responsible

Select the responsible ▼

Department

Select the department ▲

ELT

Finance

HR

Help Desk

IT

Marketing

*Then, you can assign  
the ticket to the  
Help Desk Team.*



Assign this ticket

Responsible

Select the responsible ▼

Department

Help Desk ▼

Assign Cancel



***It is important to remember to  
the Creator to Close the ticket  
after Help Desk Solve it.***



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

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

Help Desk team will Solve the Ticket.

After that, the Financial team will be able to  
see the request and proceed the payment.

Thank you  
for watching the  
QCC Training!

