02/09/2019

Boomerang Refresh

We are happy to announce that the system database cleaning is almost finishing and now we are working together with the Operational Team to clean and restructure some Clients in the system. It brings in our attention how important is to create the correct structure for each Client, so don't hesitate to ask our help to input a new Client in Boomerang.

Updates

1. New information in the Approval Board:

We are still doing improvement in the Approval Board and this week we bring forward in the report a column with the information of the total hours allocated in each site.

Now the report also shows which information is not matching with the site setup. If the hours is not automatic approved, it is because of the total hours or because of the distance.

As it shows below, If either the real time allocation or distance is different from system record(or both), it will be marked in bold.

Cleaner	Site Reference	Date Start	Date Finish	Total Hours	Allocated Hours	Total Payable	Distance From Site on Start	Distance From Site on Finish	Hourly Rate From
Gilmar Briquesi Barbosa da Silva	Level 9 & 10	27/08/2019 00:00:00	27/08/2019 22:52:43	2.97	5.75	59.40	**44.026567**	**1306.863689**	Cleaner in Site
Raquel Borssa	Atira Adelaide	28/08/2019 00:00:00	28/08/2019 10:17:46	3.82		91.68	**171.924193**	**32.737459**	Cleaner in Site

2. Purchase Methods:

We align with the Operational Team and with Help Desk about the purchases made or requested by our team and how each kind of purchaseshould be treated.

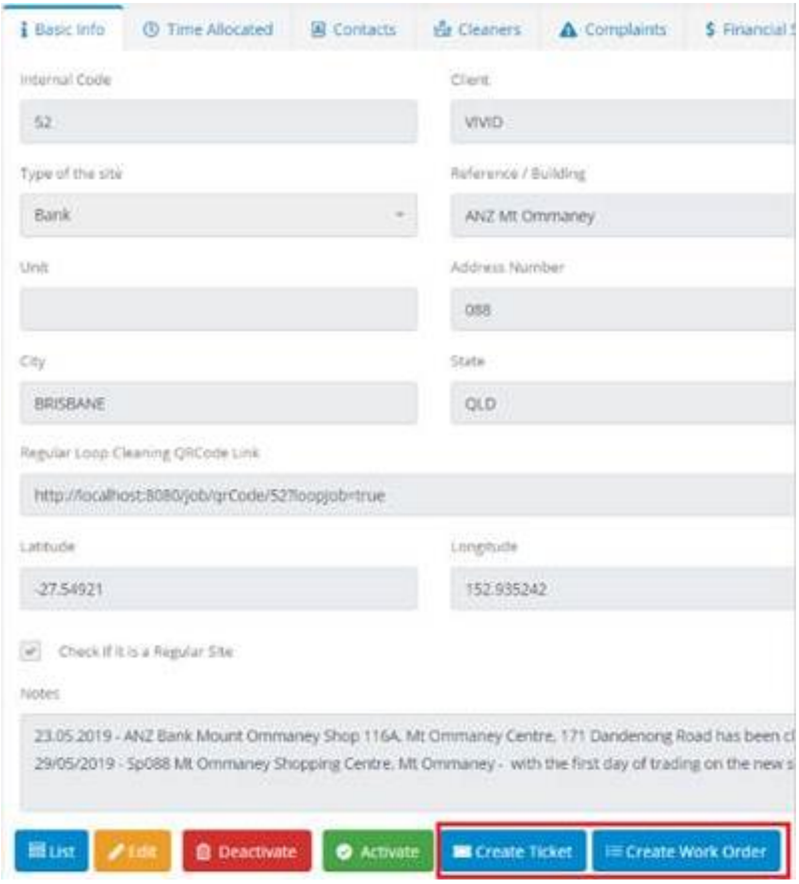
From now on, we have three different types of purchase; the Consumables, the General Materials and the Material Request Through Client.

Training documents for each type are attached in this email.

On top of it, we created a new type of ticket called: Material Request through client.

3. New shortcuts to Work Orders and Tickets:

As suggested, we added in the site view two new buttons to create Ticket and Work Orders directly in the Site. Site information will be automatically filled in the ticket and work orders.



In this way, tickets and work orders can be created more easily, and will avoid to searching the site in the full site list.

4. 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**.

Recently, we can see some of them as Solved.

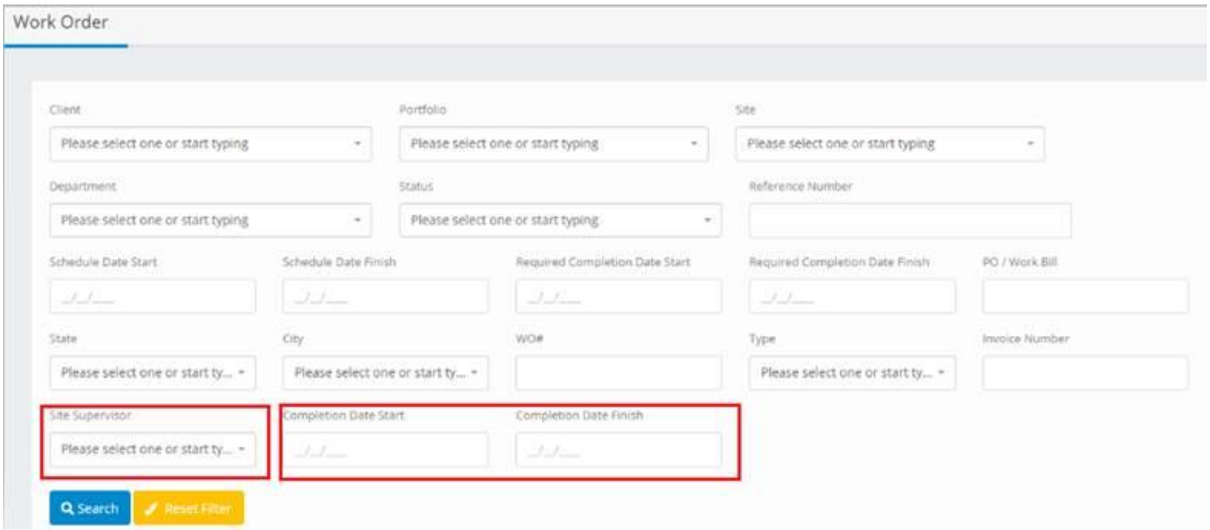
Please, access your tickets and if you have any Solved, check if it is correct and Close them.

<u>Don't let your work incomplete.</u>

-

5. New filters options in the Work Order:

To search the work orders more easily, two new options were added in the filters; Site Supervisor and a range for Completion Date.



It will take us to an important point, **if we don't have all the information updated in the system, filter function will not be able to find a work order**.

Next Steps

1. We are developing a new report for all the approved hours, the ones automatically approved by the system and the others approved manually by the managers. This will allow managers to check timesheet in each period, which will be the base number of the total amount to be paid to each cleaner.

2. We are developing the Cleaner Profile, which will allow the cleaners to access the system and update their own information.

3. We are finishing the first Compliance Process and soon it will be ready for everyone's use.

Reminder

Our Task Force is finishing the cleaning in the system database and because of that I still 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 blank.

If someone send them with missing information, they will return till everything filled.

It is important to remember, if any purchase needs to be delivered in a place different than the site, the responsible **must** inform in the Purchase Order - Supplier information,

otherwise the delivery will be in the site.

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