

24/04/2020

Boomerang Refresh

Updates

1. Updated Reimbursement procedure:

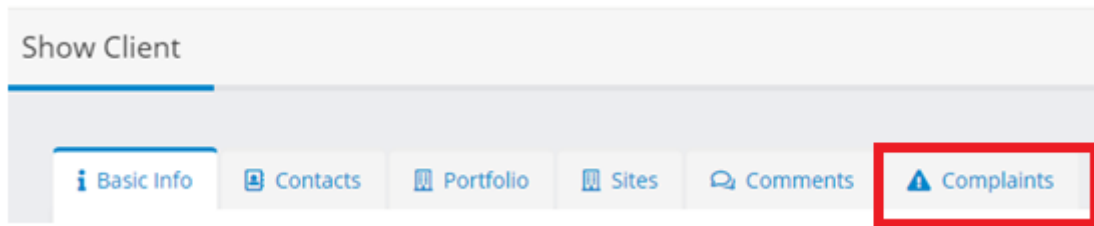
As requested by Eduardo, any refund will need to be approved by Alcyr and its updated training is already on Boomerang for consultation and is attached to this email.

Don't forget to always attach the reimbursement form, which can be found in the Boomerang form area and is also attached here.

2. Complain

We already had in the site area the list of Complaints tickets for each site and now it is possible to check consolidate it by the Customer.

You can access the specific area, search and select the customer and then check the list of complaints from all the client's sites on the Complain tab, as you can see below.



In order to have the most accurate information, it is important to select the right TYPE in the ticket and never forget to select the Client / Portfolio / Site.

Only with the right information selected, it will be possible to list the Complaints correctly.

The image shows the 'Complaints' tab selected in the interface. Below the tabs, there is a search bar and a dropdown menu set to '10 records per page'. The main area contains a table with the following data:

Subject	Date Issued	Status	Action
#2018/20151 - Pimpama Primary School - Dixon Drive, Pimpama QLD 4209	20/11/2018 13:23:17	Closed	
#2018/20153 - 2 Alesana Drive, Secondary College	20/11/2018 13:37:31	Closed	
#2018/20160 - 2 Alesana Drive, Secondary College, Bellbird Park QLD 4300	20/11/2018 13:52:42	Closed	
#2018/20206 - 2 Alesana Drive, Secondary College, Bellbird Park QLD 4300	20/11/2018 16:03:02	Closed	
#2018/20207 - Pimpama Primary School - Dixon Drive, Pimpama QLD 4209	21/11/2018 14:24:13	Closed	
#2018/20234 - Pimpama Primary School - Dixon Drive, Pimpama QLD 4209	21/11/2018 13:29:09	Closed	
#2018/20235 - Pimpama Primary School - Dixon Drive, Pimpama QLD 4209	21/11/2018 15:24:32	Closed	
#2018/20242 - Pimpama Primary School - Dixon Drive, Pimpama QLD 4209	21/11/2018 14:58:55	Closed	
#2018/20244 - Pimpama Primary School - Dixon Drive, Pimpama QLD 4209	21/11/2018 14:53:25	Closed	

Next Steps

Our IT team is working in two important developments.

1. Contractor's Portal:

It will provide to our contractors a Portal to easily get a report of their works.

2. Frequently Asked Questions:

It will make everyone's life easier, making possible to access a full training of the frequently asked questions of our Portal.

It will have an interactive step by step of the most used tools, with a simple explanation for each one.

3. Financial Dashboard:

As we have the Company's and the Operational's Dashboard, we are developing the Financial Dashboard, where we will clearly see the action of the financial team in Boomerang.

As soon as we have it, we will let you all know.

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

