

14/10/2019









Boomerang Refresh

This week we have our first compliance development.
We take the opportunity to thank Ron for the support and for the team work.

Updates

1. Clients Contact:

From now on, it is possible to see all the contacts in the site and in the Portfolio.
So, if you add a contact in Client and in the Portfolio it will appear in the site's contacts and will be identified the source.

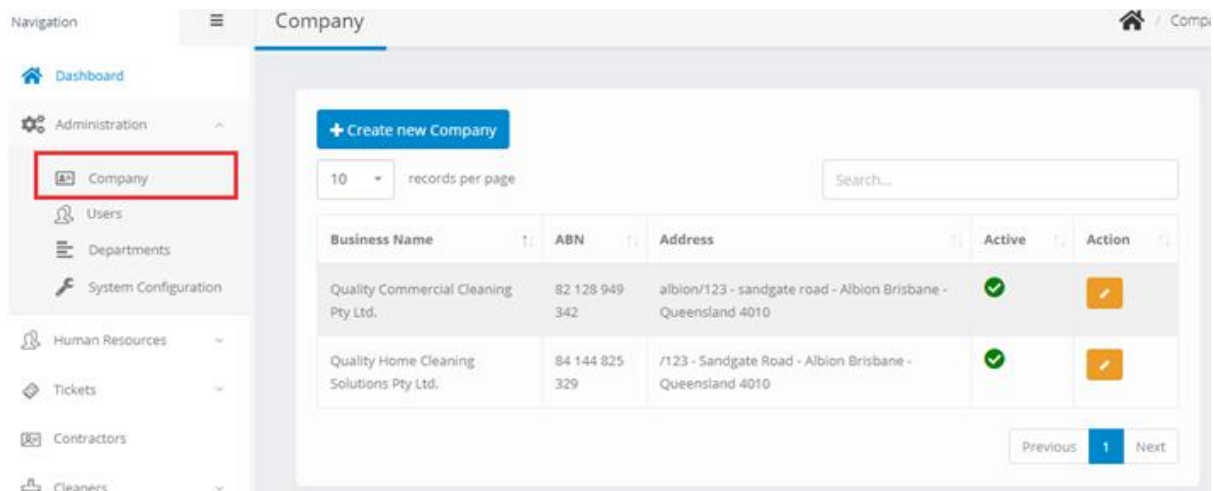
 Basic Info	 Time Allocated	 Contacts	 Cleaners	 Complaints
 Financial Settings	 Time Attendance	 Comments		
Name	Contact From	Phone Number	Email	Contact Type
Alan	Portfolio	1300863648	cairnsam@quayclean.com.au	Accounts
Karen	Client	0438 489 884	mbrc@quayclean.com.au	Manager
Allan	Client	0419 521 976	allan.patman@quayclean.com.au	Manager

If you add a contact in the Client, it will also appear in the Portfolio's contacts.

2. New field in Client setup:

As everybody already knows, we are making improvements in the system to have more assurance in the financial information.

Thinking about that, we add an area to insert all the Group companies and will turn as mandatory to fill it in the Client setup soon.



This field will guide the account team which Company will charge the customer or which company is responsible for each expenses, for example.

The 'Create Client' form is shown with the 'Basic Info' tab selected. The 'Company' dropdown menu is open, displaying the following options:

- Please select one or start typing
- Quality Commercial Cleaning Pty Ltd.
- Quality Home Cleaning Solutions Pty Ltd.

These are important information to be possible to have an accurate budget for each company of the Group.

3. Changes in the Client Information:

Another issue that we identified during the weeks was the lack of possibility to include the residential clients, as the system always request the ABN number for the new clients. Aware of none residential client has ABN, our IT team changed the information in the "Type of the client" field.

Create Client Home / Clients / Create Client

Basic Info | Address | Contacts | Portfolio | Sites | Comments

Business Name * Trading Name * ABN ACN

Phone Number * Second Number Mobile Number Fax Number

Type of the client *
 Commercial
 Residential

Website Facebook Twitter

Linkedin Company

Now, when you are creating a new client you need to select one of the option, Commercial or Residential.

According to that, the system will just request the ABN number for the Commercial ones.

4. SAVE button:

Since we started to work in Boomerang, a recurring complain was the SAVE button appears just in the first page of the document.

Thinking about make everyone's life easier, our IT team made available the SAVE button in all the pages.

Basic Info | Address | Contacts | Portfolio | Sites | Comments

Business Name * Trading Name * ABN ACN

Phone Number * Second Number Mobile Number Fax Number

Type of the client *
 Commercial
 Residential

Website Facebook Twitter

Instagram Linkedin Company

Basic Info | Address | Contacts | Portfolio | Sites | Comments

Add Portfolio

Job Info | Client Work Orders | **Cleaners** | Contractors | Comments | Before Photos | After Photos

Other Documents | Administrative Documents

Cleaner* Hours Budget Date Attendance*

Please select one or start typing

+ Add Cleaner

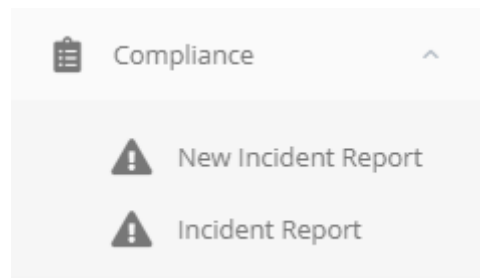
Cleaner	Hours	Budget	Date Attendance	Action
Bruno da Silva Moraes Seriqueira	2	45.00		

Save List

5. Compliance – Incident Report:

The last but not the least is the Incident report.

This is the first Compliance document that we have in Boomerang. Since this is an easier way to fill the Incident form, we hope everyone use it.



As most of you already knows, everybody with access to Boomerang can create an incident report.

The system will allow you to do it using a few clicks, in a very simple way.

New Incident Report

Creator Name: Luciana Rosas

Creator Phone: 0420427448

Creation Date: 14/10/2019 13:09:37

Incident Details

Place of Incident: Please select one or sta...
Date of Incident:
Time of Incident:
Witness Check:
☐ Is the Witness You? if yes do not fill the Witness Person Details
Witness Name:
Witness Phone:
Witness Document Number:
Client - Portfolio - Site: Please select one or start typing
Address Of Incident:
+ Injury Details
+ Environmental Details
+ Other Details
Save Save and Send

It is a very important way to improve the quality of our services.

Soon we will release a training for that.

[Next Steps](#)

Our IT team has two big developments to do right now.

One is the second Compliance form known as Non-Conformance Report(NCR), which is going to close the incident flow.

The second is the access rules to Boomerang according to each one's needs. This will increase the security of the information and everyone will just have the access that they need, reducing the risks of mistakes.

[Reminder](#)

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 around 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.

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

