Reimbursement

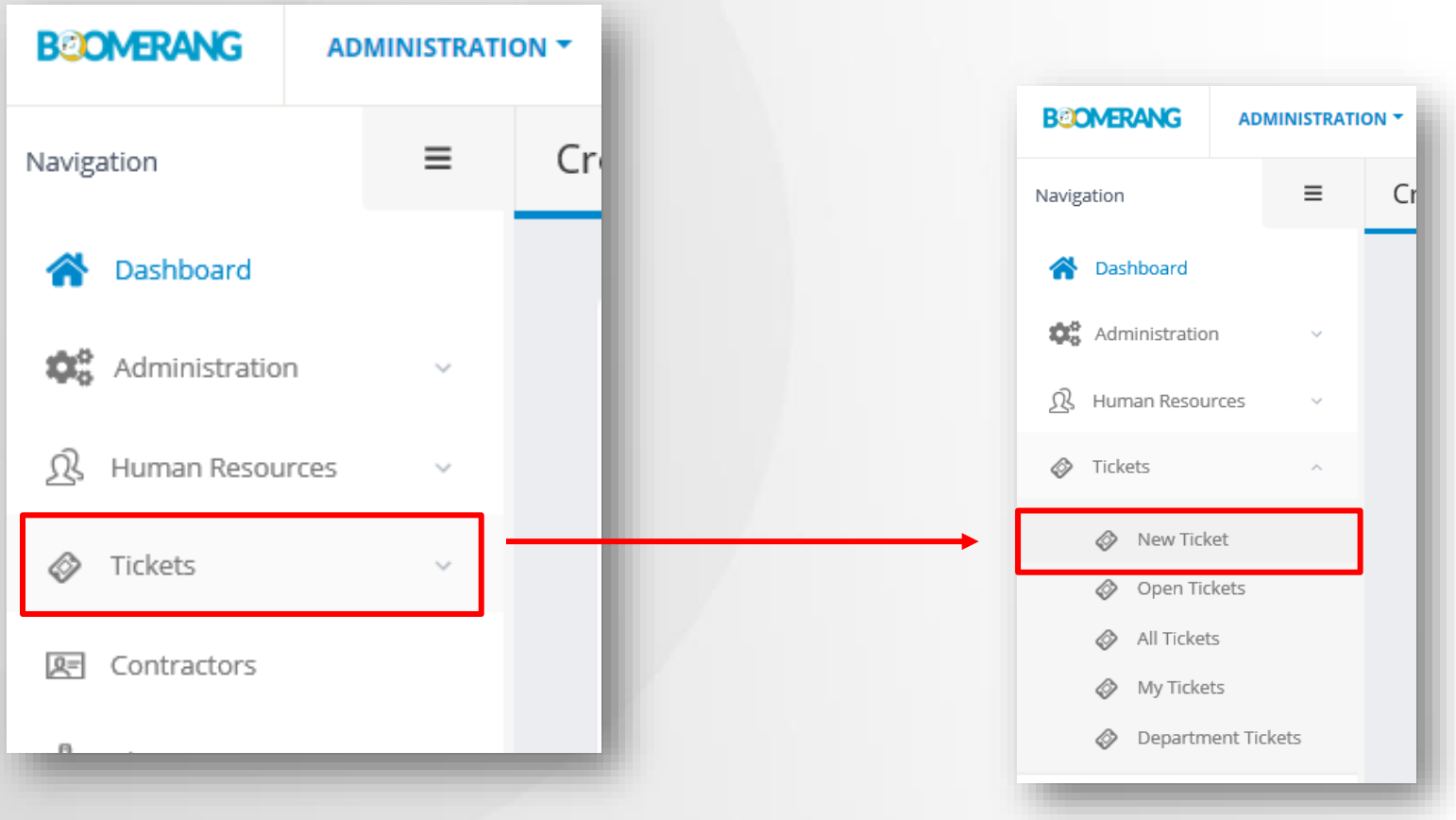
23/07/2019

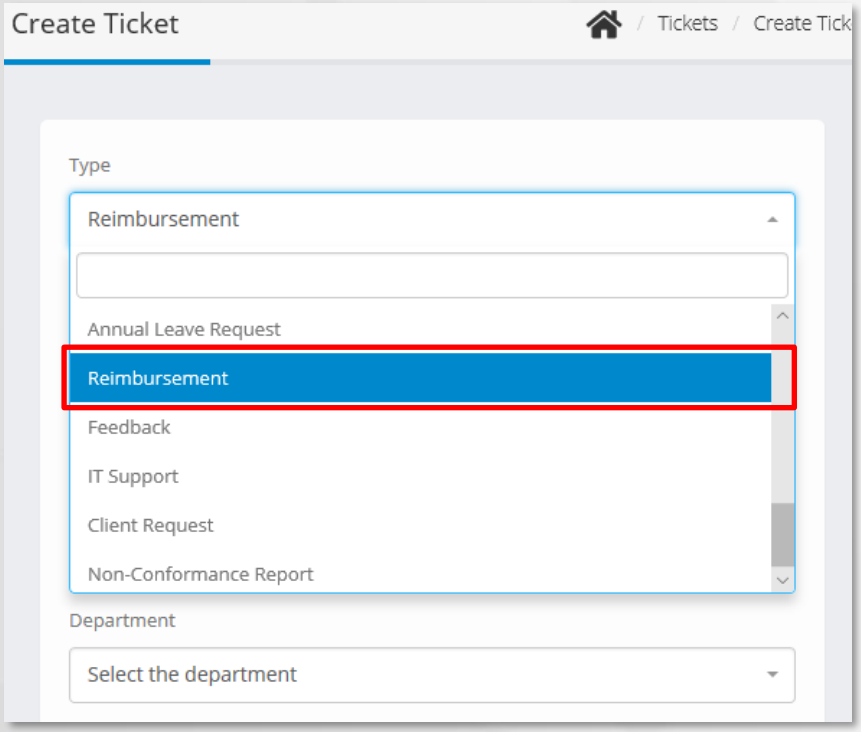
Welcome to QCC Training!

Today we'll teach you about Reimbursement

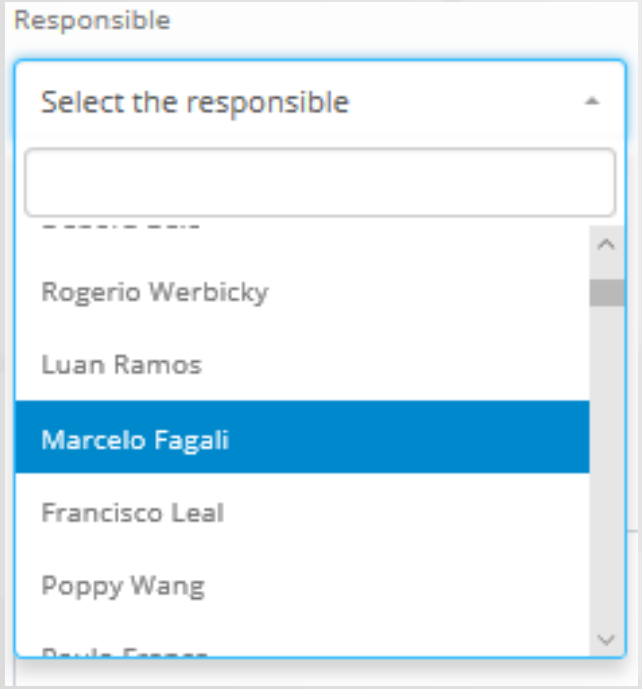
It is important to let everybody knows that all the reimbursement should be approved by Marcelo Fagali and then by Alcyr, our National Operations Coordinator and CFO, respectively.

Create a ticket in Boomerang





Choose the Type - Reimbursement



Select the Client, if it is possible, and the responsible for the approval.

Create Ticket

Type

Reimbursement

Priority

Low

Client - Portfolio - Site

Department of Justice and Attorney-General Department of Justice and Attorney - Courthouse...

Responsible

Marcelo Fagali

Department

Operations - QLD

Due Date

__/__/____

Reference Number

Subject *

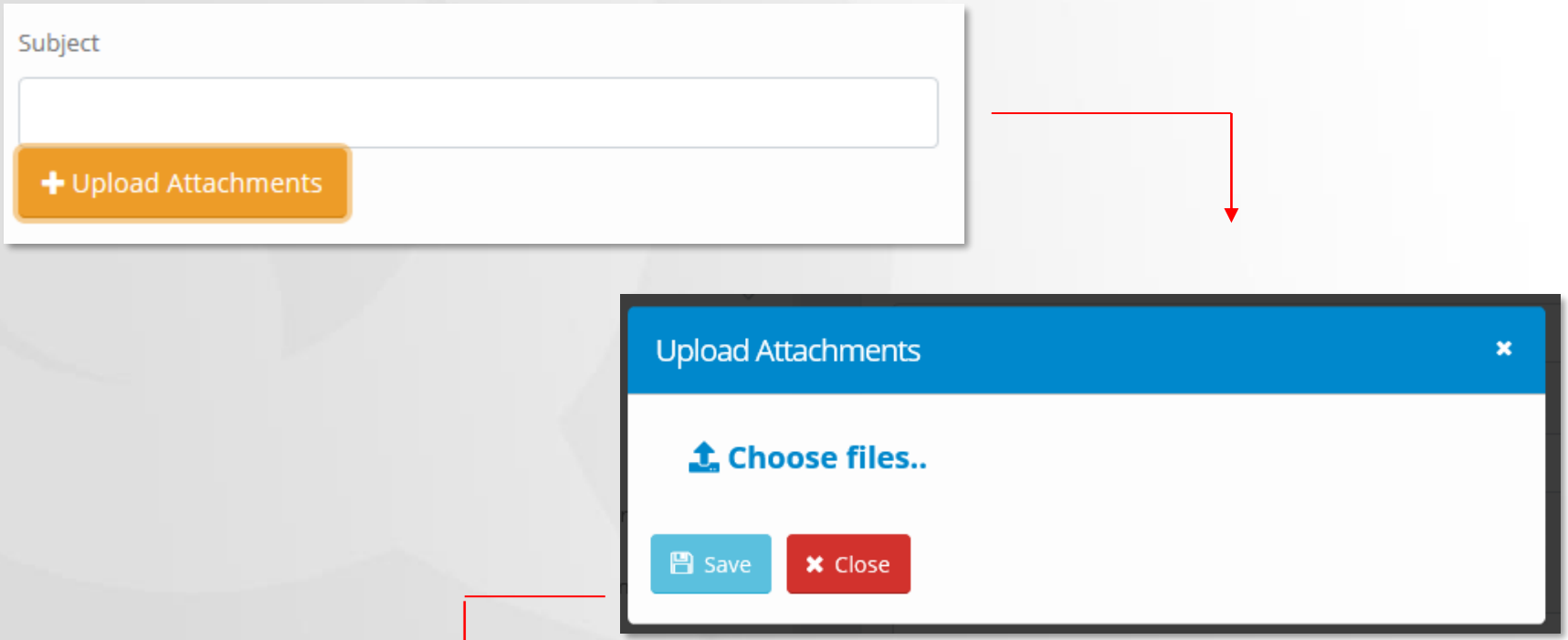
+ Upload Attachments

Reimbursement Form

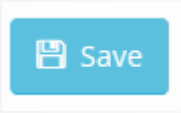
After fill all the required fields correctly, you have to attached all the invoices and the filled reimbursement form.

Required documents:

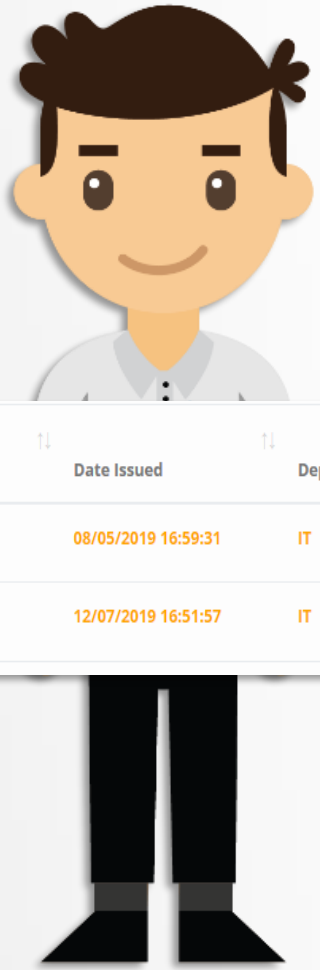
Invoices or receipts and reimbursement template filled.



Save the Ticket

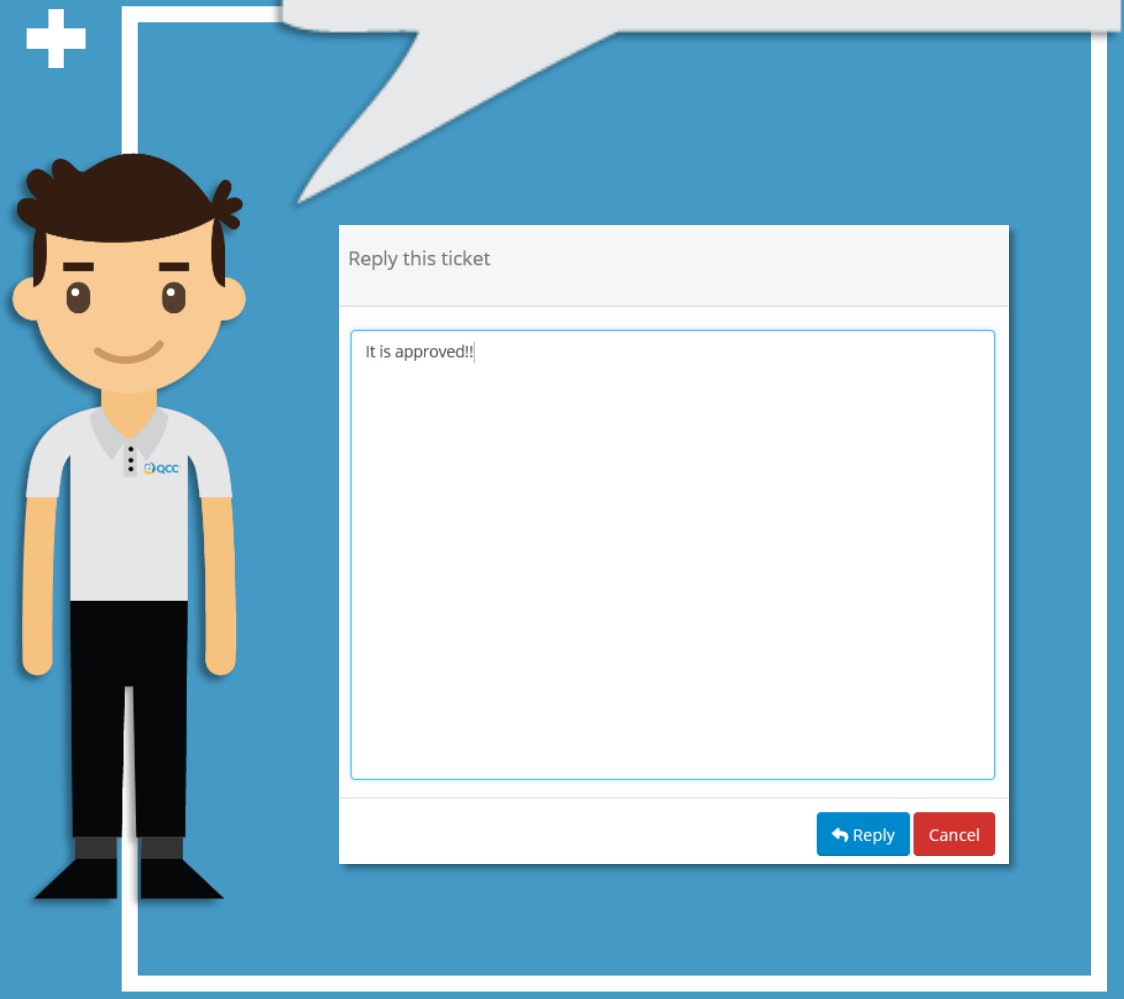


At this moment, the responsible person will receive the ticket as Open.



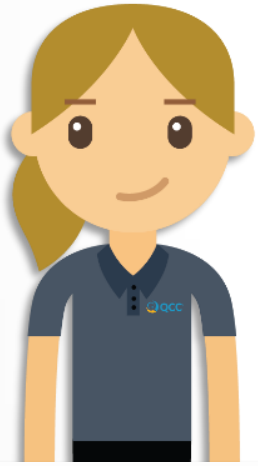
Priority	Ticket Number	Reference Number	Type	Subject	Date Issued	Department	Status	Action
High	TGE#323		General	Add a field to select the manager in the client area	08/05/2019 16:59:31	IT	Open	
High	TGE#483		General	New field required in TSO	12/07/2019 16:51:57	IT	Open	

He can Open and Press Reply , answe Reply if it is approved or not.



Boomerang

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



– Attachments

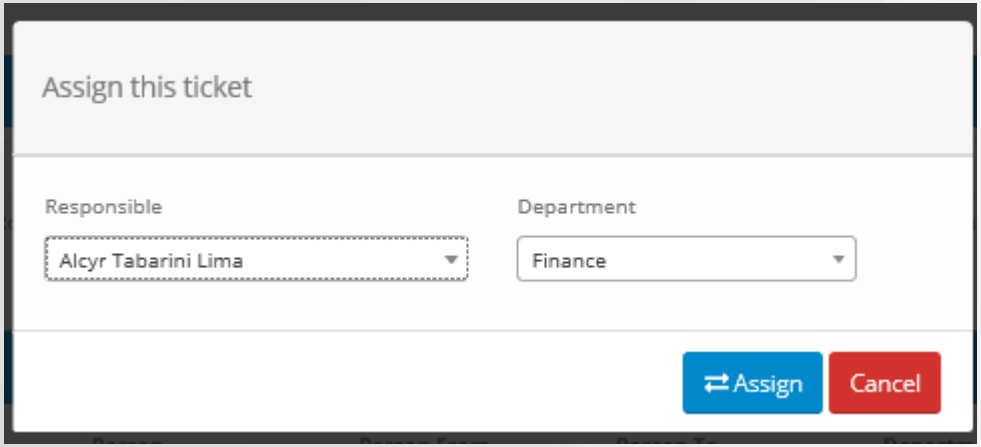
– Answers

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

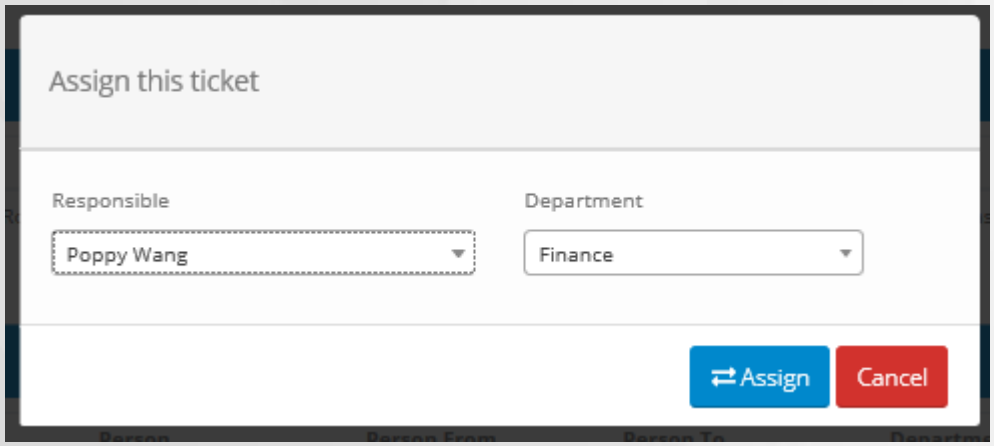
– Ticket Historic

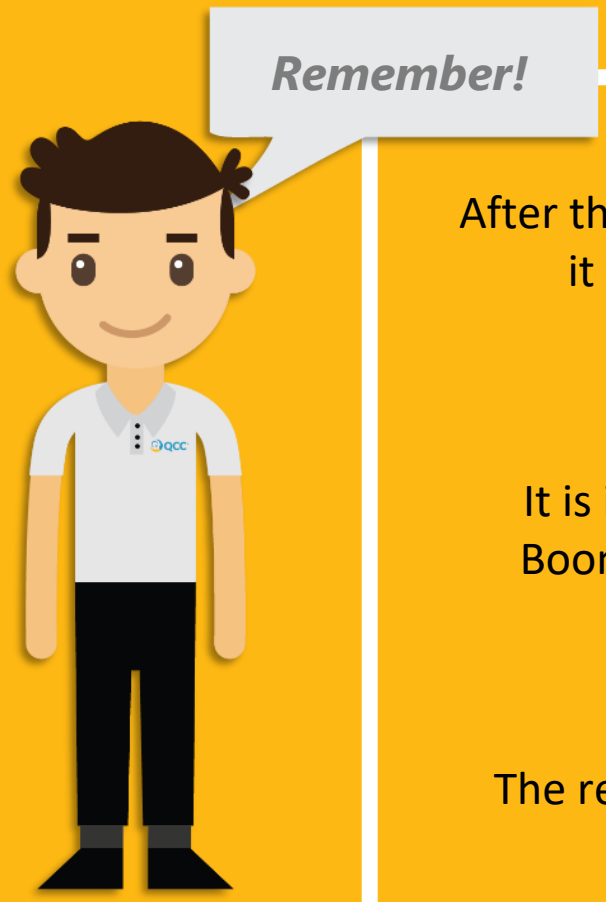
Date	Person	Person From	Person To	Department From	Department To	Action
08/05/2019 16:59:31	Luciana Rosas					Open

Then, Fagali will assign the ticket to Alcyr, who needs to do the approval and assign to Poppy(payables).



Poppy(payables)will receive the ticket and create a P.O. in Saasu to proceed the payment.





After the Financial Team Solve the ticket, it will return to the requester.

It is important to remember that a Boomerang should back and forth!

The requester must CLOSE the solved ticket.

Close Ticket

Thank you
for watching the
QCC Training!