Boomerang Refresh

Updates

1.   Site setup:

For the cleaners who forgets to SIGN OUT the Boomerang GPS, the system automatically logout them at 5:50 am of every day.

We have some sites where the cleaner is SIGNING IN before 5:50am and the system was signing them out before the service finished, what was making the SIGN OUT impossible for them.

For situations like that, we created a NIGHT SHIFTS Check box, which the system will check before automatically logs them out.

If the box is ticked, the cleaner will not logged out automatically.

☐ Check if this site have a OVERNIGHT SHIFT

So, for situations like that, please tick the check box, but be aware that if the cleaner doesn't logout properly
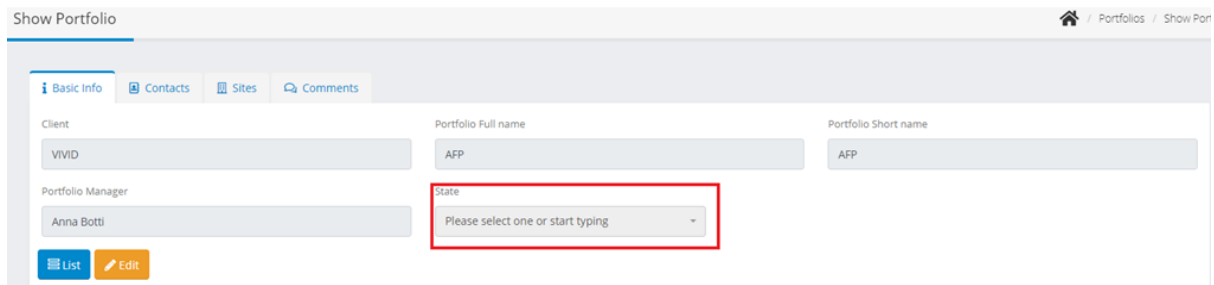
the system will record the total worked hours as the period since the SIGN IN to the SIGN OUT and it can register more hours than it should.

If the cleaner has any difficulties to <u>sign in</u> on the next day, it can happen because he didn't properly <u>sign out</u> on the last day and the system didn't do the <u>automatically sign out</u>.

The manager will need to regularly check if the night shifts cleaners are using the tools properly.

2. New information in Portfolio setup:

For reports proposes, we add the STATE information into Portfolio setup.

It is important to fill this information to get the right information in the reports.

3. Client Portal:

As most of you is already aware of it, Toowoomba is already accessing our system to check the Time Attendance for each cleaner.
To be prepared for other client with the same request, it is important to know about the new procedures described below.

3.1. New way to add Contacts in the client/portfolio/site:

Since now, to include a new contact you need to create a new PERSON in the system, as you can see in the "QCC – How to create the access manually for the Client Portal" Presentation.

Then you just need to select in the Client Contacts the person already created.

It will allow you to create a user linked to the client, who will just have access to the client information.

Even if you don't want to give access to the client, to create a Contact in the Client, Portfolio or Site, this is the new procedure.

3.2. How Clients will use Boomerang:

We created a presentation/training to the client, to make easier for them to access our system and get the information that they want/need.

We will add these two trainings into Boomerang Refresh area.

4. AdHoc Services:

As requested, now we have three texts fields in Work Order, the Description, the Observation and the Internal Communication.

The cleaner couldn't see just the Internal Communication.

Some clients are asking for the breakdown of the charged amount, the Internal Communication field is the perfect place to describe it.

Description *

Quarterly – External Window Clean & Bi-Annual – Internal Window Clean
Before & after photos to be sent to CSC upon completion of works.

Observation

Internal Communication
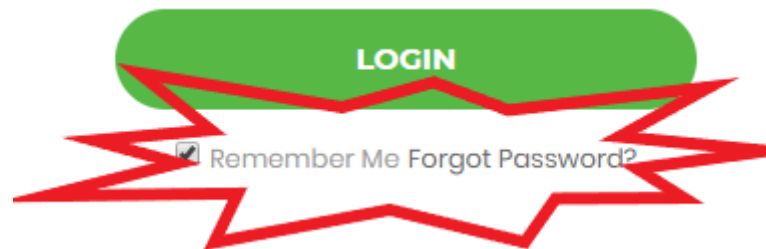
5. New Access rules:

As we reported this morning, we change the access rules for everyone today. You may notice some changes.

If you need to take any action and the system does not work, please contact us.

Reminder

1. Password reset:

If you forgot your Boomerang password, please don't go to the IT guys to ask for a new one.

You just need to press FORGOT MY PASSWORD link and the system will automatically create a new password for you and will send it by email.

Easy easy and faster than climb stairs.

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