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.

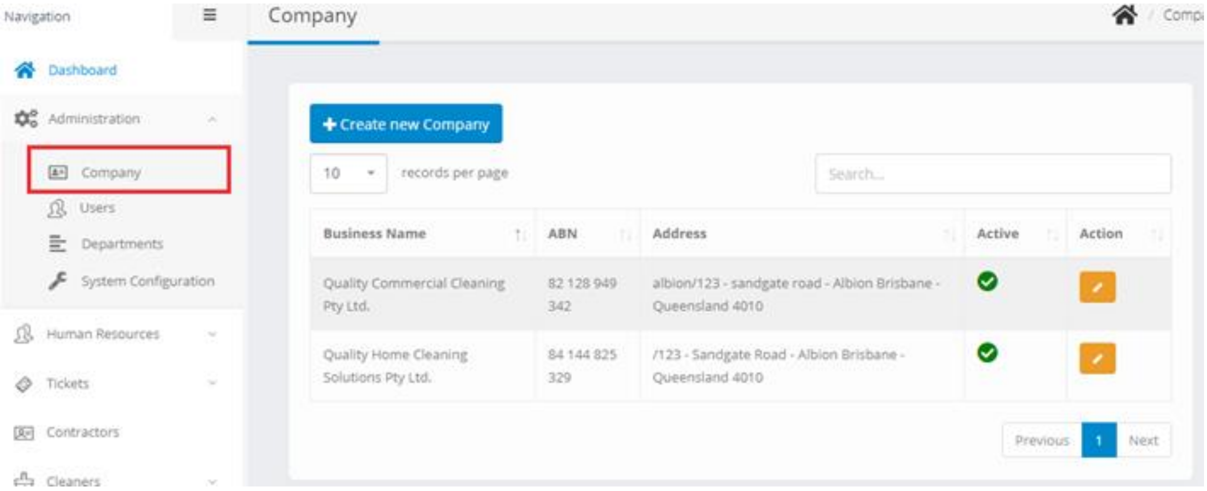
Basic Info | Time Allocated | Contacts | Cleaners | Complaints | Financial Settings | Time Attendance | Comments

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

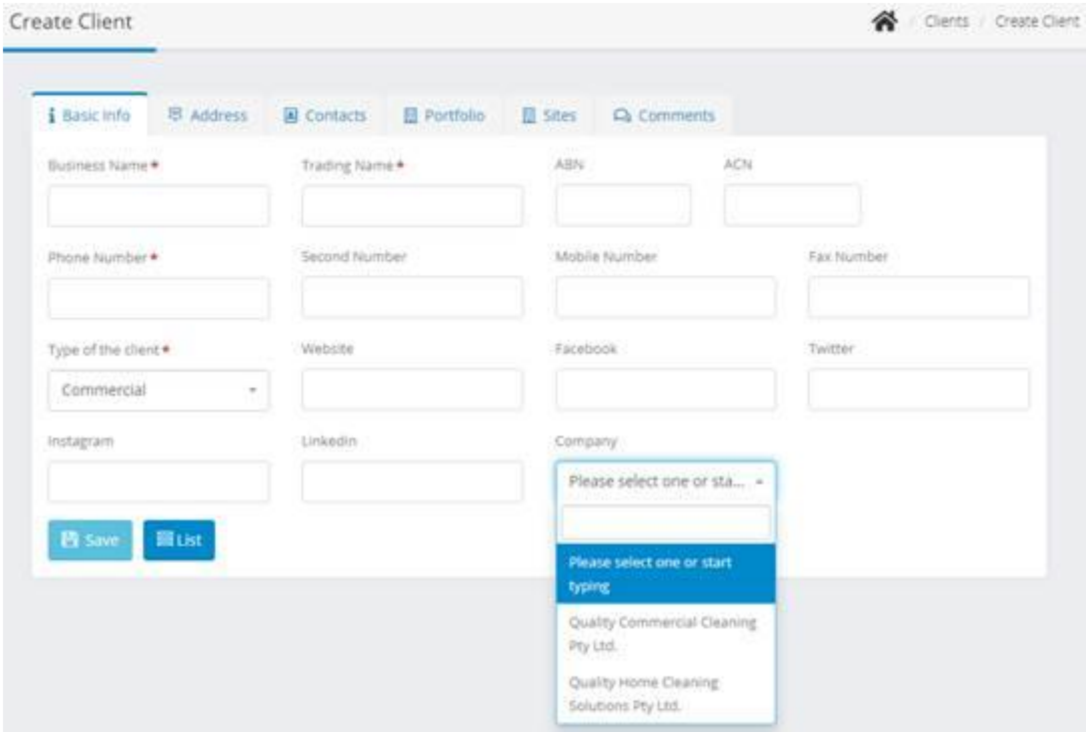
If you add a contact in the Client, it will also appear in the Portfolio's contacts.

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.



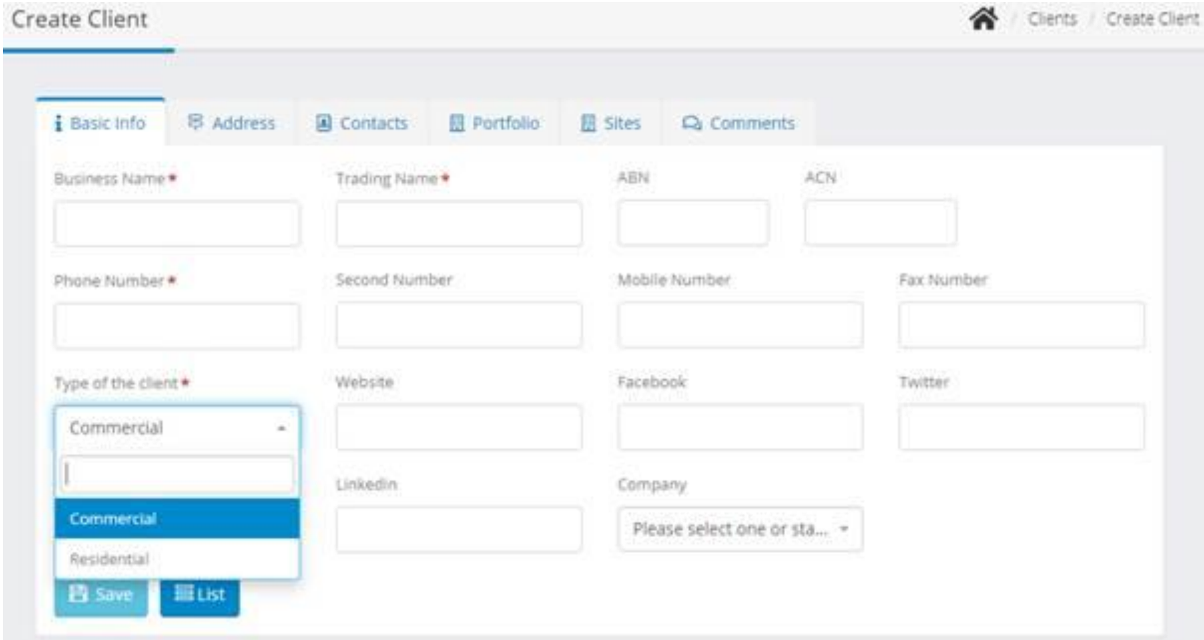
This field will guide the account team which Company will charge the customer or which company is responsible for each expenses, for example.



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.



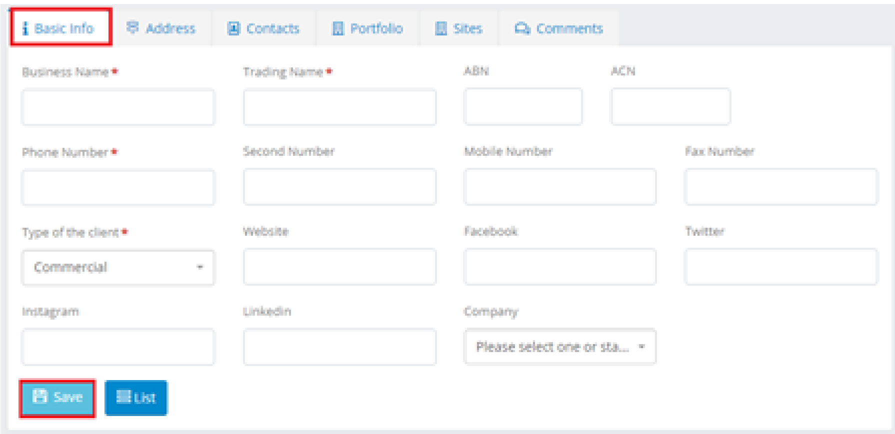
Now, when you are creating a new client you need to select one of the option, Commercial or Residential.

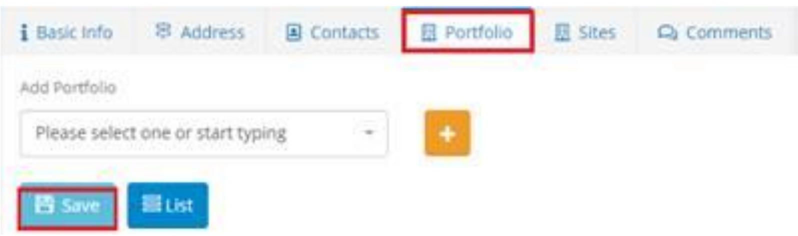
According to that, the system will just request the ABN number for the Commercial ones.

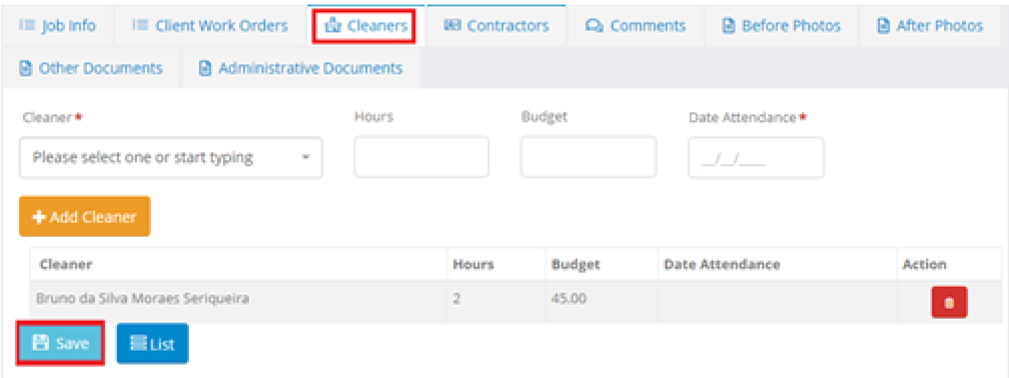
4. SAVE button:

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.





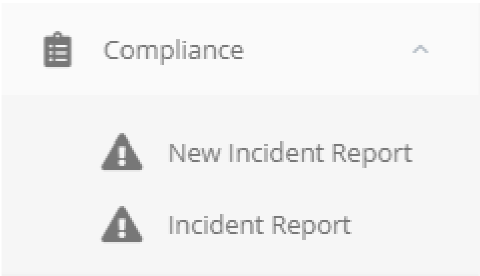


5. Compliance – Incident Report:

The last but not the least is the Incident report.

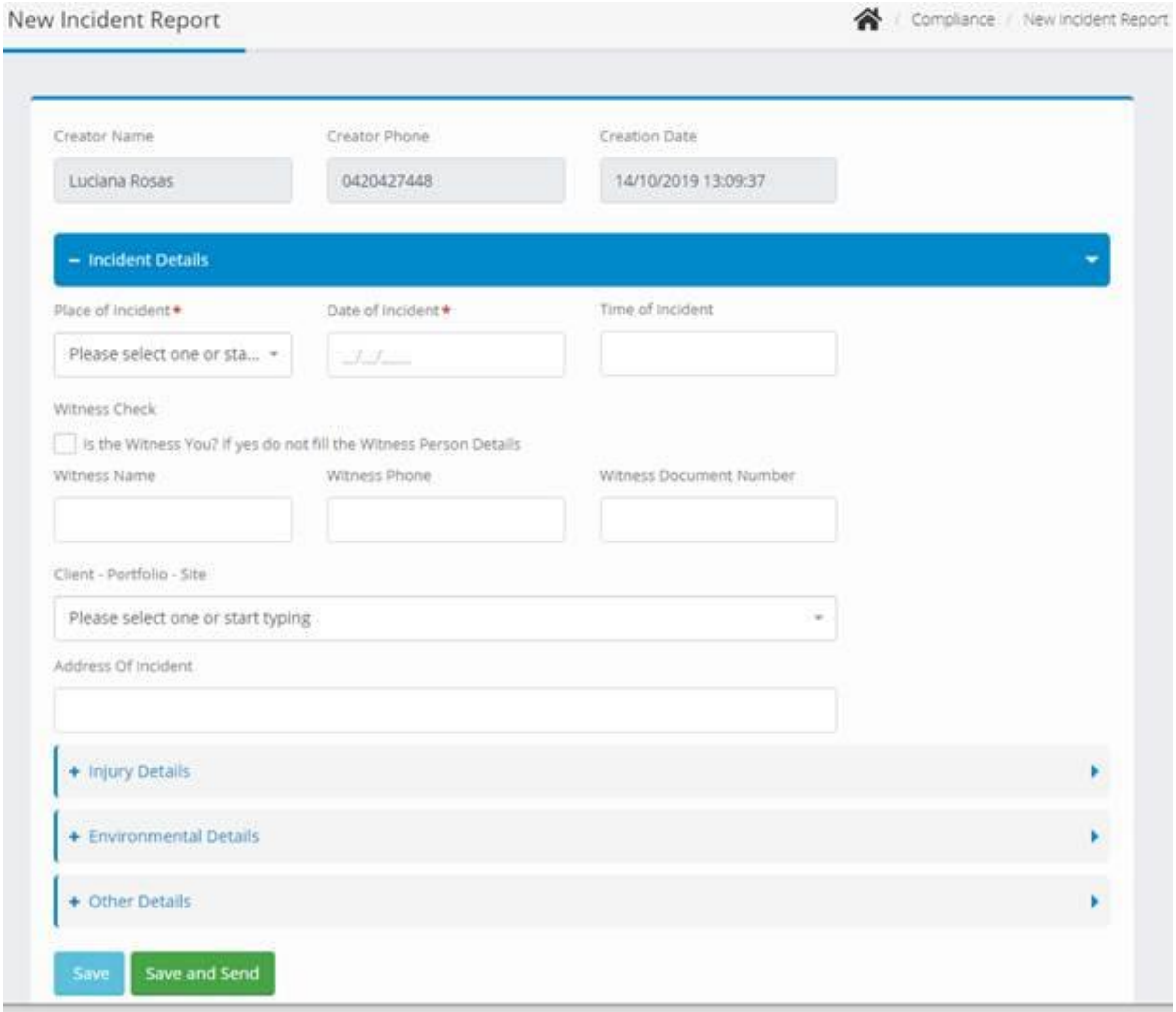
This is the first Compliance document that we have in Boomerang.

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.



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

Soon we will release a training for that.

Next Steps

Out 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 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.

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

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