



## ***Material Request through Client Training***

30/08/2019



A central graphic featuring a blue, jagged-edged starburst shape containing the text "Welcome to QCC Training!". To the left of the starburst is a cartoon illustration of a man with brown hair, wearing a white polo shirt with a small QCC logo on the chest and black trousers. To the right is a cartoon illustration of a woman with blonde hair, wearing a dark blue polo shirt with a small QCC logo on the chest and black trousers. The background is light gray with faint, large-scale circular patterns.

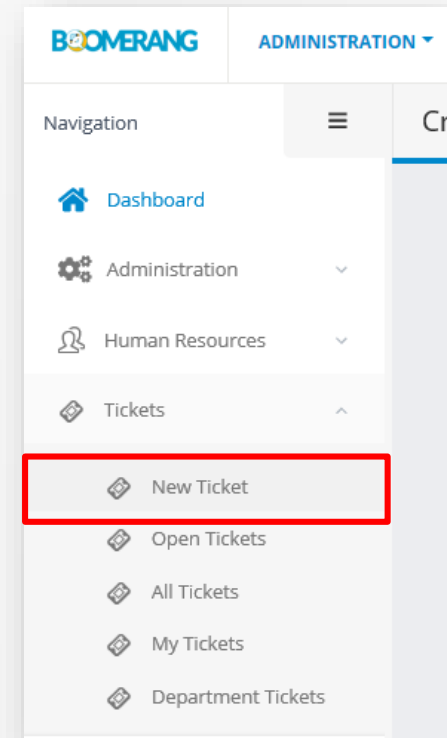
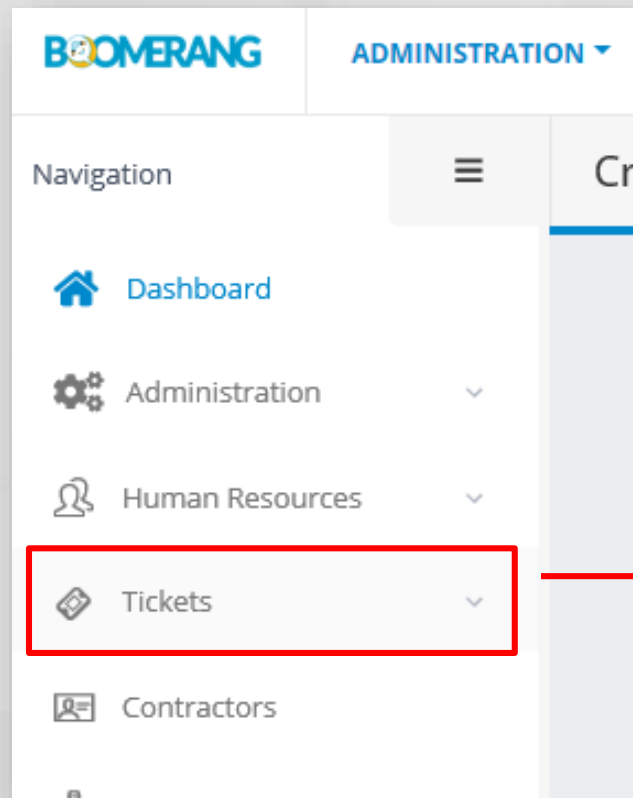
Welcome to  
QCC Training!

***Material Request through Client is just a request of  
Material to the indirect client.***

***Company doesn't have any contact with the supplier or  
any finance expense.***



## Create a ticket in Boomerang



## Select the Type

Type	Priority
Material Request Through Client	Low
<input type="text"/>	
Feedback	
IT Support	
Client Request	
Non-Conformance Report	
General Material Order	
Material Request Through Client	

Department	Due Date
Select the department	__/__/__
Subject *	
<input type="text"/>	

*Select the Priority and the Client –  
Portfolio – Site.*



### Priority

High

### Client - Portfolio - Site

Please select one or start typing



***Remember!***



**It doesn't require any approval.**

**You just have to create a ticket  
to let Help Desk aware about the  
needs.**

Select HELP DESK as a Department and input a Subject

Type	Priority	
Material Request Through Client	Low	
Client - Portfolio - Site		
Please select one or start typing		
Responsible	Department	Due Date
Select the responsible	Help Desk	__/__/__
Reference Number	Subject *	
	Material Request Training	



*The Purchase Order form is in the Forms area in Boomerang's Dashboard.*



You must write in the Message all the required information listed below or, if it is required, attach the client form(example below):

- Quantity per item
- Describe the items

SITE DETAILS				
Street Address				
Town / Suburb				
State				
Property Number (if known)		NA		
Required Delivery Date		NA		
Product Code	TOILET TISSUE	Product Pic	Qty Per Carton	Number of Carton Qty
KC5741	SCOTT® White, 2 ply – 400 sheets		48 rolls	0
Product Code	HAND TOWELS	Product Pic	Qty Per Carton	Number of Carton Qty
KC13207	Scott SlimTowel Multifold Hand Towel – 200 sheets		16	0
KC4457	Scott Optimum Interleaved Hand Towel – 150 sheets		16	0
KC44199	Scott Towel White – 100m		12	0

All the client's form are in Boomerang Dashboard too.

**Save the Ticket**

 Save



*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	





*It is important to remember  
that Creator needs to Close the  
ticket after Help desk Team  
Solve it.*



This ticket doesn't need any approval.

Help Desk will receive the ticket and  
will send the information to the client  
according our standards.

After that, the ticket can be solved, as  
it doesn't have any financial expense.

Thank you  
for watching the  
QCC Training!

