

27/08/2019

Boomerang Refresh

Updates

1. New field in Work Order:

Our operational team was missing the information of the requester for the AdHoc services, so from now on you can add this information in the Work Order. If the client doesn't pay, this new field is always important, etc. it can be questioned by the client who asked for it.

Requester

It is a non-compulsory information but it would be perfect if everyone insert it.

2. New required information:

As everybody knows, we are preparing the system to provide payables all the required payable information.

According to that, from now on any new contractor or any change in an existing contractor will require the contractor's hourly rate. It is a compulsory field.

Hourly Rate

It is going to be one of the most important information in the future to inform account department the amount they have to pay for each contractor. It is also essential to keep this information updated.

3. New member in IT Team:

As most of you may know, we have a new member in the IT team. His name is Bruno and he already did a lot of Improvements in Boomerang. You can notice that most of the field are sorted alphabetically now.

He also included in all compulsory field a red mark ★. These fields need to be filled to save the document.

Check these fields before save, because the system will not allow to move on without this information.

Welcome Bruno!!!

4. Ticket Layout corrected:

The ticket wasn't breaking the text correctly and this made reading and understanding difficult.

We did this correction last week too!

5. Same email is not allowed for different people:


From now on the system will check if the email already exists in our record when including a new cleaner or new staff or when editing an existing one.

If it exists, the system will not allow to use the same email unless the user insert a different one.

This is important because the email needs to be unique, as it will be the login for every Boomerang user.

6. My Tickets is back:

When we changed the tickets filters we lost the short cuts to My Tickets, but now they are back.

You can click in the top notice bar icon  and get the list of all tickets open by you which the status is different then closed and all the ticket open for you, which you is the responsible.

Next Steps

Soon we will send you a new procedure about General Material Order and an update of Consumables Order.

We already included a new type of ticket called as "General Material Order" to split these two procedures in two different flows.

Reminder

Our Task Force is finishing the cleaning in the system database and because of that I still ask to everyone,

DON'T INSERT ANY NEW INFORMATION IN BOOMERANG!!

Any new information, as a site or a new client, for example, must be insert by Help Desk.

They are able to do the correct procedures, without let any important information blank.

If someone send them with missing information, they will return till everything filled.

Every internal relief cleaning needs a Work Order to be paid.

We are having a lot of difficulties to get this information and we are receiving a lot of complains about this subjects.

Don't let the company in risk, if we have procedures they have to be follow correctly.

To clarify, if any cleaner missed the service and was replace for another one, the manager must create a work order in Boomerang to describe the service and then fill this information in miss cleaning spreadsheet adding the WO number. We understand as a relief cleaning when it happens between contractors, between employees and between contractors and employees, not within the same contractor.

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

