

FRANCHISEE WORK REQUEST PROCEDURE

Version 1.0

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I. WORK REQUEST RECEIVED FROM NARANGA TICKET

Initiation

- Franchisees submit Naranga Tickets for non-emergency work.
- The designated person in the team receives a Naranga Notification for the Ticket.

Evaluation and Planning

- Review the ticket details and collaborate with the team to determine work specifics.
- Fill out the Z Work Request Form: [Z Work Request Form Link](#)
- Select "No" for the question "Is the project completed?" for QUOTING.
- Inform the Naranga Ticket that details and estimated work hours have been sent to the Accounting Team.

Quote Creation

- Accounting Team reviews the work details and estimates.
- Creates a Quickbook Quote (even if zero dollars).
- Sends the Quote to Franchisee for approval.

Approval/Rejection

- If Franchisee accepts, Accounting Team approves Z Work Request.
- If Franchisee rejects, Accounting Team rejects Z Work Request.

Commencement

- After receiving the response from the Accounting Team, work can commence or not.
- If approved, create an Asana Project for monitoring.

Completion and Invoicing

- Upon completion, fill out Z Work Request form: [Z Work Request Form Link](#)
- Select "Yes" for the question "Is the project completed?" for INVOICING.
- Accounting Team converts the Quote to Invoice, adjusting any differences in hours or costs.
- Invoices are sent to Franchisees, and ACH is performed within 72 hours.

II. EMERGENCY WORK REQUEST(VIA SLACK/EMAIL)

Emergency Requests

- TPI associates address emergency work requests (e.g., IT issues) immediately.

Post-Completion Invoicing

- After resolving the issue, the designated person fills and submits the Z Work Request form: [Z Work Request Form Link](#)
- Fill out the complete details of work and actual completed hours.
- Select "Yes" for the question "Is the project completed?" for INVOICING.
- Accounting Team creates the Quickbook Invoice based on the details of the work and completed hours from the form.
- Invoices are sent to Franchisees, and ACH is performed within 72 hours.