From:	s47E(c), s47F
To:	HERALD, Russell; CONNOLLY, Thea
Subject:	RE: Documents provided and key risk to be addressed [SEC=OFFICIAL]
Date:	Friday, 16 February 2024 10:08:29 AM
Attachments:	Whitehorse transition MMA to NMOW.dotx.docx
	image001.png
	image002.png
	image003.png

Also this is my tracking list of all the data and concerns raised by s47F – 3 outstanding items in orange

I'm also pulling together a 2 week training schedule – will send this to both MMA and NMOW shortly to help me fill it out in more detail

MMA List (Completed 13 February)	Comments
Jan DEX	Provided 13 February
Jan client invoices	Provided 13 February
Volunteer reimbursements	NMOW – have you got this data?
ERP data - Full and current client details (including data held outside the ERP – on spreadsheets)	Provided 13 February (client onboarding, HCP clients) There are no spreadsheets held outside the ERP -to limit visibility of the GoSource system (for commercial reasons), on-site staff have been extracted excel spreadsheets from the ERP to show NMOW staff.
Client onboarding schedule	Provided 13 February
Batches 3-5 of new clients to onboard	Provided 13 February
Volunteer schedule/availability	Provided 13 February (the rosters are created each morning, based on the data provided – while utility is minimal, historic rosters can be provided – all other information is stored in the ERP data extract)
HCP provider info – in the template sent by NMOW (a template for loading into Xero)	Provided 13 February
Food wastage and stocktake data	Provided 13 February
Food safety plan	**Being uploaded today into NMOW sharepoint**
Copies of notices/letters that have been formally sent to clients	Provided 13 February
Client meal plans	Provided - Client orders are in the ERP data, can be extracted from the JSON files by new CRM vendor
Client delivery schedules	Provided -Client orders/ meal runs are in the ERP data (provided), can be extracted from the JSON files by new CRM vendor
Volunteer contact details	Provided 13 February
Supplier contracts and contact information	**Being uploaded today into NMOW sharepoint:** Template contract: WMOW new menu prep - additional work

	Contact information: Order form cycle - calendar view.xlsx
Details on the meal ranges and offering	**Being uploaded today into NMOW sharepoint:** Details of courses are in the menu: Clients New courses are here: WMOW new menu prep - additional work
Physical access to the Whitehorse MOW site and its facilities.	**NMOW Action:** NMOW will need to contact Whitehorse Council to arrange access. When the new staff commence on 19 February MMA will take them to the relevant Council officer onsite, where they can obtain their pass. MMA will return their passes upon cessation and Council will deactivate them.

From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Friday, February 16, 2024 10:02 AM
To: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Cc: s47E(c), s47F @health.gov.au>
Subject: FW: Documents provided and key risk to be addressed [SEC=OFFICIAL]

Thea – this is the latest I have seen from MMA, but s47E(c), s47F is well and truly more across the detail

Can I suggest it might be easier if we have s47E(c), s47F call you (on mb)

From: Lakshman Gunaratnam s47F @milesmorgan.com.au>
Sent: Thursday, February 15, 2024 3:15 PM
To: s47E(c), s47F @health.gov.au>
Cc: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: RE: Documents provided and key risk to be addressed [SEC=OFFICIAL]

Hi s47E(c), s47F

Following on from the email below, and although MMA is not contracted to develop a transition-out plan, we have done so to ensure the effective transition of Whitehorse Meals on Wheels (WMOW) on those matters within our direct control. Please note the key factor (captured towards the end in blue text) is the cut over date of the ERP as this will determine when we run off the necessary information from the current ERP with respect to run sheets etc.

Now that NMOW staff who will be running the service are going to be on site from next week, the below seeks to capture the key processes being transitioned:

- Client onboarding and management
- Volunteer coordination
- Food safety and logistics.

Broadly speaking, we would suggest the following approach, noting the morning is focussed on service delivery to clients and walk throughs etc. would be undertaken post peak service period (so **after** 11:30am).

Friday 16 February

- MMA personnel to relocate in the meals breakout area, so that NMOW and WMOW personnel are able to set up in their office
  - Phones will be diverted to voicemail until NMOW has their CRM in place
    - The only place the phones can be accessed from is the office that NMOW will occupy from Monday

- MMA will pick up the voicemails and action them until NMOW has their CRM in place
- The voicemails are sent from the NMOW phone system to an inbox managed by NMOW

Monday 19 February

- Subject to the arrival time of all NMOW personnel (understand it's two from Newcastle and the two Melbourne based personnel that commence 19 February):
  - Introductions
  - Understand the roles of the new WMOW personnel (team leader and branch assistant)
    - Provide folders with roles responsibilities, key task lists, SOPs
  - Explanation of the above key functions
  - Service walk through (high level)
- NMOW to confirm they have contact details for:
  - Manager Property and Leasing (given the lease extension needs to be actioned prior to 30 June)
  - Meal suppliers (noting they were introduced to s47F
  - Whitehorse Council management (should they wish to have these)
- Reflections/ questions and next steps for the following day.

Tuesday 20 February

- WMOW staff to shadow MMA staff:
  - Team leader to do a run with the volunteer
  - Branch assistant to shadow volunteers
  - Team leader to join client onboarding and walk through the client management process
- Reflections/ questions and next steps for the following day.

Wednesday 21 February

- WMOW staff to shadow MMA staff:
  - Meal run and meet clients
  - Meet volunteers
  - Pick and pack
  - Ordering
- NMOW to activate their CRM
- Reflections / questions and next steps for the following day.

Thursday 22 February

- NMOW staff to engage (MMA to support):
  - Meal run and meet clients
  - Meet volunteers
  - Pick and pack
- Reflections / questions and next steps for the following day.

Friday 23 February

- MMA to confirm handover is complete with all material provided and discussed
- NMOW to set a plan for the following week, noting that MMA staff will support as required.

Key assumptions:

s47G

s47G

Main aspect of transition that needs to be confirmed:

- ***The most pivotal point of the entire transition is understanding the system cut-over date – and above we assume cut over is Wednesday***
    - NMOW to confirm arrangements for their selected CRM, noting the plan for next week is based on the assumption that:
        - NMOW's CRM will run from the end of next week onwards
            - MMA staff cannot use this system, as we have no direct relationship with NMOW (respecting the same applies for NMOW staff to the current system)
            - MMA will enter data into the current ERP until system cut-over (this data will be uploaded into the new CRM through the same data dumps that have already been provided)
            - We can provide run sheets for the days after the new CRM is active as a contingency plan
        - Once the CRM is actively being used, we will handover all operational spreadsheets noting once these are with NMOW, MMA staff will not be able to use these spreadsheets.

Thanks
Lakshman
Lakshman Gunaratnam
CEO

s47F

s47F @milesmorgan.com.au

From: s47E(c), s47F @health.gov.au>
Sent: Thursday, February 15, 2024 11:30 AM
To: Lakshman Gunaratnam s47F @milesmorgan.com.au>
Cc: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: RE: Documents provided and key risk to be addressed [SEC=OFFICIAL]

Hey Lakshman
Can you please upload all the files to the NMOW sharepoint site?

From: Lakshman Gunaratnam s47F @milesmorgan.com.au>
Sent: Thursday, February 15, 2024 10:21 AM
To: s47E(c), s47F @health.gov.au>
Cc: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: RE: Documents provided and key risk to be addressed [SEC=OFFICIAL]

Hi s47E(c), s47F

Thanks for your email and please see below the required information placed into the table. Updated tables below. As for evidence, we have provided screenshots in DOHAC sharepoint (in the weekly status reports folder: WMOW_evidence of upload to NMOW sharepoint). But also attached versions of the same.

MMA List (Completed 13 February)	NMOW list	Comments
Jan DEX		

Jan client invoices		
Volunteer reimbursements		
ERP data	Full and current client details (including data held outside the ERP – on spreadsheets)	Provided (client onboarding, HCP clients)
Client onboarding schedule		
Batches 3-5 of new clients to onboard		
Volunteer schedule/availability	Volunteer rosters	Provided (the rosters are created each morning, based on the data provided – while utility is minimal, historic rosters can be provided – all other information is stored in the ERP data extract)
HCP provider info – in the template sent by NMOW (a template for loading into Xero)		
Food wastage and stocktake data		
Food safety plan		
Copies of notices/letters that have been formally sent to clients		

For the information that was provided to DOHAC, as listed below, I would suggested you are best placed to pass this on, as MMA does not want to be seen as having withheld this information, given most was provided last Friday.

NMOW list	Comment
Client meal plans	Client orders are in the ERP data (provided), can be extracted from the JSON files by new CRM vendor
Client delivery schedules	Client orders/ meal runs are in the ERP data (provided), can be extracted from the JSON files by new CRM vendor
Volunteer contact details	Provided
Supplier contracts and contact information	Template contract: WMOW new menu prep - additional work (in DOHAC sharepoint) Contact information: Order form cycle - calendar view.xlsx (in DOHAC sharepoint)
Details on the meal ranges and offering	Details of courses are in the menu: Clients (in DOHAC sharepoint) New courses are here: WMOW new menu prep - additional work (in DOHAC sharepoint)
Physical access to the Whitehorse MOW site and its facilities.	Access to the site is required through an access pass issued by the Whitehorse Council. All MMA personnel working on-site have completed a form and been given a pass for their specific use. We do not

share passes.

In the time NMOW had a CEO, he was the delegated person to request passes for NMOW personnel that visited the site (and there have been at least three NMOW personnel that have done so).

The last NMOW representative that visited the site was given the form to complete for a pass and the email to send the form through to for processing. Unclear if this was done. Of course, NMOW holds the lease, and can act on this at anytime.
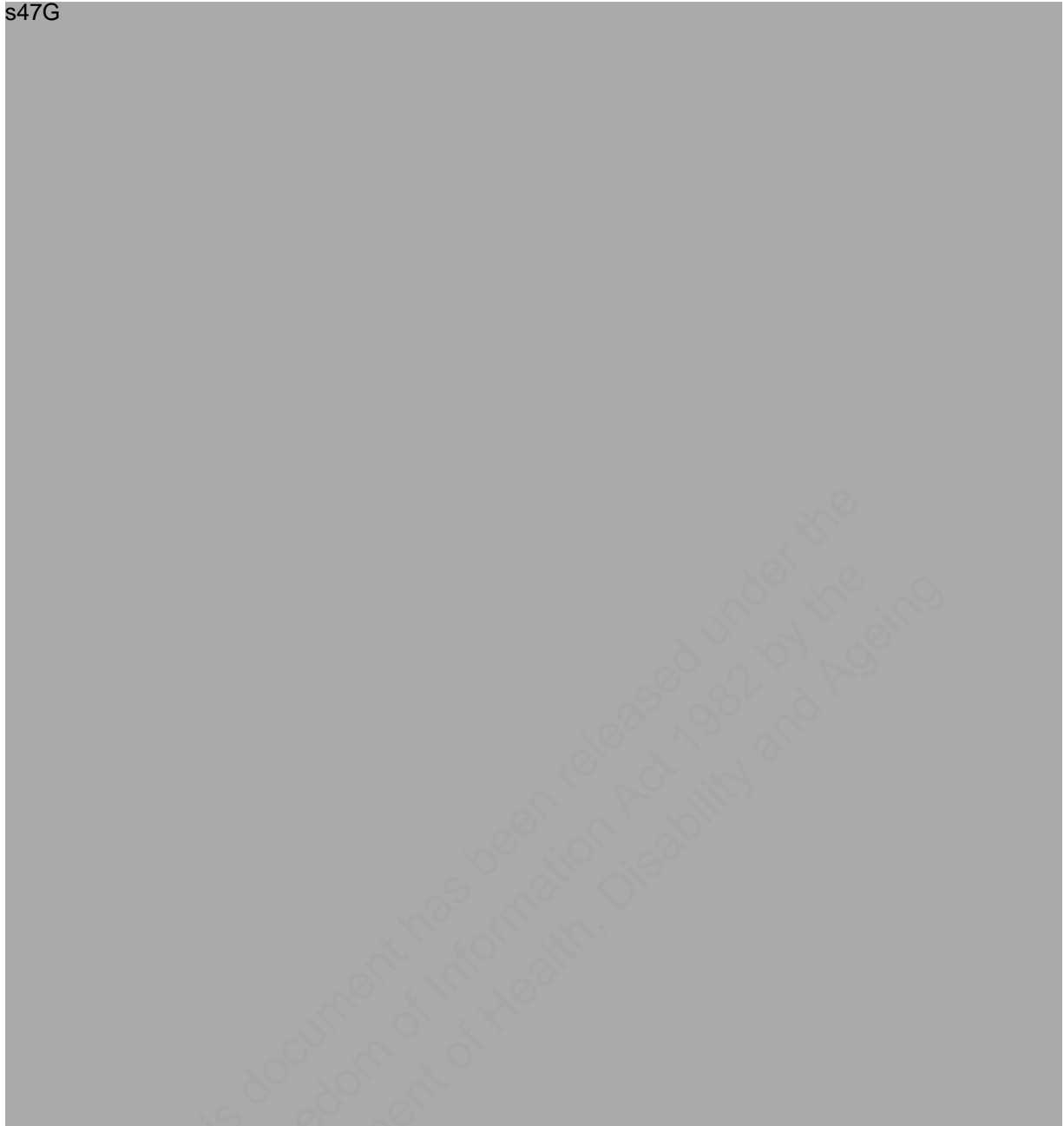
When the new staff commence on 19 February we will take them to the relevant Council officer onsite, where they can obtain their pass.

MMA will return their passes upon cessation and Council will deactivate them.

s47G

s47G

s47F

Lastly, I would reiterate that WMOW was a pilot under the former Future Fit program of work. To ensure the pilot was successful there was considerable investment made to cultivate and maintain effective stakeholder relationships with key stakeholders that include the: Whitehorse Council; meal suppliers, volunteers and clients. The successful operation of WMOW (evidence based from May 2023 when transition in planning commenced) has been driven by this continued investment by MMA personnel onsite, NMOW personnel onsite, for former CEO and the former Board.

s47G

Thanks
Lakshman
Lakshman Gunaratnam
CEO

s47F

s47F @milesmorgan.com.au

From: s47E(c), s47F @health.gov.au>
Sent: Wednesday, February 14, 2024 5:57 PM
To: Lakshman Gunaratnam <s47F @milesmorgan.com.au>
Cc: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: RE: Documents provided and key risk to be addressed [SEC=OFFICIAL]
Importance: High

Thanks Lakshman

I've tried to marry up the data that you mention below to the list NMOW have sent through to us this arvo.

Can you please also provide us time/date stamped evidence the below have been provided to NMOW?

MMA List (Completed 13 February)	NMOW list	Comments
Jan DEX		
Jan client invoices		
Volunteer reimbursements		
ERP data	Full and current client details (including data held outside the ERP – on spreadsheets)	
Client onboarding schedule		
Batches 3-5 of new clients to onboard		
Volunteer schedule/availability	Volunteer rosters	
HCP provider info – in the template sent by NMOW (a template for loading into Xero)		
Food wastage and stocktake data		
Food safety plan		
Copies of notices/letters that have been formally sent to clients		

As a matter of urgency, can you please get the outstanding data across to NMOW and provide us with date stamped evidence of when these were provided to NMOW?

Outstanding data:

NMOW list	Comment
Client meal plans	
Client delivery schedules	
Volunteer contact details	
Supplier contracts and contact information	
Details on the meal ranges and offering	
Physical access to the	

Whitehorse MOW site and its facilities.

s47E(c), s47F

From: Lakshman Gunaratnam <s47F @milesmorgan.com.au>
Sent: Wednesday, February 14, 2024 5:53 PM
To: s47E(c), s47F @health.gov.au>
Subject: FW: Documents provided and key risk to be addressed [SEC=OFFICIAL]

Hi s47E(c), s47F

Please see below. s47F confirms the data uploaded to NMOW. He also confirms the status of the SOPs.

Hope that helps.

Thanks

LG

Lakshman Gunaratnam

CEO

s47F

s47F @milesmorgan.com.au

From: s47F @milesmorgan.com.au>
Sent: Tuesday, February 13, 2024 1:53 PM
To: Lakshman Gunaratnam <s47F @milesmorgan.com.au>; s47F
<s47F @milesmorgan.com.au>
Subject: RE: Documents provided and key risk to be addressed [SEC=OFFICIAL]

And FYI for you Lakshman, we've now uploaded all SOPs to DOHAC. I also have a loose reminder in my calendar about deleting the copies of the sensitive financial data from services this evening.

Data transfer for NMOW has also completed, including:

- Jan DEX
- Jan client invoices
- Volunteer reimbursements
- ERP data
- Client onboarding schedule
- Batches 3-5 of new clients to onboard
- Volunteer schedule/availability
- HCP provider info – in the template sent by NMOW (a template for loading into Xero)
- Food wastage and stocktake data
- Food safety plan
- Copies of notices/letters that have been formally sent to clients

From: Lakshman Gunaratnam
Sent: Tuesday, February 13, 2024 12:26 PM
To: s47E(c), s47F @health.gov.au>
Cc: s47E(c), s47F @health.gov.au>; s47F @milesmorgan.com.au>;
HERALD, Russell <Russell.Herald@health.gov.au>
Subject: RE: Documents provided and key risk to be addressed [SEC=OFFICIAL]

Hi s47E(c), s47F

Many thanks for coming back to us and confirming that DOHAC has authorised MMA to provide

client and volunteer personal and sensitive information directly to NMOW.

s47G

Thanks

LG

Lakshman Gunaratnam

CEO

s47F

s47F @milesmorgan.com.au

[?]

From: s47E(c), s47F @health.gov.au>
Sent: Tuesday, February 13, 2024 10:06 AM
To: Lakshman Gunaratnam <s47F @milesmorgan.com.au>
Cc: s47E(c), s47F @health.gov.au>; s47F @milesmorgan.com.au>;
HERALD, Russell <Russell.Herald@health.gov.au>
Subject: RE: Documents provided and key risk to be addressed [SEC=OFFICIAL]

Hi Lakshman

As the grant recipient, NMOW are the owners of all the data at Whitehorse. Are you able to arrange for the secure data transfer to occur asap, this includes:

- January DEX data
- January invoice file
- Volunteer reimbursement file
- A copy of all ERP data as at 12noon 12 February
- HCP provider info
- Batch 3-5 for new client onboarding
- Volunteer schedule
- Client onboarding schedule
- Food wastage and stocktake registers.

Thank you!

s47E(c), s47F

From: Lakshman Gunaratnam <s47F @milesmorgan.com.au>
Sent: Friday, February 9, 2024 7:43 PM
To: s47E(c), s47F @health.gov.au>
Cc: s47E(c), s47F @health.gov.au>; s47F @milesmorgan.com.au>
Subject: Documents provided and key risk to be addressed

REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47E(c), s47F

We have now uploaded the documents to our Sharepoint folder for Milestone 2, plus additional work undertaken for NMOW, and these are available for your team to access. We will have a few updates next week, and will track any changes.

Transitioning WMOW operations to NMOW

We have provided a draft of the risk register, which we will continue to work on and update.

As part of identifying all risks associated with this project (and there are many for such a short engagement), we have identified a risk that we believe requires particular attention.
MMA holds personal and sensitive information in relation to Newcastle Meals on Wheels (NMOW) clients. The provision of this data to MMA was authorised by NMOW and initially supported by NMOW Board delegations. s47G

s47G

s47G   Because MMA is acutely aware of its obligations as an APP entity to maintain the security of the data, there is no or further disclosure or any risk of serious harm to an individual to whom the data relates. Accordingly, there is no eligible data breach pursuant to section 26WE of the Privacy Act.

s47G

We reiterate that MMA has met all of the requirements of the Privacy Act, client data is secure, and there have been no unauthorised disclosure of data held by MMA and accordingly no eligible data breaches.
Welcome your advice.
Many thanks
LG
Lakshman Gunaratnam
CEO

s47F

s47F   @milesmorgan.com.au

"Important: This transmission is intended only for the use of the addressee and may contain confidential or legally privileged information. If you are not the intended recipient, you are notified that any use or dissemination of this communication is strictly prohibited. If you receive this transmission in error please notify the author immediately and delete all copies of this transmission."

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Meals on Wheels Documents > s) Operations > Whitehorse Share > Whitehorse clients > **Client notices**

	Name ∨	Modified ∨	Modified By ∨
	Notice to MOW clients_Rebranding of LLF_Feb 2024.pdf	Tuesday at 1:50 PM	s47F @milesmorgan.com
	Notice to WMOW clients - 11 July 2023 (002).pdf	Tuesday at 1:50 PM	@milesmorgan.com
	Notice to WMOW clients - AFL public holiday - 29 Sep...	Tuesday at 1:50 PM	@milesmorgan.com
	Notice to WMOW clients - Christmas holiday - 22 No...	Tuesday at 1:50 PM	@milesmorgan.com
	Notice to WMOW clients - Christmas holiday reminde...	Tuesday at 1:50 PM	@milesmorgan.com
	Notice to WMOW clients - Holiday ordering - 29 Nov...	Tuesday at 1:50 PM	@milesmorgan.com
	Notice to WMOW clients - Melbourne Cup Day - 7 N...	Tuesday at 1:50 PM	@milesmorgan.com
	Notice to WMOW HCP clients - 9 February 2024.pdf	Tuesday at 1:50 PM	@milesmorgan.com
	Notice to WMOW potential HCP clients - 9 February 2...	Tuesday at 1:50 PM	@milesmorgan.com

s47G

📁 MMA - General 🔷 SharePoint - home 🔷 Whitehorse Share

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Meals on Wheels Documents > s) Operations > Whitehorse Share > **Whitehorse Food Safety**

📄	Name ∨	Modified ∨	Modified By ∨
📁	Audit Reports	29 January	s47F
📊	Food wastage register_to Feb 12 2024.xlsx	Tuesday at 1:55 PM	s47F @milesmorgan.com
📄	WMOW food safety plan-Feb 2024.pdf	Tuesday at 1:55 PM	@milesmorgan.com
📊	WMOW weekly stocktakes_to 9 Feb.xlsx	Tuesday at 1:55 PM	@milesmorgan.com

s47G

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Meals on Wheels Documents > s) Operations > Whitehorse Share > **ERP Data Export**

📄	Name ⌄	Modified ⌄	Modified By ⌄	
📁	Whitehorse Client Data	29 January	s47F	
📁	Whitehorse Volunteer Data	29 January		
📄	WMOW full extract_2024-02-12.json	Tuesday at 2:02 PM	s47F @milesmorgan.com	
📁	WMOWdataextract_all.json.gz	31 January	@milesmorgan.com	

s47G

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Meals on Wheels Documents > s) Operations > Whitehorse Share > Whitehorse Invoice Data > **HCP clients**

	Name ∨	Modified ∨	Modified By ∨
📊	WMOW Client HCP Contacts template.xlsx	Tuesday at 1:50 PM	s47F @milesmorgan.com

s47G

MMA - General | SharePoint - home | Whitehorse Share

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Meals on Wheels Documents › s) Operations › Whitehorse Share › **Whitehorse Invoice Data**

📄	Name ⌄	Modified ⌄	Modified By ⌄
📁	HCP clients	Tuesday at 1:53 PM	s47F @milesmorgan.com
📊	WMOW-Client-Invoices-2023-12.xlsx	22 January	s47F @cinchtransform.
📊	WMOW-Client-Invoices-2024-01.csv	Tuesday at 1:50 PM	s47F @milesmorgan.com

This document has been released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

s47G

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Meals on Wheels Documents > s) Operations > Whitehorse Share > Whitehorse Dex > **Jan 24**

|	Name ⌄	Modified ⌄	Modified By ⌄
📄	Whitehorse_DEX_report_January_2024.xml	Tuesday at 1:52 PM	s47F @milesmorgan.com

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··· > s) Operations > Whitehorse Share > Whitehorse New Client Engagement > **New client onboarding -at 13 Feb**

	Name ∨	Modified ∨	Modified By ∨
📊	Batch 3 New clients for onboarding.xlsx	Tuesday at 1:50 PM	s47F @milesmorgan.com
📊	Batch 4 New clients for onboarding.xlsx	Tuesday at 1:50 PM	@milesmorgan.com
📊	Batch 5 New clients for onboarding.xlsx	Tuesday at 1:50 PM	@milesmorgan.com
📊	WMOW Client Onboarding Schedule_as at 12 Feb.xlsx	Tuesday at 1:50 PM	@milesmorgan.com

s47G

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Meals on Wheels Documents > s) Operations > Whitehorse Share > **Volunteer management**

	Name ∨	Modified ∨	Modified By ∨
📗	Volunteer management.xlsx	Tuesday at 1:57 PM	s47F @milesmorgan.com

Australian Government
Department of Health and Aged Care
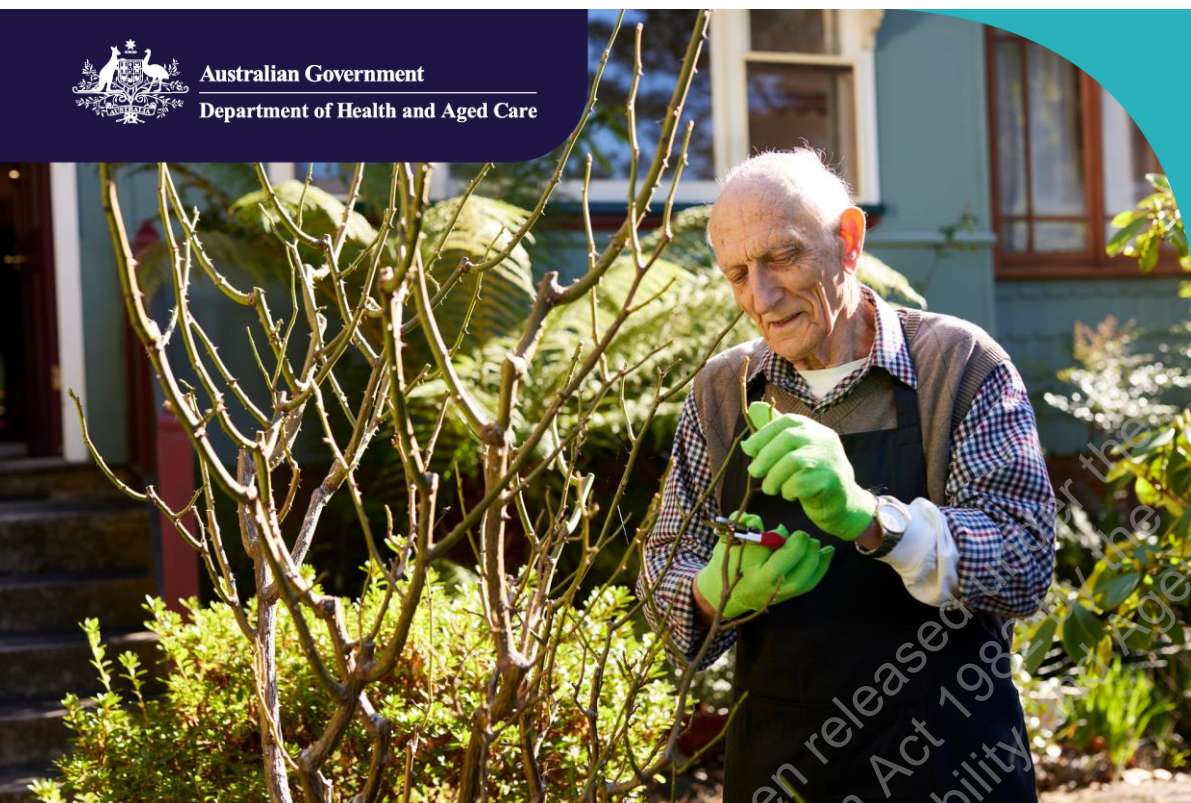
Whitehorse transition

Newcastle Meals on Wheels

agedcareengagement.health.gov.au

Month Year

Whitehorse operations transition

This document outlines the requirements and schedule for transitioning the operations at Whitehorse Meals on Wheels (WMoW) to the grant recipient, Newcastle Meals on Wheels (NMoW).

Roles and Responsibilities

Name	Organisation	Role	Responsibilities
s47F	NMOW		
	NMOW		
	NMOW		
	NMOW		
	NMOW		
	NMOW		
	NMOW		
	NMOW		
Lakshman	MMA		
s47F	MMA		
	MMA		
	MMA		
	MMA		

Runsheet / Training Schedule

Date	Description	Time
	WEEK 1	
Friday 16 February	• MMA personnel to relocate in the meals breakout area, so that NMOW and WMOW personnel are able to set up in their office o Phones will be diverted to voicemail until NMOW has their CRM in place ▪ The only place the phones can be accessed from is the office that NMOW will occupy from Monday o MMA will pick up the voicemails and action them until NMOW has their CRM in place o The voicemails are sent from the NMOW phone system to an inbox managed by NMOW	
Monday 19 February	• Pick and packers commence work between 6.30 – 7.30 am. • MMA to commence at 7.30 am. • NMOW head office staff to attend site at 8.00am. • NMOW new employees s47F and XX) start at 8.10 am.	7.30 am NMOW to start at 8am
	• Introductions to all the volunteers and staff	8.15 am
	• Volunteers begin their daily run	8.30am

Commented [s 1]: NMOW to ensure they outline who is who, and where is s47F

Date	Description	Time
	• NMOW on-site staff (s47F , s47F and XX) to shadow s47F and s47F to see: • X, Y,Z	8.40 am
	• NMOW staff to arrange building passes with Whitehorse Council	9.00 am
	• Service walk through (high level)	11.30 am
	Lunch	1.00 – 2.00 pm
	• Understand the roles of the new WMOW personnel (team leader and branch assistant) • Provide folders with roles responsibilities, key task lists, SOPs Explanation of the above key functions	2.00 pm
	• MMA to provide NMOW with contact details for: o Property and Leasing Manager (the lease extension needs to be actioned prior to 30 June) o Meal suppliers o Whitehorse Council management	
	• Questions and next steps for the following day.	
Tuesday 20 February	• WMOW staff to shadow MMA staff:	

Commented [s4]: What does this involve

Commented [s4 : Mon-wed

Date	Description	Time
	○ Team leader to do a run with the volunteer ○ Branch assistant to shadow volunteers ○ Team leader to join client onboarding and walk through the client management process - Reflections/ questions and next steps for the following day.	
Wednesday 21 February	- WMOW staff to shadow MMA staff: ○ Meal run and meet clients ○ Meet volunteers ○ Pick and pack ○ Ordering - NMOW to activate their CRM - Reflections / questions and next steps for the following day.	
Thursday 22 February	- NMOW staff to engage (MMA to support): ○ Meal run and meet clients ○ Meet volunteers ○ Pick and pack - Reflections / questions and next steps for the following day.	

6 Document title | Section title

Date	Description	Time
Friday 23 February	• MMA to confirm handover is complete with all material provided and discussed • NMOW to set a plan for the following week, noting that MMA staff will support as required.	
	WEEK 2	

Key assumptions:
s47G

Main aspect of transition that needs to be confirmed:

- ***The most pivotal point of the entire transition is understanding the system cut-over date – and above we assume cut over is Wednesday***
  - o NMOW to confirm arrangements for their selected CRM, noting the plan for next week is based on the assumption that:
    - ▪ NMOW's CRM will run from the end of next week onwards
      - • MMA staff cannot use this system, as we have no direct relationship with NMOW (respecting the same applies for NMOW staff to the current system)

Document title | Section title **7**

- MMA will enter data into the current ERP until system cut-over (this data will be uploaded into the new CRM through the same data dumps that have already been provided)
    - We can provide run sheets for the days after the new CRM is active as a contingency plan
- Once the CRM is actively being used, we will handover all operational spreadsheets noting once these are with NMOW, MMA staff will not be able to use these spreadsheets.

Use the style called 'normal' for all body text.

Heading 3

Use the style called 'normal' for all body text.'

- List bullet
    - Level 2
        - Level 3

1. Numbered List Bullet: Use the tab key or indent buttons to move levels
    a. Level 2
        i. Level 3

Heading 4

Insert normal text

Heading 5

Insert normal text

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Pull out: Any call out/pull quote should use this style. Avoid changing font size or removing the bold.
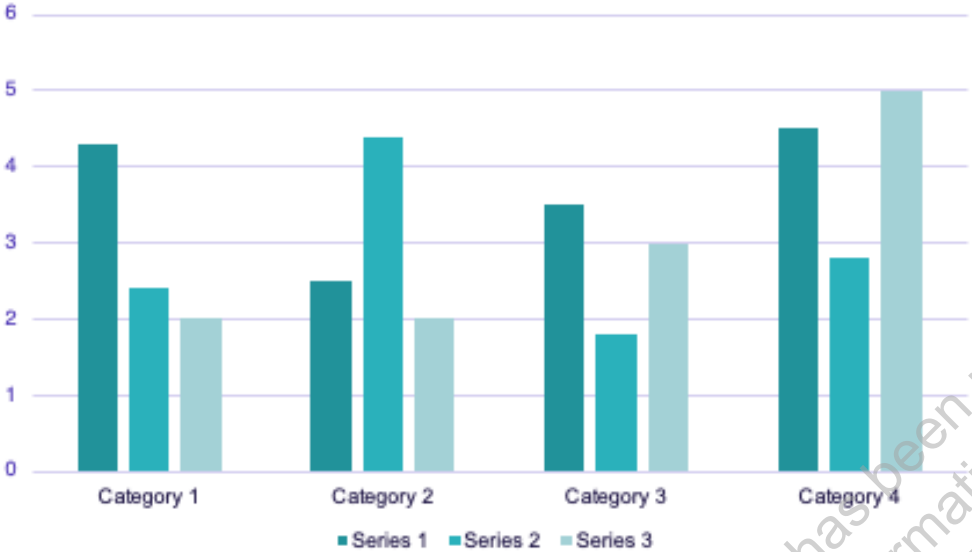
Figure Title

10 Document title | Section title

Table Title

Table header	Table header	Table header	Table header
Table paragraph: Use this style for all text within a table.	Table paragraph: Use this style for all text within a table.	Table paragraph: Use this style for all text within a table.	Table paragraph: Use this style for all text within a table.
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Section number

Section title

Document title | Section title **13**