

Envio do código entrega rejeitada

Para realizar o teste do envio do código C87 entrega rejeitada é necessário ter um credenciamento concluído e solicitar ao service provider:

Após o service provider enviar o código o Status da OS vai para cancelado

The screenshot shows the 'Ticket Details' section of the BR TMP system. The ticket number is 60000041009. The status is 'CANCEL'. The ticket was created on 2021-11-29 at 17:18:27. The institution is CAIXA, channel is BANCOBR, and sub-channel is TESTEALIN. The agent name is KASPERALIN. The service provider is INGENCO (DE). The SLA is 2021-11-17 18:00 MON. The mobile operator is Algor. The special conditions are empty. The motive is [2021-11-30 18:15:14] [INGENCO] - [Notive send by SP]. The scheduled date is 2021-11-17 18:00 MON. The total value is R\$ 479,00. The business type is 'SOL' and the payment type is 'Credito'.

The screenshot shows the 'Merchant Details' section of the BR TMP system. The merchant ID is 60000001001008. The CNPJ is 0545009082. The name is VALQUERIA. The address is 'Praça da Se - 18 - Se - 01000001 - São Paulo/SP'. The complement is 'Praça'. The contact name is VALQUERIA FERNANDES. The phone is 011367654321. The work days are: SUN 00:00-00:00, MON 00:00-00:00, TUE 00:00-00:00, WED 00:00-00:00, THU 00:00-00:00, FRI 00:00-00:00, SAT 00:00-00:00. The maintenance days are: SUN - 1 2 3 - 1, MON - 1 2 3 - 1, TUE - 1 2 3 - 1, WED - 1 2 3 - 1, THU - 1 2 3 - 1, FRI - 1 2 3 - 1, SAT - 1 2 3 - 1. The opening date is 2021-11-29 18:12 MON. The actual delayed date is 2021-11-30 11:49 TUE. The reason code is C11 - Estorno com sucesso. The number of visits is 0.

The screenshot shows the 'Service Provider Received' section of the BR TMP system. It displays a list of received messages from the service provider. The messages are:

- 2021-11-30 11:08:11 TUE: [TASK REVERSA] Motivo: BANCO: 341 AG: 000027 CC: 0000000100077 TESTE ESTORNO
- 2021-11-30 18:15:00 TUE: system [2021-11-30 18:15:00 Tue] - [cancelled by RU/TMS] 001 - No Motive
- 2021-11-30 18:15:18 TUE: system [SALES FORCE]: Case successfully opened with motives: Cadastre, Conta, Credenciamento, does not have all the requirements on motive output
- 2021-11-30 18:15:14 TUE: [CANCEL ON TMS] motive: null

The right side of the screen shows the 'Number Visited' section, which is currently empty.