

## Criando OS de manutenção e validando no TMP

- Os com terminal ativado e código C91 enviado

**BR TMP** (v4.13.3)

FEATURES

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- Part Number
- Laboratory
- Merchant
- Logistic
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  - List
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Ticket:

600000142061

Q SEARCH

RESCHEDULE SET NO SUCCESS CONCLUDED CANCEL OF PENDING FILTER STATUS TASK CHANGE MOBILE CHANGE SP

### Ticket Details

Ticket:	600000142061	Included:	2023-12-20 07:00:20
Institution:	CADIA	Status:	Pending
Channel:	BANKOOR	Channel Type:	SELF BOARDING
Sub Channel:	TESTWAZIN	Agent Name:	KASPNAGZN
Type:	ACTEWATZIN	LTIC:	PEWBEBST
Technologist:	NBV	Service Provider:	DHNBED (DE)
Urgency Code:	600000000025	SIA:	2023-12-13 00:00 MON
Part Number:	CXRB0000-01	MobileOperator:	Alger
Immediate Delivery:	NO	Special Conditions:	
Free field (Advanced Post):		Motives:	
Reason Maintenance:			
Terminal Payment Info:	Total Value: RS 478,00 Business Type: SALE Net Type: CHANGED	Scheduled:	DATE: 2023-12-13 00:00 MON TOTAL RESCHEDULING: 0

https://uat-brtmp.1dc.com/BRTMP/faces/workflow/reports/TicketDetail.xhtml...

**BR TMP** (MAX33)
Payment Type: CREDITO
STATUS: EM ANDAMENTO

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**Merchant Details**

Merchant ID: <input type="text" value="80000001205322"/>	CNPJ: <input type="text" value="06661775606"/>
Name: <input type="text" value="PARTA"/>	
Address: <input type="text" value="Rua Orlando Alves Oliveira - 1 - Bandeiras - 06180000 - Osasco/SP"/>	
Completion: <input type="text" value="Casa 1"/>	
Contact Name: <input type="text" value="PARTA SQUEISA NEVES"/>	Phone: <input type="text" value="81133456701"/>
Description: <input type="text"/>	Notes: <input type="text"/>
Work Days:	Maintenance Days:
SUN 00:00-00:00	SUN 00:00-00:00
MON 00:00-00:00	MON 00:00-00:00
TUE 00:00-00:00	TUE 00:00-00:00
WED 00:00-00:00	WED 00:00-00:00
THU 00:00-00:00	THU 00:00-00:00
FRI 00:00-00:00	FRI 00:00-00:00
SAT 00:00-00:00	SAT 00:00-00:00

**Timeline**

Actual Delay:

Reason Code:

Number Visits:

Opening Date:

Service Provider Send:

Service Provider Received:

H < + New < Refresh > H

2023-12-01 15:21:00 WED  
**system**  
INTEGRO  
PROCESSO: DELAYED

BR TMP (44,13,30)

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Modal demand

Service Provider Received: 2021-11-29 18:12 PM

Number Visits: 1

H

+

New

Refresh

H

2021-12-01 18:20:59

WED

system

[Notice do not received from SP]

2021-12-01 18:20:58

WED

system

[pm211] received post code from service provider, send to tms

2021-11-29 17:27:43

TUE

system

[testInventoryDetail]:Ticket reverse is not created: Invalid ticket type for create a ticket reverse

2021-11-29 18:18:18

PM

[SendEmail]

resubmits: 00

2021-12-01 18:21:00 WED

ENGINEED

PROCESS: DELAYED

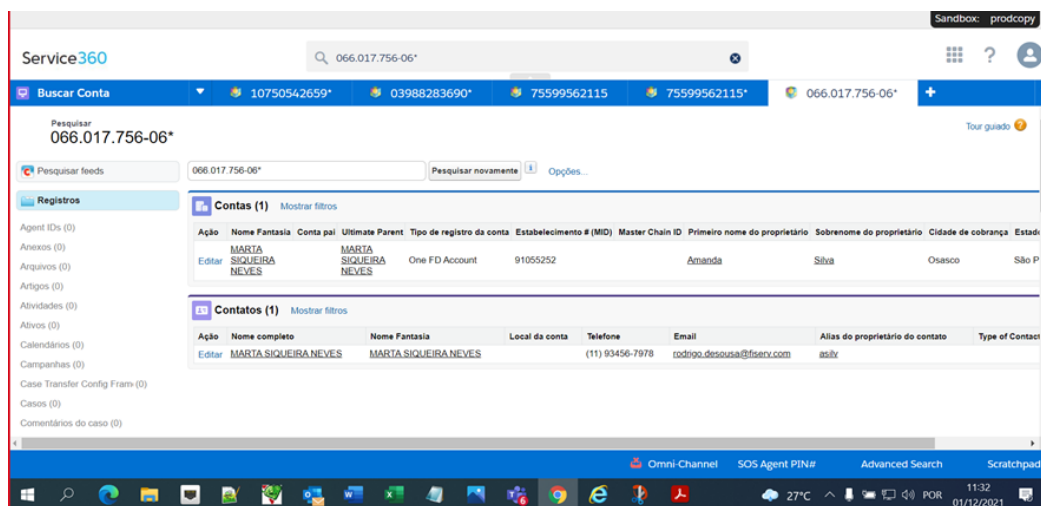
MESSAGE: [1] - Authentication password is

Invalid/incorrect please

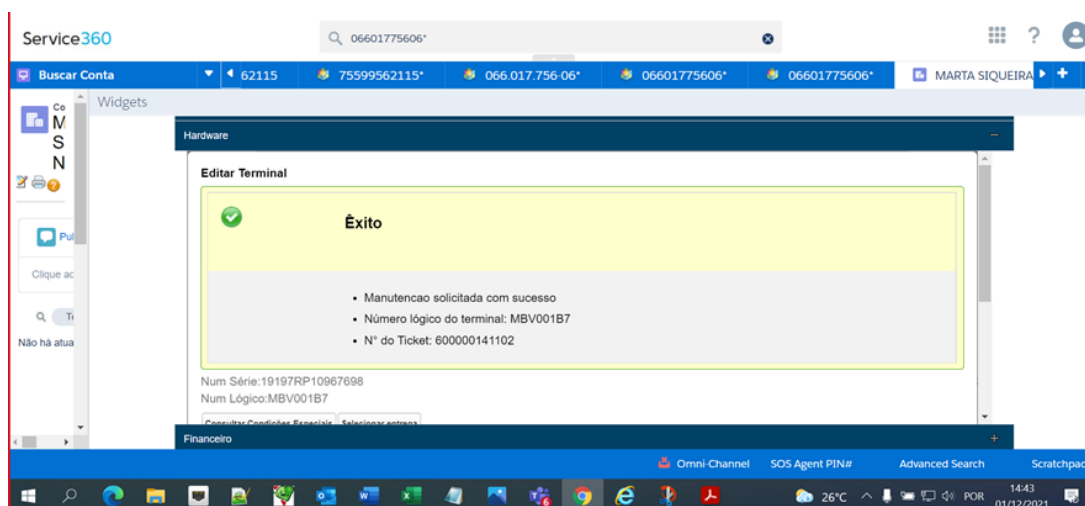
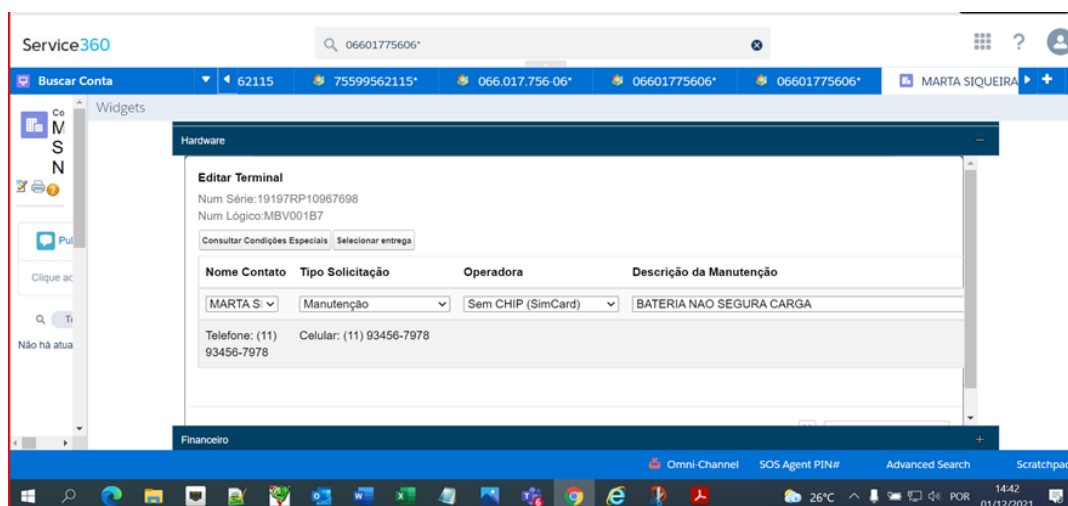
Print

14:55 01/12/2021

- Criação da OS de manutenção via Sales Force. Acessar Sales Force e posicionar o CPF no cliente no campo de busca.



- Após clicar no nome fantasia do cliente será direcionado à essa página.



- Ao consultar a OS/Nº do ticket no TMP é possível verificar a OS de manutenção.

BR TMP [4413130]

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Model demand

Ticket:

600000141102

Q SEARCH

RESCHEDULE

SET NO SUCCESS

CONCLUDED

CANCEL

PENDING

ALTER STATUS

TASK

CHANGE MOBILE

CHANGE UP

Ticket Details

Ticket:

600000141102

Institution:

CAXA

Channel:

FARM

Sub Channel:

DEFENSA FARM

Type:

MAINTENANCE

Technology:

REV

Urgency Code:

60000000021

Part Number:

CX00500-01

Immediate Delivery:

NO

Free field (Advanced Post):

FE2-SATERZA VAO SEGURA CARGA

Reason Maintenance:

Terminal Payment Info:

Total Value:

R\$

Business Type:

SALE

Payment Type:

SI

Included:

2023-12-01 14:42:47

Status:

OPEN

Channel Type:

FORCA DE VENDAS

Agent Name:

LuizEP LEMOS

ETN:

MB000187

Service Provider:

INDUSCO (DE)

SLA:

2023-12-09 10:00 PRZ

Mobile Operator:

Sem CHIP (S5ACard)

Special Conditions:

Mobile:

Scheduled:

DATE: 2023-12-01 10:00 PRZ

TOTAL RESCHEDULED: 0

BR TMP
[en,fr,de]

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### Merchant Details

Merchant ID: <input type="text" value="000000010F5252"/>	CNPJ: <input type="text" value="00003775006"/>
Name: <input type="text" value="MARTA SIQUEIRA NEVES"/>	
Address: <input type="text" value="Rua Orlando Alves Oliveira - 1 - Bandeiras - 06130000 - Osasco/SP"/>	
Complement: <input type="text" value="Casa 1"/>	
Contact Name: <input type="text" value="MARTA SIQUEIRA NEVES"/>	Phone: <input type="text" value="(11) 93456-7970"/>
Description: <input type="text"/>	Notes: <input type="text"/>

<b>Work Days:</b> SUN 00:00-00:00 MON 00:00-12:00 TUE 00:00-12:00 WED 00:00-12:00 THU 00:00-12:00 FRI 00:00-12:00 SAT 00:00-00:00	<b>Maintenance Days:</b> SUN ~ ~ ~ ~ ~ MON ~ ~ ~ ~ ~ TUE ~ ~ ~ ~ ~ WED ~ ~ ~ ~ ~ THU ~ ~ ~ ~ ~ FRI ~ ~ ~ ~ ~ SAT ~ ~ ~ ~ ~
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### Timeline

Opening Date: <input type="text" value="2021-12-01 15:44 USD"/>	Actual Delayed: <input type="text"/>
Service Provider Send: <input type="text" value="2021-12-01 15:44 USD"/>	Reason Code: <input type="text"/>
Service Provider Received: <input type="text" value="2021-12-01 15:44 USD"/>	Number Visits: <input type="text" value="0"/>

2021-12-01 15:44:04 USD	<pre>system [setCommentaryData]: + null</pre>
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☒

2021-12-01 15:44:05 USD TMS PROCESS: OPEN SCHEDULED DATE: 2021-12-01 10:00 PRI	
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Windows Taskbar Icons
26°C | 🌧️ | 📶 | 🔊 | 🖥️ | 🖨️ | POR | 14:45 | 01/12/2021

[illegible]