

Envio codigo tracking em transito.

- Criar OS e validar o status dela

The screenshot shows the 'Ticket Details' form in the BR TMP system. The ticket number is 600000141009. The form is divided into two main sections: 'Ticket Details' and 'Merchant Details'. The 'Ticket Details' section includes fields for Institution (CAIXA), Channel (BANCO08), Sub Channel (TSTVAGIN), Type (ACTIVAT2IN), Technology (FBI), Urgency Code (0000000025), Part Number (CX00100-01), Immediate Delivery (NO), Free field (Advanced Print), Reason Maintenance, and Terminal Payment Info (Total Value: R\$ 471,00, Business Type: SILE, Payment Type: Credito). The 'Merchant Details' section includes fields for Merchant ID (000000141009), CNPJ (755096215), Name (LUZZA), Address (Rua Sousa Lopes - 229 - Lacerda Paulista - 02030000 - Sao Paulo/SP), Complement, Contact Name (LUZZA MARTINS DE OLI), Phone (011348004958), and Notes. The form also displays a 'Status' of 'OPEN', 'Channel Type' of 'SELF BOARDING', 'Agent Name' of 'KASINAGIN', 'LTC' of 'REUNITE', 'Service Provider' of 'ENERGIO (DE)', 'SLA' of '2023-11-29 18:00 PON', 'Mobile Operator' of 'Algar', 'Special Conditions', 'Motives', and 'Schedule' of 'DATE: 2023-11-29 18:00 PON, TOTAL RESCHEDULE: 0'. The interface includes a sidebar with navigation options like Home, Institution, Vendor, Part Number, Laboratory, Merchant, Logistic, Reports, Ticket, List, Detail, List Manual, Files, Resubmit Tickets, Ticket Reverse, Product, Message, Chart, and Modal demand. The top bar shows the BR TMP logo and a search bar. The bottom bar displays system status (24°C Light rain) and the date/time (14:08 26/11/2021).

The screenshot shows the 'Merchant Details' form in the BR TMP system. The merchant ID is 000000141009 and the CNPJ is 755096215. The form includes fields for Name (LUZZA), Address (Rua Sousa Lopes - 229 - Lacerda Paulista - 02030000 - Sao Paulo/SP), Complement, Contact Name (LUZZA MARTINS DE OLI), Phone (011348004958), and Notes. The 'Work Days' section shows a table with columns for Day and Time, and the 'Maintenance Days' section shows a table with columns for Day and Time. The form also displays a 'Timeline' section with fields for Opening Date (2023-11-24 18:42 WED), Service Provider Send (2023-11-24 18:42 WED), Service Provider Received (2023-11-24 18:42 WED), Actual Delayed, Reason Code, and Number Visits (0). The interface includes a sidebar with navigation options like Home, Institution, Vendor, Part Number, Laboratory, Merchant, Logistic, Reports, Ticket, List, Detail, List Manual, Files, Resubmit Tickets, Ticket Reverse, Product, Message, Chart, and Modal demand. The top bar shows the BR TMP logo and a search bar. The bottom bar displays system status (24°C Light rain) and the date/time (14:08 26/11/2021).

The screenshot shows the 'Timeline' section of the BR TMP system. The timeline displays a list of events with columns for Date, Time, and Status. The events are as follows:

Date	Time	Status
2023-11-24	18:40:13	WED
2023-11-24	18:42:00	WED
2023-11-24	18:42:46	WED
2023-11-24	18:46:47	WED

The interface includes a sidebar with navigation options like Home, Institution, Vendor, Part Number, Laboratory, Merchant, Logistic, Reports, Ticket, List, Detail, List Manual, Files, Resubmit Tickets, Ticket Reverse, Product, Message, Chart, and Modal demand. The top bar shows the BR TMP logo and a search bar. The bottom bar displays system status (24°C Light rain) and the date/time (14:09 26/11/2021).

- Após solicitar ao service provider o envio do codigo, validar a mensageria em ticket details

BR TMP 04.13.24

Service Provider Received: 2021-11-24 18:42 WED

Number Visits: 1

FEATURES

Home

Institution

Vendor

Part Number

Laboratory

Merchant

Logistic

Reports

Ticket

Detail

List Manual

File

ReSubmit Tickets

Ticket Reverse

Product

Message

Chart

Modal demand

2021-11-24 18:26:08
PRZ

system
[Notific de not received from SP]

2021-11-24 18:28:19
PRZ

system
[PRZ001] received post code from service provider, sent to the

2021-11-24 18:47:19
PRZ

Flowlog
[TASK OPEN DISPUTE] motive: Teste 779

2021-11-24 18:49:19
PRZ

Flowlog
[TASK PROTESTED DELIVERY] motive: Teste

2021-11-24 18:26:59 PRZ
EMERGENCY
PROCESS: DELAYED
MESSAGE: C23 - Equipamento em teste e atualiz
330951510

2021-11-24 18:28:01 PRZ
EMERGENCY
PROCESS: CONCLUDED
STAFF: 000000000000
LUGZ
S/N: 19107010007008
PRODUCT: C480000-01
POS: POS0000 Caixa (POS)

2021-11-24 18:28:02 PRZ
EMERGENCY
PROCESS: DELAYED
MESSAGE: C21 - Equipamento entregue e
efetivamente utilizado

2021-11-24 18:24:08 PRZ
EMERGENCY
PROCESS: DELAYED
MESSAGE: C23 - Resposta teste recebida de nota

Print

Your offline session will expire in:

30°C

18:32

29/11/2021