

Cancelamento por devolução no TMP.

- Criar nova OS e validar o status e mensageria no TMP.

The screenshot displays the 'Ticket Details' form in the BR TMP system. The ticket number is 600000140967. The form is divided into two main sections: 'Ticket' and 'Includes'. The 'Ticket' section contains fields for Institution (CAIXA), Channel (BANCOB), Sub Channel (TESTASIN), Type (ACTIVATION), Technology (TV), Urgency Code (0000000025), Part Number (C000000-01), Immediate Delivery (NO), Free field (Advanced Port), Reason Maintenance, and Terminal Payment Index. The 'Includes' section contains fields for Includes (2021-11-23 00:00:00), Status (OPEN), Channel Type (SELF BOARDING), Agent Name (KASZHALIN), LTR (P0000267), Service Provider (INOVACO DE), SLA (2021-11-23 18:00:00), Mobile Operator (Algar), Special Condition, Motive, and Schedule (DATE: 2021-11-23 18:00:00, TOTAL RESCHEDULE: 0). The bottom status bar shows '24°C Light rain' and the date '26/11/2021'.

The screenshot displays the 'Merchant Details' form in the BR TMP system. The merchant ID is 00000001054378. The form contains fields for Name (TULIANA), Address (Rua Sousa Lopes - 329 - Leucane Paulista - 02438000 - São Paulo/SP), Complement, Contact Name (TULIANA APARECIDA RE), Phone (011300024358), and Notes. Below these fields are two sections: 'Work Days' and 'Maintenance Days', each with a table of days and times. The 'Work Days' table shows times from 00:00:00 to 00:00:00 for all days. The 'Maintenance Days' table shows times from 00:00:00 to 00:00:00 for all days. The 'Timeline' section shows 'Opening Date' (2021-11-23 09:32 TUE), 'Service Provider Send' (2021-11-23 09:32 TUE), 'Service Provider Received' (2021-11-23 09:32 TUE), 'Actual Delayed' (0), 'Reason Code' (C02 - Equipamentos prontos, pendente ge), and 'Number Visits' (0). The bottom status bar shows '24°C Light rain' and the date '26/11/2021'.

The screenshot displays the 'Timeline' section of the BR TMP system. It shows a list of events with timestamps and response codes. The events are: 2021-11-24 10:40:34 (respCode: 00), 2021-11-24 13:40:54 (respCode: 02), 2021-11-24 13:40:47 (respCode: 02), and 2021-11-24 13:40:40 (respCode: 02). The bottom status bar shows '24°C Light rain' and the date '26/11/2021'.

- Após validar a OS no TMP, solicitar a TASK 730 - Reissue invoice.

FEATURES

- Home
- Institution
- Vendor
- Part Number
- Laboratory
- Merchant
- Logistic
- Reports
- Ticket
 - List
 - Detail
 - List Manual
 - Files
 - Resubmit Tickets
- Ticket Reverse
- Product
- Message
- Chart
- Modal demand

Tickets: 600000140987

Q SEARCH

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

Ticket Details

Ticket:	600000140987	Included:	2021-11-23 08:38:09
Institution:	CAIXA	Status:	OPEN
Channel:	BANCOOB	Channel Type:	SELF BOARDING
Sub Channel:	TESTGASIN	Agent Name:	KASINPASEIN
Type:	ACTIVATION	LTN:	PIV000167
Technology:	PIV	Service Provider:	INERDICO (DE)
Urgency Code:	00000000025	SLA:	2021-11-29 18:00:00
Part Number:	CX005500-01	Mobile Operator:	Algar
Immediate Delivery:	NO	Special Conditions:	
Free field (Advanced Post):		Motive:	
Reason Maintenance:			
Terminal Payment Info:	Total Value: R\$ 479,00 Business Type: SALE Payment Type: Credit	Scheduled:	DATE: 2021-11-29 18:00:00 TOTAL RESCHEDULING: 0

BR TMP (v4.13.10)

Tickets: 600000143309

Q SEARCH

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

Ticket Details

Ticket:	600000143309	Included:	2021-11-24 09:43:14
Institution:	CAIXA	Status:	PLANNED
Channel:		Channel Type:	SELF BOARDING
Sub Channel:		Agent Name:	KASINPASEIN
Type:	ACTIVATION	LTN:	PIV000178
Technology:	PIV	Service Provider:	INERDICO (DE)
Urgency Code:	00000000025	SLA:	2021-11-29 18:00:00
Part Number:	CX005500-01	Mobile Operator:	Algar
Immediate Delivery:	NO	Special Conditions:	
Free field (Advanced Post):		Motive:	
Reason Maintenance:			
Terminal Payment Info:	Total Value: R\$ 479,00 Business Type: SALE Payment Type: Credit	Scheduled:	DATE: 2021-11-29 18:00:00 TOTAL RESCHEDULING: 0

TASK - RNDN: 600000143309

Task: 730 - REISSUE INVOICE

Motive:

Teste 730

SAVE DATA

SAVE CANCEL

- Após o service provider aceitar a solicitação da task deve-se validar o status da OS no TMP que estara cancelada.

BR TMP (v4.13.10)

Tickets: 600000140987

Q SEARCH

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

Ticket Details

Ticket:	600000140987	Included:	2021-11-23 08:38:09
Institution:	CAIXA	Status:	CANCELLED
Channel:	BANCOOB	Channel Type:	SELF BOARDING
Sub Channel:	TESTGASIN	Agent Name:	KASINPASEIN
Type:	ACTIVATION	LTN:	PIV000167
Technology:	PIV	Service Provider:	INERDICO (DE)
Urgency Code:	00000000025	SLA:	2021-11-29 18:00:00
Part Number:	CX005500-01	Mobile Operator:	Algar
Immediate Delivery:	NO	Special Conditions:	
Free field (Advanced Post):		Motive:	(2021-11-29 18:14:09) [INERDICO] - [Motive send by SP]
Reason Maintenance:			
Terminal Payment Info:	Total Value: R\$ 479,00 Business Type: SALE Payment Type: Credit	Scheduled:	DATE: 2021-11-29 18:00:00 TOTAL RESCHEDULING: 0

BR TMP (44.13.30)

Payment Type: Crédito

Merchant Details

Merchant ID: 00000001054978 CNPJ: 03988203000

Name: JULIANA

Address: Rua Sousa Lopes - 329 - Lacerda Paesista - 80430000 - São Paulo/SP

Complement:

Contact Name: JULIANA APARECIDA RI Phone: 811958204958

Description:

Notes:

Work Days: 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

Maintenance Days: SUN - - - - - MON - - - - - TUE - - - - - WED - - - - - THU - - - - - FRI - - - - - SAT - - - - -

Timeline

Opening Date: 2021-11-23 09:32 TUE

Actual Delayed: 2021-11-29 18:16 NON

Service Provider Send: 2021-11-23 09:32 TUE

Reason Code: C88 - Devolvido

Service Provider Received: 2021-11-23 09:32 TUE

Number Visits: 0

2021-11-29 18:16:07 NON
system
PROCESS: DELAYED

BR TMP (44.13.30)

Service Provider Received: 2021-11-23 09:32 TUE

Number Visits: 0

2021-11-29 18:16:07 NON
system
[2021-11-29 18:16:07 Non] - [cancelled by Bu/TMS] 805 - No Motive

2021-11-29 18:16:12 NON
system
[UPDATE] ticket restart

2021-11-29 18:16:18 NON
system
[SALES FORCE]: Case successfully opened with motives: Cadastro, Conta, Cancelamento, does not have all the requirements on motive cockpit

2021-11-29 18:16:18 NON
[CANCEL ON TMS] motive: null

2021-11-29 18:16:07 NON
INGENICO
PROCESS: DELAYED
MESSAGE: C82 - Equipamentos prontos, pendente gravação NF.

2021-11-29 18:16:08 NON
INGENICO
PROCESS: DELAYED
MESSAGE: C83 - Equipamentos enviados e ainda em trânsito.

2021-11-29 18:16:12 NON
INGENICO
PROCESS: DELAYED
MESSAGE: C88 - Devolvido

Print

Your online session will expire in: