

# Envio do código C91 com o terminal ativado.

- Após ativar um terminal sem enviar o código C91 o status no TMP ficara como "Activated".

The screenshot shows the 'Ticket Details' section of the BR TMP system. The ticket number is 600002143061. The status is 'ACTIVATED'. The ticket was created on 2021-12-29 17:18:29. The channel is 'SELF BOARDING'. The agent is 'KASZKASZIN'. The service provider is 'ZINCO (DE)'. The mobile operator is 'Algar'. The terminal payment info shows a total value of R\$ 479,89 and a business type of 'SOL'. The payment type is 'Credito'. The schedule date is 2021-12-13 18:00:00 NDN. The total reschedule is 0.

The screenshot shows the 'Merchant Details' section of the BR TMP system. The merchant ID is 00000001205212. The name is 'MARTA'. The address is 'Rua Orlando Alves Oliveira - 3 - Bandêiras - 88288000 - Chapecó/SC'. The contact name is 'MARTA SIQUEIRA NEVES'. The phone number is 8123456789. The work days are SUN 00:00-00:00, MON 18:00-18:00, TUE 00:00-00:00, WED 00:00-00:00, THU 00:00-00:00, FRI 00:00-00:00, and SAT 00:00-00:00. The maintenance days are SUN 18:00-18:00, MON 18:00-18:00, TUE 18:00-18:00, WED 18:00-18:00, THU 18:00-18:00, FRI 18:00-18:00, and SAT 18:00-18:00. The timeline shows the opening date as 2021-12-29 18:12:00 NDN. The service provider sent the code on 2021-12-29 18:12:00 NDN. The service provider received the code on 2021-12-29 18:12:00 NDN. The actual delayed is 0. The reason code is 'C91 - Equipamentos prontos, pendente gp'. The number of visits is 1.

- Como o terminal foi ativado é possível validar que o serial number foi atrelado ao terminal no TMP.

The screenshot shows a list of tickets in the BR TMP system. The list includes the following information:

- 2021-12-29 17:17:43 TUE: system [getComplementaryData] ticket reverse is not created: Invalid ticket type for create a ticket reverse
- 2021-12-29 18:10:00 NDN: [sendData] respCode: 88
- 2021-12-29 18:12:00 NDN: system [getComplementaryData]: - null
- 2021-12-29 18:12:00 NDN: system [getComplementaryData] mobileOperator: 86

The details for the last ticket (2021-12-29 18:12:00 NDN) are shown on the right:

- 2021-12-29 18:12:00 NDN
- TMS
- PROCESS: OPEN
- SCHEDULED DATE: 2021-12-13 18:00:00 NDN
- 2021-12-29 18:17:43 TUE
- TMS
- PROCESS: CONCLUDED
- STAFF: STAFF
- S/N: 512170710007000
- PRODUCT: C900000-01
- POS: PolyD800 Caixa (POS)
- 2021-12-29 18:17:43 TUE
- TMS
- PROCESS: CONCLUDED
- STAFF: STAFF
- S/N: 512170710007000
- PRODUCT: C900000-01
- POS: PolyD800 Caixa (POS)

- Após o service provider enviar o código c91 é possível validar que o status no TMP alterou para "Closed"

BR TMP (v4.13.30)

Home

Part Number

Laboratory

Merchant

Logistic

Requests

Ticket

List

Detail

List Manual

Files

ReSubmit Tickets

Ticket Reverse

Product

Message

Chart

Modal demand

Ticket: 60000141981

SEARCH

RESCHEDULE SET NO SUCCESS CONCULDED CANCEL QZ PENDING QZ ALTER STATUS TASK CHANGE MOBILE CHANGE UP

### Ticket Details

Ticket: 60000141981	Included: 2021-11-29 17:19:29
Institution: CAIXA	Status: <span style="background-color: yellow;">EMENDICADO</span>
Channel: BANCO08	Channel Type: SELF BOARDING
Sub Channel: TESTEASIN	Agent Name: KASINASIN
Type: ACTIVATION	ETN: H0000107
Technology: HW	Service Provider: EMENDICADO (DE)
Urgency Code: 00000000025	SLA: 2021-12-13 18:00 PON
Part Number: C000000-01	Mobile Operator: Algar
Immediate Delivery: NO	Special Conditions:
Free field (Advanced Post):	Motives:
Reason Maintenance:	
Terminal Payment Info: <b>Total Value:</b> R\$ 476,30 <b>Business Type:</b> SALE <b>Post Type:</b> Credito	<b>Schedule:</b> DATE: 2021-12-13 18:00 PON <b>TOTAL RESCHEDULED:</b> 0

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

BR TMP (v4.13.30)

Home

Part Number

Laboratory

Merchant

Logistic

Requests

Ticket

List

Detail

List Manual

Files

ReSubmit Tickets

Ticket Reverse

Product

Message

Chart

Modal demand

Payment Type: Credito

### Merchant Details

Merchant ID: 00000001051212	CNPJ: 06681775606
Name: MOTA	
Address: Rua Orlando Alves Oliveira - 1 - Bandeiras - 06188000 - Osasco/SP	
Complement: Casa 3	
Contact Name: MOTA SIQUEIRA MEVES	Phone: 01134547070
Description:	Notes:
Work Days: <div> <div>SUN 00:00-00:00</div> <div>MON 00:00-00:00</div> <div>TUE 00:00-00:00</div> <div>WED 00:00-00:00</div> <div>THU 00:00-00:00</div> <div>FRI 00:00-00:00</div> <div>SAT 00:00-00:00</div> </div>	Maintenance Days: <div> <div>SUN 00:00-00:00</div> <div>MON 00:00-00:00</div> <div>TUE 00:00-00:00</div> <div>WED 00:00-00:00</div> <div>THU 00:00-00:00</div> <div>FRI 00:00-00:00</div> <div>SAT 00:00-00:00</div> </div>

### Timeline

Opening Date: 2021-11-29 18:12 PON	Actual Delayed: 2021-12-01 15:21 WED
Service Provider Send: 2021-11-29 18:12 PON	Reason Code: C91 - Equipamento entregue e efetivado
Service Provider Received: 2021-11-29 18:12 PON	Number Visits: 1

2021-12-01 15:21 WED

EMENDICADO

PROCESS: DELAYED

MESSAGE: C91 - Equipamento entregue e efetivado

- É possível validar a mensageria enviada pelo service provider.

BR TMP (v4.13.30)

Home

Part Number

Laboratory

Merchant

Logistic

Requests

Ticket

List

Detail

List Manual

Files

ReSubmit Tickets

Ticket Reverse

Product

Message

Chart

Modal demand

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

Number Visits: 1

2021-12-01 15:21:09 WED	system [notificacao do ticket recebido do SP]
2021-12-01 15:21:09 WED	system [notificacao] recebeu post code from service provider, send to tms
2021-11-29 17:27:40 TUE	system [descricao] ticket reverse is not created: Invalid ticket type for create a ticket reverse
2021-11-29 18:10:18 PON	[sendDetail] resultCode: 00

Print