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Contact us

ATD-MT-0025

I. Objectives

After reading this training module you will be able to:

- 1. Ask for support through "Contact Us";
- 2. View the relationship story between your company and Supplier Registration.





How to access the feature "Contact Us"

The "Contact Us" is a service channel available to answer questions and keep record of all contacts between the company and Petrobras Registration.

Intelligent Opportunity Search Your search for bidding and/or bidding in progress has changed! Use this spare with the ideal kay word to do your search
To access this feature, insert your user or CPF and password to access the restricted area. Our Adhesion Term has been Please read it again for acceptance.
••••
>000

After logging in, click on 'Registry at Petrobras'.



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Access 'Contact Us' on the menu "Registry at Petrobras".



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The feature "Contact Us" will be displayed:

The Petronect Reg	gistry at Petrobras	Electronic Quotes	n Evaluation Questionna	ires Results from Evaluation	Events Contact IIs	Track Your Situation			
our registry at Petron	as Announceme			Talk With U	Js				
It is one of the sug and services from partnerships betw and contact histor	It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history). Open Tickets Create Ticket Tickets History								
Open Tickets									
Check Details	Check Details There aren't services overdue.								
Ticket Number	Open on	Subject	Status						
i The table	does not contain a	any data							





III. Open Messages

To create a Ticket

On "Contact Us" Home Page, click on "Create Ticket".

The Petronect Registry at Petrot	ras Electronic Quotes					
About Registry at Petrobras Annou	company Identification	Evaluation Questionnaire	s Results from Evaluation	Events Contact Us	Track Your Situation	
			Talk With U	Js		
It is one of the support channel and services from Petrobras, u partnerships between your con and contact history).	s to the registration of suppliers of g sed to make requests and view all t pany and the registry (system mess	oods ipes of ages	Open Tickets	Create Ticket	Tickets History	
Open Tickets						
Q Check Details						
! There aren't services overdue	3.					
Ticket Open on Number	Subject	Status				
i The table does not con	tain any data					





III. Open Messages



III. Open Messages

A control number will created to your message.

			Talk With	Us		
It is one of the sug and services from partnerships betw and contact histor	oport channels to the registration of su Petrobras, used to make requests an een your company and the registry (sy y).	ppliers of goods d view all types of ystem messages	Open Tickets	Create Ticket	Tickets History	
The Service num	ber 8000985625 has been created.		Now Tick			
* Request:		~	New Hor	let.		
- Subject.	B Z 译 译 注 :	Е H1 H2 H3	I			
* Description:						
Attachment:	Load Attachment					
	Attachment	File Name				





Search for "Open Tickets"

					Talk With	ı Us		
lt a pi a	is one of the sup nd services from artnerships betwe nd contact history	port channels to the Petrobras, used to r een your company a /).	Tickets History					
Ope	en Tickets							
	Check Details]						
	Ticket Number	Open on	Subject	Status				
	8000985625	26.10.2018 15:13:56	test	Open		lo check click	on 'Open Tickets'.	25,





In this page, it will be available all the unanswered messages with their information, such as: message number, date and time it has been created, the subject and the status.

				Talk Wi	th Us		
It is one of the supp and services from F partnerships betwe and contact history	port channels to the r Petrobras, used to m en your company an).	registration of suppliers o lake requests and view a ld the registry (system m	of goods II types of essages	Open Tickets	Create Ticket	Tickets History	
Open Tickets							
Ticket Number	Open on	Subject	Status				
8000985625	26.10.2018 15:13:56	test	Open				





				Talk Wi	th Us		
It is one of the sup and services from partnerships betw and contact histor	port channels to th Petrobras, used to sen your company /).	e registration of suppliers make requests and view and the registry (system	s of goods all types of messages	Open Tickets	Create Ticket	Tickets History	
Open Tickets							
Ticket Number	Open on	Subject	Status				
8000 85625 26.10.2018 test Open 15:13:56				Double click on "Check Det	the message or cl ails" to view the fu message.	lick on ull	





Message Description			
Message Number 8000985625 Subject test Open on 26.10.2018 15:13:56 Status Open]		
Details Ticket num 8000985625 Changed Date 26.10.2018 15:13:56 Status Oper Request Basic Data Undate	Description 26.10.2018 15:13:56 test	In this area, it will be shown the	
Attachment F	ile Name	message number, opening date, subject and the status.	





Message Description				
Message Number 8000985625 Open on 26.10.2018 15:13:56	Subject t Status (est Open		
Ticket num 8000985	5625	Details	Description	
Changed Date 26.10.20 Status Open Request Basic Da Impact -	018 15:13:56 ata Update		20.10.2018 15:1 test	3.50
Attachment No linked attachments		Fil	e Name	It can be viewed with more details, such as the changed date and the kind of message request, besides the message number and the status.





Message Description Kessage Number 8000985625	Subject test		
Ticket num 800098562 Changed Date 26.10.2018 Status Open Request Basic Data Impact - Attachment	Details 5 15:13:56 Update	Description 26.10.2018 15:13:56 test File Name	Created at
DDDDD	"Description view the inf each step.	n" – it is possible to formation written in	Petrone

Message	e Description					
Message N	The files attached t	o the messa click or	ge will be av I the name t	ailable on t hrough the	his index. To download the desired file, column "File".	
	Status Open Request Supply Inclusion/Reco Impact - Chamado Original	overing	test2			
Attachmer	nt	File	Name		Created at	
test		test.	bd		26.10.2018 15:28:04	





Message Description						
 ≺ Back ▲newer Message Number 8000985625 Open on 26.10.2018 15:13:56 	Subject test Status Open					
		Details	Description			
Ticket num 800098 Changed Date 26.10.2	625 18 15:13:56		26.10.2018 15:13:56			
Status Open			test			
Request Basic D	ita Update					
Attachment		Fi	le Name	(Created at	
i No linked attachments		┦	After accessing "Back" to go	the message, clic	k on	
				to the nome page		





Message Description Kessage Number 8000985625 Open on 26.10.2018 15:13:56	Subject test Status Open		
Ticket num 80009856 Changed Date 26.10.20 Status Open Request Basic Dat Impact -	Details 625 18 15:13:56 ta Update	Click on 'Answer' to answer the message.	
Attachment	File	lame Created at	
i No linked attachments			





The fields "Subject" and "Request" appear already filled with information of the previously message.



A new control number related to the answered message will be created.

The Petronect Reg	istry at Petrobras	Electronic Quotes					
About Registry at Petrobra	Announcements	Company Identification	Evaluation Questionnaires	Results from Evaluation	Events	Contact Us	Track Your Situation
It is one of the sup and services from partnerships betwe and contact histor	port channels to the re Petrobras, used to ma een your company and y).	egistration of suppliers of go ke requests and view all typ I the registry (system messa	ods les of ges Op	en Tickets	Crea	te Ticket	Tickets History
The Service num	ber 8000985647 has b	een created.		New Ticket			
* Request:			~				
* Subject:							
	BI	Œ E E H	Н2 Нз		Ī		
* Description:							
Attachment:	Load Attachmer	nt					
	Attachment	File Name					
	i No linked attachr	nents					
Send							

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Search the Messages History

The Petronect Registry at Petrobras About Registry at Petrobras Announcem	Electronic Quotes ents Company Identification	Evaluation Questionnai	ires Results from Evaluation	Events Contact Us	Track Your Situation
			Talk With U	S	
It is one of the support channels to and services from Petrobras, used t partnerships between your compan- and contact history).	he registration of suppliers of o make requests and view all v and the registry (system me	goods types of ssages	Open Tickets	Create Ticket	Tickets History
Tickets History	Click on "T	ickets Histo	ory" to check a	ll the	
Ticket Open on Number		messa	ges.		
8000985647 26.10.2018 15:42:50	test2	Open			
8000985640 26.10.2018 15:28:04	test2	Open			
8000985625 26.10.2018 15:13:56	test	Open			





All the messages between Petrobras Registration and the company will be displayed with their information, such as: message number, date and time it has been created, subject and t status.

The Petronect Registry at Petrobras	s		
About Registry at Petrobras Announcements Company le	Ientification Evaluation Questionnaires Results from Evaluation	on Events Contact Us Track Your Situation	
	Talk Wit	th Us	
It is one of the support channels to the registration of si and services from Petrobras, used to make requests ar partnerships between your company and the registry (s and contact history).	ppliers of goods d view all types of ystem messages Open Tickets	Create Ticket Tickets History	
Tickets History			
Check Details			
Ticket Open on Subject	Status		
8000985647 26.10.2018 test2 15:42:50	Open		
8000985640 26.10.2018 test2 15:28:04	Open		
8000985625 26.10.2018 test 15:13:56	Open		





The Petronect	Registry at Petrobras	Electronic Quotes						
About Registry at	Petrobras Announcem	ents Company Identification	Evaluation Questionnair	es Results from Evaluation	Events	Contact Us	Track Your Situation	
				Talk With Us	S			
It is one of and service partnership and contact Tickets Hi	the support channels to the support channels to the series from Petrobras, used the setween your companies the story).	the registration of suppliers of g o make requests and view all th y and the registry (system mess	Selec	t the related heck Details' descrip	line to d otior	and cl isplay	ick on the	kets History
Tick Num	ket Open on Iber	Subject						
800098	35647 26.10.2018 15:42:50	test2	Open					
800098	35640 26.10.2018 15:28:04	test2	Open					
80008	35625 26.10.2018 15:13:56	test	Open					





The message and all the updates will be displayed.

Petronect Registry at Petrobras Electronic Quotes			
Registry at Petrobras Announcements Company Identifica	on Evaluation Questionnaires Results from Evaluation	Events Contact Us Track Your Situation	
essage Description			
Back Answer			
essage Number 8000985647 Subject Open on 26.10.2018 15:42:50 Status	est2 Open		
	Details Description		
Ticket num 8000985647 Changed Date 26 10 2018 15:42:50	26.10.2018 15:42:50		
Status Open Request Basic Data Update	test2		
Impact - Chamado Original 8000985640	Original Called 8000985640 - 26.10.20	18 15:28:04	
Attachment	File Name	Created at	
est	test.txt	26.10.2018 15:42:50	





The Petronect Registr	y at Petrobras	Electronic Quotes							
About Registry at Petrobras	Announcements	Company Identificatio	n Evaluation	Questionnaires	Results from Evaluation	Events	Contact Us	Track Your Situation	
Message Descrip	ption								
Message Number 800 Open on 26.	00985647 10.2018 15:42:50	Subject te Status O	st2 pen						
			Details	Descriptio	n				
	Ticket num Changed Date	8000985647		26.10.2018 1	5:42:50				
	Status	Open		test2					
	To retu page, d	rn to the h click on 'Ba	ome ck'.	Original Calle	d 8000985640 - 26.10.2	018 <mark>1</mark> 5:28:04	i i		
Attachment			F	ile Name				Created at	
test			te	est.txt				26.10.2018 15:42:50	





Petronect Reg at Registry at Petrobra	istry at Petrobras as Announcements	Electronic Quotes s Company Identification	n Evaluation	Questionnaires	Results from Evaluation	Events	Contact Us	Track Your Situation	
essage Desc	ription								
K Back Answe	P								
lessage Number	8000985647	Subject te	st2						
Open on	26.10.2018 15:42:50	Status O	pen						
			Details	Descriptio	n				
	Ticket num Changed Date	8000985647		26.10.2018 1	5:42:50				
	Status	Open		test2					
	S	alact tha ra	latad li	he and	click on	15:28:04			
L	Cha J		ateu ii						
		Answer' to	answer	the me	essage.				
Attachment	L							Created at	
test			te	ist.txt				26.10.2018 15:42:50	





The fields "Subject" and "Request" will be displayed with the ticket information which has been selected before.



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Petronect

WHEN WE CREATE A GOOD BRAND, WE OPEN A PORTAL TO THE FUTURE.



