Petronect

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

Contact us

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.

To access this feature, enter your user or CPF and password to access the restricted area.

II. How to Access

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

II. How to Access

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

II. How to Access

The feature "Contact Us" will be displayed:

To create a Ticket

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

III. Open Messages

Talk With Us

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

1 — Choose the Request associated to the subject among the options.

New Ticket

* Request:

* Subject:

2 — Insert the Subject.

| B | I | | | | | H1 | H2 | H3 | | ≡ |

* Description:

3 — The description must be clear and detailed.

Attachment:

Load Attachment

Attachment	File Name	
ℹ No linked attachments		

4 — Files might be attached to the message if necessary.

Send

5 — Click on 'Send' to submit it.

Petronect

III. Open Messages

A control number will created to your message.

Search for "Open Tickets"

Talk With Us

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

Ticket Number	Open on	Subject	Status
8000985625	26.10.2018 15:13:56	test	Open

To check unanswered messages, click on 'Open Tickets'.

▷▷▷▷▷▷▷

Petronect

IV. Search Messages

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.

IV. Search Messages

Talk With Us

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

Ticket Number	Open on	Subject	Status
8000985625	26.10.2018 15:13:56	test	Open

Double click on the message or click on "Check Details" to view the full message.

▷▷▷▷▷▷▷

Petronect

IV. Search Messages

The message will be displayed, such as all the updates done and their descriptions.

In this area, it will be shown the message number, opening date, subject and the status.

The message will be displayed, such as all the updates done and their descriptions.

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.

The message will be displayed, such as all the updates done and their descriptions.

"Description" – it is possible to view the information written in each step.

IV. Search Messages

The message will be displayed, such as all the updates done and their descriptions.

The files attached to the message will be available on this index. To download the desired file, click on the name through the column "File".

Message Description

< Back | Answer

Message Number 8000985625
Open on 26.10.2018 15:13:56

Subject test
Status Open

Details | **Description**

Ticket num 8000985625
Changed Date 26.10.2018 15:13:56
Status Open
Request Basic Data Update
Impact -

26.10.2018 15:13:56

test

Attachment | File Name | Created at

i No linked attachments

After accessing the message, click on "Back" to go to the home page.

Petronect

Click on 'Answer' to answer the message.

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

It will be possible to attach files to your answer.
1. Click on the button "Load Attachment" to open the load window

2. Fill the attachment description and click on the button "Browse..." to search a file.
3. Click on the button "Load".

After filling the field "Description", click on the button "Send".

IV. Search Messages

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

V. Search History

Search the Messages History

Click on "Tickets History" to check all the messages.

V. Search History

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.

Select the related line and click on 'Check Details' to display the description.

V. Search History

The message and all the updates will be displayed.

To return to the home page, click on 'Back'.

Select the related line and click on 'Answer' to answer the message.

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

Answer

* Request:

* Subject:

* Description:

It will be possible to attach files to your answer.
1. Click on the button "Load Attachment" to open the load window.

2. Fill the attachment description and click on "Browse..." to search a file.
3. Click on the button "Load".

Attachment:

Load Attachment

Attachment	File Name
No linked attachments	

Send

After filling the field "Description", click on the button "Send".
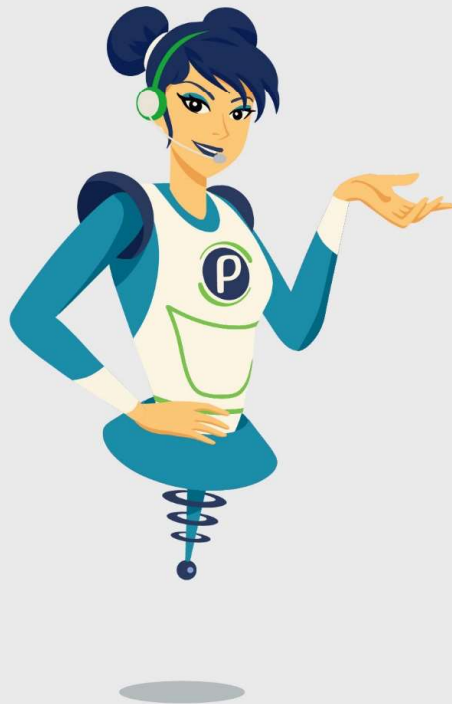
Load

1) Will be allowed the inclusion of up to 10 files at a time.
2) The maximum size allowed per file will be of 5MBs.
3) Allowed extensions:
PDF, JPG, JPEG, BMP, PNG, TIF, GIF, DOC, DOCX, XLS, XLSX, PPT, PPTX, ODT, ODS, ODP, ODB, ODD, TXT, MPG, MPEG, P7S, P7B, DCA and SIG.
The documents attached to the request will not be used as evidences for current or future evaluations.

Load

* Description: | * File 1: | Choose File | No file chosen
* Description: | * File 2: | Choose File | No file chosen
* Description: | * File 3: | Choose File | No file chosen
* Description: | * File 4: | Choose File | No file chosen
* Description: | * File 5: | Choose File | No file chosen
* Description: | * File 6: | Choose File | No file chosen
* Description: | * File 7: | Choose File | No file chosen
* Description: | * File 8: | Choose File | No file chosen
* Description: | * File 9: | Choose File | No file chosen
* Description: | * File 10: | Choose File | No file chosen

Close

Petronect

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