

# Service Guide

# Neogrid Support

July/2025

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## Neogrid Service Guide

This document contains information and guidance on: **activation** and **service** of Neogrid Support for the entire catalog of solutions.

## Solution Catalog

The following is a list of solutions organized by categories and subcategories:

Categoria	Subcategoria
Integration	EDI Mercantil, Logistical, PDF Connect and EDI - RD
Business Intelligence - Direct and Indirect	Distribution Insights, Retail Insights, Visor Indireto, Visor Direto, E-Join, VIU and Produtos Horus
M&A and Partnerships	Scheduling, Financial EDI, Billing Portal, Payment Portal, Datasync and Simplus, Trade Force
	Tax Solutions: NFe, NFSe, CTe, NFCe, MDFe, Document Connector
	Collaborative Portals: Catalog, Supplier Portals, Document Viewer
Supply	VMI, S&OP, DRP, CPFR, Replenishment, WINN and Sourcing

## Service Portal

The opening of tickets for the Neogrid Support team must be done through the following [Neogrid Portal](#) or via [Chat](#).

**Note:** After opening the ticket, the movement will also occur via email, we detail this below. To learn how to use the Ticket Portal, see the topic [What is the Neogrid Portal?](#)

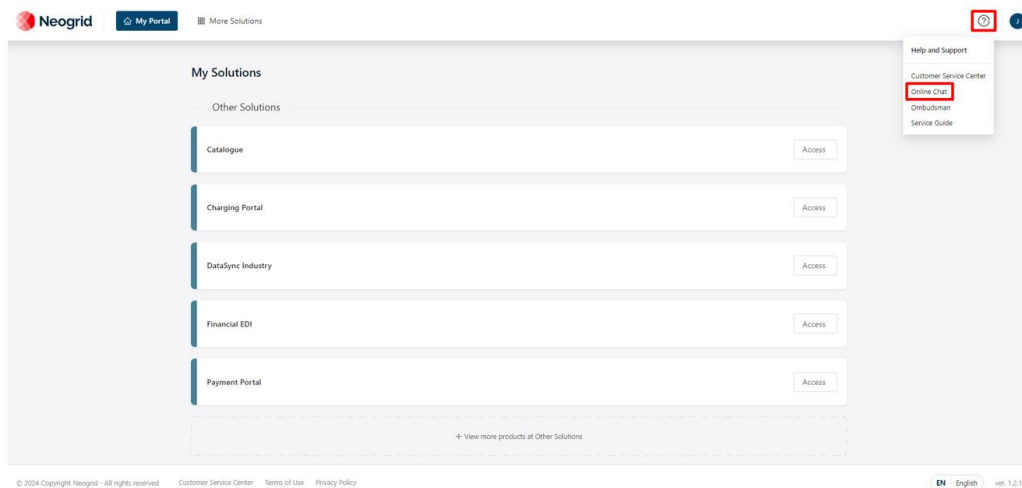
## Support via WhatsApp

Now support is also available on WhatsApp. To talk to an attendant, save the number (47) 3043-7600 in your contacts, and send us a message.

You must carry out your identification and then an attendant will be available to assist you.

## Chat Support

The chat is available in the Help & Support menu of the [ID Portal](#), or through [our website](#).



## Telephone Service

You can call us at (11) 2135-8500 or (47) 3043-7400 to access our main phone menu:

**Option 1:** Support

**Option 2:** Commercial Team

**Option 3:** Financial Affairs or Purchasing Department

**Option 4:** Human Resources

**Option 5:** Marketing

**Option 6:** Ombudsman

If you want to call Support directly, call (47) 3043-7600 or (11) 2135-8555. The options in the phone menu are:

**Option 1:** Neogrid Financial for Bills and Invoices

**Option 2:** Commercial and Logistics EDI Solutions

**Option 3:** EDI Financial, Billing and Payment Portal

**Option 4:** Demand Activation

**Option 5:** Tax Solutions

**Option 6:** Planning and Replenishment Solutions

**Option 7:** Collaborative Portals and Scheduling Portals

**Option 8:** International Sourcing

**Option 9:** Trade Force and Mototalk

If you are not sure which option to choose, you can register your ticket on our portal. Visit the section **What is the Neogrid Portal?**

**Note:** For Integration solutions, our telephone service hours are 24 hours a day, every day of the week.

For the other solutions, the service takes place during business hours, from 8:30 am to 6 pm from Monday to Friday, Brasília time, except holidays.

## Escalation List

In case of difficulties with Neogrid solutions, call Support as the first channel. When you get in touch, you will receive a service ticket to follow up on the team's analyses and, if necessary, escalate to higher levels. If doubts persist or the call is not resolved, you can activate the next levels. If you need to escalate to the second level, you can use the email address corresponding to the contract product:

Integration: [escalation.integracao@neogrid.com](mailto:escalation.integracao@neogrid.com)

Commercial Intelligence: [escalation.indireto@neogrid.com](mailto:escalation.indireto@neogrid.com); [escalation.direto@neogrid.com](mailto:escalation.direto@neogrid.com)

M&A and Partnerships: [escalation.parcerias@neogrid.com](mailto:escalation.parcerias@neogrid.com)

Supply: [escalation.supply@neogrid.com](mailto:escalation.supply@neogrid.com)

### IMPORTANT:

It is necessary to have the ticket registered in our channels.

### Service Time SLA

The Service time or SLA (Service Level Agreement) of tickets is counted from the moment they are opened until the moment they are resolved and is valid for incidents, questions, and procedures tickets.

### SLA pauses

The ticket SLA is paused only when Neogrid has no role in the ticket, but there is a need to keep it open. This happens when the ticket is changed to the following statuses:

- Waiting for Customer
- Waiting for Solution Validation
- Waiting for Third Parties / Business Partners
- Awaiting Incident Report

### SLA deadlines

For **Premium customers**, SLA deadlines are defined according to the contracted solution and the urgency defined by the customer at the time of opening the ticket, as shown in the table below:

Urgency	Description	Integration	Demand Activation, Planning & Replenishment, Scheduling, and TradeForce	Sourcing
Incident	Function cannot be used and causes critical impact on operation. There is no Workaround	6 working hours	10 working hours	6 working hours

<b>High</b>	Function can be used with severe restrictions.	16 working hours	20 working hours	16 working hours
<b>Average</b>	Function can be used with minor restrictions.	48 working hours	30 working hours	48 working hours
<b>Low</b>	Little impact on task execution.	80 working hours	40 working hours	72 working hours

## Office Hours

The service calendar provides for the daily service hours, your exceptions and indicates when you can count on our service team. It is also defined according to the solution you have contracted:

- Visibility, Planning & Replenishment and Tradeforce Solutions:**  
Monday to Friday, from 9:00 am to 12:00 pm and from 1:00 pm to 6:00 pm. Time zone: -3GMT.  
There is no service on national holidays.
- Fiscal, EDI, Financial and Special Projects solutions:**  
Monday to Friday, from 8:30 am to 12:00 pm and from 1:30 pm to 6 pm. Time zone: -3GMT.  
There is no service on national holidays.

## Add-On: Reduced Handle Time SLA

For customers who have the Reduced Service Time SLA add-on, the service time follows the Office Hours and The Service time or SLA (Service Level Agreement) of tickets is counted from the moment they are opened until the moment they are resolved and is valid for incidents, questions, and procedures tickets.

**SLA pauses** , however, with different deadlines:

<b>Urgency</b>	<b>Description</b>	<b>Integration Products (except Tax)</b>	<b>Demand Activation, Planning &amp; Replenishment, Scheduling, and Tradeforce</b>	<b>Sourcing</b>
<b>Incident</b>	Function cannot be used and causes critical impact on operation. There is no Workaround	3 working hours	5 working hours	3 working hours
<b>High</b>	Function can be used with severe restrictions.	8 working hours	10 working hours	8 working hours
<b>Average</b>	Function can be used with minor restrictions.	24 working hours	15 working hours	24 working hours
<b>Low</b>	Little impact on task execution.	40 working hours	20 working hours	36 working hours

### Add-On: 24x7 Service

The 24x7 customer service consists of answering by telephone and via the Call Portal every day of the week, 24 hours a day. This add-on is only available for the products of the Integration Offer and the SLA, for "Blocking" emergency tickets, will be counted in calendar hours.

### Legacy Service Contract

If the customer service was contracted before August 2020 and has not yet been migrated to the new model, all service channels (Chat, Portal and Telephone) can be accessed.

Handling times are:

Urgency	Definition	Integration	Planning & Replenishment, Scheduling	Demand Activation	Sourcing
<b>Incident</b>	Function cannot be used and causes critical impact on operation. There is no Workaround	6 hours running time	10 working hours	10 working hours	6 working hours
<b>High</b>	Function can be used with severe restrictions.	16 working hours	20 working hours	20 working hours	16 working hours
<b>Average</b>	Function can be used with minor restrictions.	48 working hours	30 working hours	30 working hours	48 working hours
<b>Low</b>	Little impact on task execution.	80 working hours	40 working hours	40 working hours	72 working hours

### Billing and Invoicing

For requests for invoices, statements, billing questions and changes in your registration with Neogrid, the contact is with the Neogrid Financial Sector and can be through the [Neogrid Portal](#) or via Chat.

For both cases, you can also call us at (47) 3043-7400, option 3.

Telephone service for billing and invoicing issues is available from Monday to Thursday, from 1:00 p.m. to 4:00 p.m. Time zone: -3GMT.

Chat is available from Monday to Friday, from 09:00 to 12:00 and from 13:30 to 15:00. Time zone: -3GMT.

**There is no service on national holidays.**

### What is the Neogrid Portal?

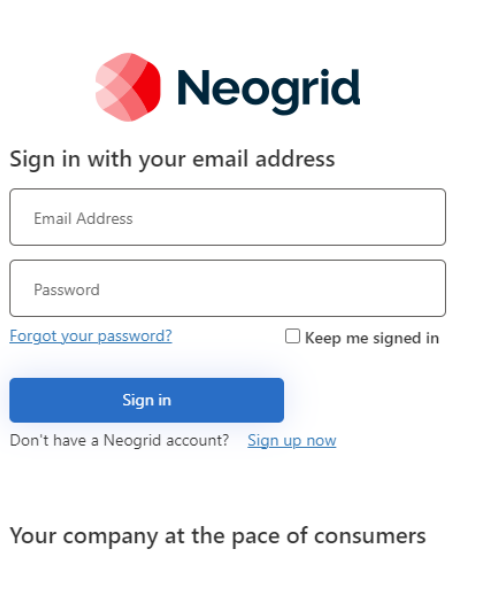
It is a Portal that aims to centralize customer service for Neogrid solutions, with features such as:

1. Access to the Knowledge Base of the products.
2. Opening tickets for support.
3. Tracking tickets.
4. Return feedback to support (in the portal or by replying to the ticket email).
5. Have visibility of the services performed, historical data.

Instructions on accessing the Portal for ticket registration are as follows:

### How to use the portal

- 1) Access the portal through the link [help.neogrid.com](https://help.neogrid.com) and enter your email and password. If you don't have one, see step 2.



The screenshot shows the Neogrid login interface. At the top is the Neogrid logo. Below it, the text "Sign in with your email address" is displayed. There are two input fields: "Email Address" and "Password". Below the "Email Address" field is a link "Forgot your password?". To the right of the "Password" field is a checkbox labeled "Keep me signed in". Below these fields is a blue "Sign in" button. At the bottom, there is a link "Don't have a Neogrid account? Sign up now". At the very bottom of the page, the text "Your company at the pace of consumers" is visible.

- 2) If you don't already have a Neogrid login, click on the **"Sign Up Now"** option. You will be able to register quickly and a verification code will be sent to your email. After verification, you will be able to access the portal with your new credentials.
- 3) After accessing the portal, on the home page you will find the most popular articles in our Knowledge Base and you can search for the information you want.
- 4) From the top menu, you'll have the following options:
  - a. **Knowledge Base:** Navigate the Knowledge Base through its hierarchy;
  - b. **Tickets:** Manage your open tickets with our support team;
  - c. **Ombudsman:** You will be able to register or manage open tickets to the ombudsman;
  - d. **Language:** You will be able to change the language of the portal;
  - e. **User Information:** You will be able to change the information in your user profile.



## Knowledge Base

5) **Managing open tickets:** Clicking on Tickets will take you to the ticket management page.

## Tickets

Manage your tickets and open new tickets to our Support.

<b>Status</b> <input type="checkbox"/> Open <input type="checkbox"/> In Review <input type="checkbox"/> Awaiting for Customer <input type="checkbox"/> To Approve <input type="checkbox"/> Problem Solved <input type="checkbox"/> Waiting Incident Report <input type="checkbox"/> Returned		<b>Ticket</b> <input type="checkbox"/> Question <input type="checkbox"/> Request <input type="checkbox"/> Incident		<input type="button" value="Apply"/>		<input type="text" value="Search"/> <input type="button" value="Q"/>		<input type="button" value="Open New Ticket"/>	<input type="button" value="Export Excel"/>
Ticket Title	ID	Ticket Type	Urgency	Product	Reason Status	Owner	Contact	Ticket Customer	Cre
teste	TKT-05561-2021	Request	Medium	EDI Mercantil	Canceled	Neogrid Support	Interno Neogrid	Neogrid Informatica	11/9:3
Reset de senha	TKT-05512-2021	Incident	Medium	Fiscal - NFe	Canceled	Neogrid Support	Interno Neogrid	Neogrid Informatica	10/5:3
Teste	TKT-05528-2021	Incident	Medium	EDI Mercantil	Closed	Neogrid Support	Interno Neogrid	Neogrid Informatica	11/11:2
teste	TKT-05562-2021	Incident	High	EDI Mercantil	Canceled	Neogrid Support	Interno Neogrid	Neogrid Informatica	11/4:5

You'll be able to filter your tickets and export a report to Excel format. Clicking on the ticket title will take you to the details page.

## Ticket Details

### Informations

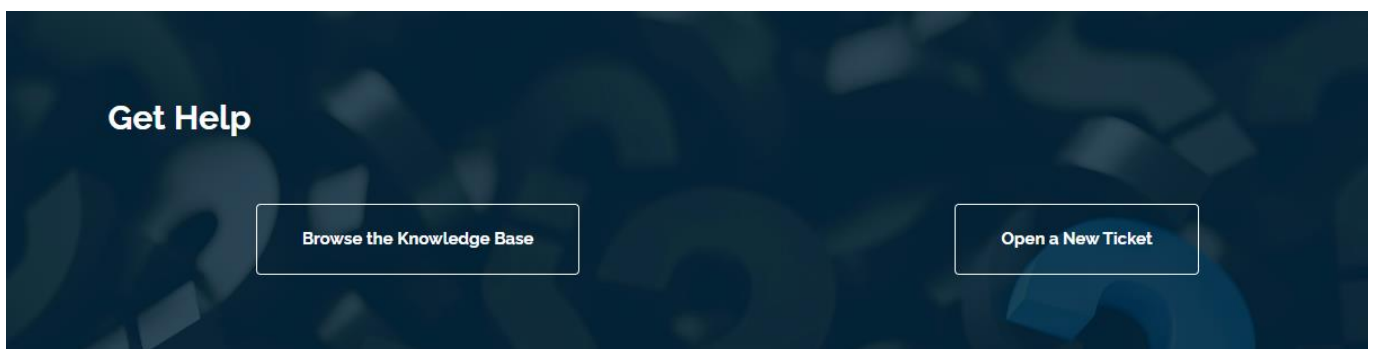
ID	Ticket Type *	Urgency *
TKT-263030-2023	Request	High
Ticket Title *	Application / Subject *	E-Mails CC
Portal Test	—	—
Description *	Product	SLA
Test on Neogrid's portal	EDI Mercantil	Ticket - Resolução
	Reason Status	
	In Review	

[Comment](#)

On this page, you can see all the ticket information, such as status, comments, urgency, and SLA. To create a comment, click "Comment."

**Please note:** The SLA is calculated in calendar hours, so non-working hours will be added to the SLA.

- 6) **Opening a new ticket:** To create a ticket, click [Open New Ticket](#) on the ticket management screen or in the *Get Help* section in the footer of any portal page.



You'll be directed to the ticket creation form. As shown in the following image:

## Open a New Ticket

Fill in the fields to open your ticket.

Ticket Title \*

Description \*

Contact

Ticket Customer \*

Ticket Type \*

Application / Subject \*

Urgency \*

E-Mails CC

Attach a file

 Nenhum arquivo escolhido

Submit

Cancel

Fill in the information about your request on the screen and click "Submit":

1. **Ticket title:** a summary for your request;
2. **Description:** Describe the details about your request;
3. **Attach a file:** allows you to browse your computer and add files to the ticket;
4. **Ticket Type:** select if you are talking about an incident, a question, a service request, procedure or a suggestion for improvement;
5. **Application:** Select the product you want to support;
6. **Urgency:** Tell us how urgent you are to solve the ticket. Consider the definition described in **Error! Reference source not found.**;
7. **CC emails:** Email addresses, separated by semicolons, that you want to copy into ticket communications.

After submission, you will be redirected to the ticket page, you can check your protocol (ID) and interact with the support team.

# Ticket Details

## Informations

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ID

TKT-263030-2023

- 7) **Communication flow:** The support team will contact you as soon as possible to start handling your ticket. This can be done by phone or email. To respond to the support team, you can reply to the email or go to the portal and enter new comments.

**Attention:** We recommend checking that the customer-service@neogrid.com address is cleared on your email server. If you are not receiving email communications, please check your Junk Mail.

## Maintenance Windows

If it is necessary to carry out work to improve or return the contracted solution to the agreed availability levels, Neogrid must communicate to the customer about the opening of a maintenance window, whether pre-programmed or emergency.

Pre-Scheduled Maintenance is considered any type of maintenance or service that may impact the availability of the solution aiming at platform updates or improvements in the environment.

The maintenance notice may also be made via electronic address (URL) to be informed by Neogrid.

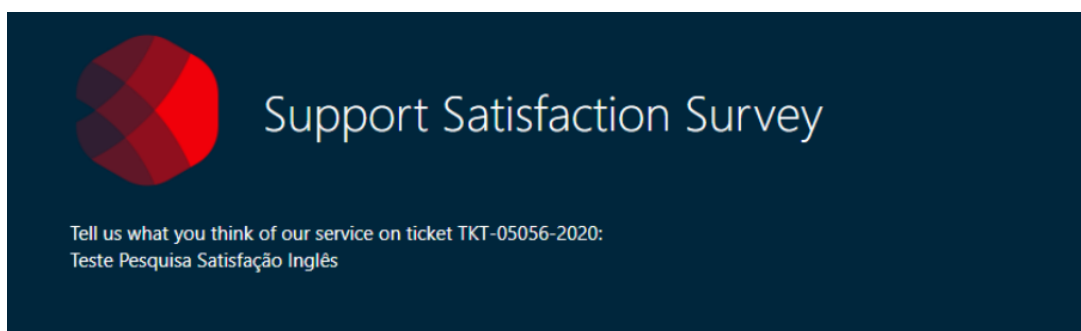
## SLA for Data Load

For Neogrid Visibility and Planning products, which depend on the external receipt of data load files, the SLA for making data available in the contracted systems is 8 calendar hours, considering the following assumptions:

- All the necessary files were delivered to Neogrid in full, within the pre-established sizes and formats and previously defined location.
- The processing time for the maximum daily volume of files is less than 40% of the data load SLA.
- For file volumes that exceed this time, the data load SLA will be appropriate to the contracted volume in the same proportion.

## Satisfaction survey

Neogrid invites you to participate in the Satisfaction Survey sent at the end of each ticket. The notes made are periodically analyzed, in order to evaluate the quality of the service provided, bringing improvements to our processes and products for the satisfaction of our customers.



\* Required

1. From 0 to 10, how would you rate the support you received? \*

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Bad

Excelent!

## **Ombudsman Channel**

The Neogrid Ombudsman is a communication channel made available to customers to receive comments and complaints, especially those who have already contacted the Customer Service and are facing a demand that has not yet been resolved through the standard service channels.

This is a direct communication channel so that you, Neogrid customer, can send your suggestions, compliments and complaints. The Ombudsman's Office should be called when faced with a demand that has already gone through the standard service channels and has not obtained a satisfactory response.

Contact with the ombudsman can be made through the following service channels;

### **Portal (ticket opening)**

<https://help.neogrid.com/pt-BR/ouvidoria/>

### **Telephone**

(47) 3043-7445

## **Neogrid**

**Your company at the pace of consumption.**

We are experts in synchronizing your business to demand. To keep your product always available to the consumer, in the right quantity and at the right time.

We are Neogrid. A company that provides solutions for automatic supply chain management (Supply Chain Management).