

Service Guide

Neogrid Support

October/2023

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Neogrid Service Guide

This document contains information and guidance on: activation and service of Neogrid Support for the entire Solutions Catalog

Solutions Catalog

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

| Category | Subcategory |
|---|--|
| Integration | Fiscal: NF-e, NFS-e, NFC-e, CT-e, DF-e, CC-e, MDF-e and NF-e Auditor |
| | EDI: Mercantile, Logistics, Financial, WebEDI and Datasync (GDS) |
| | Financial: Anticipation of Receivables, Consolidation of Statements, Payments, Collection and Smart Collection |
| | Collaborative Portals: Supplier Portals, Quotation Portals, and Catalog Portals |
| Visibility Solutions | Distribution Insights, Retail Insights, Indirect Display, Direct Display, and VIU |
| Planning & Replenishment and Inventory Optimization | VMI, S&OP, DRP, CPFR and Dock Schedule |
| Execution | Tradeforce |
| Sourcing | Sourcing |

Service Packages

The available service channels, calendar and deadlines are defined according to the contracted package (as of August/2020):

| Package Items | Tech | Premium |
|------------------|------|---------|
| Service Portal | x | x |
| Chat Support | x | x |
| Telephone | | x |
| Service Time SLA | | x |

Tech Service

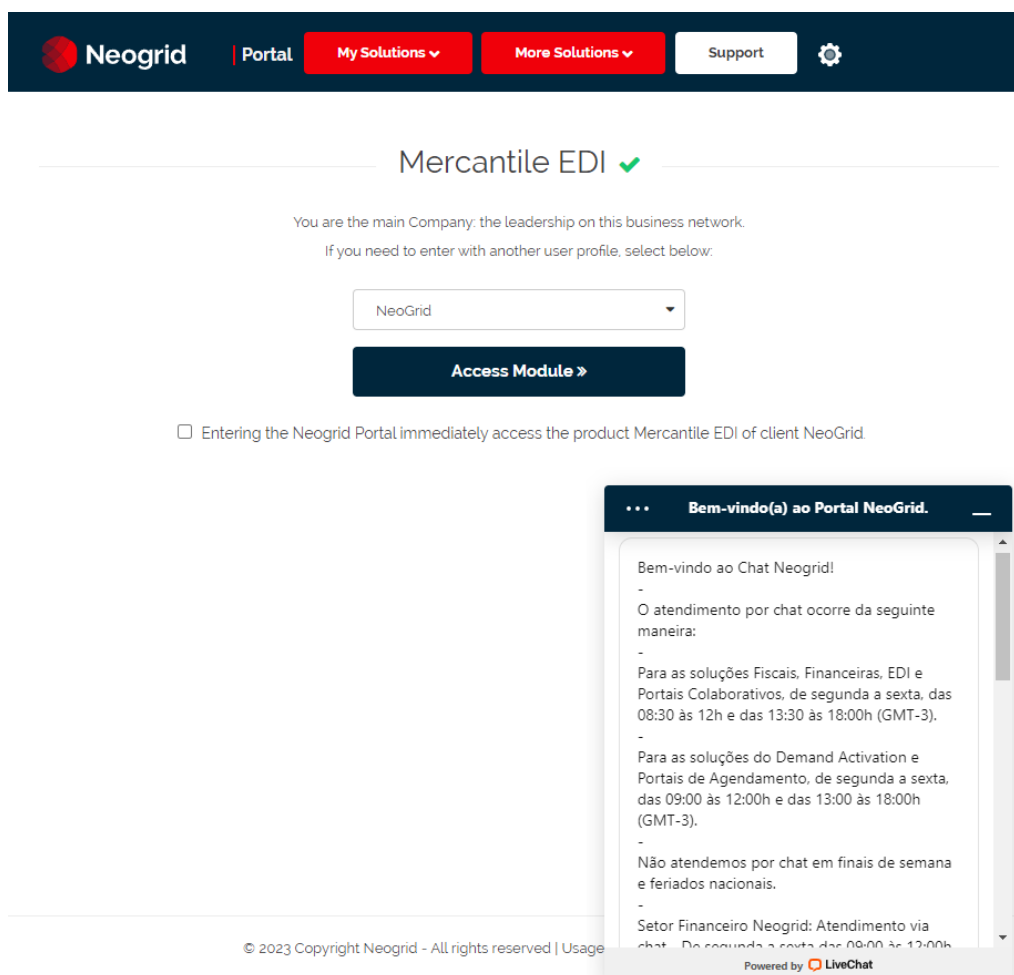
Service Portal

Opening tickets for Neogrid's Support team should be done through the following [Portal Neogrid](#) or via [Chat](#).

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

Chat Support

Chat is available on the home screen of the [Portal ID](#), (click on the 'pop-up' to access it), or through the [Our Website](#).



The screenshot displays the Neogrid Portal interface. At the top, there is a dark blue navigation bar with the Neogrid logo, a 'Portal' label, and buttons for 'My Solutions', 'More Solutions', and 'Support'. Below the navigation bar, the main content area features the heading 'Mercantile EDI' with a green checkmark. A message states: 'You are the main Company: the leadership on this business network. If you need to enter with another user profile, select below:'. A dropdown menu shows 'NeoGrid' selected. Below the dropdown is a dark blue button labeled 'Access Module >'. A checkbox option reads: 'Entering the Neogrid Portal immediately access the product Mercantile EDI of client NeoGrid'. In the bottom right corner, a chat window is open, titled 'Bem-vindo(a) ao Portal NeoGrid.' The chat content includes a welcome message and service hours: 'O atendimento por chat ocorre da seguinte maneira: Para as soluções Fiscais, Financeiras, EDI e Portais Colaborativos, de segunda a sexta, das 08:30 às 12h e das 13:30 às 18:00h (GMT-3). Para as soluções do Demand Activation e Portais de Agendamento, de segunda a sexta, das 09:00 às 12:00h e das 13:00 às 18:00h (GMT-3). Não atendemos por chat em finais de semana e feriados nacionais. Setor Financeiro Neogrid: Atendimento via chat - De segunda a sexta das 09:00 às 12:00h'. The chat window is powered by LiveChat. At the bottom of the page, there is a copyright notice: '© 2023 Copyright Neogrid - All rights reserved | Usage'.

Premium Service

For customers with the Premium Service Package, in addition to support via Chat and Portal, the following features are also included:

Telephone Service

You can call us at +55 (11) 2135-8500 or +55 (47) 3043-7400 to access our main phone menu:

Option 1: Support

Option 2: Sales Team

Option 3: Financial Matters or Purchasing Department

Option 4: Human Resources

Option 5: Marketing

Option 6: Ombudsman

If you want to call Support directly, call +55 (47) 3043-7600 or +55 (11) 2135-8555. The options in the phone menu are:

Option 1: Financial Solutions, EDI and Datasync.

Option 2: Demand Activation

Option 3: Fiscal

Option 4: Planning & Replenishment or Scheduling

Option 5: Collaborative Portals

Option 6: Sourcing

Option 7: Tradeforce

If you're 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 (EDI), 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 9 am to 6 pm from Monday to Friday, Brasilia time (GMT-3), except holidays.

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 does not have an action on the ticket, but there is a need to keep it open. This happens when the ticket is changed to the following status:

- Awaiting for Customer
- To Approve
- Awaiting for Third Parties/Business Partners
- Awaiting Agreement Date
- Waiting 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 |
| High | Function can be used with severe restrictions. | 16 working hours | 20 working hours | 16 working hours |
| Average | Function can be used with minor restrictions. | 48 working hours | 30 working hours | 48 working hours |
| Low | Little impact on task execution. | 80 working hours | 40 working hours | 72 working hours |

Office Hours

The service calendar provides the daily hours of service, 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 to 12:00 and from 13:00 to 18. Time zone: -3GMT.
There is no service on Brazilian holidays.
- Fiscal, EDI, Finance 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 Brazilian holidays.

Add-On: Reduced Service Time SLA

For customers who have the Reduced Service Time SLA add-on, the service time follows the Office Hours and SLA pauses of the Premium package, however, with different deadlines:

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

Add-On: 24x7 Customer Service

The 24x7 customer service consists of telephone service and via the Neogrid Portal every day of the week, 24 hours a day. This add-on is only available for the products of the Integration (EDI) Offer and the SLA, for ' Incident ' tickets, will be counted in running 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 Phone) can be accessed.

The Service times are:

| Urgency | Definition | Integration | Planning & Replenishment, Scheduling | Demand Activation | Sourcing |
|----------|---|----------------------|--------------------------------------|-------------------|------------------|
| Incident | 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 |
| High | Function can be used with severe restrictions. | 16 working hours | 20 working hours | 20 working hours | 16 working hours |
| Average | Function can be used with minor restrictions. | 48 working hours | 30 working hours | 30 working hours | 48 working hours |
| Low | Little impact on task execution. | 80 working hours | 40 working hours | 40 working hours | 72 working hours |

Billing & Invoicing

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

For both cases, you can also contact us at +55 (47) 3043-7400, option 3.

Telephone support for billing and billing issues is available Monday through Thursday from 1:00 p.m. to 6:00 p.m. Time zone: -3GMT.

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

There is no service on Brazilian holidays.

What is the Neogrid Portal?

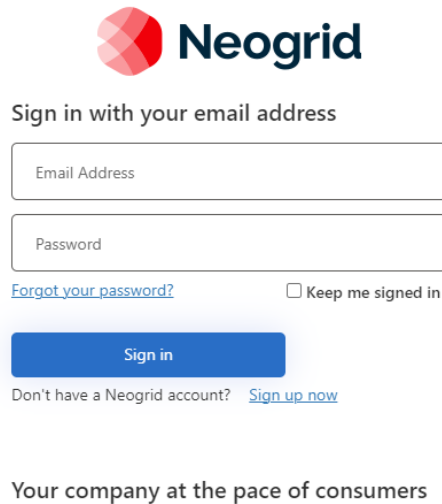
It is a Portal that aims to centralize customer service for Neogrid solutions, with features such as:

- Access to the Knowledge Base of the products.
- Opening tickets for support.
- Ticket tracking.
- Return feedback to support (either in the portal or by responding to the ticket email).
- Have visibility of the services performed, historical data.

The following are instructions on accessing the Portal for ticket registration:

How to use the portal

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



The image shows the Neogrid login page. At the top is the Neogrid logo. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link "Forgot your password?" and a checkbox "Keep me signed in". A blue "Sign in" button is positioned below the input fields. At the bottom of the form area, it says "Don't have a Neogrid account? [Sign up now](#)". Below the form area is the slogan "Your company at the pace of consumers".

- 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 homepage you will find the most popular articles in our Knowledge Base and you will be able to search for the information you want.
- 4) In 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 for 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

Knowledge Base

5) Managing open tickets: When you click on Tickets, you'll be taken to the ticket management page.

Tickets

Manage your tickets and open new tickets to our Support.

Status

- Open
- In Review
- Awaiting for Customer
- To Approve
- Problem Solved
- Waiting Incident Report
- Returned

Ticket

- Question
- Request
- Incident

Apply

Q
Open New Ticket
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 | 11/9:30 |
| Reset de senha | TKT-05512-2021 | Incident | Medium | Fiscal - NFe | Canceled | Neogrid Support | Interno Neogrid | Neogrid Informatica | 10/5:30 |
| Teste | TKT-05528-2021 | Incident | Medium | EDI Mercantil | Closed | Neogrid Support | Interno Neogrid | Neogrid Informatica | 11/11:20 |
| teste | TKT-05562-2021 | Incident | High | EDI Mercantil | Canceled | Neogrid Support | Interno Neogrid | Neogrid Informatica | 11/4:50 |

You'll be able to filter your tickets and export a report to Excel format. When you click on the ticket title, you'll be taken to the Ticket details page.

Ticket Details

Informations

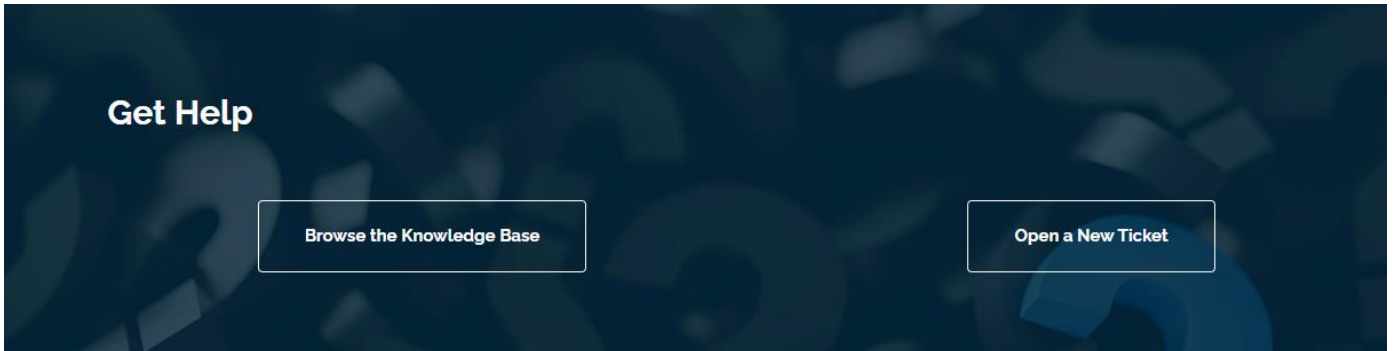
| | | |
|--------------------------|-------------------------|--------------------|
| ID | Ticket Type * | Urgency * |
| TKT-263030-2023 | Request | High |
| Ticket Title * | Application / Subject * | E-Mails CC |
| Portal Test | — | — |
| Description * | Product | SLA |
| Test on Neogrid's portal |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

Comment

On this page, you will be able to see all the ticket information, such as status, comments, urgency, and the 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  on the ticket management screen or the *Get Help* section in the footer of any portal page.



You'll be taken 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

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

- Ticket title: a summary for your request;
- Description: Describe the details about your request;
- Attach a file: allows you to browse your computer and add files to the ticket;
- Ticket Type: select if you are talking about an incident, a question, a service request or procedure, or a suggestion for improvement;
- Application: Select the product you want support for;
- Urgency: Let us know how urgent it is to resolve the ticket. Consider the definition described in
- g.
- h. Service Time [SLA](#);
- i. CC emails: Email addresses, separated by semicolons, that you want to copy in 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

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 reply to the support team, you can reply to the email or go to the portal and enter new comments.

Note: We recommend that you make sure that the customer-service@neogrid.com is released on your mail server. If you are not receiving email communications, please check your Junk Email.

Maintenance Windows

If it is necessary to carry out work to improve or return the contracted solution to the agreed availability levels, Neogrid must notify 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 can also be made via electronic address (URL) to be informed by Neogrid.

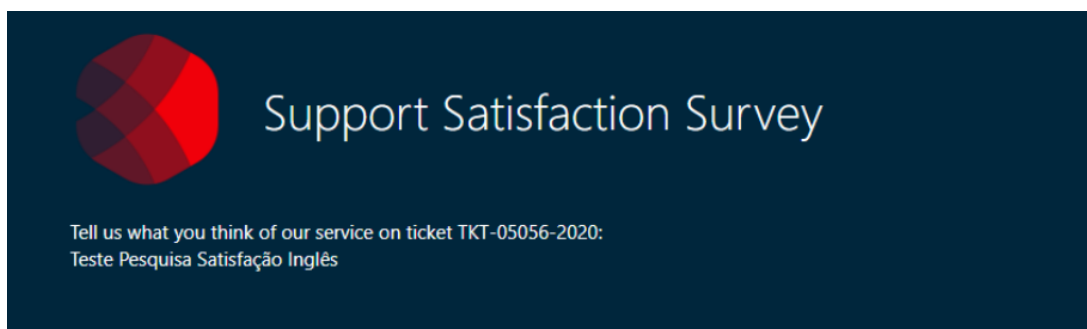
SLA for Data Load

For Neogrid Visibility and Planning products, which depend on the external receipt of data loads, the SLA for data availability in the contracted systems is 8 running hours, considering the following assumptions:

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

Customer Satisfaction Survey

Neogrid invites you to participate in the Satisfaction Survey sent at the end of each ticket. The notes made are periodically analyzed, 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 Customer Service and are facing a demand that has not yet been resolved by 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 (opening tickets)

<https://help.neogrid.com/en-US/ouvidoria/>

Telephone

+55 (47) 3043-7445

Neogrid

Your business at the pace of consumers.

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 solution company for automated supply chain management.