INTRODUCING

HOPS CHATBOT

Helping **O**ur **P**artners & **S**uppliers

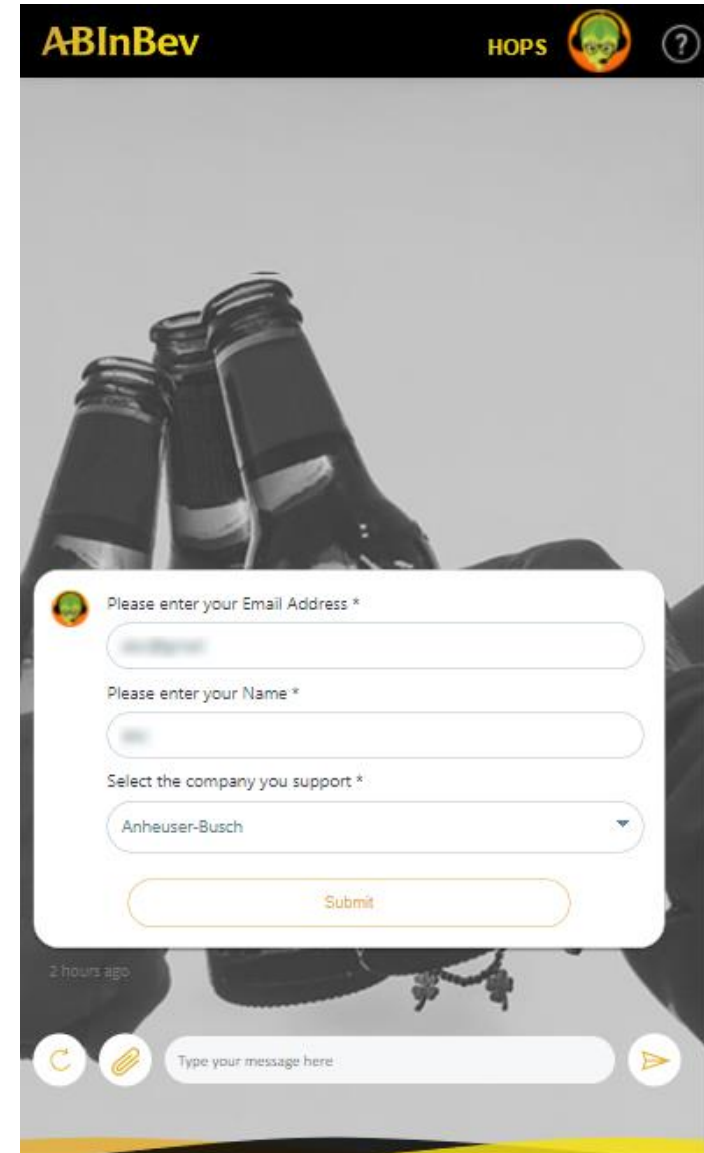**Your personal assistant for payable queries**

1. Introduction

As part of the authentication process, you will be required to
provide the following details to login.

- Login details required:
  - User Email Address
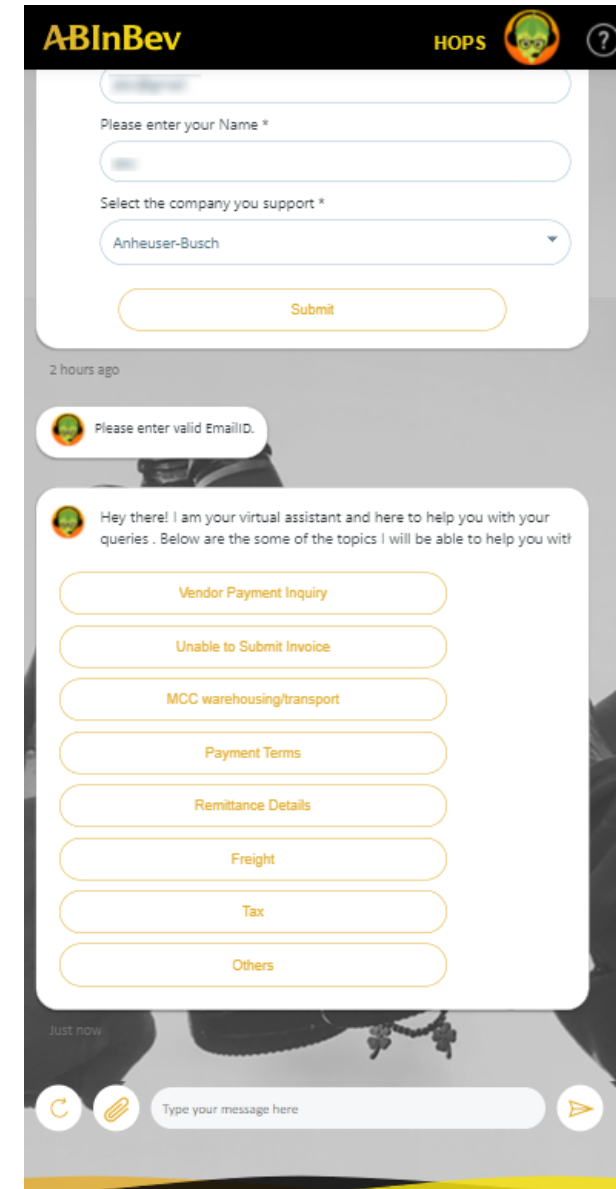 - Enter your Name
  - Country –Anheuser-Busch

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2. Categories

Once you are logged in, you will see the following service options:

Anheuser-Busch (USA):-
- Vendor Payment Inquiry
(Payment related inquires)
- Unable to Submit Invoice
(Invoice submission issues)
- MCC Invoice payment
(Carrier/logistic related invoice inquiries)
- Payment terms
(Contract terms related inquiry)
- Remittance details
(Paid invoices status check)
- Freight
(Freight related inquiry)
- Tax
(Tax related inquiry)
- Others
(Any other query not listed in here)

3. Vendor Payment Inquiry

- If you are looking for your payment details, please select vendor payment

- You will be asked to enter your Valid PO number and vendor account number/Company name

- Once entered, I will share the payment details
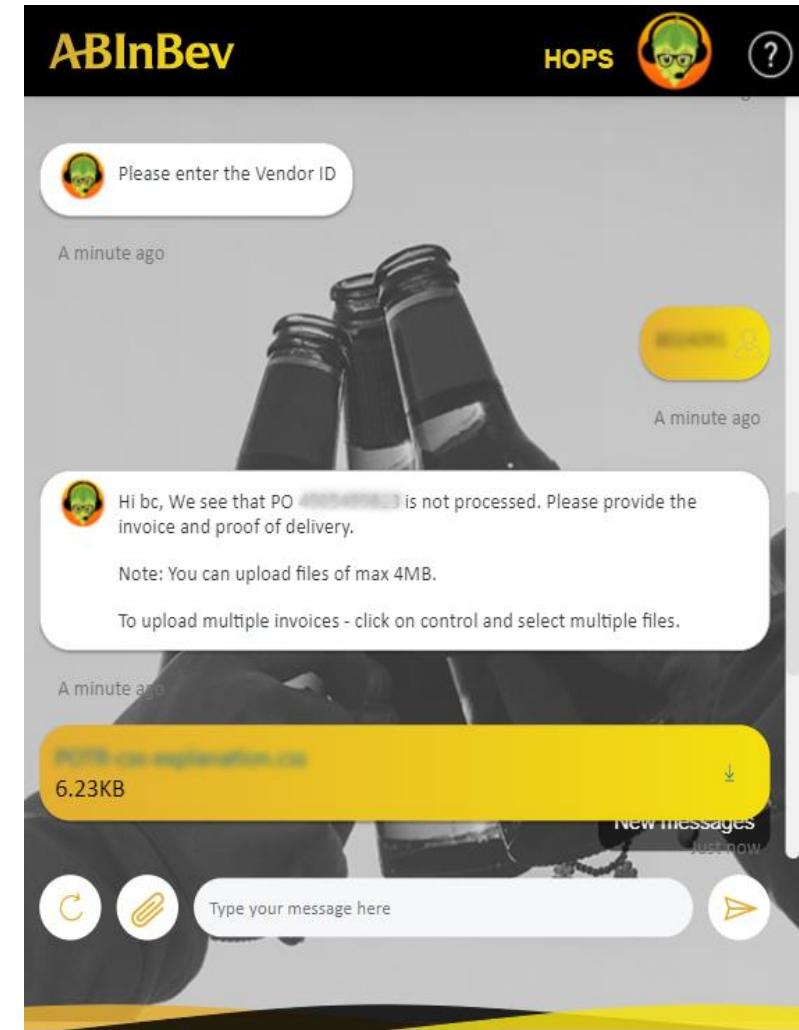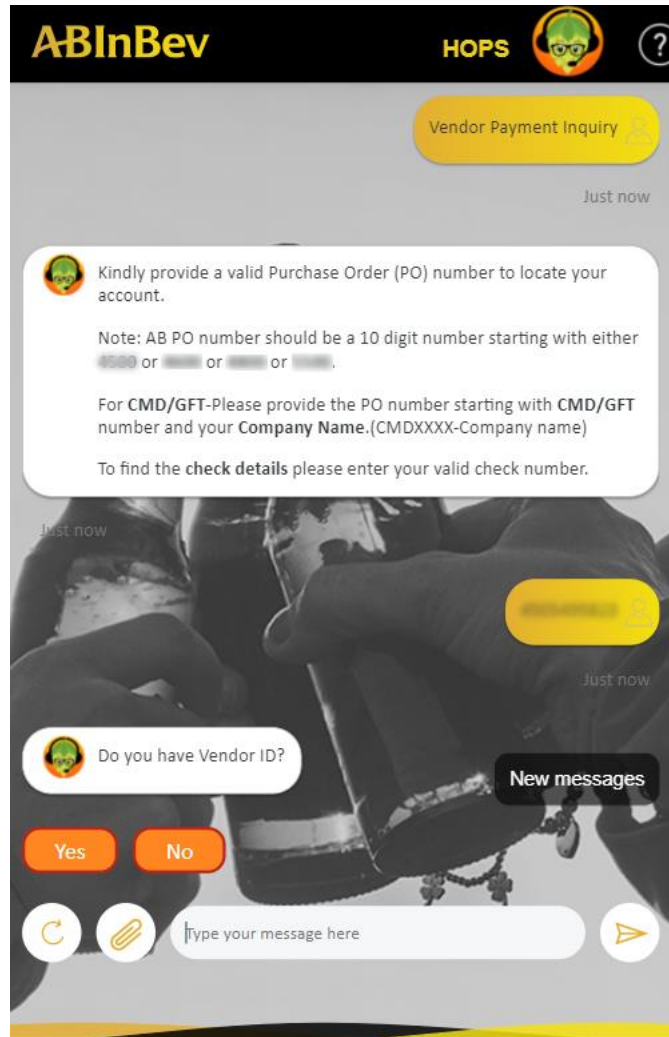
4. Unable to submit invoice

- If you are experiencing any issues when submitting the invoice, please choose – Unable to Submit Invoice

- This will prompt you to enter the PO Number and Vendor account number/Company name

- I will send an email for you to the requestor and buyer in case the funds and/or delivery date has an issue
- I can also guide you if you are unable to submit your invoice.

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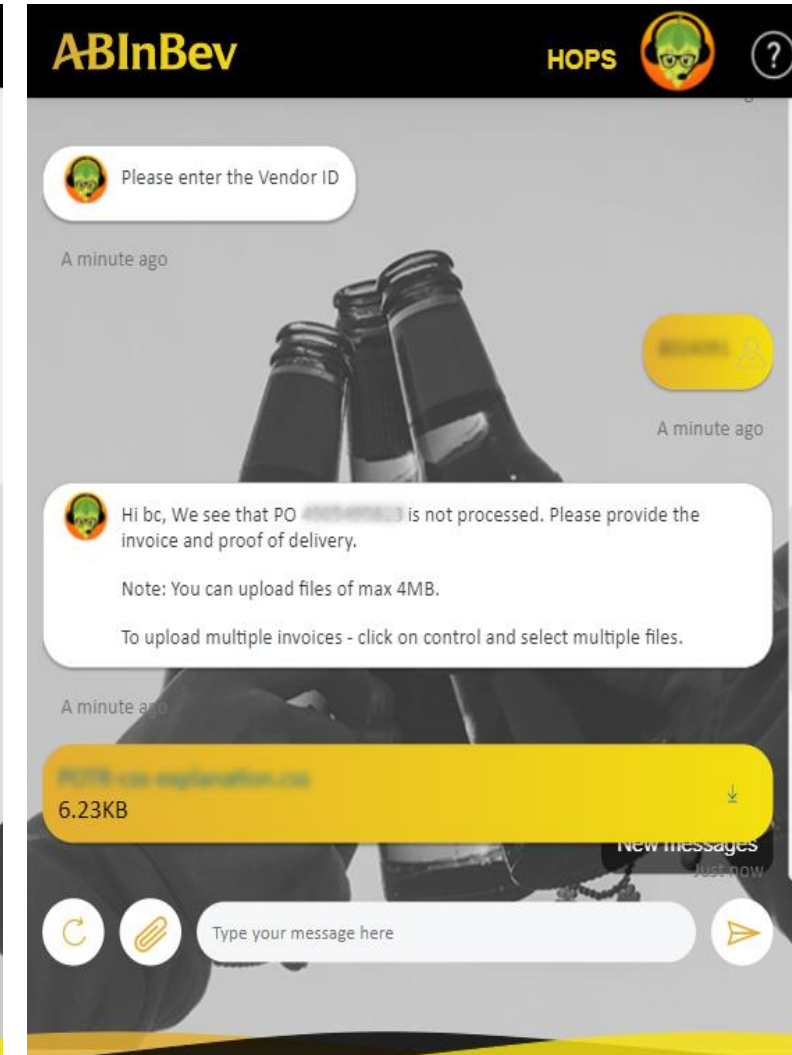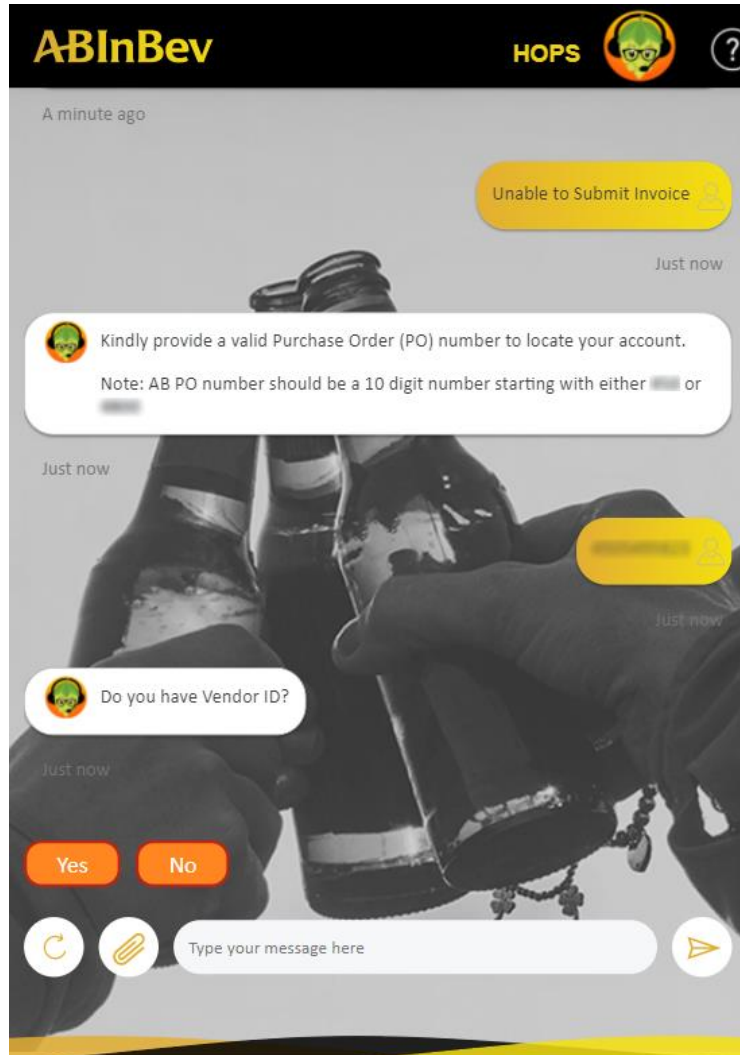
5. MCC Invoice payment

- For information about the MCC Invoice Payment status/Invoice processing, please select MCC Invoice payment

- You will be asked to upload a copy of both your invoice and Bill of Lading

- Once entered, a ticket will be created and sent to the appropriate team for assistance. You will receive a response directly from this team.


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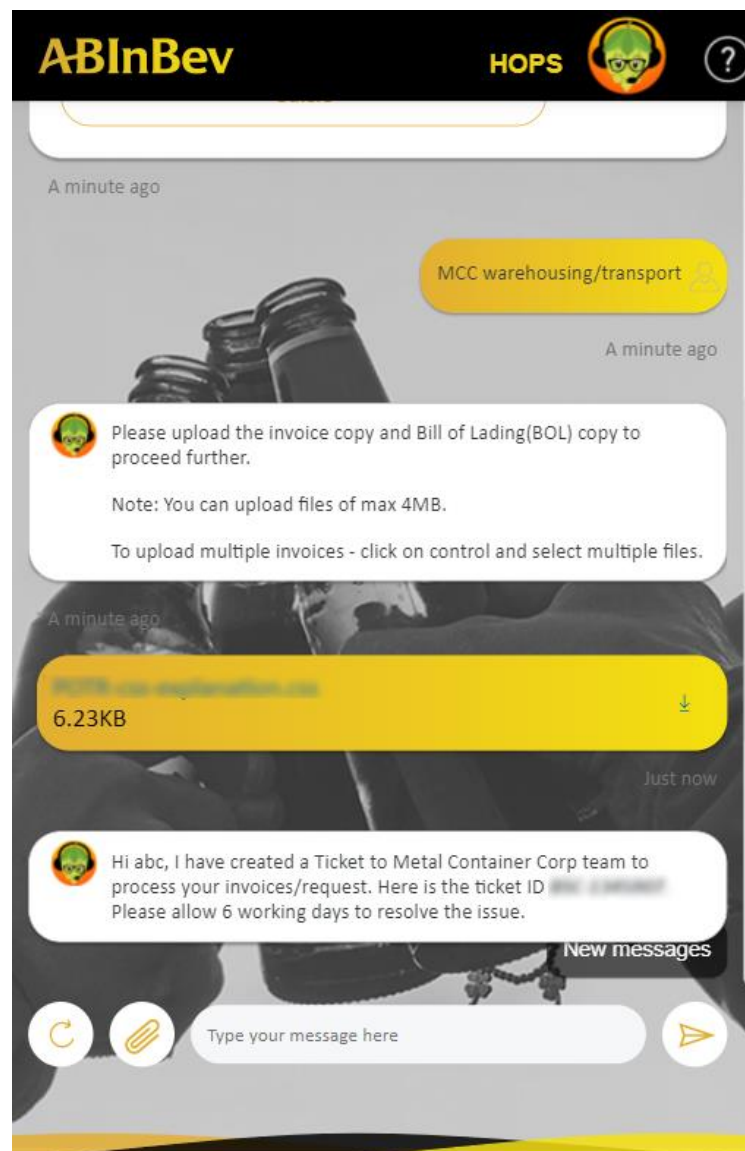
6. Payment terms

- You will be asked to enter your Valid PO number and Vendor account number/Company name

- Once entered, I will send an email to buyer regarding the request you raised share the payment details
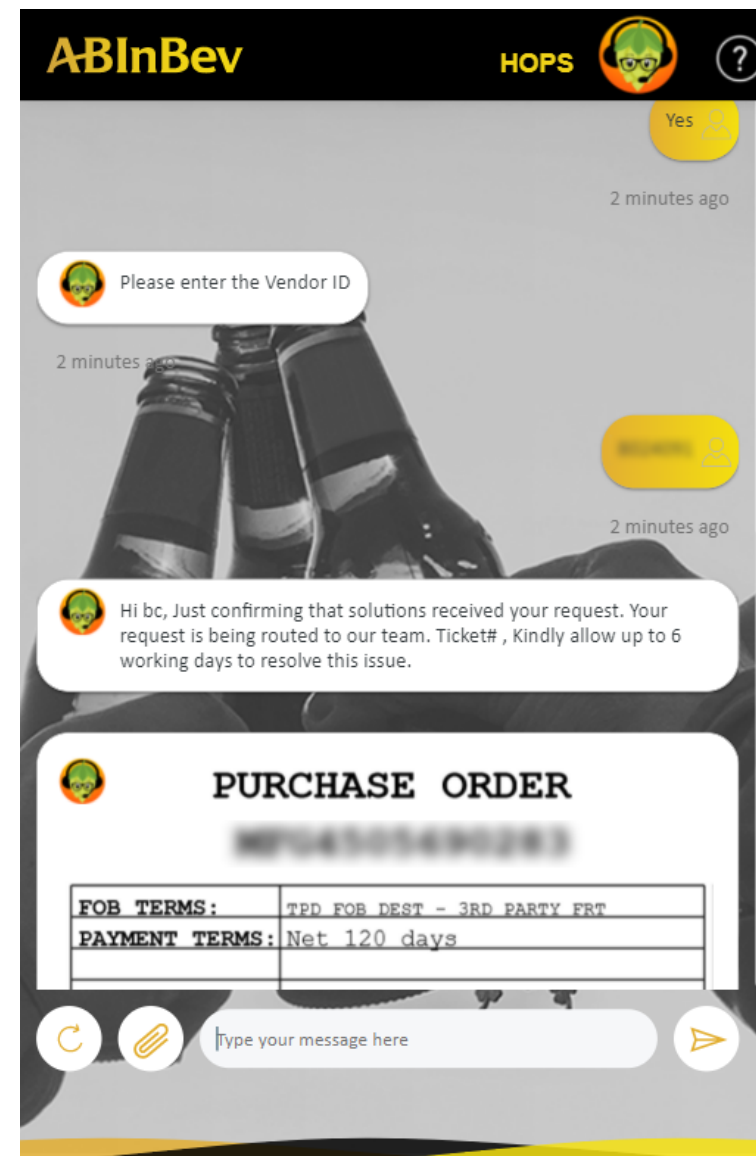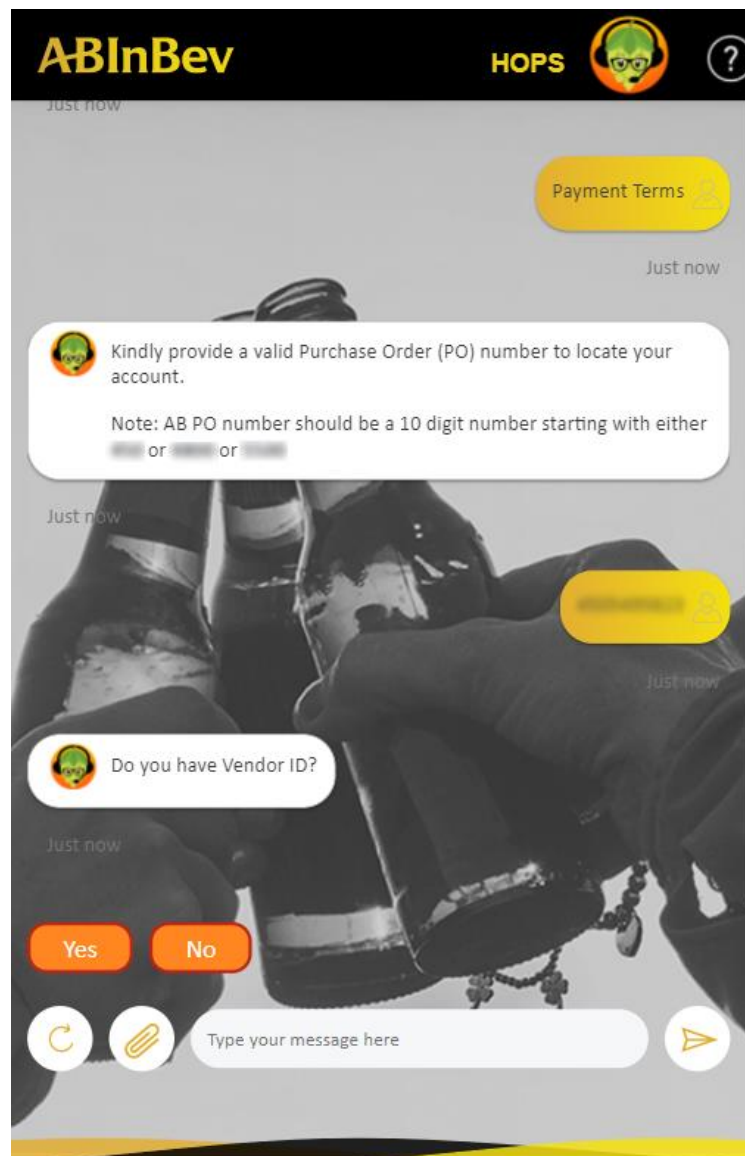
7. Remittance details

- For remittance information, please select Remittance details

- You will be asked to enter your Valid PO number, Vendor account number/Company name, date of Payment.

- Once entered, a ticket will be created and sent to the appropriate team
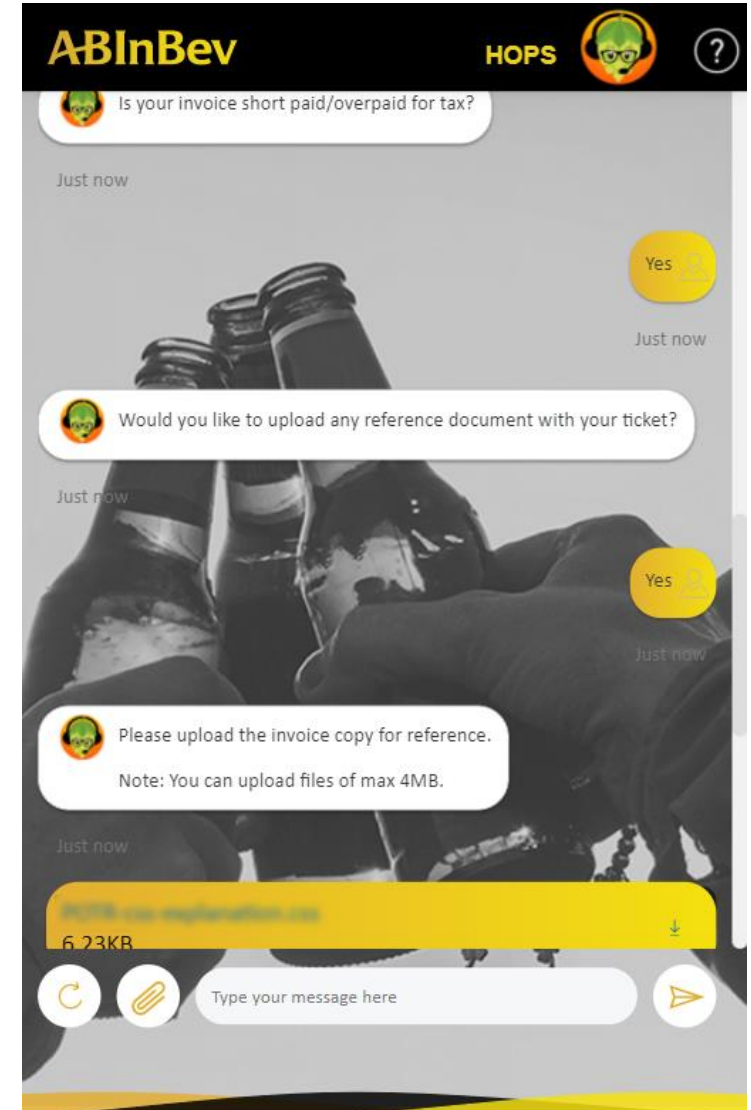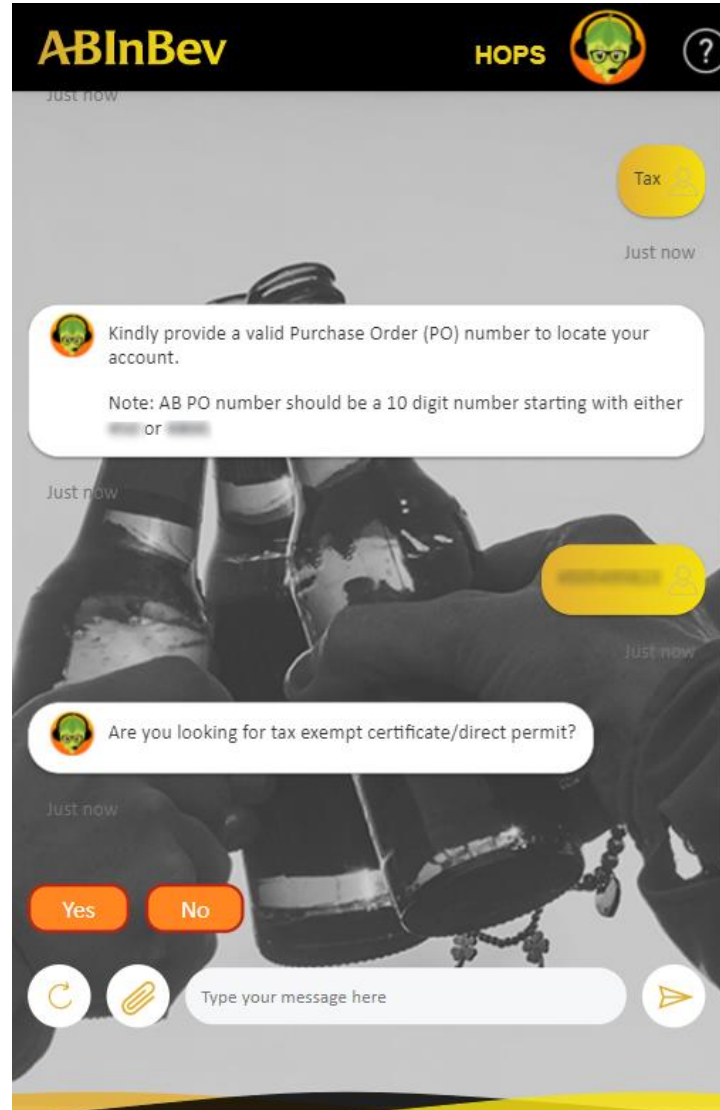

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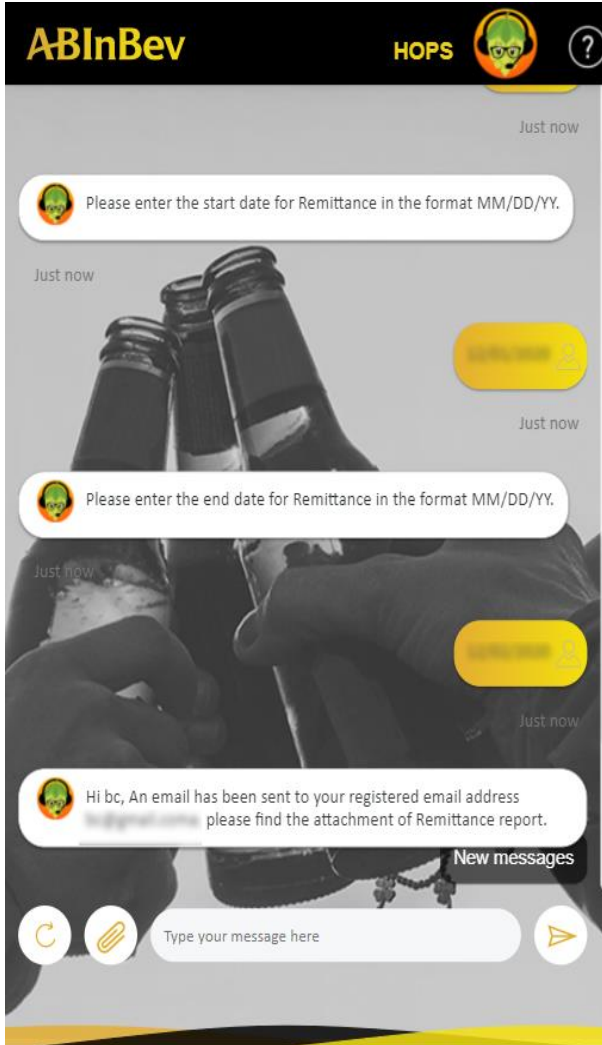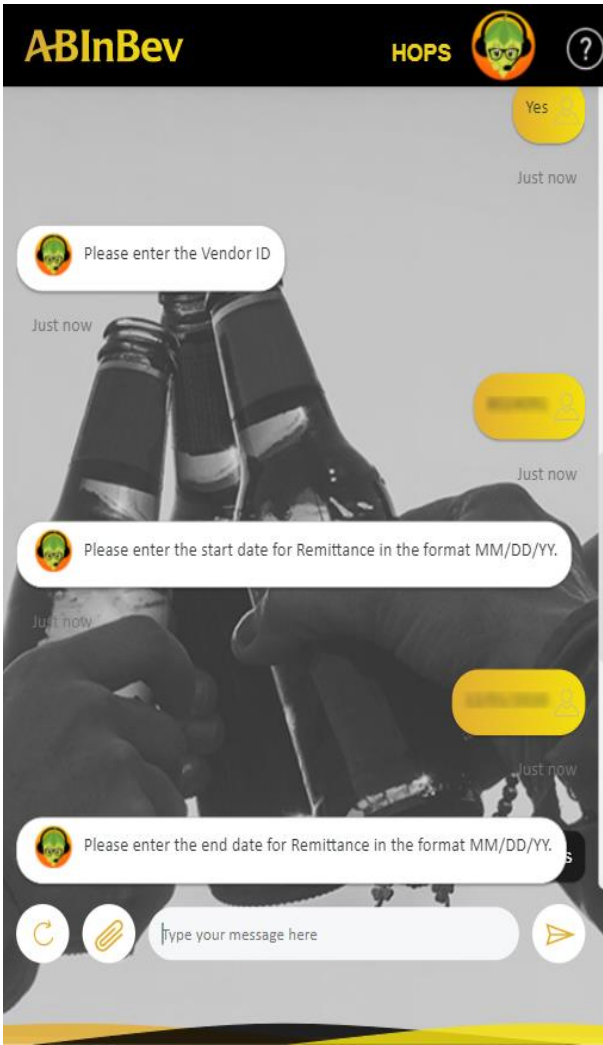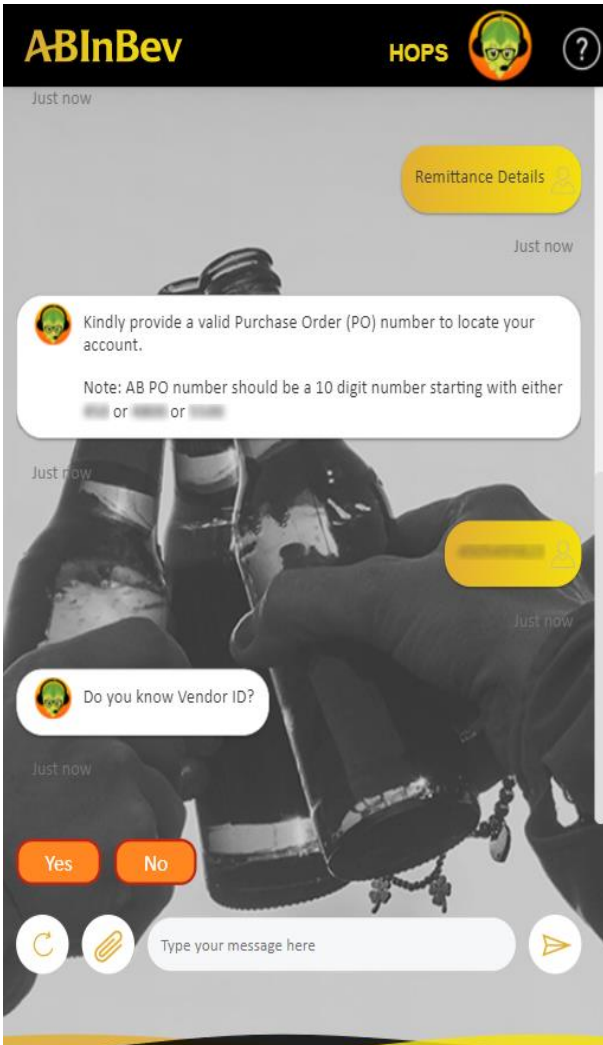
8. Freight

- If you have freight related queries, please select Freight Option.

- You will be asked to enter your Valid PO number.

- Once entered, a ticket will be created and sent to the appropriate team

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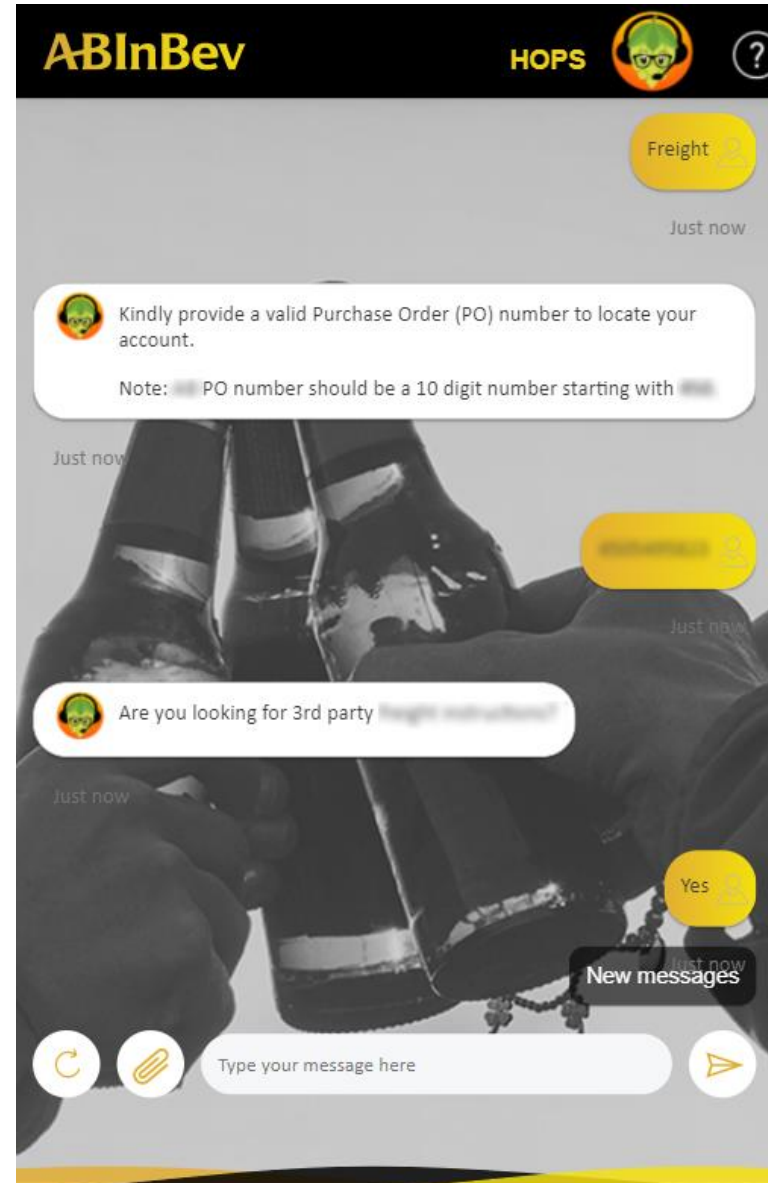
9. Tax

- If you have a tax-related query, please select TAX Option.

- You will be asked to enter your Valid PO number.

- Once entered, a ticket will be created and sent to the appropriate team

10. Feedback

- This feature enables users to provide feedback on the BOT by clicking on various emojis.

- This will help us improve the efficiency of the BOT

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Some sample questions you can ask HOPS

- When is the payment date for PO xxxxxx?

- Can you help me submit an invoice?

- I am having trouble submitting an invoice

- Provide my remittance details

- My Freight has not yet been paid

- My payment does not match my invoice

- Provide payment details for PO xxxxxx.

Thank you