

INTRODUCING

ABInBev

HOPS CHATBOT



Helping Our Partners & Suppliers

Your personal assistant for payable queries

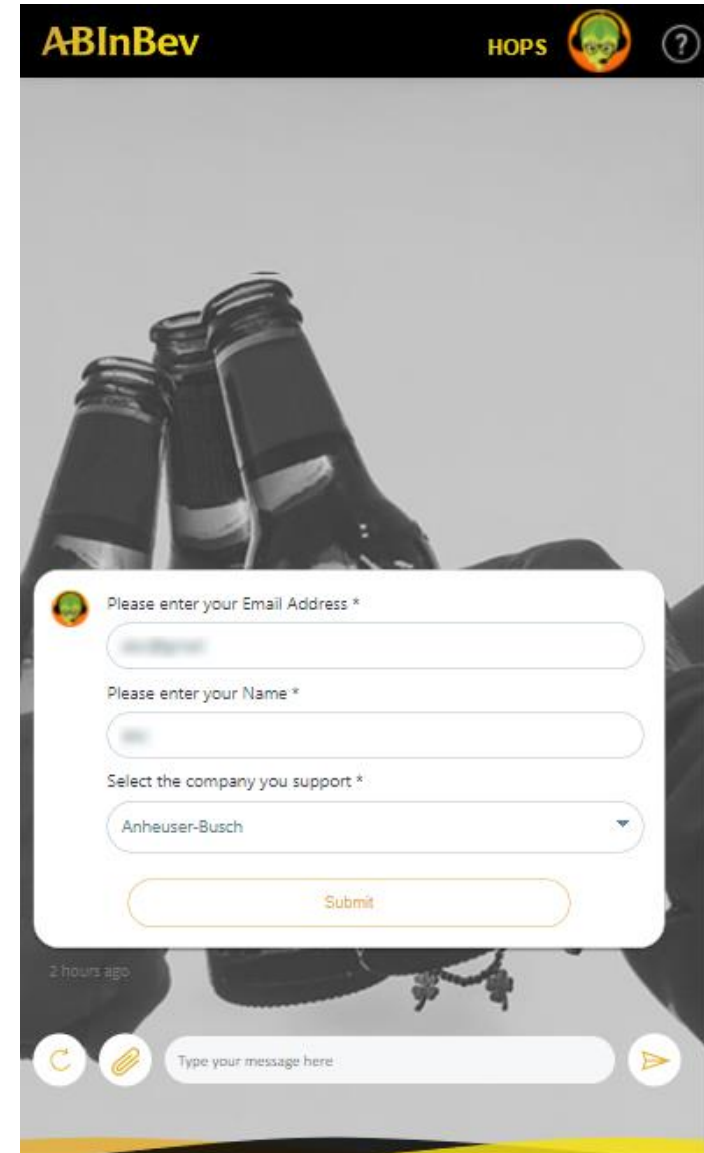




1. Introduction

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



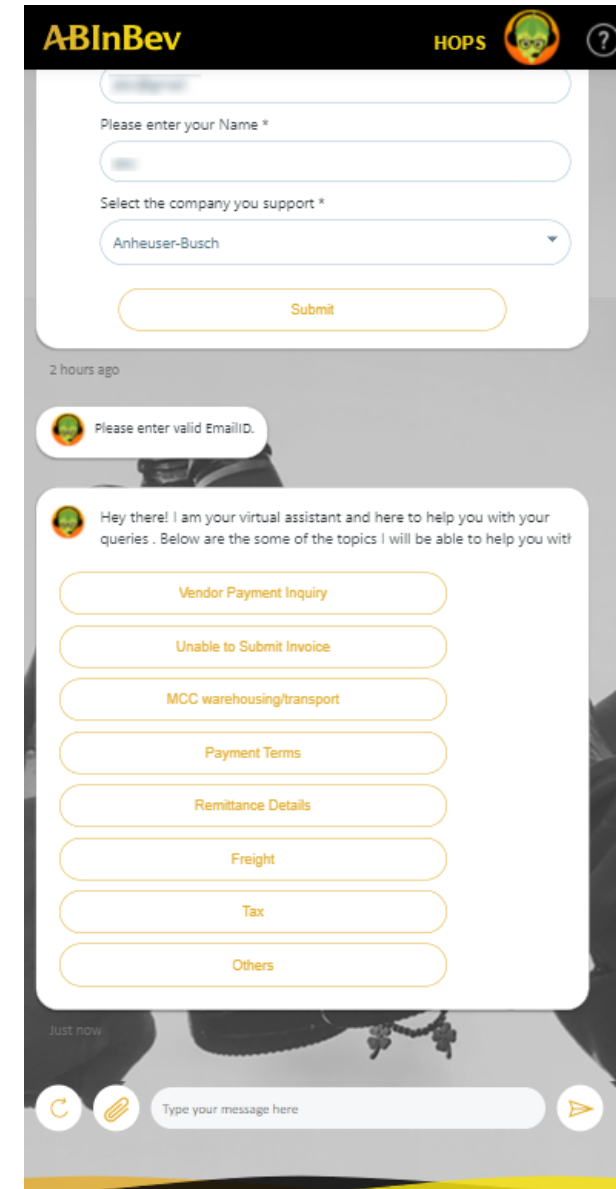


2. Categories

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

Anheuser-Busch (USA):-

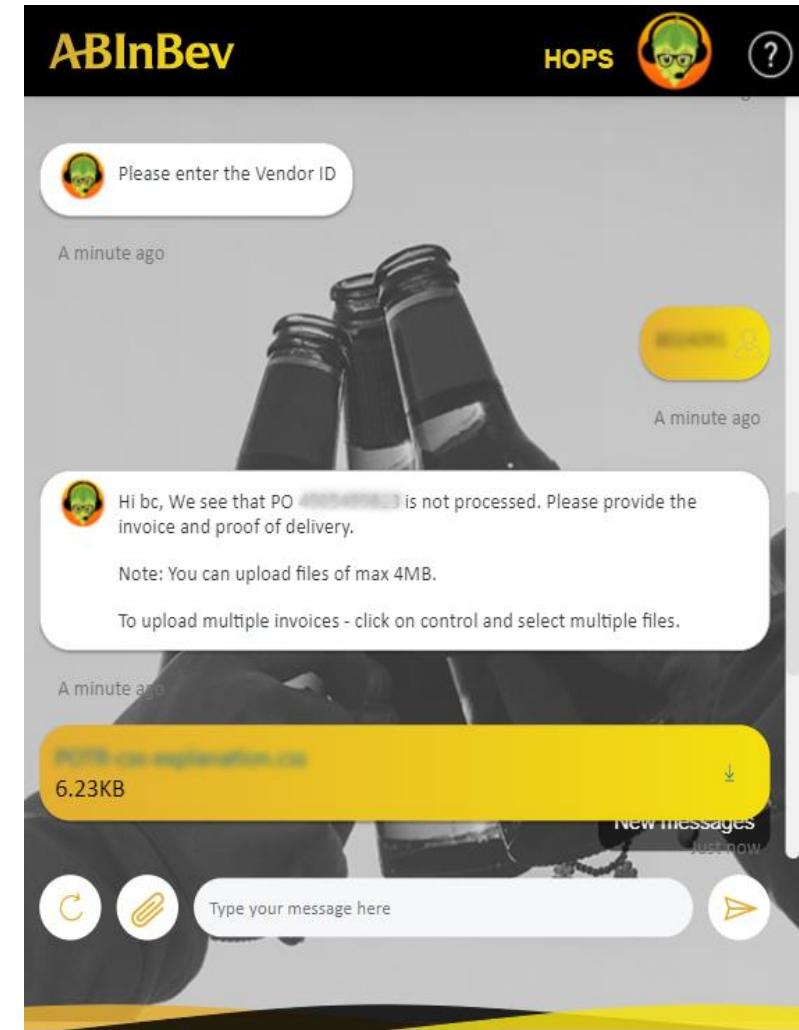
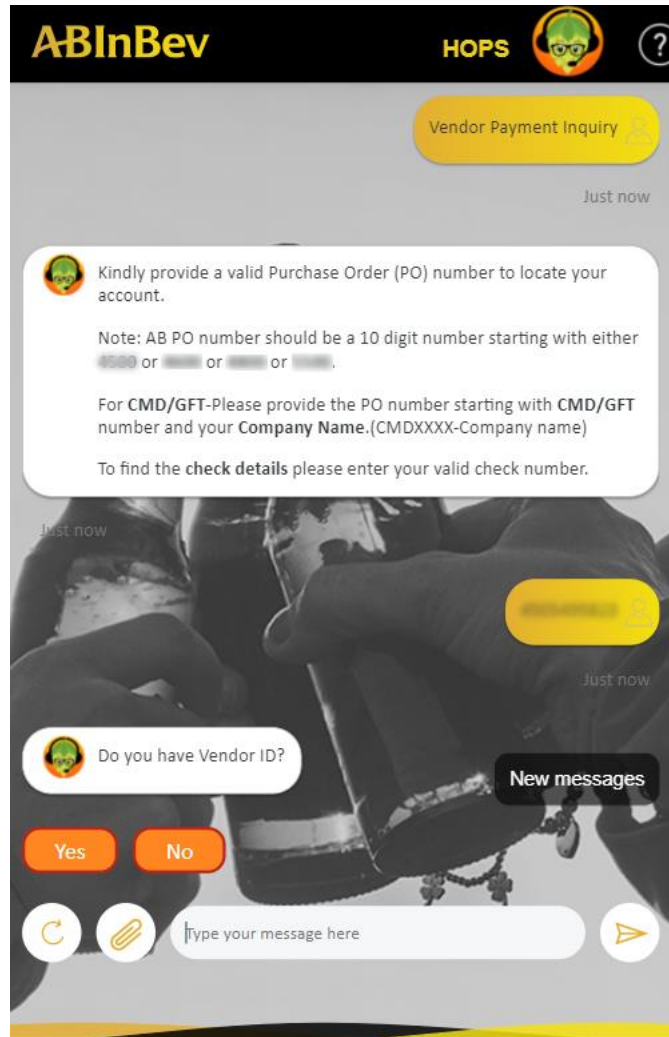
- Vendor Payment Inquiry
(Payment related inquiries)
- Unable to Submit Invoice
(Invoice submission issues)
- MCC Invoice payment
(Carrier/logistic related invoice inquiries)
- Payment terms
(Contract terms related inquiry)
- Remittance details
(Paid invoices status check)
- Freight
(Freight related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





3. Vendor Payment Inquiry

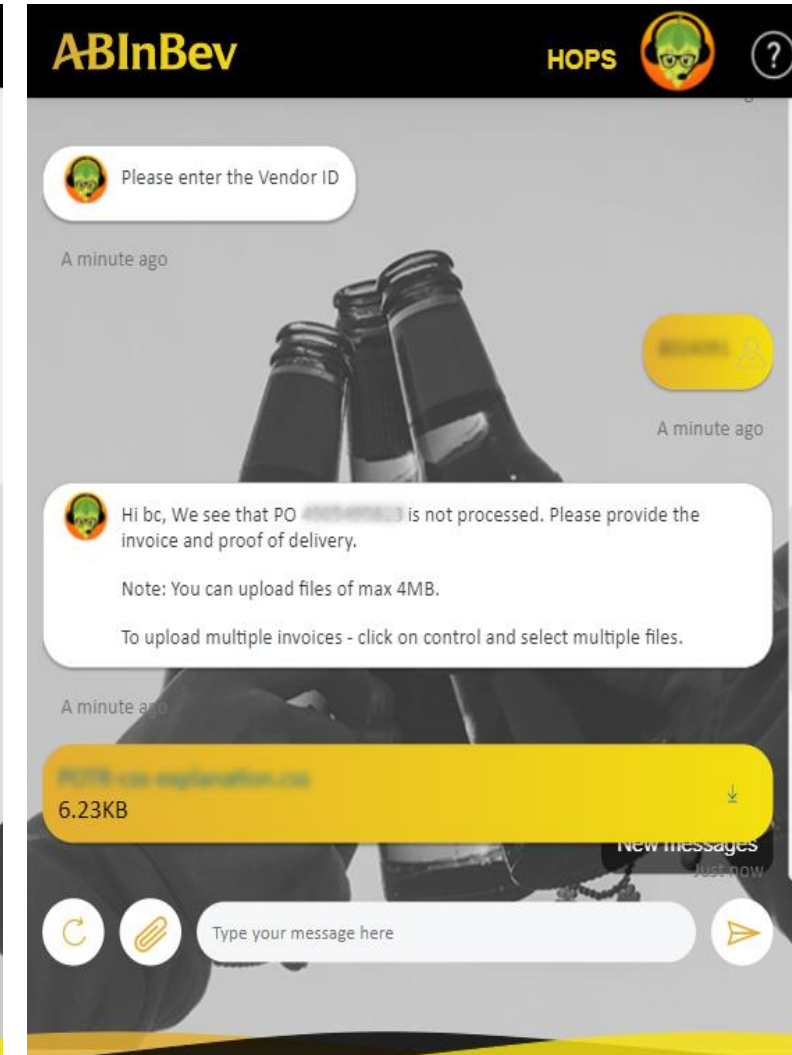
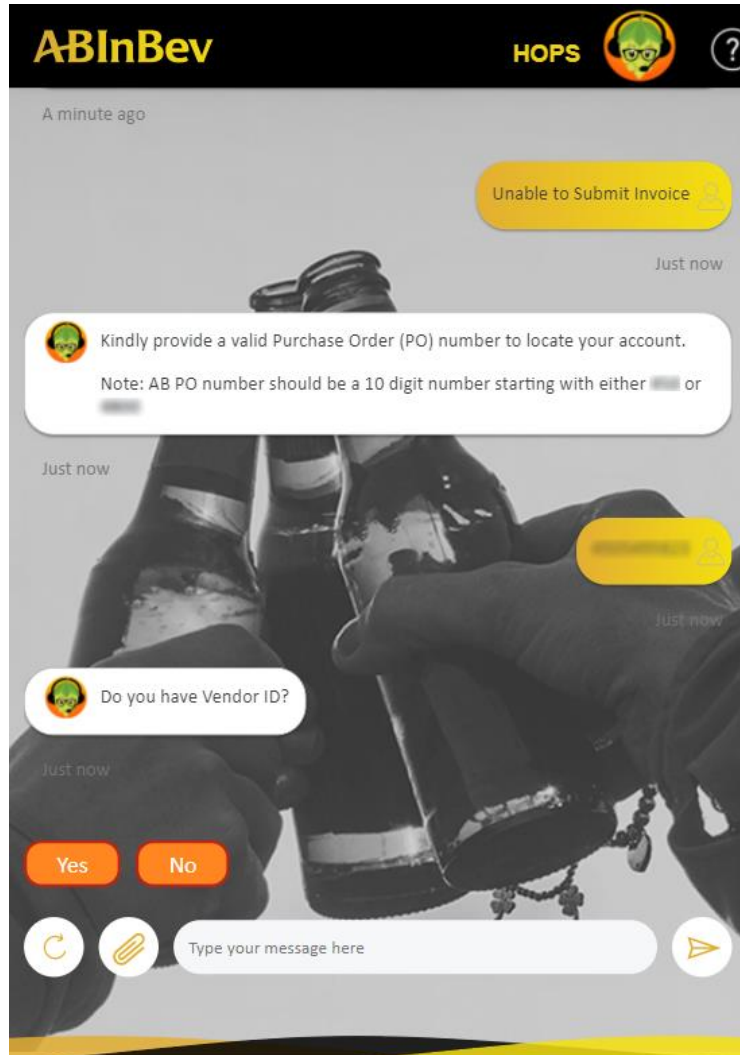
- If you are looking for your payment details, please select vendor payment
- You will be asked to enter your Valid PO number and vendor account number/Company name
- Once entered, I will share the payment details





4. Unable to submit invoice

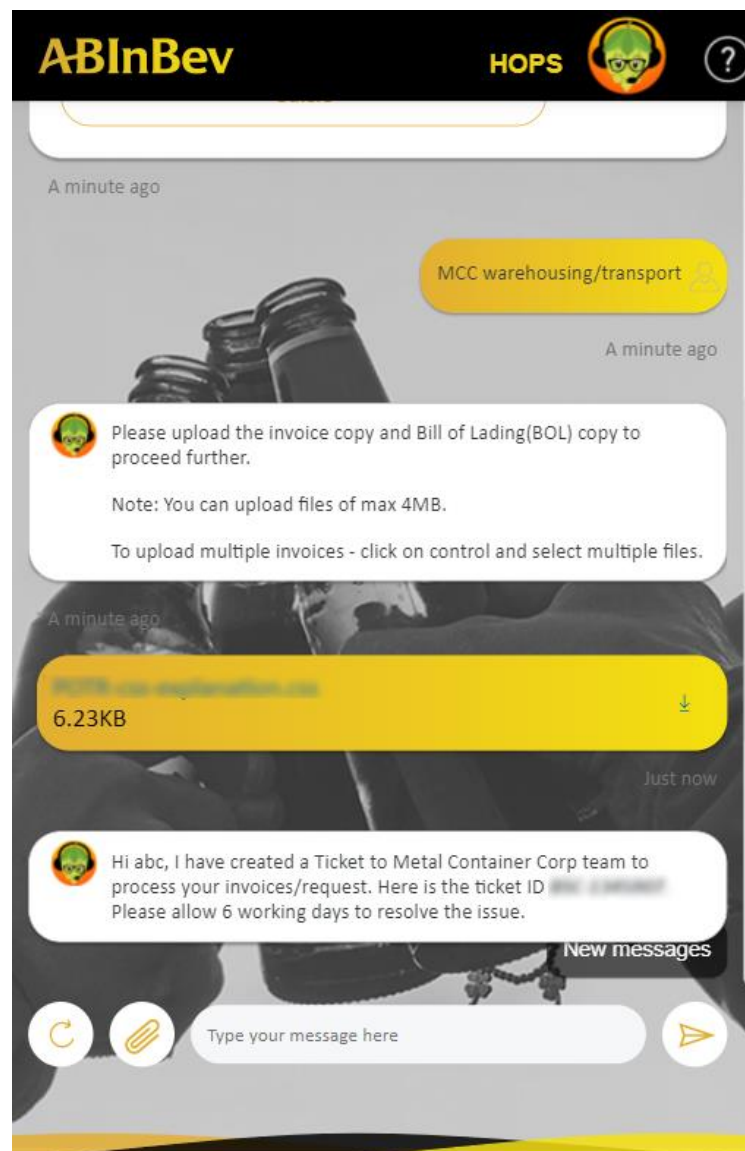
- If you are experiencing any issues when submitting the invoice, please choose – Unable to Submit Invoice
- This will prompt you to enter the PO Number and Vendor account number/Company name
- I will send an email for you to the requestor and buyer in case the funds and/or delivery date has an issue
- I can also guide you if you are unable to submit your invoice.





5. MCC Invoice payment

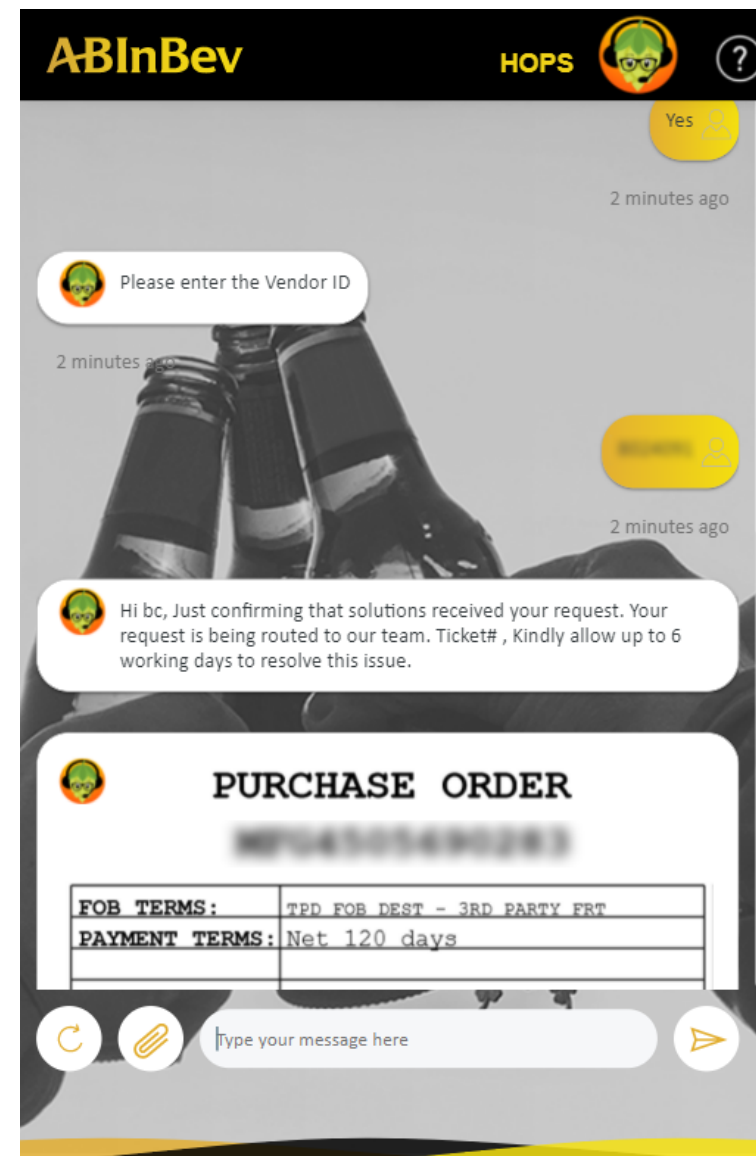
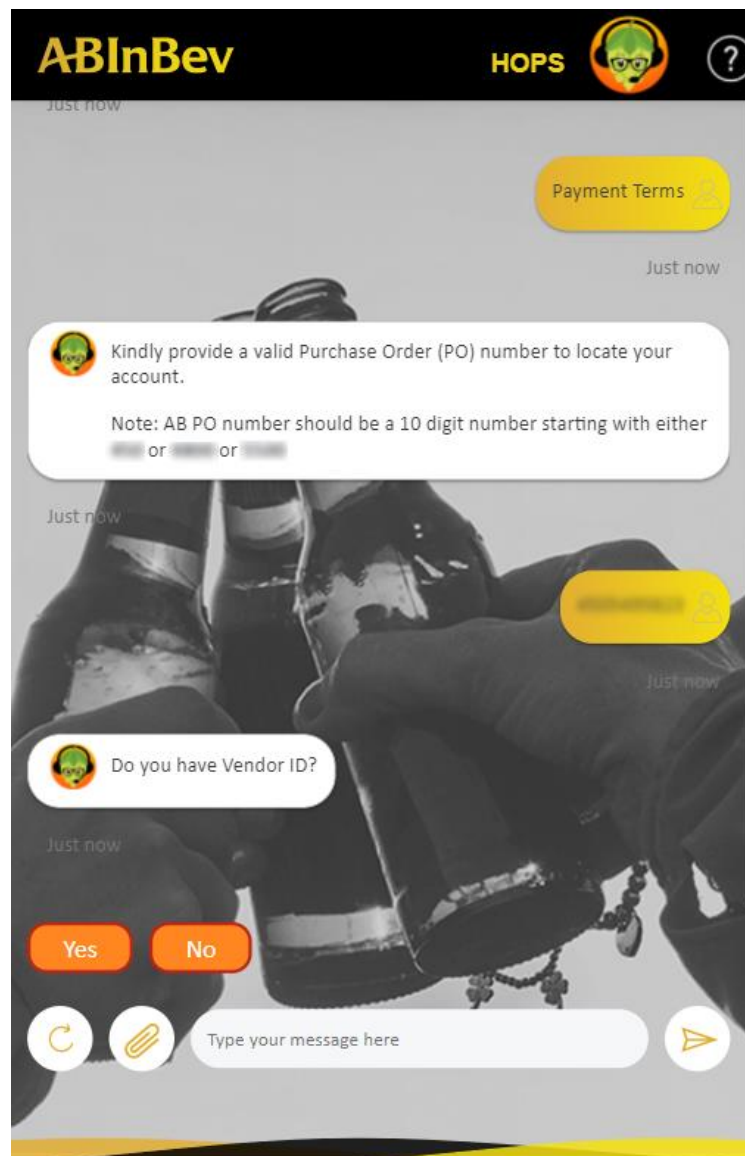
- For information about the MCC Invoice Payment status/Invoice processing, please select MCC Invoice payment
- You will be asked to upload a copy of both your invoice and Bill of Lading
- Once entered, a ticket will be created and sent to the appropriate team for assistance. You will receive a response directly from this team.





6. Payment terms

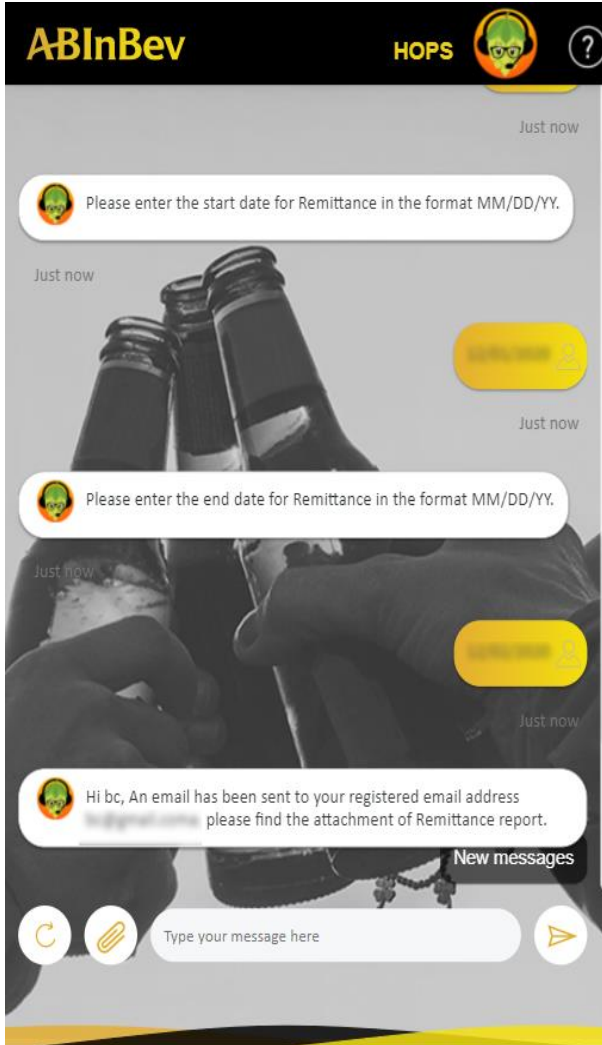
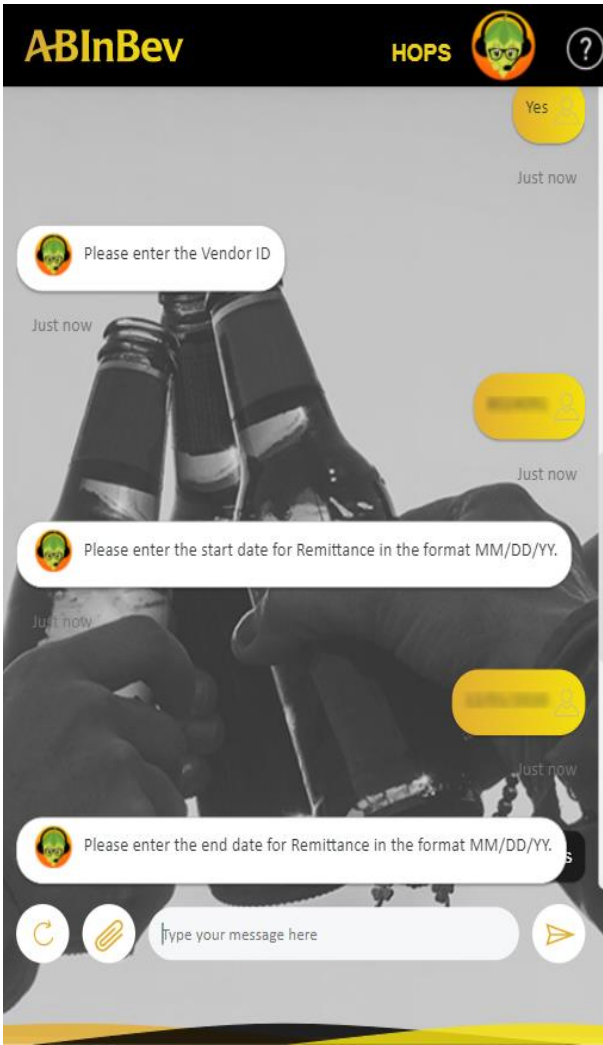
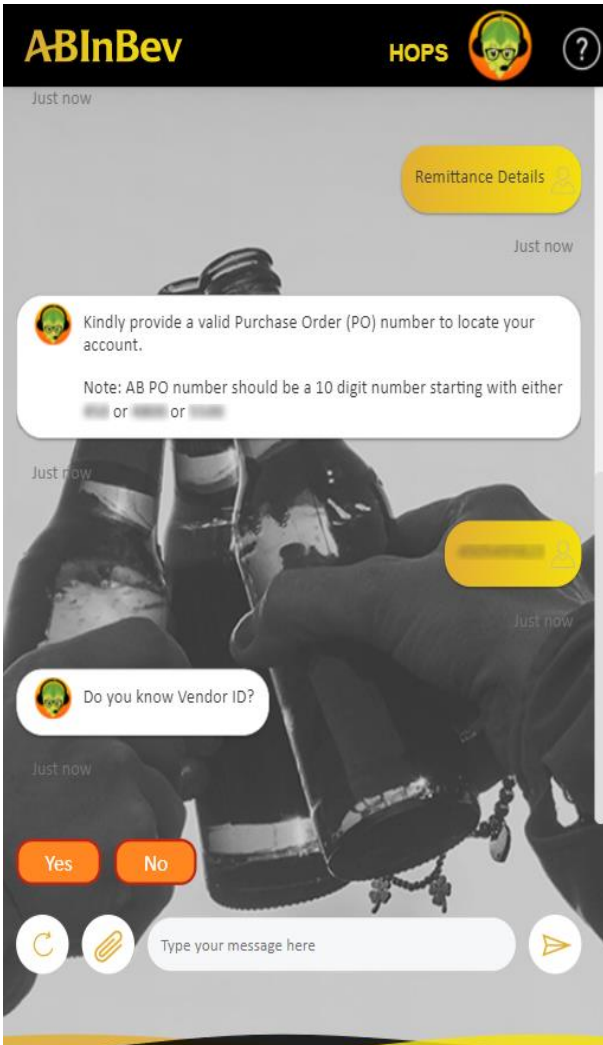
- You will be asked to enter your Valid PO number and Vendor account number/Company name
- Once entered, I will send an email to buyer regarding the request you raised share the payment details





7. Remittance details

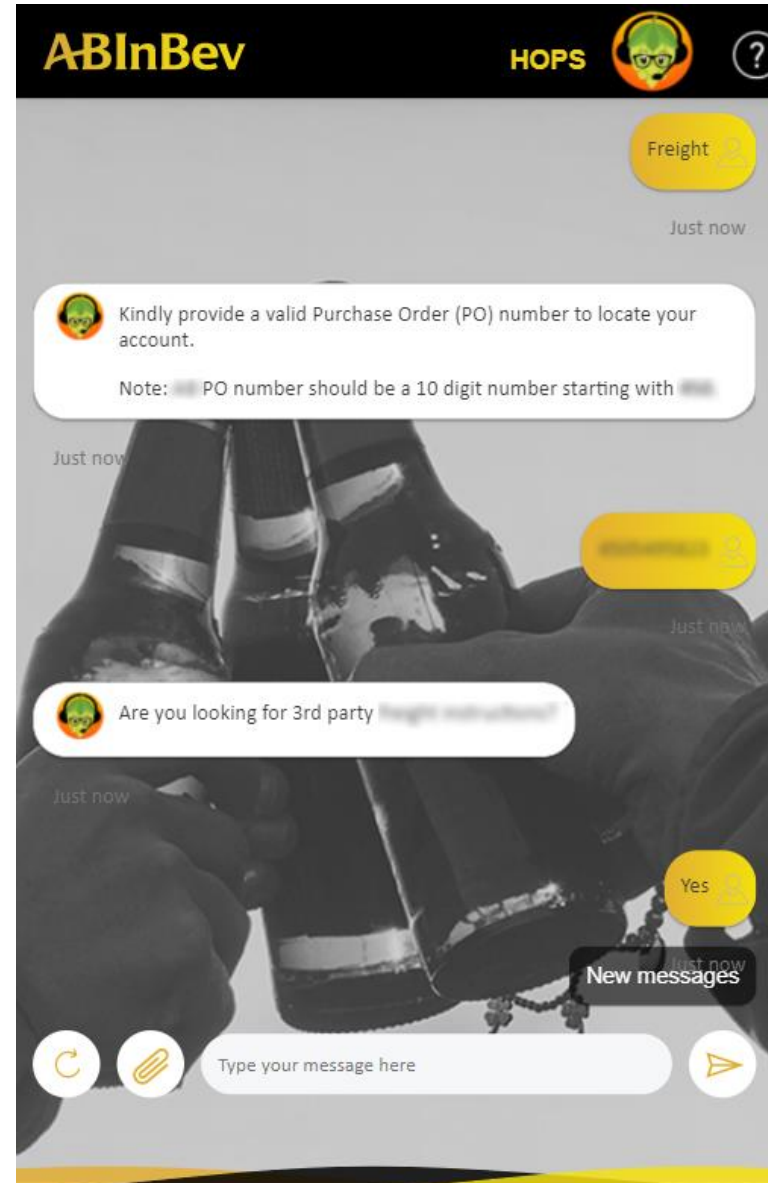
- For remittance information, please select Remittance details
- You will be asked to enter your Valid PO number, Vendor account number/Company name, date of Payment.
- Once entered, a ticket will be created and sent to the appropriate team





8. Freight

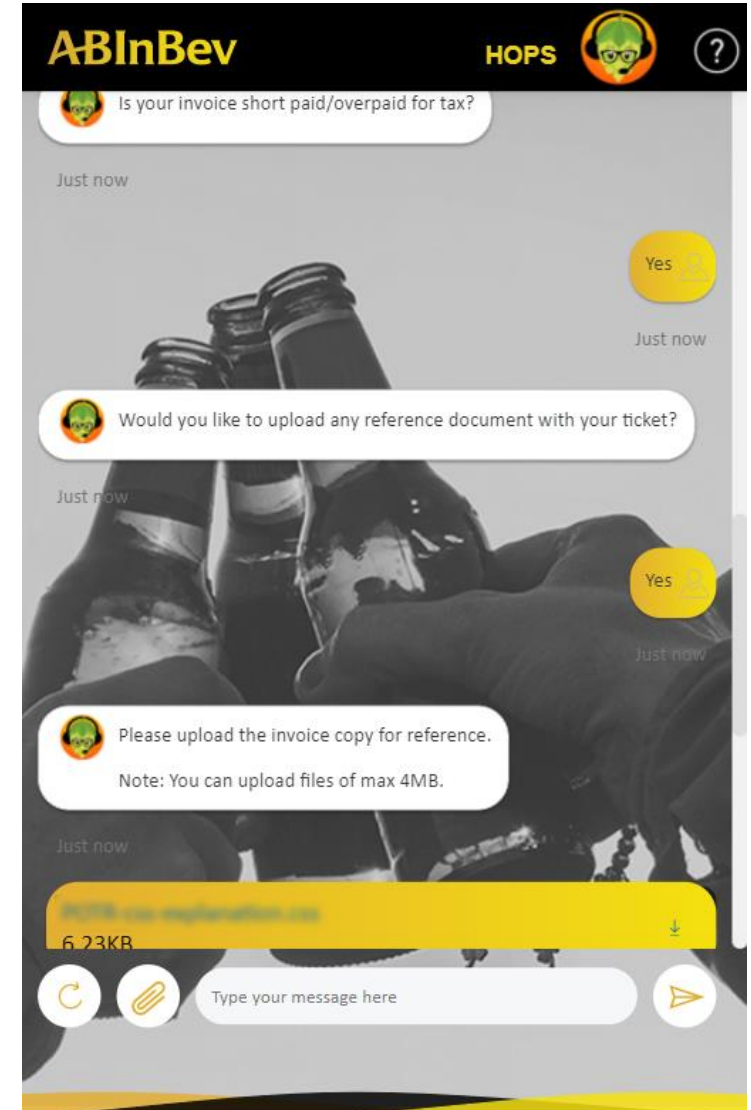
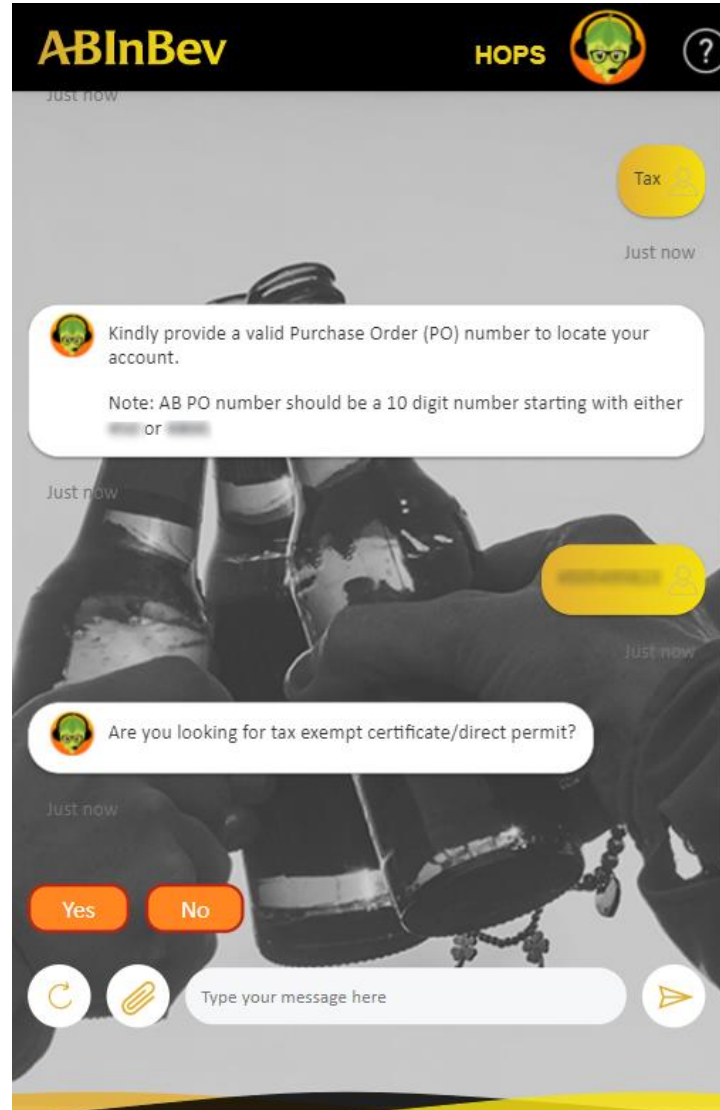
- If you have freight related queries, please select Freight Option.
- You will be asked to enter your Valid PO number.
- Once entered, a ticket will be created and sent to the appropriate team





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

The screenshot displays the ABInBev chat interface. At the top, the 'ABInBev' logo is on the left, and 'HOPS' with a hop character icon and a question mark icon are on the right. A message from the chatbot reads: 'please refer the ticket number BSC-1345991 for quicker service.' Below this, a message from the user says: 'Thanks for chatting with Hops today. I'm always looking for opportunities to learn! Please tell me more about your experience.' The chatbot then responds: 'Please rate your experience! Your feedback is very appreciated and will help improve your experience in the future.' Below the text are five emoji options: a red angry face labeled 'Awful', an orange sad face labeled 'Bad', a yellow neutral face labeled 'Ok', a green happy face labeled 'Good', and a bright green ecstatic face labeled 'Terrific'. Below the emojis is a text input field labeled 'Please rate your experience !' and 'Feedback comments (optional)'. A yellow button labeled 'More Queries' is positioned below the input field. At the bottom, there is a timestamp '18 minutes ago' and a chat input area with a circular refresh icon, a paperclip icon, a text field containing 'Type your message here', and a send button.



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