INTRODUCING

HOPS CHATBOT

ABInBev

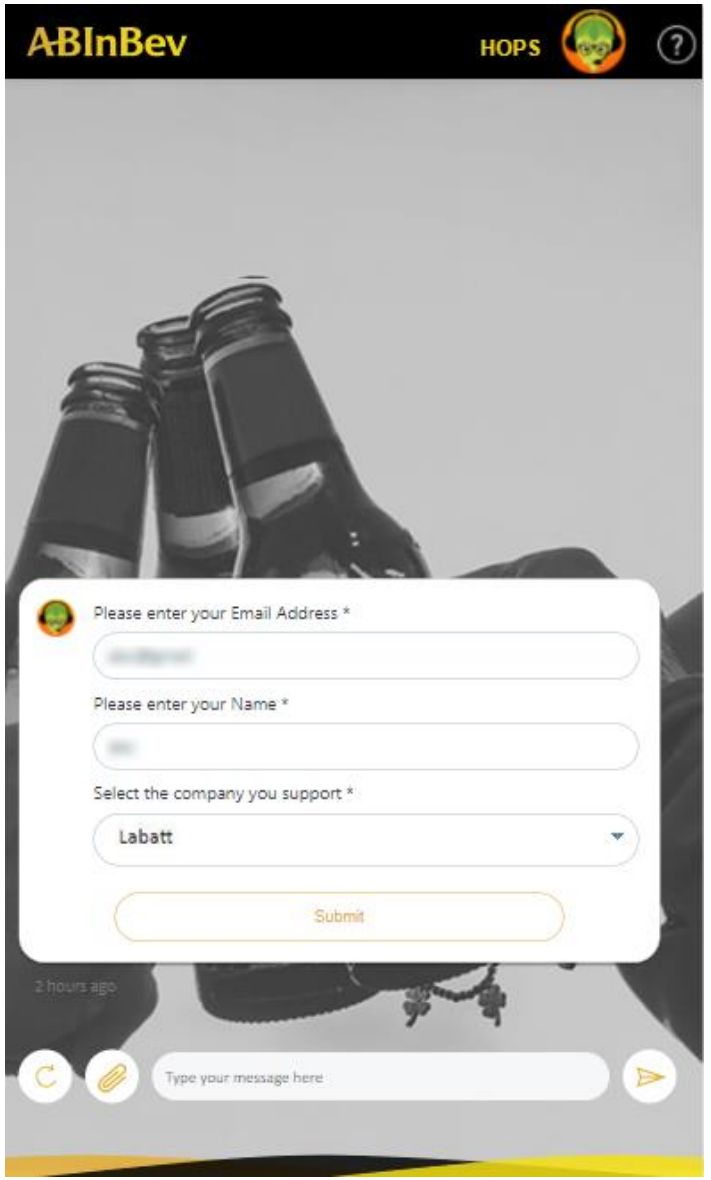
Helping **O**ur **P**artners & **S**uppliers

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 Id
  - Enter your Name
  - Country – Labatt



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2. Categories

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

Labatt(Canada):-

- Supplier Payment Inquiry

(Supplier related inquires)

- Unable to Submit Invoice

(Invoice submission issues)

- Forgot Coupa password

(Coupa password issues)

- Guide to submit invoice

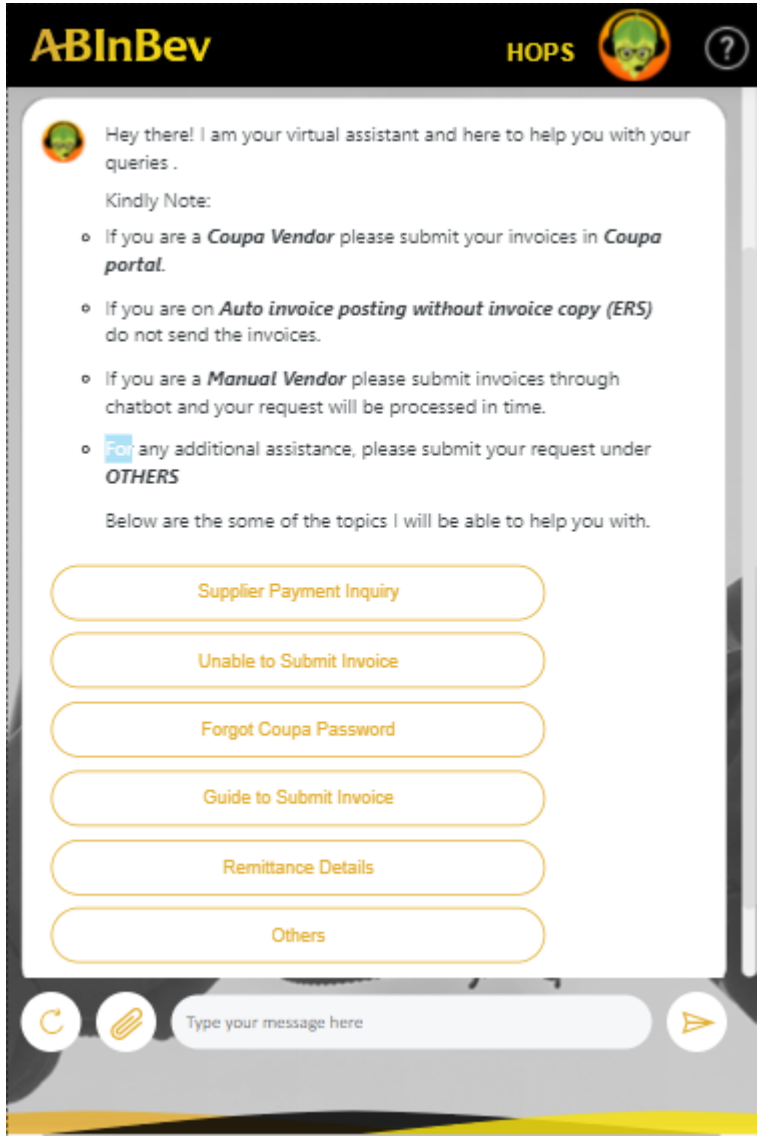
(if you require guidance to submit the invoice)

- Remittance details

(Paid invoices status check)

- Others

(Any other query not listed in here)



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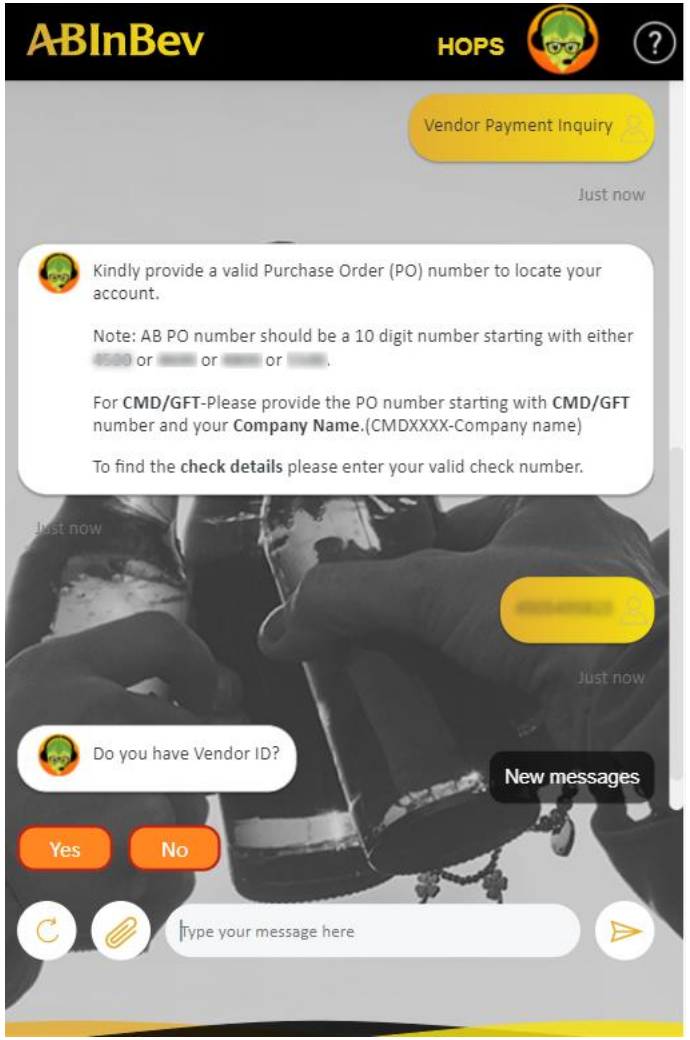
3. Supplier Payment Enquiry

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



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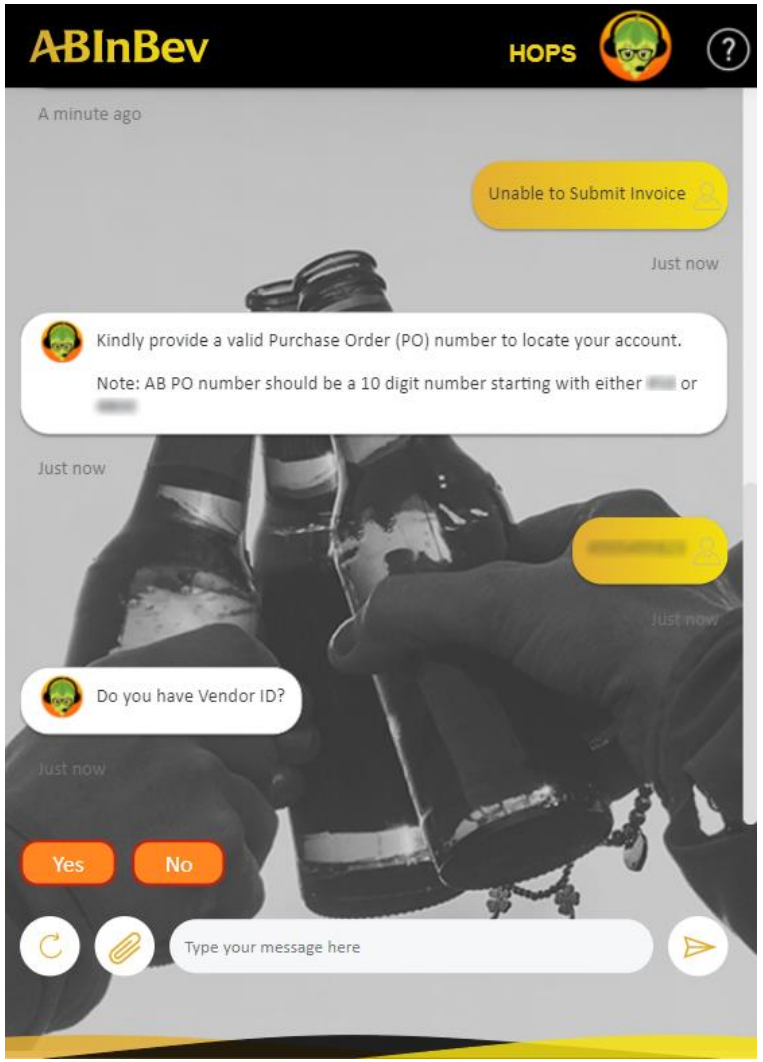
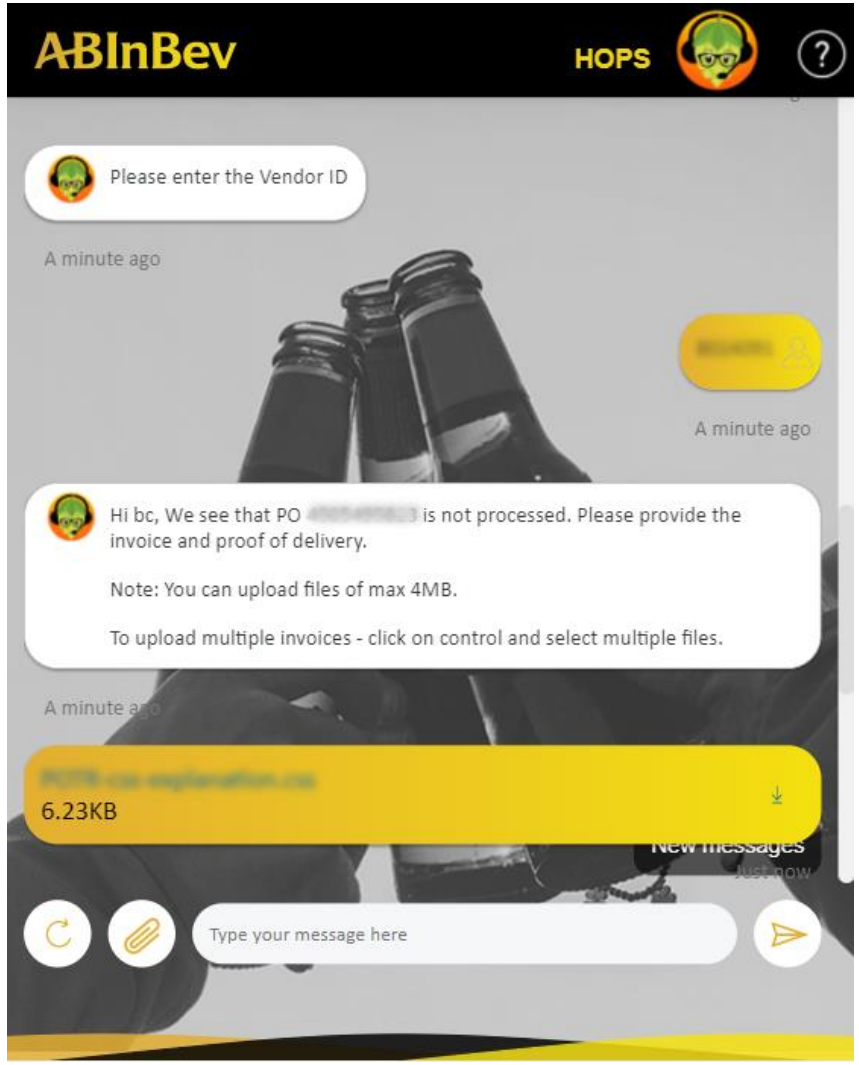
4. Unable to submit invoice

- 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 create a ticket for your issue and assign it to concerned to action.
- I can also guide you if you are unable to submit your invoice.





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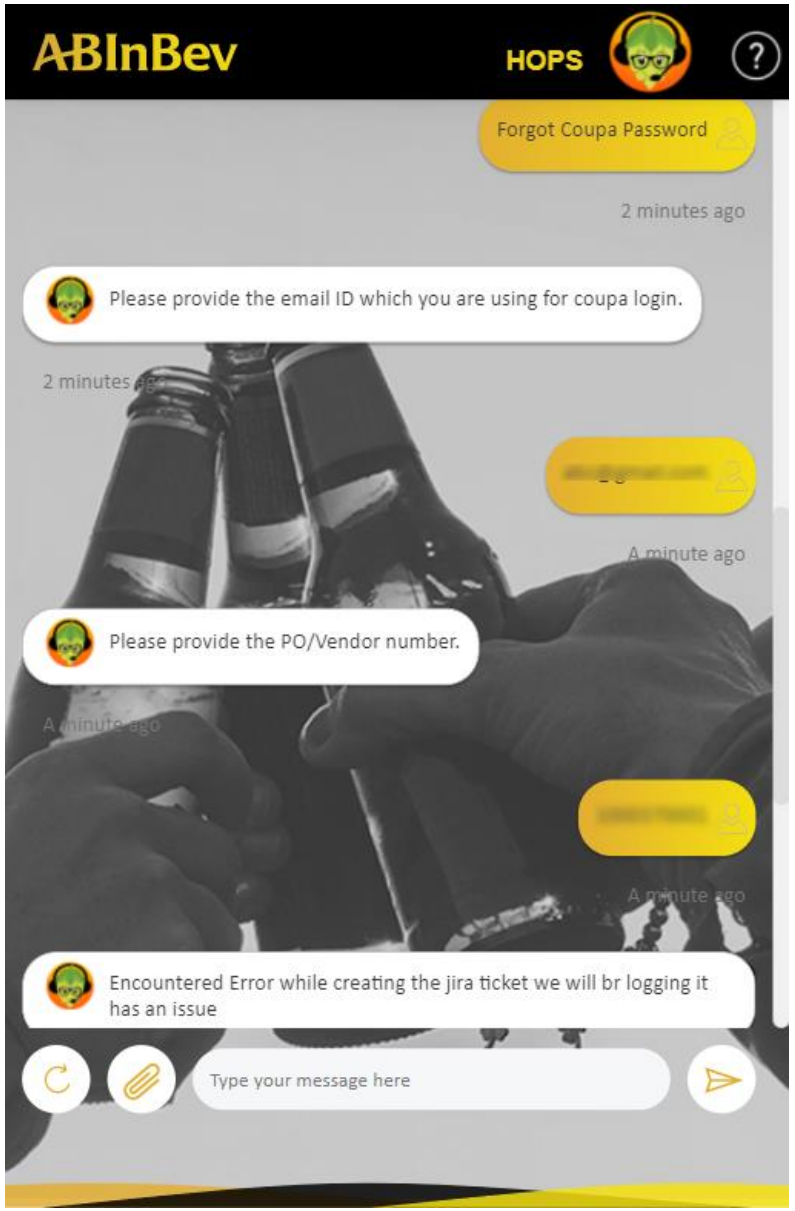
5. Forgot Coupa Password

- If you are encountering any issues with your password, select – Forgot Coupa password
- This will prompt you to enter the email ID you use for Coupa login.
- You will also be prompted to enter the PO and Vendor Account numbers.
- Once entered, a ticket will be created and sent to the appropriate team for assistance.



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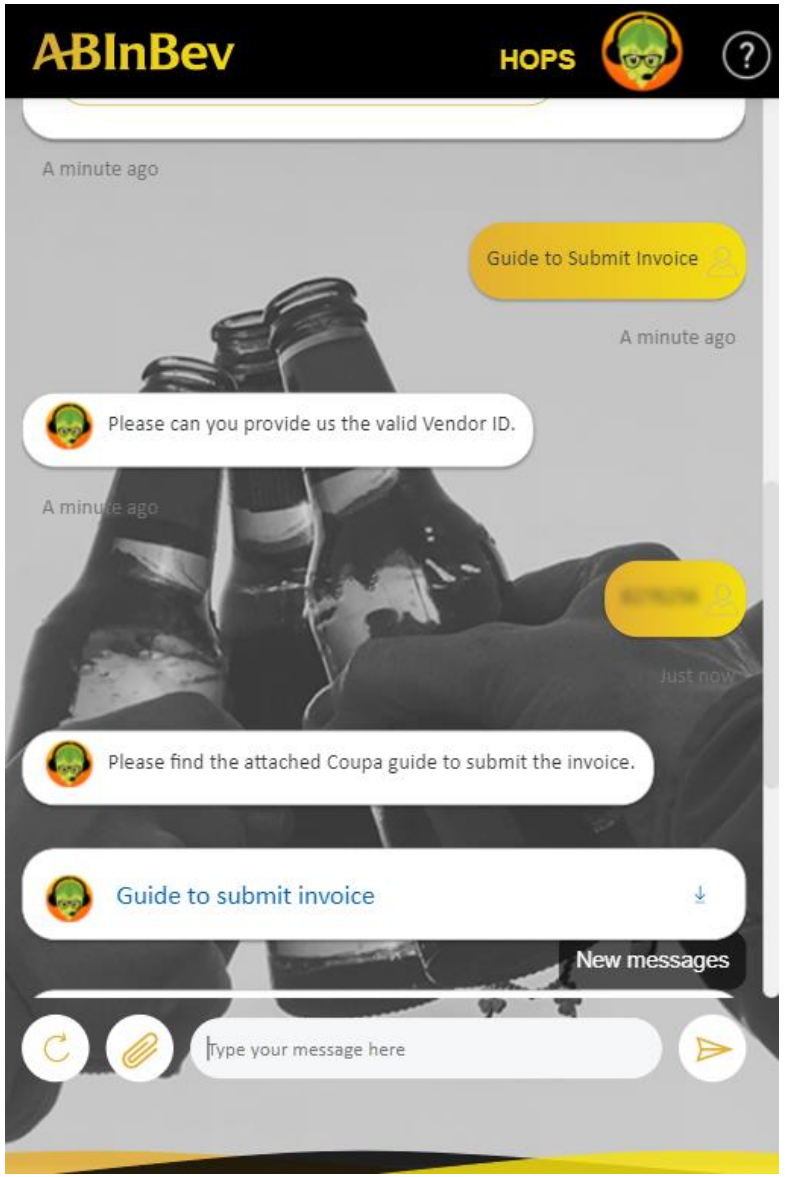
6. Guide to submit invoice

- For instructions relating to submitting your invoice, please choose – Guide to submit invoice.
- This will prompt you to enter your Vendor ID to verify your account.
- Once entered, I will send you the guide to submitting invoices, in PDF format which you can download

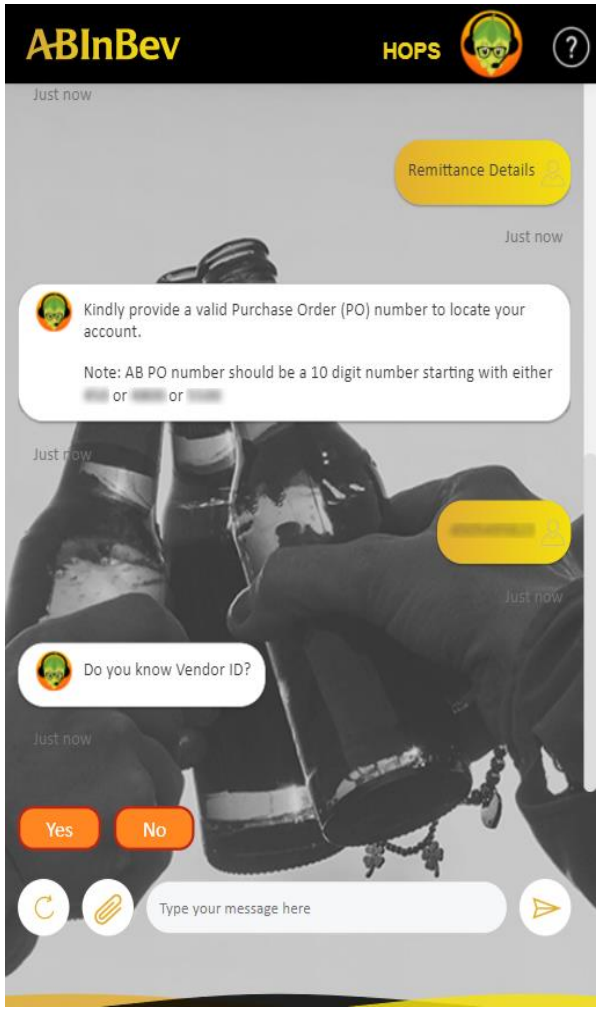


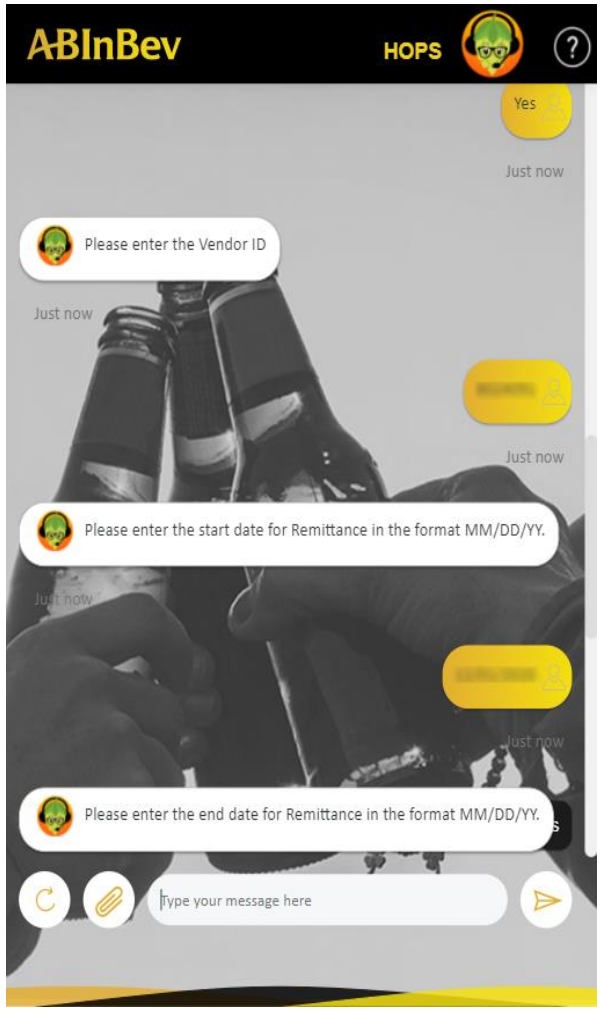
7. Remittance details

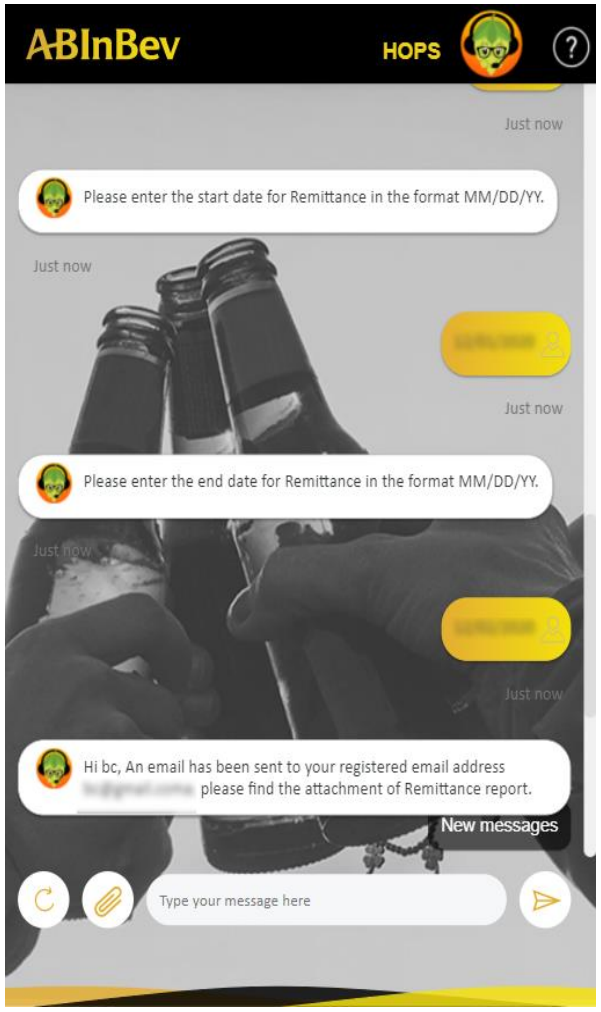
- For remittance information, pleasedetails

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

- Once entered, I will email payment
  details to you







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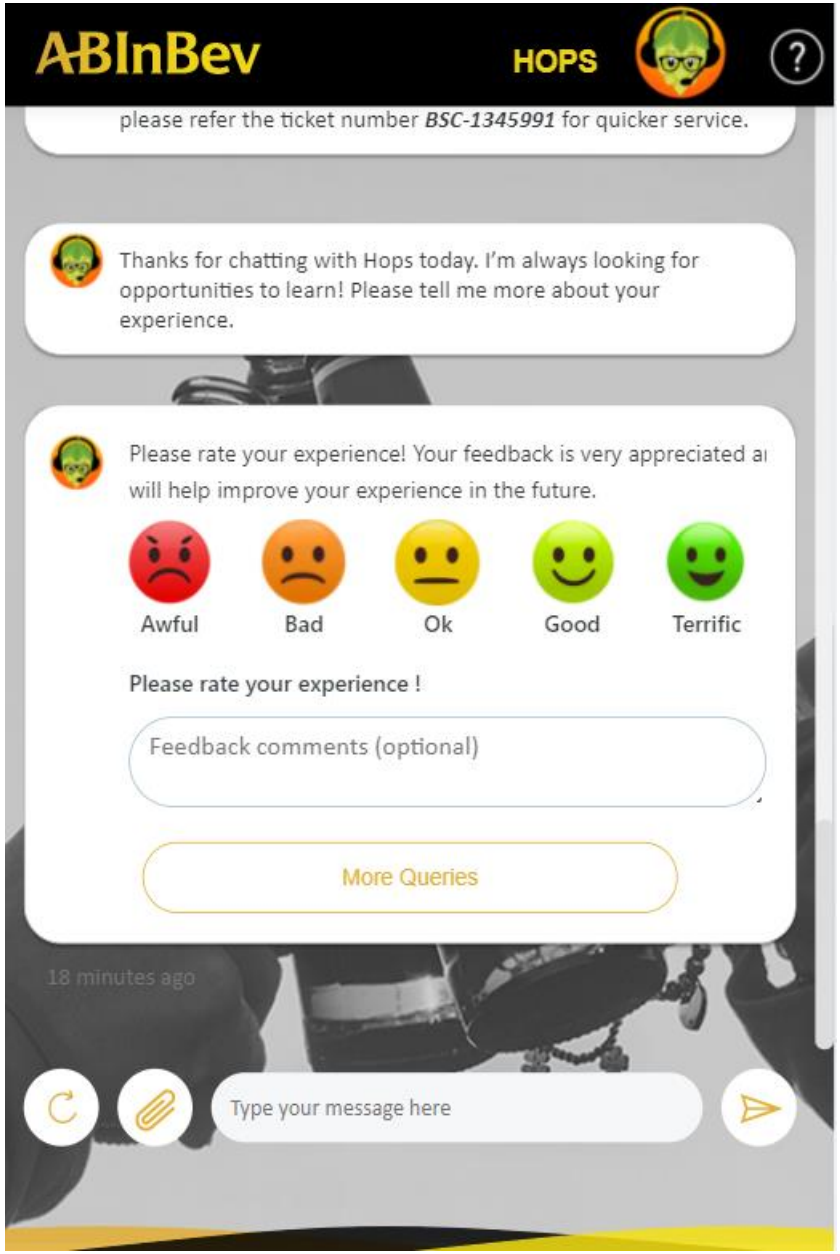
8. Feedback

- 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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Sample questions to start with

- When is the payment date for PO xxxxxx?
- Can you help me submit an invoice?
- I am unable to access Coupa
- I would like to reset my password
- I am having trouble submitting an invoice
- Provide my remittance details
- Provide payment details for PO xxxxxx.

Thank you