

INTRODUCING 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 Id
 - Enter your Name
 - Country – Labatt

ABInBev HOPS

Please enter your Email Address *

Please enter your Name *

Select the company you support *

Labatt

Submit

2 hours ago

Type your message here

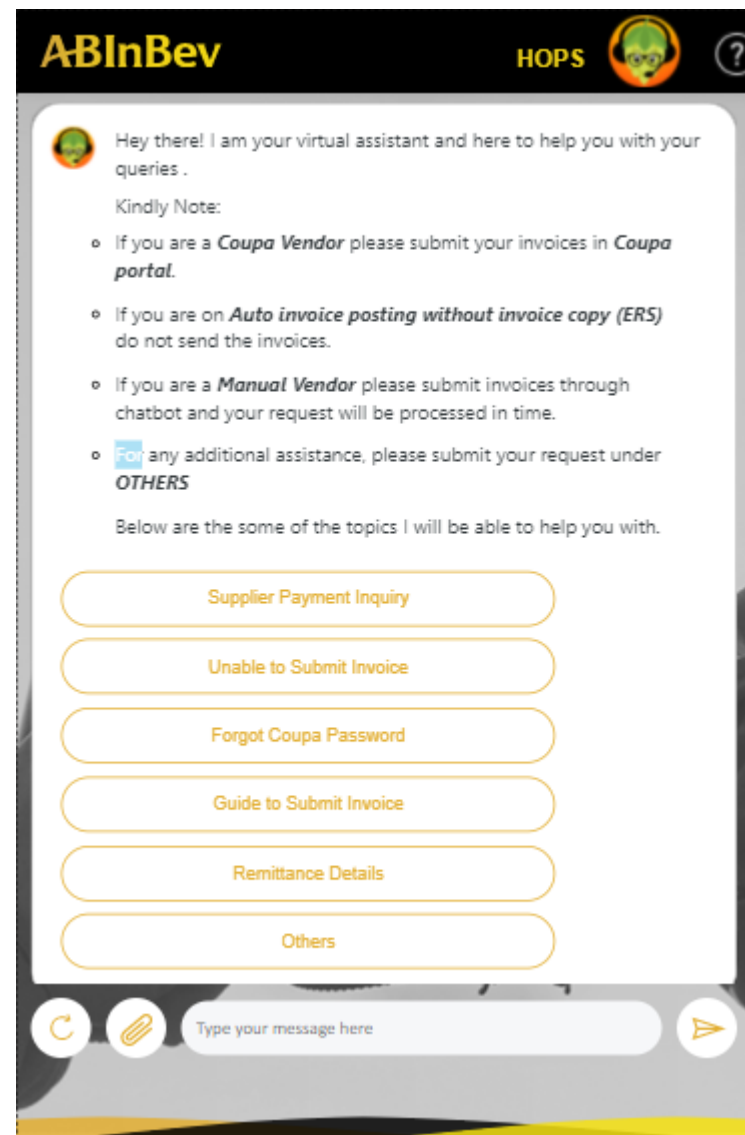


2. Categories

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

Labatt(Canada):-

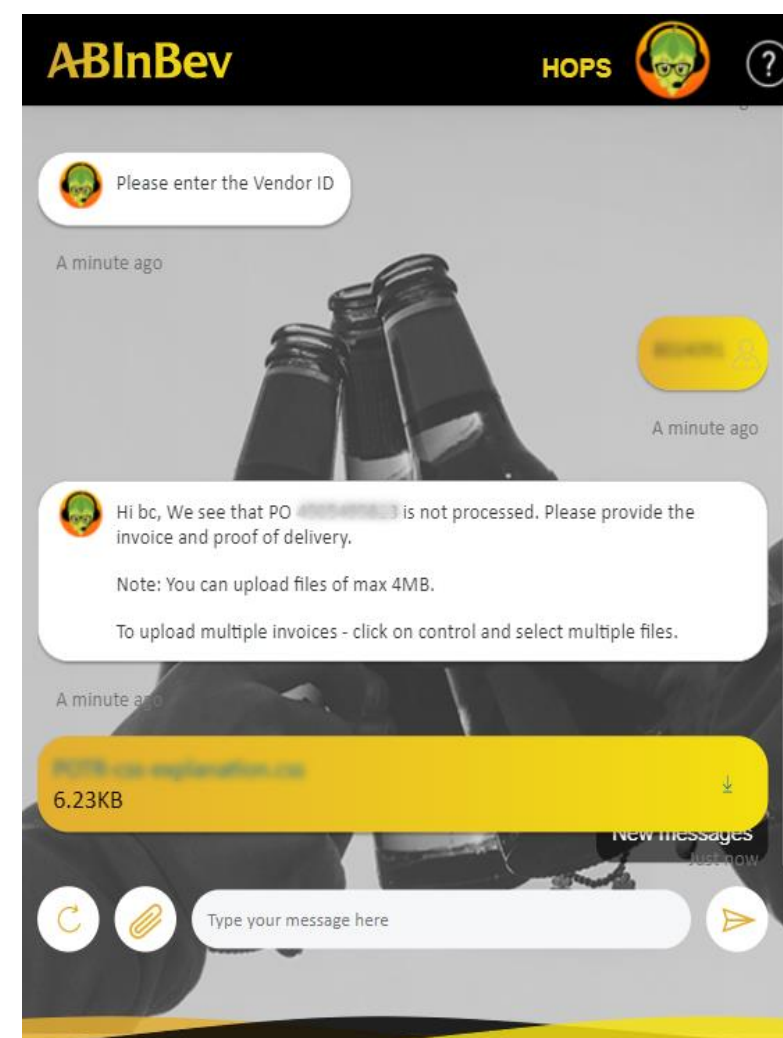
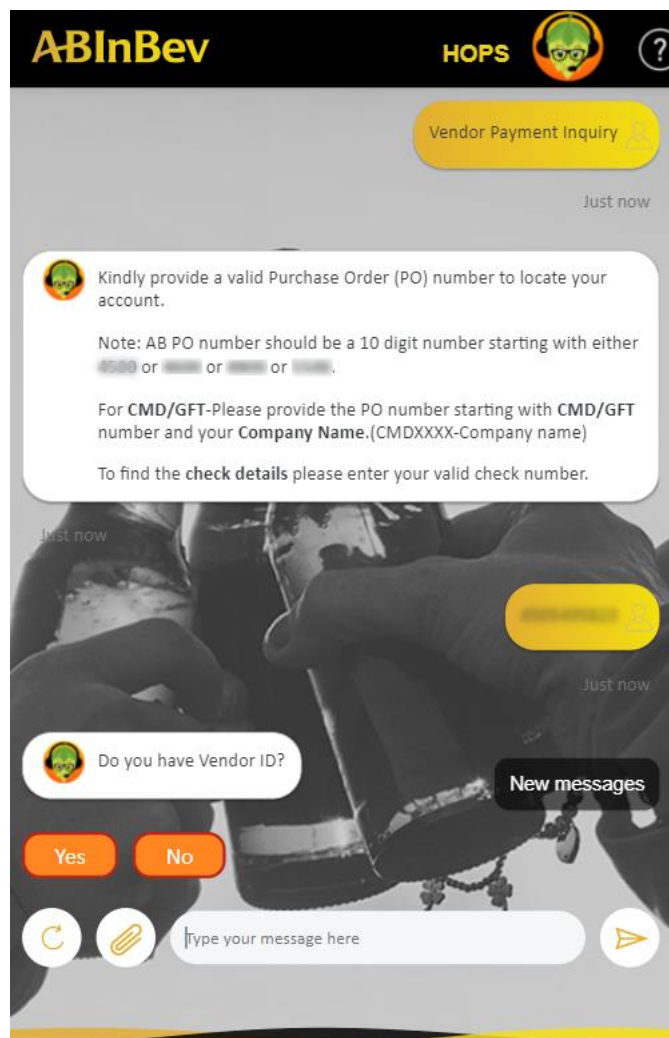
- Supplier Payment Inquiry
(Supplier related inquiries)
- Unable to Submit Invoice
(Invoice submission issues)
- Forgot Coupa password
(Coupa password issues)
- Guide to submit invoice
(if you require guidance to submit the invoice)
- Remittance details
(Paid invoices status check)
- Others
(Any other query not listed in here)





3. Supplier Payment Enquiry

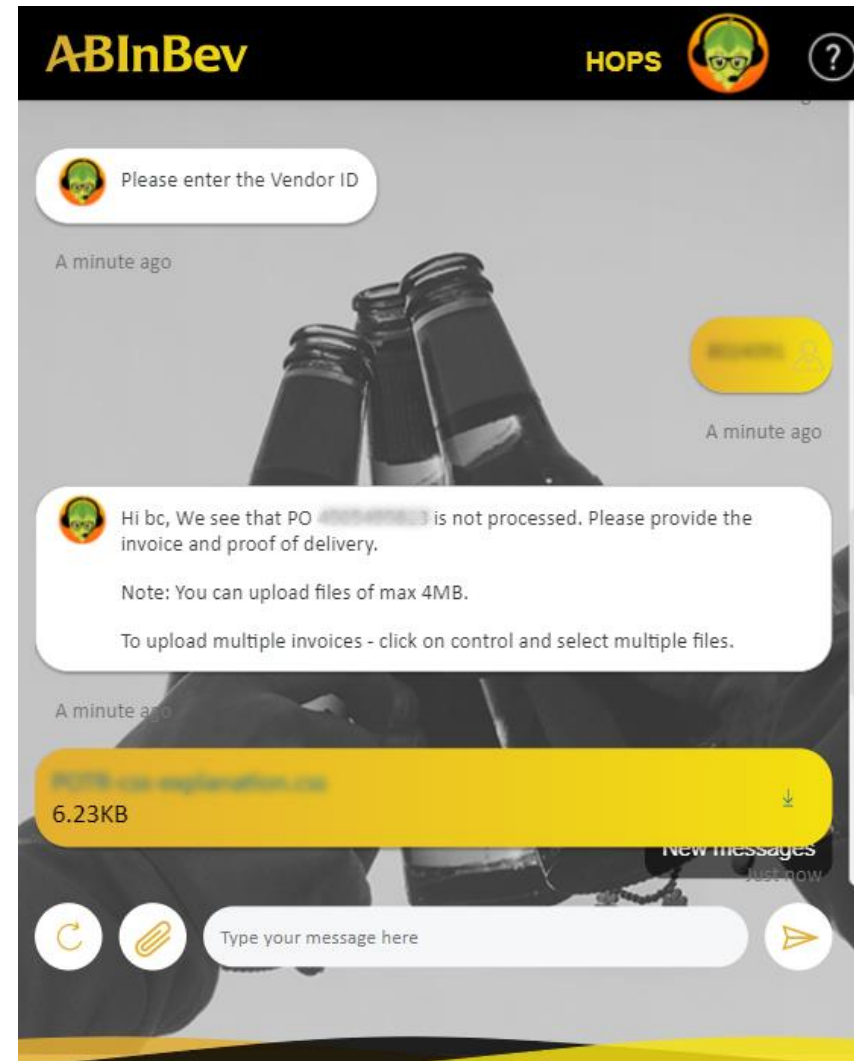
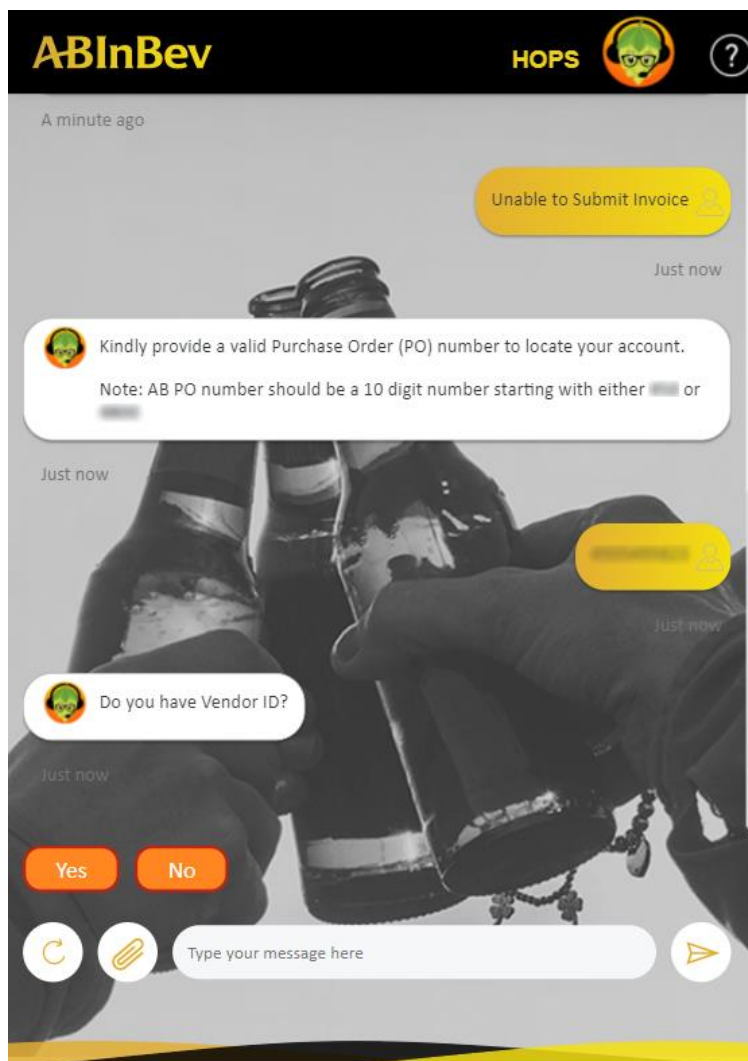
- If you are looking for your payment details, please select Supplier payment inquiry option
- You will be asked to enter your Valid PO number and vendor account number/Company name
- Once entered, I will share the payment details





4. Unable to submit invoice

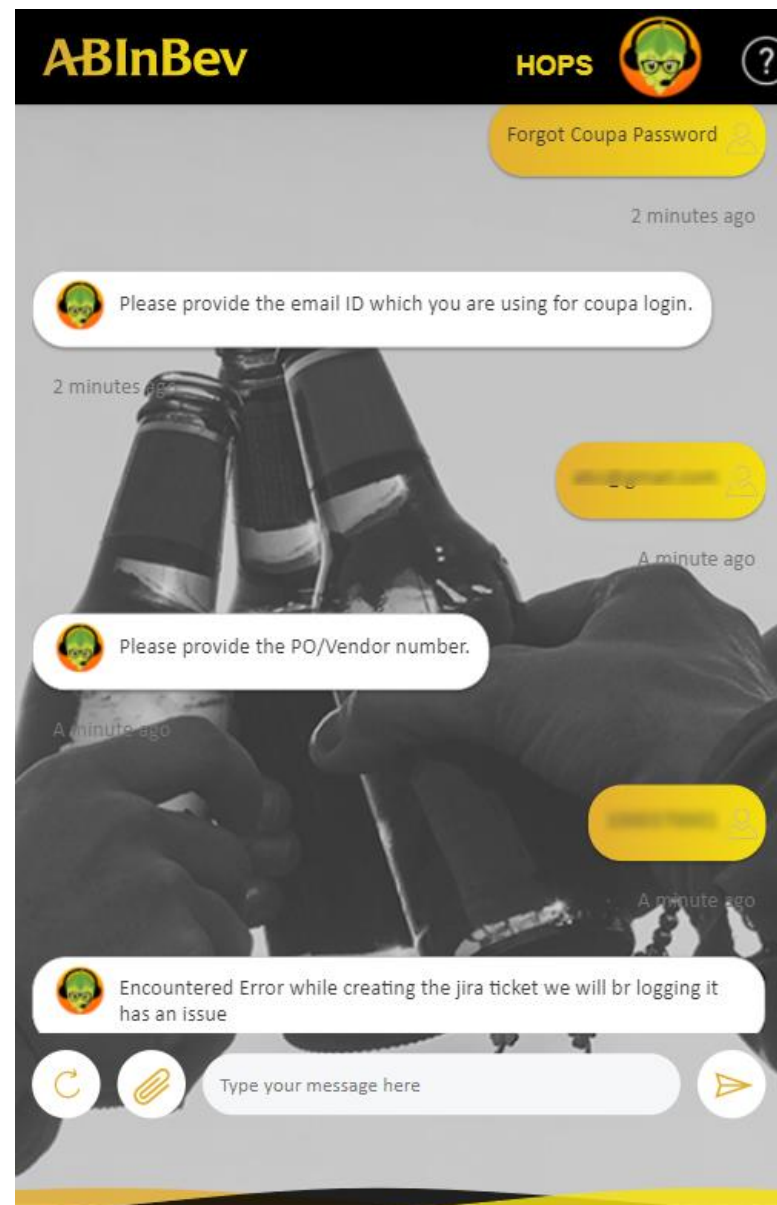
- If you are experiencing any issues when submitting the invoice, please choose – Unable to Submit Invoice
- This will prompt you to enter the PO Number and Vendor account number/Company name
- I will create a ticket for your issue and assign it to concerned to action.
- I can also guide you if you are unable to submit your invoice.





5. Forgot Coupa Password

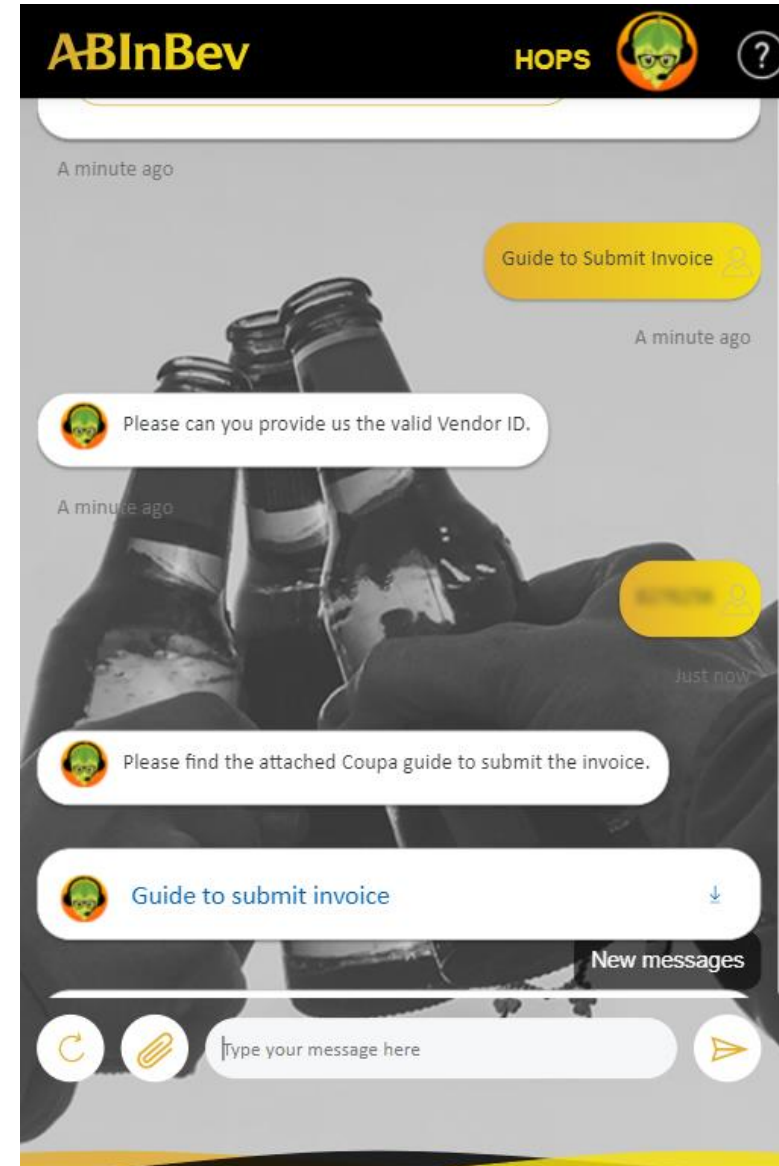
- If you are encountering any issues with your password, select – Forgot Coupa password
- This will prompt you to enter the email ID you use for Coupa login.
- You will also be prompted to enter the PO and Vendor Account numbers.
- Once entered, a ticket will be created and sent to the appropriate team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





6. Guide to submit invoice

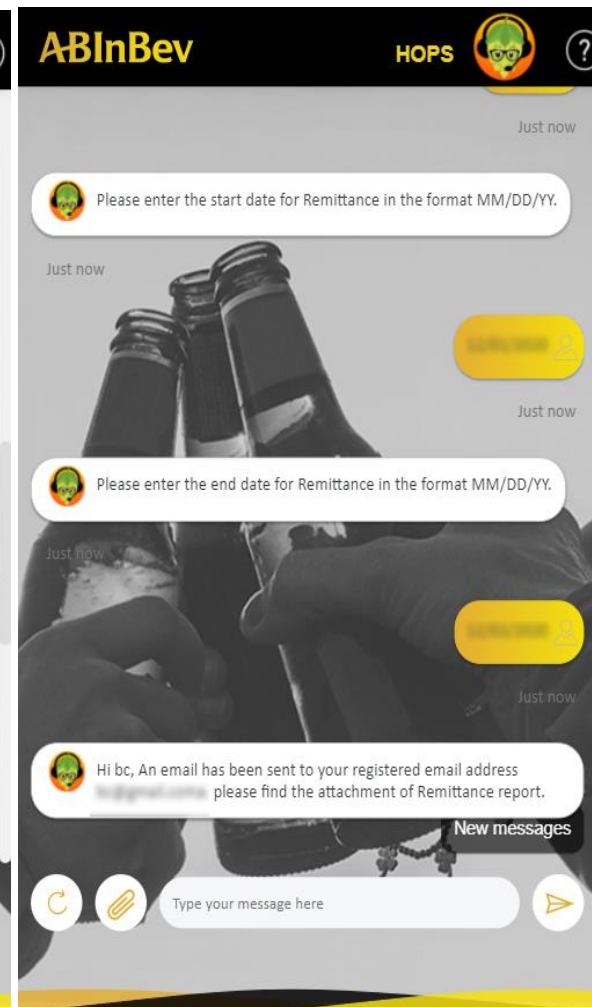
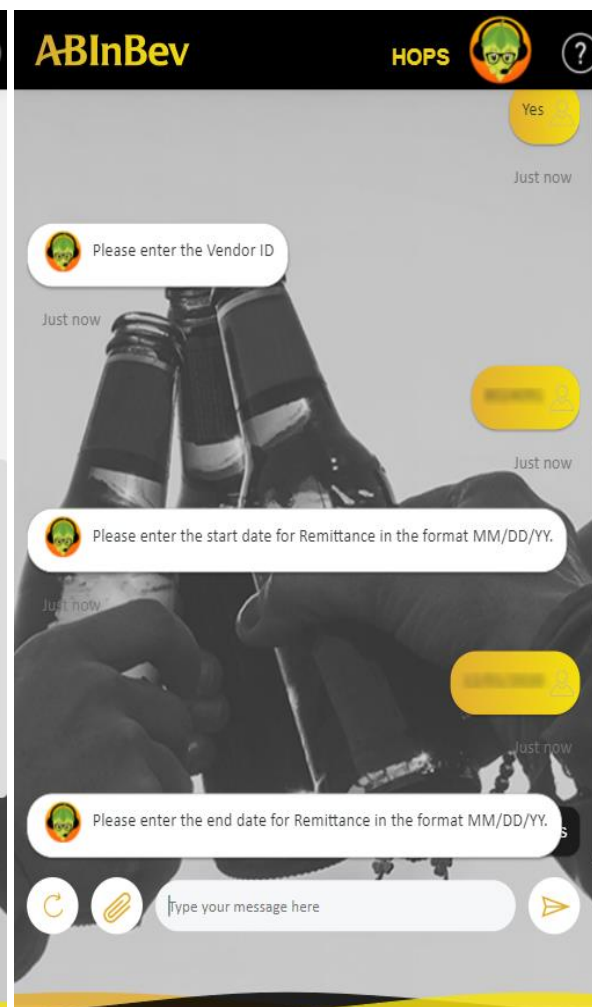
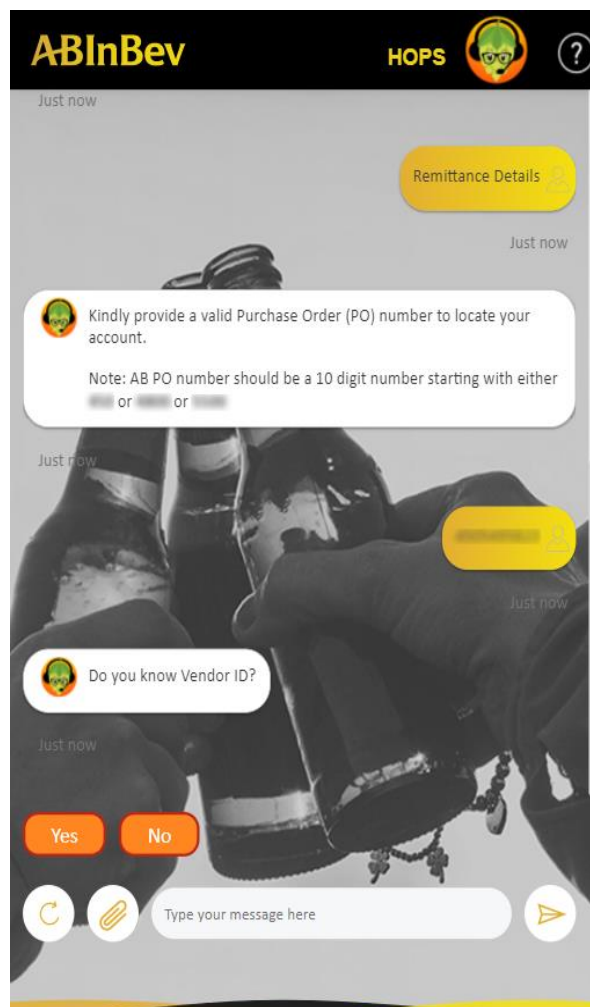
- For instructions relating to submitting your invoice, please choose – Guide to submit invoice.
- This will prompt you to enter your Vendor ID to verify your account.
- Once entered, I will send you the guide to submitting invoices, in PDF format which you can download





7. Remittance details

- For remittance information, please details
- 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





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

The screenshot displays the AB InBev chatbot interface. At the top, the 'ABInBev' logo is on the left, and 'HOPS' with a hop character icon and a help icon (?) are on the right. A message from the bot says: '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 next message is from the bot: 'Please rate your experience! Your feedback is very appreciated and will help improve your experience in the future.'

Below the bot's message are five emoji-based rating options: 'Awful' (red angry face), 'Bad' (orange sad face), 'Ok' (yellow neutral face), 'Good' (light green happy face), and 'Terrific' (green smiling face).

Below the rating options is a text input field labeled 'Feedback comments (optional)'. Below that is a yellow button labeled 'More Queries'.

At the bottom, there is a timestamp '18 minutes ago' and a chat input area with a circular arrow icon, a paperclip icon, a text field labeled 'Type your message here', and a send button (yellow triangle).



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