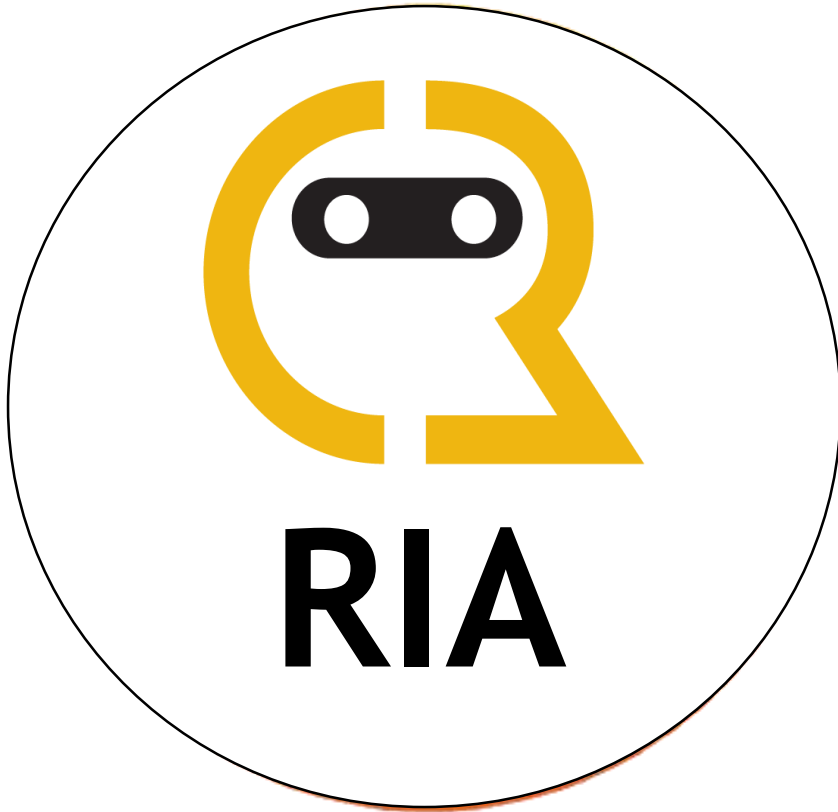


INTRODUCING RIA CHATBOT

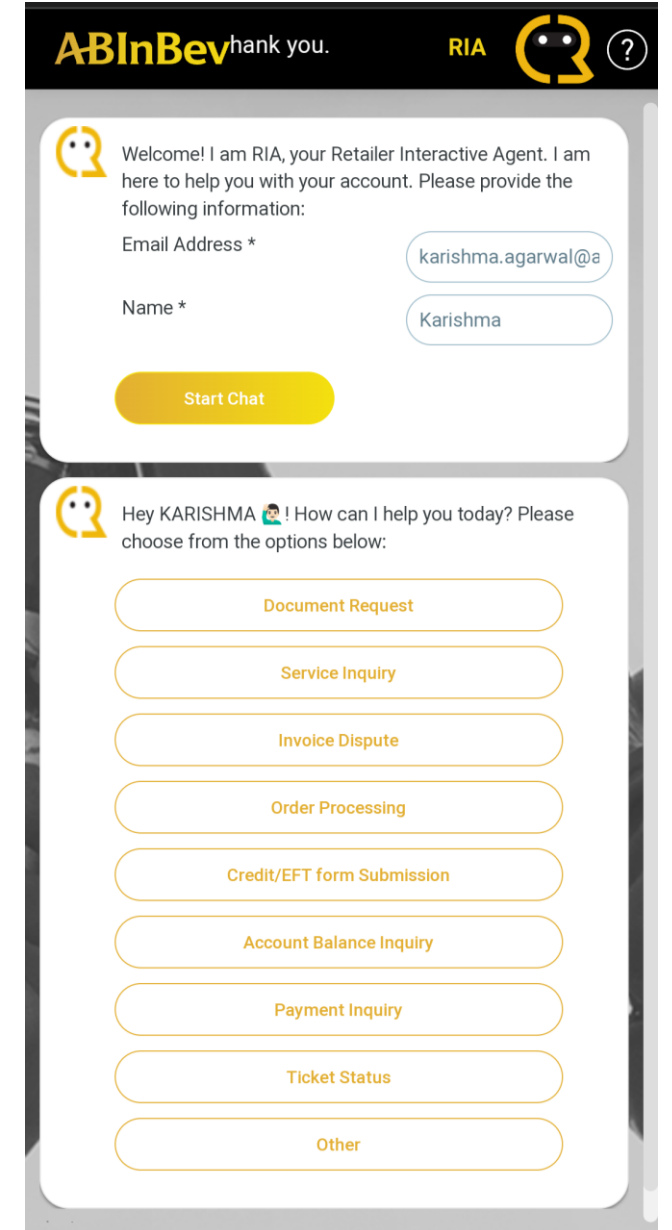
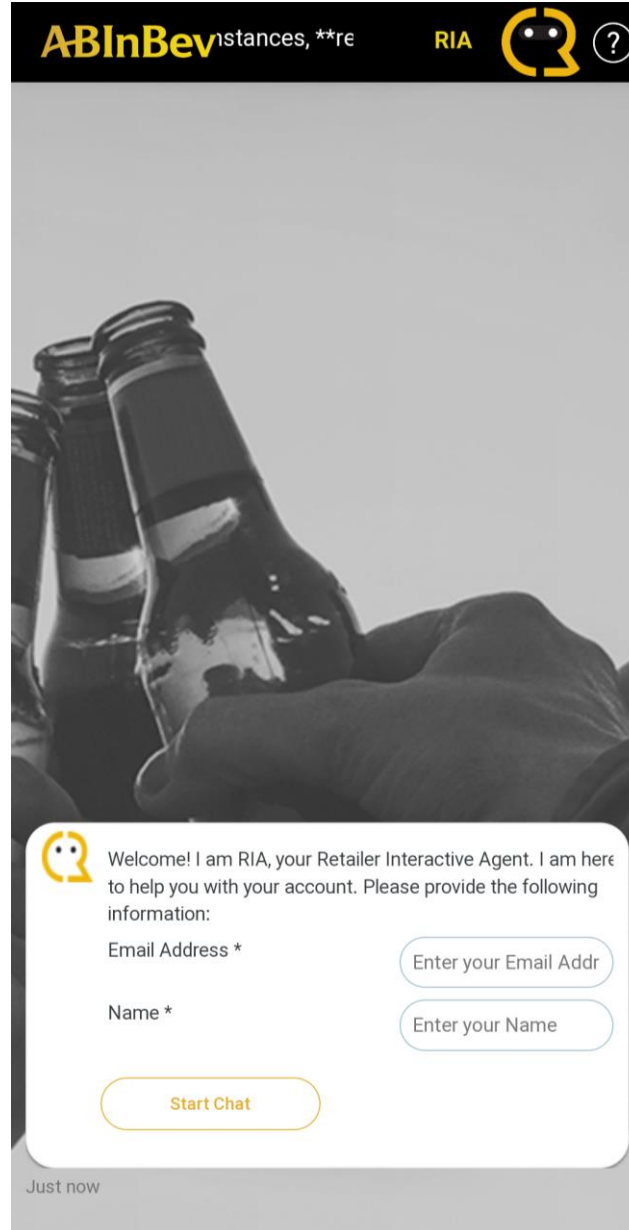


Retailer Interactive Agent
Your personal assistant for Retailer
queries



Introduction

- To start the chat with RIA, you would be required to give your:
 1. Email Address
 2. Name
- The various options for you to choose from are:
 1. Document Request
 2. Service Inquiry
 3. Invoice Dispute
 4. Order Processing
 5. Credit/EFT form Submission
 6. Account Balance Inquiry
 7. Payment Inquiry
 8. Ticket Status
 9. Other





1. Document Request

- The various options to select from under Document Request are:

1. Invoice Copy
2. W9 Request
3. Sales History Report
4. Certificate of Liability Form
5. Credit Application Form
6. EFT Form
7. Credit Application & EFT Form

ABI InBev for refund** l RIA

Credit/EFT form Submission

Account Balance Inquiry

Payment Inquiry

Ticket Status

Other

Document Request

Please choose which option best describes your request:

Invoice Copy

W9 Request

Sales History Report

Certificate of Liability Form

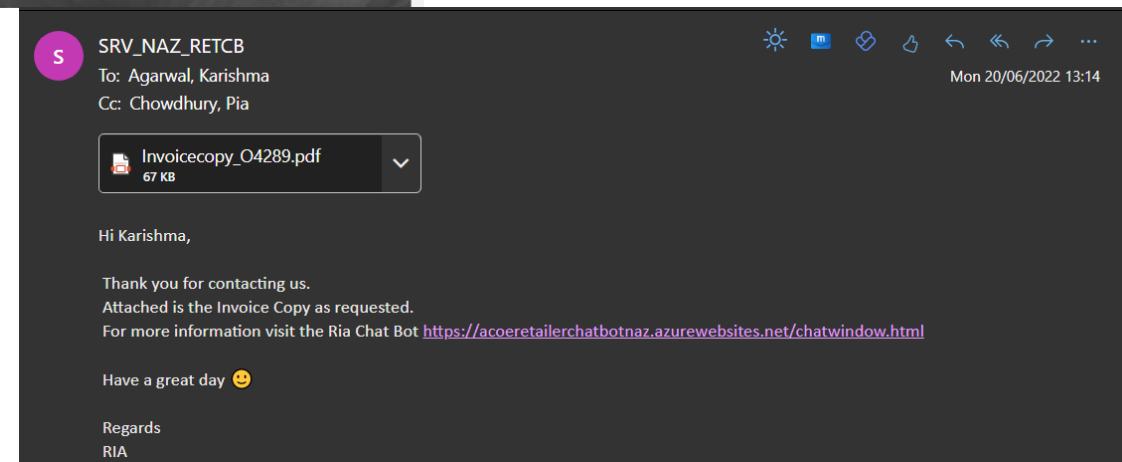
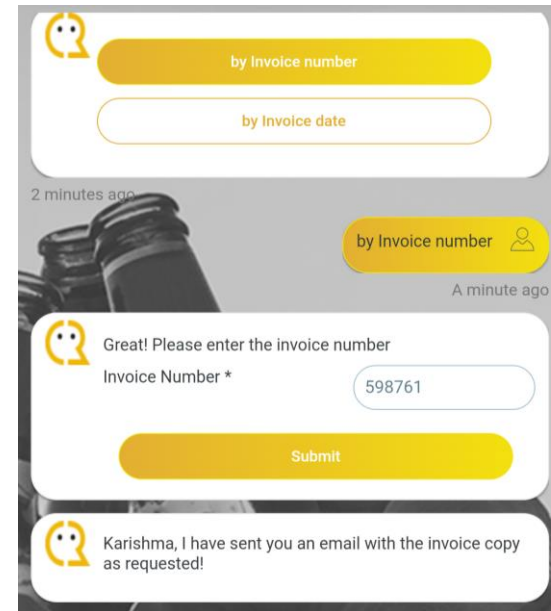
Credit Application Form

EFT form

Credit Application & EFT Form

1.1. Invoice Copy

- If you want to get your Invoice Copy, Select the option “Invoice Copy” and provide either of the below details:
 1. Invoice Number
 2. Invoice Date
- You will receive your Invoice Copy via email





1.2. W9 Request

- If you want the W9 Form, Select “W9 Request”
- The W9 Form will be received on the chat

The screenshot displays the ABIInBev mobile application interface. At the top, the header reads "ABIInBev's down." on the left, "RIA" in the center, and a robot icon with a question mark on the right. Below the header is a menu of options, each in a rounded rectangular button: "Invoice Copy", "W9 Request" (highlighted in yellow), "Sales History Report", "Certificate of Liability Form", "Credit Application Form", "EFT form", and "Credit Application & EFT Form". Below the menu, a chat interface is shown. A message from the user says "Just now" and "W9 Request" with a person icon. The chatbot responds with "Just now" and "Sure, here is the W9 form." followed by a button labeled "W9 Form". The chatbot then asks "Just now" and "Is there anything else I can help with you today?" with two buttons labeled "Yes" and "No". At the bottom left of the chat area, it says "Just now".



1.3. Sales History Report

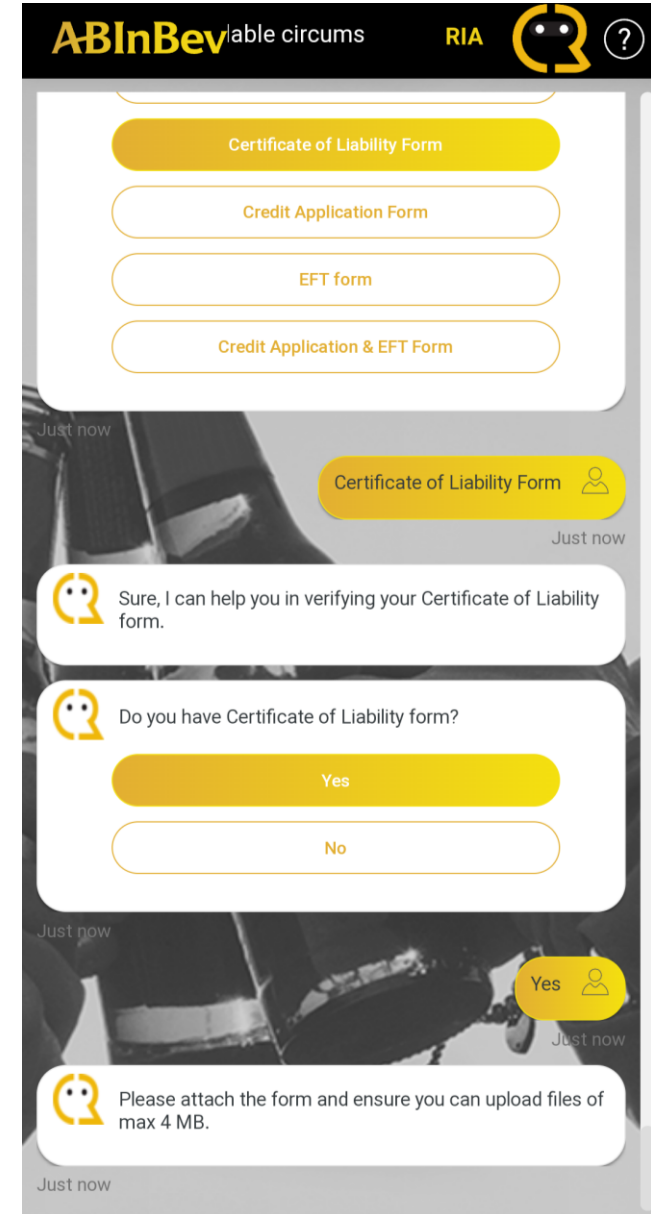
- If you want to get the Sales History Report, Click on “Sales History Report” and fill in the required date range (minimum 3 months duration)
- A ticket gets generated with your request and you will get a notification with the appropriate details

The screenshot shows a chatbot interface with a grey background. At the top, there are three yellow buttons: "Credit Application Form", "EFT form", and "Credit Application & EFT Form". Below these is a "Just now" timestamp and a yellow button labeled "Sales History Report" with a person icon. Another "Just now" timestamp is below the button. The chatbot's response is in a white bubble with a yellow robot icon: "Sure, I can help you with this. But first, please select the time period. Also, ensure the date range must be a minimum of 3 months." Below this text are two date selection fields: "From Date *" with a dropdown menu showing "12/01/2021" and "To Date *" with a dropdown menu showing "04/01/2022". A yellow "Submit" button is at the bottom of the bubble. The next chatbot response is: "Thank you for contacting us. We received your request and have forwarded it to the appropriate team with ticket #BSC-1502035. You will receive a notification with the details from them once completed. Have a great day!". The final chatbot response is: "Is there anything else I can help with you today?" with two yellow buttons labeled "Yes" and "No". At the bottom of the chat window, there is a "Just now" timestamp, a refresh icon, a paperclip icon, a text input field with the placeholder "Type your message", and a yellow send button.



1.4. Certificate of Liability Form

- If you want to get your Certificate of Liability form verified, select “Certificate of Liability Form” and attach the form



1.5. Credit Application Form

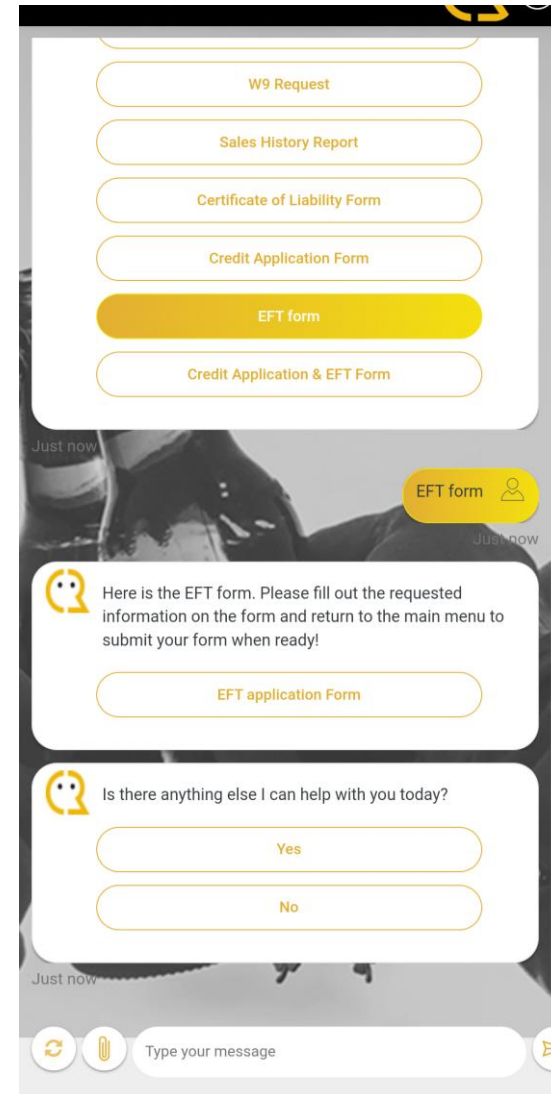
- If you want to fill out the Credit Application form, select “Credit Application Form”
- RIA would ask you for the below details in order to verify your account:
 1. Customer Account Number
 2. Zip Code
 3. City
- Post verification, you will receive the Credit Application form on the chat

The screenshot displays a chat interface with a dark header containing the text "ABInBeverages, RIA" and a chatbot icon. The chat history shows three messages:

- Message 1:** A button labeled "EFT form" and a button labeled "Credit Application & EFT Form".
- Message 2:** A button labeled "Credit Application Form" with a user icon, timestamped "Just now".
- Message 3:** A chatbot response starting with "I'm happy to help with this. I will need to verify your account information, so please provide the following details:" followed by three input fields:
 - Customer Account Number *** with the value "L0108".
 - Zip Code *** with the value "022150000".
 - City *** with the value "Boston".Below the fields is a yellow "Submit" button. A note reads: "Not sure where to find customer account number? Click the guide link below:" followed by a button labeled "Get Customer Account Number".
- Message 4:** A chatbot response: "Here is the Credit Application form. Please fill out the requested information on the form and return to the main menu to submit your form when ready!" followed by a button labeled "Credit Application Form".

1.6. EFT Form

- If you want to fill out the EFT form, select “EFT Form”
- You will receive the EFT form on the chat





1.7. Credit Application & EFT Form

- If you want to fill out the Credit Application & EFT forms, select “Credit Application & EFT Form”
- You will receive the Credit Application & EFT forms on the chat

The screenshot shows a chatbot interface for ABInBev. At the top, it says "ABInBev" and "ible. Thank yc" with "RIA" and a chatbot icon. Below this, a message from the chatbot asks: "Please choose which option best describes your request:". There are seven buttons: "Invoice Copy", "W9 Request", "Sales History Report", "Certificate of Liability Form", "Credit Application Form", "EFT form", and "Credit Application & EFT Form" (which is highlighted in yellow). Below this menu, a user has selected "Credit Application & EFT Form". A second message from the chatbot says: "Here are requested forms. Please fill out the requested information on the forms and return to the main menu to submit your form when ready! Request you to fill both and create a new query in the chatbot for account updation." There are two buttons: "Credit Application" and "EFT Application".



2. Service Inquiry

- The various options that you can select related to Service Inquiry are:
 1. Create New Account
 2. Contact Sales Rep

The screenshot displays a chatbot interface for ABInBev. At the top, the header includes the text "ABInBev", "voidlable circ", "RIA", and a robot icon with a question mark. The main content area shows a prompt: "Please choose one of the following options." Below this prompt are ten buttons: "Document Request", "Service Inquiry" (highlighted in yellow), "Invoice Dispute", "Order Processing", "Credit/EFT form Submission", "Account Balance Inquiry", "Payment Inquiry", "Ticket Status", and "Other". Below the buttons, there is a "Just now" timestamp and a yellow button labeled "Service Inquiry" with a person icon. Below this, another prompt appears: "Please choose which option best describes your request:". This prompt is followed by two buttons: "Create New Account" and "Contact Sales Rep". At the bottom, another "Just now" timestamp is visible.



2.1. Create New Account

- If you want to create a new account, select “Create New Account” and enter your Zip Code in the chat
- Then, fill out the information asked in order to create a new account and click on “Submit”
- The information would be forwarded to the local sales team and they will update you with the status of your account

Create New Account

3 minutes ago

Of course I can help you in creating an account! Please enter your Zip Code below:

3 minutes ago

022150000

3 minutes ago

Thank you! Please fill out the information below so that we can expedite your request.

Contact Name: * Karishma

Phone Number: * 1112224567

Email Address: * karishma.agarwal@a

Account Name: * Karishma

ZIP Code: * 02215000

Street Address: * High Street

City/State: * Boston

How long have they been in business: * 2

Is account on or off premise: * On Premise

Have you obtained the liquor license: * Yes

When is the first delivery 05/23/2022

Type your message

ABInBeverly as possible RIA

022150000

Street Address: * High Street

City/State: * Boston

How long have they been in business: * 3

Is account on or off premise: * On Premise

Have you obtained the liquor license: * Yes

When is the first delivery needed: * 06/23/2022

Licensee Name(Optional): Enter Licensee Name

License #(Optional): Enter License

Create Customer Account

We forwarded the details you shared with us to the local sales team. They will contact you to let you know the status of your account. Cheers, we appreciate your business!

Is there anything else I can help with you today?

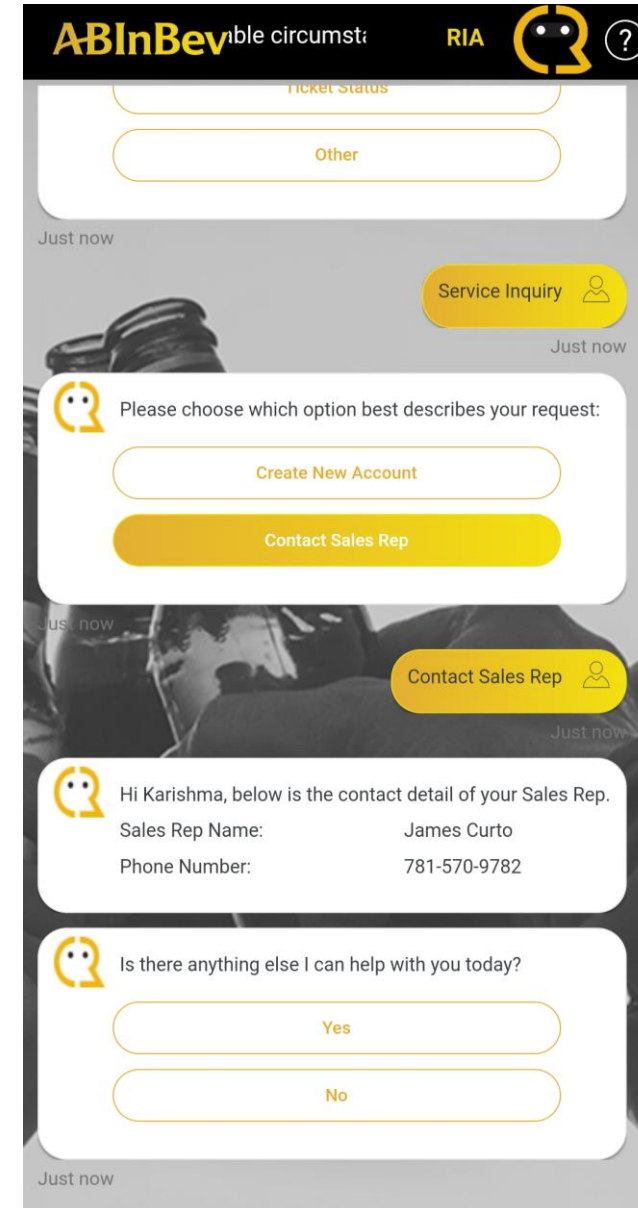
Yes

No



2.2. Contact Sales Rep

- If you want to connect with a sales representative, click on “Contact Sales Rep”
- You would be asked to fill out the below details in order to get your account information verified:
 1. Customer Account Number
 2. Zip Code
 3. City
- Post verification, you will receive the name and contact number of the Sales representative and you may contact them



3. Invoice Dispute

- If you have an issue with your invoice, select “Invoice Dispute”
- You would be asked to fill out the below information in order to understand your concern better:
 1. Issue Description
 2. Invoice Number
- Please select “Yes” and attach your invoice copy if you have it with you, else select “No”
- The request would be forwarded to the appropriate team and the same would be resolved within 4 Business days

The screenshot shows the top navigation bar with 'ABInBev' and 'RIA' on the left, and a chatbot icon with a question mark on the right. Below the navigation bar is a vertical list of service categories: Document Request, Service Inquiry, Invoice Dispute (highlighted in yellow), Order Processing, Credit/EFT form Submission, Account Balance Inquiry, Payment Inquiry, Ticket Status, and Other. At the bottom, there is a chatbot icon and a yellow button labeled 'Invoice Dispute' with a person icon.

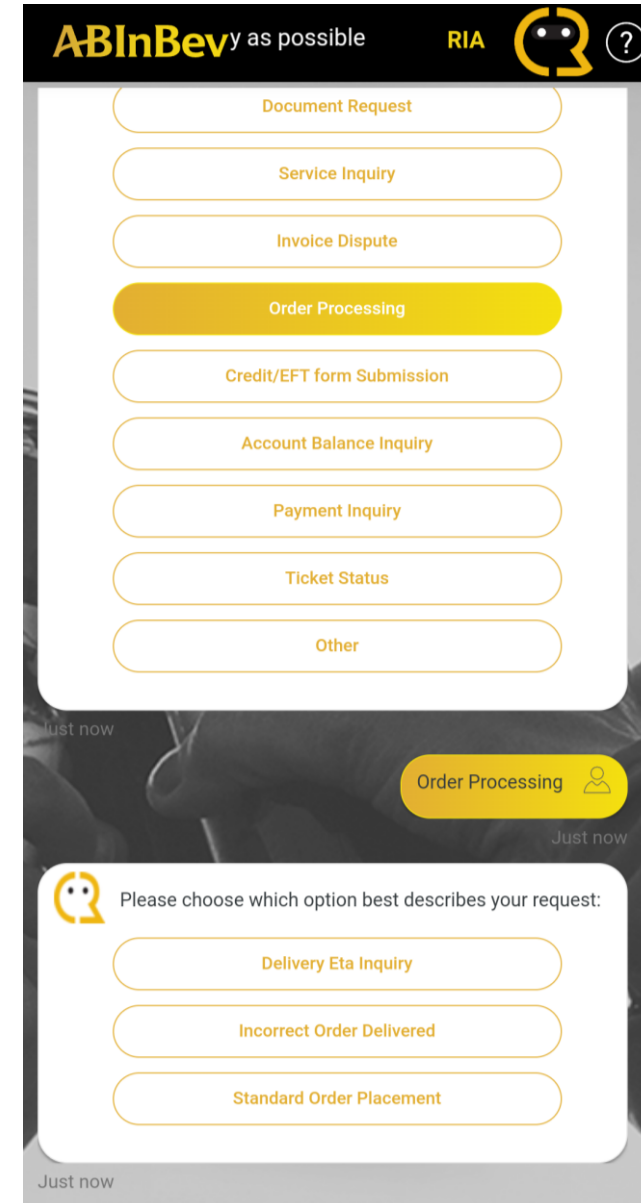
The screenshot shows the 'Invoice Dispute' form. The top navigation bar is the same as in the previous screenshot. The form contains the following elements:

- A chatbot icon and the text: "Please provide the details below to help us understand your issue with the invoice."
- An input field for "Issue Description *" with the value "Issue".
- An input field for "Invoice Number *" with the value "598761".
- A yellow "Submit" button.
- A chatbot icon and the question: "Do you have the invoice copy with you?".
- Two buttons: "Yes" and "No" (highlighted in yellow).
- A chatbot icon and the message: "We have forwarded your request to the appropriate team. Your ticket number is BSC-1531236. Your issue should be resolved within 4 Business Days, and you will receive a notification from them once completed."
- A chatbot icon and the question: "Is there anything else I can help with you today?".
- Two buttons: "Yes" and "No".



3. Order Processing

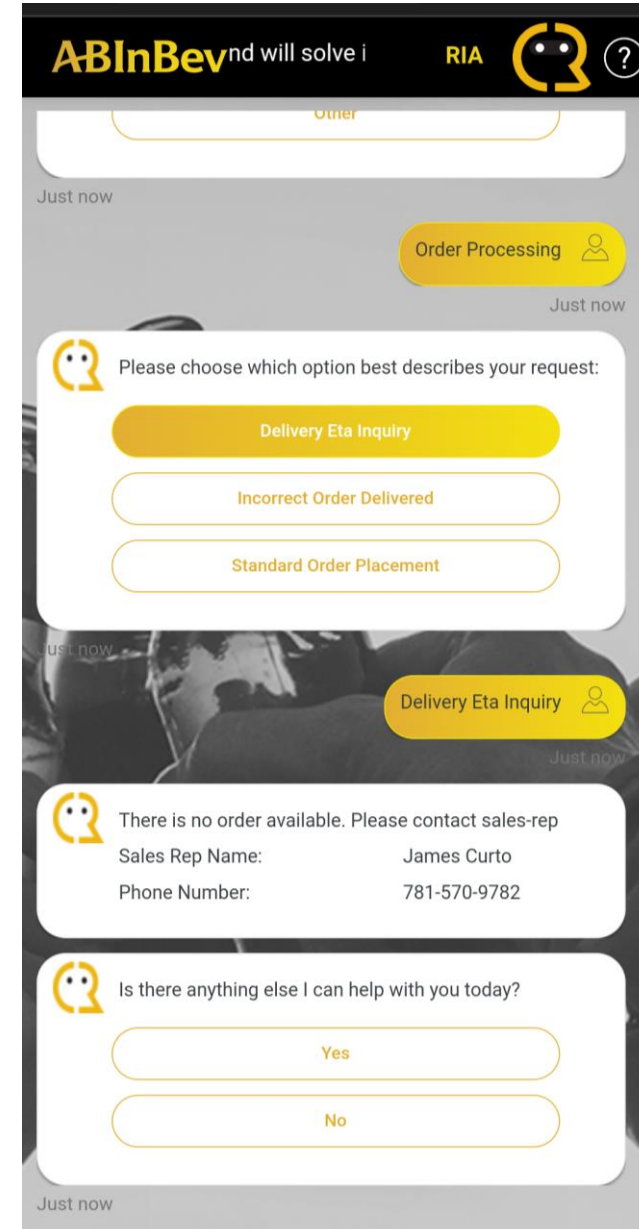
- The various options that you can select related to Order Processing are:
 1. Delivery ETA Inquiry
 2. Incorrect Order Delivered
 3. Standard Order Placement





3.1. Delivery ETA Inquiry

- To inquire about the ETA for your order, select “Delivery ETA Inquiry”



3.2. Incorrect Order Delivered

- If an incorrect order was delivered to you, select “Incorrect Order Delivered” and you would be redirected to the details of your sales representative

The screenshot shows a chat interface for ABInBev. At the top, the header includes the ABInBev logo, the text "stances, **rec", and "RIA" next to a chatbot icon and a question mark icon. The chat history shows a previous message from the chatbot: "Order Processing" with a person icon, timestamped "Just now".

The current message from the chatbot asks: "Please choose which option best describes your request:". It provides three buttons: "Delivery Eta Inquiry", "Incorrect Order Delivered" (which is highlighted in yellow), and "Standard Order Placement".

The next message from the chatbot says: "Hi KARISHMA, we apologize for the inconvenience; kindly request you to reach out to your sales rep to replace the order." Below this message, the chatbot provides contact information for the sales representative:

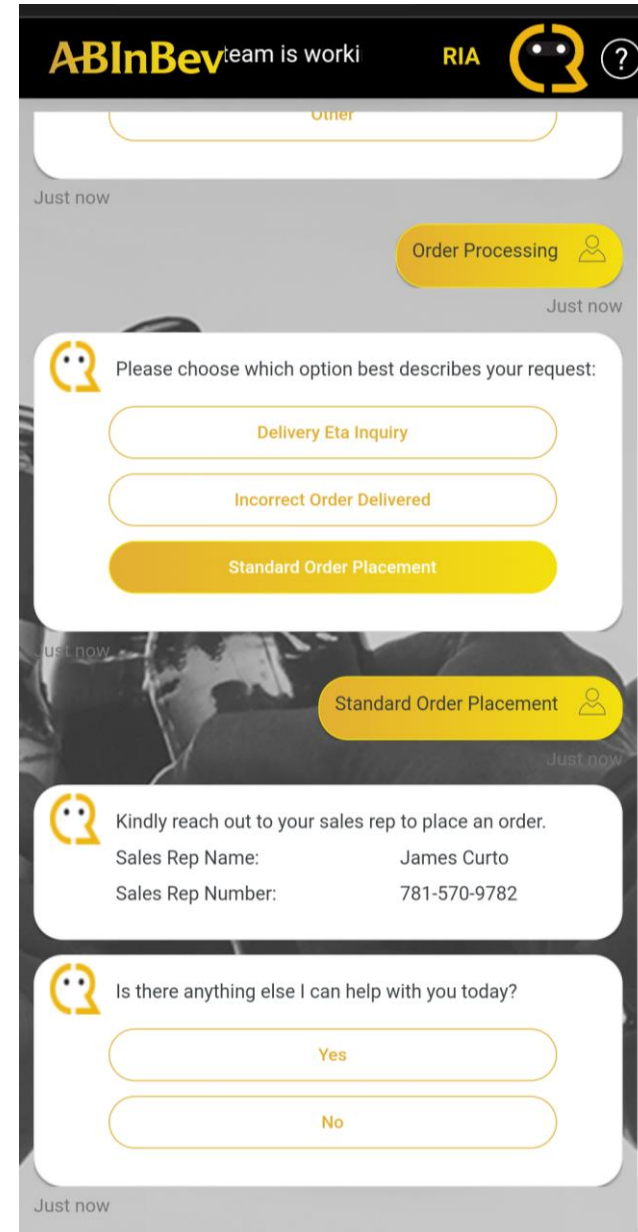
Sales Rep Name :	James Curto
Sales Rep Number :	781-570-9782

The final message from the chatbot asks: "Is there anything else I can help with you today?". It provides two buttons: "Yes" and "No".



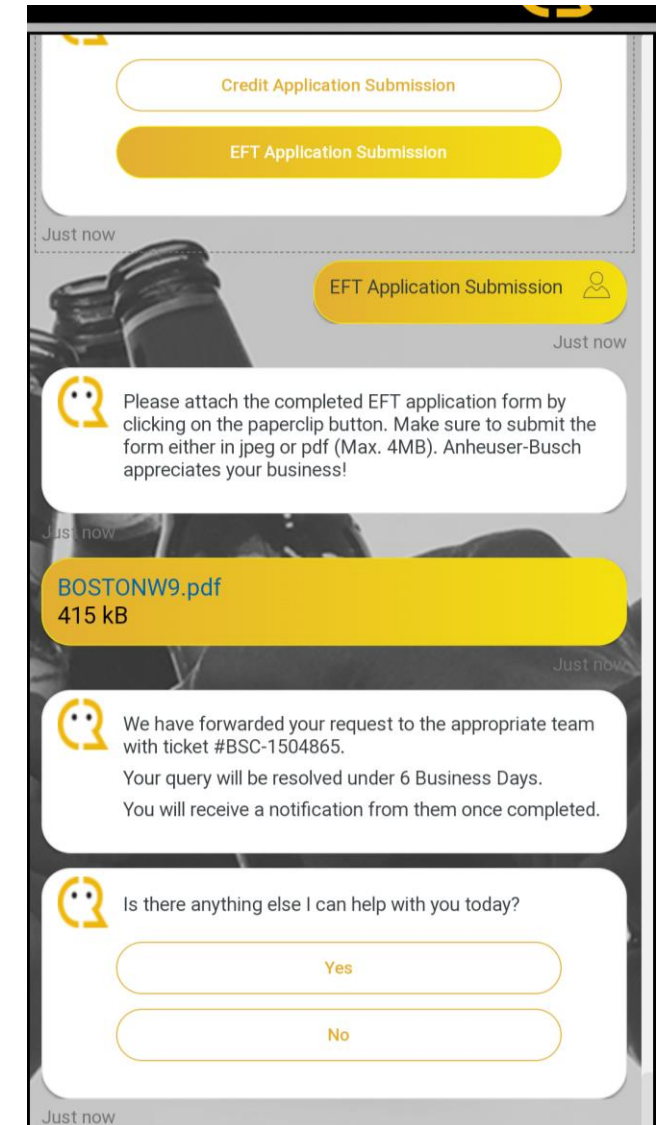
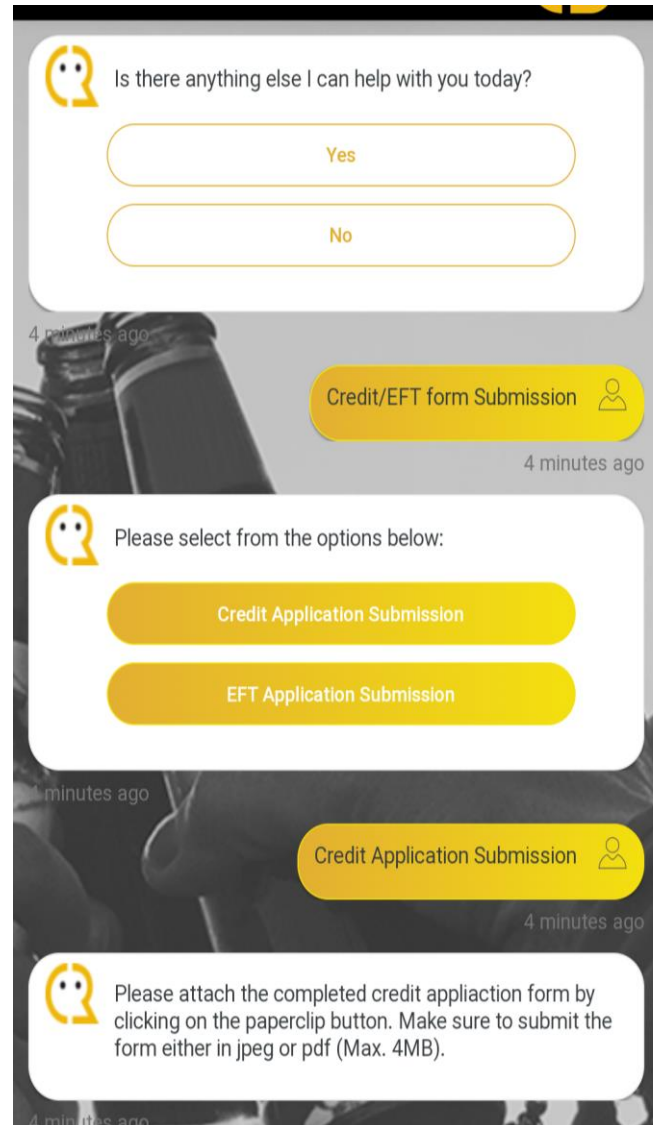
3.3. Standard Order Placement

- To place an order, select “Standard Order Placement”
- You would be given the details of your sales representative to connect with and place an order



4. Credit/EFT Form Submission

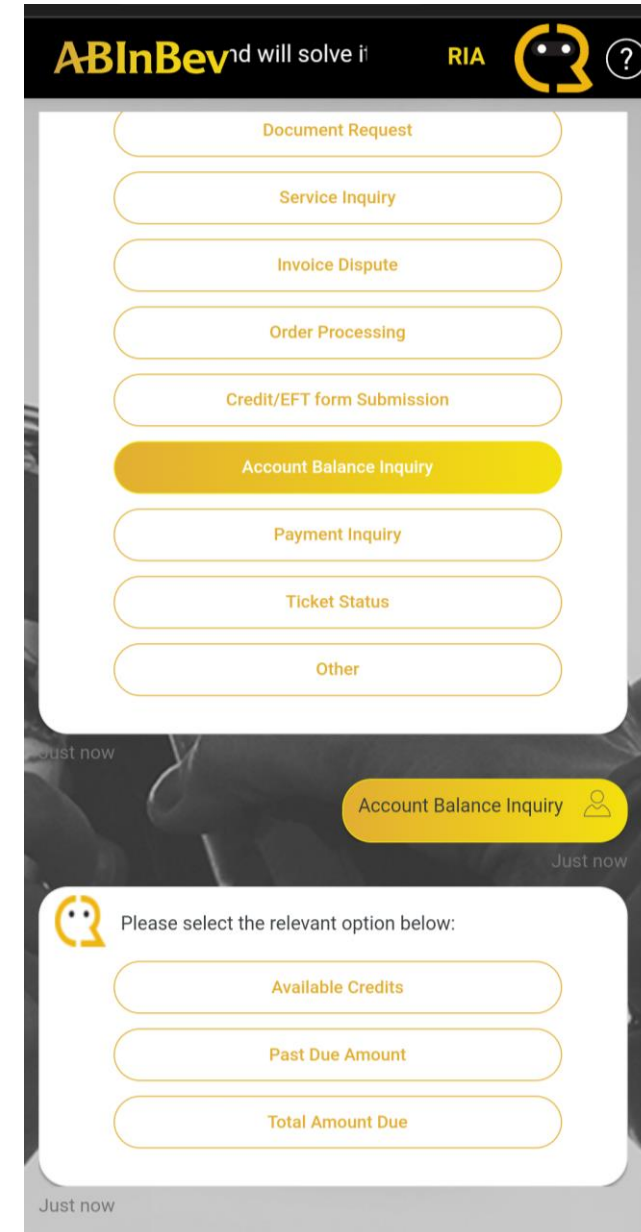
- To submit your Credit Application or EFT form, select “Credit/EFT Form Submission” and choose which form you want to submit
- Attach the filled out form in the chat
- Your request would be sent out to the appropriate team to verify and resolve within 6 Business Days





5. Account Balance Inquiry

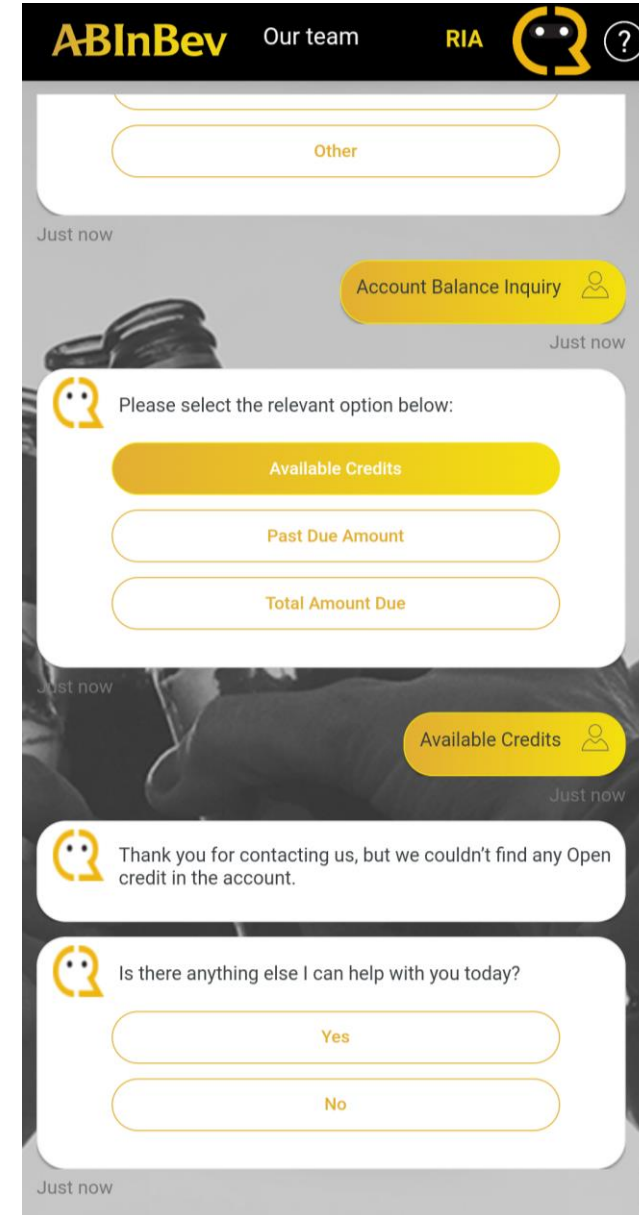
- The various options that you can select related to Account Balance Inquiry are:
 1. Available Credits
 2. Past Due Amount
 3. Total Amount Due





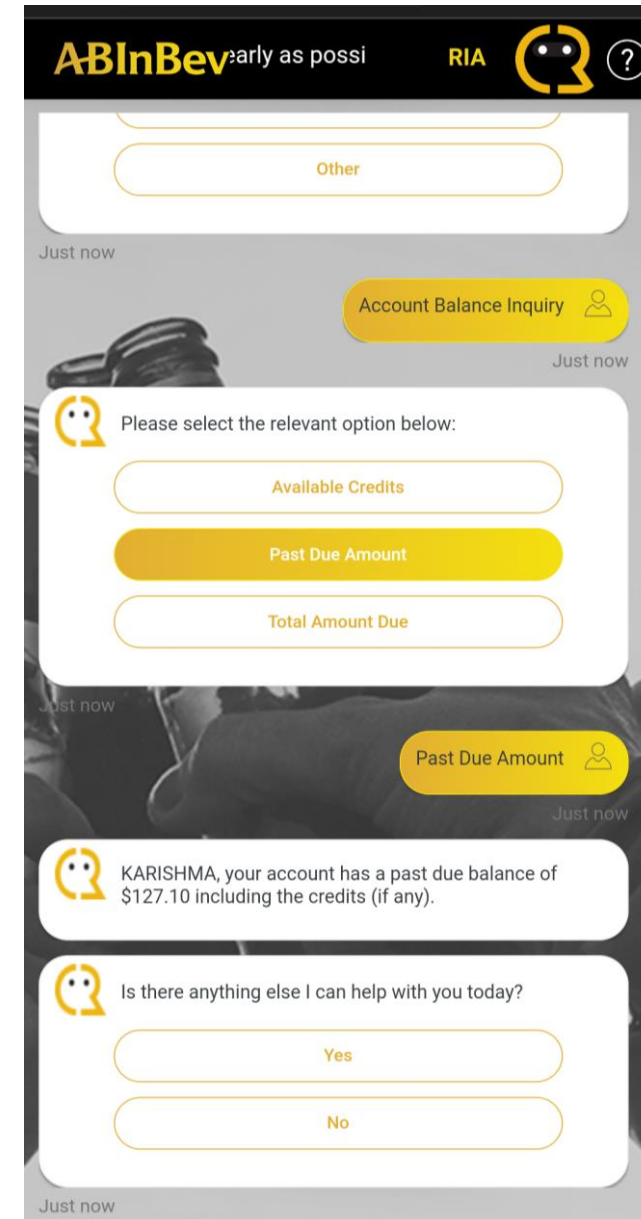
5.1. Available Credits

- To get more information on the open and available credits in your account, select “Available Credits”
- RIA would give you the details regarding the Open credits



5.2. Past Due Amount

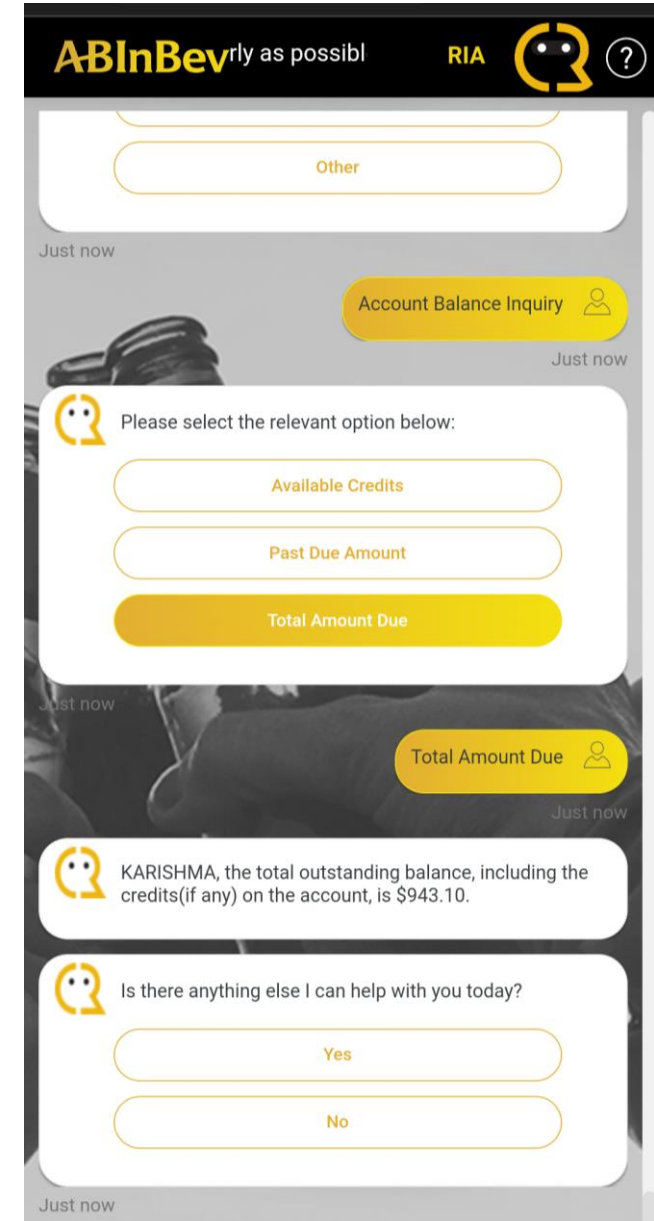
- To get information on your past dues, select “Past Due Amount”
- RIA would give you the details based on the outstanding invoices available in your account





5.3. Total Amount Due

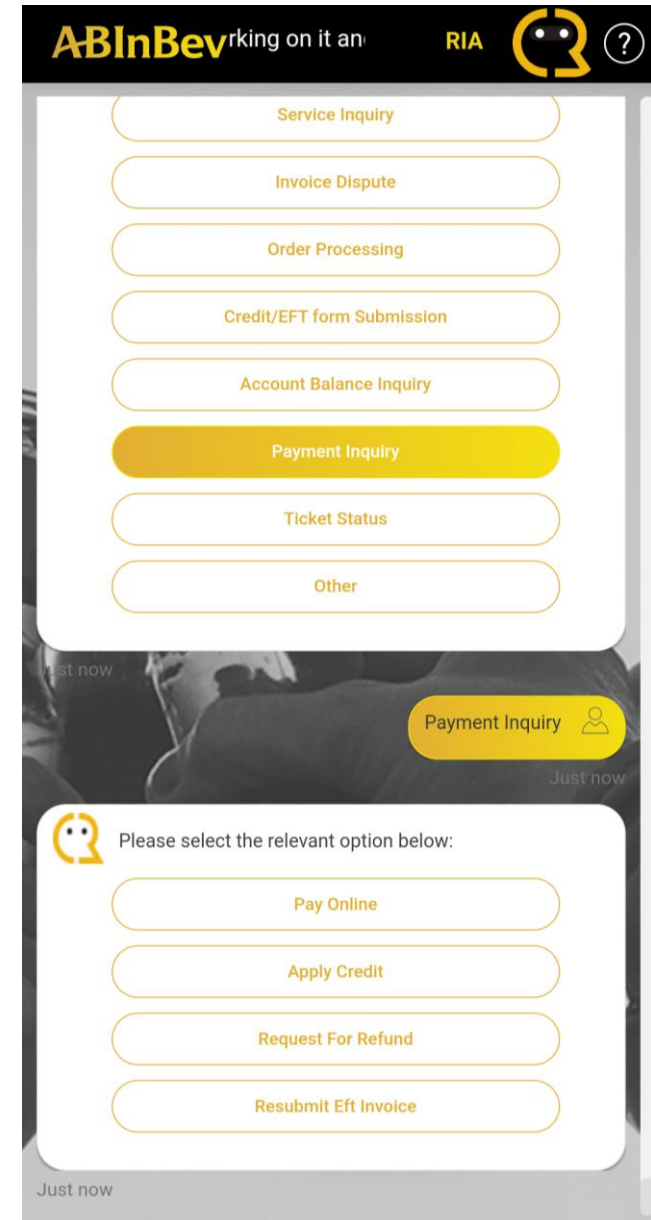
- To get your total balance amount, select “Total Amount Due”
- RIA would give you the total outstanding balance including the credits





6. Payment Inquiry

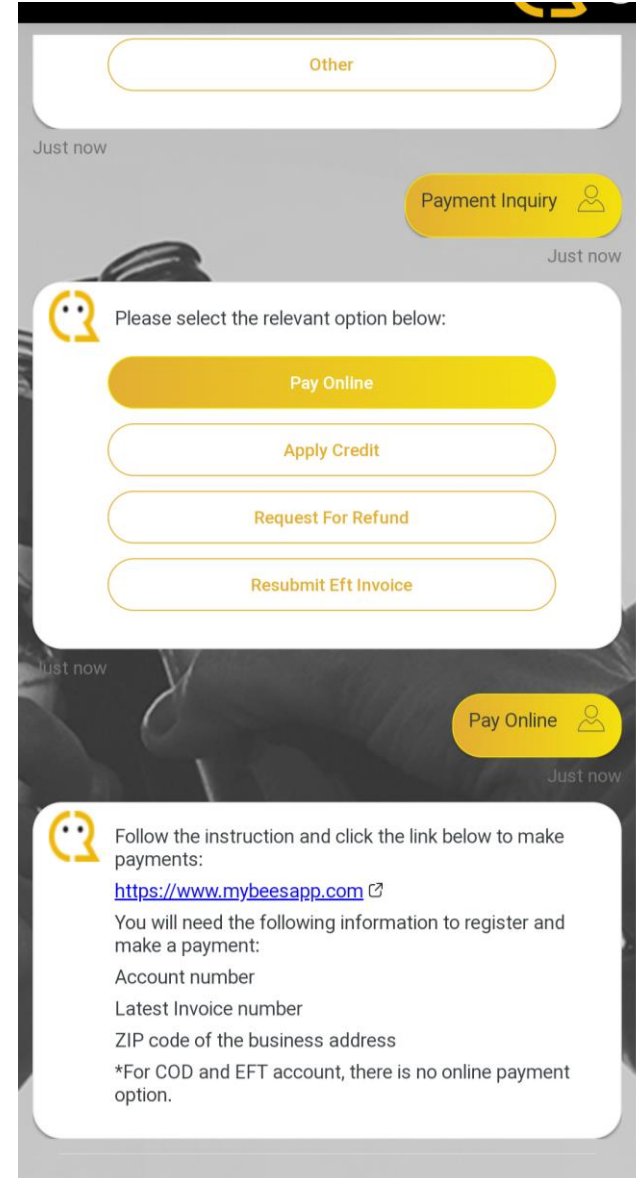
- The various options that you can select related to Account Balance Inquiry are:
 1. Pay Online
 2. Apply Credit
 3. Request for Refund
 4. Resubmit EFT Invoice





6.1. Pay Online

- If you wish to make your payments online, select “Pay Online”
- Follow the set of instructions provided by RIA





6.2. Apply Credit

- To apply for credits, select “Apply Credit”
- Please provide the below details for the credit to be applied:
 1. Credit Number
 2. Invoice Number

ABI InBev Use Case is c RIA

Other

Just now

Payment Inquiry

Just now

Please select the relevant option below:

Pay Online

Apply Credit

Request For Refund

Resubmit Eft Invoice

Just now

Apply Credit

Just now

Please provide the credit number and invoice number the credit will be applied.

Credit Number * Enter Credit Number

Invoice Number * Enter Invoice Numbe

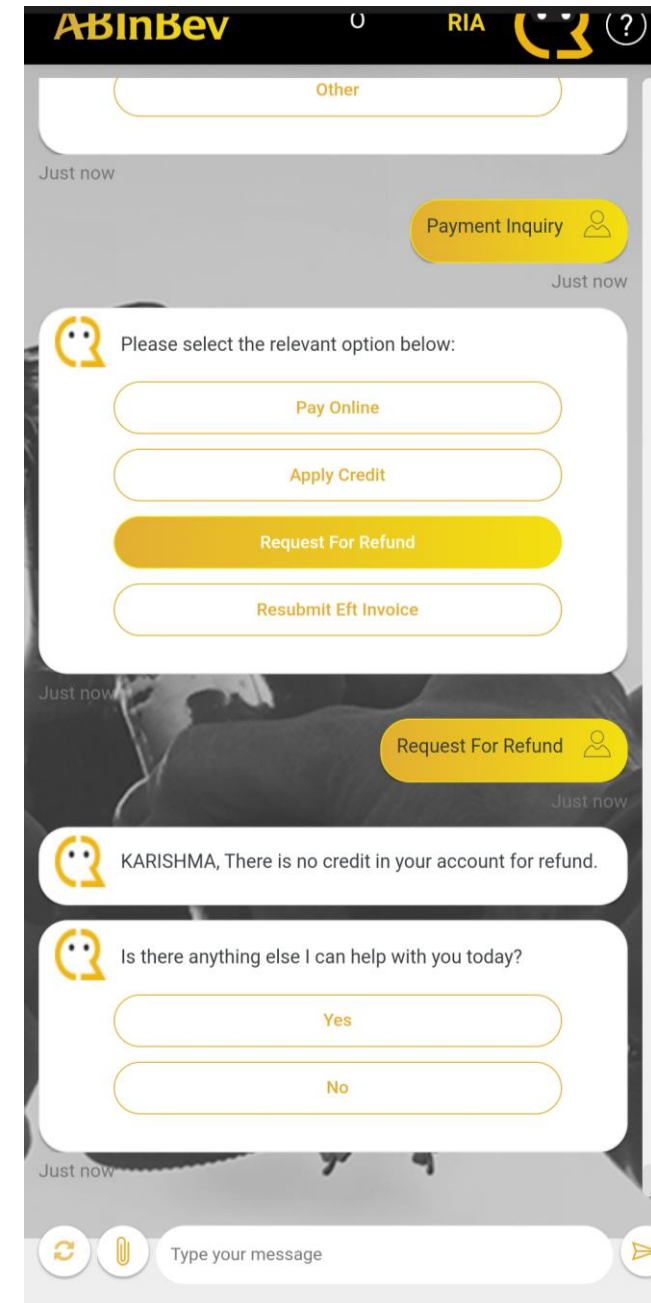
Submit

Just now



6.3. Request For Refund

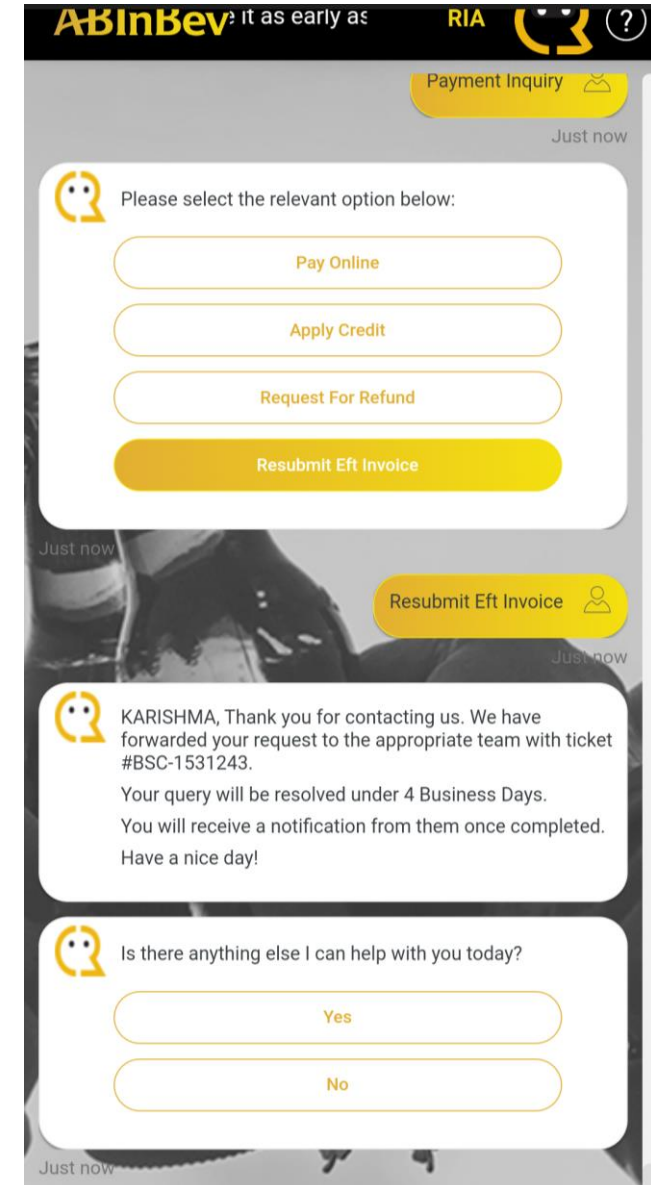
- If you want to request for a refund for a credit in your account, select “Request For Refund”
- RIA would assist based on the credits in your account





6.4. Resubmit EFT Invoice

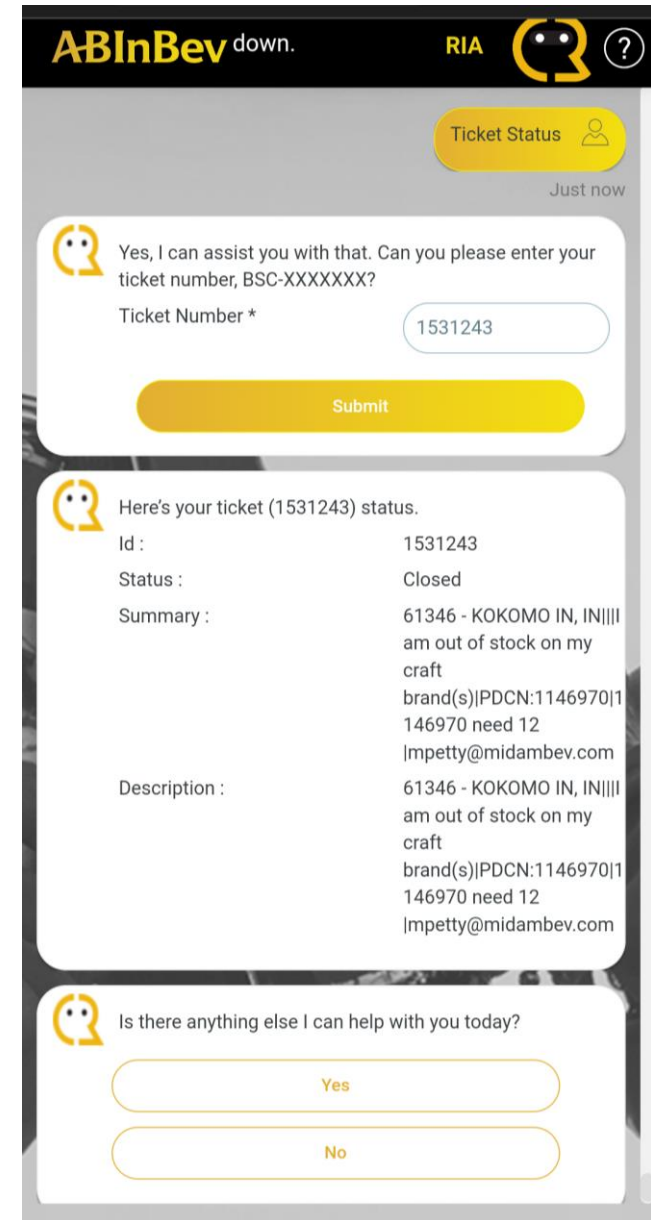
- If you want to resubmit your EFT invoice, select “Resubmit EFT invoice”
- RIA would assist you based on the outstanding invoices on your account





7. Ticket Status

- To know the status of your ticket, select “Ticket Status” and enter the Ticket Number provided to you when you had created your ticket
- The status of your ticket will appear upon submitting

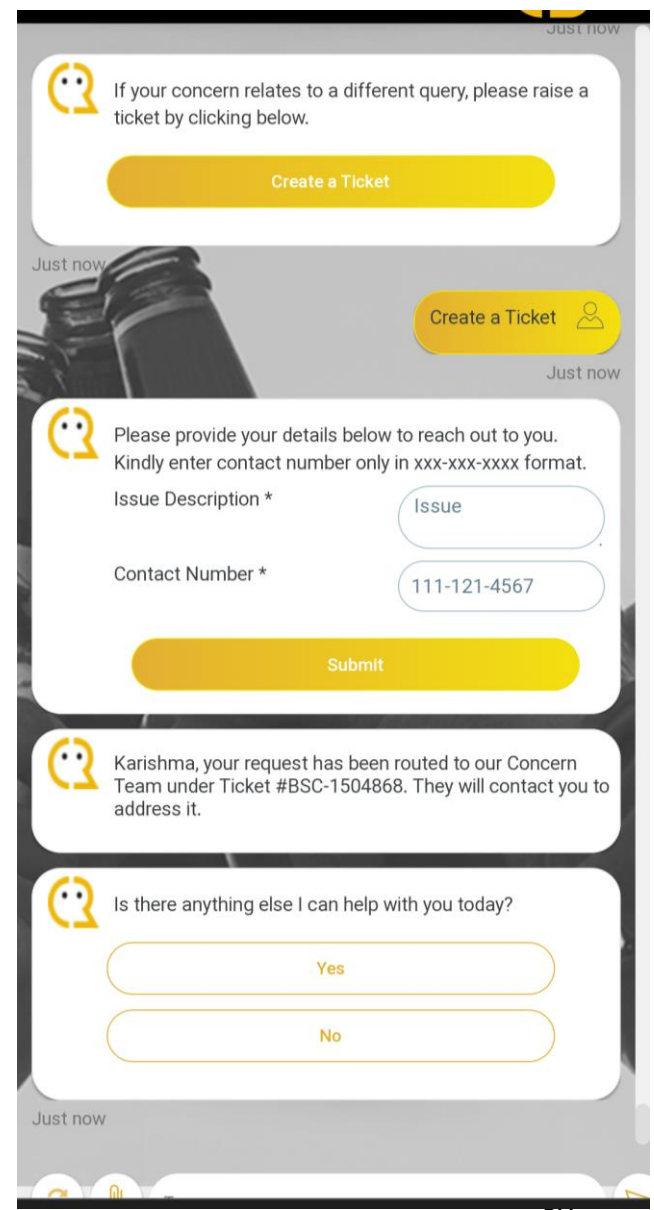
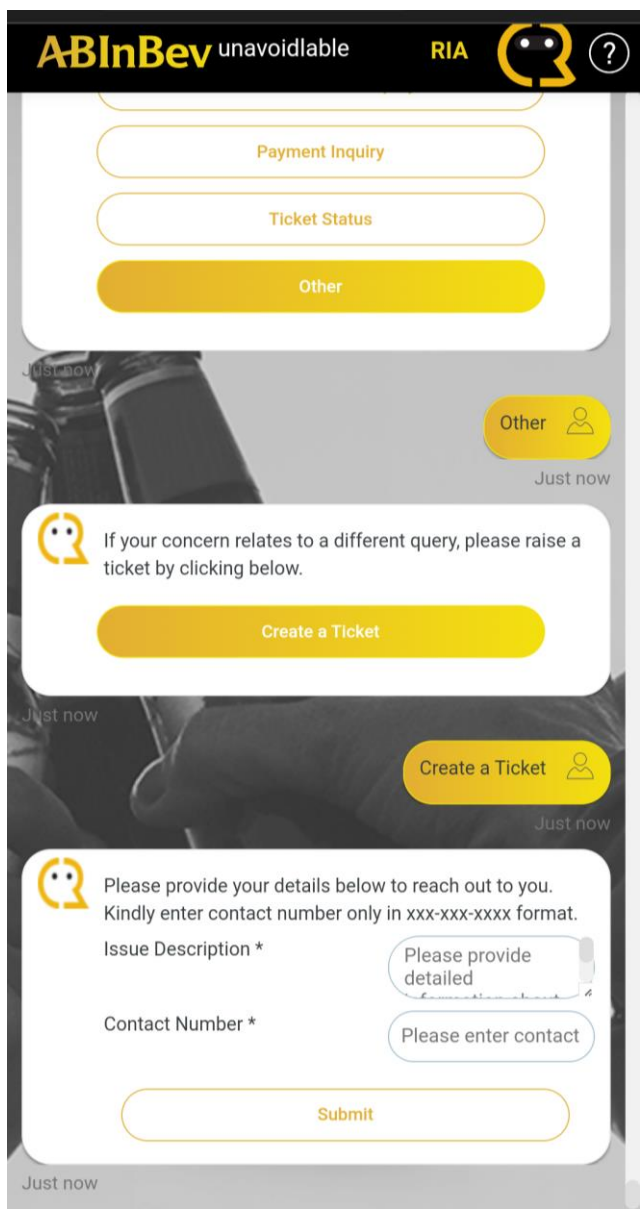




8. Other

- If you have additional concerns, please select “Other” and “Create a Ticket”
- Give your Issue details and contact number
- Your request is generated and sent out to the Concern Team

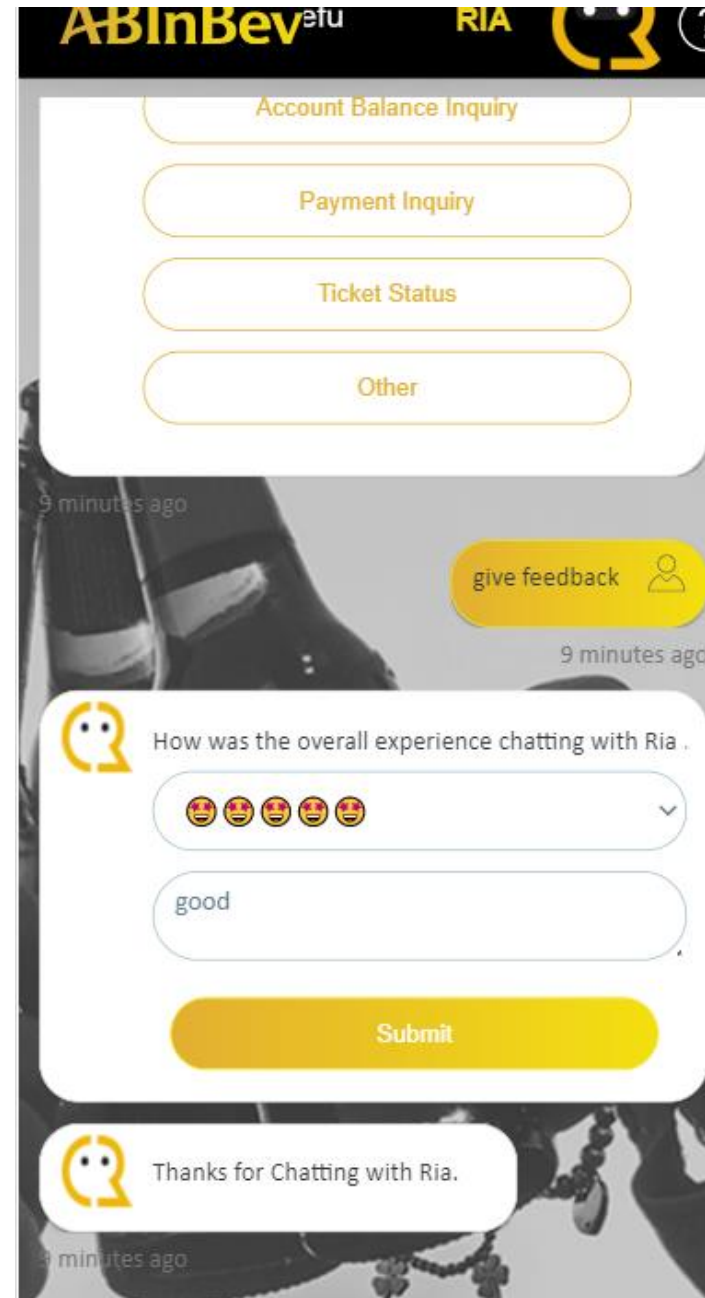
P.S.: Please make a note of your ticket number to check its status with RIA





Feedback

- Please give feedback to RIA after taking the required assistance
- Please give rating and provide comments so that we could work on making the BOT better for you





Thank You