INTRODUCING

RIA CHATBOT

RIA

Retailer Interactive Agent

Your personal assistant for Retailer queries

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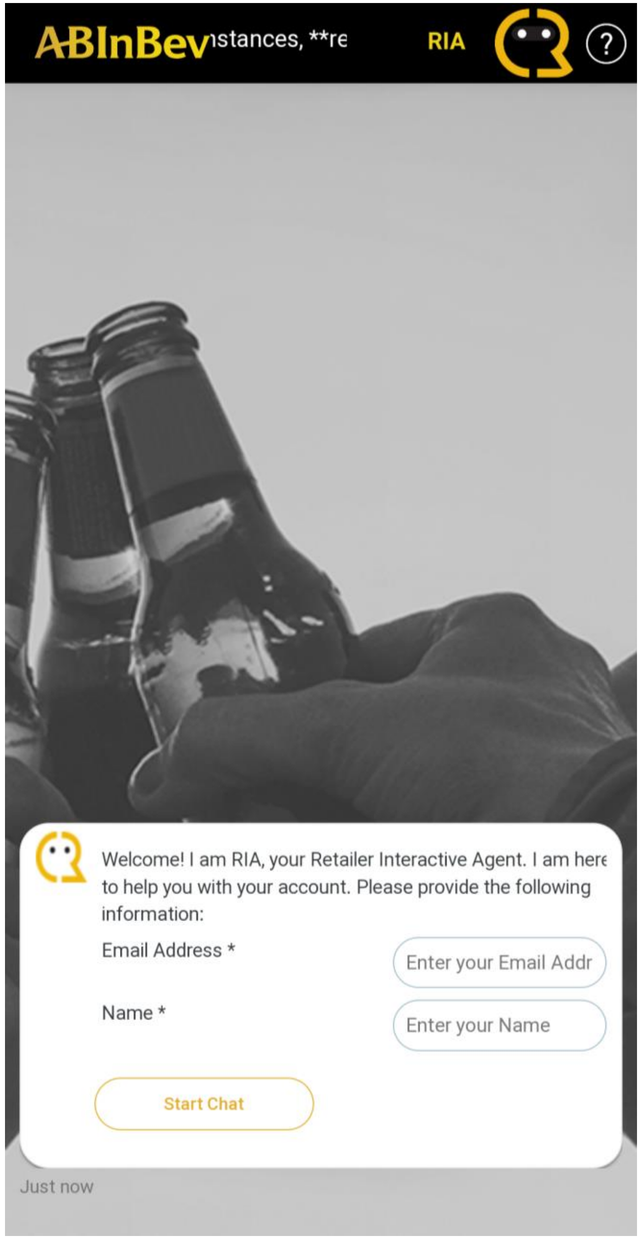
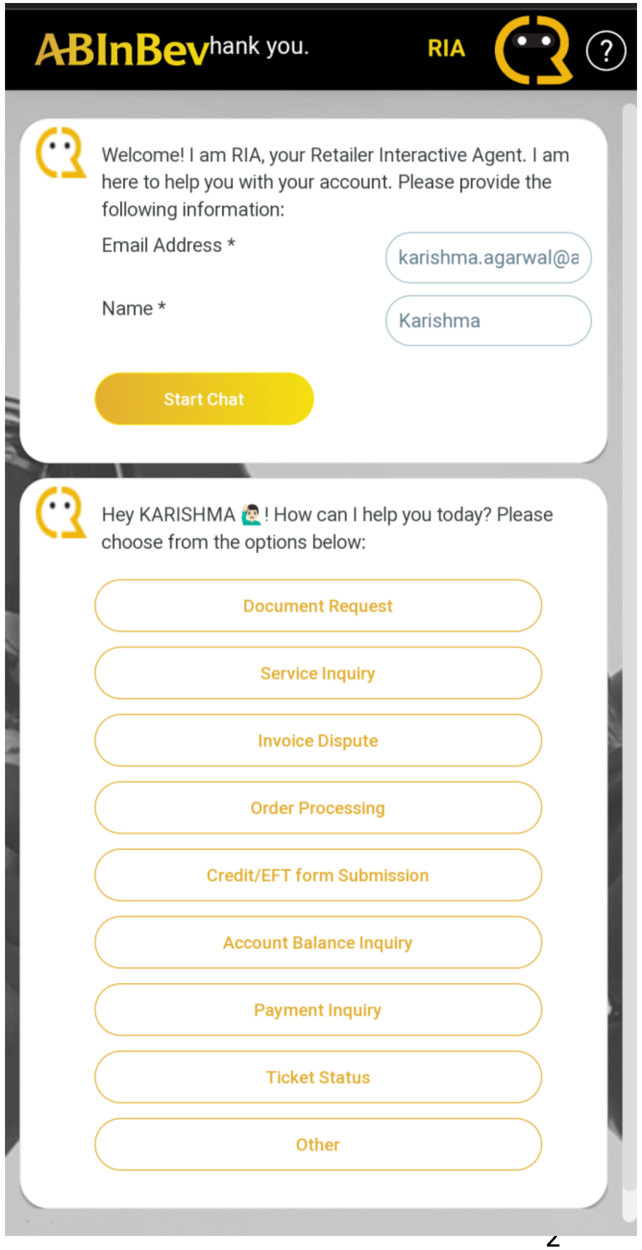
Introduction

- To start the chat with RIA, you would be required to give your:
  1. Email Address
  2. Name

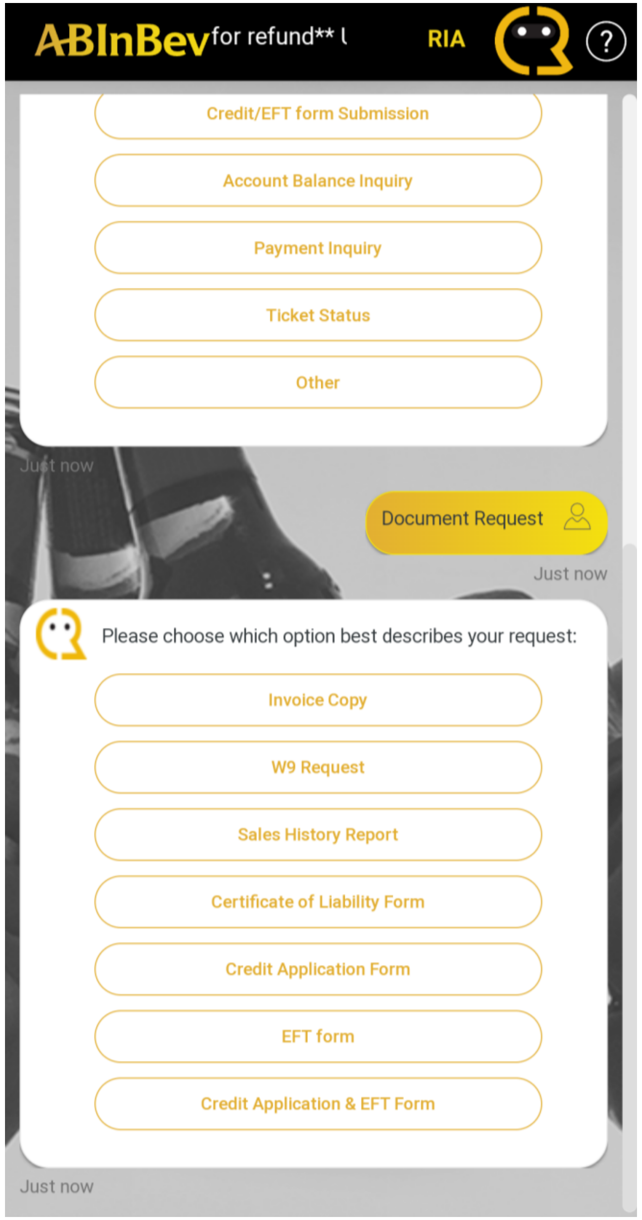
- The various options for you to choose from are:
  1. **Document Request**
  2. **Service Inquiry**
  3. **Invoice Dispute**
  4. **Order Processing**
  5. **Credit/EFT form Submission**
  6. **Account Balance Inquiry**
  7. **Payment Inquiry**
  8. **Ticket Status**
  9. **Other**





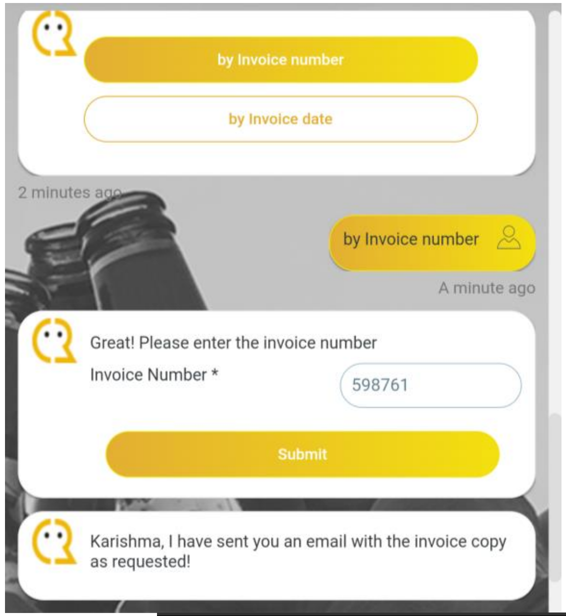
1. Document Request

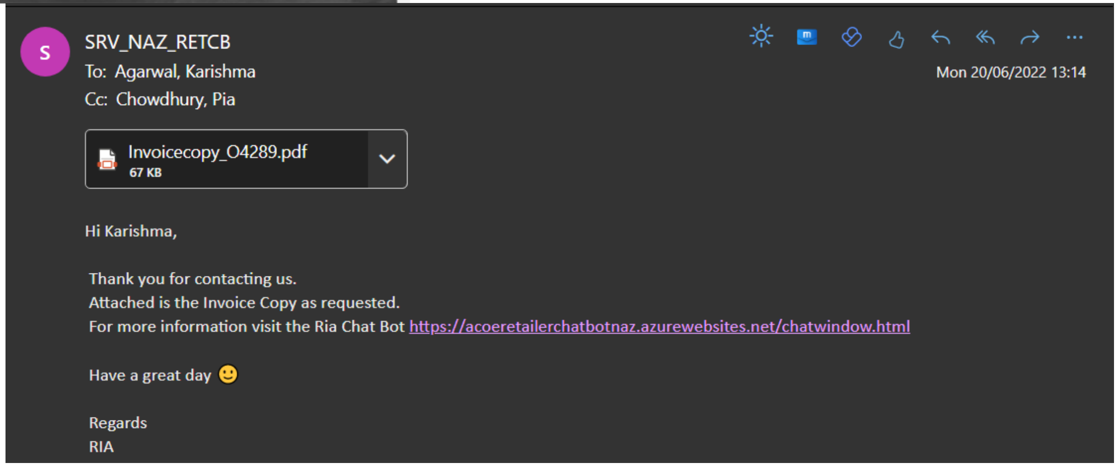
- The various options to select from under Document Request are:
  1. Invoice Copy
  2. W9 Request
  3. Sales History Report
  4. Certificate of Liability Form
  5. Credit Application Form
  6. EFT Form
  7. Credit Application & EFT Form



1.1. Invoice Copy

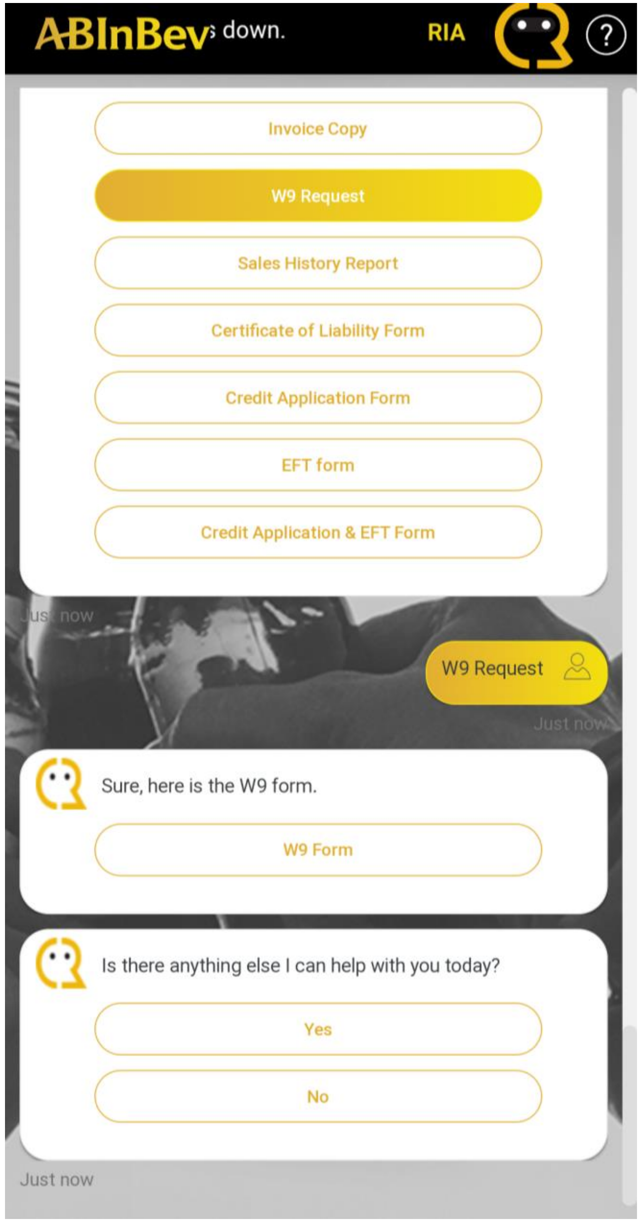
- If you want to get your Invoice Copy, Select the option “Invoice Copy” and provide either of the below details:
    1. Invoice Number
    2. Invoice Date
- You will receive your Invoice Copy via email





1.2. W9 Request

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



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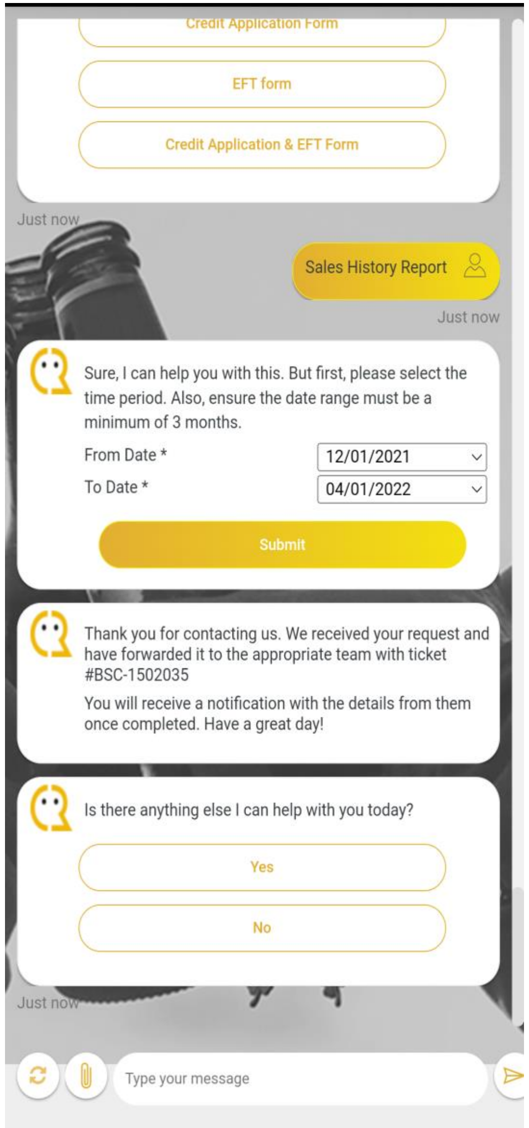
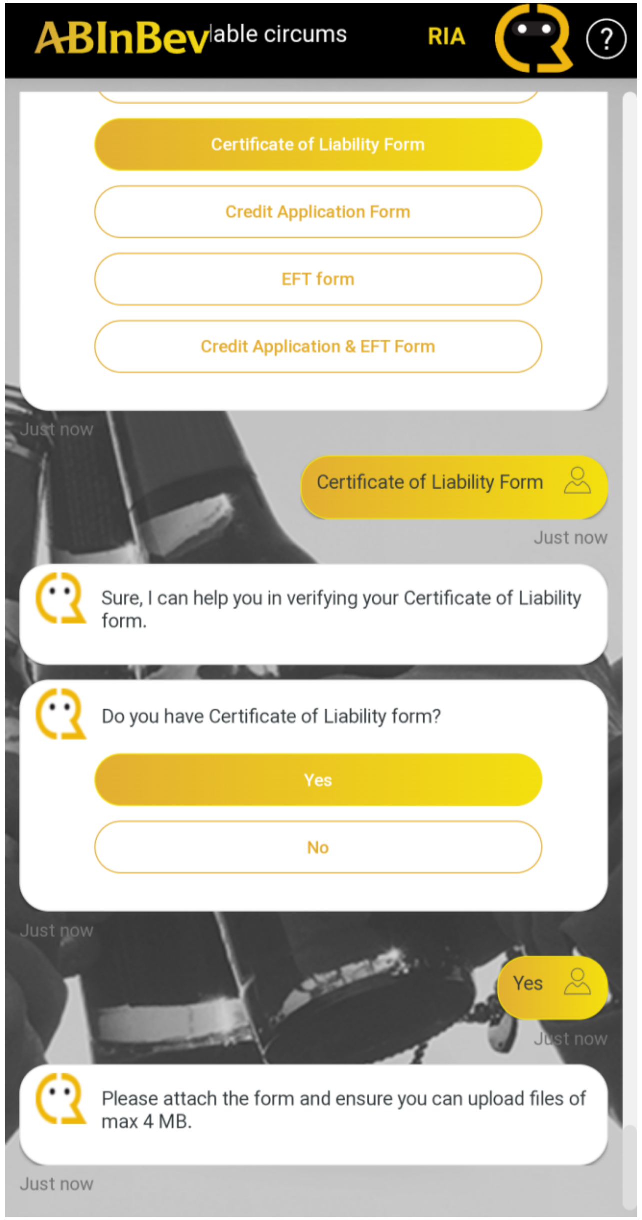
1.3. Sales History Report

- 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



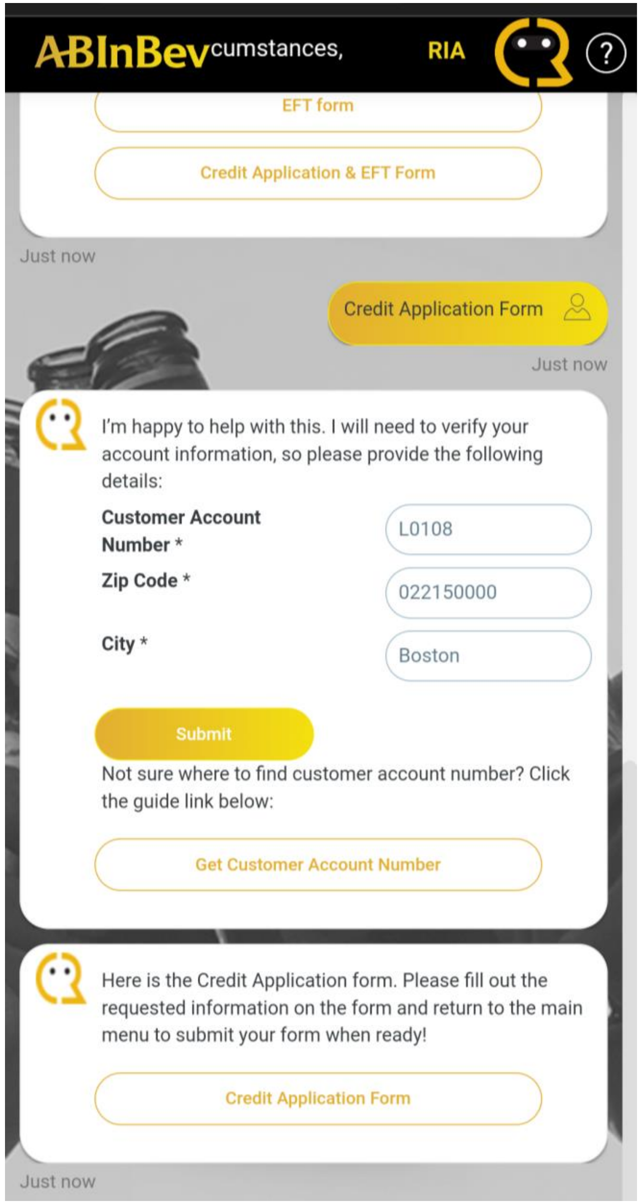
1.4. Certificate of Liability Form

- 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



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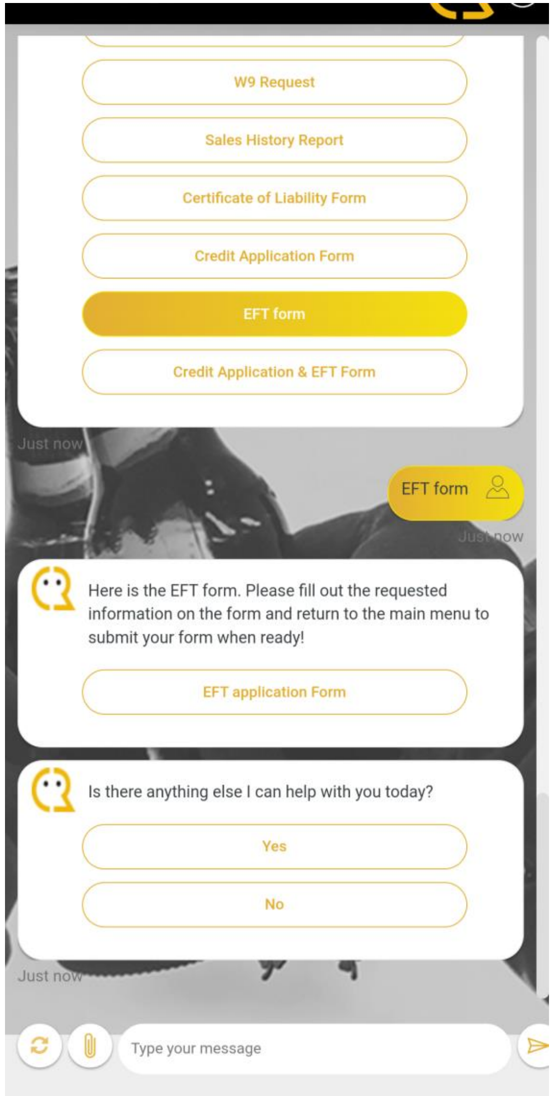
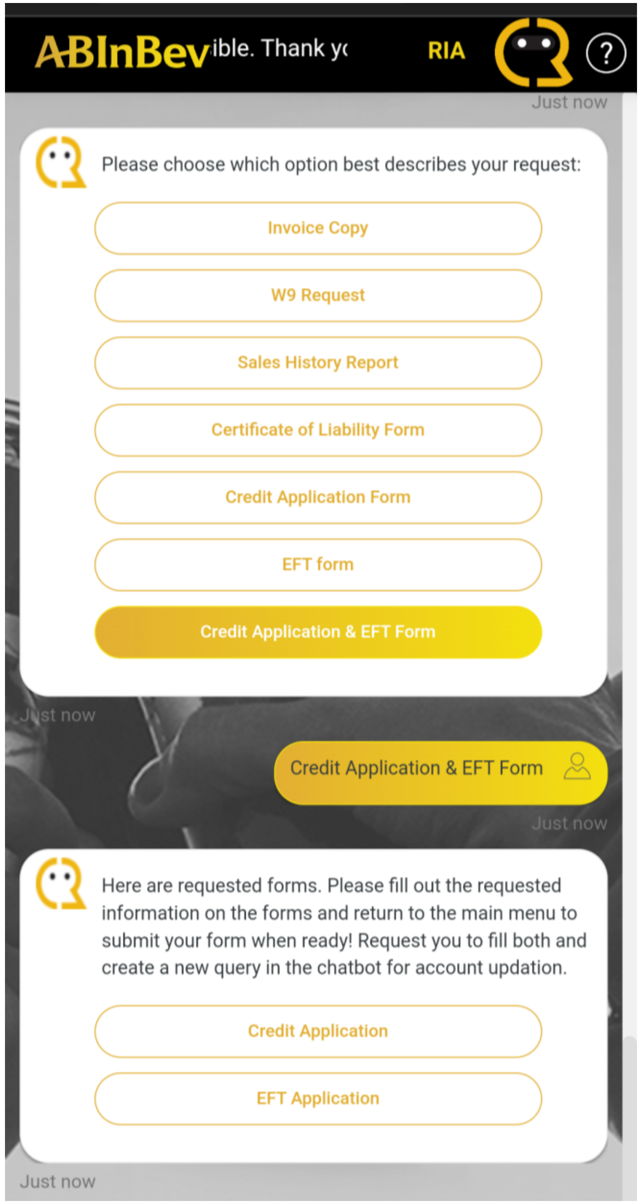
1.6. EFT Form

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



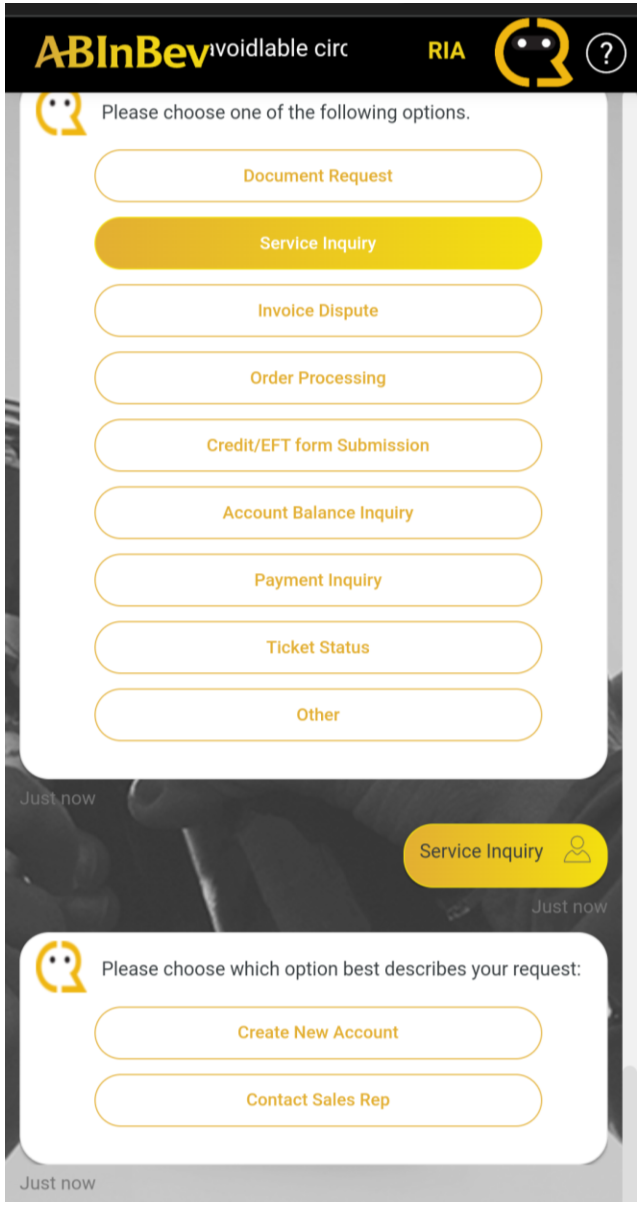
1.7. Credit Application & EFT Form

- 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



2. Service Inquiry

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



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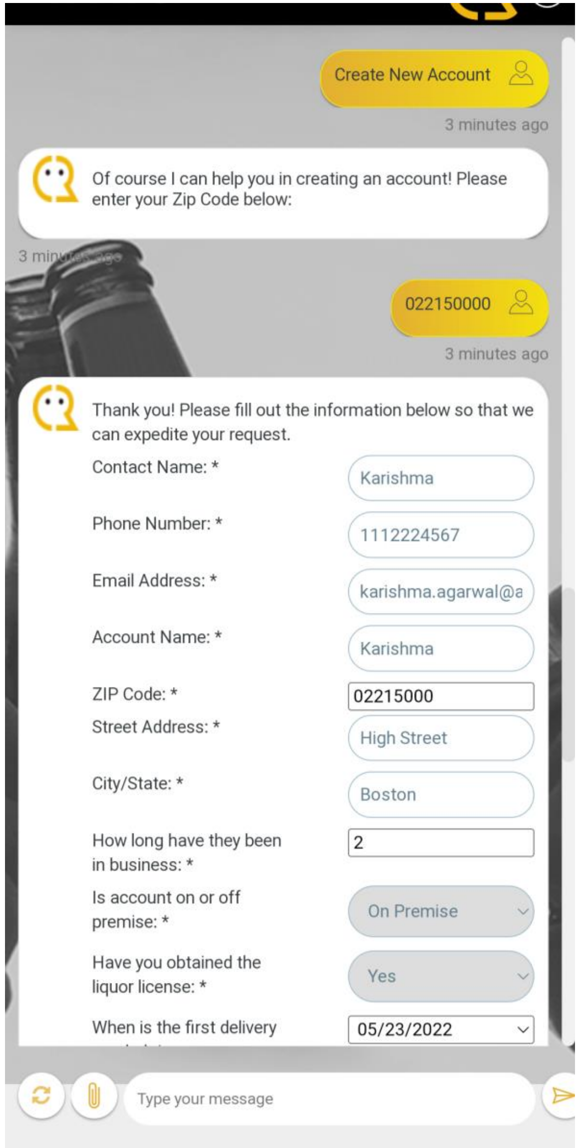
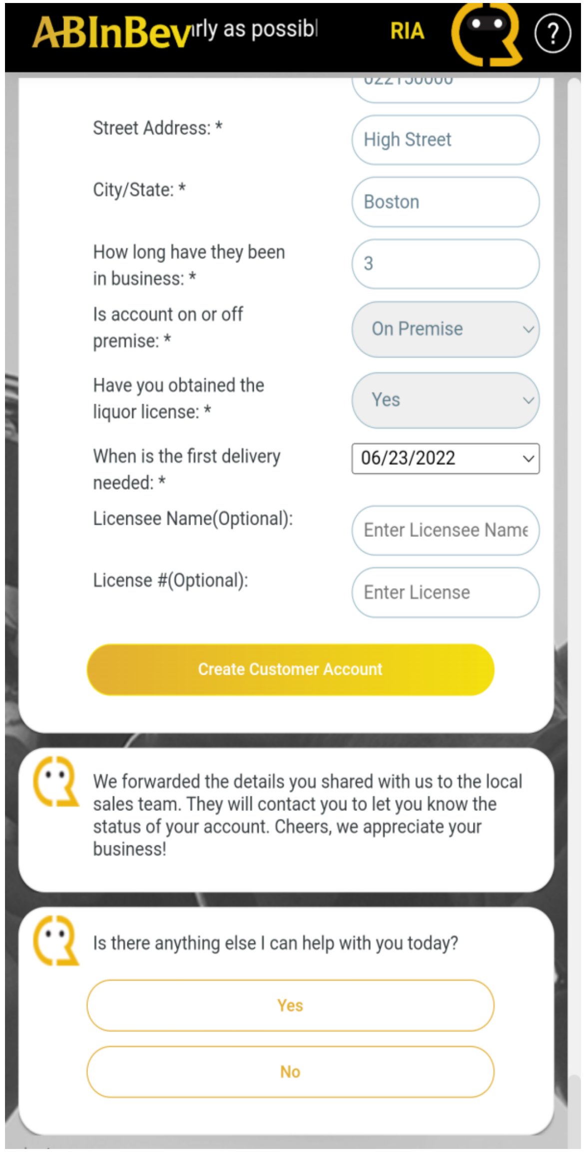
2.1. Create New Account

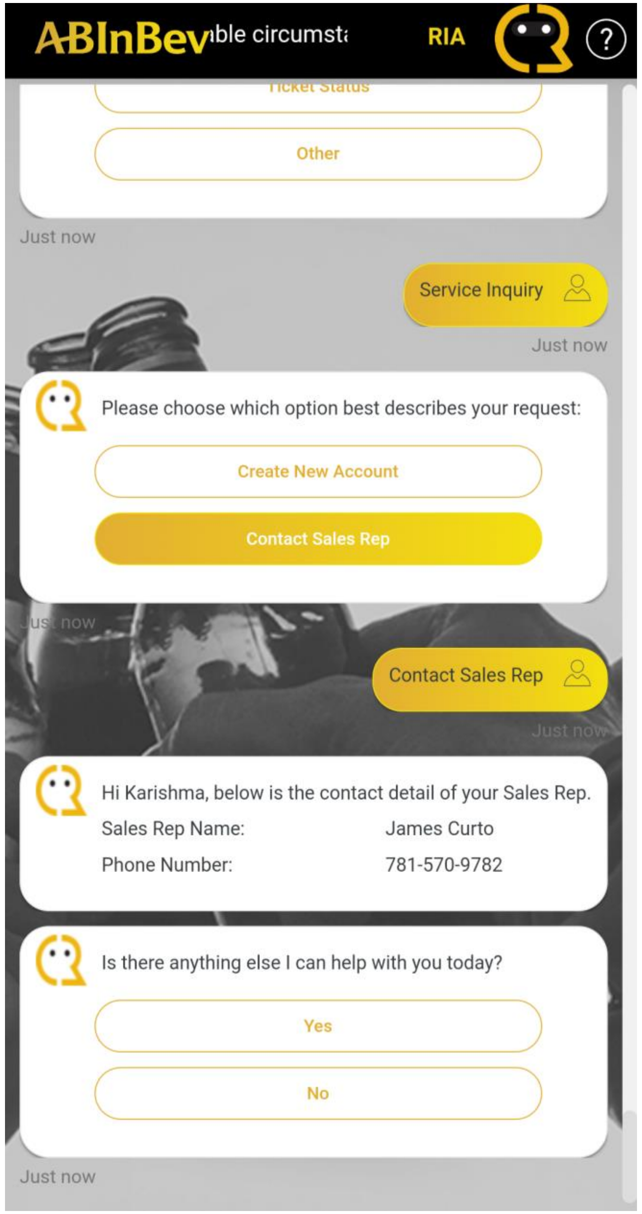
- If you want to create a new account, select “Create New Account” and enter your Zip Code in the chat
- Then, fill out the information asked in order to create a new account and click on “Submit”
- The information would be forwarded to the local sales team and they will update you with the status of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





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



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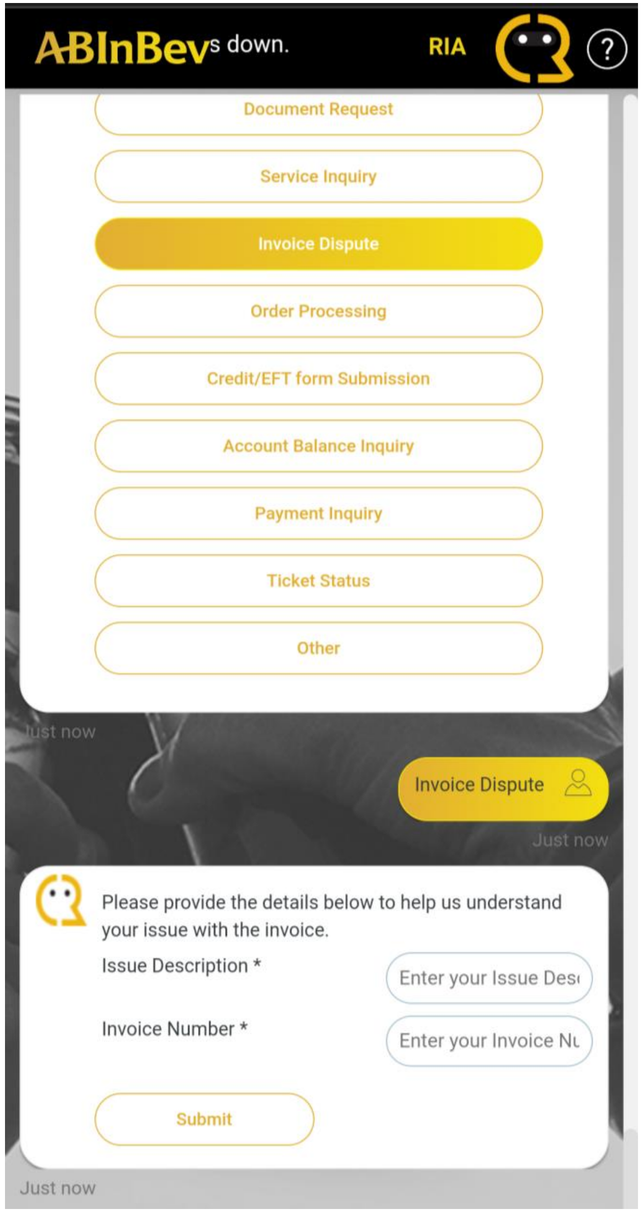
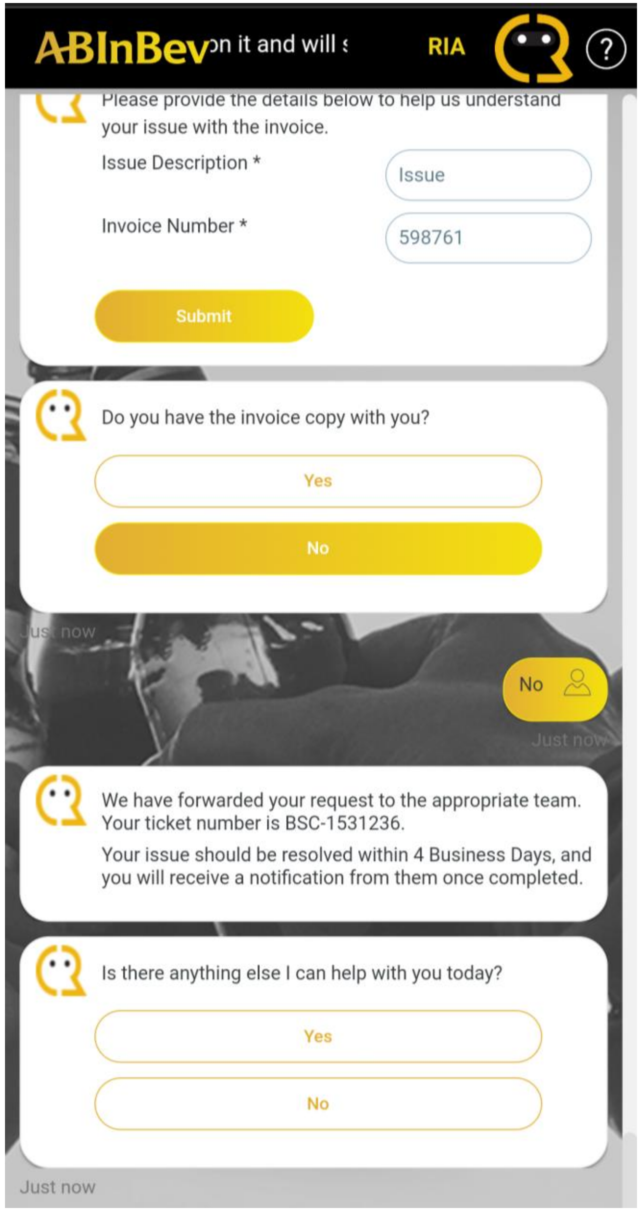
3. Invoice Dispute

- 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





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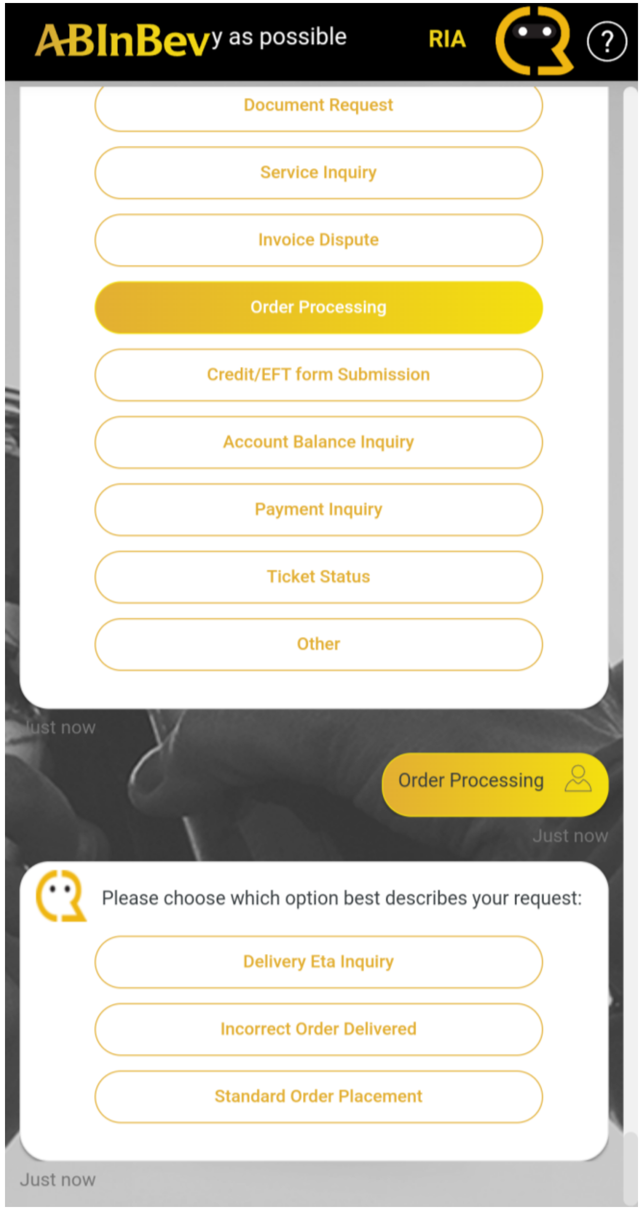
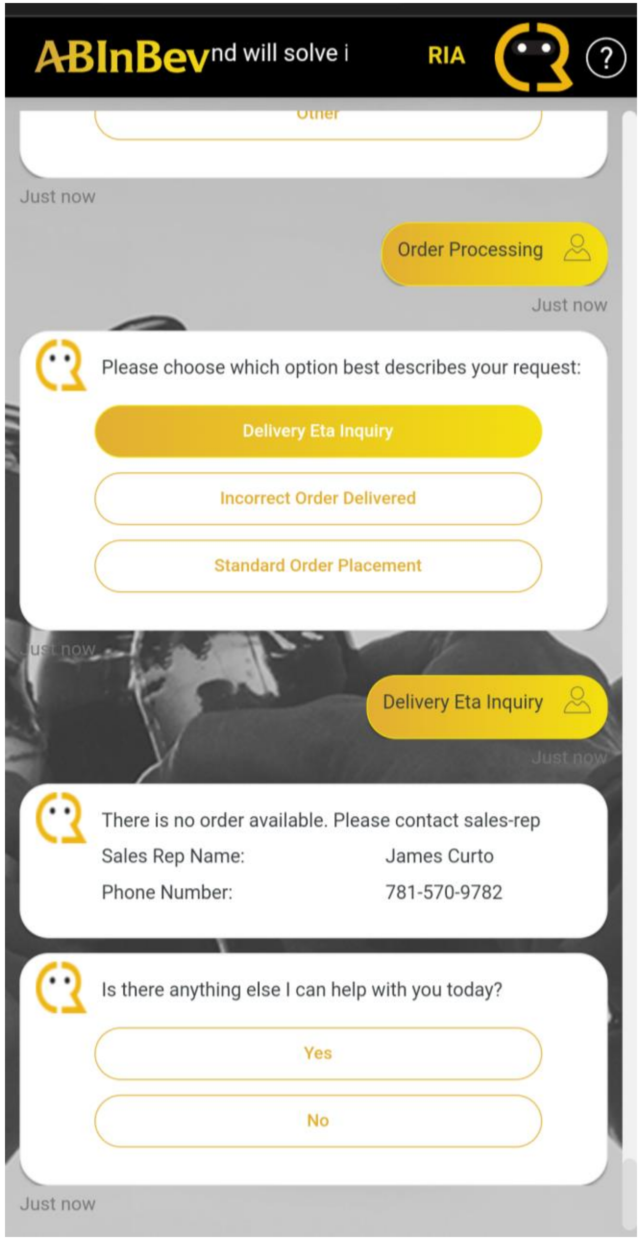
3. Order Processing

- 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”



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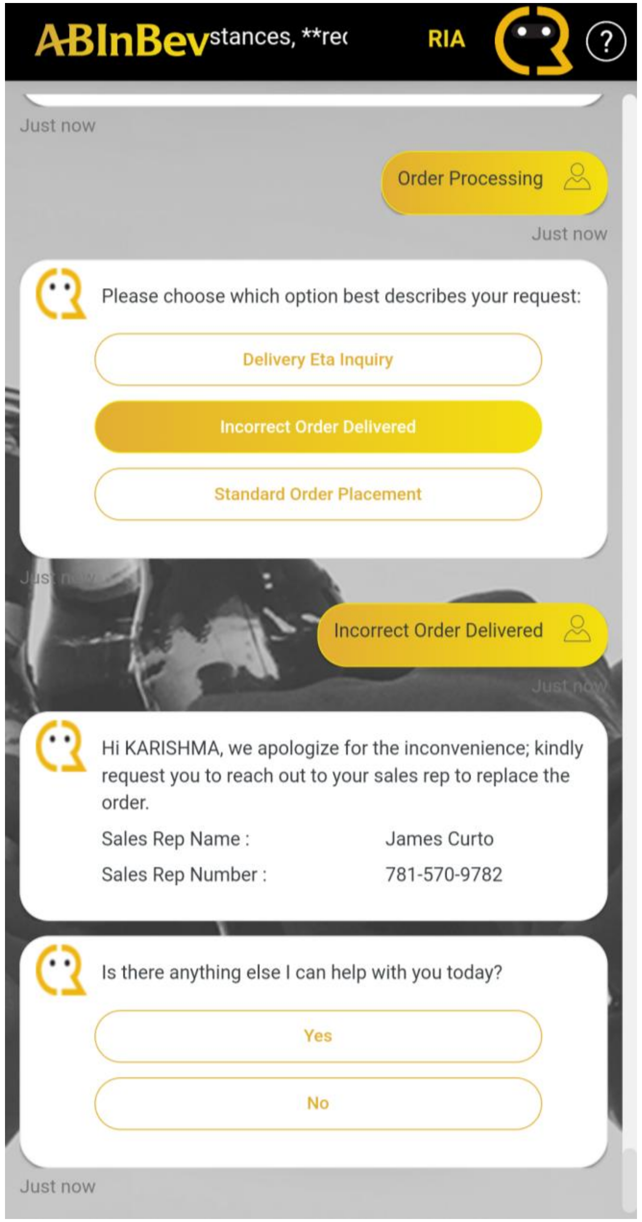
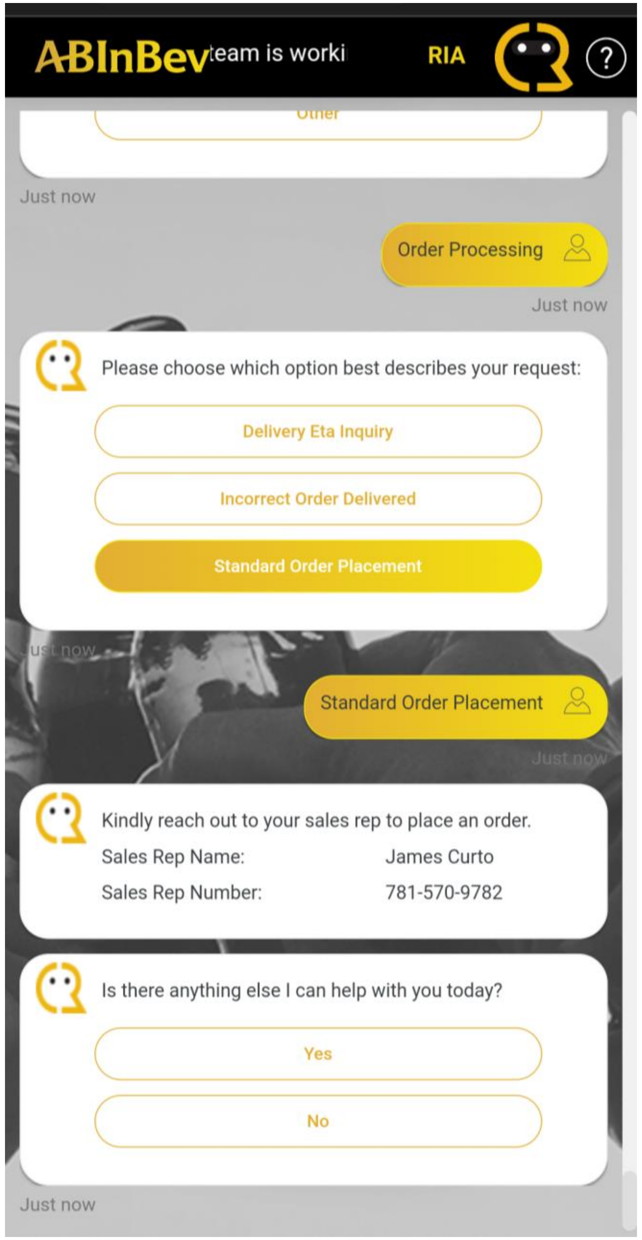
3.2. Incorrect Order Delivered

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



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



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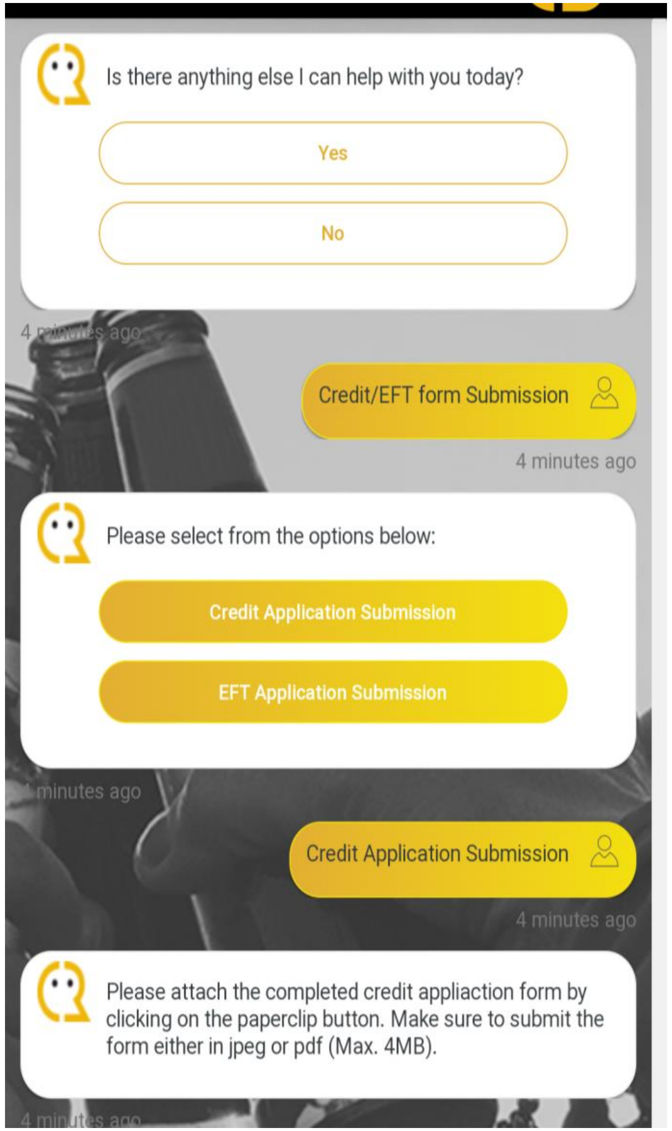
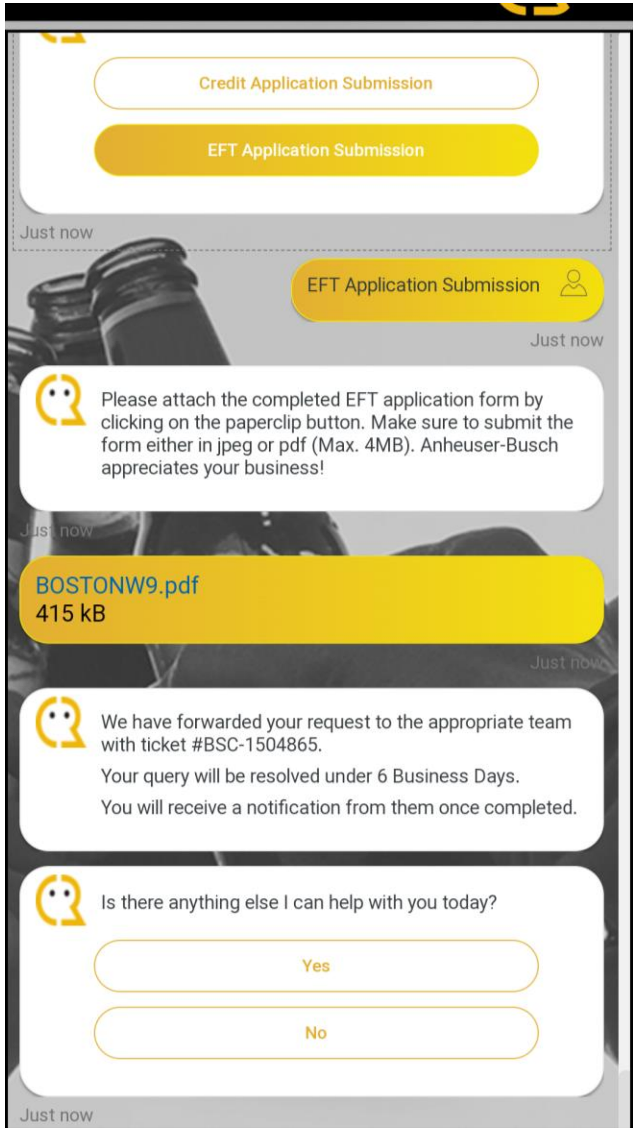
4. Credit/EFT Form Submission

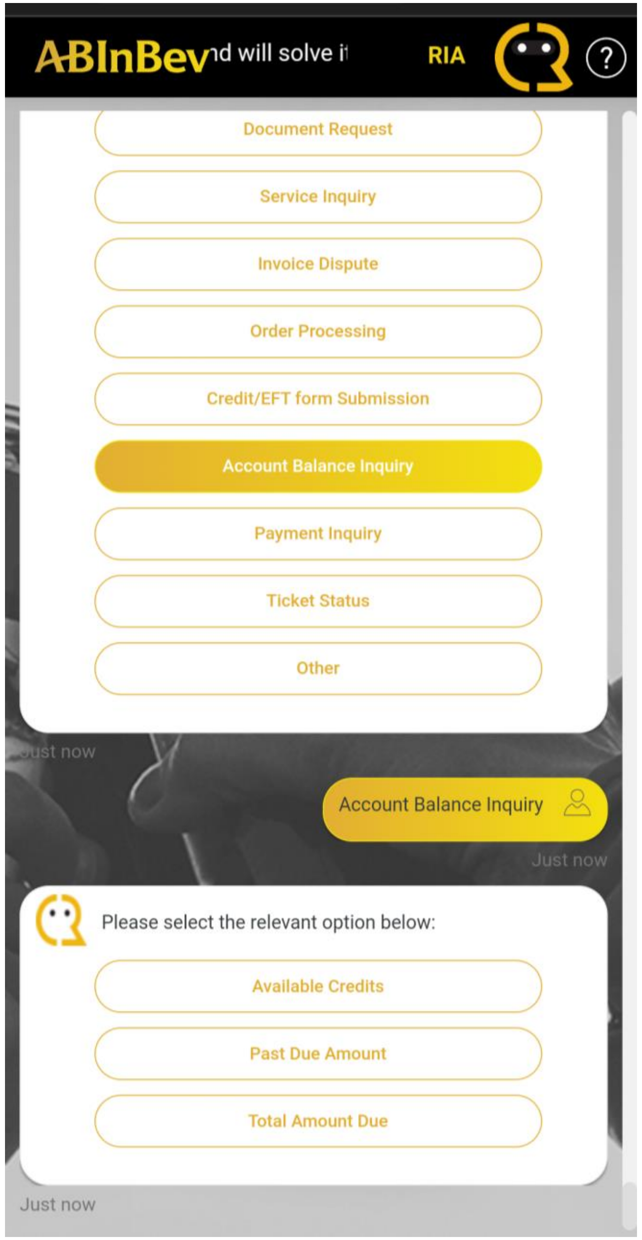
- To submit your Credit Application or EFT form, select “Credit/EFT Form Submission” and choose which form you want to submit
- Attach the filled out form in the chat
- Your request would be sent out to the appropriate team to verify and resolve within 6 Business Days





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



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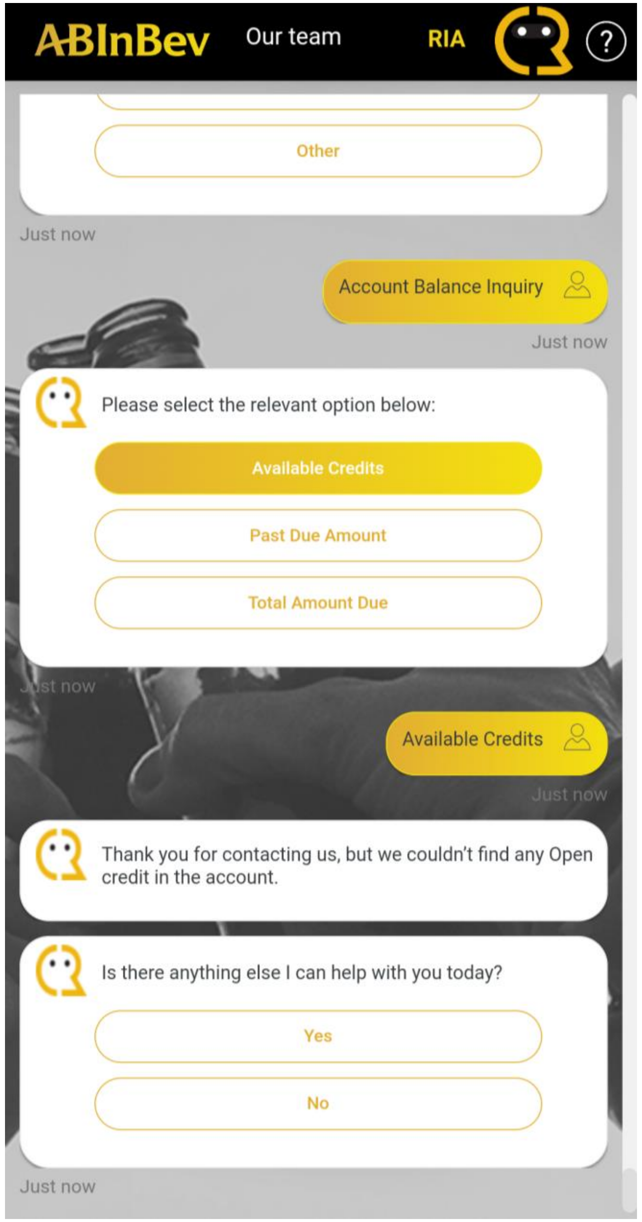
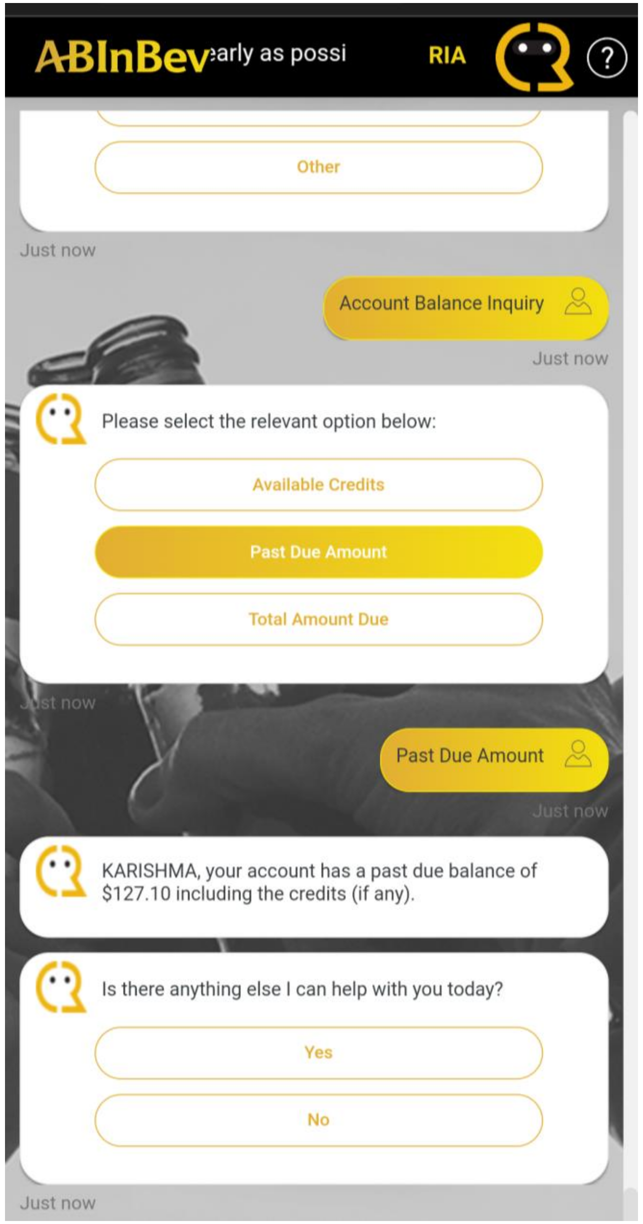
5.1. Available Credits

- 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



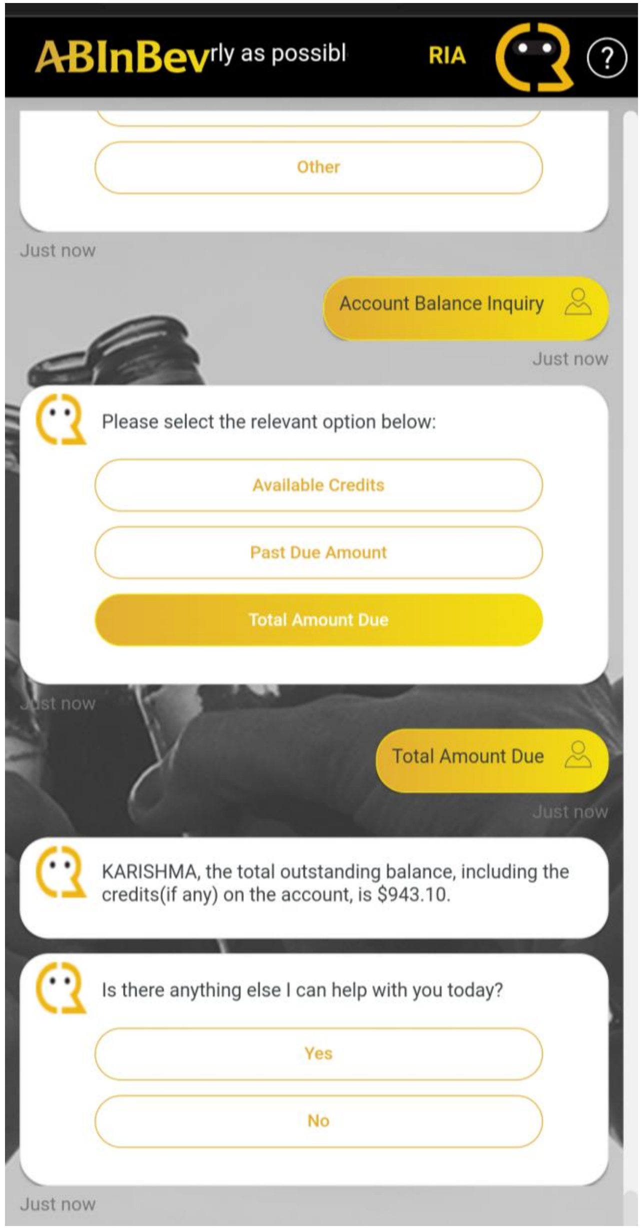
5.2. Past Due Amount

- 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



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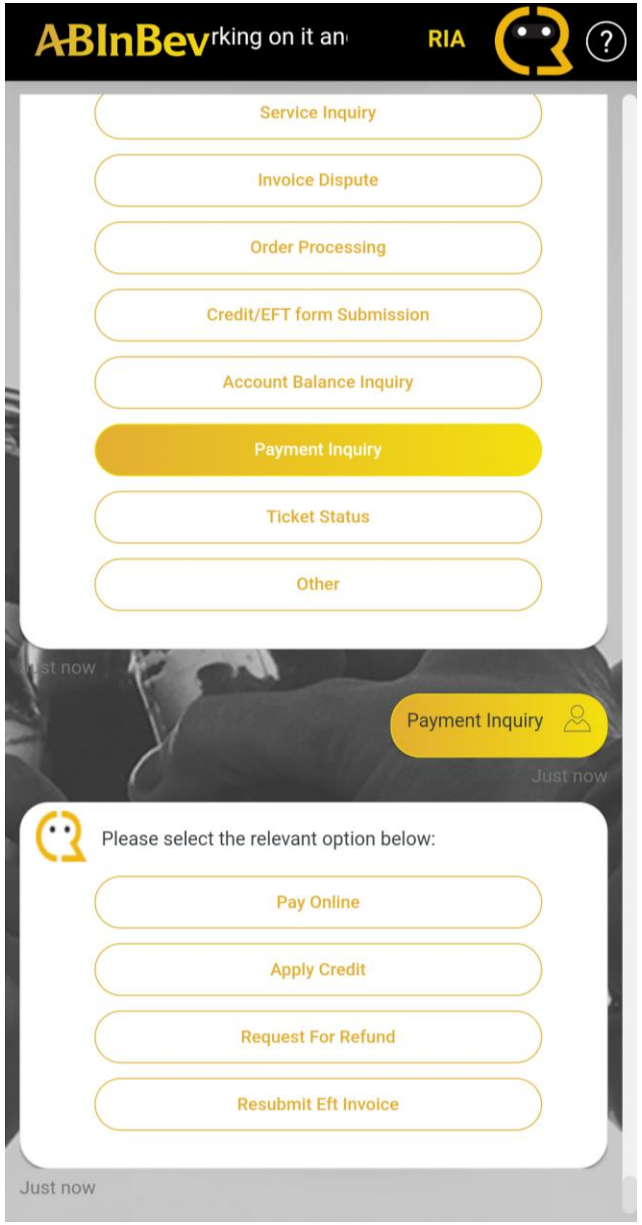
6. Payment Inquiry

- 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



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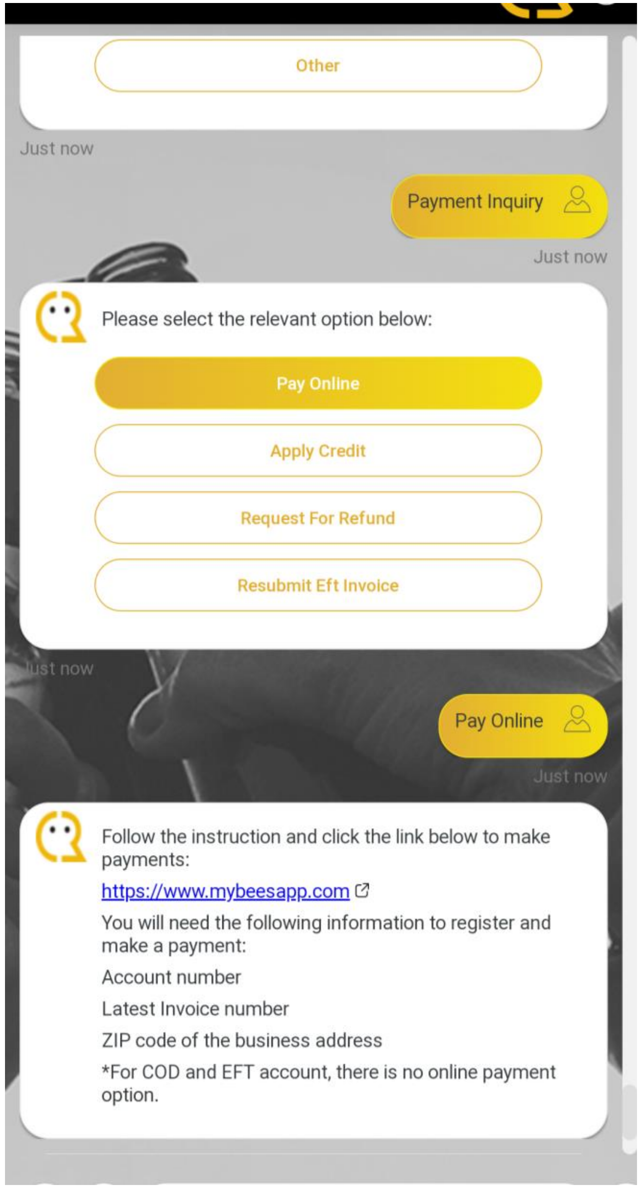
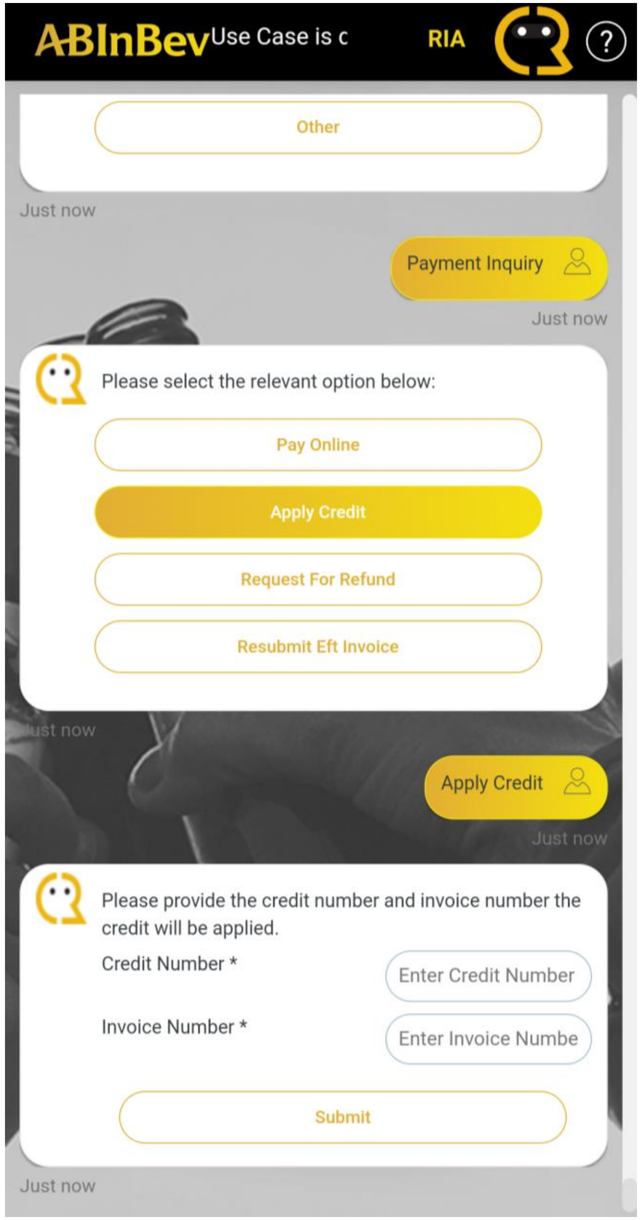
6.1. Pay Online

- 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



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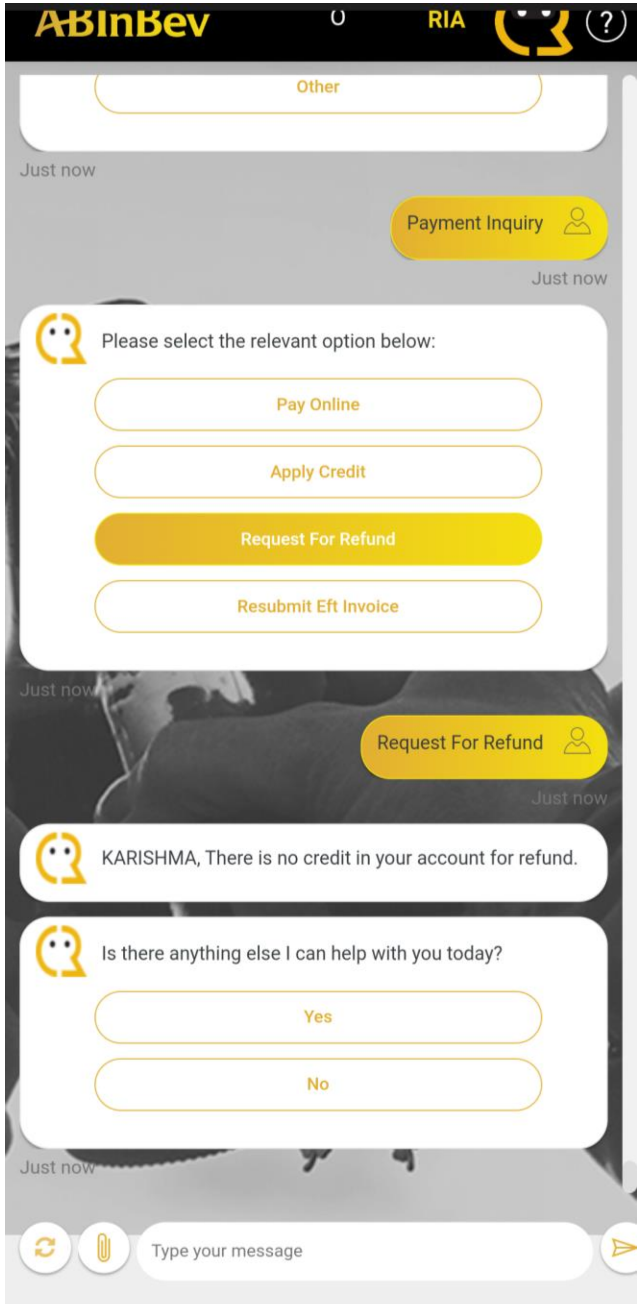
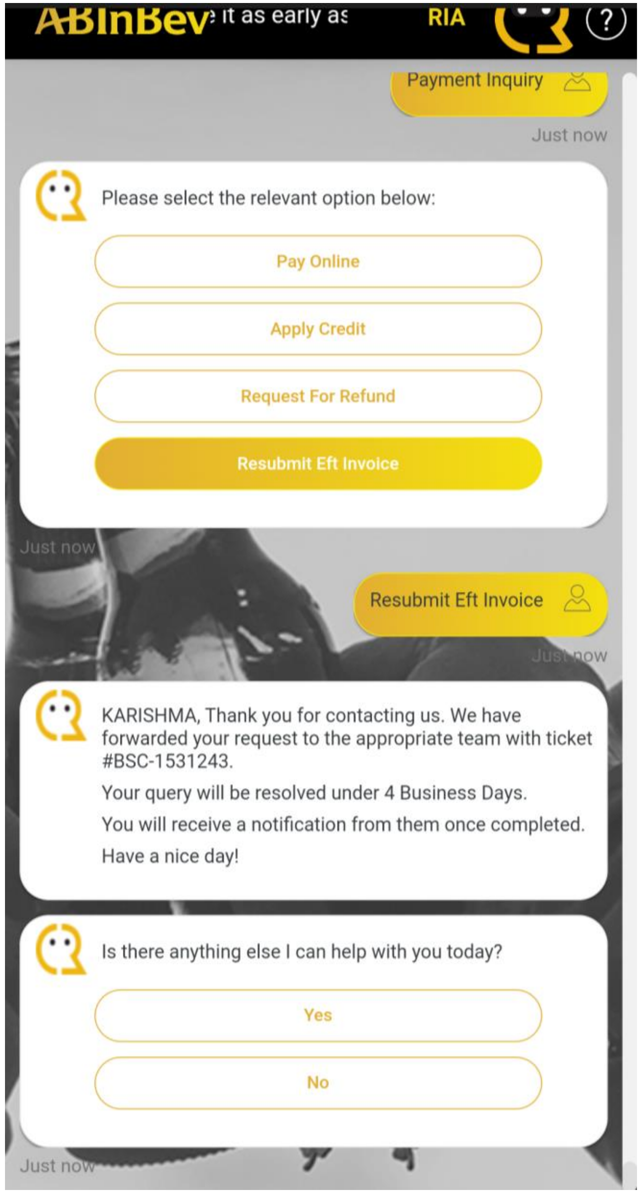
6.3. Request For Refund

- 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



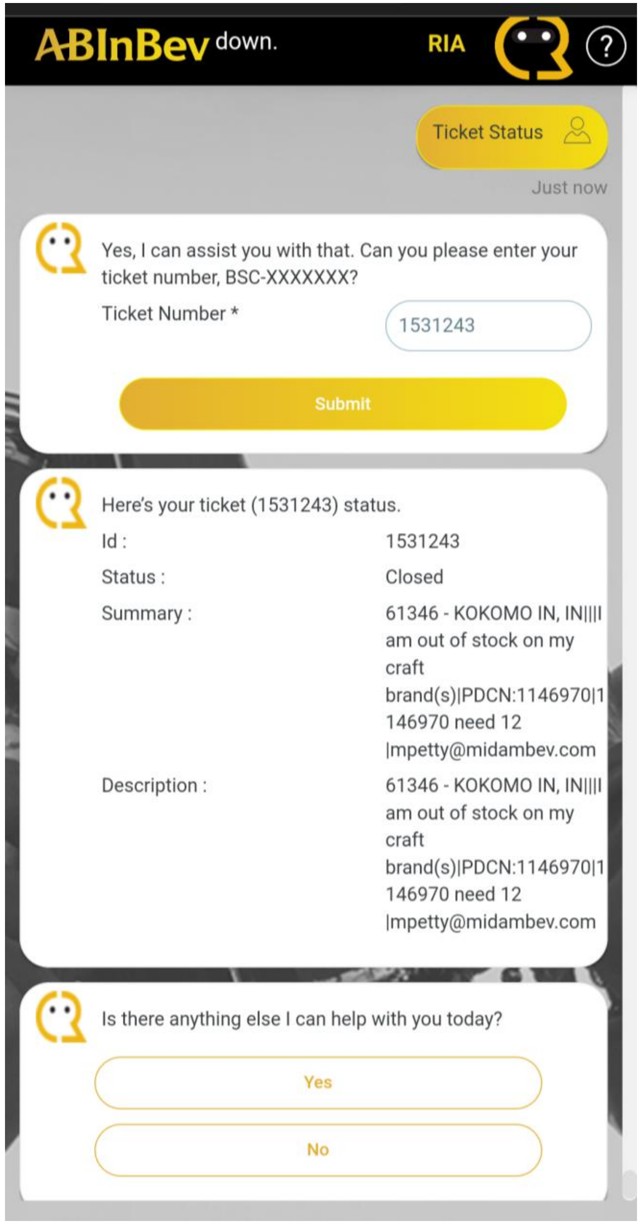
6.4. Resubmit EFT Invoice

- 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

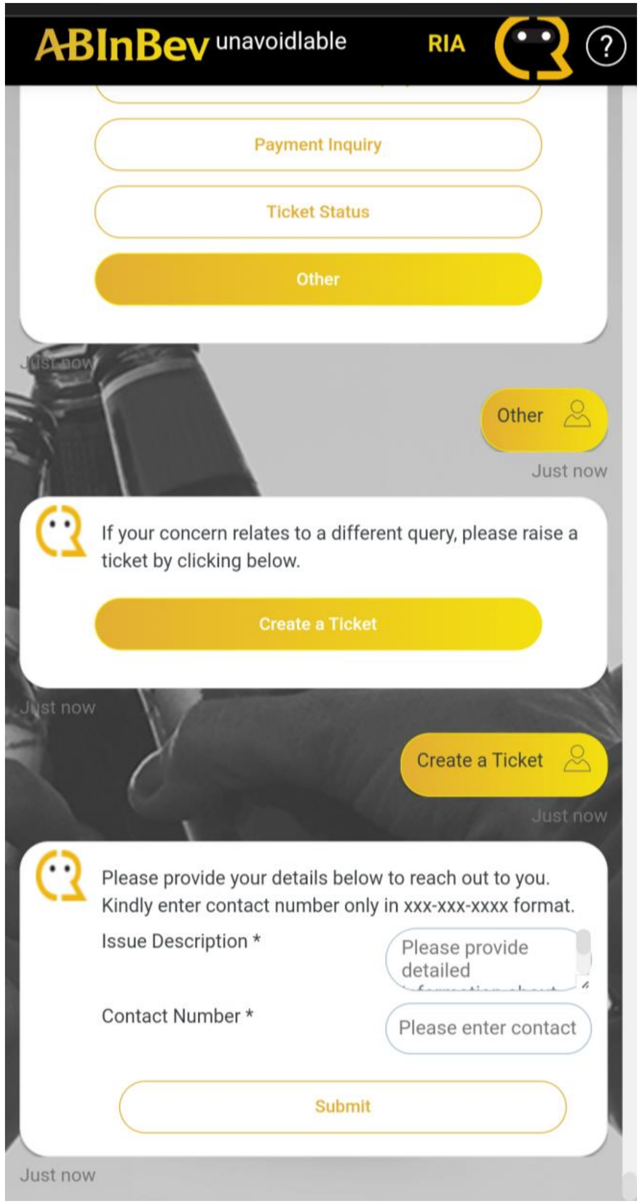
- To know the status of your ticket, select "Ticket Status" and enter the Ticket Number provided to you when you had created your ticket
- The status of your ticket will appear upon submitting

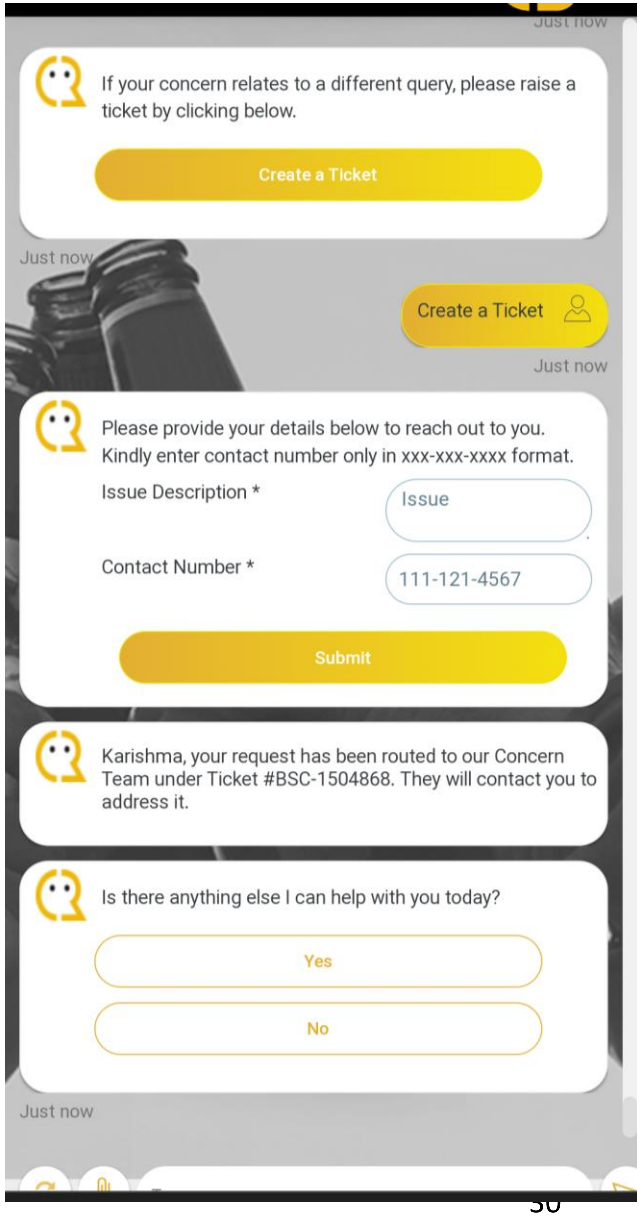


8. Other

- 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





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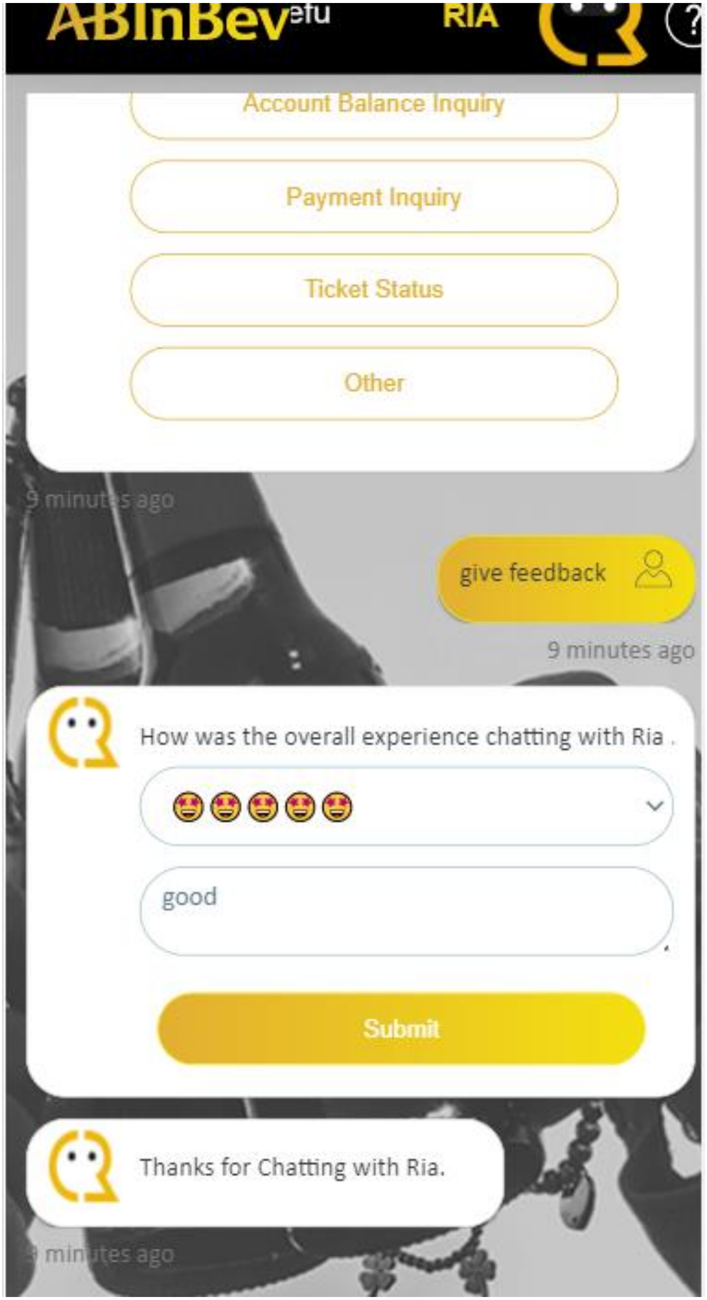
Feedback

- 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



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Thank You

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