

Dear Valued Business Partner,

Please select your language preference below:

- [Spanish](#)
- [English](#)
- [German](#)

Bienvenidos al asistente virtual de Clariant “Clara”

Clara puede responder a preguntas acerca del estado de sus facturas y la fecha de pago de estas, sólo necesita su código de proveedor y la referencia/número de las facturas por las que pregunta.

¿Cómo usar Clara?

1. Vaya a <https://www.clariant.com/es/Company/Procurement-Services/Invoice-Submission>
2. Desplace la página hasta que vea el icono negro ‘Chat with Clara’ y clique en él.

Smarter, greener, faster

Electronic invoices are a proven way to speed up invoice processing and reduce environmental impact. Thousands of our suppliers across the globe have switched to electronic invoicing to date.

Try it today!

- Help Clariant process your invoice in a timely way
- Save on postal services
- Help support the environment

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Frequently Asked Questions

What are the general requirements for invoices?



3. Seleccione el idioma en el que quiere hacer la consulta (inglés, español o alemán):

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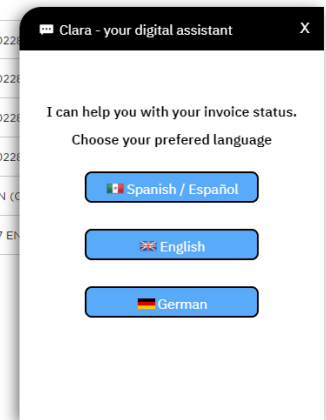
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4. Seleccione la opción “Obtener estado de facturas”

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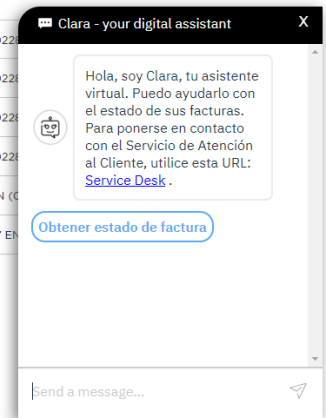
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- Clara le preguntará por su código/número de proveedor, recuerde que es un número de 6 dígitos, puede encontrarlo en su orden de compra.
- Después le preguntará por la referencia o número de su factura. Recuerde escribir el número/referencia exacta de la factura o Clara no podrá ayudarle.

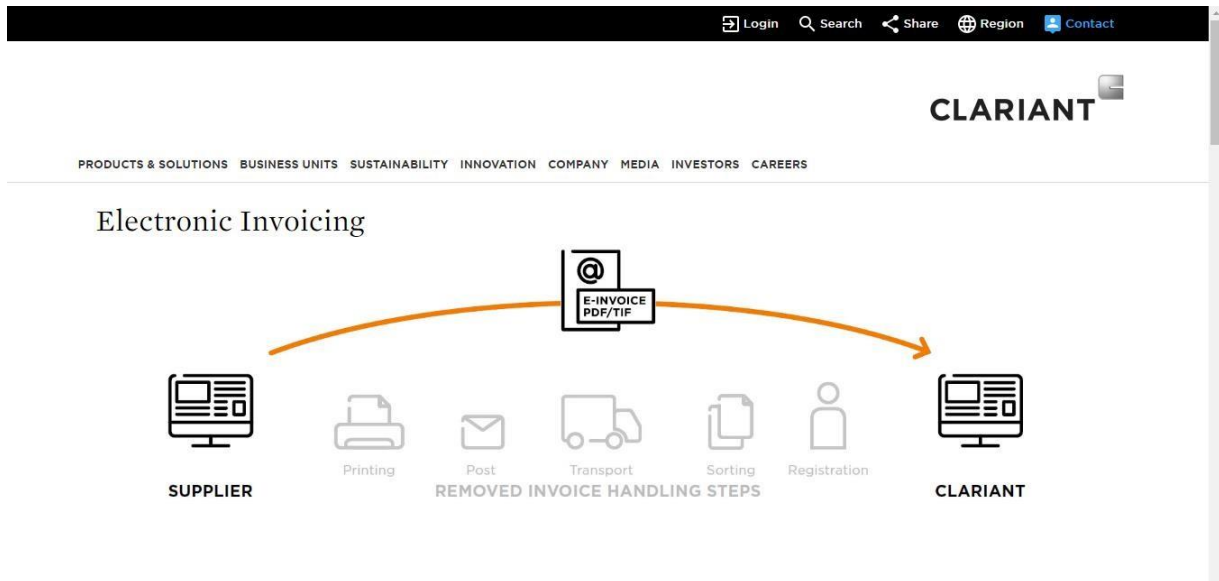
Si tiene problemas para usar Clara puede contactarnos en gbs.clara@clariant.com.

Welcome to Clariant's Chatbot "Clara"

Clara can answer your questions about invoice status and payment dates. You only need to know your vendor's code (six-digit number) and your invoices reference.

How to use Clara?

1. Go to <https://www.clariant.com/en/Company/Procurement-Services/Invoice-Submission>
2. Scroll down until you see the black icon 'Chat with Clara' and click.



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3. Select your language preference (English, Spanish or German):

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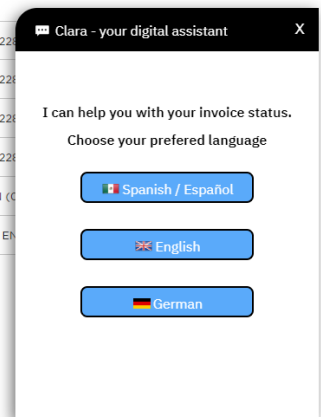
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Frequently Asked Questions

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4. Click on “Get invoice status”

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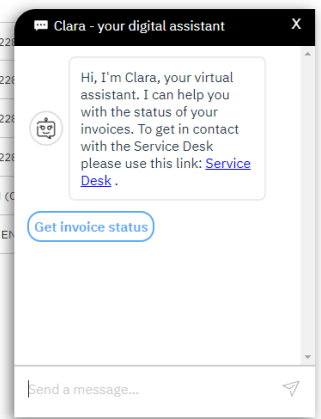
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Frequently Asked Questions

What are the general requirements for invoices?

- Clara will ask you for your vendor’s code, remember that it is a six-digit number. You can find it on your purchase order.

- After that, Clara will ask you for invoice number/reference. Remember to type the exact reference or Clara will not be able to answer.

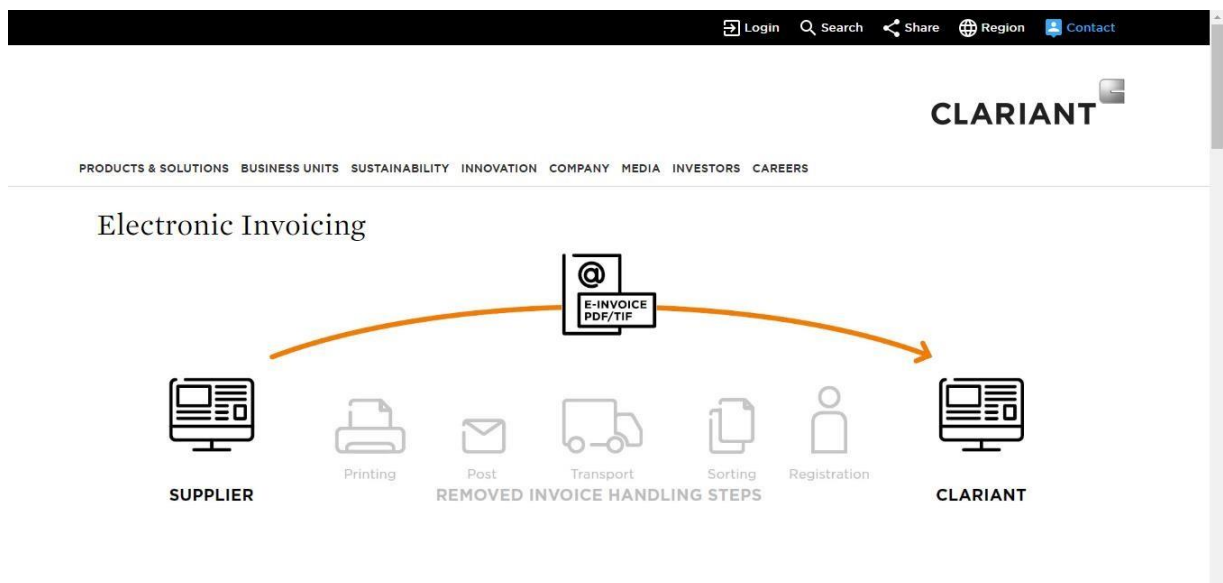
If you are having problems using Clara or need further assistance, please contact us in gbs.clara@clariant.com.

Willkommen beim Clariant-Chatbot "Clara"

Clara kann Ihre Fragen zu Rechnungsstatus und Zahlungsterminen beantworten. Sie brauchen nur Ihre Lieferantenidentifikationsnummer (sechstellige Nummer) und Ihre Rechnungsreferenz.

Wie benutzt man Clara?

1. Verwenden Sie die Webseite: <https://www.clariant.com/en/Company/Procurement-Services/Invoice-Submission>
2. Scrollen Sie nach unten, bis Sie das schwarze Symbol "Chat mit Clara" sehen, und klicken Sie darauf.



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Frequently Asked Questions

What are the general requirements for invoices?



3. Wählen Sie Ihre bevorzugte Sprache (Englisch, Spanisch oder Deutsch)

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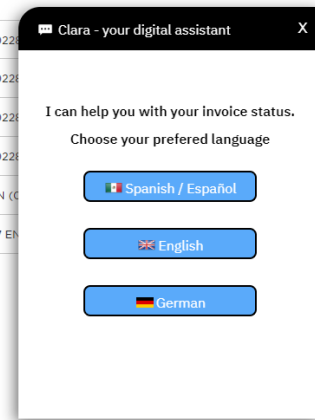
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4. Klicken Sie auf „Get invoice status“

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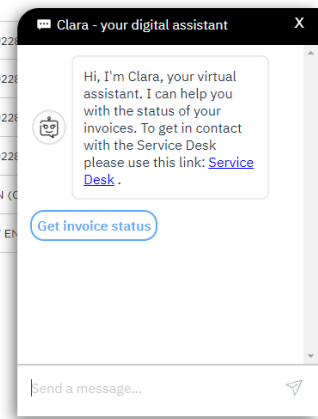
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Frequently Asked Questions

What are the general requirements for invoices?

- Clara wird Sie nach Lieferantenidentifikationsnummer fragen (sechsstellige Nummer). Sie finden sie auf Ihrer Bestellung.
- Danach fragt Clara nach der Rechnungsnummer/Referenz. Bitte geben Sie eine genaue Referenz ein, sonst kann Clara nicht antworten.

Falls Sie Probleme bei der Verwendung von Clara haben oder weitere Hilfe benötigen, wenden Sie sich bitte an uns unter gbs.clara@clariant.com.