

Bienvenidos al asistente virtual de Clariant "Clara".

Clara puede responder a preguntas acerca del estado de sus facturas y las fechas de pago de las mismas, 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 la bandera mexicana:

| 글 Inicio de sesión 🔍 Buscar < Compartir 🌐 Región 📕 Contacto                                                                                                                                                                  |                                                                            |  |  |
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| PRODUCTOS Y SOLUCIONES BUSINESS UNITS SUSTENTABILIDAD INNOVACIÓN COMPAÑÍA MEDIA INVERSIONISTAS CARREF                                                                                                                        |                                                                            |  |  |
| Electronic Invoicing                                                                                                                                                                                                         |                                                                            |  |  |
| Printing<br>Printing<br>SUPPLIER<br>Printing<br>Post<br>Post<br>Transport<br>Sorting<br>REMOVED INVOICE HANDLING STEPS                                                                                                       | Registration                                                               |  |  |
| Smarter, greener, faster IMPORTA<br>Electronic invoices are a proven way to speed up invoice processing and reduce<br>environmental impact. Thousands of our suppliers across the globe have switched to<br>Inicio de sesión | NT LINKS<br>nline Invoice Form<br>Q Buscar 🗲 Compartir 🌐 Región 볼 Contacto |  |  |
| Smarter, greener, faster                                                                                                                                                                                                     | IMPORTANT LINKS                                                            |  |  |
| Electronic invoices are a proven way to speed up invoice processing and reduce<br>environmental impact. Thousands of our suppliers across the globe have switched to<br>electronic invoicing to date.                        |                                                                            |  |  |
| Try it today!                                                                                                                                                                                                                |                                                                            |  |  |
| Help Clariant process your invoice in a timely way                                                                                                                                                                           | FLYER E-INVOICING GUIDE 2018 ES (0.49 MB)                                  |  |  |
| Save on postal services                                                                                                                                                                                                      | TEMPLATE THE PERFECT INVOICE EN (0.03 👱                                    |  |  |
| Help support the environment                                                                                                                                                                                                 | TEMPLATE INVOICE AUSTRALIA 2017 EN (0.4 👱                                  |  |  |
| Use our online form to send us your invoice!                                                                                                                                                                                 | HACER UNA PREGUNTA (MEXICO<br>ONLY)                                        |  |  |



3. Junto a la bandera, seleccione la opción "click aquí" y se abrirá la ventana del asistente virtual

| Smarter, greener, faster                                                                                                                                                                                              | IMPORTA<br>Clara - su asistente virtual.                                                        |
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| Electronic invoices are a proven way to speed up invoice processing and reduce<br>nvironmental impact. Thousands of our suppliers across the globe have switched to<br>electronic invoicing to date.<br>Fry it today! | O     Hola, Soy Clara, su asistente virtu     Le puedo ayudar con     Obtener estado de factura |
| <ul> <li>Help Clariant process your invoice in a timely way</li> <li>Save on postal services</li> <li>Help support the environment</li> <li>Use our online form to send us your invoice!</li> </ul>                   | TEMPLATE TH                                                                                     |
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|                                                                                                                                                                                                                       | Cla:<br>el e<br>par                                                                             |
|                                                                                                                                                                                                                       | 1                                                                                               |

- 4. Seleccione la opción "Obtener estado de facturas"
  - Clara preguntará por su código/número de proveedor, recuerde que es un número de 6 dígitos, el mismo usado para subir sus facturas al Portal, también puede encontrarlo en su orden de compra.
  - Después preguntará por la referencia de sus facturas. Recuerde escribir el número/referencia exacto de la factura o Clara no podrá ayudarle.

Si tiene problemas para usar Clara puede contactarnos en <u>gbs.clara@clariant.com</u>.



Welcome to Clariant's Chatbot "Clara".

Clara can answer your questions about invoices 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 <a href="https://www.clariant.com/en/Company/Procurement-Services/Invoice-Submission">https://www.clariant.com/en/Company/Procurement-Services/Invoice-Submission</a>
- 2. Scroll down until you see the Mexican Flag.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CLARIANT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| PRODUCTS & SOLUTIONS BUSINESS UNITS SUSTAINABILITY INNOVATION COMPANY MEDIA INVEST                                                                                                                                                                                                                                                                                                                                                                                                                      | ORS CAREERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Electronic Invoicing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Printing Post Transport S<br>REMOVED INVOICE HANDLING S                                                                                                                                                                                                                                                                                                                                                                                                                                                 | orting<br>Registration<br>TEPS CLARIANT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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3. Near the Mexican Flag, choose the option "Click here" and Clara window will pop up

| PRODUCTS & SOLUTIONS BUSINESS UNITS SUSTAINABILITY INNOVATION COMPANY MEDIA INVESTORS | AS CAREERS 🔍 Search < Share 📮 Contact                                |
|---------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| Smarter, greener, faster                                                              | IMPORTANT LINKS                                                      |
| Electronic invoices are a proven way to speed up invoice processing and reduce        | Clara - su asistente virtual. X                                      |
| electronic invoicing to date.                                                         | Hola, Soy Clara, su asistente virtual.<br>DOWNLC Le puedo ayudar con |
| Try it today!                                                                         | FLYER E-INVC                                                         |
| • Help Clariant process your invoice in a timely way                                  |                                                                      |
| Save on postal services                                                               |                                                                      |
| Help support the environment                                                          | TEMPLATE IN                                                          |
| Use our online form to send us your invoice!                                          |                                                                      |
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4. By default, Clara will speak Spanish, you can change the language by just typing "English" or sentences like "Can we speak in English?"

| marter, greener, faster                                                                                                                                                                         | IMPORTANT                   | LINKS                                                                   |
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| <ul> <li>y it today!</li> <li>Help Clariant process your invoice in a timely way</li> </ul>                                                                                                     | FLYER E-INVC<br>TEMPLATE TH | Le puedo ayudar con                                                     |
| <ul> <li>Save on postal services</li> <li>Help support the environment</li> <li>Jse our online form to send us your invoice!</li> </ul>                                                         |                             | Can we speak in english?                                                |
|                                                                                                                                                                                                 | For<br>Cla:                 | I can help you finding information<br>about your invoices               |
|                                                                                                                                                                                                 | her                         |                                                                         |

5. Click on Get invoice status

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

- After that, Clara will ask 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 <u>gbs.clara@clariant.com</u>.