St. Paul MN 55102 USA



Ecolab Invoice Inquiry Assistance Overview

This document provides general information regarding Accounts Payable Assistance.

Failure to follow any of these requirements may delay inquiry responses.

Overview

Ecolab utilizes ServiceNow as their workflow solution to enhance the inquiry resolution process.

- Emails are converted into ServiceNow cases, and all cases are assigned a Universal Request Number (UR#). You may be asked for your case number, and it is located the subject line of the email.
- All communications are handled via the ServiceNow tool internally at Ecolab, so your emails may look a little different. Emails will be from SNProd@ecolab.com; see examples below.

General Inquiry Requirements

Topic	Example	Requirement
Case Creation	A new case has been operand Universal Request Number : UR0115915 Case Operand : 0.2-26.2005 11.20.02 AM CST Case Subject : RE: Return 15/18970 PW: Ecolab Account # 505934976 Case Subject : RE: Return 15/18970 PW: Ecolab Account # 505934976 Case Subject : RE: Return 15/18970 PW: Ecolab Account # 505934976 Case Subject : RE: Return 15/18970 PW: Ecolab Account # 505934976 Case UR0115916 has been operand. White sport case is open and under review, you can provide additional information by replying to this email. Our feath FV Ecolab associates: The original requestor for this case can visit MyEcolab - MyRequests to view and add spetate this case. Usual Vision Subject - Research -	When you email our Ecolab helpdesk with an inquiry, ServiceNow creates a case and assigns you a Universal Ticket Number (UR#). If you are sending any follow-up emails on the same subject, please make sure to include the UR# in the subject line of the email so all cases are grouped and we can avoid delays in resolution from multiple/duplicate cases.
Case Update/ Information Required	Comments Added Universal Request Number : UBS191367. Case Opened : 0-42-5-205 69:23-41 PM CDT Case Subject : Invoices request Account Number : 0505659904 Account Number : 74800. RESIDENCES Account Number : 10505659904 Case Additional Comments : Resting additional comments field to show how it is populated on the email notification. This case has been quicked. Please review the additional comments, as soled above. You can provide additional information by replicing to the small comprehence for comments. For Ecolab associates: The original requestor for this case can alternatively visit the ticolab > Myflequests to view and aduptedes to this case.	Inquiries must contain all necessary information for case resolution, including but not limited to: 1. Supplier Invoice Number (as shown on your submitted invoice) 2. Invoice Submission Date 3. Total Invoice Amount Due 4. PO Number or EIN (Employee ID) Reference Additional information may be requested from you to help resolve your case. Please reply to the email with the necessary information.
Case Resolution	Total Industration Total Press, to Public Stide Establic com C Privacy Policy C Privacy Policy C This case has been resolved Universal Request Number : US0191337	When Ecolab resolves a case, Ecolab will email the resolution to all recipients of the original email. In addition, the original requestor of the inquiry will receive an email asking them if the case resolution is
	Case Spened : 04-25-2028 03:244 FM CDT Case Subject : Invoices request Persolution Notes : Testing resolution notes field to show how this field is populated on the email ordination. Your case has been recoived. - Select Apparent to conclude this case. - If you require additional information or believe this issue remains unresolved, select flight to have this case required. Please do not respond to this email. To re-open the case, your must released flight. For Ecosia bescales. The original requestor for this case can visit MyEcosiab > MyRequests to review and approve or repet this case. Estated Insequences 1 forms first, st. Prut ANI SIGIZ Ecosiah.com ©* Privacy Pulley ©*	APPROVED or REJECTED. Select APPROVE if you agree the case is resolved, no further action is needed. Select REJECT if you need further assistance with the case. The original requester can reject the resolution within 7 calendar days of email receipt. By clicking the REJECT link, the case will remain open and you can then reply to the last email with further detail. Emails into resolved cases will not re-open the case, only clicking the reject button will re-open the case.
		After 7 calendar days, the case will be officially closed in our system and cannot be opened. If you need further support on a closed case, you will need to send a NEW email , and a new case will then be created.





1 Ecolab Place St. Paul MN 55102 USA

Email Addresses for Assistance

Type of Invoice	Email address	Country
EBS (10-digit PO starting with 550 or 8-digit EIN)	AP_Inquiry@Ecolab.com	US & Canada
NSAP (10-digit PO starting with 450 or 8-digit EIN)	apinquiries@Nalco.com	US & Canada
MyBuy (17-digit PO starting with MBP)	mybuypayments@Ecolab.com	US & Canada

Thank you in advance for complying with these requirements.

