

Nalco Credit Requirements

We want to work with you and provide a summary of **Credit and Rebate requirements** to ensure timely processing. Thank you in advance for your continued support:

General Credit Submission Requirements

What we need you to do:	What is not acceptable?
Credit sent as individual PDF attachments	Credits send in Zip files, one large PDF containing multiple credits, statements.
PDF attachments are visible when the email is opened	Credits are embedded via hyperlinks or other emails
Credits must clearly reference a Nalco-approved Return PO# or Original PO# , provided to you by your Ecolab Contact	No reference to Return PO# or original PO# on your credit submission
The bill-to address for the correct country and Nalco entity (Nalco US, Nalco CA)	The bill-to on the credit references Nalco but the PO references Ecolab
Credits sent to one of the intake email addresses below	Credits being sent to multiple intake email addresses not listed below
Unapplied credits should be reconciled with the AP Help Desk	Unapplied credits cleared by the supplier via an outstanding invoice
Rebate tied to specific PO's or invoices → otherwise obtain from your Procurement Contact	Rebates tied to volume agreement with no specific PO or Invoice included
All applicable credits on one document , other additional fees are on a separate invoice	Any other fees included on the credit (restocking fees for example)

Credit Intake Emails

Credits should be sent to the same Bill-To address where you send invoices for payment

Type of Invoice	Mail Invoices	Electronic Invoices	Country
Freight	PO Box 2994 Chesterton, IN 46304	1111@invoices.nalco.com	US
	PO Box 2866 Chesterton, IN 46304	1111@invoices.nalco.com	Canada
PO and Non-PO	PO Box 2143 Chesterton, IN 46304	1001@invoices.nalco.com	US
	PO Box 2866 Chesterton, IN 46304	2001@invoices.nalco.com	Canada

General Rebate Submission

A Rebate submission should reference specific Purchase Orders or invoices. If the rebate is not specific to any PO's or invoices, obtain the correct EIN # from your Ecolab Contact to reference as shown in the example below.

Credits or Rebates not tied to a Order or Invoice	
The Ecolab employee's full 6 or 8-digit Employee Identification Number (EIN), with "EIN" preceding the number	
Invoice Date	
Customer No.	
Reference No.	EIN 12345678

We want to continue to strengthen our partnership, if you have questions or feedback on this process, please contact the **AP help desk at apinquiries@nalco.com**.

Last updated 3.3.2023

