

Ecolab Invoice Inquiry Assistance Overview

This document provides general information regarding Accounts Payable Assistance.

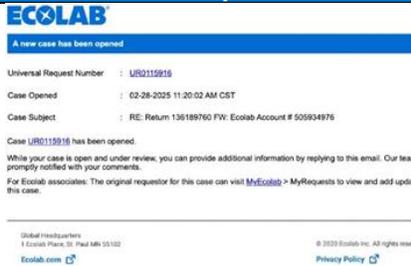
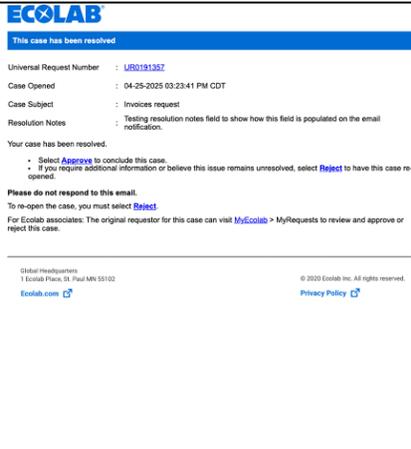
Failure to follow any of these requirements may delay inquiry responses.

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	 <p>The screenshot shows an email titled "A new case has been opened" with details for Universal Request Number UR0115916, Case Opened on 02-28-2025 11:20:02 AM CST, and Case Subject RE: Return 136189760 FW: Ecolab Account # 505834976.</p>	<p>When you email our Ecolab helpdesk with an inquiry, ServiceNow creates a case and assigns you a Universal Ticket Number (UR#).</p> <p>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.</p>
Case Update/ Information Required	 <p>The screenshot shows an email titled "Comments Added" with details for Universal Request Number UR0191367, Case Opened on 04-25-2025 03:23:41 PM CDT, and Case Subject Invoices request.</p>	<p>Inquiries must contain all necessary information for case resolution, including but not limited to:</p> <ol style="list-style-type: none"> 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 <p>Additional information may be requested from you to help resolve your case. Please reply to the email with the necessary information.</p>
Case Resolution	 <p>The screenshot shows an email titled "This case has been resolved" with details for Universal Request Number UR0191367, Case Opened on 04-25-2025 03:23:41 PM CDT, and Case Subject Invoices request.</p>	<p>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 APPROVED or REJECTED.</p> <p>Select APPROVE if you agree the case is resolved, no further action is needed.</p> <p>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.</p> <p>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.</p>





Ecolab Accounts Payable Team
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.

Last updated 06.12.2025

