

# Ecolab Invoice Inquiry Assistance Overview

This document provides general information regarding North America Accounts Payable Assistance.

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

## Overview

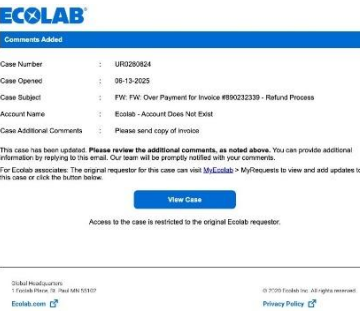
Ecolab utilizes ServiceNow as their workflow solution to enhance the inquiry resolution process.

- 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 will be located in 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. Email responses will be from [SNProd@ecolab.com](mailto:SNProd@ecolab.com) and not the original email address used to open the case. Below are email addresses to use to open a ServiceNow case for an invoice inquiry.

## 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 |

## General Inquiry Requirements

| Topic                | Example                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Requirement                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>Case Creation</b> |  <p>The screenshot shows an email from Ecolab with the subject 'A new case has been opened'. It contains details for Case Number: UR0208008, Case Opened: 06/15/2025, and Case Subject: Pumps &amp; Controls - Invoice# 30581298. It also includes a 'View Case' button and a note that access to the case is restricted to the original Ecolab requester.</p>                                                                                                                 | <p>When you email our Ecolab help desks 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> |
| <b>Case Update</b>   |  <p>The screenshot shows an email from Ecolab with the subject 'Comments Added'. It contains details for Case Number: UR0208008, Case Opened: 06/15/2025, Case Subject: PVP: PVP: Over Payment for Invoice #890232339 - Refund Process, Account Name: Ecolab - Account Does Not Exist, and Case Additional Comments: Please send copy of invoice. It also includes a 'View Case' button and a note that access to the case is restricted to the original Ecolab requester.</p> | <p>Inquiries must contain all necessary information for case resolution, including but not limited to:</p> <ol style="list-style-type: none"> <li>1. Supplier Invoice Number (as shown on your submitted invoice)</li> <li>2. Invoice Submission Date</li> <li>3. Total Invoice Amount Due</li> <li>4. PO Number or EIN (Employee ID) Reference</li> </ol>                      |

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| <p><b>Case Resolution</b></p> |  <p>The screenshot shows the Ecolab Case Resolution interface. It includes a header with the Ecolab logo and a 'Action Required' banner. Below this, there are details for a specific case: Case Number (UFG227896), Case Opened (05-23-2025), Case Subject (Request for approval / REQUEST000608 / Exception Payment / AT10 CZ AR 2025 POS FINAL), Account Name (ECOLAB), and Resolution Notes (Payment done 14350MG2525). A message states 'Your case has been resolved.' and provides instructions to click 'Accept' to conclude the case or 'Reject' if more information is needed. There are 'Accept' and 'Reject' buttons. Below these, a 'View Case' button is shown. At the bottom, there is a footer with 'Global Headquarters' information, 'Ecolab Place' address, and a 'Privacy Policy' link.</p> | <p>When Ecolab resolves a case, Ecolab will email the resolution to all recipients of the original email. In addition, the <b>original requestor</b> of the inquiry will receive an email asking them to Accept or Reject the case resolution.</p> <p>- <b>Accept:</b> if you are aligned on the resolution click the Accept button so the case can move to a closed status.</p> <p>- <b>Reject:</b> if you need further assistance with the case, you can reject the resolution within 7 calendar days of email receipt. By clicking the Reject button, the case will remain open and you can then reply to the last email with further detail.</p> <p>If you do not click Accept or Reject 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 <b>NEW email</b>, and a new case will then be created.</p> |
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Thank you in advance for complying with these requirements.