Ecolab Accounts Payable Team
1 Ecolab Place
St. Paul MN 55102 USA

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

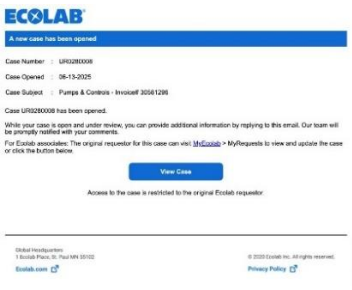
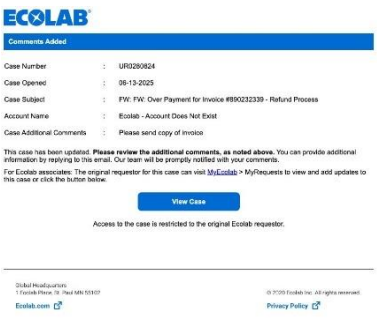
Ecolab utilizes ServiceNow as their workflow solution to enhance the inquiry resolution process.

- 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** 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
Case Creation		When you email our Ecolab help desks 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		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

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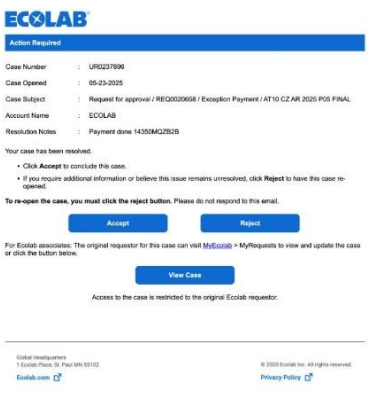
Case Resolution		When Ecolab resolves a case, Ecolab will email the resolution to all recipients of the original email. In addition, the **original requestor** of the inquiry will receive an email asking them to Accept or Reject the case resolution. - **Accept:** if you are aligned on the resolution click the Accept button so the case can move to a closed status. - **Reject:** 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. 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 **NEW email**, and a new case will then be created.

Thank you in advance for complying with these requirements.

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