



solenis.com

Ref: New Solenis Electronic Invoice Presentment and Payment (EIPP) Portal

Dear Valued Customer,

As previously announced, Solenis completed its acquisition of NCH Corporation on October 1, 2025.

Since the deal closed, the Solenis and NCH teams have been working hard to integrate our business systems. We will complete our system transition for North America in October.

As part of this cutover process, a new **Solenis Electronic Invoice Presentment and Payment (EIPP) Portal** has been implemented. This portal is designed to provide a more streamlined, secure, and user-friendly experience for managing your invoices, payments, statements and billing inquiries.

What you need to know.

On **October 7, 2026**, customers should begin using the new Solenis EIPP Portal by going to www.products.solenis.com.

After this date, the legacy EIPP portals (listed below) **will no longer be available** for invoice viewing or payment processing. If you have these bookmarked, you may want to remove them.

US Legacy Portals:

- <https://chemsearchfepayments.nch.com/>
- <https://chemaquapayments.nch.com/>
- <https://certifiedlabspayments.nch.com/>

Canada Legacy Portals:

- <https://chemsearchfecaninvportal.nch.com/>
- <https://chemaquacaninvportal.nch.com/>

What You Can Do in the New Portal

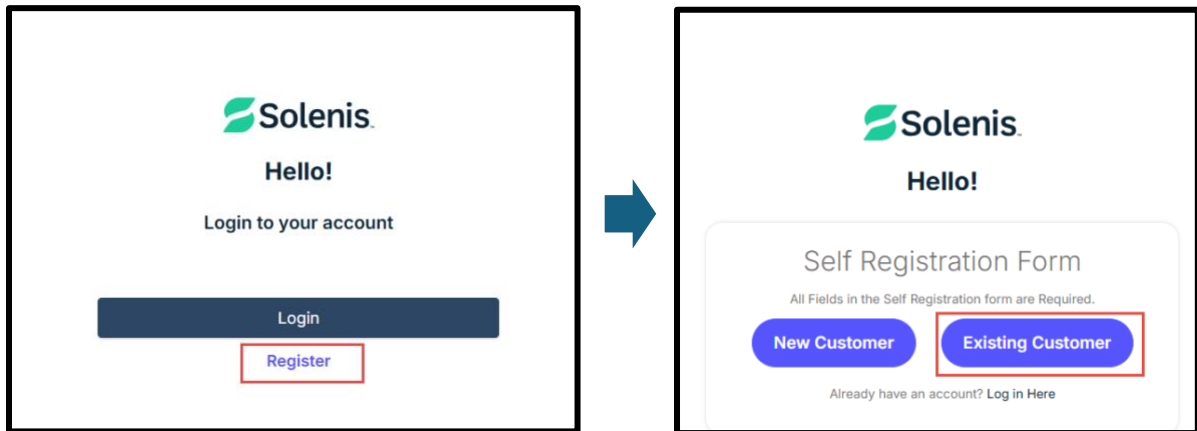
The new portal provides convenient self-service access to:

- View current and historical invoices
- Download invoice copies and account statements
- Make secure online payments via approved payment methods
- Submit invoice disputes and track case status
- Review payment history and download receipts
- Access your account information 24/7 from any location

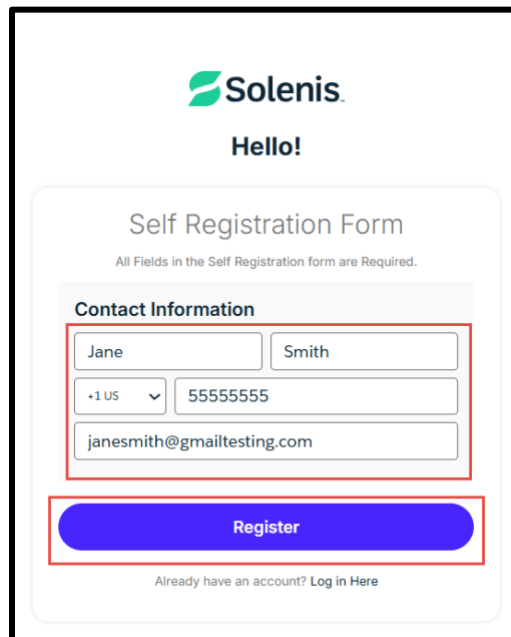
Getting Started

For Existing Portal Users:

1. Visit the Solenis EIPP portal homepage at www.products.solenis.com
2. Select **Register** and then **Existing Customer**.



3. Enter your contact information.

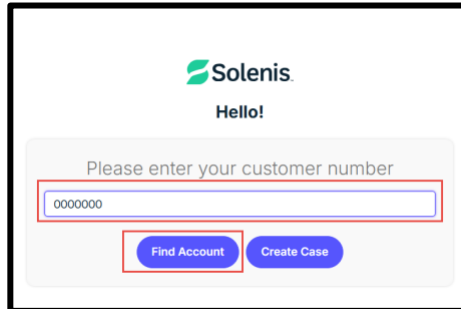


The image shows the "Self Registration Form" with the "Contact Information" section highlighted by a red box. The form includes the following fields:

- First Name: Jane
- Last Name: Smith
- Country: +1 US (dropdown menu)
- Phone Number: 55555555
- Email: janesmith@gmailtesting.com

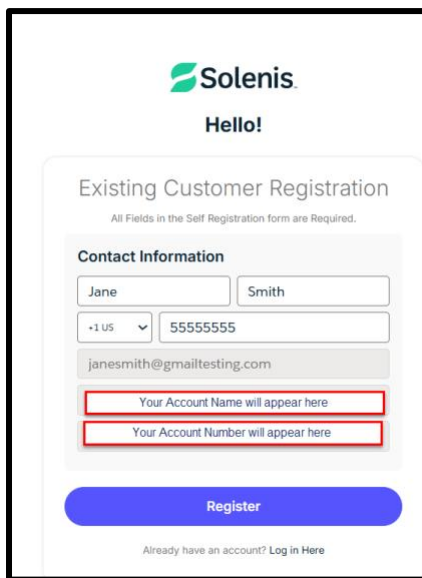
Below the contact information fields is a large blue "Register" button, which is also highlighted with a red box. At the bottom of the form, it says "Already have an account? Log in Here".

4. Enter your Solenis account number, which can be found on your invoice or statement.



The screenshot shows the Solenis login page. At the top is the Solenis logo and the text "Hello!". Below this is a prompt "Please enter your customer number" followed by a text input field containing "0000000". Below the input field are two buttons: "Find Account" and "Create Case".

5. Complete registration and create your login credentials

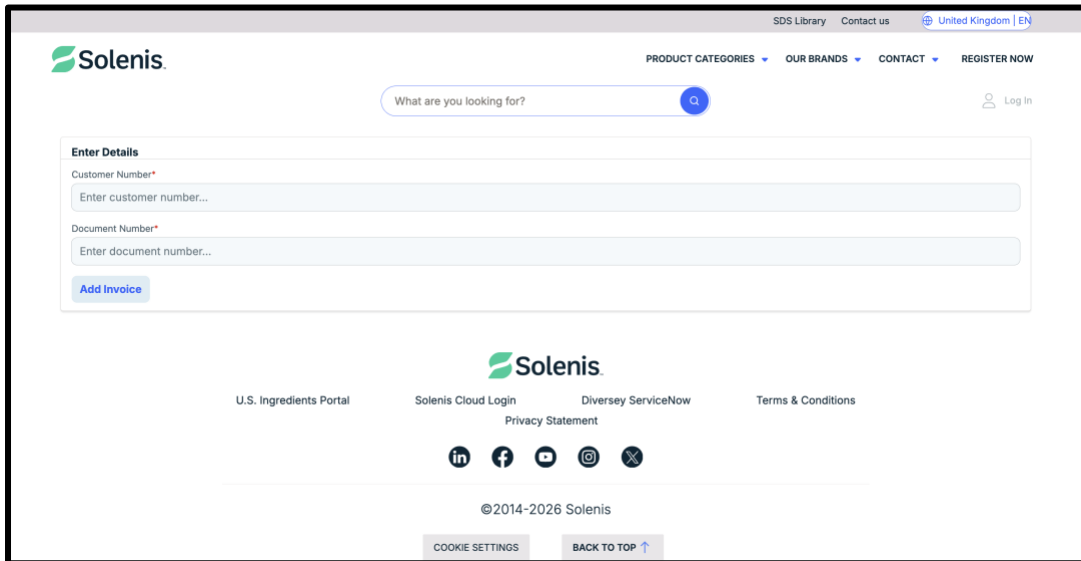


The screenshot shows the Solenis "Existing Customer Registration" form. At the top is the Solenis logo and the text "Hello!". Below this is the title "Existing Customer Registration" and a note "All Fields in the Self Registration form are Required.". The form is divided into sections. The "Contact Information" section includes fields for "Name" (with "Jane" and "Smith" entered), "Country" (a dropdown menu showing "+1 US"), "Phone" (with "55555555" entered), and "Email" (with "janesmith@gmailtesting.com" entered). Below these fields are two red-bordered boxes: "Your Account Name will appear here" and "Your Account Number will appear here". At the bottom of the form is a large blue "Register" button. Below the button is a link: "Already have an account? Log in Here".

Need to Make a One-Time Payment?

Customers who do not wish to create an account can still make payments using the **Guest Payment** feature:

1. Navigate to the Guest Payment page. <https://pay.solenis.com>
2. Enter your Customer Number and Invoice (Document) Number(s) for the invoice(s) you wish to pay.



The screenshot shows the Solenis website with the 'Enter Details' form. The form has two input fields: 'Customer Number*' and 'Document Number*'. Below these fields is an 'Add Invoice' button. The website header includes the Solenis logo, navigation links (PRODUCT CATEGORIES, OUR BRANDS, CONTACT, REGISTER NOW), a search bar, and a 'Log In' link. The footer contains links to the U.S. Ingredients Portal, Solenis Cloud Login, Diversey ServiceNow, Privacy Statement, and Terms & Conditions, along with social media icons and a copyright notice for 2014-2026 Solenis.

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PRODUCT CATEGORIES OUR BRANDS CONTACT REGISTER NOW

What are you looking for?

Log In

Enter Details

Customer Number*

Enter customer number...

Document Number*

Enter document number...

Add Invoice

Solenis

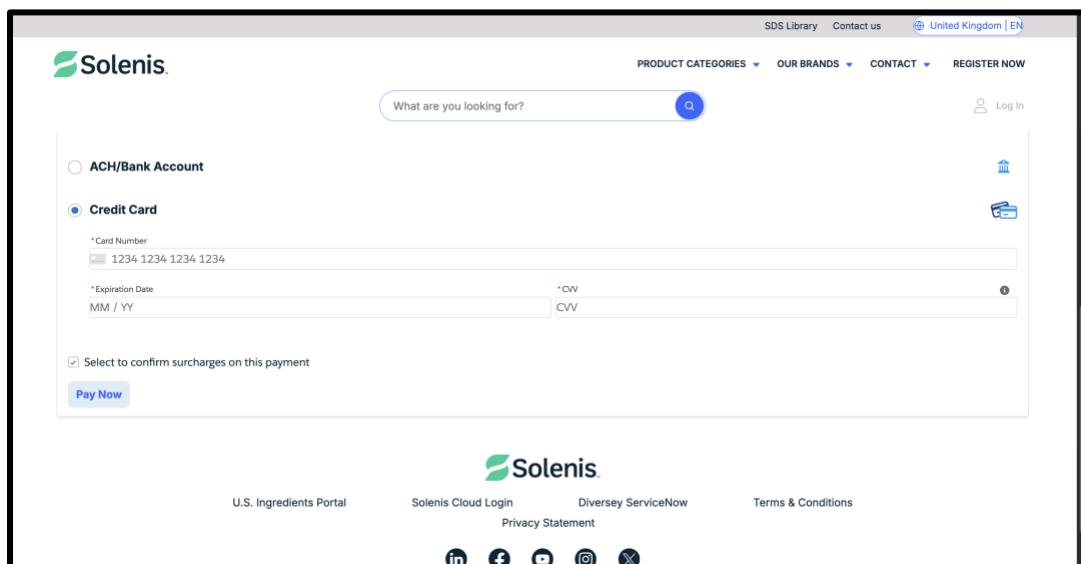
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3. Complete your billing information.



The screenshot shows the Solenis website with the 'Credit Card' payment form. The form has two radio buttons: 'ACH/Bank Account' and 'Credit Card'. The 'Credit Card' option is selected. Below this, there are input fields for 'Card Number' (1234 1234 1234 1234), 'Expiration Date' (MM / YY), and 'CVV'. There is a checkbox for 'Select to confirm surcharges on this payment' and a 'Pay Now' button. The website header and footer are the same as in the previous screenshot.

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PRODUCT CATEGORIES OUR BRANDS CONTACT REGISTER NOW

What are you looking for?

Log In

☐ ACH/Bank Account

☒ Credit Card

* Card Number

1234 1234 1234 1234

* Expiration Date

MM / YY

* CVV

CVV

☒ Select to confirm surcharges on this payment

Pay Now

Solenis

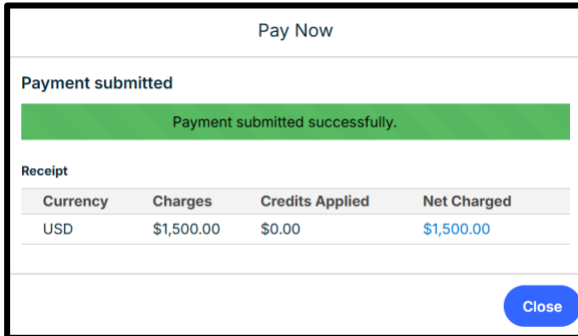
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4. Submit the payment securely.



Pay Now

Payment submitted

Payment submitted successfully.

Receipt

Currency	Charges	Credits Applied	Net Charged
USD	\$1,500.00	\$0.00	\$1,500.00

Close

Frequently Asked Questions

Do I need to create a new account?

- **Yes.** All customers should register for the new portal at products.solenis.com to access invoices, statements, disputes, payment history, and other self-service features.

Will I receive instructions on how to register for the new portal?

- **Yes.** Some instructions are included with this letter. In addition, detailed instructions can be found at <https://pay.solenis.com>.

Can I still use the old portal after October 7, 2026?

- **No.** The existing portal will be retired on October 7, 2026. All future activity should be completed through the new portal.

Where can I find my account number?

- Your Solenis account number can be found on your **invoice or customer statement**.

Can I make a payment without registering?

- **Yes.** The Guest Payment feature allows one-time payments without creating an account.

Can I view invoices and statements online?

- **Yes.** The portal allows you to view, search, download, and export invoices, as well as generate account statements.

Can I submit invoice disputes through the portal?

- **Yes.** You can create and track invoice disputes directly within the portal.

Is there a payment value limit when using the portal?

- No. Payments may be processed for the full value of the invoice or invoices selected for payment using either ACH or a credit card.

What payment methods are supported?

- Available payment methods may include **ACH bank transfer, credit card, or both**, depending on the invoice being paid. Please note Certified Canada can only use ACH bank transfer, credit cards are not accepted.

Will payment confirmations be available?

- **Yes.** After payment submission, a confirmation and receipt will be available for download and future reference.

What if I forget my username or have trouble accessing the portal?

- If you have questions regarding registration, account access, or payments, please contact:

NCH Credit Team
creditcarddesk@solenis.com

Thank you for your continued partnership and cooperation as we transition to the new Solenis EIPP Portal.