

Crowley Maritime Corporation Invoicing Instructions

Effective July 1st, please send your invoices and supporting documents directly to apinvoices@crowley.com. That e-mail will process invoices directly into our ERP tool. Please do not send any other documents or questions to this email address.

In order to efficiently process your payments, we strongly recommend you take these steps:

- Please make sure that your invoices **include a PO Number** or a similar valid reference.
- Please keep in mind that any paper invoices received via mail may suffer significant processing delays.
- Please send statements and questions regarding account balances to vendorinquiries@crowley.com. If you have any questions regarding the attached Crowley Invoicing Instructions, please send an email to COREap@crowley.com and someone from our team will assist you.

We want to make sure that we are contacting the best person in your organization regarding the upcoming changes at Crowley. If you have not provided us with updated contact information, please do so by visiting <http://www.crowley.com/vendors-suppliers/doing-business-with-crowley/>.

All invoices should be submitted as an email attachment to apinvoices@crowley.com

Invoices will be accepted in the following formats:

• TIF	• JPG	• DOC
• TIFF	• PDF	• DOCX

Invoice images can be included in email as follows:

- Single-page invoice in one attachment
- Multiple-page invoice in one attachment
- Multiple invoices in one attachment
 - Insert a blank separator page between invoices
- Single and multiple-page invoices in multiple attachments
- A single invoice **CANNOT** be represented by multiple attachments.
- The subject line of the email **CANNOT** contain the underscore symbol.
- E-mails cannot exceed 10 MB and individual attachments cannot exceed 5 MB.

Organizing invoices in e-mail attachments

If you would like to include supporting page(s) with the invoice, place the supporting page(s) behind the invoice and separate with a blank separator page.

Credit Memos should also be sent as an e-mail attachment. A credit memo image must contain either the words "Credit Note" or "Credit Memo."

Invoice Format

Invoice Headers should include:

- Invoice Number
 - Invoice Date
 - Supplier Name
 - Supplier Address
 - Supplier “Remit To” Address
 - Name of Crowley Contact that Requested Good(s) and/or Services(s)
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Please include the following invoice lines:

Invoice lines should be in **tabular format**.

- Invoice Line Item Number
 - Purchase Order Number
 - Purchase Order Line Item Number
 - Item Description
 - Invoiced Quantity
 - Unit of Measure
 - Unit Price
 - Line Amount
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Include the following in the invoice footer:

- Total Invoice Amount
 - Invoice Currency
 - Freight Amount (if applicable)
 - Tax Amount (if applicable)
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Other Items to Note for Invoicing:

- Avoid hand-written contents and stamp marks
- “Remit to” Addresses should be within the top 25% or bottom 20% of the invoice
- **ALWAYS** reference the PO number(s) that corresponds to the invoice
- Do **NOT** include “PO” in the PO number string
- Do **NOT** send duplicate invoices
- Do **NOT** send invoices to Crowley locations and/or employees directly
- Do **NOT** send paper invoices to Crowley