Dear Supplier,

In a constant effort to improve and simplify the way we work, we offer Crowley’s Supplier Portal to support our e-invoicing options with Crowley.

E-invoicing brings several advantages:

* Faster Invoice process and more secure delivery of invoices;
* Reduced environmental impact;
* Reduced cost for enveloping, postage, and mailing.

**The preferred invoicing format** for Crowley purchase invoices is through our **Supplier Portal** or using Oracle Business Network’s data interchange framework for **e invoices**. For more information, please check our web page [Sustainable Procurement - Invoices and Payments ~ Crowley](https://www.crowley.com/sustainable-procurement/invoices-and-payments/)

However, if you are currently unable to submit invoices electronically, it is possible to send the invoices in PDF format via e-mail.

For questions on this process, see the Training Resources [located here](https://www.crowley.com/sustainable-procurement/supplier-portal-training/) or send an email to [APInquiries@crowley.com](mailto:APInquiries@crowley.com).

**Invoice Requirements**

* The following should be included in the invoice header:
* Invoice Number
* Invoice Date
* Supplier Name
* Supplier Address
* Supplier Remit To Address
* Name of Crowley Contact that Requested Good(s) and/or Services(s)
  + Invoice lines 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
  + Invoice footer:
* Total Invoice Amount
* Invoice Currency
* Freight Amount (if applicable)
* Tax Amount (if applicable)

Other Items to Note for Invoicing:

* Avoid handwritten 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.

**Invoice Submission Requirements**

* Please make sure that your invoices include a PO Number and Line Number.
* All invoices should be submitted via email attachments to [apinvoices@crowley.com](mailto:apinvoices@crowley.com)
  + The subject line of the email CANNOT contain the underscore symbol.
  + E-mails cannot exceed 10MB and individual attachments cannot exceed 5MB.
* Do not send invoices to Crowley locations and/or employees directly.
* Please send statements and questions regarding account balances to our special inquiry email address: apvendorinquiries@crowley.com.
* Invoices will be accepted in the following formats:
* .TIF
* .TIFF
* .PNG
* .JPG
* .DOC
* .DOCX
* .PDF
* Invoice images can be included in e-mail in the following ways:
* Single page invoice in one attachment
* Multiple page invoice in one attachment
* Multiple invoices in one attachment
* Single and multiple page invoices in multiple attachments
* A single invoice cannot be represented by multiple attachments
* Invoices within e-mail attachments should be organized in the following ways:
  + Multiple single page invoices in an attachment – Insert a blank, separator page in between invoices.
  + One multiple page invoice in an attachment – Place a blank, separator page at the end or beginning of the attachment to prevent processing each page as a separate invoice.
  + More than one multiple page invoice in an attachment – Insert a blank, separator page between invoices.
  + Both single and multiple page invoices in an attachment – Insert a blank, separator page between invoices.
* 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 Memo’s should also be sent via e-mail attachments. The credit memo image must contain either the words “Credit Note” or “Credit Memo.”
* Invoice lines should be in tabular format (example included at the end of this document).

The following is a sample format of an acceptable invoice:

A close-up of a receipt

Description automatically generated