Dear Supplier,

**Please send your invoices and supporting documents directly to** **AP\_GOV@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.

For questions on this process send an email to INQ\_GOV@crowley.com.

We want to make sure that we are contacting the best person in your organization regarding these changes at Crowley. If you have not provided us with updated contact information, please do so by contacting us at **vendoronboarding@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:

* **ALWAYS** reference the PO number(s) that corresponds to the invoice. Invoices will not be processed without a Crowley Government Services issued PO number.
* Proof of Delivery/Packing Lists/Tracking Information – to help expedite the payment process please send a copy of your packing list or proof of delivery within 24 hours of shipment to: RCV\_GOV@Crowley.com
* Avoid handwritten contents and stamp marks
	+ Remit to addresses should be within the top 25% or bottom 20% of the invoice.
* Do NOT send duplicate invoices
* Do NOT send invoices to Crowley locations and/or employees directly
* Proof of Delivery/Packing Lists/Tracking Information – to help expedite the payment process please send a copy of your packing list or proof of delivery within 24 hours of shipment to: RCV\_GOV@Crowley.com

**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 AP\_GOV@crowley.com
* Send **one invoice** per email
* The subject line of the email **MUST** have the following format: **PO XXXXXXX Inv XXXXXXXXX from YOURCOMPANYNAME**
* 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: INQ\_GOV@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:
	+ One multiple page invoice in an attachment
	+ If you would like to include supporting page(s) with the invoice, place the supporting page(s) behind the invoice.
* 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 lines should be in tabular format (example included at the end of this document).

The following is a sample format of an acceptable invoice:

