



FREIGHT FORWARDER BILLING INSTRUCTIONS

January 8, 2026

To ensure proper processing and payment of Freight Forwarder invoices, please follow the below billing instructions:

- Freight forwarders must submit a complete billing packet (as outlined below) to teamenergizer@ctlogistics.com. Invoice files must be in PDF and must contain one (1) invoice per e-mail.
- Once the original invoice has been paid and the freight forwarder has received and posted the check shown on their remittance, the freight forwarder may then submit corrected billings or credits. This does not have to apply for additional charges.
- Payments must be applied only to those invoices on CT's check remittance. Any deviations must be corrected by the freight forwarder prior to any resubmission of billing packets.
- If applicable Credit invoices (not referring to debit/credit memos supplied by Energizer) must be submitted via email. Corrected invoices can be uploaded via the freight forwarders Web Resolution (WEBRES) or submitted via email. In WEBRES the freight forwarder must supply the invoice number of the credit and the date they emailed it to CT. CT will then process and pay the existing invoice. Credit and corrected billings will be processed according to the receipt date of the email submission.
- Any submissions of credits/corrected billings or billings for additional charges, the freight forwarder must include the original invoice number either via email or preferably on the invoice.
- Payment aging begins when CT receives the invoice and not from the invoice date.

- Invoices in the freight forwarders WEBRES will be rejected out of the system once they have been in there for 60+ consecutive days. Once rejected, the entire invoice packet will need to be re-submitted to CT. Prompt resolution of invoices in WEBRES will ensure on-time payment by CT.
- Invoice status can be checked on Commercial Traffic's (CT) website by following the instructions below. Once received at CT, invoice packets take on average 7-10 business days to scan and key into CT's system before they are visible on the website. Please do NOT re-submit invoice packets during this time.

Energizer appreciates and values the relationships with our freight forwarders and looks forward to our continued business partnerships.

If you have any questions, please contact:

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Freight Forwarder Billing Packet Requirements

All **IMPORT** billing packets must contain the following:

- (1) Freight Forwarder Invoice
- (2) AWB/HAWB/BOL
- (3) Approved Energizer Air Quote or Email quote from Energizer to include ALL billed charges *
 - Any changes to B/L weight or geography needs prior Energizer approval
- (4) Form 7501 (not needed if duty, MPF or HMF are not billed)
- (5) Supplier Invoice
- (6) Arrival Notice (if available)
- (7) PGA Recap
- (8) ISF Filing
- (9) Origin Services Worksheet – CHR Only
- (10) Pallet Count by Vendor – CHR Only

All **EXPORT** billing packets must contain the following:

- (1) Freight Forwarder Invoice
- (2) AWB/HAWB/BOL
- (3) Approved Energizer Air Quote or Email quote from Energizer to include ALL billed charges *
 - Any changes to B/L weight or geography needs prior Energizer approval
- (4) Commercial Invoice (should be one for each Delivery Number)
- (5) AES Information
- (6) Energizer Booking Request (when applicable)
- (7) IMO declaration (when applicable)

** Not required if CT has current, valid SOP/Rate Tariff on file*

Checking Payment Status on Commercial Traffic Website

You may check status of your invoices by going to www.ctlogistics.com.

1. Click on the “Web Tools” link
2. Click on the “Bill Payment Information” link within the “Carriers” Section
3. Choose what criteria you want to use to look up payment info.
 - a. Defaults to invoice number
 - b. Can select Check Number, Check Date, SID (BOL #), or Manifest
4. Enter your SCAC code (there is a link to lookup your carrier code)
5. Enter (or paste in) your invoice number(s). Do not use dashes, dots or any other symbols.
6. Click on the Submit button.

The invoice status will show at the bottom of the screen. Click on the “Page Down” drop-down to view more than 10 lines at a time. You can export the data to Excel by clicking on the “Export to Excel” button at the far right. Data may also be exported to a PDF or CSV file.

Once CT has confirmed via email that billing has been sent for scanning, please allow 7-10 business days for processing prior to checking website for bill status.