



Invoice processing is being centralized, and invoices will be processed via Optical Character Recognition (OCR) technology. To be most successful, invoices should be scanned at 300 DPI. To ensure the most timely processing of invoices, please see below guidelines for submitting invoices.

Email: GuestServices@onesourcevirtual.com

You will receive an email confirmation when the invoice has been received.

Email Specifications

- Maximum size of email - 25 MB
- Maximum size of attachment – 5 MB
- Invoice documents must be included as attachments, not embedded in the text of the email
- Scan original documents only at 300 X 300 DPI
- Invoice and supporting documents must be clearly readable
- Acceptable attachment formats:
 - Tagged Image File Format (TIFF or .TIF). This is the PREFERRED format - black and white only
 - PDF (Adobe Acrobat) - cannot contain embedded fonts, contain protected fields or be a Secure PDF
 - Word or Excel documents. Please note that all Excel documents must be no more than one page wide but can be multiple pages long.
 - CSV, JPG, JPEG, BMP, HTML, RTF & TXT
- One invoice and supporting documentation per attachment. Supporting documentation should not be sent as a separate attachment.
- Multiple attachments (invoices) may be provided in one email.

WHAT NOT TO SEND

Handwritten invoices

Examples of file types that are not supported: Compressed (ZIP) & Media Files

Pages marked as Statement

Duplicate invoices

Purchase orders

Estimates

Invoices with recycled invoice numbers. Please use an original invoice number