

How To Submit Invoices

NOTE Do not sign or handwrite anything at the top of the invoice.

If possible, request vendors to email invoices rather than sending by mail to streamline this process.

Step 1: Determine if the invoice is for Accounts Payable, Approved Projects, or Fintech / Special Accounts Invoices.

If it is an Opportunity Projects or Business Assets invoice, follow [How to Submit Invoices for Payment for Approved Projects and Request to Re-Class Invoices to Approved Projects](#) (GSI Projects)

If it is a Fintech / Special Accounts invoice, follow [Fintech Invoice Submission Instructions](#) (Supplier Accounts / Invoices)

If it is an Accounts Payable invoice, proceed to Step 2.

Step 2: Check the supplier list below. If the supplier is listed below, you **WILL NOT** need to email OSV the invoice. The Corporate AP department will process these invoices directly. Proceed to Step 3 if supplier is not on the list below.

Supplier Name	Note
ALSCO	Supplier is paid directly from Corporate AP
BRINKS	Supplier is paid directly from Corporate AP
COURT RECORD SEARCHES	Supplier is paid directly from Corporate AP
DUNBAR	Supplier is paid directly from Corporate AP
GUERNSEY	Supplier is paid directly from Corporate AP
H&S BAKERY	Supplier is paid directly from Corporate AP
KING/TUNDRA	Supplier is paid directly from Corporate AP
LEHIGH	Supplier is paid directly from Corporate AP
ORKIN	Supplier is paid directly from Corporate AP
PEPSI NATIONAL ACCOUNT	Supplier is paid directly from Corporate AP
RED WING	Supplier is paid directly from Corporate AP
ROYAL CUP	Supplier is paid directly from Corporate AP
SHOES FOR CREWS	Supplier is paid directly from Corporate AP
US FOODS	Supplier is paid directly from Corporate AP
Federal Express - FedEx	must use our National Account #756274937
Legal Invoices	code and email directly to ap@guestservices.com
Donations/Contributions	code and email directly to ap@guestservices.com
Refunds	code and email directly to ap@guestservices.com
Entertainers	code and email approved contract agreement directly to ap@guestservices.com
Schools & Colleges	code and email directly to ap@guestservices.com

NOTE Managers need to run a FIN RPT ([How to use FIN RPT to Look Up Supplier Invoices for Cost Centers](#)) to verify which invoices have been processed. If an invoice is missing, email Corporate AP.

Step 3: Check that the supplier is currently in Workday (search Find Suppliers)

If supplier is not in Workday, you will need to [request a new supplier](#)

If supplier is listed in Workday, proceed to Step 4.

Step 4: Determine if the invoice is unclear/hard to read **and/or** the invoice will need to be split between different cost centers and/or spend categories.

If **'Yes'**, a cover sheet will need to be completed and scanned in front of the invoice together in one file (Link to [Coversheet](#))

NOTE Information must be typed and not handwritten. OSV only uses the information on the cover sheet, so it is critical that the information on the cover sheet is accurate.

If **'No'**, proceed to Step 5.

Step 5: Use Adobe software to add text to the PDF invoice. At the top of the invoice, you will type the below in the exact format shown:

CC0+unit number

Name of Spend Category

NOTE CC+zero+unit number (e.g. CC06477) is the Cost Center. For Spend Category, you will type the name of the spend category as seen under the column name "Workday Spend Category" on this [PS-Workday Cheat Sheet](#) (e.g. Food & Beverage, General Merchandise, Ice Cream, etc.)

'Save' the edited invoice

Step 6: Email the cover sheet (if applicable) and edited invoice as an attachment to guestservices@onesourcevirtual.com (OSV).

Ensure that the attachment/s and email meet the basic specifications below (reference additional [Invoice Submission Guidelines](#)):

- If an invoice has a cover sheet and/or supporting documentation, the invoice and/or cover sheet/documentation must be submitted as one file attachment (e.g. invoice and itemized receipt must be scanned together and submitted as 1 file attachment)
- Make sure to include the actual invoice with the submission and the cover sheet has to be the first page
- Multiple invoices can be attached to one email, but each invoice needs to be a separate file attachment. Invoice file attachments cannot exceed 5 MB and email cannot have more than 25 MB of attachments

Step 7: Once OSV receives the email, the system will recognize the Supplier, Cost Center, and Spend Category coding based on historical data already submitted by GSI and route to the appropriate place.

If OSV is unable to recognize the Supplier and/or Cost Center:

Invoice will go to the Corporate AP team who will go in and code the invoice

If OSV is unable to recognize the Spend Category:

Invoice will appear as a notification to the Cost Center Managers and will need to be coded by the cost center

Step 8: Cost Center Manager/s will need to approve invoices in Workday.

NOTE Only employees with Cost Center Manager level of access have the ability to edit, code, and approve the invoices. If you operate a unit where there are multiple cost center managers, all cost center managers will get a notification in their task boxes for any invoices submitted. Once someone approves the invoice, the notification is removed from the others' task boxes. Therefore, these units should discuss and determine which individual/s will be responsible for signing off on invoices. Cost center managers that will not be responsible for signing off on invoices can ignore the notifications in their task box when they appear.

Invoice Approval Process:

Invoices of any amount—Requires Cost Center Manager Approval

Invoices greater than or equal to \$5,000—Requires Cost Center District Manager Approval

Invoices greater than or equal to \$25,000—Requires Cost Center Vice President Approval

Invoices greater than or equal to \$50,000—Requires CFO Approval

Invoices greater than or equal to \$100,000—Requires CEO Approval