



A World
of Food
Solutions

OSI INVOICE CHARTER

OSI pledges to reduce administration time and improve the quality of invoice processing.

OSI distributes this charter for all suppliers delivering goods and services in North America. This document aims to facilitate administrative exchanges between OSI Group North America and its suppliers leading to reduced payment times and improved quality.

Please read this document and follow the required procedures. Should you have any further questions, please contact your usual purchaser.

Invoices paid on time equals less time wasted

And a greater efficiency for OSI Group and its suppliers.

CONTENTS

Invoice Content and transmission	3
Sending Method.....	3
Invoice Layout	5
Legal Entity Addresses	7
Preferred OSI Companies e-mail addresses for invoice Submission.....	7
OSI Supplier Page	7
OSI Accounts Payable Help Desk.....	7
Summary:.....	8

INVOICE CONTENT AND TRANSMISSION

In paper format or PDF, a well-defined invoice layout is essential to facilitate entering and processing by the OSI Shared Services Center. The technologies used within OSI Group (e.g. Optical Character Recognition, PDF format acceptance) may call for new requirements. Please review your submission characteristics and update as needed to ensure timely processing.

SENDING METHOD

OSI is no longer accepting invoices by post mail and instead prefers them to be sent via email or directly using the supplier portal by Basware. This enables faster processing times and eliminates paper waste. If you require an exception, please contact OSI Shared Services Accountspayablehelp@osigroup.com.

1) PDF invoice sent by e-mail

As receiver, OSI Group processes the PDF format invoices through a secure and reliable process.

Protein Vendors OSIindustriesinvoicesline@pdf.basware.com

OSI Industries OSIindustriesinvoices@pdf.basware.com

OSI Group LLC OSIgroupinvoices@pdf.basware.com

For invoices to be accepted and processed promptly, the PDF invoice sent via e-mail must follow the below guidelines:

- One invoice per PDF attachment
- Invoice scan must be in an upright position (not sideways)
- Display one or more of the following
 - i. Full PO number series:
 1. 450XXXXXXX or
 2. 410XXXXXXX
 - ii. MP2 PO number series:
 1. OSI Industries Fort Atkinson - FT0XXXXX-XXX
 2. OSI Industries Racine West – S212XXXXR-XXX
 3. OSI Industries Racine East – V211XXXXR-XXX
 4. OSI Industries Oakland – 220XXX-XXXX
 - iii. Load ID number (Freight Carriers- required)
 - iv. If a PO is not available, the buyer's first and last name is required
- See section "Invoice Layout" (pages 5-6) for complete required invoicing details
- Contain only one delivery address per invoice. If there are multiple delivery addresses, this will require multiple invoices (There must be as many invoices as there are delivery addresses.)
- Contain minimal background colors and/or greys likely to hinder data readability
- No compressed files (File will be rejected without notification)

The invoice in PDF format attached in the e-mail must be the original document. In the case of electronic invoices, it is strictly forbidden to:

- Send duplicates; invoices are only sent to the email address provided in this document. Internal OSI users have access to see all invoices for their facility. A best practice is to discard paper invoices after e-mailing to avoid duplicate submissions.
- Send compressed files (would be rejected without notification),
- Send the same invoice more than once.
 - i. A confirmation or rejection email will be sent to provide feedback for all submitted invoices.

- ii. Visit the OSI / Basware Supplier Portal to confirm the successful transmission of your invoices. Also, it is important that you visit the Basware portal to view invoice status, including any disputed invoices in need of resolution.
- Send both a PDF invoice and a paper copy.

2) OSI Vendor Portal by Basware

- To register, please look for an email invitation from no-reply@osigroup.com. If not found in your inbox or Spam folder, please contact OSI Shared Services at Accountspayablehelp@osigroup.com
- Above electronic invoice requirements apply

INVOICE LAYOUT

1 Company LOGO

2 Company Information

Issuing Company Name,
Mailing Address,
Telephone,
E-Mail

3 Company Contact Information

Name and contact information of supplier's correspondent

4 Invoice / Credit Note

Reference to be indicated on payment

5 Invoiced Company Name

Invoiced Company Address

6 Delivery Address:

Delivery Address as indicated on the order; include 9-digit zip code

7 Non-PO Order – Buyer's Full Name

Contact or Reference Person

8 Date:

Invoice or credit date

	13 Quantity	14 Unit Price excluding tax	15 Amount excluding tax
9 Purchase Order Number			
10 MP2 Purchase Order Number			
11 Reference and clear description of product or service			
12 LOAD #			
16 Amount Excluding Tax			17 Net Payable
Total			Total

18 Payment Address:
19 Bank Details:

#	Required Element	Comments
1	Company Logo	<i>Optional</i> Supplier identification information
2	Company Identification Information Company Name, Remittance Address, Telephone and E-mail	Company logo is not sufficient company identification information. The scanning technology is often not able to decipher enough identification information with the log alone so the full company name, remittance address, telephone, and email is required.
3	Company Contact Information	If contact by telephone is required to process an invoice, provide full contact information. These details are helpful should there be a problem processing the invoice.
4	Invoice Number or Credit Note	An invoice number or credit note is a unique identifier of the transaction and ensures appropriate payment to the supplier.
5	Invoiced Company Name and Address	Clearly indicate the billed to OSI legal business entity. Should this element not be exact, the invoice may be returned to the supplier due to the fiscal risks. Please see list of OSI Legal entities pg. 7 of this document.
6	Delivery Address	This appears on the purchase order. It is the address of the OSI company for which the goods or services is received. Please make sure you are referencing an OSI Legal Entity from pg. 7 of this document. All nine digits of the delivery zip code must be included.
7	Non-PO Order – Buyer’s Full Name	If a PO is not provided, include full name of OSI buyer, contact person or reference person This information is needed to process invoices by routing to OSI person that placed order for goods / services. Information needs to be included on the invoice/credit “invoice header information”.
8	Invoice / Credit Date	Date invoice or credit note is created. This is mandatory.
9	Purchase Order #	The full purchase order number is essential for invoice processing. Without it, the invoice will automatically be returned. If no purchase order number is available, please include the full name of the contact person or reference person for the order on the invoice but not in the PO field
10	MP2 Purchase Order	The full MP2 purchase order is essential for efficient processing of maintenance invoices at the following locations: Fort Atkinson, Oakland, West Chicago and Racine. Reference as indicated on the purchase order.
11	Reference and clear description of product / service	Reference as indicated on the purchase order and clear description of product or services.
12	Load Number (Freight Carriers)	Load number or Load ID is specific to freight carriers only. This is required on all freight invoices.
13	Quantity Invoiced, net mass weight of delivered products	Necessary information. Delivered quantity.
14	Unit Price (excluding tax)	Price per unit of measure in the PO or other agreement.
15	Amount excluding tax	Net amount of invoice.
16	Total Amount excluding tax	Net amount plus ancillary charges
17	Total Net Payable	Total invoice amount due. Credit Notes MUST have a negative sign in front of the invoice amount.
18	Payment Address	Address associated with the office of holder.
19	Banking Information	Banking details for payment

LEGAL ENTITY ADDRESSES

Plant	Address
OSI Industries – Racine	4545 South Racine, Chicago, IL 60609-3371
OSI Industries – Ashland	4201 South Ashland, Chicago, IL 60609-2305
OSI Industries - Fort Atkinson	1200 Industrial Drive, Fort Atkinson, WI 53538-2758
OSI Industries – Geneva	2088 Geneva Drive, Suite 150, Geneva, IL 60134-3744
OSI Industries – Oakland	21876 North Highway 59, Oakland, IA 51560-2000
OSI Industries – Riverside	1155 Mt Vernon Ave, Riverside, CA 92507-1830
OSI Industries - West Chicago	711 Industrial Drive, West Chicago, IL 60185-1831
OSI Industries - West Jordan	4980 West 9470 South, West Jordan, UT 84081-5691
OSI Industries – Enterprise	2555 Enterprise Circle, Batavia, IL 60510
Corporate Office – OSI Group	1225 Corporate Blvd, Aurora, IL 60505-7616
North America Divisional Office – OSI Industries, LLC	1225 Corporate Blvd, Aurora, IL 60505-7616

PREFERRED OSI COMPANIES E-MAIL ADDRESSES FOR INVOICE SUBMISSION

Protein Vendors OSIindustriesinvoicesline@pdf.basware.com

OSI Industries OSIindustriesinvoices@pdf.basware.com

OSI Group LLC OSIgroupinvoices@pdf.basware.com

OSI is no longer accepting invoices through the mail and prefers them to be sent via email using the e-mail address(es) above. If you require an exception, please contact OSI Accounts Payable.

OSI SUPPLIER PAGE

Visit the [OSI Supplier page](#) on the [OSI website](#) for other key information including FAQ and a link to the supplier portal.

OSI ACCOUNTS PAYABLE HELP DESK

Contact OSI Accounts Payable Help Desk for statement submission inquiries, vendor master record changes, past due invoices, other communication or support at Accountspayablehelp@osigroup.com

To ensure the best support, do not route inquiries to individual employee email addresses.

SUMMARY:

Key Points:	
Actions	Things to Remember
Submit Invoice:	<ul style="list-style-type: none"> • 1 invoice per PDF file • Single sided • No compressed files • Do not send duplicate invoices • Do not send the same invoice more than once • One delivery address per invoice include 9 digit zip code • Individual invoice per legal company – Do not group invoices concerning two different companies • Preferred method for invoice submission is via email
Send via email:	<p>OSI Group Vendors Use OSIgroupinvoices@pdf.basware.com</p> <p>OSI Industries Vendors use OSIindustriesinvoices@pdf.basware.com</p> <p>Protein Vendors Use OSIindustriesinvoicesline@pdf.basware.com</p>
Post mail:	OSI is no longer accepting invoices through the mail and prefers them to be sent via email using the address(es) above. If you require an exception, please contact OSI Shared Services at Accountspayablehelp@osigroup.com
Indicate:	<ul style="list-style-type: none"> • My company full details, • The name of OSI group company concerned (see list in previous section), • The full purchase order reference • If Non-PO, the OSI buyer's first and last name for the order must be included on the invoice • The delivery site

Your Contacts		
My Actions	Contact	Contact Details
Understanding of order, delivery	OSI's Purchasing Contact	Varies based on your contact
Modification of vendor information including bank details	OSI Shared Services Center	Accountspayablehelp@osigroup.com
Lost or unpaid invoice	Check the OSI Vendor Portal Or OSI Shared Services Center	https://portal.basware.com/ (Must be registered with Basware) Accountspayablehelp@osigroup.com