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Quick Reference: Voya Purchase Order Requirement Guidelines

Use of a purchase order (PO) is a standard Voya policy, and is the required method of communicating Voya's commitment to purchase goods and services. To help meet payment commitments, Voya provides suppliers with the following PO-requirement guidelines.

The Voya Supplier Portal facilitates PO management, purchase order acknowledgement (POA), advanced shipping notices (ASN) and invoicing. Additionally, suppliers have 24/7 visibility into payment status through secure portal-based technology.

Voya's PO requirements facilitate a streamlined payment process for suppliers.

- Suppliers are **required** to have a Voya PO prior to commencement of work or delivery of goods
- If a PO has incorrect or incomplete information, **do not** fulfill the PO. Please contact Procurement@voya.com to update prior to acknowledging the PO
- Voya must approve quantity variance from the PO prior to shipment of the goods
- Suppliers submit a POA via the Voya Supplier Portal prior to invoicing
- Voya **must** be informed of any changes to the supplier Tax ID number, banking information, contact person, company address, email address, phone or fax number
- Correspondence regarding a PO received through the Voya Supplier Portal must be submitted to Procurement@voya.com