

## Quick Reference: Voya Invoicing Guidelines

To ensure prompt payment processing, suppliers **must** use an approved method to submit invoices. Those methods are electronic invoicing via electronic data interchange (EDI) or via the Voya Supplier Portal.

All invoices **must** include a valid Voya PO number. Failure to include a valid PO number on invoices will delay payment processing. **Do not** mail, email, or fax additional copies of an invoice. This is unnecessary and could delay payment.

Suppliers are required to follow the invoice requirements below.

### Invoicing Voya

- Suppliers are required to submit all invoices electronically via EDI or our Voya supplier Portal. Invoices must be sent according to the instructions on the Purchase Order
- Invoicing specifications for EDI follow standard formats, including EDI 810, XML and CSV
- Invoices can be submitted to [procurement@voya.com](mailto:procurement@voya.com), however, this is not the preferred submission method

### All invoices must include:

- A valid Voya PO number
- Invoice date – **do not** invoice prior to goods being shipped or services performed
- Quantity, currency, price per unit, and unit of measure (UOM) – matching the PO
- Supplier's company name and remit-to-address – matching the PO
- Material or service description
- If applicable, service or shipping date and Bill of Lading number

### Other requirements:

- One PO allowed per invoice – invoices with more than one PO referenced will be rejected
- PO line number on the invoice must match the line number on the PO
- All invoices must be billed to the Voya entity as specifically stated on the PO
- Invoice numbers must be unique and no more than 16 characters long
- All Services invoices are required to include supporting details and documentation relating to the services performed

### Freight requirements:

- If prepaid and billed back to Voya, backup documentation must accompany the invoice
- Freight charges must be billed on a separate line

## Payment Methods

Voya is focused on safe and secure automated payment methods. Through the Voya Supplier Portal, enrolled suppliers have real-time visibility to the status of their payments. Our approved payment options include electronic payment or card payments.

### EFT Payments

Receiving payments via Electronic Funds Transfer (EFT) Payments provides secure and timely payment receipt and an automated payment application process.

### Card Payments

Suppliers may have an option to receive payment via a secure Purchasing Card or Virtual Card. While card payments may come with a fee, these fees can be offset by other benefits.

To determine if you are eligible for either card option, please contact [Procurement@voya.com](mailto:Procurement@voya.com)