



Global Invoicing Guidelines

A quick reference for suppliers invoicing Voya in the United States or Philippines.
Use these requirements to help prevent rejections, corrections and payment delays.

Before you submit

To avoid delays, make sure your invoice is complete, accurate and submitted through the correct channel.

- **Include the required invoice details** and support before submitting.
- Use the [Voya Supplier Portal](#) when portal submission is available and instructed.
- For additional guidance on managing supplier portal access, invoicing and related supplier resources, visit [Are you currently a Voya supplier? | Voya.com](#).
- **Follow the country-specific notes** for the Voya entity you are invoicing.
- Email procurement@voya.com **only when manual submission or support is needed.**

What every invoice must include

Have ready: supplier name, invoice number, invoice date, PO number, invoice amount, currency, tax details and supporting documentation.

- **Supplier details:** legal supplier name, remit-to address and supplier contact
- **Invoice details:** invoice number, invoice date, description of goods or services, invoice amount and currency
- **PO reference:** valid Voya purchase order number for PO invoices
- **Tax information:** tax ID, VAT, WHT, sales/use tax or local tax details based on supplier setup and country requirements
- **Support:** PO, contract, SOW, quote, delivery/service evidence, bank validation or tax documents when requested

Where to send your invoice

- **Supplier Portal:** Submit through the [Voya Supplier Portal](#) when available and instructed.
- **Email support:** Use procurement@voya.com if portal submission is not available, or if Voya asks for manual submission, or support is needed.
- **Subject line:** Include supplier name, invoice number and PO number where applicable.
- **Corrections:** Do not resubmit duplicate invoices unless Voya asks for a corrected or replacement invoice.

Country notes

United States

- Use the [Voya Supplier Portal](#) where available and instructed.
- Include a valid PO number for PO invoices.
- Provide W-9 or W-8 documentation when required.
- Standard payment terms are Net 60 unless the contract, PO or supplier master record states otherwise.

Philippines

- Follow Voya's current Philippines submission instruction for portal or manual submission.
- Use the correct Philippines entity, bill-to, ship-to, deliver-to and currency.
- Include TIN/BIR, VAT, WHT and ATC details where applicable.
- Attach required supporting documents for Philippines tax validation, payment processing or PEZA review when requested.
- Voya is PEZA certified, and the certificate can be provided if needed.

Payment and support

- **Payment terms and methods:** Voya's standard payment terms are Net 60, unless otherwise stated in the contract, purchase order or supplier master record. Payment methods may include ACH/local payment, wire, FX wire or check based on supplier setup, country, currency and Voya instructions.
- **Questions?** Email procurement@voya.com and include supplier name, invoice number, PO number if applicable, amount and submission date.

Before sending, check for these common issues

- Missing or incorrect PO number
- Wrong Voya entity, bill-to, ship-to, deliver-to, currency or supplier legal name
- Missing invoice number, invoice date, description, amount, tax or contact details
- Duplicate invoice submitted without Voya instruction
- Missing tax, bank validation, contract, SOW, delivery, service or other requested support
- Insufficient PO funds or PO balance issue — contact your Voya business contact before resubmitting