

Job Aid: Update your Supplier Profile

Below is the step-by-step procedure to log in to the supplier portal and update your company profile. If you encounter any issues during the process, please contact **procurement@voya.com** for assistance.

- Open your Chrome/Microsoft edge browser
- Access [Are you currently a Voya supplier? | Voya.com](#) with your **User ID** and **Password**

Once you are into Voya screen, select the second point link “Use your user ID and password to access.”

Are you currently a Voya supplier?

Welcome Voya suppliers!

- Review the [Voya Supplier Portal Terms and Conditions \(download PDF\)](#)
- Use your user ID and password to access the [Voya Supplier Portal \(opens new window\)](#)

Sign In
Oracle Applications Cloud

User ID

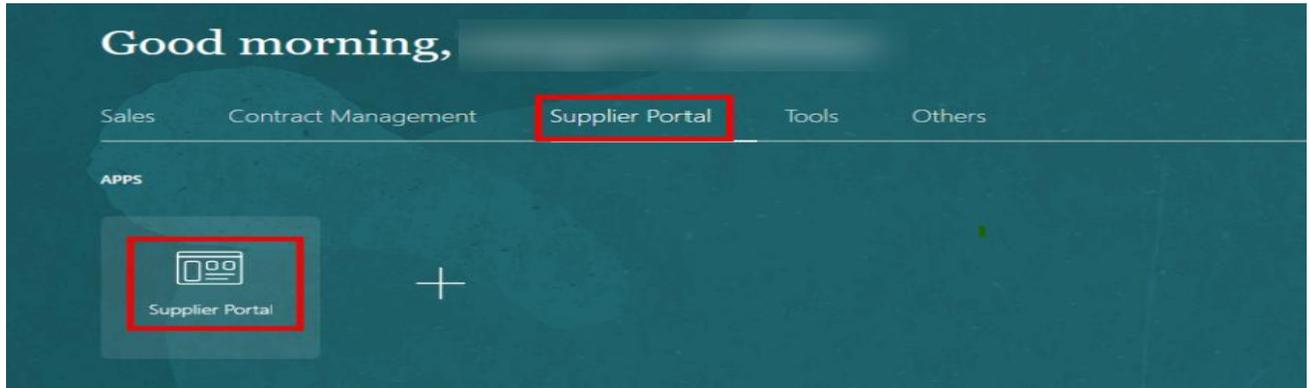
Password

[Forgot Password](#)

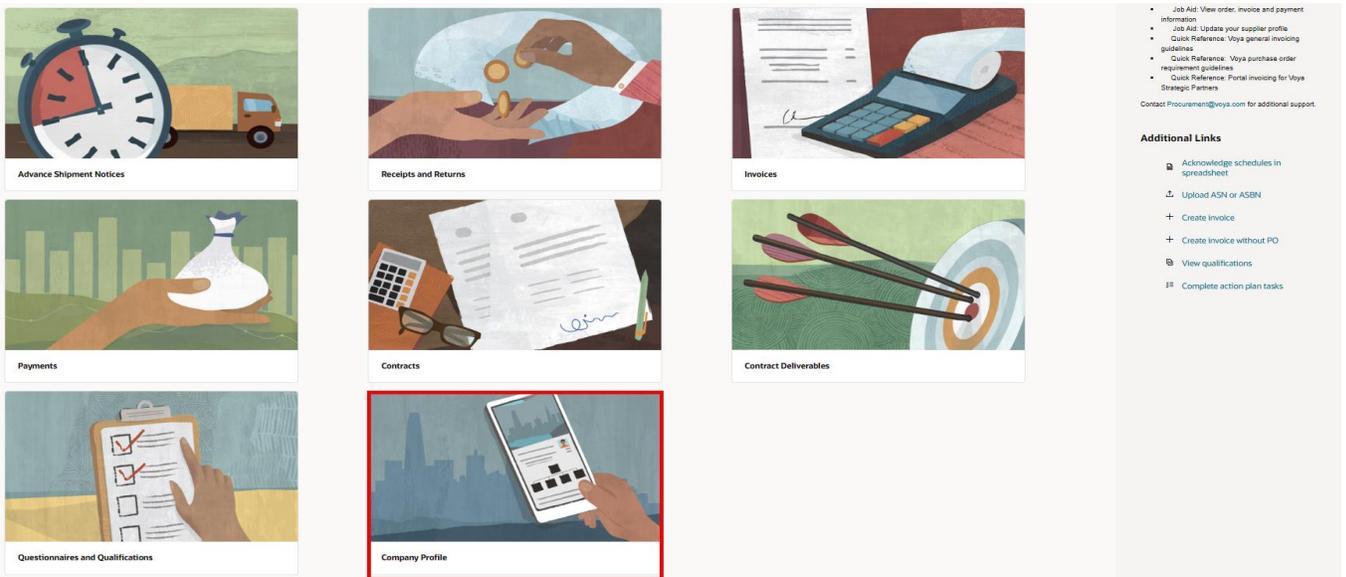
Sign In

Select Language

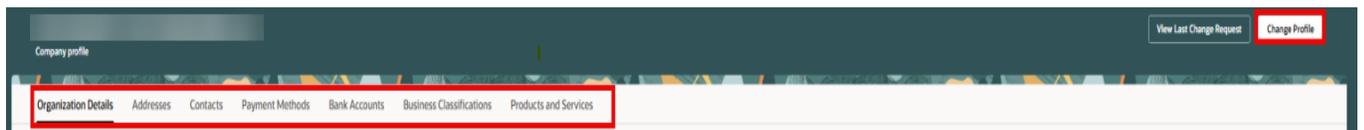
Go to the **Supplier Portal**, and within the **Apps** section, click on **Supplier Portal** to continue.



Choose- **Company Profile**



After selecting **Company Profile**, your profile information will appear on the screen. Click **Change Profile** to begin editing, then select the appropriate sections you want to update.



1. Organization Details:

In this section, you will be able to update key organization details such as your company name, organization type, taxpayer ID, tax reporting name, and any additional information displayed in the corresponding screenshot.

The screenshot shows a web interface for a 'Change Request 3541183' in 'Draft' status. The 'Organization Details' sub-tab is active and highlighted with a red box. The form is divided into two main sections: 'General' and 'Income tax'. The 'General' section includes fields for Supplier Name, Supplier Number, Supplier Type (set to 'OUTSIDE PARTY'), Status (set to 'Active'), Organization Type (set to 'Partnership'), D-U-N-S Number, Customer Number, SIC, and National Insurance Number. The 'Income tax' section includes fields for Taxpayer Country (set to 'United States'), Taxpayer ID, checkboxes for 'Federal reportable', 'Use withholding tax', and 'State reportable', dropdowns for 'Federal Income Tax Type' and 'Withholding Tax Group', and fields for 'Tax Reporting Name', 'Name Control', and 'Verification Date'. At the top right of the form are buttons for 'Cancel', 'Review Changes', 'Save', and 'Submit'. At the top left, it shows 'Requested By' and 'Requested On 1/20/26'.

In the **Attachments** section at the bottom of the **Organization Details** sub-tab, upload the appropriate supporting documents, if required:

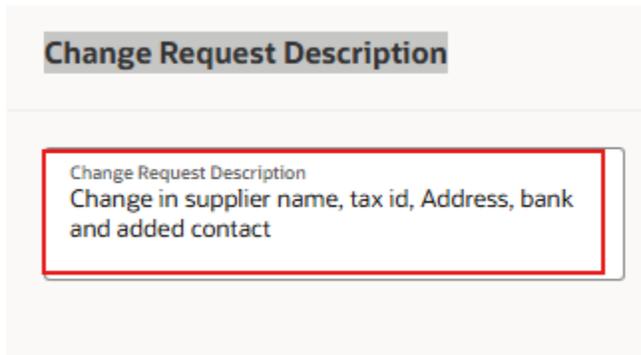
- Updated **Form W-9/W-8** for company name, address, EIN or TIN revisions
- **Bank letter** or **voided check** for bank information updates
- Do **not** delete any current attachments from your profile

The screenshot shows the 'Attachments' section of the form. It features a large dashed border box containing the text 'Drag and Drop' and 'Select or drop files here.'. Below this box is a text input field labeled 'URL' and a button labeled 'Add URL'.

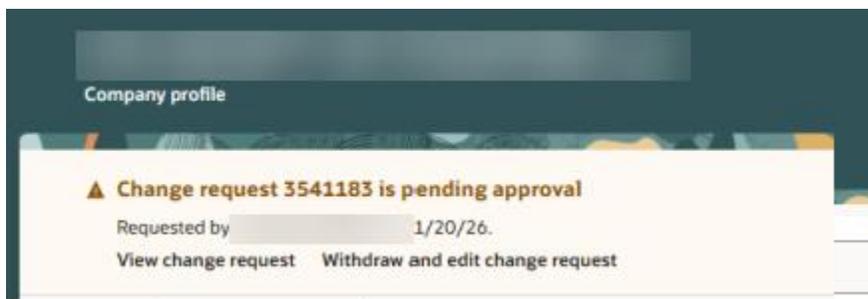
Once the attachments are added, click **Review Changes** to validate the updated information. If everything is accurate, click **Submit**.



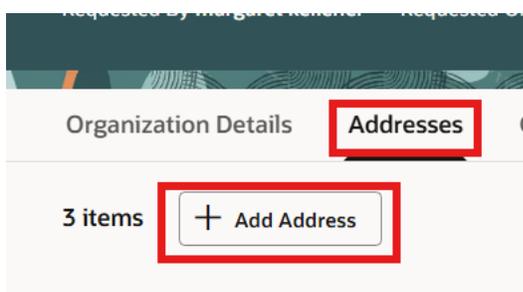
Upon clicking **Submit**, you will see a **Change Request Description** box. Enter a summary of the updates you performed, and then click **Submit** to complete the process.



Once the request is submitted, the system will confirm successful submission and display the change request number for your reference.



2. Address:



Click the + icon to add a new address, then complete all required fields to create the new entry.

New address

Address Name
REMIT/MAIN

Purpose
Select at least 1 purpose.

Receive Purchase Orders Receive Payments Bid on RFQs

Country/Region
United States

Address Line 1
201

Address Line 2
SUITE 300

Address Line 3

City
NEW YORK

State
NY

Postal Code
10010

Inactive Date

Status

Language

Email

Country
US

Phone

Ext

Country
US

Fax

Cancel **Create**

To deactivate an address that is no longer needed, open the address and update the **Inactive Date** field at the address level.

3. **Contacts:**

Use the **Contacts** section to add new administrative or portal-access contacts and to remove any outdated or unnecessary contacts.

Organization Details Addresses **Contacts**

3 items

New contact

First Name Last Name

Middle Name Job Title

Administrative Contact ⓘ

Email

Country Phone Ext

Country Mobile

Country Fax

Contact Addresses

Addresses

User Account

Request user account ⓘ

Roles
Supplier Bidder, Supplier Accounts Receivable Specialist, Voysa Supplier Customer Service Representative, Vo

4. Bank Accounts

Go to the Bank Accounts section to add new bank account information for payment processing.

Organization Details Addresses Contacts Payment Methods **Bank Accounts**

1 item

Verify that all required fields are completed before submitting your updated bank account information.

New bank account

Country United States	
Account Number	Currency USD
Routing Number 3	Bank BANK
Bank Branch 00000003	Account Type Savings
Account Holder	

Allow international payments Primary

From Date
1/19/2026

Inactive Date

Cancel Create

Once the bank details are updated, attach a **bank letter** or **voided check** on the Organization sub tab to complete verification.

Note:

If your bank is not available in the dropdown, enter “**00000000**” in the *Bank Branch* field and select **No Bank**, following the screenshot example below.

New bank account

Country United States	
Account Number 12345	Currency
Routing Number 00000000	Bank No Bank
Bank Branch No Bank Branch	Account Type Savings
Account Holder	

Allow international payments Primary

From Date
1/20/2026

Inactive Date

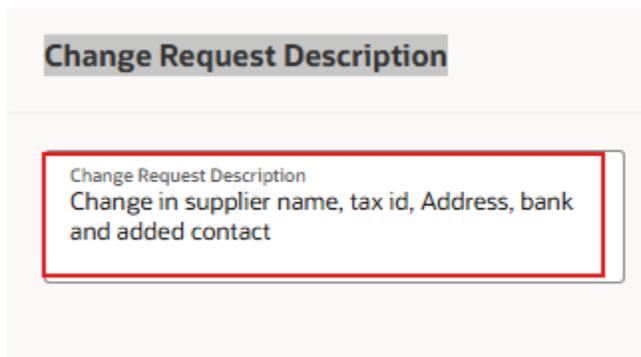
Cancel Create

After completing your profile updates, click Review Changes to ensure all fields are correct and the required documents are attached to the organization details tab.

Once you've confirmed everything is accurate, click Submit



Upon clicking **Submit**, you will see a **Change Request Description** box. Enter a summary of the updates you performed, and then click **Submit** to complete the process.



Once the request is submitted, the system will confirm successful submission and display the change request number for your reference.

