

Job Aid: View Orders, Invoices and Payments

This job aid provides step-by-step instructions for viewing your Purchase Orders (POs), invoices and payment details within the system. Use this guide to quickly access order history, review invoice status and track payment progress. Following these steps will help ensure visibility into your transactions and support efficient financial processing.

If you encounter any issues during the process, please contact procurement@voya.com for assistance.

Open your Chrome/Microsoft edge browser

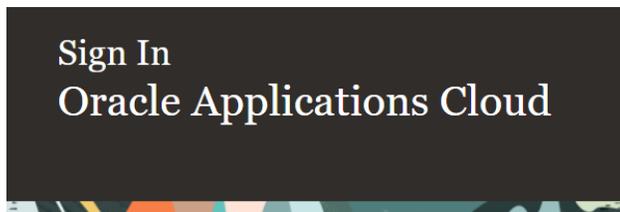
- Access [Are you currently a Voya supplier? | Voya.com](#) with your **User ID** and **Password**

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 \(opens new window\)](#) 



User ID

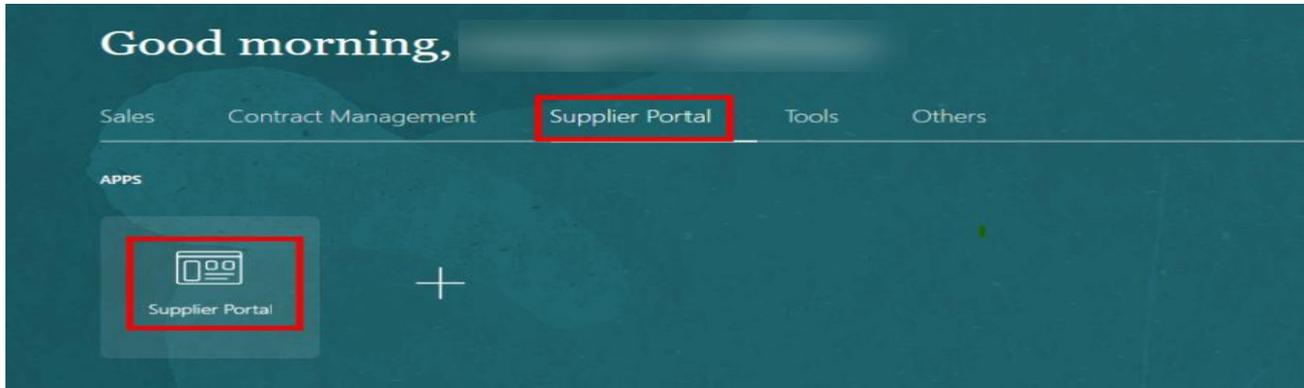
Password

[Forgot Password](#)

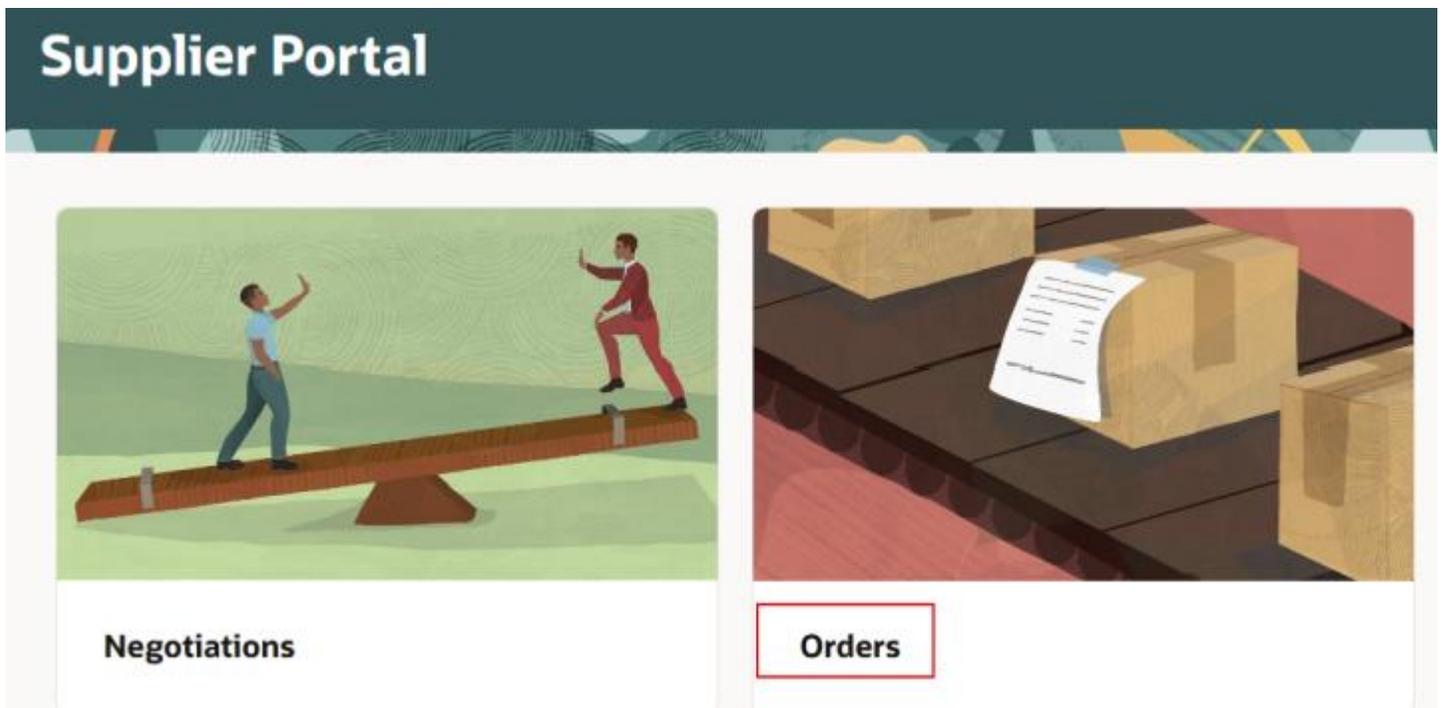
Sign In

Select Language

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



Select Orders



- Enter the purchase order number and select Search

Headers Schedules

Search

Sold-to Legal Entity

Bill-to BU

Supplier Site

Advanced Manage Watchlist Saved Search All Orders

Order

Status

Include Closed Documents No

Supplier Site

Include Closed Documents

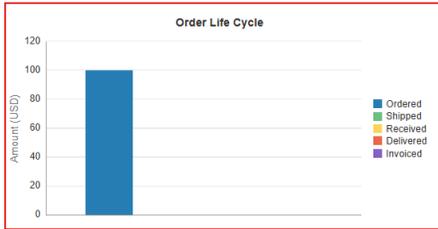
Search Results

Actions View Format Freeze Detach Wrap

Order	Order Date	Description	Supplier Site	Buyer	Ordered	Currency	Status	Life Cycle	Creation Date
VF10000	1/21/26	Test	REMIT	Kam...	100.00	USD	Open		1/21/26
VF10000	12/1/25	Test	REMIT	Kam...	10.00	USD	Open		12/1/25

- Click the order number hyperlink to view order details
- View the **Status** to determine if PO is Open or Closed
- Click to view the **Life Cycle** of the PO (see example below)

Sold-to Legal Entity: Voya Services Company
 Order: VF10000...
 Supplier: ...LC
 Supplier Site: REMIT
 Supplier Contact:
 Ordered: 100.00 USD



Ordered 100.00 USD
 Shipped 0.00 USD
 Received 0.00 USD
 Delivered 0.00 USD
 Invoiced 0.00 USD

In-Transit Shipments

Actions View Format Freeze Detach Wrap

Shipment	Ship Date	Tracking Number	Packing Slip	Expected Receipt Date	Shipped	Carrier	Bill of Lading
No results found.							

Receipts

Actions View Format Freeze Detach Wrap

Receipt	Receipt Date	Shipment	Ship Date	Packing Slip	Returned	Received	Delivered	Invoiced	Open to Invoice
No results found.									

Invoices

Actions View Format Freeze Detach Wrap

- View **Receipts** (where applicable) and **Invoices**
- Note you can click on the invoice hyperlink to see invoice details
- Graphic displays life cycle data
- Click to get back to your Portal home page

View Invoices

- Click **Invoices**

Supplier Portal



Negotiations



Orders



Agreements



Advance Shipment Notices



Receipts and Returns



Invoices

- Enter **Invoice Number**
- Click

Search

** Invoice Number

** Supplier

Supplier Site

** Purchase Order

Const

Pa

Search Results

View Detach

Invoice Number	Invoice Date	Type	Purchase Order	Supplier	Supplier Site	Unpaid Amount	Invoice Amount	Invoice Status	Payment Number
1234VOYA2	1/15/26	Standard	92	... LLC	REMIT	USD	0.00 USD	Incomplete	

- Click the invoice number hyperlink to view invoice details
- View status
- Status will be *Incomplete* if invoice has been saved but not submitted. Ensure to complete and resubmit the invoice.

Invoice: 1234VOYA2 Done

Business Unit	USD_US	Invoice Amount	1,500.00 USD
Legal Entity Name	Voya Services Company	Unpaid Amount	0.00 USD
Supplier or Party	... LLC	Payment Currency	USD
Supplier Site	REMIT	Tax Control Amount	
Address	... BOX 307,	Attachment	24.pdf (1 more...)
Invoice Date	1/16/24	Invoice Type	Standard
		Description	00480691

Lines **Payments**

Number	Payment Document	Status	Reconciled	Payment Date	Paid Amount	Address	Remit-to Account
115458		Cleared	Yes	2/12/24	1,500.00 USD	...905	...39
					1,500.00 USD		

Installments

Number	Due Date	Amount (USD)		Payment Method
		Gross	Unpaid	
1	1/24/24	1,500.00	0.00	ACH_PPD
		1,500.00	0.00	

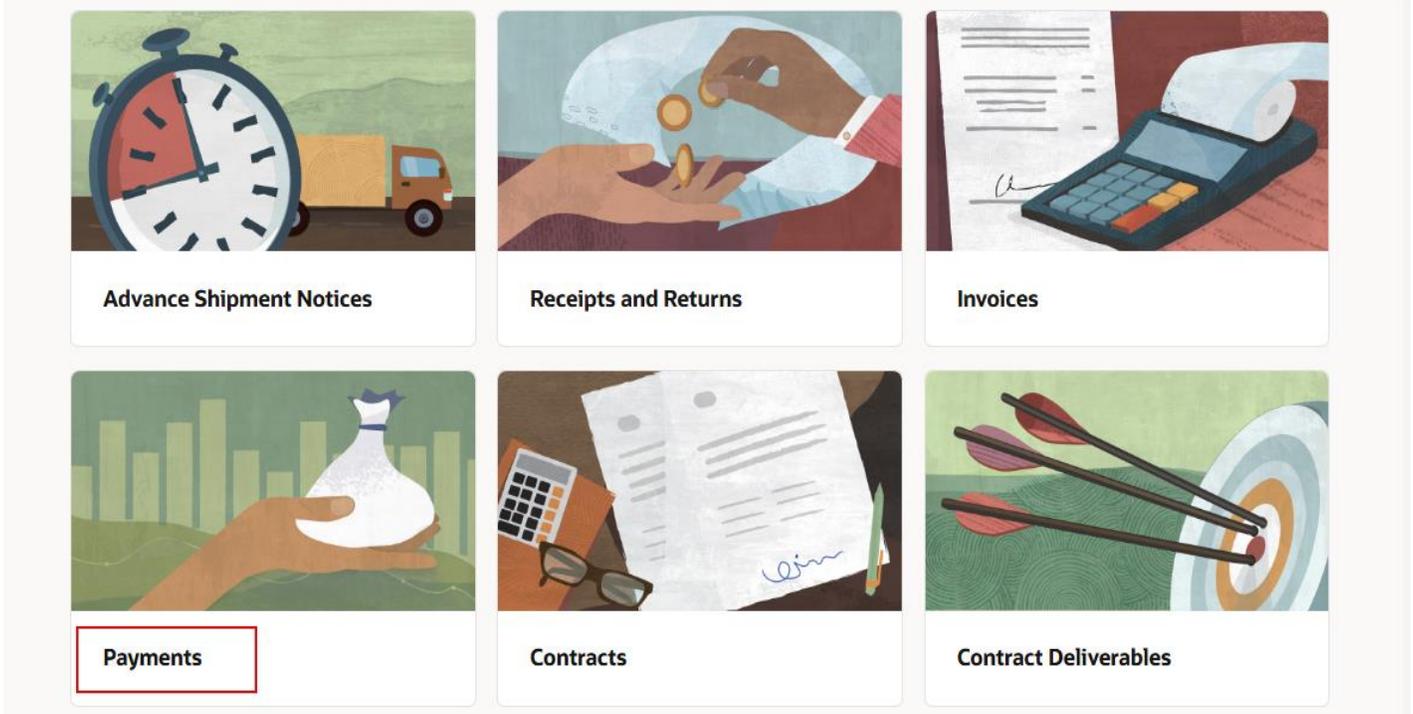
Applied Prepayments

Number	Purchase Order	Applied Amount (USD)		Description
		Tax	Item	
No applied prepayments.				

- Click the **Payments** tab to view payment details
- Click Done to get back to your Portal home page

View Payments

- Click **Payments**



- Enter the Payment Number and click on search
- Select the Payment Number hyperlink

View Payments Done

Search Advanced Saved Search All Payments v

**** Payment Number** **** Supplier** ** At least one is required

Payment Status Supplier Site

Payment Amount Payment Date

Search Reset Save...

Search Results

View v + - D e t a c h

Payment Number	Payment Date	Payment Type	Invoice Number	Supplier	Supplier Site	Payment Amount	Payment Status	Remit-to Account
115400	2/12/24	Payment Process Re...	24	C	REMIT	1,500.00 USD	Cleared	CX1399

- View **Payment Status** and **Payment Date**
- View invoice information; click the **Number** hyperlink to view invoice details
- Click Done to get back to your Portal home page

Invoice: [REDACTED] 24

Done

Business Unit	USD_US	Invoice Amount	1,500.00 USD	Invoice Type	Standard
Legal Entity Name	Voya Services Company	Unpaid Amount	0.00 USD	Description	00480691
Supplier or Party	USA SOCIETY OF SURVIVORS, LLC	Payment Currency	USD	Attachment	[REDACTED] 24.pdf (1 more...)
Supplier Site	REMIT	Tax Control Amount			
Address	[REDACTED] BOX 307,				
Invoice Date	1/16/24				

Lines **Payments**

Payments							
Number	Payment Document	Status	Reconciled	Payment Date	Paid Amount	Address	Remit-to Account
115458		Cleared	Yes	2/12/24	1,500.00 USD	[REDACTED] 905	[REDACTED] 39
					1,500.00 USD		

Installments				
Number	Due Date	Amount (USD)		Payment Method
		Gross	Unpaid	
1	1/24/24	1,500.00	0.00	ACH_PPD
		1,500.00	0.00	

Applied Prepayments				
Number	Purchase Order	Applied Amount (USD)		Description
		Tax	Item	
No applied prepayments.				