Invoice submission guidelines

- Supplier must select the correct PO and line when invoicing
  - PO number must be included on the invoice
  - Workday must updated with right PO, End date and Cost Center
  - Invoiced line amount must match Clarity; adjust as necessary

- Do not prepend or append the invoice number unless original submission is in a cancelled status

- Invoice based on line description, projects and resources assigned. Contact respective CMLs or VOYA contact person
  - There is a discrepancy or project information is missing from PO
  - If PO update is required based on project allocation

- Attach the Clarity screenshot (for T&M resources)
  - Clarity should match invoice amount. Attach supporting documentation for any discrepancy

- Invoice is automatically routed to the requester for approval
  - Do not email or send invoice separately to the business
  - Status remains *Incomplete* for invoices until submitted

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FAQ

- Workday Validation – Validate PO, End Date and Cost center with PO pdf copy through Manage order. In case of any discrepancy, please submit SharePoint request with correct details based on PO. Workday will take 2 days to reflect the changes. Later, proceed with the Invoicing.

- Invoice against wrong PO vs PO specific to timeframe – To verify Invoicing period with PO or PO line period

- PO Validation – Validate project number and Task with Clarity data

- Missing Project details in PO – Contact respective CMLs or Business partners for PO update

- Insufficient balance in specific Project line – Contact respective CMLs or Business partners to submit support request form to transfer balance based on project forecast

- Insufficient balance in PO or Extension required – Contact respective CMLs or Business partners to submit support request form for extension

- Mismatch in Clarity hours and Invoice amount – Attach supporting or related approval mail to Invoice

- Invoice in Incomplete status – Cancel or Submit invoice to avoid any duplicate payment

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