



Dear Supplier,

We would like to welcome you as vendor to the Johnson & Johnson Global Services North America Accounts Payable. J&J's global Requisition to Pay (R2P) operations, are handled by our Global Services organizations located in various parts of the world, including Tampa, FL for the North America purchasing region. This document contains important information about our Requisition to Pay processes and what you can do to facilitate on time payment of your invoices.

We encourage you to register with the J&J Supplier Portal (www.ap.jnj.com), where you can find a host of useful tools and information about your invoice status and how to get help and support. To register to the J&J Supplier Portal, go to www.ap.jnj.com, select region '**NORTH AMERICA**' and follow the instructions in the '**Portal Registration**' tab located at the top of the page.

HOW TO GET SUPPORT

Our self-service J&J Supplier Portal (www.ap.jnj.com) provides tools and information to help you address many accounts payable questions. If you need additional assistance please visit the '**FAQ's**' section in the J&J Supplier Portal for phone numbers to contact our Supplier Accounts Payable Hotline.

SUPPLIER MANAGEMENT SYSTEM

In addition to accessing details regarding your Accounts Payable activity via the J&J Supplier Portal (www.ap.jnj.com) most suppliers also have self-service access to our Supplier Management System, [Aravo](#), which is where suppliers can update items such as purchase order transmission, invoice submission and payment preferences.

[Aravo](#) can be accessed using the following link: <https://prod.aravo.com/aems/login.do>. The username and password required for login are provided when your company is onboarded with J&J. If you require assistance with accessing Aravo please visit the '**FAQ's**' section in the J&J Supplier Portal for phone numbers to contact our Supplier Accounts Payable Hotline.

PURCHASE ORDERS

Before providing goods or services to any Johnson & Johnson company, please, ensure that you have a valid **Purchase Order**. Only Purchase Orders can be accepted as a form of commitment and must be included on your invoice. Purchase Orders will be sent to your registered e-mail address, via your Ariba Supplier Network account, via Fax or by the PO preparer of the order. Updates to your purchase order transmission preferences can be submitted via [Aravo](#).

HOW TO SUBMIT INVOICE

Suppliers must submit invoices using the invoice submission format defined in your [Aravo](#) account. Suppliers registered to submit invoices via 'web invoicing' can submit a copy of their invoice via our AP portal website (www.ap.jnj.com). Please visit the AP Portal for instructions on how to submit invoices using the Ariba Supplier Network or Edenred (formally known as IPS).

Repeated instances of the same invoice being submitted, sometimes via different methods, can lead to delayed or inaccurate payments.

We ask for your cooperation before submitting/uploading the Invoice, please verify:

- o If the invoice is already posted in the system
- o Verify your invoice submission method in Aravo system (Master Data) to avoid sending invoices through different methods, i.e., the system will reject immediately the invoice.



INVOICE REQUIREMENT

The following invoice requirements must be provided on the supplier's invoice for the invoice to be processed for payment and avoid any payment delays:

Bill to address
Invoice number
Invoice date
Invoice amount
Invoice line description
Purchase Order number
Remit to name and address

If required invoice information is missing or inaccurate, this may result in a rejected invoice, and we will then notify you using the communication method and contact details on your Aravo vendor account.

PAYMENT STATUS

Invoices are paid within the agreed payment terms outlined in your Purchase Order and Terms and Conditions. To check the status of your invoice, go to ap.jnj.com, login and select '**Payment Information**' from the menu on the homepage.

UPDATING YOUR DETAILS

To ensure you receive communication from us and payments are made on time, it's important that the company/individual and banking information that we hold on your Aravo vendor account is accurate and kept up to date. In most cases access to your Aravo account is available using this link: <https://prod.aravo.com/aems/login.do>

Any vendor changes will require supporting documentation and will be subject to standard account security checks.

If you require assistance with accessing Aravo please visit the '**FAQ's**' section in the J&J Supplier Portal (www.ap.jnj.com) for phone numbers to contact our Supplier Accounts Payable Hotline.

DATA PRIVACY

To review our data policy regarding the collection, use and disclosure of information your company may provide, the Privacy Policy can be viewed at <https://www.ap.jnj.com/privacypolicy>

EXAMPLE OF PURCHASE ORDER

Always mention the PO-number on your invoices

Terms and Conditions: General purchasing conditions are applicable which will be sent together with PO.

Note: The appropriate 'Ship To' / 'Bill To' / 'Mail Invoice To' addresses will be provided at time of PO generation. Please pay particular attention to this information.

Required for login into Supplier Portal

(*) Invoice must reference Purchase order number and all 'Bill To' data

Purchase Order: P2072397R/N (*)

General supplier nr: 4251234567

Order point address:
Supplier One
1234 Supplier Road
Supplier City
Supplier Country
Supplier Postcode
Phone: +44 (0)1234 567 890
Fax: +44 (0)1234 567 890

Company Road
Company City
Company Country
Company Postcode
Phone: +44 (0) 1494 567567
Fax: +44 (0) 1494 567568
Deliver To:
Jo Smith

Contact Details:
Preparer: Sarah Smith
Preparer Phone: +44 (0) 1234 567 888
Preparer e-mail: ssmith@123.com

Issued on Fri, 23 Apr, 2010

Delivery Terms: FOB
Payment terms: Net 30 days
Currency: GBP

Company Road
Company City
Company Country
Company Postcode
Phone: +44 (0) 1494 567567
Fax: +44 (0) 1494 567568
Deliver To:
Jo Smith

Company Road
Company City
Company Country
Company Postcode
Phone: +44 (0) 1494 567567
Fax: +44 (0) 1494 567568
VAT Reg.Nr: EU12345678

PO BOX 1234
PO BOX City
PO BOX Country
PO BOX Postcode

Item	Description	UOM	Qty	Unit Price	Total Amount	Start date	End date
1	Example of items to be ordered	each	100.00	1.00GBP	100.00GBP	Thu, 22 Apr, 2010	Mon, 13 Dec 2010
2	Example of items to be ordered	each	50.00	1.00GBP	50.00GBP	Fri, 30 Apr, 2010	Tue, 21 Dec 2010

Total PO amount (excl. VAT): 150.00GBP

Invoice must reference line items

1 Ship To: indicates the location where your goods/services are expected to be delivered.

2 Bill To: always to be mentioned on your invoices.

3 Mail Invoice To:

Active on invoicing (our preferred way of receiving invoices*): ignore this information

Paper invoicing: the invoice needs to be sent to this address and not to the Bill To address (2) unless the Mail Invoice To address is not displayed on the PO.

* For invoicing enablement options see Invoicing section