

# Johnson & Johnson

## *A Guide to Accounts Payable Supplier Processes*



The Johnson & Johnson Family of Companies believe in the benefits associated with the efficiencies gained through methods of electronic or paperless invoicing. The advantages from electronic invoicing include improved invoice management & validation, enhanced communications on payment status, reduced postal costs, reduced mail handling & delivery lag times, and a potential reduction in errors associated with standard paper invoice processing. In addition to these improvements, Johnson & Johnson will also provide you with a paperless payment process by enrolling your organization in its direct deposit program.

This guide provides an overview of Johnson & Johnson's paperless invoicing and payment initiatives, our Supplier Account Management (SAM) profile form, and frequently asked questions for purchase orders issued by Johnson & Johnson companies within the United States and Puerto Rico.

## **Electronic Processes**

### **Ariba Invoicing**

Johnson & Johnson has selected Ariba Spend Management, an Internet based spend management solution, as the technological platform for the sourcing, procurement, and invoicing of its indirect, or non- inventory, goods and services. As part of the Johnson & Johnson Ariba invoicing initiative, you will be able to submit invoices, via the Ariba Supplier Network (ASN) website, to Johnson & Johnson and/or its affiliate companies currently using the ASN system.

#### **Benefits of the ASN and Ariba invoicing enablement include:**

- Electronic receipt of purchase orders.
- Improved invoice management & validation.
- Enhanced communications on payment status.
- Reduction in postal costs.
- Reduction in mail handling & check delivery lag times.
- Potential reduction in errors associated with standard paper invoice processing.
- Opportunities to trade with other Ariba customers.
- Payment remittance delivered directly to your company's bank account via Electronic Funds Transfer (EFT).
- Opportunities for early payment via discount pay terms, if enrolled in the discounted invoice payment process.

### **Web Invoicing**

Web invoicing is a web based system that enables suppliers to submit and track invoices and payments through the Internet, using the Accounts Payable (AP) website, [www.ap.jnj.com](http://www.ap.jnj.com). Web invoicing ensures invoices are received by Accounts Payable on the date of submission, eradicates the need for printing and mailing paper invoices, eliminates the risk of invoices being lost in the mail, and reveals any invoice discrepancies upon invoice creation. All payments may be transmitted directly to your company's bank account.

### **Pay on Receipt**

Pay on Receipt (POR), also known as Evaluated Receipt Settlement or Two – Way Match, is a benchmark payment process in which payment is initiated by the *receipt of goods* for all inventory purchases, such as raw materials, packaging components, and finished goods. The Quantity of Shipment Received x Unit Price of the Inventory = the Payment Request or Transmission.

#### **Benefits associated with Pay on Receipt include:**

- Reduction in postal costs and paper invoice creation.
- Reduction in check delivery time
- Payment discrepancies are decreased and invoice reconciliation is made easier.
- Payments transmitted directly to your bank account.

### **Electronic Funds Transfer (EFT)**

Electronic Funds Transfer (EFT) is a direct deposit program in which funds are deposited into your company's bank account. Johnson & Johnson and its affiliate companies encourage Electronic Funds Transfer (EFT) as it is the preferred method of payment. EFT payments eliminate the risk of checks being lost in the mail. Funds are transmitted within two business days of payment and are available immediately.

**Payment Terms**

Johnson & Johnson's standard payment terms policy is to pay all invoices at net 45 days. As an alternative to the standard 45-day payment terms, Johnson & Johnson offers two early payment options: 2% 10 net 45 or 0.75% 30 net 45 days.

When there is an agreed change to the above payment terms, a new Purchase Order (PO) must be created, and the existing PO must be closed. Any invoices submitted against a PO created prior to the change in terms, will age to the terms associated with the original PO. Please work with your Johnson & Johnson contact to ensure that existing POs are closed and new POs are created to reflect the change in payment terms.

**Payment History**

The AP website, [www.ap.jnj.com](http://www.ap.jnj.com), may be used to view the past 12 months of payment history by PO number, invoice number, or check number. When logging into the AP website, you will be prompted to use your supplier number, which may be found on your PO. (Additional Instructions are provided within the AP Website Section.

**Supplier Account Management Profile Form**

In order to enroll in one of our electronic methods of invoicing, EFT, or to elect discount terms as an early payment option, you must complete the Supplier Account Management (SAM) profile form. You may also use this form to update your company's physical or remit to address and banking information if you are already receiving electronic payments into your company's bank account.



## Supplier Account Management Profile Form

As a current Johnson & Johnson supplier, we are asking you to complete and return the attached form so that we may ensure our records reflect your company's correct business information. We may also use this information to assist in enabling your company on a Johnson & Johnson payment best practice (electronic invoicing, EFT, etc), if applicable. If your company is eligible for enablement on a Johnson & Johnson best practice, you will be contacted with further information and next steps. In conjunction with this completed form, please supply a current W9 and sample invoice for your company. We encourage you to complete the form in its entirety.

- **Email this form to [SupplierAccount@corus.inj.com](mailto:SupplierAccount@corus.inj.com).**
- **Fax your W9 (U.S. Suppliers) and sample invoice to 908-526-1073.** (Note: Completed profile forms and regular invoices should not be faxed to this number.)

If you have any questions regarding this form, please send an email to [SupplierAccount@corus.inj.com](mailto:SupplierAccount@corus.inj.com).

**\*\* Note:** all fields are required unless otherwise stated.

\* Any identifying information you provide will not be disclosed to a third party except upon governmental request.\*

<b><u>A. Supplier Contact Information</u></b>		Today's Date: _____
Supplier Name _____	Tax ID # ____ - ____ - ____	
Contact Name & Title _____		
Contact Phone _____	Contact Fax Number _____	
Contact E-mail _____		
Dun & Bradstreet No. ____ - ____ - ____ (not required if your company does not have a DUNS #)		
If your company has an Ariba Supplier Network (ASN) account, please provide the AN ID# here:		
<u>A N</u> _____		

<b><u>B. Order Transmission / Processing Information</u></b> (This section is required if you receive Purchase Orders.)	
**Has your address changed within the past two years? YES____ NO____ (If you select 'Yes,' please enter your former/current addresses below. <b><u>Current address information is always required.</u></b> )	
<b><u>Former Address Information</u></b>	
Former Order Address _____	
City/State/Zip _____	
<b><u>Current Address Information</u></b>	
Order Address (Your Physical Location) _____	
City/State/Zip _____	
Company Web (URL) _____	
****Do you have central purchase ordering? (Check one) YES____ NO____ (Can all POs created for your company be delivered to you via this address? If so, please indicate "YES" above.)	
Does your company accept Purchase Order changes and/or cancellations within 24 hours of receiving the original order? (This is an optional field) (Check one) YES____ NO____	



## Supplier Account Management Profile Form

### **C. Invoice / Payment Processing Information** (as it appears on your invoice)

**\*\*Has your address changed within the past two years?** YES \_\_\_ NO \_\_\_  
(If you select 'Yes,' please enter your former/current addresses below. **Current address information is always required.**)

#### **Former Payment Remittance Information** (as it appears on your invoice)

Former Remit to Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

#### **Current Payment Remittance Information**

Current Remit to Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone number \_\_\_\_\_ Fax Number \_\_\_\_\_

**\*\*\*\*Is this address a centralized remittance address for your company?** YES \_\_\_ NO \_\_\_  
(If you select 'Yes,' all remittance will be submitted to the address provided.)

### **D. Payment Terms** (contact [supplieraccount@corus.jnj.com](mailto:supplieraccount@corus.jnj.com) for assistance)

Select one of the standard payment terms options listed below (indicate w/mark):

\_\_\_ 2% 10 days net 45                      \_\_\_ 0.75% 30 days net 45                      \_\_\_ Net 45 days (no discount taken)

### **E. Johnson & Johnson Main Contact Person** (Your Johnson & Johnson Buyer)

Johnson & Johnson Contact Name \_\_\_\_\_

Contact Phone \_\_\_\_\_ Contact Email \_\_\_\_\_

### **For Johnson & Johnson Affiliate Use Only**

This section should only be completed by a Johnson & Johnson affiliate who is requesting to have a supplier's information updated in the Common Supplier Database (CSDB).

**Please check the type of transaction or relationship you have with your supplier.**

\_\_\_ Legal (AIMS or Law Manager)    \_\_\_ Rebate    \_\_\_ Refund    \_\_\_ Common Payment Interface (CPI)

Contracts and Grants \_\_\_\_\_



## Supplier Account Management Profile Form

### **F. Banking / Electronic Funds Transfer (EFT) or US Currency Wire Transfer (DWT) Information**

*\*The following fields are only required if you are located within the United States. For suppliers located within the United States, Johnson & Johnson can only send payments to checking accounts.*

**\*\*Has your bank account changed within the past year?** YES \_\_\_ NO \_\_\_  
(If you select 'Yes,' please enter your former/current information below. **Current bank information is always required.**)

#### **Former Banking Information**

Bank Name \_\_\_\_\_

Bank Address \_\_\_\_\_

Bank Account Number \_\_\_\_\_ ABA Number \_\_\_\_\_

#### **Current Banking Information**

**\*\*\*\*Can your company receive all payments to this bank account?** YES \_\_\_ NO \_\_\_

Bank Name \_\_\_\_\_

Bank Address \_\_\_\_\_

Bank Contact Person \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_ Fax \_\_\_\_\_

ABA Number (Transit Routing # for U.S. ACH transactions) \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Supplier's Bank Account Number \_\_\_\_\_

**Preferred method of remittance information** (transmission of invoice number, invoice date, dollar amount):

Confirm that your company is setup to receive CTX transactions from the bank: YES \_\_\_ NO \_\_\_

If yes, identify how the bank will provide remittance information: \_\_\_\_\_

(Methods include fax, on-line banking, etc.)

If the bank does not support CTX transactions, the fax number provided will be used by Johnson & Johnson Services, Inc. to forward remittance information.

***\*The following fields are only required if you are located outside the United States.***

**\*\*Has your bank account changed within the past year?** YES \_\_\_ NO \_\_\_

(If you select 'Yes,' please enter your former/current information below. **Current bank information is always required.**)

#### **Former Banking Information**

Bank Name \_\_\_\_\_

Bank Address \_\_\_\_\_

ABA (9 Digits) or Swift Code (8-12 Digits) Number \_\_\_\_\_

International Bank Account Number (IBAN) \_\_\_\_\_

#### **Current Banking Information**

**\*\*\*\*Can your company receive all payments to this bank account?** YES \_\_\_ NO \_\_\_

International Bank Account Number (IBAN) \_\_\_\_\_

Account Name (If it differs from your company name) \_\_\_\_\_

Swift Code \_\_\_\_\_ Bank Account Number \_\_\_\_\_

Sort Code Number \_\_\_\_\_ BLZ Number \_\_\_\_\_ Transit Number \_\_\_\_\_

Intermediate Bank Swift Code (If other than JP Morgan Chase US) \_\_\_\_\_

Intermediate Bank Name \_\_\_\_\_

Final Credit to \_\_\_\_\_

## Frequently Asked Questions

### Ariba Invoicing

#### Q: What is the difference between Web Invoicing and Ariba Invoicing?

A: **Web Invoicing** is a Johnson & Johnson (J&J) in-house web-based tool. Suppliers enter their invoices on the J&J AP website ([www.ap.jnj.com](http://www.ap.jnj.com)). Invoices can be submitted against any J&J PO number. A membership fee is not associated with Web Invoicing.



#### Welcome to the Johnson & Johnson Services, Inc. Accounts Payable Website

To enter this site, Please enter your 9 position Supplier Number:

#### FOR EXISTING SUPPLIERS:

Your supplier number can be obtained from several places.

- From your Johnson & Johnson purchase order.
- From the bottom of a Johnson & Johnson Accounts Payable check.
- By contacting your Buyer at Johnson & Johnson.

#### FOR NEW SUPPLIERS:

If you are a new supplier registering with Johnson & Johnson, you must complete the following forms to submit to your Johnson & Johnson contact:

- [Supplier Account Management Profile Form](#)
- [W-9 form](#)

**Ariba Invoicing** is offered through the Ariba Supplier Network (ASN). Suppliers enter their invoices on the ASN website (<http://supplier.ariba.com>). Invoices can only be submitted against Ariba based POs (any PO beginning with the numbers 99). Ariba offers visibility to invoice status, which provides insight into issues that may prevent the invoice from being paid. Ariba does charge an annual membership fee to some suppliers. For additional information regarding the fees, please visit: [www.ariba.com/suppliermembership](http://www.ariba.com/suppliermembership).

The screenshot shows the Ariba Supplier Network website. At the top, there are navigation links: "Go to >" followed by "Ariba Supplier Network" and "Ariba Network Discovery". The main content area is titled "Ariba Supplier Network Log In" and includes a login form with fields for "Username:" and "Password:" and a "Log In" button. To the right of the login form is a section titled "Join Ariba Supplier Network!" with a brief description and a "Register as a New Supplier" link. Below the login form are links for "Forgot Your Password?", "Account Problems?", and "Contact Support". On the right side of the page, there are several sections: "Using the Network" with a "View Tutorials" link, "Testimonials" with a "Success Stories" link, and "Community" with a "Register for your free subscription today!" link. At the bottom of the page, there is a "Business Opportunity" banner for "Live Plant and Animal Material and Accessories and Supplies | \$1,000.00USD" and a "What's New" section titled "Ariba LIVE 2009 is headed to Nashville!" with a "More >>" link. A small image of two people in a meeting is also visible in the bottom left corner.

**Q: How do I enroll in Ariba eInvoicing?**

A: Enrollment in Ariba eInvoicing begins with the submission of a completed Supplier Account Management (SAM) profile form to [supplieraccount@corus.inj.com](mailto:supplieraccount@corus.inj.com). The Johnson & Johnson Supplier Account Management (SAM) team will assist you through the enrollment process, which includes file configurations in J&J's internal system, training you on how to enter invoices via the ASN, and the submission of a test invoice.



**Supplier Account Management Profile Form**

As a current Johnson & Johnson supplier, we are asking you to complete and return the attached form so that we may ensure our records reflect your company's correct business information. We may also use this information to assist in enabling your company on a Johnson & Johnson payment best practice (electronic invoicing, EFT, etc), if applicable. If your company is eligible for enablement on a Johnson & Johnson best practice, you will be contacted with further information and next steps. In conjunction with this completed form, please supply a current W9 and sample invoice for your company. We encourage you to complete the form in its entirety.

- Email this form to [SupplierAccount@corus.inj.com](mailto:SupplierAccount@corus.inj.com).
- Fax your W9 (U.S. Suppliers) and sample invoice to 908-526-1073. (Note: Completed profile forms and W9s have a 10 day return deadline.)

If you have any questions regarding this form, please send an email to [SupplierAccount@corus.inj.com](mailto:SupplierAccount@corus.inj.com).  
\*\* Note: all fields are required unless otherwise stated.

\* Any identifying information you provide will not be disclosed to a third party except upon governmental request.\*

<b>A. Supplier Contact Information</b>	<b>Today's Date:</b> _____
Supplier Name _____	Tax ID # _____
Contact Name & Title _____	
Contact Phone _____	Contact Fax Number _____
Contact E-mail _____	
Dun & Bradstreet No. _____ (not required if your company does not have a DUNS #)	
If your company has an Ariba Supplier Network (ASN) account, please provide the AN ID# here: A N _____	

<b>B. Order Transmission / Processing Information</b> (This section is required if you receive Purchase Orders)
**Has your address changed within the past two years? YES ___ NO ___ (If you select "Yes," please enter your former and current addresses below. Current address information is always required.)
<b>Former Address Information</b>
Former Order Address _____
City/State/Zip _____
<b>Current Address Information</b>
Order Address (Your Physical Location) _____
City/State/Zip _____
Company Web (URL) _____
***Do you have central purchase ordering? (Check one) YES ___ NO ___ (Can all POs created for your company be delivered to you via this address? If so, please indicate "YES" above.)
Does your company accept Purchase Order changes and/or cancellations within 24 hours of receiving the original order? (This is an optional field) (Check one) YES ___ NO ___

**Q: What is the ASN?**

A: The Ariba Supplier Network (ASN) is a scalable network infrastructure that member organizations can use to efficiently transact business with their trading partners.

Ariba Supplier Network offers suppliers a broad range of solutions and services to manage business transactions and content through a web browser, or electronically through cXML. Being part of the Ariba Supplier Network positions suppliers to attract further business from existing and new customers. Below are links to your Ariba SN account, and other informative information about the Ariba SN.

Ariba SN Supplier Account: <http://supplier.ariba.com>

Ariba SN Information: [http://www.ariba.com/suppliers/suppliers\\_overview.cfm](http://www.ariba.com/suppliers/suppliers_overview.cfm)

Ariba SN Supplier Membership: <http://www.ariba.com/suppliermembership>

To learn more about Ariba, please visit [www.ariba.com](http://www.ariba.com).

**Q: How will I know when to start sending invoices via Ariba eInvoicing?**

A: After a successful test invoice has been received, your company will receive an email from the Johnson & Johnson eInvoicing Team, notifying you of your enablement status. Please continue your usual invoice practices until you receive this final email.

**Q: Even though I submit my invoices on the ASN, my Johnson & Johnson Buyer told me I could still submit paper invoices to Accounts Payable. Is that true?**

A: No, once enrolled in a method of electronic invoicing, you no longer have to send paper invoices to AP. If your system cannot stop generating paper invoices, please mail the invoices to P.O. Box 16593, New Brunswick, NJ 08906-6593; these documents will be shredded upon delivery.

**Q: Will I be able to provide a paper invoice copy to my J&J Buyer if he/she requires it when I submit an invoice on the ASN?**

A: Yes, if your company chooses to manually enter your invoices on the ASN, you do have the ability to add attachments (Word documents, Excel spreadsheets, PDFs, etc) to the electronic Ariba eInvoicing document. These invoices, with their attachments, are visible to the J&J Buyers.

**Q: Is there a cost associated with transacting business on the ASN?**

A: There may be a membership fee associated with the relationship formed between your organization and Ariba Inc when you enrolled in the Ariba eInvoicing process. For more information about Ariba’s Supplier Membership program, visit the supplier membership website at [www.ariba.com/suppliermembership](http://www.ariba.com/suppliermembership).

**Q: What is PO Flip, EDI, and cXML?**

A: **PO Flip** is the ASN term for the manual data entry of invoice detail into an invoice template. This invoice template is created by “flipping” the purchase order. **EDI** and **cXML** are the application-to-application exchange of business information in a standard format. These methods are used by many large businesses to fully automate the process. No manual data entry is required for EDI and cXML.

**Q: Which Johnson & Johnson Affiliate companies may I invoice through Ariba eInvoicing?**

A: You may submit invoices for any Johnson & Johnson Affiliate company that provides you with a Purchase Order (PO) beginning with the numbers 99. The numbers 99 designate your PO as an Ariba based purchase order. If your PO does not begin with 99, you cannot submit an invoice against it on the ASN.

**Q: I provide services to Johnson & Johnson. Am I eligible for Ariba eInvoicing?**

A: Yes, service providers may submit invoices on the ASN. When entering your invoice, please bear in mind, that you must use a quantity of 1. If asked to provide additional detail, you do have the ability to add an attachment. The attachment functionality is at the bottom of the “Shipping and Tax” page of the PO Flip invoice template.

**Q: Where do I get my Ariba Username and Password?**

A: After you create your account with Ariba Inc, Ariba will email a username and temporary password to the person elected to be the Administrator of your account. If the Administrator has not received this email, has misplaced the email, or is having difficulties logging in, the Administrator may contact Ariba Support by completing a support web form. Access Ariba’s website at <http://supplier.ariba.com> and click on the “Account Problems” link and complete and submit the web form; Ariba will contact you via email.

**Q: What if I forget my password?**

A: If you forget your ASN Password, select the “Forgot Your Password” link at <http://supplier.ariba.com>. The ASN will prompt you for your secret question, which you entered during registration. If you have not setup the secret question functionality, you may click on the “Account Problems” link, complete and submit the web form. Ariba will email you the information.



**Q: My purchase orders are blanket POs. Can I still submit invoices electronically on Ariba?**

A: Since the ASN allows you to submit as many invoices against a single PO number as you need to, you can submit invoices against blanket POs.

**Q: Why are some of my POs not available in my Ariba Inbox?**

A: When your Johnson & Johnson Buyer(s) create POs, they have the ability to “manually print” your PO. When this occurs, it prevents the original copy of the PO from being sent to your Ariba Inbox. To allow for invoicing in these cases, Johnson & Johnson manually pushes these POs to your Ariba account. If you cannot locate your PO in your Ariba Inbox, please send an email to the SAM team at [supplieraccount@corus.inj.com](mailto:supplieraccount@corus.inj.com). Please provide the PO number in your email.

**Q: My PO shows a \$0 value on the ASN and is labeled “do not re-fulfill.” Can I submit an invoice against this PO?**

A: Yes, these POs do have value and you may submit invoices against them. Any PO that is “pushed” or republished to your Ariba Inbox for invoicing purposes will be labeled “do not re-fulfill” and will show a \$0 value.

**Q: What if I have questions on Ariba eInvoicing or on invoices I have submitted via the ASN?**

A: As part of the Ariba eInvoicing initiative, J&J has established a Supplier Information Portal, <https://alive.ariba.com/jnj>. This portal will serve as the focal point for the program-related process reference guides, FAQ's (Frequently Asked Questions), technical requirements, project status updates, and eInvoicing education seminars.

If you need assistance with your Ariba account, you may contact Ariba Support at <http://supplier.ariba.com> or access the Supplier Information Portal. If you have an inquiry regarding a submitted invoice, please access the Johnson & Johnson supplier website [www.ap.jnj.com](http://www.ap.jnj.com).

## Web Invoicing

**Q: What are the requirements for Web Invoicing?**

A: Access to the Internet is required; however, special software is not necessary. All Web Invoices can only be submitted against a valid nine-digit PO number, even if it begins with the digits 99. Once activated on Web Invoicing, you must discontinue sending paper invoices to AP.

**Q: How do I enroll in Web Invoicing?**

A: Enrollment in Web Invoicing begins with the submission of a completed Supplier Account Management (SAM) profile form to [supplieraccount@corus.jnj.com](mailto:supplieraccount@corus.jnj.com). The Johnson & Johnson Supplier Account Management (SAM) team will assist you through the enrollment process.



As a current Johnson & Johnson supplier, we are asking you to complete and return the attached form so that we may ensure our records reflect your company's correct business information. We may also use this information to assist in enabling your company on a Johnson & Johnson payment best practice (electronic invoicing, EFT, etc), if applicable. If your company is eligible for enablement on a Johnson & Johnson best practice, you will be contacted with further information and next steps. In conjunction with this completed form, please supply a current WG and sample invoice for your company. We encourage you to complete the form in its entirety.

- Email this form to [SupplierAccount@corus.jnj.com](mailto:SupplierAccount@corus.jnj.com).
- Fax your WG (U.S. Suppliers) and sample invoice to 908-526-1073. (Note: Completed profile forms and regular invoices should be filed to the sender.)

If you have any questions regarding this form, please send an email to [SupplierAccount@corus.jnj.com](mailto:SupplierAccount@corus.jnj.com).  
\*\* Note: all fields are required unless otherwise stated.

\* Any identifying information you provide will not be disclosed to a third party except upon governmental request.\*

<b>A. Supplier Contact Information</b>	<b>Today's Date:</b> _____
Supplier Name _____	Tax ID # _____
Contact Name & Title _____	
Contact Phone _____	Contact Fax Number _____
Contact E-mail _____	
Dun & Bradstreet No. _____	(not required if your company does not have a DUNS #)
If your company has an Arriba Supplier Network (ASN) account, please provide the AN ID# here: AN _____	

<b>B. Order Transmission / Processing Information</b> (This section is required if you receive Purchase Orders.)
**Has your address changed within the past two years? YES _____ NO _____ (If you select "Yes," please enter your former/current addresses below. <u>Current address information is always required.</u> )
<b>Former Address Information</b>
Former Order Address _____
City/State/Zip _____
<b>Current Address Information</b>
Order Address (Your Physical Location) _____
City/State/Zip _____
Company Web (URL) _____
***Do you have central purchase ordering? (Check one) YES _____ NO _____ (Can all P.O.s created for your company be delivered to you via this address? If so, please indicate "YES" above.)
Does your company accept Purchase Order changes and/or cancellations within 24 hours of receiving the original order? (This is an optional field) (Check one) YES _____ NO _____

**Q: How do I find out what my J&J supplier number is?**

A: Your supplier number is located next to your company name on your purchase order. If you have received payment from Johnson & Johnson before via check, your supplier number has been provided on previous check stubs. The SAM team will also provide the nine-digit supplier number to you once the Web Invoicing activation confirmation email is sent to you.

**Q: Are there any fees associated with Web Invoicing?**

A: No, Web Invoicing is a Johnson & Johnson in-house web-based tool; there are no fees associated with Web Invoicing.

**Q: If my company's system cannot stop generating paper invoices, where should they be sent?**

A: If you cannot prevent your systems from printing paper invoices, please mail them to: PO Box 16593, New Brunswick, NJ 08906. The invoices will then be shredded upon delivery.

**Q: Is there training available on how to submit a Web Invoice?**

A: Yes, when you receive your activation confirmation email from the SAM team, training materials will be provided. Instructions will also be available on the AP Website, [www.ap.jnj.com](http://www.ap.jnj.com).

**Q: Which Johnson & Johnson Affiliate companies may I invoice through Web Invoicing?**

A: You may submit invoices for any Johnson & Johnson Affiliate company that provides you with a Purchase Order.

**Q: What should I do if the error message "Supplier not Found" appears on the homepage of the AP website after I enter my nine digit supplier number?**

A: First, check to ensure your supplier number is nine digits, including any leading zeroes. (All supplier numbers should be nine digits, if your supplier number is not nine digits, please add zeroes at the beginning of it.) If you have

entered all nine digits of your supplier number, and you still receive this error message, your supplier number may need to be reset. If this is the case and the invoice must be submitted as soon as possible, please contact the AP Hotline at 877-557-4487 between 8am and 6pm EST. If it is not an emergency, your supplier number will automatically reset overnight, and you will be able to enter invoices the following day.

**Q: How do I know if my invoice has been accepted?**

A: Once you hit the "Accept Invoice" field, you will receive a six digit alphanumeric value, which is confirmation the Web Invoice has been submitted. Please print this page and keep it for your records.

**Q: What should I do if I submitted a down payment on the AP Website and my invoice has not been paid?**

A: If you submitted a down payment as a Web Invoice, please contact the AP Hotline at 877-557-4487 so that this payment may be released. We apologize for the inconvenience, due to system limitations, the system cannot differentiate between a down payment as the first line of a PO and other non-down payment related POs. Thank you for your cooperation.

**Q: How do I change my remit to address?**

A: If you are currently enabled for Web Invoicing and your remit to address changes, please submit a Supplier Account Management (SAM) profile form to [supplieraccount@corus.inj.com](mailto:supplieraccount@corus.inj.com) so that our records may be updated.

**Q: How long after entering an invoice on the web can I view the payment status?**

A: Depending on what time of the day the invoice was entered on the website, the status will be viewable 24 to 48 hours after entry. If the invoice was entered prior to 5:00 pm, it will be visible within 24 hours. However, if the invoice was entered after 5:00 pm, it will be visible within 48 hours.

## Pay on Receipt (POR)

**Q: How do I enroll in Pay on Receipt?**

A: First, you must contact your Johnson & Johnson buyer to initiate dialog on the POR process. Your Johnson & Johnson buyer will provide you with a training guide and assist you with additional instructions needed for systematic configurations.

**Q: How do I bill Johnson & Johnson if paper invoices are no longer sent?**

A: The shipment of goods is used to bill Johnson & Johnson. The goods received multiplied against the unit price on the purchase order are used to determine the amount billed.

**Q: What if I continue to bill for non-inventory purchases such as freight, pallet, setup charges, or non-receivable items?**

A: All non-inventory purchases, such as freight, pallets, setup charges, and service or non-receivable items, can be billed on paper invoices against non-inventory purchase orders (POs) that you receive from your Johnson & Johnson Buyer. Or, Based on negotiations between you and your Johnson & Johnson buyer, the non-inventory items may be rolled into the piece or unit price on your POs and paid alongside the inventory items once the receipts have been entered.

**Q: What if a Johnson & Johnson affiliate company enters the incorrect amount of receipts?**

A: If the Johnson & Johnson affiliate company alters or reverses the receipt quantity on the same day the original entry was made, the net of the entry and corrections will be paid. ("Same day" means until the Accounts Payable system's processing batch cycle runs, which is currently at 8:00pm EST Monday through Friday.) If the Johnson & Johnson affiliate company alters or reverses the receipt quantity on the next day or a subsequent day, payment will cut for the original quantity and an adjustment will be reflected on the next payment.

**Q: What if a Johnson & Johnson affiliate company returns goods back to me?**

A: If the Johnson & Johnson affiliate company returns material to your organization, your Johnson & Johnson buyer will create a Physical Material Return (PMR), and you must submit a paper credit to Accounts Payable.

**Q: What items are displayed through EFT Remittance?**

A: The numeric value presented on the EFT remittance advice consists of the packing slip, the purchase order and purchase order line number, the last digit of the receipt tracker and the date the receipts were entered. For example:

## EFT Remittance

<b>2520024351/112121983017-013097</b>	<b>Gross Amt</b>	<b>Disc</b>	<b>Net Amt</b>
	2,485.39	24.85	2,460.54
①	②	③	④

**2520024351 - is the full packing slip number.**

**112121983 - is the full purchase order number.**

① **01 - is the purchase order line item used for payment.**

**7 - is the last digit of the receipt tracker or packing slip number.**

**013097 - is the date receipts were entered.**

② **Gross Amt = Qty received times PO unit price.**

③ **Disc Amt = Discount Amount if applicable.**

④ **Net Amt = Qty received times PO unit price less discount amount (if applicable).**

**Q: What items are listed on a paper check stub?**

A: The remittance advice on a check stub differs slightly from the detail provided on EFT remittance. The invoice number, receipt date, and check description are listed on a paper check. For example, the check stub may appear thus:

## Check Stub

Invoice No	Date	Vcher	Att/Ck Descrip	Gross Amt	Discount	Net Amount
2121983017	013097	T27568	2520024351/112121983017-013097	2,485.39	24.85	2,460.54
1	2	3	4	5	6	7

- 1 2121983017 – consists of the last seven digits of the purchase order, the purchase order line number, and the last digit of the receipt tracker number.
- 2 013097 – is the date the receipts were entered.
- 3 T27568 – Voucher/Confirmation number systematically generated once receipts are entered.
- 4
  - 2520024351 – is the full packing slip number.
  - 112121983 – is the full purchase order number.
  - 01 – is the purchase order line item used for payment.
  - 7 – is the last digit of the receipt tracker number.
  - 013097 – is the date the receipts were entered.
- 5 Gross Amt = Qty received times PO unit price.
- 6 Disc Amt = Discount Amount if applicable.
- 7 Net Amt = Qty received times PO unit price less discount amount (if applicable).

## Electronic Funds Transfer (EFT)

### **Q: How do I enroll in EFT payments?**

A: Once you have completed and submitted your Supplier Account Management (SAM) profile form, Accounts Payable will ensure you are setup to receive EFT payments. Your company's banking information is requested on the third page of the Supplier Profile Form; the second half of the page is only required for suppliers located outside the United States with banks located outside the United States.

  
**Supplier Account Management Profile Form**

**F. Banking / Electronic Funds Transfer (EFT) or US Currency Wire Transfer (DWT) Information**

*\*The following fields are only required if you are located within the United States. For suppliers located within the United States, Johnson & Johnson can only send payments to checking accounts.*

\*\*Has your bank account changed within the past year? YES \_\_\_ NO \_\_\_  
(If you select 'Yes,' please enter your former/current information below. Current bank information is always required.)

**Former Banking Information**

Bank Name \_\_\_\_\_  
Bank Address \_\_\_\_\_  
Bank Account Number \_\_\_\_\_ ABA Number \_\_\_\_\_

**Current Banking Information**

\*\*\*\*Can your company receive all payments to this bank account? YES \_\_\_ NO \_\_\_

Bank Name \_\_\_\_\_  
Bank Address \_\_\_\_\_  
Bank Contact Person \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_ Fax \_\_\_\_\_  
ABA Number (Transit Routing # for U.S. ACH transactions) \_\_\_\_\_  
Supplier's Bank Account Number \_\_\_\_\_

Preferred method of remittance information (transmission of invoice number, invoice date, dollar amount):  
Confirm that your company is setup to receive CTX transactions from the bank: YES \_\_\_ NO \_\_\_  
If yes, identify how the bank will provide remittance information: \_\_\_\_\_  
(Methods include fax, on-line banking, etc.)  
If the bank does not support CTX transactions, the fax number provided will be used by Johnson & Johnson Services, Inc. to forward remittance information.

*\*The following fields are only required if you are located outside the United States.*

\*\*Has your bank account changed within the past year? YES \_\_\_ NO \_\_\_  
(If you select 'Yes,' please enter your former/current information below. Current bank information is always required.)

**Former Banking Information**

Bank Name \_\_\_\_\_  
Bank Address \_\_\_\_\_  
ABA (9 Digits) or Swift Code (8-12 Digits) Number \_\_\_\_\_  
International Bank Account Number (IBAN) \_\_\_\_\_

**Current Banking Information**

\*\*\*\*Can your company receive all payments to this bank account? YES \_\_\_ NO \_\_\_

International Bank Account Number (IBAN) \_\_\_\_\_  
Account Name (if it differs from your company name) \_\_\_\_\_  
Swift Code \_\_\_\_\_ Bank Account Number \_\_\_\_\_  
Sort Code Number \_\_\_\_\_ BLZ Number \_\_\_\_\_ Transit Number \_\_\_\_\_  
Intermediate Bank Swift Code (if other than JP Morgan Chase US) \_\_\_\_\_  
Intermediate Bank Name \_\_\_\_\_  
Final Credit to \_\_\_\_\_



### **Q: How will I receive my remittance detail through EFT payments?**

A: If you indicate your bank is capable of receiving CTX transactions on the SAM form, you will receive your remittance information regarding invoice payments directly from your bank. There are currently two methods of remittance transmissions we offer, CTX or CCD:

- **CTX Transactions** - The funds and remittance information will be sent from Johnson & Johnson and forwarded to your company's bank. The bank is then responsible for forwarding the remittance information to you. Please note that additional charges may be applied to your account by your bank. You must check with your company's bank and verify whether or not the bank is capable of handling CTX Transactions.
- **CCD Transactions** – For these transactions, Johnson & Johnson will provide you with the remittance information for the payment, at no additional cost to you. The information will be faxed to you using the number provided on the SAM profile form.

### **Q: What are CTX transactions?**

A: A CTX transaction is the Corporate Trade Exchange application. It allows for the movement/transmission of money, and the addendum may have to 9,999 records, each up to 80 characters.

**Q: What is the remittance information provided with my EFT payment?**

A: If you receive your payments by fax, through the CCD method, remittance information sent to you will include basic payment details such as: invoice number, check/EFT number, check date, and payment amount. If you elected CTX, the remittance information provided will be determined by your bank's specifications. You may obtain additional payment information by accessing the Johnson & Johnson Accounts Payable website ([www.ap.jnj.com](http://www.ap.jnj.com)).

**Q: Can Johnson & Johnson send my remittance information by e-mail to me?**

A: No, for CCD transactions, all EFT remittances are electronically faxed to the fax number you have provided.

**Q: What should I do if I change banks?**

A: If you have changed account numbers within the same bank, or have changed your bank, please complete the SAM profile form and email it to the Supplier Account Management team at [supplieraccount@corus.jnj.com](mailto:supplieraccount@corus.jnj.com).

**Q: Whom should I contact if payment is not deposited into my account?**

A: If you are searching for payment history, please review your payment history on the AP Website, [www.ap.jnj.com](http://www.ap.jnj.com). If you have searched the payment history included on the website and still do not see a payment, please contact the AP Hotline at 877-557-4487.

**Q: What does ACH mean?**

A: ACH is an acronym for Automated Clearing House. ACH is the financial network run by the Federal Reserve to transfer funds electronically.

**Q: Are there any additional cost or fees involved with enrollment with EFT?**

A: As EFT is the preferred method of payment, Johnson & Johnson does not charge a fee for using Electronic Funds Transfer. However, it is very important that you contact your bank and confirm the services they offer and the cost for electronic payment transmissions.

**Q: If I only want to enroll in a method of electronic invoicing, and I already receive EFT payments, do I still need to complete the banking section on the Supplier Account Management profile form?**

A: Yes, when you enroll in either Ariba eInvoicing or Web Invoicing, Johnson & Johnson is verifying the information in our internal Master Vendor File. This database houses information such as your order and remit to addresses, as well as your banking information. Since this information is vital for you to receive your payments, it is important that we periodically verify what we have on file.

## Discount Terms

**Q: How do I enroll in the Discount Terms program?**

A: You may enroll in the Discount Terms program by completing the Payment Terms section of the Supplier Account Management (SAM) profile form and emailing the form in its entirety to [supplieraccount@corus.jnj.com](mailto:supplieraccount@corus.jnj.com).



**Supplier Account Management Profile Form**

<b>C. Invoice / Payment Processing Information</b> (as it appears on your invoice) <small>**Has your address changed within the past two years? YES ___ NO ___ (If you select 'Yes,' please enter your former/burden addresses below. Current address information is always required.)</small> <b>Former Payment Remittance Information</b> (as it appears on your invoice) Former Remit to Address _____ City/State/Zip _____  <b>Current Payment Remittance Information</b> Current Remit to Address _____ City/State/Zip _____ Phone number _____ Fax Number _____  <small>****Is this address a centralized remittance address for your company? YES ___ NO ___ (If you select 'Yes,' all remittance will be submitted to the address provided.)</small>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>D. Payment Terms</b> (contact <a href="mailto:supplieraccount@corus.jnj.com">supplieraccount@corus.jnj.com</a> for assistance) Select one of the standard payment terms options listed below (indicate w/mark): <input type="checkbox"/> 2% 10 days net 45 <input type="checkbox"/> 0.75% 30 days net 45 <input type="checkbox"/> Net 45 days (no discount taken)
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



<b>E. Johnson &amp; Johnson Main Contact Person</b> (Your Johnson & Johnson Buyer) Johnson & Johnson Contact Name _____ Contact Phone _____ Contact Email _____
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>For Johnson &amp; Johnson Affiliate Use Only</b> <small>This section should <u>only</u> be completed by a Johnson &amp; Johnson affiliate who is requesting to have a supplier's information updated in the Common Supplier Database (CSDB). Please check the type of transaction or relationship you have with your supplier. <input type="checkbox"/> Legal (AIMS or Law Manager)    <input type="checkbox"/> Rebate    <input type="checkbox"/> Refund    <input type="checkbox"/> Common Payment Interface (CPI) Contracts and Grants _____</small>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**Q: What are the benefits of electing discount payment terms?**

A: Electing discount payment terms enables payments to be released to you (in 10 or 30 days) without aging to the standard terms of net 45 days. Discount terms allow your company to receive early payment if they allow a certain percentage to be deducted from the payment; this may decrease the time your payments are made drastically.

**Q: What does 2% 10 net 45 or 0.75% 30 net 45 day discount term mean?**

A: The first two selections are discount terms offered by Johnson & Johnson. If one of these terms is elected, a percentage, either 2% or 0.75%, will be deducted from all future payments if the invoices are paid within a certain time frame, either 10 or 30 days. If one of the terms is selected, Johnson & Johnson will deduct a percentage from each payment if the payment is made with the allotted time frame. For instance, if you elected payment terms 2% 10 net 45 days, and submitted an invoice for \$100; 2% (\$2) would be deducted from the payment as long as it was made in 10 days from the invoice date. In this scenario, you would receive \$98. Net 45 days is the Johnson & Johnson standard payment terms offered to suppliers. The terms options on the form are the only options our suppliers may elect.

**Q: Are the payment terms on existing purchase orders (POs) and invoices updated?**

A: No, the Supplier Account Management team can only update your payments terms on your address profile in the AP system. Due to a system limitations, terms cannot be updated on existing POs or invoices. Once you receive a confirmation email indicating that your terms have been updated, a new PO must be created and the existing PO must be closed. Any invoices submitted against a PO created prior to the change in terms, will age to the terms associated with the original PO. Please work with your Johnson & Johnson Company Contact to ensure that existing POs are closed and new POs are created to reflect the change in payment terms.

**Q: My company provides products/services for multiple Johnson & Johnson Companies. Will these terms apply to POs created by the different entities?**

A: Yes, terms are updated across all remit to and order addresses currently listed on your supplier profile in our system. All Johnson & Johnson companies subscribe to the same AP system. Therefore, regardless of which Johnson & Johnson operating company provides you with a PO, after the terms are updated, the discount payment terms will be consistent across the entire company.

**Q: Do I have to update my payment terms in have my payments released early?**

A: Yes, except in special cases. If you do not want to permanently update your payment terms and only want an invoice released for payment, please call the AP Hotline at 877-557-4487. Please note, it is against AP policy to release payments early except for cases of plant shutdown or down payment.

**Q: Are these the only payment terms I may elect?**

A: Yes, If you believe you should receive payment terms aside from the three options listed on the SAM form, please have your Johnson & Johnson contact email [supplieraccount@corus.jnj.com](mailto:supplieraccount@corus.jnj.com).

## AP Website – Researching Payment History

The Johnson & Johnson Accounts Payable website, [www.ap.inj.com](http://www.ap.inj.com) provides suppliers with the ability to submit their invoices online, research their payments, update their banking information and addresses, and request a check be stopped/voided/reissued if lost. Instructions on how to search for payment history on the website are as follows:

**1** Enter your **Nine Digit Supplier Number**, then click **Submit**.



Welcome to the Johnson & Johnson Services, Inc. Accounts Payable Website

To enter this site, Please enter your 9 position Supplier Number:

#### FOR EXISTING SUPPLIERS:

Your supplier number can be obtained from several places.

- From your Johnson & Johnson purchase order.
- From the bottom of a Johnson & Johnson Accounts Payable check.
- By contacting your Buyer at Johnson & Johnson.

#### FOR NEW SUPPLIERS:

If you are a new supplier registering with Johnson & Johnson, you must complete the following forms to submit to your Johnson & Johnson contact:

- [Supplier Account Management Profile Form](#)
- [W-9 form](#)

**If you prefer, you can contact us by telephone - our toll free Accounts Payable Interactive Voice Response (IVR) system telephone number is: 1-877-335-11VR (557-4487).**

This site is designed for use by the United States based suppliers of Johnson & Johnson and is available from 7 am to 12 midnight eastern time Monday - Friday and 7 am - 5 pm eastern time on Saturday.

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Select **Payment Information**, on the AP Website Home Page to search for your payment history.

**Johnson & Johnson Services, Inc.**   
*Paying Agent for Johnson & Johnson Companies*

Click on the links below to launch specific services

- Payment Status**
  - [Payment Information](#)
  - [Return / Replace a Check](#)
- SUPLIER ACCOUNT DATA**
  - [Request W-9 Information](#)
  - [Electronic Funds Transfer \(EFT\)](#)
  - [Supplier Account Management \(SAM\) Form](#)
- INVOICES**
  - [Submit your Invoices via Web](#)
- QUESTIONS**
  - [FAQ's](#)
  - [Feedback](#)
  - [Y/E Closing](#)
- LINKS**
  - [Johnson & Johnson Home Page](#)

[Change Supplier Number for this Session](#)

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You may search for payments by entering either a **Purchase Order**, **Invoice**, or **Check Number**.

**Johnson & Johnson Services, Inc.** *Johnson & Johnson*  
*Paying Agent for Johnson & Johnson Companies*

**Search for Payment History**

Payment History represents the last 12 months of payment activity.

Search Tip: If you search by Invoice #, and it is not found on Payment History, we will continue to search additional databases for your Invoice. If it is found on one of these other databases, limited information about your Invoice will be displayed. Click on FAQs to learn more.

Please Enter a value in one of the following fields:

PO Number

Invoice Number

Check Number

Sort Report By

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**4** The report may be sorted by *Invoice Number*, *Invoice Date*, *Check Date*, *Check Number*, *PO Number*, or *Invoice Due Date*, in either *Ascending* or *Descending* order. Please enter or select your search criteria and click **Submit**.

### Search for Payment History

Payment History represents the last 12 months of payment activity.

Search Tip: If you search by Invoice #, and it is not found on Payment History, we will cc your Invoice. If it is found on one of these other databases, limited information about y to learn more.

**Please Enter a value in one of the following fields:**

PO Number

Invoice Number

Check Number

Sort Report By

2 months of payment activity.

is not found on Payment History, we will conti  
her databases, limited information about your

**Please Enter a value in one of the following fields:**

PO Number

Invoice Number

Check Number

Sort Report By

5

The payment history for the past 12 months will be displayed; this will include check numbers, check cashed dates, and an error message if an issue is preventing the invoice from being paid. The report can also be **Exported to Microsoft Excel**.

**Johnson & Johnson Services, Inc.** *Johnson & Johnson*  
 Paying Agent for Johnson & Johnson Companies

HOME FAQs FEEDBACK

Supplier: 123456001  
 PO Number: 991234567  
[Change Selection Criteria](#)

[Export results to Excel or Tab delimited format.](#)



PO Number	Voucher	Invoice Number	Invoice Date	Invoice Due Date	Invoiced Amount	Invoice Paid Amount	Match Error	Check Number	Check Issue Date	Check Amount	Check Cashed Code	Check Cashed Date	Supplier
991234567	1A2345	SUPPLIER	8/29/2006	10/10/2006	\$5.00	\$5.00		1122334	10/5/2006	\$5.00		10/8/2006	123456001



Page: 1 of 1

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Microsoft Excel - Supplier Payment Detail.xls

File Edit View Insert Format Tools Data Window Help Adobe PDF

1	PO Number	Voucher	Invoice Number	Invoice Date	Invoice Due Date	Invoiced Amount	Invoice Paid Amount	Match Error	Check Number	Check Issue Date	Check Amount	Check Cashed Code	Check Cashed Date	Supplier
2	991234567	1A2345	ABC1234	8/1/2007	9/15/2007	4,200	4,200		1111222	9/17/2007	4,200	EFT	9/19/2007	123456001
3	991234567	2B3456	DEF5678	9/1/2007	10/16/2007	10,000	10,000		1122333	10/16/2007	10,000	EFT	10/18/2007	123456001
4	991234567	3C4567	GH9012	10/1/2007	11/15/2007	5,000	5,000		1123334	11/15/2007	5,000	EFT	11/19/2007	123456001
5	991234567	4D5678	JKL3456	11/1/2007	12/16/2007	8,400	8,400		1123444	12/17/2007	8,400	EFT	12/19/2007	123456001
6														
7														
8														
9	<b>Match Error Codes</b>													
10														
11	IA	This invoice has been processed and is awaiting Requisitioner approval in order to release payment. Please contact the Requisitioner to resolve.												
12	RCV	The quantity invoiced is greater than the quantity received. Please contact the Buyer to resolve this issue.												
13	RCV	Please contact the Buyer to resolve this issue.												
14	PRC	The item price being invoiced is greater than the item price listed on the Purchase Order. Please contact the Buyer to resolve this issue.												
15	PRC	Please contact the Buyer to resolve this issue.												
16	QTY	The quantity being invoiced is greater than the item quantity on the Purchase Order. Please contact the Buyer to resolve this issue.												
17	QTY	Please contact the Buyer to resolve this issue.												
18		* Requisitioner - Individual who placed the order.												
19														
20	<b>Check Cashed Codes</b>													
21	EFT	Electronic Funds Transfer payment.												
22	Cashed	The check was cashed.												
23	Stop	A stop payment was issued against this check.												
24	Void	This check was voided.												
25														