



*Johnson & Johnson*

## **Web Invoicing Training**

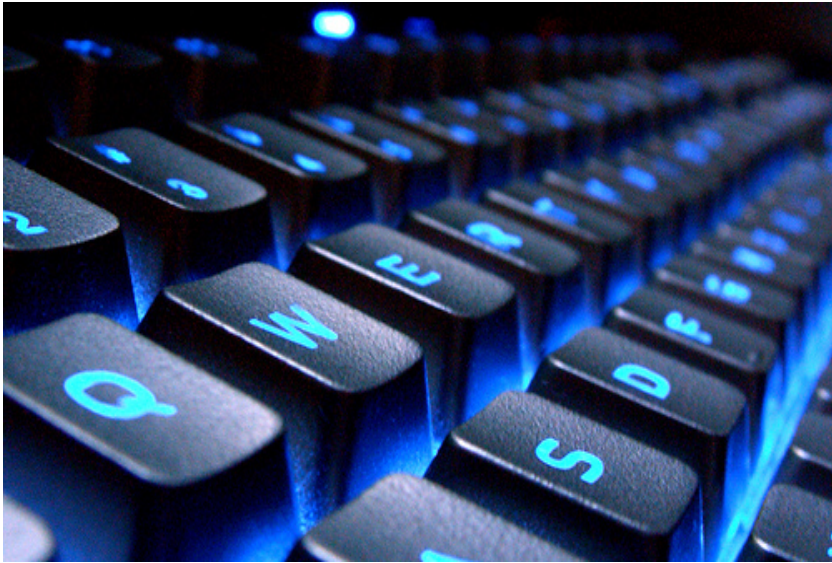


Last Updated on 10/9/08

**Finance Business Services  
Accounts Payable**  
[www.ap.jnj.com](http://www.ap.jnj.com)

# Course Objectives

By completing this course you will:



- Learn the Web Invoicing requirements
- Learn how to submit an invoice against a PO
- Learn how to research payment history on the Accounts Payable Website

# Note



## Benefits of 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.
- Reveals any invoice discrepancies upon invoice creation.
- All Electronic Funds Transfers (EFT) will be transmitted directly to your company's bank account.

# Web Invoicing Requirements

- Access to the Internet is a necessity as Web Invoicing is a web – based system.
- A valid nine digit Purchase Order (PO) number as well as your nine digit supplier number is needed.
- All invoices must be paid via Electronic Funds Transfer (EFT), an electronic payment method in which funds are directly deposited into your bank account.
- Discontinue sending paper invoices to Accounts Payable. If your system cannot halt the generation of paper invoices, these documents must be mailed to P.O. Box 16593, New Brunswick, NJ 08906-6593, and will be shredded upon delivery.
- A completed Supplier Account Management Profile Form must be submitted to Accounts Payable.

# Submitting an Invoice on the Johnson & Johnson AP Website

**Johnson & Johnson Services, Inc.**

*Johnson & Johnson*

*Paying Agent for Johnson & Johnson Companies*

1

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

[www.ap.jnj.com](http://www.ap.jnj.com)

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

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

Submit

#### 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-JJS-IIVR (557-4487).

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# Submitting An Invoice – Step 2

2

Select **Submit your Invoices via Web**, on the the AP Website Home Page to begin submitting your Web Invoice.



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Click on the links below to launch specific services

**Payment Status**  
[Payment Information](#)  
[Return / Replace a Check](#)

**SUPPLIER ACCOUNT DATA**  
[Request W-9 Information](#)  
[Electronic Funds Transfer \(EFT\)](#)  
[Supplier Account Management \(SAM\) Form](#)

**INVOICES**  
[Submit your Invoices via Web](#)

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**LINKS**  
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# Submitting An Invoice – Step 3

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Supplier Number :: 123456001

Purchase Order Number:

Submit

[Instruction on How to Create an Invoice or Credit Memo](#)

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3

Enter your nine digit **Purchase Order Number**, then click **Submit**.

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# Submitting An Invoice – Steps 4 & 5

4

Enter the **Invoice**

**Number**, which is a *required field*; this field holds a maximum of ten digits. The invoice number may be alphanumeric; however, it can not contain any special characters, such as dashes or asterisks. If your invoice number is more than 10 digits, please enter the last ten digits of the invoice number.



5

Enter the **Invoice Date**,

which is a *required field*, in MM/DD/YYYY format. The Invoice Date field automatically defaults to the current date.

*Note:* Invoices should not be postdated. This may cause a delay in payment or your invoice may be rejected.

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## Enter Invoice / Credit Memo Details

PO Number: 991234567 Date: 09/12/2008  
 Business Unit: 1415 Supplier Number: 123456001  
 Company Code: NA

Invoice Number:  Invoice Date: 09/12/2008

Please select Invoice or Credit Memo  
 Invoice  
 Invoice  
 Credit Memo

Bill To	Ship To
Name: Johnson & Johnson Services, Inc	Name:
Address Line 1: PO Box 16500	Address Line 1: 1234 US Highway 13D
Address Line 2:	Address Line 2:
City: North Brunswick	City: North Brunswick
State: NJ	State: NJ
ZIP Code: 08902	ZIP Code: 08902
Country: US	Country: US

Terms:

Freight:  Tax:

Submitted By:  Phone Number:

Invoice Description:

If this is for a service...where was Service Performed:

PO Item	Qty Ordered	Unit Price	Unit Of Measure	Unit Of Price	Manf. Part No	Commodity Description	Description	Line Amount
01	<input type="text" value="0"/>	50.0000	EA	1		Mismatch Material Gr	test	<input type="text" value="0"/>

Submit Invoice Data

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# Submitting An Invoice – Step 6

6

Please indicate if an **Invoice** or **Credit Memo** is being submitted by choosing the appropriate option on the drop down menu in the **Please Select Invoice or Credit Memo** field. *This is a required field.*



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*Paying Agent for Johnson & Johnson Companies*

---

**Enter Invoice / Credit Memo Details**

PO Number	991234567	Date	09/12/2008
Business Unit	1415	Supplier Number	123456001
Company Code	NA		
Invoice Number	<input type="text"/>	Invoice Date	<input type="text" value="09/12/2008"/>
<b>Please select Invoice or Credit Memo</b>		<input type="text" value="Invoice"/>	
<b>Bill To</b>		<b>Ship To</b>	
Name	Johnson & Johnson Services, Inc	Name	
Address Line 1	PO Box 16500	Address Line 1	1234 US Highway 130
Address Line 2		Address Line 2	
City	North Brunswick	City	North Brunswick
State	NJ	State	NJ
ZIP Code	08902	ZIP Code	08902
Country	US	Country	US

---

Terms	<input type="text"/>	Tax	<input type="text"/>
Freight	<input type="text"/>	Phone Number	<input type="text"/>
Submitted By	<input type="text"/>		
Invoice Description	<input type="text"/>		
If this is for a service...where was Service Performed	<input type="text"/>		

PO Item	Qty Ordered	Unit Price	Unit Of Measure	Unit Of Price	Manf. Part No	Commodity Description	Description	Line Amount
01	<input type="text" value="0"/>	50.0000	EA	1		Mismatch Material Gr	test	<input type="text" value="0"/>

# Submitting An Invoice – Steps 7 & 8

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

Johnson & Johnson

## Enter Invoice / Credit Memo Details

PO Number	991234567	Date	09/12/2008
Business Unit	1415	Supplier Number	123456001
Company Code	NA		
Invoice Number	<input type="text"/>	Invoice Date	<input type="text" value="09/12/2008"/>
Please select Invoice or Credit Memo	<input type="text" value="Invoice"/> <input type="text" value="Invoice"/> <input type="text" value="Credit Memo"/>		
<b>Bill To</b>	<b>Ship To</b>		
Name	Johnson & Johnson Services, Inc	Name	
Address Line 1	PO Box 16500	Address Line 1	1234 US Highway 13D
Address Line 2		Address Line 2	
City	North Brunswick	City	North Brunswick
State	NJ	State	NJ
ZIP Code	08902	ZIP Code	08902
Country	US	Country	US

## Terms

Freight	<input type="text"/>	Tax	<input type="text"/>
Submitted By	<input type="text"/>	Phone Number	<input type="text"/>
Invoice Description	<input type="text"/>		
If this is for a service...where was Service Performed	<input type="text"/>		

PO Item	Qty Ordered	Unit Price	Unit Of Measure	Unit Of Price	Manf. Part No	Commodity Description	Description	Line Amount
01	<input type="text" value="0"/>	50.0000	EA	1		Mismatch Material Gr	test	<input type="text" value="0"/>

Submit Invoice Data

7

If there are any relevant **Freight** charges, please enter the appropriate dollar amount, using two decimal places, without the currency symbol. This is an *optional field*.

8

If there are any relevant **Tax** charges, please enter the appropriate dollar amount, using two decimal places, without the currency symbol. This is also an *optional field*.



# Submitting An Invoice – Steps 9 & 10

9

Enter your full name in the **Submitted By** field, which is a *required field*. This field captures the name of the individual submitting all Web Invoices.

10

Enter your phone number, including the area code and your extension in the **Phone#** field, which is also a *required field*.



**Johnson & Johnson Services, Inc.** Johnson & Johnson  
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**Enter Invoice / Credit Memo Details**

PO Number: 991234567      Date: 09/12/2008  
Business Unit: 1415      Supplier Number: 123456001  
Company Code: NA

Invoice Number:       Invoice Date: 09/12/2008

Please select Invoice or Credit Memo:  (dropdown menu showing Invoice and Credit Memo)

**Bill To**      **Ship To**

Name: Johnson & Johnson Services, Inc.      Name:

Address Line 1: PO Box 16500      Address Line 1: 1234 US Highway 13D

Address Line 2:       Address Line 2:

City: North Brunswick      City: North Brunswick

State: NJ      State: NJ

ZIP Code: 08902      ZIP Code: 08902

Country: US      Country: US

Terms:

Freight:       Tax:

**Submitted By:**       **Phone Number:**

Invoice Description:

If this is for a service...where was Service Performed:

PO Item	Qty Ordered	Unit Price	Unit Of Measure	Unit Of Price	Manf. Part No	Commodity Description	Description	Line Amount
01	<input type="text" value="0"/>	50.0000	EA	1		Mismatch Material Gr	test	<input type="text" value="0"/>

# Submitting An Invoice – Steps 11 & 12

11

It is required to enter a

detailed **Invoice Description** of the service provided or goods shipped. There is a limit of 50 characters within this field.

12

If a service was provided, please enter the state in which the service was performed. This should be entered in the **If this is a Service ... where was Service performed** field. *This is a required field.*

If the state is not entered, an error message will appear, "Page can not be displayed," when you submit your invoice.



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## Enter Invoice / Credit Memo Details

PO Number	991234567	Date	09/12/2008
Business Unit	1415	Supplier Number	123456001
Company Code	NA		
Invoice Number	<input type="text"/>	Invoice Date	<input type="text" value="09/12/2008"/>
Please select Invoice or Credit Memo	<input type="text" value="Invoice"/>		
<b>Bill To</b>		<b>Ship To</b>	
Name	Johnson & Johnson Services, Inc	Name	
Address Line 1	PO Box 16500	Address Line 1	1234 US Highway 130
Address Line 2		Address Line 2	
City	North Brunswick	City	North Brunswick
State	NJ	State	NJ
ZIP Code	08902	ZIP Code	08902
Country	US	Country	US

Terms	<input type="text"/>		
Freight	<input type="text"/>	Tax	<input type="text"/>
Submitted By	<input type="text"/>	Phone Number	<input type="text"/>
Invoice Description	<input type="text"/>		
If this is for a service...where was Service Performed	<input type="text"/>		

PO Item	Qty Ordered	Unit Price	Unit Of Measure	Unit Of Price	Manf. Part No	Commodity Description	Description	Line Amount
01	<input type="text" value="0"/>	50.0000	EA	1		Mismatch Material Gr	test	<input type="text" value="0"/>

Submit Invoice Data



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# Submitting An Invoice – Steps 13 & 14

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## Enter Invoice / Credit Memo Details

PO Number	991234567	Date	09/12/2008
Business Unit	1415	Supplier Number	123456001
Company Code	NA		
Invoice Number	<input type="text"/>	Invoice Date	<input type="text" value="09/12/2008"/>
Please select Invoice or Credit Memo	<input type="button" value="Invoice"/> <input type="button" value="Credit Memo"/>		
<b>Bill To</b>	<b>Ship To</b>		
Name	Johnson & Johnson Services, Inc	Name	
Address Line 1	PO Box 16500	Address Line 1	1234 US Highway 13D
Address Line 2		Address Line 2	
City	North Brunswick	City	North Brunswick
State	NJ	State	NJ
ZIP Code	08902	ZIP Code	08902
Country	US	Country	US
Terms	<input type="text"/>		
Freight	<input type="text"/>	Tax	<input type="text"/>
Submitted By	<input type="text"/>	Phone Number	<input type="text"/>
Invoice Description	<input type="text"/>		
If this is for a service...where was Service Performed	<input type="text"/>		

**13**

The PO Line Item section

displays all items that are capable of being invoiced against the purchase order. There may be multiple lines listed for a single PO. For a service PO, please enter a Quantity of 1. For a material order, please enter the quantity of the goods shipped.

**14**

Please enter the total

amount invoiced in the **Line Amount field**. Do not include tax or freight.

PO Item	Qty Ordered	Unit Price	Unit Of Measure	Unit Of Price	Manf. Part No	Commodity Description	Description	Line Amount
01	<input type="text" value="0"/>	50.0000	EA	1		Mismatch Material Gr	test	<input type="text" value="0"/>

Submit Invoice Data

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# Submitting An Invoice – Final Step

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Paying Agent for Johnson & Johnson Companies

Johnson & Johnson

## Enter Invoice / Credit Memo Details

PO Number	991234567	Date	09/12/2008
Business Unit	1415	Supplier Number	123456001
Company Code	NA		
Invoice Number	<input type="text"/>	Invoice Date	<input type="text" value="09/12/2008"/>
Please select Invoice or Credit Memo	<input type="text" value="Invoice"/>		

Bill To		Ship To	
Name	Johnson & Johnson Services, Inc	Name	
Address Line 1	PO Box 16500	Address Line 1	1234 US Highway 13D
Address Line 2		Address Line 2	
City	North Brunswick	City	North Brunswick
State	NJ	State	NJ
ZIP Code	08902	ZIP Code	08902
Country	US	Country	US

Terms			
Freight	<input type="text"/>	Tax	<input type="text"/>
Submitted By	<input type="text"/>	Phone Number	<input type="text"/>
Invoice Description	<input type="text"/>		
If this is for a service...where was Service Performed	<input type="text"/>		

PO Item	Qty Ordered	Unit Price	Unit Of Measure	Unit Of Price	Manf. Part No	Commodity Description	Description	Line Amount
01	<input type="text" value="0"/>	50.0000	EA	1		Mismatch Material Gr	test	<input type="text" value="0"/>

Submit Invoice Data

15

After entering all required and/or optional fields, click **Submit Invoice Data**. If you want to clear all information entered, click the *Reset* button to re-enter all invoice detail.

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# Invoice Verification and Acceptance

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## Enter Invoice / Credit Memo Details

PO Number 991234567 Date 09/12/2008  
Business Unit 141S Supplier Number 123456001  
Company Code HA  
Invoice Number supplier08 Invoice Date 09/12/2008  
Please select Invoice or Credit Memo Invoice

Bill To		Ship To	
Name	Johnson & Johnson Services, Inc	Name	
Address Line 1	PO Box 16500	Address Line 1	1234 US Highway 130
Address Line 2		Address Line 2	
City	North Brunswick	City	North Brunswick
State	NJ	State	NJ
ZIP Code	08902	ZIP Code	08902
Country	US	Country	US

Terms

Freight 0.00 Tax 0.00

Submitted By John Smith Phone Number 7325551212

Invoice Description Supplier submitting Web Invoices Online

If this is for a service...where was Service Performed NJ

PO Item	Qty Ordered	Unit Price	Unit Of Measure	Unit Of Price	Manf. Part No	Commodity Description	Description	Line Amount
01	1.000	50.0000	EA	1		Mismatch Material Gr	test	50.00

**Gross Amount = \$50.00**

Please verify the summary information and click on Accept button to confirm.

Accept Invoice Data

Modify Invoice Data

16

Review the Invoice to verify the details entered. If any updates are required, select **Modify Invoice Data**.

17

Click **Accept Invoice Data** to complete the Invoice Submission Process.

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# Invoice Confirmation

*Please Note:* Once you have completed your Invoice Submission, a confirmation page will appear on the screen. Please print this page and keep it for your records. You will then have the option to **Enter Another Invoice** or **Return to Main Menu**.

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## Invoice Confirmation

Your invoice TEST has been submitted successfully on 10/1/2008 12:10:55 PM EST

Invoice status may be viewed on the Payment Status section of this website after AP system validation.

Enter Another Invoice

Return To Main Menu

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# **Researching Payment History on the Accounts Payable Website**

# Payment Information on the Johnson & Johnson AP Website

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1

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

[www.ap.jnj.com](http://www.ap.jnj.com).

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

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

Submit

#### 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-JJS-IIVR (557-4487).**

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# Research Payment Information

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Click on the links below to launch specific services

## Payment Status

[Payment Information](#)

[Return / Replace a Check](#)

## SUPPLIER ACCOUNT DATA

[Request W-9 Information](#)

[Electronic Funds Transfer \(EFT\)](#)

[Supplier Account Management \(SAM\) Form](#)

## INVOICES

[Submit your Invoices via Web](#)

## QUESTIONS

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[Y/E Closing](#)

## LINKS

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2

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

[Change Supplier Number for this Session](#)

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# Establish Search Criteria

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3

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

## 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	<input type="text"/>
Invoice Number	<input type="text"/>
Check Number	<input type="text"/>
Sort Report By	Invoice Number <input type="text"/> Ascending <input type="text"/>

Submit

Reset

*Note:* Twelve months of payment activity is available on the website.

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# Establish Search Criteria

## 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

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**.

# Payment History

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**. If an error is preventing the invoice from payment, it will be listed in the **Match Error** column. A description is in the **Match Error Desc** Column.

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Search for Payment History

Supplier Number: 123456001  
Records Found: 1  
PO Number: 991234567

Change Selection Criteria

Export Results To Excel

PO Number	Voucher	Invoice Number	Invoice Date	Invoice Due Date	Invoiced Amount	Invoice Paid Amount	Match Error	Match Error Desc	Payment Number	Payment Issue Date	Payment Amount	Check Cashed Code	Check Cashed Date	Supplier
991234567	1A2345	SUPPLIER08	9/12/2008	10/12/2008	50.00	50.00			1122334	10/12/2008	50.00	EFT		

Microsoft Excel - PaymentHistory[1].xls

File Edit View Insert Format Tools Data Window Help Adobe PDF

PO Number	Voucher	Invoice Number	Invoice Date	Invoice Due Date	Invoiced Amount	Invoice Paid Amount	Match Error	Match Error Desc	Payment Number	Payment Issue Date	Payment Amount	Check Cashed Code	Check Cashed Date	Supplier
991234567	1A2345	SUPPLIER08	9/12/2008	10/12/2008	50.00	50.00			1122334	10/12/2008	50.00	EFT		

Match Error Codes

IA	This invoice has been processed and is awaiting Requisitioner approval in order to release payment. Please contact the Requisitioner to resolve.
RCV	The quantity invoiced is greater than the quantity received. Please contact the Requisitioner to resolve this issue.
PRC	The item price being invoiced is greater than the item price listed on the Purchase Order. Please contact the Requisitioner to resolve this issue.
QTY	The quantity being invoiced is greater than the item quantity on the Purchase Order. Please contact the Requisitioner to resolve this issue.

\* Requisitioner - Individual who placed the order.

# Accounts Payable Contact Information

Have a question? Open a ticket and receive quick and helpful support.

## Contact the Accounts Payable Hotline:

(Hours of Operation are Monday through Friday between 8 a.m. and 6 p.m. EST.)

**USA:** 1-877-557-4487

**INTERNATIONAL:** 1-732-422-6100

