

Official Johnson & Johnson Regional Transportation Freight Payment Carrier Guide

J&J RTO Freight Pay Contacts

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Johnson & Johnson Services, Inc. Accounts Payable (JJAP)

ARAVO Supplier : SupplierAccount@corus.jnj.com
A/P Customer Service Hotline (Payments):
<http://www.ap.jnj.com> 877-557-4487 or 732-524-1154

CT Logistics Freight Pay Contact

Team 17 team17@ctlogistics.com or 800-243-4100

Mail Invoices to: Johnson & Johnson “Name of Johnson & Johnson Operating Company” (see Appendix B)
C/O CT Logistics, Attn: Team 17
PO BOX 42121, Cleveland, OH 44142

FedEx, UPS, DHL overnight packages can be sent to:

Johnson & Johnson “Name of Johnson & Johnson Operating Company” (see Appendix B)
C/O CT Logistics, Attn: Team 17
12487 Plaza Drive, Cleveland, OH 44130

Also refer to the CT Website/Documentation/Freight Pay 101

Frequently Asked Questions

1. What can I do to help ensure we get paid on time?

Successful freight pay takes teamwork. CT & J&J will assist you in every way possible to ensure that your freight bills are processed timely and accurately, but we also need your proactive follow up.

2. What is the processing time and where do I send the bills? Send Freight Bills (FB) to CT Logistics (CT) for audit and processing.

Invoice Processing Steps	Days
CT Review/Processing	10
LMS Review (Web Res)	7
RTO Assignment (Web Res)	10
AP Process Payment*	1
* If current age to terms	

- a. If the FB passes audit it will be sent to AP for payment. Past due bills will be paid the following day it is received by Johnson & Johnson Accounts Payable (JJAP). Current bills will age to terms.
- b. If the FB fails audit it will go to Carrier Web Resolution or Client (J&J) Web Resolution for further review.
 - i. Carrier Web: This is action that the carrier must take e.g. verify BOL was provided correctly, further documents needed, and rate issues.
 - ii. Client (J&J) Web: This is action that J&J RTO team must take, FBs have up to 17 calendar days to be reviewed.
 - iii. Upon passing audit it will be sent to JJAP to issue payment

3. When to resubmit versus contacting someone?

a. Status Says Web Resolution.....

- o**Carrier** – this is for your company to resolve (if you need assistance contact Team17@ctlogistics.com) – Do Not resubmit this will only cause rejections and duplicate copies of invoices.
 - For paper invoices submit only backup (not invoice) otherwise the invoice will be processed a 2nd time and will count as a duplicate submittal.
 - Exception is EDI – may require invoice.
- o**Client** – this is for JNJ to resolve – Do not resubmit contact RTOWebres@ITS.JNJ.com

b. Status says Rejected

- o There should be a description as to why.
 - States – resubmit Invoice & BOL – send to CT logistics via mail, email, etc.
 - States – Rejected per AP – contact JJAP

- States – Do Not Pay per JNJ – contact Team17@ctlogistics.com
- c. **Status says Not Found** – Please refer to question 4 to prevent this.
 - Please verify that confirmation was received on submittal – Without an itemized list is this comment valid?
 - If yes – contact team17@ctlogistics.com before resubmitting

4. I submitted the FB but CT is showing as not received.

CT cannot tell what invoices were supposed to be submitted unless there is an itemized list. Prevent FBs not found - send a list of FB#s with the submittals so CT can cross check what should have been received in the email/FTP upload.

5. Why do I have to go to two different portals?

As of April 2012 JJAP issues payments. JJAP will have the most accurate and up to date payment information.

6. Why is CT is showing my FB as rejected by J&J AP?

- a. JJAP audits for potential duplicates for FBs with the same FB# or BOL#.
 - If the FB is found to be a duplicate then AP will reject.
 - If JJAP finds that an invoice has been duplicate paid a credit will be taken off of the next payment.
- b. Due to system compatibility issues CT can only show the first status of an invoice. If the FB was initially rejected by JJAP but subsequently paid CT will show the status as Rejected. This is why the AP portal must be checked for the latest payment information.

7. I did not receive the check, is it missing?

Check the AP portal, www.ap.jnj.com, to determine if payment on your invoice was initiated.

- a. If it has been 30 days since a paper check payment was initiated, you may request a stop payment and a reissue via the AP portal.
- b. Contact JJAP to convert to an ACH (electronic) payment method for future payments.

8. I did not receive remittance advise.

Check the AP portal, www.ap.jnj.com for check & ACH numbers, encashment dates, & remittance advise. If changes to your email addresses are needed, these requests must be done via Aravo, to be initiated by a J&J contact.

9. I cannot identify the invoice on the remittance.

Check the CT portal to view the invoice image. If the FB # on the remittance is not your invoice contact Team 17 and ksmith@its.jnj.com.

10. What Reports are available that can help manage receivables and how do I sign up?

CT- email Team 17 to receive any of CT's reports.

- ✓ Data Grabber – allows you to run any report you want
- ✓ Short pay Reports – available weekly reports on all invoices that are short paid and the reasonings
- ✓ Web Resolution – available weekly to what is on the web and what is needed
- ✓ Status Reports – all open invoices in our systems and where they are
- ✓ Rejection reports – all rejected invoices and the reasoning why.

JJAP Open Item Report - Call the AP Hotline at 877-557-4487.

- ✓ Open Item Report - weekly emails with attachments containing all open invoice items with Johnson & Johnson Services, Inc.

Best practices

- 11. Invoices must be submitted within 1 week of shipment.
- 12. Submit all paperwork to CT, even if you don't think it's relevant. Let CT filter out unnecessary paperwork.
- 13. Ensure invoice scans are legible and dark.
- 14. Check both CT <http://rto.ctlogistics.com> & J&J AP portals <http://www.ap.jnj.com> for the latest status before contacting the team and resubmitting invoices and contacting CT or J&J. This is where we get our answers too.
- 15. Check your outstanding invoices weekly to identify any potential short pay trends in a timely manner. On the Freight Bill Inquiry/Web Res page select Real Time Inquiry.

16. Make sure you check Web Res daily for invoices requiring attention. On the Freight Bill Inquiry/Web Res page select Web Resolution.
17. Before submitting your FBs, make sure that the right invoice components and supporting paperwork (See Appendix A, B & C) are included. This will prevent processing delays.
18. Ensure J&J is aware of any new rates, including spot rates. If we do not know about them, neither will CT and your invoice will be short paid or delayed indefinitely. For spot quotes, attach emails that contain approvals and/or back-up documentation to show that the rate/invoice was approved by someone within J&J. If this documentation is not included your FB it will be rejected for "no rate on file" and sent to Carrier Web Resolution.
19. Be specific if you have a past due or short pay issues. Do the research first and be sure to have specific FB numbers for us to look up. For Balances Due - Reference the original payment amount.
20. Do not wait until FBs are 90+ days past due. A technical or procedural issue is preventing payment if you invoices are past due or consistently short paid. Proactive communication = quicker resolution.
21. Do not submit an invoice multiple times. Multiple submittals **will not** result in faster payments. Contact Team 17 if you are unsure if an invoice has been received. Check the portals & sign up for reports to help manage your receivables.
22. Highly recommended that duplicate FB#s are not used. It may result in rejection.
23. Send the appropriate BOL# to CT.
24. Leverage Technology such as FTP (electronic FB file upload), EDI billing (when possible), attaching images in Carrier Web Resolution, and Excel spreadsheets for balance dues. You have many options to make this process easier and more efficient, use them.
25. Ensure that any changes to your vendor profile are communicated in a timely fashion: (1) J&J - sourcing lead & freight pay, (2) CT Logistics and (3) JJAP.

CT Logistics

1) How do I access the freight pay website and how do I sign up?

- a. <http://rto.ctlogistics.com>
- b. To sign up contact Team 17 at team17@ctlogistics.com

2) What is the freight pay website?

- a. The freight pay website is an online portal that carriers can use to find out the status of their FBs.
- b. Carrier Web Resolution is part of the freight pay portal. It is a tool CT uses to alert business partners that invoices require attention. FBs that need Carrier input are sent to Carrier Web Resolution and will be displayed online for 30 days for your review. After 30 days, the FBs will be rejected.
- c. Invoices that require allocation detail or approval are sent to Client Web Resolution and reviewed by J&J.
- d. Best Practice: Attach electronic images of supporting paperwork. Any invoices that are missing supporting documents will be put on Carrier Web Res and may be delayed indefinitely.

3) How do I find out the status of my invoices?

- a. Go to <http://rto.ctlogistics.com>. Under Carrier Options, select **Freight Payment Inquiry**. Input your carrier code (the version of your SCAC used by CT) and invoice numbers separated by a comma. You can also search by BOL# (for auto paid invoices). You can input more than 20 invoice numbers at a time. You can copy and past from your AR screen or MS Excel. (Excel tip – use the concatenate function to easily generate a comma after each invoice #).

The following are the statuses you will see:

- i. Key From Image, Audit Resolution and Match Resolution - processing in CT's system
- ii. Match Resolution (data issues)– Reviewing for concerns
- iii. Audit Resolution (rate issues)– reviewed keyed information against rate agreements
- iv. Web resolution client – JNJ needs to resolve
- v. Web resolution carrier – Action required by the Carrier to resolve
- vi. Ready for payment – completed and waiting to send to AP
- vii. Transmitted to AP – sent to AP waiting for payment data back, contact JJAP
- viii. Paid - The invoice has been paid, contact JJAP.
- ix. Rejected - The invoice has been rejected by the J&J Global AP. The Invoice Message may provide additional relevant info.

4) Can I send electronic copies of invoices to CT Logistics?

- a. Yes, invoices for end-customer bound shipments from Exel, Genco, Litz, Franklin DC, Bridgewater DC and Memphis Logistics Center can be submitted via EDI. This includes shipments to the pool distributor. Contact CT to set up.
- b. FTP -- electronically upload FBs straight into CT's system – if you are interested please contact Team 17.
- c. Balance dues can be submitted in a spreadsheet. Contact Team 17 for the template. Certain paper invoices can be emailed with back up.

5) I submitted a bill and I do not see it on CT's website.

Contact Team 17 before resubmitting to see if it is in process. Further instruction will be given upon contact.

6) How are rejected bills communicated to us?

CT will send a weekly remittance file to the carrier. Another way is for the carrier to log into CT's website.

7) Who do I contact if I am not sure why my invoice was rejected or short paid?

On the freight pay website, utilize Image Archive (under J&J Options). See Authority on the bottom of the screen for the reason why the invoice was rejected. For short payments see Rating Information and Authority for the reason of the short payment. If you still need help, contact Team 17.

8) How do I submit an invoice with a Balance Due?

Balance dues must be approved before submitting to CT. Upon approval, balance due invoices must be clearly marked as a balance due on the invoice. Otherwise, the invoice will be rejected as a duplicate. You can also avoid pulling paperwork by utilizing spreadsheets. Contact Team 17 for a template.

Effective April 30, 2012, payments are issued by Johnson & Johnson Services, Inc. Accounts Payable (JJAP)

1) How can I find out the payment status of a Freight Bill?

- a. Carriers can access payment information through the AP supplier portal. You must register with your Supplier ID and an invoice that has been paid within the system.
- b. Log onto www.ap.jnj.com to register and view the portal or call the hotline at 877-557-4487 or 732-524-1154.

1) What is my Supplier ID?

- a. A Supplier ID is required in order for CT to process FBs and send them to JJAP. The Supplier ID is your payment account number used by JJAP.

2) What if I do not have a Supplier ID?

- a. Carriers must be registered in ARAVO (JJAP System) in order to be assigned a Supplier ID.
- b. Please send the following information to Kanna Smith ksmith52@its.jnj.com to initiate the ARAVO process.
 - i. W-9
 - ii. Accounts Receivable Contact Name, E-Mail, & Ph#. A link will be sent to the contact provided to complete company and remittance information.
- c. After the carrier is set up in JJAP's system as a supplier, a notice will be sent advising of your Supplier ID or you can contact Kanna Smith ksmith52@its.jnj.com. Please note that the supplier ID is not the same as a SCAC (ID used by CT). The Supplier ID is a unique JJAP issued number.

3) What if I am having difficulty registering or making change requests in ARAVO?

- a. Contact SupplierAccount@corus.jnj.com.
- b. Call the JJAP Hotline, 877-557-4487 or 732-524-1154.

4) Does J&J offer electronic funds transfer (EFT)?

JJAP has the capability to send funds via ACH. This is the preferred method as it eliminates float time and lost checks. Please contact ACETEAM@its.jnj.com or contact the at Hotline 877-557-4487 to initiate the process. A link will be sent in which you will complete your banking information.

5) What type of information can be viewed on the AP supplier portal?

- a. Inv #
- b. Inv date
- c. Inv due date
- d. Dynamic discount
- e. Total inv amt
- f. Tax amt
- g. Inv status
- h. Inv paid amt
- i. Check/EFT trace #
- j. Payment date
- k. Total payment amt
- l. Check cashed date
- m. Supplier #
- n. J&J Company Code

6) The status is payment sent but I have not received the check.

- a. Please contact the JJAP hotline, 877-557-4487 or 732-524-1154, to verify the address that the payment was sent to.
- b. If needed, a stop payment/reissue request may be requested via the JJAP portal, www.ap.jnj.com

7) How do I receive remittance advice?

- a. If you are paid via ACH/EFT (direct deposit) (this is the preferred payment method), you may request to have your remittance sent to you via email. When requesting ACH payment set up select email as your “communication method.” You will need to indicate a contact email address. If in the future, you need to update that address, then send an email to SupplierAccount@corus.jnj.com.
- b. If you are receiving paper checks, remittance is provided on the check stub.
- c. You may also check payment information via the JJAP portal, www.ap.jnj.com

8) Does J&J offer discount payment terms?

The transition of freight payment disbursement to JJAP enables discount payment terms for our carriers that opt to participate in the program.

9) If my vendor profile changes (tax ID, name change, address change, etc) who do I reach out to?

- a. It is very import to communicate any changes to the following contacts to ensure no disruptions to freight payment: (1) J&J - sourcing lead & freight pay, (2) CT Logistics and (3) JJAP.
- b. Contact [Kanna Smith ksmith52@its.jnj.com](mailto:Kanna.Smith@its.jnj.com) to have a link sent in which you can make your changes.

10) Who should refund checks be made payable to and where should they be sent?

- a. Due to systematic constraints J&J cannot accept credits.
- b. Remittance should include original FB # or BOL that it is refunding against and reason for the refund.
Make checks payable to Johnson & Johnson SLC and send to:
Johnson & Johnson SLC
Regional Transportation Organization
23 Orchard Rd.
Skillman, NJ 08858
Attn: Kanna Smith

Appendix A: INVOICE COMPONENTS – Assume for all modes unless otherwise noted

INVOICE REQUIREMENTS

- ✓ Invoice #
- ✓ BOL
- ✓ AWB & supporting documents (Air)
- ✓ Carrier name
- ✓ Bill to
- ✓ Ship Date
- ✓ Johnson & Johnson Operating Company clearly referenced (See Appendix B)
- ✓ Origin & Destination (Physical/Actual Shipping Location)
 - Note: This may not be the Johnson & Johnson Corporate Operating Company Office
- ✓ Shippers reference #
- ✓ Commercial invoice
- ✓ Currency that charges are based on
- ✓ Service level
- ✓ Equipment Type (Ocean)
- ✓ Chargeable Weight (Air)
- ✓ Cubic Volume (Ocean LCL)
- ✓ Product/material description/quantity
- ✓ Amounts itemized by component
- ✓ Rate correct
- ✓ Rates - “As Agreed” is not acceptable.
 - 1) Rate should match contractual rate as per agreement with J&J.
 - 2) Expressed as per LB or per KG and/or flat rate.
- ✓ Fuel surcharge or bunker surcharge
- ✓ Accessorial Detail/documentation
- ✓ Accessorials correct description
- ✓ Pieces
- ✓ Pallets (air)
- ✓ Base Rate in KG (Air)

If Applicable

- ✓ Ad Hoc or Spot Quotes or new lanes where there are no previous rates on file require supporting documentation (email) of J&J person who requested/approved.
- ✓ Supporting documents for any additional costs on freight bills.

Appendix B: JOHNSON & JOHNSON OPERATING COMPANIES

- ✓ ADVANCED STERILIZATION PRODUCTS
- ✓ ALZA
- ✓ ANIMAS CORPORATION
- ✓ BIOSENSE WEBSTER INC
- ✓ CANADA ANIMAS
- ✓ CANADA CONSUMER
- ✓ CANADA JANSSEN
- ✓ CANADA JJMC
- ✓ CANADA LIFESCAN
- ✓ CANADA OCD
- ✓ CANADA VISION CARE
- ✓ CONSUMER PRODUCTS COMPANY
- ✓ CORDIS CORP
- ✓ DEPUY INC
- ✓ ETHICON ENDO SURGERY
- ✓ ETHICON INC
- ✓ GLOBAL BIOLOGICS SUPPLY CHAIN
- ✓ HEALTH CARE SYSTEMS
- ✓ INDEPENDENCE TECHNOLOGY
- ✓ J&J MEDICAL COMPANIES CANADA
- ✓ JANSSEN BIOLOGICS
- ✓ JANSSEN ORTHO MCNEIL
- ✓ LIFESCAN INC
- ✓ MCNEIL CONSUMER HEALTHCARE
- ✓ MCNEIL NUTRITIONALS
- ✓ MENTOR
- ✓ MAERK JOINT VENTURE
- ✓ NEUTROGENA CORP
- ✓ NORAMCO
- ✓ ORTHO-CLINICAL DIAGNOSTICS INC
- ✓ PERSONAL PRODUCTS COMPANY
- ✓ PHARMACEUTICAL SOURCING GROUP OF THE AMERICAS
- ✓ SALES AND LOGISTICS COMPANY
- ✓ VISTAKON

Appendix C: BILL OF LADING GUIDE

Which BOL to send

Definitions

TL - Truck Load, LT - Less Than Truck Load

204 - EDI Load Tender

210 - EDI Invoice

STO - Stock Transport Order

FG: Finished Good, RM: Raw Material

Notes

J&J Ref# is required to be sent: Vics# (Consumer),S (MDD), 551.....(Pharm).

Send **ALL** information related to the shipment

International Bills: Must send the J&J ref# (VICs BOL# or Healthcare BOL ending S) on the invoice or airway bill.

For product shipping across multiple operating companies, the weight of product per OpCo must be listed.

Packing list & Commercial invoices do not qualify as a BOL

No stickers should be placed over the BOL #

Sector/System	BOL#/EDI transaction to send to CT		
	EDI (Electronic Feed)	EDI Example	Paper
Consumer (Mercury SAP)	VICS BOL (17 digits)	038137.....	Straight BOL, HAWB (air), J&J ref#
MDD (Marc)	BOL# ending in S	0001.....S	Straight BOL, HAWB (air), J&J ref#
Pharm (Marc)	551..... (normally 8 to 10 digits)	551.....	Straight BOL, HAWB (air), J&J ref#
McNeil	PO or STO that starts with 450 (normally 8 or 9 digits)	450.....	Straight BOL, HAWB (air), J&J ref#
TMS	204 & 210, BOL# ending with M for TL & S for LT	TL00....., LT00.....	M for TL & S for LT
TOTAL	204 & 210, TL or LT#		TL or LT# (dispatch sheet)