

## Johnson & Johnson Regional Transportation Freight Payment Carrier Guide

### Systems:

1. **ARAVO** – this is the Vendor Master Data System. Each Supplier will create an account as part of the onboarding process. Quarterly review by Carrier is necessary to confirm the primary contact information and banking information is current. At least one current contact will need to have read/write privileges.
2. **CT Logistics** – Third party company used for freight invoice auditing.
3. **J&J Accounts Payable (JJAP)** – J&J global team responsible for accounts payable. This is where invoice payment occurs.

### High Level Auditing and Payment Process:

1. Carrier submits invoices and supporting documents to CT Logistics.
2. CT Logistics audits the invoices for accuracy.
  - a. If the invoices are accurate, they are submitted to J&J AP for Payment.
  - b. If there is an error that the carrier must resolve, the invoice will be directed to the Carrier Webres.
  - c. If there is an error that J&J must resolve, the invoice will be directed to the Client Webres
3. Once the invoice is received by J&J AP, it will age to term and then be paid.

### Contact Guide:

Who to Contact	Who	Self Serve Option	Reason	Notes
CT Logistics	<a href="mailto:Team17@ctlogistics.com">Team17@ctlogistics.com</a> 1-800-243-4100	<a href="http://rto.ctlogistics.com">http://rto.ctlogistics.com</a>	Freight Audit related questions	CT can not answer payment status questions (JJAP, below, can answer such questions)
J&J Accounts Payable (JJAP)	Global Services Help Desk 1-732-448-7419	<a href="http://www.ap.inj.com">http://www.ap.inj.com</a> <a href="https://aravo2.aravo.com:/aems/login.do">https://aravo2.aravo.com:/aems/login.do</a>	Questions relating to invoice payment and to ARAVO setup	
J&J Transportation Sourcing	Sourcing lead for the relevant mode or RTO-JJAP Issue Escalation inbox: <a href="mailto:RTO-JJAP-ISSUE-ESCALATION@inj.onmicrosoft.com">RTO-JJAP-ISSUE-ESCALATION@inj.onmicrosoft.com</a>		For escalation only (relating to AP issues)	Only for when JJAP is unable to help provide resolution

### Best Practices:

1. **Invoice Submittal:** Invoices must be submitted within 1 week of shipment. If mailing, send to:  
Johnson & Johnson [Name of Johnson & Johnson Operating Company]  
C/O CT Logistics, Attn: Team 17

PO BOX 42121, Cleveland, OH 44130

Or Email to [jjinvoices@ctlogistics.com](mailto:jjinvoices@ctlogistics.com)

2. **Invoice Scan Legibility:** Ensure invoice scans are legible and dark.
3. **Invoice Completeness:** Before submitting your Freight Bill (FB), make sure that the right invoice components and supporting paperwork are included (see Appendix A and B). This will prevent processing delays.
4. **New Rates & Spot Rates:** 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 will be rejected for "no rate on file" and sent to Carrier Web Resolution.
5. **Before Invoice Resubmission:** Check both CT <http://rto.ctlogistics.com> & J&J AP portals <http://www.ap.jnj.com> for the latest status **before** resubmitting invoices or contacting CT, J&J AP, or RTO.
6. **Past Due or Short Pay Issues:** Be specific if you have past due or short pay issues. Do the research first and be sure to have specific FB numbers for CT or JJAP to look up. For Balances Due - Reference the original payment amount.
7. **Past Due Invoices:** Do not wait to resolve or resubmit until FBs are 90+ days past due—**note that per JNJ policy, invoices submitted 90+ days after ship date will not be deemed invalid and not be paid.** A technical or procedural issue is preventing payment if your invoices are past due or consistently short paid. Proactive communication = quicker resolution.
8. **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.
9. **Duplicate FB#s are not permitted.** Please do not submit invoices that have previously used FB referense.
10. **Freight Pay Technology:** Leverage Technology such as FTP (electronic FB file upload), EDI billing, attaching images in Carrier Web Resolution, and Excel spreadsheets for balance dues.
11. **Vendor Profile Changes:** Ensure that any changes to your vendor profile (*tax ID, name, address, etc.*) are communicated in a timely fashion to: 1) your J&J Transportation Sourcing contact; 2) CT Logistics at [team17@ctlogistics.com](mailto:team17@ctlogistics.com) and; 3) J&J Global Services at 1-732-448-7419.
12. **Regular Confirmation of Banking and Contact Info:** Log into ARAVO ( <https://aravo2.aravo.com:/aems/login.do> ) once a quarter to confirm your banking and contact details are current. This will prevent delays on your payments and calls to the Helpdesk. Keep at least one primary contact (with read/write privileges) current at all times.
13. **Contacting J&J Accounts Payable:**
  - (1) Self-Serve: If possible, self-serve through <http://www.ap.jnj.com> before calling Global Services.
  - (2) Calling JJAP: When calling Global Services, make sure to take down the 'Incident Number'.

## 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
Web Res Processing	8
AP Process Payment*	1
*If current age to terms	

If the FB passes the audit, then 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.

- If the FB fails the audit, then it will go to Carrier Web Resolution or Client (J&J) Web Resolution for further review. Upon passing the audit it will be sent to JJAP to issue payment

**3. When should I resubmit an invoice (instead of contacting someone)?**

a. **Status Says Web Resolution.....**

- .....**Carrier** – this is for your company to resolve (if you need assistance contact [Team17@ctlogistics.com](mailto:Team17@ctlogistics.com)) – Do Not resubmit as 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 2<sup>nd</sup> time and will count as a duplicate submittal.
  - Exception is EDI – may require invoice.
- .....**Client** – this is for J&J to resolve – Do not resubmit

b. **Status says Rejected**

- A reason will be provided. Three key reasons and responses are:
  - States – resubmit Invoice & BOL – send to CT logistics via mail, email, etc.
  - States – Rejected per AP – contact J&J Global Services Help Desk 1-732-448-7419
  - States – Do Not Pay per J&J – contact [Team17@ctlogistics.com](mailto:Team17@ctlogistics.com)

c. **Status says Not Found** – Please refer to question 4 to prevent this.

- Please verify that confirmation was received on submittal.
- If yes – contact [team17@ctlogistics.com](mailto: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. To 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?**

CT Logistics audits invoices and JJAP pays. JJAP will have the most accurate and up to date payment information.

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

- JJAP audits for potential duplicates for FBs with the same FB# or BOL#.
  - If JJAP finds the FB to be a duplicate then JJAP will reject.
  - If JJAP finds that an invoice has been duplicate paid then a credit will be taken off of the next payment.
- 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 then CT will show the status as Rejected. 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](http://www.ap.jnj.com), to determine if payment on your invoice was initiated.

- 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 J&J Global Services Help Desk to convert to an ACH (electronic) payment method for future payments . Any vendor master data change can be requested through J&J Global Services Help Desk. This includes payment method / banking changes.

**8. I did not receive remittance advice.**

Check the AP portal [www.ap.jnj.com](http://www.ap.jnj.com) for check & ACH numbers, encashment dates, & remittance advice. If changes to your email addresses are needed, contact [J&J Global Services Help Desk](#) or make them on line at [www.ap.jnj.com](http://www.ap.jnj.com).

**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 then contact Team 17 and J&J Global Services Help Desk.

**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 - available at the AP portal [www.ap.jnj.com](http://www.ap.jnj.com).
  - ✓ Open Item Report - weekly emails with attachments containing all open invoice items with JJAP.

**FAQs Relating to Invoice Audit (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](mailto: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.
- 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 J&J Global Services Help Desk
- viii. Paid - The invoice has been paid, contact J&J Global Services Help Desk.
- 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.

**FAQs Relating to Invoice Payments (J&J Accounts Payable):**

**1. Should I direct payment questions to CT Logistics or to J&J Accounts Payable?**

Payment questions should go to JJAP. You can contact the Global Services Help Desk (1-732-448-7419) or research on line at [www.ap.jnj.com](http://www.ap.jnj.com).

**2. What Should I do if JJAP is unable to resolve my issue?**

If the JJAP representative is unable to provide you with the assistance needed, please follow the below process for escalating issues withing JJAP:

- o Request and take down the 'Incident Number' from your interaction with J&J AP
- o While on phone with Global Services Help Desk please ask to have your issue escalated
- o If issue is still not resolved, please fill out the below and email it to [RTO-JJAP-ISSUE-ESCALATION@jnj.onmicrosoft.com](mailto:RTO-JJAP-ISSUE-ESCALATION@jnj.onmicrosoft.com) with an email Subject Line of [Vendor Name + Global Services Help Desk Incident Number]:

**J&J AP-Transportation Issue Escalation Form:**

***\*If you have not already, please first reach out to the Global Services Help Desk \****

*Global Services Help Desk: phone: 732-448-7419; online: [www.ap.jnj.com](http://www.ap.jnj.com)*

Please fill out all fields (below) before sending to your J&J contact:

- 1. **Vendor Name:**
- 2. **Vendor Number:**
- 3. **Global Services Help Desk Incident Number:**
- 4. **Summary of Issue Faced:**
- 5. **Resolution Needed:**

**3. 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](http://www.ap.jnj.com) to register and view the portal or contact J&J Global Services Help Desk.

**2. What is my Supplier ID?**

a. The Supplier ID is your unique payment account number issued by JJAP.

**3. What if I do not have a Supplier ID?**

- a. Carriers must be registered in ARAVO (Vendor Master Data System) in order to be assigned a Supplier ID.
- b. As part of the onboarding process, the carrier will be asked to submit the following information: Accounts Receivable Contact Name, E-Mail, & Ph#.
- c. A link will be sent to the contact provided to complete company and remittance information.
- d. After the carrier is set up in ARAVO as a supplier, a notice will be sent with the Supplier ID.

**4. What if I am having difficulty registering or making change requests in ARAVO?**

a. Contact J&J Global Services Help Desk.

**5. 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 cheques. Please contact the J&J Global Services Help Desk to initiate the process. A link will be sent in which you will complete your banking information.

**6. 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

**7. The status is payment sent but I have not received the check.**

- a. Please contact the J&J Global Services Help Desk, 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](http://www.ap.jnj.com).

**8. How do I receive remittance advice?**

- a. If you are paid via ACH/EFT (direct deposit) (this is the preferred payment method), then 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 call the J&J Global Services Help Desk
- b. If you are receiving paper checks, then remittance is provided on the check stub.
- c. You may also look for payment information via the JJAP portal, [www.ap.jnj.com](http://www.ap.jnj.com)

**9. 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 Consumer Inc. and send to:

J&J Shared Services RTO  
Attn: Jeffrey Quinton  
199 Grandview Road  
Skillman, NJ  
08558

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

**INVOICE REQUIREMENTS**

- ✓ ACCN #
- ✓ Invoice #
- ✓ BOL
- ✓ J&J Load ID # (if applicable), 13.....; 104.....
- ✓ J&J PO# (if applicable)
- ✓ J&J Delivery # , starts with P50008.....
- ✓ J&J allocation or reference # (if applicable)
- ✓ AWB & supporting documents (Air)
- ✓ Carrier name
- ✓ Bill to
- ✓ Ship Date
- ✓ 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 (dry, reefer, heat,...)
- ✓ Mode (LTL, TL, Ocean, air,..)
- ✓ Chargeable Weight (Air)
- ✓ Cubic Volume
- ✓ 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: BILL OF LADING GUIDE**  
**Which BOL to send**

**Definitions**

TL - Truck Load, LTL - 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:P50008.... (Consumer, MD&D, 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 ( SAP,JDA)	ACCN,BOL , GL#, FOM#,	FOM.....	Straight BOL, HAWB (air), J&J ref#
MDD (SAP, JDA )	Load ID#13.....#,BOL,GL#	13.....(8 digits)	Straight BOL, HAWB (air), J&J ref#
Pharm (SAP, JDA)	Delivery # P50008, GL#	P50008....	Straight BOL, HAWB (air), J&J ref#
	GL#	7695.605124005.1000003611	



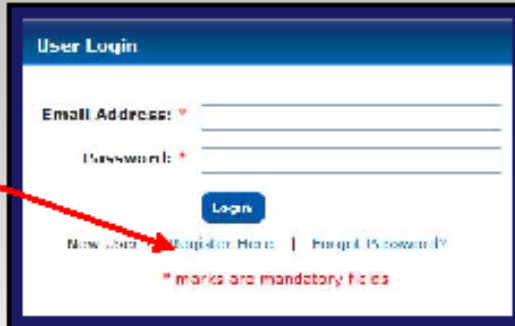
# Supplier Portal Registration

## AP 1-2-3

This Quick Reference Guide will assist you with registering on the AP supplier portal.

**To Begin:** Login to the AP supplier portal [www.ap.inj.com](http://www.ap.inj.com)

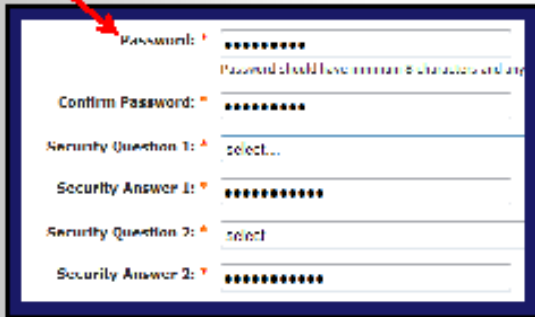
- 1** Click "Register Here" to begin AP portal registration for your supplier/payee number.
- 2** Complete the user registration information (Name, supplier#, Register with, default language, email address and confirm email address). Create a password and select 2 security questions and answers.



The 'User Login' form includes fields for 'Email Address' and 'Password', a 'Login' button, and links for 'New User', 'Register Here', and 'Forgot Password?'. A red arrow points from the 'Register Here' link to step 1 of the instructions. A red asterisk note at the bottom indicates that asterisks mark mandatory fields.

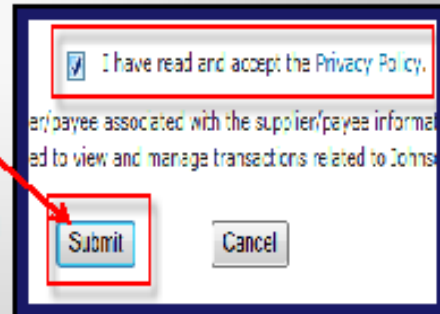


The registration form contains the following fields: 'First Name', 'Last Name', 'Supplier Number', 'Register with' (a dropdown menu), 'Default Language' (a dropdown menu), 'E-Mail Address', and 'Confirm E-Mail Address'. A red arrow points from step 2 of the instructions to the 'First Name' field.



This section of the registration form includes: 'Password' and 'Confirm Password' (both masked with asterisks), 'Security Question 1' (a dropdown menu), 'Security Answer 1' (masked), 'Security Question 2' (a dropdown menu), and 'Security Answer 2' (masked). A red arrow points from step 2 of the instructions to the 'Password' field.

- 3** Please read and agree to our Privacy Policy by checking the agreement box. Click "Submit"
- 4** You will receive a successful registration confirmation you will also receive an email that will provide you with a link to activate your account.



The agreement form features a checked checkbox for 'I have read and accept the Privacy Policy.' Below the checkbox, there is a red box around the 'Submit' button and a 'Cancel' button. A red arrow points from step 3 of the instructions to the 'Submit' button.



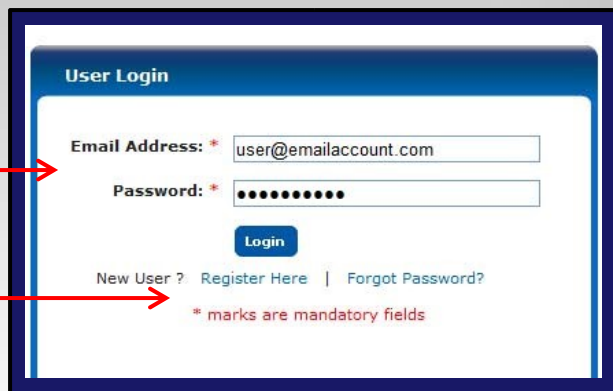
The 'Registration Success' message reads: 'Thank you for registering with Johnson & Johnson. Please follow the link that has been sent to you.'

This Quick Reference Guide will assist you in researching payment information via the AP supplier portal

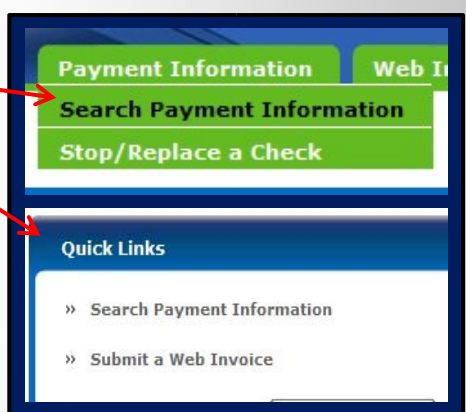
**To Begin:** Login to the AP supplier portal [www.ap.inj.com](http://www.ap.inj.com)

**1** Enter your email address and password based on your previous registration information.

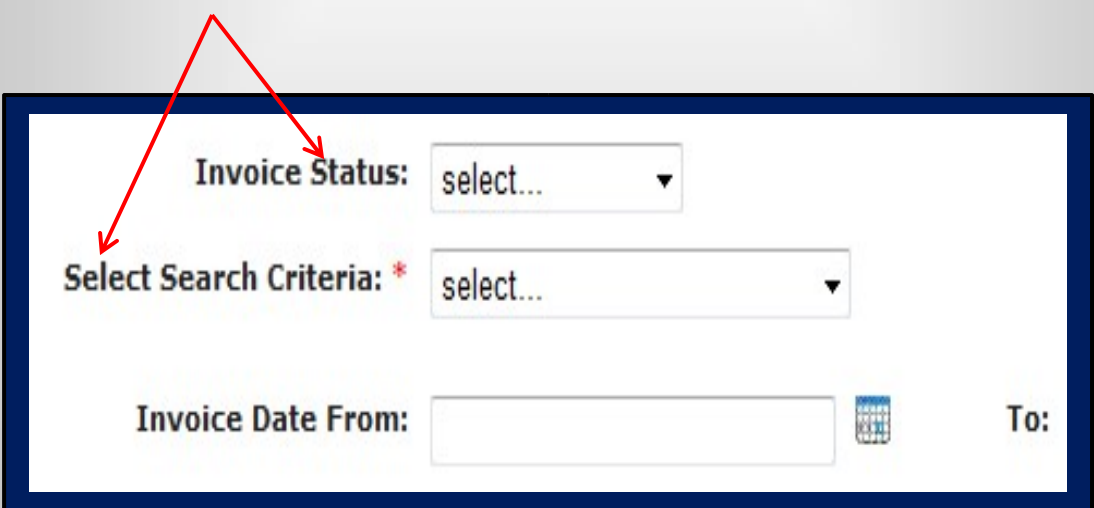
If you have not yet registered, please click on "Register Here".



**2** Once logged in, click on "Search Payment Information" either from the tab menu or from Quick Links.



**3** To search for a specific PO or Invoice, select the Invoice status, and/or select either the PO#/Invoice#/Check# from the select search criteria. You may also select a date range from "Invoice Date From/To" field. Click "Submit" for results.



- 4** You may also select “Check all” to display all results. You may also select to view results by Invoice status. When Selecting “Check all”, you must select the date range from “Invoice Date From/To” field. Click “Submit” for results.

**Check this to List all results**  
**Invoice Status:** select...  
**Invoice Date From:**  **To:**

- 5** Your search results are displayed.

Sort Report By: select... select...

PO Number	Invoice Number	Invoice Date	Invoice Due Date	Dynamic Discount	Total Invoice Amount includes Tax + Freight	Tax Amount	Invoice Status	Invoice Paid Amount
	CM4500101999_1	2010-09-16	0000-00-00	-	(27,287.40) USD	0.00 USD	In Process	0.00 USD
	5300000016	2010-09-24	2010-10-04	-	384.14 USD	0.00 USD	Paid	384.14 USD
	SI4500102045	2010-09-28	0000-00-00	-	6,000.00 USD	0.00 USD	Rejected	0.00 USD
0001141386	1141386001	2010-09-13	2010-10-13	-	4.00 USD	0.00 USD	Paid	4.00 USD

- 6** You may also export you search results to an Excel spreadsheet.

Sort Report By: select... select...

PO Number	Invoice Number	Invoice Date	Invoice Due Date	Dynamic Discount	Total Invoice Amount includes Tax + Freight	Tax Amo
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