

**JOHNSON & JOHNSON GATEWAY<sup>SM</sup> Commerce**  
[www.jnigateway.com/commerce](http://www.jnigateway.com/commerce)

**A Short “How To” Guide For Common Tasks:**

*Place Orders*

*Place Credit Card Orders*

*Place Drop Ship Orders*

*Check Order Status and Obtain Proof of Delivery*





*Use Purchase Analysis Tool*

*Use Customer Delivery Options*

*Use Price Quote and Product Availability*

## **Task: *Placing Orders***


*After logging in with your User ID and Password:*

1. Click on **Place Order** bar (on the left hand side of screen) to bring up the build order form.
2. Verify shipping and billing information. Enter Customer PO Number and any Shipping Attention text.
3. Use cursor or tab key to go to the appropriate field and enter the quantity (QTY) needed and Product Code on the 10-line Order Form.
4. If needed click **Add Items to Shopping Cart** bar for more blank lines.
5. To make changes to QTY enter the new information on the form itself.
6. To save the order for future use – click on **Save Order as Template** and follow instructions.
7. After entering all needed items click the blue arrow  (**next step**) or **Preview Order** button. Incorrect entries will be highlighted and corrections suggested. Make corrections and click  (**next step**) or **Preview Order** button.
8. Now **preview** the order. If changes are needed click on **Edit Order**.  
Click  (**next step**) or **Process Order** to initiate the order.
9. The system will check Pricing and Availability, and return with Scheduled Ship Dates.
10. Click green check mark  (**confirm order**) to release the order.

## **Task: Place a Credit Card order**


**The Credit Card Payment Method is provided to Hospital Customers only.**

*After logging in with your User ID and Password:*

1. Click on **Place Order** bar (on the left hand side of screen) to bring up the build order form.
2. Verify shipping information and under Order Information choose the **Credit Card** option as the **Payment Method**.
3. **Select a Credit Card** in the drop down box that you will use for the order.
4. If the credit card you would like to use is not listed, click the hand icon  to the right of the drop down box in the Select a Credit Card field.
5. A pop-up window will open where you can enter your new credit card information. Required fields are marked with an asterisk. \*
6. To use this credit card for future orders without having to re-enter it, click the box  **Click here to remember this card for future orders.**
7. In the Card Number and Card Expiration fields, only the last (4) digits of your credit card number and the expiration date will be displayed for the credit card you selected. The other digits of your credit card number will not be displayed but instead will be substituted by asterisks for security purposes.
8. Enter the **Customer PO Number** and continue to process your order as described in the **Place Order** task
9. At the order confirmation page you may select Customer Delivery Options and continue to confirm your order(s).
10. A message will appear “**Please wait while we authorize the credit card you indicated.**”
11. The following message may appear if your credit card is not approved to prompt you to select an alternate payment method or alternate credit card.







We could not authorize your payment. Please make sure your credit card information is entered correctly and try again. If it still does not work, you can use another credit card or change your order to be billed via a Purchase Order. Make your selection below. Changes to payment method will not be reflected in the details below until they are submitted.

Change your payment:

Visa - 9701 - 12/12 


## **Task: *Placing Drop Ship Orders***

### ***After logging in with your User ID and Password:***

1. Click on **Place Order** bar (on the left hand side of screen) to bring up the build order form.
2. Verify shipping and billing information. Select **Drop Ship** from Order Type.
3. For Drop Ship Account: enter the Johnson & Johnson Health Care Systems Inc. hospital account number. If you don't know the hospital account number, click the hand icon  next to the box. From the dropdown list select the appropriate hospital name, verify details and click **Done**.
4. In the Customer PO Number box, enter the Hospital PO Number.
5. In the Distributor PO box, enter Distributor (your) PO Number. Enter any Shipping Attention text.
6. Use cursor or tab key to go the appropriate field and enter QTY needed and Product Code on the 10-line Order Form.
7. If needed click the **Add Items to Shopping Cart** bar for more blank lines. Incorrect entries will be highlighted in red. Make suggested corrections and click  (**next step**) or **Preview Order** button.
8. To make changes to QTY enter the new information on the form itself.
9. To save the order for future use – click on **Save Order as Template** and follow instructions.
10. After entering all needed items click blue arrow  (**next step**) or the **Preview Order** button.
11. Click  (**next step**) or **Process Order** to initiate the order.
12. The system will check Pricing and Availability, and return with Scheduled Ship Dates.
13. Verify all addresses and other information. Click  (**next step**) to submit the order.
14. Click green check mark  (**confirm order**) to release order.

## **Task: *Checking Order Status and Proof of Delivery***

*After logging in with your User ID and Password:*

1. Click on **Order Status** bar on left hand side of screen.
2. Screen automatically shows status of orders placed in the last 14 days.
3. Click on **Order/Invoice ID** to go to **Line Item Detail** for that invoice.
4. To search by PO Number, Order Number, Product Code or Shipping Attention text, enter information in the appropriate box on the top portion of the screen and click **Search**.
5. To search a different time period click the calendar icon  next to the start and end date box. Select the appropriate dates and click **Search**.


### **Proof of Delivery**

Proof of Delivery information is available for carriers that provide this information on their websites.

6. An Order/Invoice Number ending in a number other than 00 indicates an order that has been shipped.
7. Click on the Order/Invoice Number for detailed information on the order.
8. Click on the Tracking Number given under Carrier Name. The Carrier's site will appear for detailed tracking information. Note: Not all carriers have on-line tracking capability.
9. For Proof of Delivery, print out the delivery information.

## **Task: Using Purchase Analysis Tool**

*After logging in with your User ID and Password:*

1. Click on **Purchase Analysis** bar on the left hand side of screen. The Purchase Analysis page comes up in *Multi-Product* mode.
2. Select **Operating Company** using the drop-down list to view information for a specific operating company or leave at default of *All OpCos*.
3. Select **Ordered From** All Channels or a specific channel using the drop-down list.
4. Select **Products to Display** using the drop-down list.
5. Select **Ordered By Amount, Quantity, or Frequency**.
6. Select Start and End Date by clicking the calendar icon  next to the start and end date box to view analysis for a specific date range. The system will automatically default to the last 30 days.
7. Click **Analyze** to retrieve the requested data and create a report.
8. Clicking on **Show** in the Code column allows you to drill down deeper into report.






*To Download Purchase Analysis Report,*

1. Click on link “**Download the above table as a comma separated values (CSV) file to be viewed by a spreadsheet program**” at the bottom of the report.
2. Click on **Save to Disk**.
3. Save the file to a location on your computer.
4. It can be opened with a spreadsheet program such as Microsoft\* Excel.

\*Microsoft is a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.

## **Task: *Customer Delivery Options***

### ***Place your order and review the confirmation:***

1. Select the delivery option(s) available for that line item by clicking on the drop down box.
2. The available delivery options are:
  - **Standard.** Standard delivery is the default shipping method that can vary based on your location, default-shipping preferences, (i.e., next business day, second business day, ground, etc.,) and product requirements.
  - **Next Business Day AM,** or earliest possible delivery based on carrier's delivery schedule for your geographic location
  - **2<sup>nd</sup> Business Day**
3. Only the delivery options available for that order line item will be displayed. Backordered items will show the Standard delivery option.
4. After a delivery option is selected, click the green check mark  (**confirm order**) to release the order and continue processing. Click the red X mark  (**cancel order**). Please note that this will cancel your entire order.
5. The system will check each line item and may split your purchase order into multiple order reference numbers and shipments, depending on the location of the distribution center and delivery option(s) selected.
6. Click on  **Confirm** to confirm or  **Cancel** to cancel each order listed.  
Then click on "**Submit orders**". 

## **Task: Price Quote and Product Availability**

### ***After logging in with your User ID and Password:***

1. Click on the **Price Quote and Product Availability** bar on the left hand side of the screen. The Price Quote and Product Availability page comes up displaying a 10-line form.
2. Use cursor or tab key to go the appropriate field and enter quantity (QTY) needed and Product Code on the 10-line form.
3. If needed click the **Add Items to this Request** bar for more blank lines.
4. After entering all the lines needed, click on **Process Request**.
5. The system will check and return with Pricing, Availability and Shipping Unit of Measure (UOM).
6. You may keep this as a template by clicking on **Save as Template** or you may place an order by clicking **Place this Order**.

For further assistance, please contact JOHNSON & JOHNSON GATEWAY<sup>SM</sup>  
Commerce Customer Support via telephone at 1-866-JNJ-GATE (1-866-565-4283) or via  
e-mail at [custsupport@hcsus.jnj.com](mailto:custsupport@hcsus.jnj.com)

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