

J&J Customer Connect Portal



April 2023

Johnson & Johnson MEDTECH

Improvements to the J&J Customer Connect Portal

The Customer Connect Portal serves as a central location to access your account, review products, place orders and check order status.

We have improved the design and navigation to make your experience on the portal simpler and more efficient.

If you have any questions, ask our Customer Service Team.



We have improved

- Overall look and feel
- Navigation
- Registration
- Catalogue
- Disputes and returns
- Order information
- Shopping cart
- Contact us

New design | New look and feel

Quick Links available for core functionalities

Quick access to Recent Orders and Build An Order functionalities

Recent Orders All Orders

CUSTOMER PO REFERENCE	ORDER NUMBER	ORDER TYPE	ORDER DATE	STATUS	TOTAL
EWM Test AHFY-161660	5030275403	Orthokit Shipment	17-03-2023	In Progress	CHF 0.00
test SC	5030275299	Consignment Shipment	16-03-2023	In Progress	CHF 0.00
Test AHFY-161660	5030275323	Orthokit Shipment	16-03-2023	In Progress	CHF 50.00
Test ATP	5030274018	Short-term Consignment Shipment	15-03-2023	In Progress	CHF 0.00
testing	5030272103	Consignment Shipment	14-03-2023	In Progress	CHF 0.00
32132121312q	5030270232	Sales Order	13-03-2023	In Progress	CHF 65.45
PO_sk1511	5030265942	Sales Order	10-03-2023	In Progress	CHF 184.80
test	5030258984	Consignment Shipment	08-03-2023	In Progress	CHF 0.00

Build An Order

- Quick Add to Cart >
- Download An Excel To Place Order >
- Upload An Excel To Place Order >
- Start New Order >
- Create A New Price Inquiry >
- Start a Return >
- Dispute an Order >

Registration page

Welcome to J&J Customer Connect

- Company & Purchasing
- Your Information
- General Information
- Communication Preference
- Security Information

Select your sector

Johnson & Johnson Medical Devices Janssen Pharmaceutical

What type of profile do you need to create?

I am not currently a customer, but I would like to apply to become one

Create a profile to access an existing customer account

Add my profile to the following Account Number or GLN(s)

(Enter multiple #'s separated by commas. If you do not know your account number, please call customer service.)

I am a Johnson & Johnson Operating Companies' employee, sales representative or broker

[CANCEL REGISTRATION](#) [NEXT](#)

Simplified registration process, more intuitive, with content in separate sections.

Catalog

It is possible to update the product quantity by typing in the text box or by using the (+) and (-) buttons and quickly add to cart.

Filters options available on the left side of the page

Content sorted alphabetically

We are continuing to improve your experience.

- Look for these capabilities in future releases:
- Number of products to be displayed in the page
 - Download option



Disputes and returns

The screenshot shows the Johnson & Johnson Customer Connect portal. The navigation bar includes 'Home', 'My Orders', 'Build an Order', 'Catalog', 'Reports', and 'My Bookings'. A search bar is present with the text 'Search here...'. The user is logged in as 'LORENA DIO...' with a 'SIGN OUT' option. The main content area is divided into three sections: 'Quick Links' (My Profile, Order History), 'Recent Orders' (All Orders table with columns: CUSTOMER PO REFERENCE, ORDER NUMBER, ORDER TYPE, ORDER DATE, STATUS, TOTAL; note: No Data), and 'Build An Order' (Quick Add to Cart, Download An Excel To Place Order, Upload An Excel To Place Order, Start New Order, Create A New Price Inquiry, Start a Return, Dispute an Order). The 'Start a Return' and 'Dispute an Order' options are highlighted with a red box.

Returns won't be available in the portal to start, so please contact your customer service representative to help you with a return.

Dispute option triggers an email to your customer service representative, creating a record of the responses, providing a history of the request.

Order information

Johnson & Johnson FAMILY OF COMPANIES
CUSTOMER CONNECT

Home **My Orders** Build an Order Catalog Reports My Bookings

Search here...

LORENA DIO...

HOME / ORDER HISTORY / ALL ORDERS

ALL ORDERS

Please [click here](#) to view orders placed prior to 01-04-2023

You're Viewing Orders for

Sold-To Select All **Ship-To** **Bill-To**

Select Account Select Account Select Account

Search by

Order Number Enter Search Details

Filter by

Historical information will require login in the old portal, accessing a link through the new portal.

Important note: Your password will remain the same.

Shopping cart

The screenshot shows the Johnson & Johnson Customer Connect interface. The top navigation bar includes 'Home', 'My Orders', 'Build an Order', 'Catalog', 'Reports', and 'My Bookings'. A search bar is present with the text 'Search here...'. The user profile 'LORENA DIO...' is visible in the top right corner. The main content area is divided into three sections: 'Quick Links' on the left, 'Recent Orders' in the center, and 'Build An Order' on the right. The 'Build An Order' sidebar contains several options, with 'Download An Excel To Place Order' and 'Upload An Excel To Place Order' highlighted in red. A text box at the bottom of the 'Recent Orders' section states: "Save the cart as a template" capability will be no longer possible.

Download an Excel template to fill in with product codes you want to order to place an order.

Upload the completed Excel spreadsheet to place the order.

Barcode reader will be available in a future release.

Contact us

Contact Us Close

From: Contact us by Phone: +0800 830 095

Email: Our business hours are from Monday through Friday from 07.30 to 18.00.

Subject:

Message:

By Submitting your information in this form, you agree that such information will be governed by our [Privacy Policy](#). Because email sent to and from this site may not be secure, you should not include sensitive information in your request.

© Johnson & Johnson AG
© Janssen-Cilag AG
Thank you for visiting the Johnson & Johnson Customer Portal. This site URL is published by Johnson & Johnson
[Contact Us](#) | [Privacy Policy](#) | [Legal Notice](#) | [Terms & Conditions](#) | [Cookie Policy](#) | [Imprint](#)

If you have any questions, please **contact us**. You can use the link found in the footer of the page.