

SUBJECT: ACTION NEEDED: Further information regarding changes to Kenvue Payment Process. Complete registration by March 31, 2025 to ensure uninterrupted payments



This message is intended for suppliers doing business with EMEA (Europe, Middle East, Africa)

Dear Valued Supplier,

Kenvue listed on the New York Stock exchange in May 2023, and became formally legally separate from J&J in August 2023. Since listing and separation, Kenvue has operated, across a number of key areas, in J&J systems (J&J AP Portal, Ariba, etc.) under a transitional services agreement (“TSA”). We will soon exit this TSA and, as part of that exit, transition into a Kenvue-owned invoice processing system on March 31, 2025. This message includes details on the approaching key changes to ensure you are ready.

To find out more about Kenvue and the transition please [click here](#).

Changes to the Invoice Processing Systems and Purchase Orders

The high-level changes to the invoice processing systems include:

- As of March 31, the existing J&J AP Portal will no longer be available for Kenvue suppliers.
 - Any invoice submitted to the J&J AP Portal or the current J&J PO box addresses after the cutoff dates below will be rejected.
 - Invoices submitted before the cutoff dates, but which remain unpaid at the time of cutover, will be transferred to the new Kenvue system and paid out based on existing due date. (While we anticipate a smooth transition process, there may be a short delay on settling some invoices as we work through the transition. We ask for your patience as we work through the migration of data).
- Tungsten’s e-invoicing solution will be Kenvue’s preferred method of e-invoicing, where available (please refer to the Tungsten [supplier guide](#) for more details).
- Kenvue will launch a new Accounts Payable (AP) Portal with capabilities that are outlined in the section below. The [AP portal guide](#) provides an overview of the features available on the new AP Portal. More information will be available once the system is live.
- All POs starting with P#####N or P#####R that remain open (unfulfilled or partially fulfilled) at the time of the transition will close. Kenvue will create replacement POs for the remaining balance, with a new PO number in the new system, and the new PO details will be shared post transition. There will be no impact for all other POs, or POs delivered in full before the transition.

Key dates

- Last day to cash cheques before they are cancelled: March 20, 2025 (Kenvue will issue replacement cheques after the transition)
- Last day for Kenvue to receive paper invoices: March 18, 2025
- Last day for Kenvue to receive non-paper (including email) invoices: March 20, 2025
- First day Kenvue will process invoices in our systems after transition: March 31, 2025
 - Any invoices received in the legacy J&J systems after March 18 (paper) or 20 (non-paper, including email) will be rejected and you will need to resubmit, post go-live, to the new Kenvue invoice channels.
 - We understand from J&J that any rejection notification generated by their system (even for Kenvue invoices) will direct you to J&J. For Kenvue invoices, this is an error, and we apologize for any inconvenience, and recommend that you contact your usual Kenvue contact if you need support.
- Last foreign payment date: March 17, 2025
- Last domestic payment date: March 20, 2025
- Payments will be paused between March 21, 2025, and April 1, 2025 in order to allow a smooth transition between systems.
- Payments are planned to resume as normal on April 2, 2025, and we ask for your patience as we work through this complex transition.
- AP queries should be made through Kenvue AP portal, and not J&J helpdesk from March 31, 2025

Required actions

- If you have not received a communication directly from Tungsten with guidance on registering, to enable you to submit invoices, you should receive this in the next few weeks.
- Please ensure that any master data for Kenvue's new legal entity names (if applicable), addresses, for paper and email invoice submission has been updated in your systems. Please ensure invoices are sent to the new address as of March 31, 2025. Please refer to the Kenvue [supplier guide](#) for the addresses specific to the country you are invoicing.
- Please forward this correspondence, as required, to ensure the correct people in your organization are aware of the changes.

AP Portal

Effective March 31, 2025, you will gain access to a newly designed Kenvue AP Portal. You can use the Kenvue AP Portal to submit and reply to support tickets, access knowledge articles and policies, chat with the Kenvue support team, view purchase order status, track invoices and payments, and manage your account. You will receive an email from "Kenvue AP Portal" on March 31, with more information on how to register for the portal. As a reminder, you cannot submit invoices in the Kenvue AP Portal.

Supplier Onboarding and Account management:

You should have received a notification to stop using the J&J APEX system for account changes and onboarding as of January 24. On March 31, a similar self-service capability is planned to become available on the new Kenvue AP Portal. In the interim, you will need to reach out to your usual Kenvue contact to make changes to your account on your behalf.

To see guides on how to access the invoice tracker, PO tracker, and vendor onboarding, please visit the [supplier resource page](#). For the latest communications, up-to-date information, and frequently asked questions (FAQs), please visit our [supplier resource page](#), which is regularly updated.

If you have any queries, please reach out to your usual Kenvue contact.

Best regards,
Kenvue