Paymode-X

THE JOHNSON CONTROLS ELECTRONIC INVOICE MANAGEMENT TOOL

> Instructions for Invoicing Against a Purchase Order

Johnson Controls

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Which Invoices Should be Sent Electronically?

- Invoices with the following Purchase Order formats must be submitted electronically:

    U.S: Seven digits beginning with a "2", "3" or "4" (example: 2XXXXXX; X = a digit)
    1-followed by up to 13 digits (example: 1-XXXXX)

    Canada: Six digits beginning with a "2" or "3" (example: 2XXXXX; X = a digit)
    1-followed by up to 13 digits (example: 1-XXXXX)
    CA-followed by up to XX digits (example: CAXXXXX)

- Do not send a paper copy of the invoice. Payment is only made from the electronic invoice.

- In the event your Company is issued a purchase order number that does not meet one of the above formats, please mail a paper copy of the invoice to the **"Bill to"** address shown on the Purchase Order copy. When in doubt, contact the Johnson Controls Support Team identified below.

Who to Contact With Questions

Use of Paymode-X for Invoicing Tool

> Please contact the Johnson Controls Support Team should you have questions relating to the Paymode-X for Invoicing tool:
> **Phone: 866-205-8838**
> **Option 1: for resetting passwords and add users (8:00 am to 8 pm ET)**
> **Option 2: For assistance on entering an invoice (7:30am to 5PM CST)**
> **Option 3: For any questions about a Purchase order (7:30am to 5PM CST)**
> **Option 4: For payment status (6:30am to 3:00 pm CST)**
> **Email: be-supplier@jci.com**
> **Web: www.johnsoncontrols.com/be-supplier**

Invoice Payment

Should you have questions regarding the payment of your electronic invoice:

1. Double-check the **"Listing"** to ensure the invoice was **"Sent,"** then
2. Contact Johnson Controls Shared Service Center:
    > **Phone: 800-382-2804, Option 2 (414-524-7988; Option 2)**

Effective use of the Paymode-X for Invoicing Tool

The Paymode-X for Invoicing Tool is a fast and easy way to send Johnson Controls Building Efficiency invoices electronically.

To create an invoice, find the purchase order number that was generated to your Company and **"Flip"** it into an invoice. Flipping a purchase order to an invoice requires minimal data entry. If you cannot find the purchase order number in the **"Purchase Order"** tab, do NOT attempt to manually create an invoice against the purchase order number. Currently, the process for you to see the purchase orders in Paymode-X for Invoicing that were generated to your Company occurs overnight. Therefore, you will not be able to invoice Johnson Controls against the purchase order until the next business day. If the purchase order is not visible by the next day, please send an email to **be-supplier@jci.com** indicating the purchase order number that you cannot find in the **"Purchase Order"** tab.

If you just received your Company's log-in ID and password from Paymode-X for Invoicing, it may take up to two business days for your purchase orders to be visible under the **"Purchase Orders"** tab. Please wait two days and check again. If after two days, you still do not find any purchase orders, please send an Email to **be-supplier@jci.com** indicating that you were recently on-boarded to Paymode-X for Invoicing, have waited two days and still have no purchase orders visible to invoice against. Thank you for using the Johnson Controls web-based electronic invoicing process.

General Tips

- Always **enter the date of your actual invoice**. Johnson Controls pays suppliers based on the invoice date and supplier's payment terms, if the invoice date is not correct your payment will be out of time.

- Remember to always click on **Send** after your invoice is complete, if you only click on Save your invoice will stay in **proposed status**, and **Accounts Payable will never** receive the invoice.

- When an invoice is in Approved status and Sent you have to contact Accounts payable for any payment inquiries (Phone: 800-382-2804, (Option 2, and then Option 1).

- In Paymode X **it is possible to invoice partially**, you just have to modify the amount on the invoice, or if you have many lines you just have to remove the ones you don't need, and invoice them later.

- In order to **invoice partially** the Purchase Orders are created with the **quantity and price swap**, if your PO was created like this, do not change the price, price should be 1, please modify the quantity

- Always enter taxes and freight in the **correct field**.

- When entering taxes, **always enter the amount in the flat fee**, never use the rate field

- When adding a new remit to address in Paymode X, it is very important that the Payee name is enter correctly. **The Payee name should be the city and street address of the company**.
  Never enter the name of the company in this field
  Example: Monmouth: 2 Industrial drive. (Once you add the address please contact 866-205-8838, option 2)

- Any issues with **passwords and usernames** please contact Technical support team (866-205-8838, **option 1**)

- For Canadian invoices, please use a point **(.)** instead of a comma **(,)** Example: 200,54

1. **How to log in?**
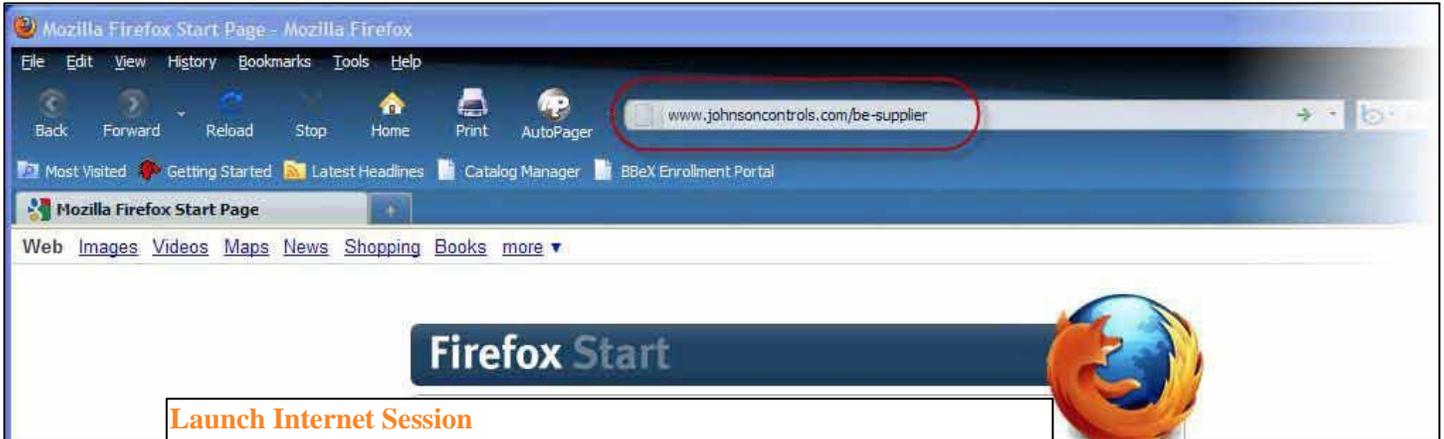
Launch Internet Session
Enter **"www.johnsoncontrols.com/be-supplier"** into the address bar of your browser and press **"Enter."**
Note: Internet browsers certified for use with Paymode-X for Invoicing are Mozilla Firefox 3 or later and Internet Explorer 7 or later.

Johnson Controls Supplier Invoicing Portal
The Johnson Controls Supplier Invoicing portal is launched. This site provides links to the Paymode-X for Invoicing and contact information. Always use this page to launch Paymode-X for Invoicing to stay current on alerts, FAQ's and system updates.
Clicking on a Paymode-X for invoicing link will launch Paymode-X for Invoicing in a new browser window.

OPTION 2

Getting Started

Changing User Role
Change the user role drop-down menu from **"Admin"** to **Vendor."**
(Some users will only see **"Vendor"**)

Purchase Order Flip

Purchase Order Flip Methods
To find a Purchase Order to flip to an invoice, you may use either one of the following methods:
Method 1 – If you know the PO Number (below)
Method 2 – If you don't know the PO Number (next page)

Purchase Order Flip Method 1
A.) Click on **"Invoices."**

B.) On the next screen (to the left) Elect the Payer name and put the PO number in the field.

C.) Click **"Flip Order."**

D.) A green confirmation will appear.

Purchase Order Flip, Continued…

Purchase Order Flip Method 2

A.) Click on the "**Purchase Orders**" tab to display a list of available Purchase Orders.

Purchase Order Flip Method 2

B.) Click anywhere on the desired PO line to view the detail. Note: If the desired PO # is not listed, wait until the next business day after the PO was issued by Johnson Controls. If the PO is still not listed, contact **be-supplier@jci.com** with the PO number.

Purchase Order Flip, Continued...

Purchase Order Flip Method 2

C.) Click **"Flip Order"** to convert the PO to an invoice.

Purchase Order Flip Method 2

D.) A green confirmation will appear.

Click on the ⊕ sign to add additional tax lines. Click the ⊖ to delete a line.

Checking "Apply after taxes" when a tax rate is entered would calculate tax on the invoice total plus other taxes charged. In most cases, tax is charged on the invoice total only, **Do not check this box.**

Purchase Order Flip – Header Information

Tab between fields to Review or Edit the Header-Level Information as follows:
Invoice Number: Your Invoice Number.
(Invoice numbers may not exceed 20 characters)

Invoice Date: Actual date of invoice.

Invoice Type: Sales Invoice (Change to "Credit Note" if applicable.)

Due Date: Disregard. Do not populate this field.

Bill To: Building Efficiency – Johnson Controls.

Default PO Number: PO number will be pre-populated when you "Flip" the Purchase Order to an invoice.

Vendor/Remit To: Your company information. ALWAYS select the appropriate payee for remittance.

Tax Type: If applicable, select the appropriate tax type from the drop down menu and enter the corresponding rate or flat fee (Do not enter both rate and flat fee)

Freight: Enter freight charge, if applicable. (In many cases the Johnson Controls PO will reference a freight account number. It that is the case, products should be shipped third-party billed and you would not add freight to the invoice.)

Currency: USD (Change to CAD if billing in Canadian currency.)

Payment Terms: Disregard. Do not populate this field as this has no impact on the invoice. The payment terms remain preloaded in the Johnson Controls A/P system.

Comment: Enter notes for yourself, if desired. These are not sent to Johnson Controls on the invoice

User Define Fields (UDF)

Invoice
Vendor Status: Proposed

Bill To :
Building Efficiency - Johnson Controls
507 E Michigan Ave
Milwaukee WI 53202 US

Default PO Number: 3173554

Remit To
Vendor: * BE
Remit To: Mil

▶ Show Detail

▶ Invoice Dates ▶ Contacts ▶ Purchase Orders ▶ Discussions ▶ Attachments ▶ Images ▶ History

▶ Filter

Click on **"Show Detail"** to get the drop down menu for the following User Defined Field tabs:
- Header Information
- Project/Change Info
- Requester Information
- Delivery/Pickup Info
- Tax Group

▼ Hide Detail

Freight Amount: 0.00   **Currency:** USD

Payment Terms:

Comments:

Total Before Tax: 80.50   **Adjustments:** 0.00   **Adjusted Total:** 80.50   **Alerts:**

Tax Type: US - Generic Ta ▾   **Rate:**   **Flat Fee:** 8.00   ☐ Apply after taxes

Tax Type: US - State & Loc ▾   **Rate:**   **Flat Fee:** 5.00   ☐ Apply after taxes

▼ Header Information ▶ Project/Charge Info ▶ Requester Information ▶ Delivery/Pickup Info

PO or Sale Date:
6/17/2010

User Define Fields (UDF), Continued…

Header Entry

Enter the UDF information under "**Header Information**" The required fields are identified with a red asterisk "*". **Accept the pre-populated values when ever available.**

PO Date: Will be pre-populated. This is the PO date identified on the hard copy of the Johnson Controls Purchase Order.

Project/Charge Info

Enter the UDF information under "**Project/Charge Info.**" The required fields are identified with an asterisk "*". **Accept the pre-populated values when ever available.**

PO or Project/Charge Type: Will be pre-populated with the word "**Purchase Order.**"

Branch or Mail Station Number: Will be pre-populated with the branch. (If not pre-populated, enter the JCI Branch. If unknown, enter "**ZZZ.**")

Task Number: This field is not required for Purchase Orders.

Work Order Number: This field is not required for Purchase Orders.

User Define Fields (UDF), Continued…

Project/Charge Info

Enter the UDF information under "**Project/Charge Info.**" The required fields are identified with an asterisk "*****". **Accept the pre-populated values when ever available.**

PO or Project/Charge Type: Will be pre-populated with the word "**Purchase Order.**"

Branch or Mail Station Number: Will be pre-populated with the branch. (If not pre-populated, enter the JCI Branch. If unknown, enter "**ZZZ.**")

Task Number: This field is not required for Purchase Orders.

Work Order Number: This field is not required for Purchase Orders.

Requester Information

Enter the UDF information under "Requestor Information". The required fields are identified with an asterisk "*****". **Accept the pre-populated values whenever available.**

Requester ID: Enter the Requester's employee ID #. (Enter "**NA**" if the ID # was not provided).

Requester Last Name: Enter Requester's Last Name.

Requester First Name: Enter Requester's First Name.

User Define Fields (UDF), Continued…

Delivery/Pickup Info

Enter the UDF information under "Delivery/Pickup Info". The required fields are identified with an asterisk "*". **Accept the pre-populated values whenever available.**

Delivery Type: Select Delivery or Pickup from the list. Use **"Delivery"** for services invoices.

Company: "JCI" or the company to which the delivery was made.

Address: Enter either the **"Ship to"** address, the address at which the work was performed or picked up at [your Company name], or the address at which the product was picked up. Note that values for City, State/Province/County and Postal/Zip code are required.

Tracking Number: Leave blank. Only PDS suppliers need populate.

Tax type

| Tax Type: | US - Generic Ta ▾ | Rate: | | Flat Fee: | 8.00 | ☐ Apply after taxes | ✖ |
| Tax Type: | US - State & Loc ▾ | Rate: | | Flat Fee: | 5.00 | ☐ Apply after taxes | ➕ ✖ |

Tax Types:

Enter the tax amounts as appropriate.

US Taxes: In most cases, JCI will self-assess the tax, accrue it and pay the government directly. If there are circumstances in which this will not apply, the tax should be entered in "US – **State & Local.**" In the event other taxes apply in the U.S., the "US - **Generic Tax**" field will need to be used.

Canadian Taxes: In most cases, JCI is exempt from Provincial taxes. Where applicable, enter the amount of each tax that applies

Note: Taxes entered will also appear on the bottom of the invoice (below the sub-total) and will be included in the invoice total. Double check the invoice total to make sure that the correct tax amount is entered.

If more than one tax types apply, click on the ⊕ sign to add additional tax lines. Click the ⊝ to delete a line.

Also Note: Checking "Apply after taxes" when a tax rate is entered would calculate tax on the invoice total plus other taxes charged. In most cases, tax is charged on the invoice total only. Do not check the "Apply after taxes" box.

Tax Type, Continued…

When you finish entering all invoice header information, click "Save."

Purchase Order Line Items

Remove Selected Lines

1. If there are any line items that should not be included on the invoice that you are creating, scroll to the section of the page showing the invoice lines and locate the ones that should be removed.

2. Click in the box on the left to select the line you would like to remove.

3. Click "**Remove Selected Lines**" line to remove the line item from the current invoice.

4. When your asked "Are you sure?" Click "**OK.**"

Repeat the above steps for any other lines that you do not wish to invoice at this time.

When you are ready to invoice the lines at a later date, you may again flip the PO to an invoice, remove the lines already invoiced and submit the lines not previously invoiced.

Changing Lines

To make a text change, highlight the field so that its value is outlined and make your change.

1. Make necessary changes to Quantity and Unit Price on all line items that need to be corrected.

2. When you are finished making any necessary line item changes, scroll to the bottom of the page and click "Save."

Note:
- Do not change the value of "**PO Number**" or "**PO Line.**"
- Do not enter Freight amounts on these lines.

Adding Lines

If you were informed that another line item was added to the PO, you may add a line item by clicking "**Add New Invoice Line.**"

DO NOT change the "**Line Item Number.**"

IMPORTANT: Typically POs for labor are generated with a Unit Price of $1 and the Quantity field reflects the actual amount. DO NOT switch these amounts or your invoice will not be processed and report errors on submission.

When you finish adding any necessary new line items, scroll to the bottom of the page and click "Save."

Sending an Invoice

Getting Ready to Submit the Invoice

After clicking the "Save" button at the bottom of page, "The invoice was updated" should be displayed in green at the top of the page.

Any errors will also be reported in this space. Correct the errors as indicated, click "Save" again. Repeat this process until all errors have been corrected.

Sending Your Invoice

After reviewing your invoice, confirm the freight and line totals in the footer of the invoice. If the totals are correct, you may click "Send" to send the invoice.

The screen will be dimmed and then the message "The Vendor State was changed to Sent" will be displayed at the top of the page, indicating that the invoice has been successfully submitted for processing.

Starting a new Invoice

Starting a New Invoice

Click the "Invoices" tab to flip another PO to an invoice. Then follow the instructions identified in the previous screens.
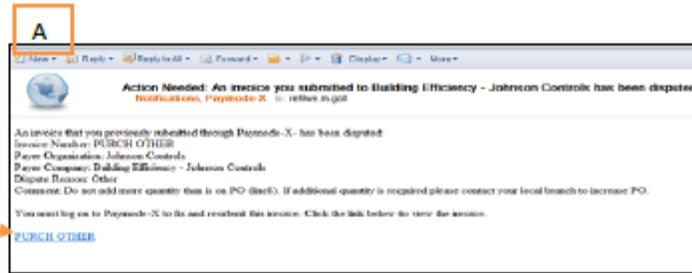
Reminder: If you cannot find the PO number that you are attempting to invoice against, wait until the next business day after the PO was generated and look again. If the PO is still not visible, Email be-supplier@jci.com.

Disputed Invoice

The invoice received by Johnson Controls may be disputed back to supplier to make the recommended changes to the invoice and re-submit it for processing

Printing Your Invoice

A. Once Payer has disputed an invoice, supplier will receive an email notifying them of the disputed invoice and the reason for the dispute. Supplier may click on the link provided on the email to get directly to the disputed invoice.

B. A count of the disputed invoices will also be displayed on supplier home page under invoice summary. Supplier may click on the disputed invoices line to get to the listing of disputed invoices on the "invoice view" tab

C. On the "view invoices" tab supplier may click anywhere on the invoice to open it up and get to the discussion tab. Posted notes which outlines the reason for the dispute including additional comments on the disputed reason will be listed.

D. Alternatively, supplier may click on the "yellow alert" tab to get directly to the dispute reason and comments

E. Upon reviewing the dispute reason and the suggested/required action, supplier will make the necessary change to the invoice and resend the same invoice. Make sure that the Invoice Payer State changed from "Disputed" to "Received" or "Approved". Also note that modifying the invoice number is not necessary

F. Although supplier may also add notes by clicking on "post response" as shown below, the only way to send the invoice back to the payer is to send it. The payer may or may not see the notes posted by supplier.

Credit Memo

Issuing a Credit Memo

There are a couple of ways that Credit Memos may be done.

Method 2: When completing the invoice header screen, select "Credit Note" instead of "Sales Invoice."

Make sure to change all line items to Negative Price when creating a Credit Memo from a flipped Purchase Order.

NOTE: If you are issuing a credit to offset an invoice that you entered incorrectly and sent...

1. Flip the "bad" invoice to a credit, using the "Flip to Credit Note" button as shown in Method 1.

2. Use the same invoice number that you used for the "bad" invoice, but add a "CR" after the invoice number to show that the credit washes the "bad" invoice.

Then, to invoice correctly, go to the "Purchase Order" tab, flip the Purchase Order to an invoice and complete accurately. Use your original invoice number, but append an "ADJ" at the end of the number so that when Johnson Controls issues payment, your Company may apply the payment against the correct invoice.

Printing your Invoice

Printing Your Invoice

To print the invoice for your records:

A. Export to PDF

1. Open the invoice you would like to print. Click the "Export to PDF" button at the bottom of the screen.

2. You will be asked if you want to open or save the file. If you select "Open," a view of the invoice will appear which you may send to the desired printer.

Or

B. View Invoices Method

1. Click "View Invoices" at the top.

2. Check the box for the invoice you wish to print.

3. Select "Print" from the "Action" drop-down menu and press "Go."

Viewing and Sorting the Invoices

Viewing the Invoices

Click on the drop-down menu by "**View**" to select invoices to view based on status.

Sorting the Invoices

In the "**Listing**" screen, you may sort by any of the columns simply by clicking on the column heading.

Caution
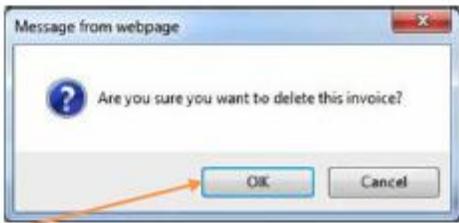
Check to Ensure that Your Invoice was Sent

After creating an invoice, you may save it without sending it, however, if you have intended to send the invoice, it is recommended that you check the "**Listing**" tab to ensure that the status in the "**Supplier State**" column shows "**Sent**."

If an invoice times out because you were interrupted during its creation, the invoice may still be in the "**Proposed**" state, even though you intended to send it.

Deleting Invoices in "Proposed" State

You can delete invoices as long as they are in a "**Proposed**" state.

1. Select an invoice from the invoice list, click on it to place it into "**Edit**" mode.

2. Click "**Delete Invoice**" button at the bottom of the screen.

3. Confirm by clicking "**OK**."

Message from webpage

Are you sure you want to delete this invoice?

OK   Cancel

Viewing and Sorting the Invoices, Continued…

Purchase orders in an "Accepted" state can be "Completed" once invoiced in full.

This allows you to view only those available for invoicing. Keep in mind once completed a PO cannot be flipped to an invoice.
This process cannot be undone by supplier, you will need to call Paymode-X support to un-complete the PO if completed in error!

1. Select an "Accepted" PO from the list.

2. Click "Complete."
There will be NO confirming prompt. The "Flip Order" and "Complete" buttons will now be disabled whenever the PO is viewed.

Invoices with Retention

Gross Amount (total amount of the invoice) is entered on line 1 of the invoice. JCI Accounts Payable will withhold retention based on the gross amount invoiced and the existing Subcontract Agreement.

Do not submit an invoice for retention via Paymode-X.

JCI will work with our internal Accounts Payable department for last payment (final retention) and therefore no invoice will be required from the supplier for the final retention amount. DO NOT OVERBILL PURCHASE ORDERS. Once the Quantity Field reflects a "zero dollar" value, no further action is required by the supplier in Paymode-X.

AOMS/PDS Supplier Invoicing Instructions

AOMS/PDS Suppliers may see additional information/instructions in the additional data.

AOMS Order Number: The AOMS Order Number will flip to the invoice. DO NOT change this field on the invoice.

The AOMS PO Information fields are for information purposes only and will not be visible after flipping a PO to an invoice.