Frequently Asked Questions

FAQs surrounding Johnson Control's Procurement Transformation

Oracle Fusion Go-Live April 2023

ORACLE FUSION

Why has JCI changed its ways of working?

As part of the JCI global digital transformation, we are implementing a Procure-to-Order tool for improving and harmonizing our global direct procurement/indirect procurement activities. We have selected Oracle Fusion to implement an efficient, easy-to-use cloud-based solution as our primary supplier collaboration system for purchase orders and invoice management.

SUPPLIER PORTAL - Will be available on phased basis from May 2023

Please note the Supplier Portal will become available to suppliers on a phased basis from May 2023. We will communicate with you closer to the time on when you can register and how you will be trained. If you wish to be part of the initial pilot at the start of May, please let us know at JohnsonControls-BSNA-SupplierEnablement@jci.com

What is the standard capability on Oracle Fusion Supplier Portal?

The Oracle Fusion Supplier Portal capability is a new, fast, free way to automate business with any buyer. Support for most transaction types helps maximize efficiency and meet buyer compliance requirements. It can also support hosted and punch-out catalogues and manage larger document volumes through online access.

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How can I access this new capability?

JCI will send you an account invitation from May onwards. Training will be arranged around this time.

Will JCI make payments using Oracle Fusion Supplier Portal?

Oracle Fusion Supplier Portal is not a payment platform. JCI will continue to use its current payment process. The payment status of an invoice can be viewed in the Portal.

What does 'Supplier Enablement' mean?

'Supplier Enablement' is a Procurement Services term encompassing the process of supporting JCI suppliers with transacting on the Oracle Fusion Supplier Portal. To support your enablement, the JCI Supplier Enablement team is responsible.

What benefits will we see as a Supplier?

As an active supplier on the Portal, you will be able to:

- Receive electronic Purchase Order notifications and other documents
- Easily convert Purchase Orders into Invoices.
- Propose changes to POs
- Reduction of paperwork and improved visibility of all your purchase orders and invoices on the electronic platform
- Electronic submission of invoices providing more reliability and speed in payments
- Ability to update and maintain your business and contact details easily with JCI
- Ability to review your invoice status.

JCI wishes to move away from conducting commerce via hard copy and manually transmitted purchase orders, change orders, order confirmation, invoices, etc.

REGISTRATION & ACCESS

What is the latest date or deadline to register on Oracle Fusion Supplier Portal?

You will be able to register from May onwards once you have attended one of the scheduled online training sessions to which you will be invited.

Should you have missed the training sessions, please contact the Supplier Enablement team at JohnsonControls-BSNA-SupplierEnablement@jci.com and they will assist.

How do I log on to the Supplier Portal?

You will receive an initial registration email containing your username and instructions on how to create a password for the first time (by clicking on "forgot password"), as well as a link that will allow you to access the Supplier Portal. To log on to the Supplier Portal for the first time, either click on the link or copy the link's URL (web address) and paste it into your browser. Please log in using the username and newly created password.

Do I need special hardware or software to use the Supplier Portal?

Oracle Fusion is a Cloud based solution, so you do not need any special equipment. You will need a computer, internet access, and an up-to-date web browser (Chrome, Firefox, IE or Edge) to use the Supplier Portal. You will also need a valid business email address to receive notifications.

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Is there an alternative way of receiving Purchase Orders and submitting Invoices?

Our preferred method of receiving your invoices is via the Supplier Portal once is it available to you from May onwards, though for an interim period you may submit them in pdf format by email to NA-AP-Invoice@JCI.com

Will I have to correct the invoices already issued by my company up to now?

No, this is not required in case the invoices relate to existing purchase orders (POs) or contracts with a JCI affiliate, unless agreed otherwise.

Will my invoices be rejected when they are addressed to the local JCI affiliate?

Invoices addressed to the incorrect legal entity, or with other incorrect data such as wrong PO number, will be rejected with the reason stated. We are legally required to take this action.

I have delivered my goods (partially), but still need to invoice.

You should only submit your invoices for the materials shipped and/or services completed.

Which entity do I need to invoice?

Please issue your invoice according to the Legal Entity that issued the on the PO / signed the contract for the delivery, unless agreed otherwise.

How and where should I send my invoices to be processed? In which format?

Until you have access to the Supplier Portal, please submit your invoices - You can also send your invoices, following the Golden Rules to NA-AP-Invoice@jci.com.

Once you get access to the Supplier Portal, we recommend and prefer you use it once available from May 2023 to submit your invoices. It will be the fastest and safest way to send your invoices where you will be able to see the status of our invoices and payment dates

For all invoices relating to POs that were raised prior to the move to Fusion, you must send these by email to NA-AP-Invoice@jci.com. These cannot be uploaded to the Portal.

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What is going to happen with my invoices dated before go-live date?

The Purchase Order is going to provide the guide/information. For all POs created before the go-live date, the invoices should be sent in pdf to NA-AP-Invoice@jci.com.

In the PO document, you can see the Legal Address that your invoices need to state. For all the POs created after the go-live date, the PO layout is going to change. In the PO document you will see the new Legal Address, and the new alphanumeric order numbering. According to this information, your invoices must contain the same Legal Address as per the PO / transaction details.

What if I forget to send you an invoice dated before go-live date, and I send it to you after go-live date? Where should I send it?

You will follow the same logic as mentioned before. If the PO is created before the go-live date, you must send the invoice to the new email address NA-AP-Invoice@jci.com.

Where can I follow up on the status of my invoices?

Please reach out to our helpdesk to get your invoice status at AccountsPayableIS@tyco.com

Please see all helpdesk contacts at accounts-payable-helpdesk.pdf (johnsoncontrols.com)

Once you are set up on the Supplier Portal in May, you can follow up the status through your company profile in the Supplier Portal once it is available from May onwards.

What is the preferred format for invoices?

The preferred format for invoices is pdf.

PAYMENTS & CONTRACT

Do I have to expect disruptions in payments?

We do not expect any disruptions to our suppliers' business, and we will do everything to ensure a transition as smooth as possible. During the transition, vendors might experience slightly longer processing times. In urgent cases, our partners should call their main contact person. Please note that payments will be dependent also on the receipt of correct and valid invoices according to our new procedures.

Are the payment terms going to change? Is the payment frequency going to change?

No, your payment terms are not going to change.

Payment frequency is going to continue as normal.

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How can I ensure that I will be paid on time?

For you to receive the payment on time, you should follow our Golden Rules.

What are these Golden Rules you refer to?

Our Golden Rules are the minimum requirements for invoices you submit: is available at na-invoice-submission-requirements_final.pdf (johnsoncontrols.com)

COMMUNICATION OTHER

How can we contact you if we have further questions?

For specific questions regarding this subject, you can contact us via email on the following address: JohnsonControls-BSNA-SupplierEnablement@jci.com

Does this change mean that I should be speaking to someone different in JCI now?

You will find your contact details in your Purchase Order copy under the Contact section.

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