



Frequently Asked Questions North America region

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Invoices

How do I submit my invoices?

- email to NA-AP-Invoice@JCI.com following the Invoice requirements at our [Procure-to-Pay \(PTP\) | Johnson Controls](#) portal.

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.

What is the preferred format for invoices?

- The preferred format for invoices is pdf.

Invoices

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.

Invoices

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

- Please reach out to our helpdesk to get your invoice status at sg.apinquiry@simplexgrinnell.com or by phone: 855-202-6688. Please see all Helpdesk contacts at [Accounts Payable HelpDesk contacts](#). Besides, we invite you to take a look at this webpage where you can find information about our payment process along with the Golden Rules (Invoicing Requirements): [Procure-to-Pay \(PTP\) | Johnson Controls](#)

Payment & 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.

Besides, we invite you to take a look at this webpage where you can find information about our payment process along with the Golden Rules (Invoicing Requirements): [Procure-to-Pay \(PTP\) | Johnson Controls](#)

Payment & Contract

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 [north-america-invoice-submission-requirements-13may2024.pdf \(johnsoncontrols.com\)](https://johnsoncontrols.com/north-america-invoice-submission-requirements-13may2024.pdf)

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-SupplierPortal@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.



Useful links

Invoicing & Payment (official website): [Procure-to-Pay \(PTP\) | Johnson Controls](#)

You can find all information needed related to: Payment runs, invoice requirements and more.

Invoice Submission Requirements: [north-america-invoice-submission-requirements-13may2024.pdf \(johnsoncontrols.com\)](#)

AP support: [north-america-accounts-payable-helpdesk-contacts.pdf \(johnsoncontrols.com\)](#)

