

# Supplier Portal

## Europe region

Frequently Asked Questions

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The power behind **your mission**



## **Content**

**Oracle Fusion – Supplier Portal**

**Registration and Access**

**Invoices**

**Payments and Contract**

**VAT**

**Prime Revenue Programme**

**Purchase Order**

**Other**

# Oracle Fusion – Supplier Portal

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## What is the Supplier Portal?

- The Oracle Fusion – Supplier Portal is a cloud-based tool that allows you to access and interact with Johnson Controls (JCI). The Supplier Portal is a platform for suppliers to receive, see, modify their Purchase Orders and create and see your invoices, including their status and the payments status.

## What is ProCo?

- ProCo is the central Procurement Company that we have established in Switzerland. For all intents and purposes for POs and Invoicing, this is externally known as Tyco Fire & Security GmbH – your customer.

## What benefits will we see as a Supplier?

As an approved supplier on the Supplier Portal you will be able to:

- Receive electronic Purchase Order notifications and other documents
- To convert easily Purchase Orders into invoices (*your original invoice is required as an attachment*)
- Modify your POs.
- See and modify your pricing (*for review and approval within JCI*)
- See the payments status of your invoice

## Oracle Fusion – Supplier Portal

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- Electronic submission of invoices
- Update and maintain your business and contact details easily with JCI.

### **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 document types are supported for this free account?**

- Suppliers transact unlimited documents such as orders, order confirmation, credit memos, invoices, invoice status notifications, payment proposals, and remittance details. Please note that you will still be expected to attach your actual invoices and credit memos (eg as a PDF) to the relevant invoice/credit memo records in the Supplier Portal.

### **Will Oracle Fusion – Supplier Portal evolve?**

- With time, we will add more options in order to get smoother processes, thus, to make a seamless cooperation. We will inform you about any change.

## Registration and Access

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### What is the latest date or deadline to initiate my account on Oracle Fusion Supplier Portal?

- You will be able to initiate your account any time from our GO-Live date (*effective date of the change in your country ; to know when it took place, please refer to point: **Which entities have moved across to Oracle Fusion and when?***) and beyond once you receive an email from an Oracle email address which contains a link to our Supplier Portal. (Details are given during our Live Events – demo – and through our communication with you).
- You are encouraged to enroll immediately so that you can take advantage of the Supplier Portal benefits from day one.
- Please, note that the first email from Oracle (either from [ORAFU.EMELA.Prod.epfq@Jci.com](mailto:ORAFU.EMELA.Prod.epfq@Jci.com) or [epfq.fa.sender@workflow.mail.em4.oraclecloud.com](mailto:epfq.fa.sender@workflow.mail.em4.oraclecloud.com)) containing a link to the Supplier Portal expires after 7 days. After that, you will need to contact Supplier Enablement team at [JCI-EMEA-PROCURECO-SUPPLIERCOMMS@jci.com](mailto:JCI-EMEA-PROCURECO-SUPPLIERCOMMS@jci.com) for help.

### How do I log in for the first time in Oracle Fusion – 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.
- If you have troubles, please, contact us at: [JCI-EMEA-PROCURECO-SUPPLIERCOMMS@jci.com](mailto:JCI-EMEA-PROCURECO-SUPPLIERCOMMS@jci.com)
- Please, keep your personal login details secret. *Note that JCI is not able to see your initial password nor your personal password.*

## Registration and Access

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### How do I log in in Oracle Fusion – Supplier Portal?

- Please, use your use name and password.
- You can watch this video: [Accessing the Supplier Portal](#)
- Or if you have troubles, please, contact us at: [JCI-EMEA-PROCURECO-SUPPLIERCOMMS@jci.com](mailto:JCI-EMEA-PROCURECO-SUPPLIERCOMMS@jci.com)

*Note that JCI is not able to see your initial password nor your personal password.*

### Can JCI initiate my account on the Supplier Portal?

- Unfortunately, no. Every supplier must initiate their account themselves on the Supplier Portal due to security reason.
- This is done in a few clicks.
- Please, keep your personal login details secret.

*Note that JCI is not able to see your initial password nor your personal password.*

### Am I required to initiate my account on Oracle Fusion Supplier Portal as a prospective supplier?

- Yes, if you are a prospective supplier, ie not yet active with us, this step is required initially. You will receive an email from your buyer. To respond you must log in to the system. This Prospective account is not the same as a Spend Authorised account.

## Registration and Access

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

- Not at all. An up-to-date web browser (i.e: Chrome, Firefox, Edge, IE) is enough.

### Which browser should I use?

- Chrome, Firefox, Internet Explorer (IE) or Edge.

### Forgot password? And/or Forgot user name?

- Click 'Forgot Password' and follow the steps to re-create a new one.
- How to do it? Please, watch this video : [Forgot password](#)

*Please note that JCI is not able to see your password therefore it is not possible for us to inform you about the lost / forgotten password.*

### We cannot access the system link you have issued, How can we resolve this and who should we speak to?

- Please, contact us at: [JCI-EMEA-PROCURECO-SUPPLIERCOMMS@JCI.COM](mailto:JCI-EMEA-PROCURECO-SUPPLIERCOMMS@JCI.COM) and we will help you.

## Registration and Access

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### How do I change my company details in the Supplier Portal?

- To change company details, navigate to Manage Profile in the Supplier Portal and update your details (Addresses, Contacts, Products & Services) via the Edit function. This will generate a change request in JCI that will be reviewed for approval by Procurement.

### What should I do if the main “named” supplier contact has left our business or is away on leave and we need to access the portal?

- You will need to contact the Supplier Enablement Team at: [JCI-EMEA-PROCURECO-SUPPLIERCOMMS@JCI.COM](mailto:JCI-EMEA-PROCURECO-SUPPLIERCOMMS@JCI.COM)
- Once given access, you will be able to update or add additional contacts in the Supplier Portal. To do this:
  - Navigate to Manage Profile
  - Click Edit
  - Go to the Contacts tab
  - Click on the ‘+’ icon to add a new contact
  - Add a user account
  - Populate details and save



## Registration and Access

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- You will then need to assign the new contacts the correct roles when adding a user account. The name and description of each role will be seen when adding a new contact. Delete any roles that are not relevant to the new contact.

### Why can't I change my bank account details in the system?

- Due to a strict process in place and for your own security. We subject any such request a rigorous check to ensure the request is valid before approving it and making it visible within the system. Please, ask the change via your usual JCI point of contact.

# Invoices

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## Should I put the Purchase Order number in the invoice?

- Yes, always. Otherwise, the invoice will not be treated.

## Which entity do I need to invoice?

- Please, invoice the entity which is in the Purchase Order along with the applicable VAT.

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

- Through the Oracle Fusion – Supplier Portal, you can see the whole history of your invoices and their status. Click on “View Invoices”.

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

- Not necessarily. It always depends on the Purchase Order (or contract). If your invoice does not reflect the Purchase Order (wrong entity, wrong PO number, wrong VAT for instance.), it will be rejected. We are legally required to take this action.
- In that case, you receive always an electronic notification with the rejection reason.

# Invoices

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- Additionally, we invite you to have a look at our video: [Purchase Order informative video – how to read your Purchase Order](#)

## What are the examples of rejection reasons and what should I do?

- Wrong Bill to: The entity (company) which has been billed to, is wrong. Please, review your Purchase Order, the entity (company) who sent you the Purchase Order is written on the top left under “Legal Name”.
- Invalid/Missing PO: The Purchase Order number is missing into your invoice. Your invoice must contain the Purchase Order number. Please, review the Purchase Order, the Purchase Order number is written on it.
- Wrong VAT ID: The VAT ID in your invoice is wrong. Please, review it with the help of a local Tax advisor.
- Additionally, we invite you to have a look at our video [How to read your Purchase Order](#) and also to the section: ***What are these Golden Rules you refer to?***

## What does it mean the status “Incomplete”?

- It means that you have not submitted your invoice. Please, go to the invoice with that status, review it (if you have not missed anything such as lines, mandatory fields, calculating the tax etc.) once the review completed, press “Submit”.

# Invoices

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

- We strongly recommend you to use the Supplier Portal to submit your invoices. It is the fastest and safest way to send invoices (*please, make sure you attach a PDF of your invoice/credit memo when creating in the Portal from your POs*).

## What are the status on the invoices and their meanings?

<u>Status in the Supplier Portal</u>	<u>Meaning</u>
<b>Incomplete</b>	You have not submitted your invoice. It is just saved. Please, review and submit, if necessary.
<b>In process</b>	Not yet validated
<b>Processing</b>	Under process
<b>Approved</b>	Invoice has been validated
<b>Cancelled</b>	Invoice has been cancelled
<b>Paid</b>	Invoice has been paid

## Invoices

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- In addition, in the Portal you will see the status of your invoices as well as the payments status and date.
- Do you have troubles to see your invoices and payments status? Please, contact: Supplier Enablement Team by email at: [JCI-EMEA-PROCURECO-SUPPLIERCOMMS@jci.com](mailto:JCI-EMEA-PROCURECO-SUPPLIERCOMMS@jci.com) they will assist you.
- You can also send your invoices, following the invoicing rules, to [EMEA-AP-Invoice@jci.com](mailto:EMEA-AP-Invoice@jci.com) (*only for invoice document; do not send anything else*). That method of submission is not the preferred one as it is the longest one compared to the submission via the Supplier Portal.
- All invoices relating to POs that were raised prior to the move to Oracle Fusion, you must send these by email to [EMEA-AP-Invoice@jci.com](mailto:EMEA-AP-Invoice@jci.com). They cannot be uploaded to the Supplier Portal.

### Can I send my invoice through the Oracle Fusion – Supplier Portal and to JCI invoicing email?

- No, you cannot. It creates duplicates in the system, thus, all invoices, which are duplicated, are rejected and you will need to submit once more your invoice.
- It is either through the Oracle Fusion – Supplier Portal (*fastest way for us to record your invoice*) or via email to our invoicing email.

# Invoices

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

- You can invoice any goods/service which has been delivered. Please, note that internally we would need to validate the delivery so that we accept the partial invoice.

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

- For all Purchase Orders created before go-live date, the invoices should be sent in pdf to [EMEA-AP-Invoice@jci.com](mailto:EMEA-AP-Invoice@jci.com)
- For all Purchase Orders issued after go-live date, the invoices should be sent through the Oracle Fusion – Supplier Portal. Please, look up who sent you the Purchase Order and you will know to whom you have to invoice.
- On the Oracle Fusion – Supplier Portal, Click “Create Invoice” (*please, upload your own invoice in PDF as well.*)

## **Is the procurement company going to pay my outstanding invoices with JCI affiliates after a set date?**

- Outstanding invoices will still be settled by the local JCI affiliate, unless agreed otherwise.

# Invoices

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## What are these Golden Rules you refer to?

Our Golden Rules are the minimum requirements for invoices you submit:

- Full legal name of the supplier
- Full legal address of the supplier
- VAT number of the supplier
- Full legal name of the Procurement entity
- Full legal address of the Procurement entity
- VAT registration number of the Procurement entity
- Date of issue Date of delivery/services/prepayment (if blank we will assume it is the same as invoice date)
- PO number
- Invoice number
- Credit notes must have a reference to number(s) and date(s) of the invoice(s) they correct and a reason for making the correction
- Quantity/nature of the goods/services
- Net amount per VAT rate
- Unit price
- Any discounts or rebates if they are not included in the unit price Reference to special schemes, if used (e.g. Self-billing)
- VAT rate
- VAT amount

# Invoices

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## What is the purpose of the "INTENDED USE" field?

- The "INTENDED USE" field is specifically used when invoicing through the Supplier Portal for cases where "Reverse Charge" applies to the VAT.
- We recommend referring to our Quick Reference Guide ([here](#)) for instructions on how to correctly utilize this field.

## What does "Reverse Charge" mean?

- "Reverse Charge" refers to the process of requesting VAT exemption when shipping goods from one country (Country A) to another (Country B).
- For more detailed information on "Reverse Charge," we advise reaching out to your local tax advisor.



# Payments and Contract

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## Where to see the payments?

- Through Oracle Fusion -Supplier Portal. The Portal is giving you the information. Once your invoices are validated and accepted (with status “Approved”), the payment status / date will appear through: **“View payments” or “View invoices”, add a column “Payment schedule date”**

## 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 today, every 5th and 22nd each month.

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

- Your invoice must contain all mandatory information (*Please, see Golden rules*), thus, you shall receive the payment on time.

# VAT

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## Who will issue the new orders?

- As from Go-live date, JCI will issue all POs through Oracle Fusion – Supplier Portal system.
- In all POs, under “LEGAL NAME”, you shall see who is sending you the PO.
- Please note, the delivery address does not change from where you were used to deliver your goods/service before the system change.

## What is the reason for the VAT changes?

- Any changes around VAT that you need to pay attention to are the consequence of introducing our central procurement entity (ProCo), Tyco Fire & Security GmbH, established in Switzerland.

## I have provided a service to ProCo, to which establishment/VAT number do I need to issue my invoice?

- This will depend on the nature of the services you have provided. If you have provided services taxable in the local country (*eg related to immovable property, construction work, etc.*) please see below a list of VAT numbers in countries where ProCo obtained a local VAT ID number for foreign companies.

## VAT

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If you, however, have provided so-called general B2B services, please be informed that our ProCo is a taxable person established in Switzerland (*and does not have a branch, or permanent/fixed establishment in other countries*) and its Swiss VAT number is CHE-116.347.792 MWST.

The list of VAT registration numbers of Tyco Fire & Security GmbH (ProCo) can be located here:

- in Switzerland for residents (establishment in Switzerland): **CHE-16.347.792 MWST**
- in Spain for non-residents (no establishment in Spain, with fiscal representative): **ESN0393342A**
- in Portugal for non-residents (no establishment in Portugal, with fiscal representative): **PT980708079**
- in Belgium for non-residents (no establishment in Belgium, with fiscal representative for): **BE0778270590**
- In Netherlands for non-residents (no establishment in the Netherlands, with fiscal representative for): **NL823958723B01**

### What is the legal name, VAT and address of Tyco Fire & Security GmbH ?

Tyco Fire & Security GmbH

Victor von Bruns Strasse 21

CH-8212 Neuhausen am Rheinfall

Switzerland

## VAT

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- VAT: please refer to the communication which has been sent to you by [JCI-EMEA-PROCURECO-SUPPLIERCOMMS@JCI.COM](mailto:JCI-EMEA-PROCURECO-SUPPLIERCOMMS@JCI.COM) or see point: ***I have provided a service to ProCo, to which establishment/VAT number do I need to issue my invoice?***
- In choosing the relevant VAT registration number of our Procurement entity, as well as the correct VAT treatment, please follow the VAT regulations applicable to the given type of transaction (goods / services) and circumstances of the sale (ship-from/ship-to, etc).

### **Could you provide us with the Tax Card for your entities?**

- In choosing the relevant VAT registration number of our Procurement entity, as well as the correct VAT treatment, please follow the VAT regulations applicable to the given type of transaction (goods / services) and circumstances of the sale (ship-from/ship-to, etc). You can verify our company details, including the name and correctness of the VAT numbers on the following official websites:
  - Swiss VAT number: <https://www.uid.admin.ch/Search.aspx?lang=en>
  - All EU VAT numbers: [https://ec.europa.eu/taxation\\_customs/vies/](https://ec.europa.eu/taxation_customs/vies/)
- Nevertheless, if you require an official VAT registration certificate, Tax Card, etc, please contact us and a scan of it can be shared with you.

## VAT

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**I'm not responsible for the shipment of your goods (ProCo arranging transport). I cannot provide a VAT exemption.**

- We will provide the necessary transport documentation to allow you, as our supplier, to support the VAT exemption on cross-border shipments and not charge VAT. A separate agreement can be drafted in this respect.

**Your ProCo has multiple VAT numbers, how do I know which VAT number I need to invoice?**

- Please invoice us in accordance with the applicable VAT legislation. It remains the supplier's responsibility to issue VAT-compliant invoices. In case of any doubt we recommend contacting your internal tax department or local advisor.

# Prime Revenue Programme

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## **If I am registered with Prime Revenue, are there going to be any changes?**

- No, everything is going to continue as it is. In case of any questions, you can contact the Prime Revenue support: [support@primerevenue.com](mailto:support@primerevenue.com)

## **I wish to learn more about Prime Revenue programme as a supplier for JCI, how can I do it?**

- If you wish to learn more about Prime Revenue programme and the benefits as a supplier, please contact our supply chain finance team on [CORP-EMEA-Supply-Chain-Finance@jci.com](mailto:CORP-EMEA-Supply-Chain-Finance@jci.com) and they will provide you all needed information.

## **I wish to register on Prime Revenue programme as a supplier for JCI, how can I do it?**

- Simply via: <https://sci-enable.primerevenue.com/register/jciclearlypay> and follow the steps. If you need help to register, please send an email to: [support@primerevenue.com](mailto:support@primerevenue.com) or phone at: 800 7746 3000 ((toll free) (number for EUROPE)). More details at: [Contact us - PrimeRevenue](#)

# Purchase Order

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## I have a problem with the Purchase Order to whom I have to contact?

Any question about the Purchase Order must be addressed to the buyer. Its email is written on the Purchase Order itself.

## Do I have to acknowledge the Purchase Order?

Yes, you have to, within 48 hours. It is necessary so we know you well received it and you will be able to fulfill the request. You fail to do so within 48 hours reminders (3 overall) will be sent out to you to complete this tasks. It is necessary to acknowledge as it helps for the logistics point of view.

- You have two ways to acknowledge a Purchase Order through the Supplier Portal (*recommended as our buyer will know in few minutes that the PO has been acknowledged*) or via email to the buyer.
- If you need help to acknowledge your Purchase Order through the Supplier Portal:
  - Please, watch this video: [View Orders](#)
  - Or email us at: [JCI-EMEA-PROCURECO-SUPPLIERCOMMS@JCI.COM](mailto:JCI-EMEA-PROCURECO-SUPPLIERCOMMS@JCI.COM).

# Purchase Order

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## Will I receive the Purchase Order by email?

Yes, you will receive the Purchase Order via email, a PDF is attached to it. Please note, you must acknowledge it within 48 hours (Please, to know more, see point: **Do I have to acknowledge the Purchase Order?**). We recommend to acknowledge the Purchase Order via the Supplier Portal as our buyers will be notified in few minutes.

## I am preparing to invoice to whom I have to invoice?

On each Purchase Order (top left ; under legal name) you have the entity who created the Purchase Order, you must invoice towards to it. Please, have a look at the sections: [Invoices](#)



## Other

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### **Will the company name of local Johnson Controls entity change to Tyco Fire and Security GmbH?**

- No, we are simply changing the entity from which orders will be sent.

### **Would traffic to Canary Islands be affected by this re-organisation?**

- The answer is yes. If buying any of our other JCI or Tyco entities in Canary Islands, this will not be affected – entities outside of Spain and Portugal are not part of the ProCo model.
- Please note that there was a specific communication to customs brokers as they are supposed to bill import VAT and brokerage service fees differently from go-live date.

### **Which entities have moved across to Oracle Fusion and when?**

- Johnson Controls España, S.L. ; 19 July 2021
- Johnson Controls Portugal BE, Lda ;19 July 2021
- Johnson Controls Belgium (Groot-Biigaarden) ; 2 June 2022
- Tyco Fire & Security Nederland BV ; 4 December 2023

## Other

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**I am an installation provider for JCI affiliate(s), do I need to invoice the ProCo for my services?**

- You will invoice the JCI entity stated on the Purchase Order you have received.

**What happens to my orders that are open with a JCI affiliate?**

- There will be no change for open orders, unless agreed otherwise.

# Thank you