

Invoicing process guide - Switzerland

Only applicable for suppliers who are involved to Oracle Fusion – Supplier Portal

Suppliers without a Purchase Order (NON – PO)

Details for: [Johnson Controls Systems & Service GmbH \(through Oracle Fusion – Supplier Portal\)](#)

Version: February 2025

Important information before keeping using this guide

Please, take note that this guide is specifically for suppliers without a Purchase Order (NON-PO) who are associated with customer **Johnson Controls Systems and Service GmbH** have undergone migration to Oracle Fusion – Supplier Portal.

If you are not involved in the migration process to Oracle Fusion – Supplier Portal, please, disregard this guide.

If you are uncertain whether you are part of the migration to Oracle Fusion – Supplier Portal, please, reach out to your regular JCI local point of contact or send us an email at: JCI-EMEA-PROCURECO-SUPPLIERCOMMS@JCI.COM

New invoicing submission

- Purchase Orders that are issued by our Swiss entity :

Name and address	VAT numbers
Johnson Controls Systems & Service GmbH Grindelstrasse 19 8303 Bassersdorf	Swiss VAT ID: CHE-116.347.792 MWST Austrian VAT ID: ATU67922778 Danish VAT ID: DK35446338

- You can upload your invoice to our Oracle Fusion system via the Supplier Portal, in a more efficient way OR you can still email your invoice in pdf format (*only invoices are accepted, please, do not send anything else*) to EMEA-AP-Invoice@JCI.com for an interim period.
- You will subsequently be able to see the status of your invoices within the Supplier Portal as well as the payment status.

Compliant invoices - smooth path to the payment

Minimum invoicing requirements

We will accept and settle only invoices/credit memos issued in compliance with applicable legislation. This means – for invoices/credit memos issued under EU VAT regulations.

- *Full legal name of the supplier*
- *Full legal address of the supplier*
- *VAT registration number of the supplier (highly recommended)*
- *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)*
- *Invoice number*
- *Credit notes (corrective invoices) 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*
- *Reference to exemption, if applied (intra-EU delivery, export, domestic reverse charge, etc.)*

To avoid duplicates

To avoid duplicates, please, submit your invoice just once.

- You have the possibility to choose one way only:
 - Through the Supplier Portal (to access: [Sign In \(oraclecloud.com\)](#)) (Strongly recommended as the fastest, safest way)
 - Through this email address : EMEA-AP-Invoice@JCI.com (no-reply; not monitored), (*only invoices are accepted, please, do not send anything else – statements, reminders, etc.*)
 - If you have any question about outstanding invoice, contact our AP Helpdesk – be.p2p@tycoint.com
 - Submitting your invoice repeatedly, will not speed up the processing time. In case your invoice gets rejected (missing/incorrect information) you will receive an automatic message from the system stating the problem, please, correct the invoice and submit again.

Email address for the invoices

How to ensure my invoice will be processed seamlessly through EMEA-AP-Invoice@jci.com ?

- It is crucial to know that our invoicing system has been fully automated, thus, we kindly invite you to follow the below points to avoid invoice rejection or any delay with the processing of the invoices.
1. *Submit either through the Supplier Portal or through invoice scanning email. Not both, at the same time.*
 2. *One invoice per PDF.*
 3. *Correct JCI bill-to address and respective JCI VAT ID.*
 4. *If possible, all above details, should appear on the first page of your invoice.*
 5. *Only the invoice/credit memo itself, no other type of documentation/statements. Your Terms and Conditions can be merged with the invoice/credit memo, so it appears as one document as such.*
 6. *Please, do not send any kind of request or query through this scanning email address as it is not monitored.*

Payments

How can I know when the payment is done?

Once JCI is doing the payment, an automatic notification is sent to you, on your remittance email, That notification is from : yourpaymentdetails@jci.com (If you are part of the PrimeRevenue programme, you do not receive this notification. You are invited to log in in the PrimeRevenue platform)

Within this notification you have:

- When the payment has been sent (*thus the date*)
- The amount
- To which invoice(s) it is related

Alternatively, you can log in in the Supplier Portal and see the whole history of the payment made/status as well as the invoices status.

To know more about Invoice requirement and Payment runs: [Procure-to-Pay \(PTP\) | Johnson Controls](#)

Invoicing towards our other entities

Please Note

For invoices raised to our other entities which are not stated in this guide, you must continue to send electronically as per the current process, NOT as presented through this guide.

Important points to remember

- Put the right VAT ID in your invoice
- Through the Oracle Fusion – Supplier Portal you can see invoice status as well as payment status
- To know about our Payment process, please, visit our website at: [Procure-to-Pay \(PTP\) | Johnson Controls](#)



Thank you