

## North America (NA) Accounts Payable Helpdesk Contacts

**Last updated:** September 20, 2021

Contact your business's **Helpdesk** (contact details on following page) from Monday to Friday 9am to 5pm CT for questions regarding:

1. Change of address
2. Change of contact information
3. Change of bank details
4. Status of an invoice
5. Missing payments
6. Payment reminders
7. Missing remittance advice
8. Payment discrepancies

Contact your **Johnson Controls Purchaser (who placed the order), Buyer, or Local Branch** for questions regarding:

1. Purchase orders
2. Price discrepancies/invoice deductions

Contact your **Plant Logistics** contact for questions regarding:

1. RITS (Rejected Invoice to Supplier)
2. DMR (Discrepant Material Report)

Business	Helpdesk Phone contact	Helpdesk Email Contact
Sales & Service NA and CA (SSNA), BT&S Headquarter	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Waynesboro Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Norman Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Wichita Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
York International HQ	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>

UPG Direct Sales US Branches	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
East York Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Hattiesburg Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Louisville Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
San Antonio Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Albany Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Baltimore Parts ESG	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Chemguard Inc.	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Haz-Tank Fabricators, Inc.	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Simplex Time Recorder	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Tyco International Mgmt. Company	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
TSP Canada, Ltd. (CDC)	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>

TSP Canada, Ltd. (DSC)	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
TFPP (Lansdale, PA)	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
TFPP (Marinette, WI)	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Tyco Fire & Security GmbH	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Williams Fire & Hazard Control	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Exacq Technologies	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Johnson Controls Security Solutions (previously Tyco Integrated Security (US))	855-202-6688	<a href="mailto:AccountsPayableIS@Tyco.com">AccountsPayableIS@Tyco.com</a>
TSP Sensormatic (Boca Raton, FL)	855-202-6688	<a href="mailto:APhelpdesk1@Tyco.com">APhelpdesk1@Tyco.com</a>
Tyco Integrated Fire & Security Inc dba Johnson Controls (previously SimplexGrinnell Canada)	855-202-6688	<a href="mailto:sg.apinquiry@simplexgrinnell.com">sg.apinquiry@simplexgrinnell.com</a>
Johnson Controls Fire Protection LP (previously SimplexGrinnell US)	855-202-6688	<a href="mailto:sg.apinquiry@simplexgrinnell.com">sg.apinquiry@simplexgrinnell.com</a>
Tyco Westfire	855-202-6688	<a href="mailto:sg.apinquiry@simplexgrinnell.com">sg.apinquiry@simplexgrinnell.com</a>
<p><b>Corporate:</b>  Johnson Controls Inc.  Hoover Universal, Inc.  Johnson Controls Real Estate Inc.  Johnson Controls Properties  JC Systems Development  Johnson Controls Canada LP</p>	1-844-745-1723	<a href="mailto:corp-bbc-ptp-helpdesk-NA@jci.com">corp-bbc-ptp-helpdesk-NA@jci.com</a>