

Europe, Middle East & Africa (EMEA) Invoice Submission Requirements

Last update: December 9, 2022

The following is the proper protocol for invoice submission to Johnson Controls (JCI). To prevent any disruptions in payment, **please forward this document to all affected departments within your organization**. Please include sales, customer service, accounts receivable and shipping/logistics. Failure to follow this process will result in rejected invoices and delays in payment.

A full review of our supplier payment processes, including support contact information can be found at our [Supplier Partnership Experience](#) page.

1. **Correct and visible PO / Delivery Note Number: DO NOT accept orders or provide goods and services without an official Johnson Controls purchase order (PO) number.** After you have received the PO, provided the goods and/or services, and are ready to submit the invoice(s), Johnson Controls requires the following:

- One PO per invoice. Multiple PO numbers on one invoice will not be accepted.
- If your Johnson Controls Contact has advised that a PO is *not* required, include your contact's name in place of the PO or delivery note number.

If the legal entity on your JCI PO is from: Johnson Controls Denmark APS, Johnson Controls Hitachi Air Conditioning Spain, S.A.U., and/or Tyco Fire & Security GmbH, the requirements are:

- If your *shipment* to JCI contains items from *multiple PO numbers*: you must provide **ONE** delivery note number on *each* invoice (it is preferred you also include the applicable PO numbers on the invoice).
- If your *shipment* to JCI contains items from *one PO number*, the invoice must contain *only* that PO number.
- If your Johnson Controls Contact has advised that a PO is *not* required, include your contact's name in place of the PO or delivery note number.

IMPORTANT: Invoices may be rejected without the corresponding Johnson Controls provided PO or delivery note number. If approved non-PO vendor, a Johnson Controls contact name must be listed on the invoice.

2. Invoice Submittal

If the legal entity on your JCI PO is from: Johnson Controls Denmark APS or Johnson Controls Hitachi Air Conditioning Spain, S.A.U. and the purchases are *indirect*, the requirements are:

- If your JCI PO begins with a **74*** (indirect), you must submit your invoice using the Ariba Network. SAP Ariba training (including invoice submission) may be found at: https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/ (for invoicing support, select "I need to invoice my customer" -> View -> Invoicing -> View -> Invoice (against a Purchase Order). In case of doubt, contact your local JCI procurement team for detailed instruction.
- **Search your mailbox** for an email with the **subject: Johnson Controls Inc. sent a new order** - Please check all mailbox folders, including your Junk Email folder and these emails will come **from: ordersender-prod@ansmtp.ariba.com**.
- For all other indirect purchases with POs that do NOT begin with a 74, continue following the instructions on the PO for invoicing.

- Electronic submittal (preferred): If you are registered to submit invoices electronically, please continue to do so. Please do not submit paper invoices if you are registered, as they will be rejected. If you are not registered for electronic submittal, please continue to send your PDF or paper invoices as you do today.
- PDF submittal (preferred method): For questions regarding your remit address, reference your JCI issued PO, or check the [EMEA Remittance PO Box Addresses](#) page. If you have further questions, please contact the Johnson Controls Accounts Payable Helpdesk (refer to the following link for correct [email address](#)).

Kindly respect the following rules for PDF invoice submissions to avoid invoice rejections and delays to processing and payment: Please submit PDF invoices, as this is the preferred and quickest method for invoice submission. However, check your local country regulations for the most up to date information on whether PDF submissions are allowed. Submit separate invoices for each Johnson Controls entity and send each one to the correct scanning mailbox.

About your Email:

1. Make sure that the **size of your e-mail is no more than 10 MB**
2. One Mail should contain a **maximum of 10 attachments** (invoices)
3. To avoid your email ending up in our spam folder, please **ensure you have text in both the subject line and body of the e-mail**, at least a „.“, and there should be no links embedded in the body (like Adobe Web link), because the mail will be processed by system to avoid being routed as spam
4. **Photos/pictures/screenshots or any digital signature in your email content/body should be avoided**

About the Attachments:

5. Ensure that there is no password protection on your files
 6. Use Print to PDF files electronically! Avoid sending rescanned documents due to poor image quality. Excel-, Word-, or ZIP-files cannot be processed.
 7. Ensure your PDF file name only contains alphanumeric characters and does not exceed 30 characters (do not use following: “/,!?!?_+*;>;%&@” etc.)
 8. Ensure all PDF files have a resolution of at least 300dpi or higher
 9. Ensure the first page of the PDF file is not a blank page
 10. Ensure there is only one invoice per PDF file. Attachments should be enclosed within this file
- Paper invoices (NOT preferred): **Please submit PDF invoices in all cases unless not legally allowed per your local country’s regulations. PDF invoices are the quickest way to ensure ontime payments and processing of invoices.** If you have any questions regarding your remit address, please check the [EMEA Remittance PO Box Addresses](#) page or contact the Johnson Controls Accounts Payable Helpdesk (refer to following [link for correct email address](#)).
 - **Golden Invoice Rules**: Invoice must include the required fields to be processed and paid in a timely manner. In addition, please ensure fields contain accurate information (in accordance with JCI PO, where applicable) to avoid invoice rejections. **Please see below document showing the requirements and a sample invoice.**

Golden Rules GmbH.

Bill to Johnson Controls GmbH Musterman Strasse 3 D-45143 Musterciv Tax ID 8845454	Contact us Tel 0044 214 123 456 Email golden@rules.com Tax ID 69-2845654
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Ship to Johnson Controls GmbH Example Street 33 D-43678 Exemplcity	INVOICE Number INV12345 Date 03/03/2016 PO OR Delivery Note # 4000111
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Description	Quantity	Price	Amount
Material A	100	20	2000
Material B	100	10	1000
Discount			-500
Subtotal			2500 USD
Tax			0 USD
Invoice total			2500 USD

EXAMPLE

Send payment to:
 Golden Rules GmbH. Bank: Cit Bank, SWIFT: WST5FFF, IBAN DE 3408200002444

Thank you for your business!

Required Invoice Details (* Legal requirement)

1. ***Vendor name**
2. ***Bill to details** – JCI legal entity name and address (matching JCI issued PO or Delivery Note #, where applicable)
3. ***Vendor Tax ID / GST Number**
4. Address where the goods were delivered and/or services provided
5. Title of document – Invoice or Credit Memo
6. Unique sequence number – invoice number or credit memo number (Credit Memo must refer to original document)
7. Invoice date
8. Purchase Order OR Delivery Note number – only ONE per invoice accepted. Invoice will not be processed without JCI PO or Delivery Note number. If you are an approved non-PO vendor, you MUST provide your JCI buyer's name in place of PO or Delivery Note number (your invoice will be rejected if it does not contain PO#, Delivery Note # or JCI contact name)
9. ***Description** – detail of the charge such as subject, quantity, price, etc. (matching JCI issued PO/Delivery Note where applicable)
10. Payment terms
11. Taxable amount
12. ***Tax amount**
13. Invoice total to be paid and invoice currency
14. Banking details (Company Name / Bank / SWIFT / IBAN)
15. ***Customer (Johnson Controls) Tax ID / GST**

Important:

Please, remember our JCI Payment Policy

- Due dates are calculated in our system based on a “Next Payment Run” (NPR) logic.
- JCI currently has two payments runs, one on the 5th and one on the 22nd of the month.
- Due dates that fall on the 1st day of the month through the 15th will be paid on our 22nd payment run
- Due dates that fall on the 16th through the 30/31st of the month will be paid on the 5th payment run.
- In addition, due dates are calculated based on the invoice receipt date. This is the date your invoice was received into JCI's system.
- If you have any further questions relating to your specific payment terms, or the way JCI disburses payments, please contact your JCI Buyer/Procurement contact directly.”

All the information is also on our website: <https://www.johnsoncontrols.com/paymentprocess>