North America (NA) Invoice Submission Requirements

Last update: May 13, 2024

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.

- **Johnson Control's policy requires suppliers have an official Johnson Controls-issued Purchase Order (PO) prior to providing goods or services and as a result, <u>our supplier partners should not process any requests for goods or services if not provided a PO upfront.</u>** Policy exceptions require explicit authorization from a Johnson Controls internal contact or Relationship Manager, who will provide an alternate identifier in lieu of a PO.

- **Official Johnson Controls Purchase Orders must be provided on all invoices, shipping documents, packages and correspondence sent to Johnson Controls to ensure timely payment and order processing.** Any invoice without a PO will be rejected, causing delay in payment processing.

- **To ensure timely processing of invoices and subsequent timely payment, please ensure that all Invoice Submission Requirements and Golden Rules (as defined in this document) are met prior to submission**. Failure to fully comply with Invoice Requirements will result in rejection of each non-compliant Invoice.

- **JCI INVOICE PROCESSING:** Invoice processing refers to the validation of required Invoice fields and the 3-way match, after an invoice is received and scanned. 3-way match compares the Purchase Order (PO), the Invoice and Goods Receipt Note (GRN) or Service Report in the system and checks if the quantity and price stated on these three records are all aligned. Once the 3-way match is completed the invoice will be posted in ERP, otherwise it will be placed on hold for issue resolution.

- Certain approved expenses do not require a PO. If your Johnson Controls Contact has advised that a **PO is *not* required**, include your contact's name in place of the PO number. Invoices received without either a PO or JCI Contact Name will be rejected.

1. PO and Delivery Note Number requirements for invoices

- If your *shipment* **to JCI** contains items from *one PO number*, the invoice must contain the PO number and the Delivery Note.
- If your *shipment* **to JCI** contains items from *multiple PO numbers*: you must provide <u>ONE</u> delivery note number on *each* invoice **(you also must include all PO numbers related to that shipment on the invoice)**.
- For services, your invoice must contain the PO number and the month of services provided.

2. Invoice Submittal

If the legal entity on your JCI PO is from: Johnson Controls Inc., Johnson Controls Canada LP, and/or Tyco Fire & Security GMbH 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**. Invoices against Ariba Pos are not accepted via email.
- SAP Ariba training 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). If you need additional information, please contact your local JCI procurement team for detailed instruction.
- Search your mailbox for an e-mail with the subject: Johnson Controls Inc. sent a new order – Please check all mailbox folders, including your Junk E-mail folder and these e-mails will come from: ordersender-prod@ansmtp.ariba.com

For all other Indirect and Direct purchases continue following the instructions on the PO for invoicing.

- **Electronic submittal (required unless local laws prohibit):** 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:** For questions regarding your remit address, reference your JCI issued PO. If you have further questions, please contact the Johnson Controls Accounts Payable Help Desk .
- **Paper invoices are not accepted.**

Kindly respect the following rules for PDF invoice submissions to avoid invoice rejections and delays to processing and payment:

Submit separate invoices for each Johnson Controls entity and send each one to the correct scanning mailbox as mentioned on the PO.

Mandatory email rules for invoice submission:

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 invoices** (one invoice per PDF)
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.** 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**

Mandatory PDF rules for invoice submission:

1. Ensure that there is no password protection on your files.
2. PDF must be machine readable or electronically generated. Avoid sending rescanned documents due to poor image quality. Excel, Word, or ZIP files cannot be processed.
3. Ensure your PDF file name only contains alphanumeric characters and does not exceed 30 characters. Do not use special characters such as "/,!?_-+*>:;%&@" etc.
4. Ensure all PDF files have a resolution of at least 300dpi or higher.
5. Ensure the first page of the PDF file is not a blank page.

3. 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 the below document showing the requirements and a sample invoice.**

INVOICE ①

YOUR LOGO

Send Payment to / Remit to:

Invoice Golden Rules Inc ②
108 Cypress Court
Bonita Springs, FL 34135

Invoice Golden Rules Inc. ③
Bank: Citi Bank, SWIFT: WSTSFFF
IBAN DE 340820000002444

Contact us:

Tel: 0044 214 123 456 ④
Email: golden@rules.com

Tax ID: 69-28455554 ⑤

Bill to: ⑥
Johnson Controls Inc Baltimore
Parts ESP PO Box 2074
Milwaukee WI 53201-2074

Ship to: ⑦
Johnson Controls Inc 33629-000
9104 Yellow Brick Road
Rosedale MD 21237-4706
Attn:
JCI Plant/Entity Name:

Invoice Number: #INV/1234 ⑧
Invoice Date: 2/10/2023 ⑨
PO#: 400027690
Delivery Note#: BL 6759 ⑩
JCI Contact Name: J. Smith

PO Ln # ⑪	Description ⑪	JCI Part # ⑪	Qty ⑪	UOM ⑪	Unit Price: ⑪	Amount: ⑪
2	Material ABC	0-50038	10	EA	25.00 USD	250.00
5	Material DEF	X-124578	15	EA	10.00 USD	150.00
Discount						- 40.00

Sub-total:	360.00 USD
Taxable Amt: ⑬	0.00 USD
Tax Assessed: ⑭	0.00 USD

Payment Terms: 120 NPR ⑫

Invoice Total: ⑮ **360.00 USD**

Required Invoice detail:

1. Title of document – Invoice or Credit Memo.
2. **Vendor name and address.**
3. Banking details (Company Name / Bank / SWIFT / IBAN)
4. Contact information (phone number and email address)
5. **Vendor Tax ID/VAT/GST required as per applicable country rules.**
6. **Bill-to details** – JCI legal entity name and address (matching JCI-issued PO or Delivery Note #, where applicable).
7. **Ship-to address** – Address where the good were delivered and/or services provided, including JCI contact name and JCI Plant location, if applicable.
8. Unique sequence number – invoice number or credit memo number (Credit Memo must refer to the original document (invoice).
9. Invoice date.
10. If your shipment to JCI contains items from one PO number, the invoice must contain the PO number and the Delivery Note. If your shipment to JCI contains items from multiple PO numbers, you must provide ONE delivery note number on each invoice (you also must include all PO numbers related to that shipment on the invoice). For Non-POs, include the JCI Contact Name.
11. **Description** – JCI PO line number, Supplier Description, JCI part number, quantity, unit of measure, and price with currency matching JCI issued PO, where applicable.
12. Payment terms.
13. Taxable amount.
14. **Tax amount.**
15. Invoice total to be paid and invoice currency.

Important: Remember the 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