

## North America (NA) Invoice Submission Requirements

**Last update:** February 28th, 2023

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, our supplier partners should not process any requests for goods or services if not provided a PO upfront.** 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.

### 1. PO and Delivery Note Number requirements for invoices

If the legal entity on your JCI PO is from: Johnson Controls Inc., Johnson Controls Canada LP, and/or Tyco Fire & Security GmbH the requirements are:

- If your **shipment to JCI** contains items from *one PO number*, the invoice must contain *only* that PO number.
- 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 the applicable PO numbers on the invoice**).
- 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.

**PLEASE NOTE:** Delivery Notes are only required for material goods. They are not required for services.

For all other legal entities:

- If your **shipment** to JCI contains items from *one PO number*, the invoice must contain *only* that PO number.

### 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**.
- SAP Ariba training may be found at: [https://support.ariba.com/Adapt/Ariba\\_Network\\_Supplier\\_Training/](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](mailto:ordersender-prod@ansmtp.ariba.com)

**For all other Indirect and Direct purchases 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:** For questions regarding your remit address, reference your JCI issued PO or check the [North America Remittance Address List](#) page. If you have further questions, please contact the Johnson Controls [Accounts Payable Helpdesk](#).
- **Paper invoices (NOT preferred):** Please submit PDF invoices unless not legally allowed per your local country's regulations.

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

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. Please send your invoice to only **ONE** scanning box.

**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**. 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 special characters as 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

### 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.**

<b>INVOICE</b> <span style="float: right; border: 1px solid black; border-radius: 50%; padding: 2px 5px;">LOGO</span>					
<b>Invoice Golden Rules Inc.</b> <span style="float: right;">②</span> 108 Cypress Court Bonita Springs, FL 34135		<b>Send Payment to / Remit to:</b> <span style="float: right;">③</span> Invoice Golden Rules Inc. Bank: Citi Bank, SWIFT: WST5FFF IBAN DE 3408200002444		<b>Contact us:</b> <span style="float: right;">④</span> Tel: 0044 214 123 456 E-mail: <a href="mailto:golden@rules.com">golden@rules.com</a> Tax ID: 69-2845654 <span style="float: right;">⑤</span>	
<b>Bill to:</b> <span style="float: right;">⑥</span> JOHNSON CONTROLS INC BALTIMORE PARTS ESG PO BOX 2074 R MILWAUKEE WI 53201-2074		<b>Ship to:</b> <span style="float: right;">⑦</span> JOHNSON CONTROLS INC 333629-000 9104 YELLOW BRICK RD ROSEDALE MD 21237-4706 Attention to: JCI Plant/Entity name:		<b>Invoice Number:</b> #INV/12345 <span style="float: right;">⑧</span> <b>Invoice Date:</b> 02/10/2023 <span style="float: right;">⑨</span> <b>PO OR Delivery Note #:</b> 4000123 <span style="float: right;">⑩</span> <b>JCI contact name:</b>	
Description: <span style="float: right;">⑪</span>	Part Number: <span style="float: right;">⑪</span>	Quantity: <span style="float: right;">⑪</span>	Unit of measure: <span style="float: right;">⑪</span>	Unit Price: <span style="float: right;">⑪</span>	Amount: <span style="float: right;">⑪</span>
Material ABC	0-500381	10	EA	25.00 USD	250.00 USD
Material DEF	X-124578	15	EA	10.00 USD	150.00 USD
Discount					-40.00 USD
				Sub-Total	360.00 USD <span style="float: right;">⑬</span>
Term of Payment: 90 NPR <span style="float: right;">⑫</span>				Tax <span style="float: right;">⑭</span>	0 USD
				<b>Invoice Total</b>	<b>360.00 USD</b> <span style="float: right;">⑮</span>
<b>Thank you for your business!</b>					

**Required Invoice Details:**

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 / GST Number **(Required only for Canada)**.
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 goods 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 original document).
9. Invoice date.
10. 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).
11. Description –JCI part number, quantity, unit of measure, and price with currency matching JCI issued PO or Delivery Note where applicable.
12. Payment terms.
13. Taxable amount.
14. Tax amount.
15. Invoice total to be paid and invoice currency.

**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>