

JOHNSON CONTROLS GLOBAL STANDARDIZATION FAQ

- 1. What do I have to consider if I supply more than one Johnson Controls facility?**
The described changes are only applicable for the plant in transition. You will find a list on the supplier portal at www.johnsoncontrols.com. Please communicate with all other Johnson Controls facilities in your usual way. You will receive further information about other facilities you do business with as soon as they will be transitioning to our global standardization.
- 2. How often will I receive communication regarding JCI transition to global standardization?**
You will receive regular communication about the transition including a central conference call in which all external suppliers that supply the affected Johnson Controls facility will be informed about the changes and required actions. A copy of the presentation is available on the supplier portal. Further communication will be provided where action is required from the suppliers e.g. Electronic Data Interchange (EDI) specifications, etc.
- 3. Where do I find more information about the timeline of the transition?**
You will receive the transition timeline for the JCI facility you supply in separate communication or on our supplier portal at www.johnsoncontrols.com. We do not expect the implementation timing to change. However, if it does change for any reason, we will communicate this change to our suppliers in separate communication.
- 4. Will I receive samples of any new forms (e.g. reports, communication) prior to the implementation?**
You will find samples of new documentation before on our supplier portal at www.johnsoncontrols.com. These samples will highlight any changes to current formats.
- 5. Will external suppliers be involved in testing activities e.g. for the new global EDI format EDIFACT?**
Suppliers will be required for our testing activities to ensure that our globally standardized EDI communication is working without disruption. Testing should be done with a minimum of effort including sending and receiving EDI messages such as sample demand or ASN files. You will receive further communication about EDI testing in due time.
- 6. Can we continue to use our existing EDI Formats (Odette, VDA, etc)?**
No, JCI is working to standardize the EDI format across plants and around the globe. If you cannot support the format change to EDIFACT, then the free Web EDI solution will be required to use.
- 7. Which solution is in place for companies who currently do not use EDI to communicate with JCI?**
For all suppliers who do not use EDI or can't support the EDIFACT format we offer our JCI WebEDI solution. This WebEDI is free of charge.
- 8. Can we continue to use our existing label format?**
No, with the transformation JCI requires you to use Global Transport Labels. JCI requires this label format to be sent because we will be scanning the labels through our entire process and the label handling unit information must match what is on the ASN.
- 9. Do we need to send the handling unit information within the EDIFACT ASN?**
Yes, it is critical that the handling unit information on the label matches the ASN as we scan the label in the goods receipt process and the information has to match.
- 10. Who should I contact for any questions?**
Please contact the following people for any question related to the JCI transition to SAP:
Rockenhausen SCM : Achim Feickert (Achim.Feickert@jci.com)
General SCM : Jon Karel (Jonathan.B.Karel@jci.com)
EDI related topics : Siegbert Richert (Siegbert.Richert@jci.com)
EDI related topics – GXS : Randy.almodal@gxs.com
Quality Management : Craig Millar (Craig.Millar@jci.com)
Purchasing : Thomas Roßmüller (thomas.rossmueller@jci.com)

SUPPLIER CONFERENCE CALL FAQ

11. **Do we need a computer and telephone to follow the conference call?**

Yes, you will need a computer with internet connection and a telephone to follow the conference call. We will do a instant meeting to share our presentation with you.

12. **Do I have to participate in the supplier conference call although I do not supply the JCI facilities currently in transition?**

You received an invitation as you are listed as a supplier of our JCI facility currently in transition. We're in the process to do the biggest system and process change we ever did which will impact you as well. Our suggestion and expectation is that you join the call to know about which things are changing. There'll be changes impacting you and our current business relationship.

13. **Where can I find more information about the content of the conference call, e.g. descriptions of the new label and other changes, as we would like to be prepared and able to ask the right questions.**

You will find the presentation used during the conference calls and all related documents on our supplier portal at www.johnsoncontrols.com. Please feel free to familiarize yourself with the content prior to our conference call.

14. **Do we have to participate in the conference call when we already have a working EDI connection via JCI Burscheid?**

Yes, please participate in our conference call. We're in the process to do the biggest system and process change we ever did which will impact you as well. Our suggestion and expectation is that you join the call to know about which things are changing besides EDI. There'll be changes impacting you and our current business relationship.

15. **Should all colleagues (representative from sales, quality, logistics and an EDI technical expert) participate together in one conference call or can we split up between the different sessions?**

We offer different sessions so that it is more convenient for you to participate. Also we understand that it is not always easy to take out different colleagues from the business at the same time. So please feel free to split up between the sessions.