



Latin America (LATAM) Accounts Payable Helpdesk Contacts

Last updated: June 30, 2021

Contact your business's respective **Helpdesk** (contact details below) from Monday through Friday 9am to 5pm CST for questions regarding:

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

| Accounts Payable Helpdesk Email Addresses | | |
|---|-----------|--|
| Legal Name | Region | Helpdesk Email Contact |
| Johnson Control BE Argentina SRL | Argentina | CORP-MBC-Helpdesk-APLATAM-Argentina@jci.com |
| SENSORMATIC ARGENTINA S.A | Argentina | CORP-MBC-Helpdesk-APLATAM-Argentina@jci.com |
| ADT Security Services S.A | Argentina | CORP-MBC-Helpdesk-APLATAM-Argentina@jci.com |
| ADT SERVICOS DE MONITORAMENTO LTDA | Brazil | renato.da.silva.magalhaes@jci.com |
| SENSORMATIC DO BRASIL ELETRONICA LTDA | Brazil | renato.da.silva.magalhaes@jci.com |
| JOHNSON CONTROLS BE DO BRASIL LTDA | Brazil | be-pagamentos-brasil@jci.com |

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|---|-------------|--|
| JOHNSON CONTROLS CHILE S.A | Chile | be-helpdesk-ap-latam@jci.com |
| ADT SECURITY SERVICES S.A(ADT) | Chile | oliver.oyarce.santibanez@jci.com |
| TYCO SERVICES S.A.(RTL) | Chile | macarena.alejandra.corvalan@jci.com |
| TYCO SERVICES S.A.(VMS) | Chile | macarena.alejandra.corvalan@jci.com |
| Westfire Sudamerica S.p.a. | Chile | alejandra.contreras.olivares@jci.com |
| Tyco Services S.A (Colombia) | Colombia | CORP-MBC-Helpdesk-APLATAM-Colombia@jci.com |
| Johnson Controls Colombia Limitada | Colombia | CORP-MBC-Helpdesk-APLATAM-Colombia@jci.com |
| ADT Security Services S.A (Costa Rica) | Costa Rica | CORP-MBC-Helpdesk-APLATAM-CostaRica@jci.com |
| Johnson Controls del Ecuador | Ecuador | be-helpdesk-ap-latam@jci.com |
| ADT Security Services Sociedad Anonima Sucursal El Salvador | El Salvador | CORP-MBC-Helpdesk-APLATAM-CostaRica@jci.com |
| ADT Private Security Services de Mexico, SA de CV | Mexico | helpdeskapmex@tycoint.com |
| ADT Private Security Services de Mexico, SA de CV | Mexico | helpdeskapmex@tycoint.com |
| ADT Private Security (Vertical Market) | Mexico | helpdeskapmex@tycoint.com |

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|---|----------|--|
| ADT Private Security (Vertical Market) | Mexico | helpdeskapmex@tycoint.com |
| ADT Security Services, S.A. de C.V., | Mexico | helpdeskapmex@tycoint.com |
| ADT integrated Solutions SA de CV | Mexico | helpdeskapmex@tycoint.com |
| ADT integrated Solutions SA de CV | Mexico | helpdeskapmex@tycoint.com |
| Sensormatica S de RL de CV | Mexico | helpdeskapmex@tycoint.com |
| Tyco Servicios Compartidos SC | Mexico | helpdeskapmex@tycoint.com |
| Johnson Controls BE Servicios Mexico S de RL DE CV | Mexico | be-helpdesk-ap-yisa@jci.com |
| Johnson Controls BE Servicios Mexico S de RL DE CV | Mexico | be-helpdesk-ap-yisa@jci.com |
| Johnson Controls BE Operations Mexico S de RL DE CV | Mexico | be-helpdesk-ap-yisa@jci.com |
| Johnson Controls BE Operations Mexico S de RL DE CV | Mexico | be-helpdesk-ap-yisa@jci.com |
| York International Corp | Miami HQ | be-helpdesk-ap-latam@jci.com |
| Johnson Controls Panama S de RL | Panama | be-helpdesk-ap-latam@jci.com |
| Westfire Sudamerica S.R.L | Peru | WF-pagosproveedores@jci.com |

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|--------------------------------|-------------|--|
| Johnson Controls Peru SRL | Peru | be-helpdesk-ap-latam@jci.com |
| Johnson Controls Inc. | Puerto Rico | corp-bbc-ntp-be-helpdesk-INQUIRIES@jci.com |
| ADT SECURITY SERVICES S.A. | Uruguay | CORP-MBC-Helpdesk-APLATAM-Uruguay@jci.com |
| Johnson Controls Venezuela S.A | Venezuela | be-helpdesk-ap-latam@jci.com |
| Johnson Controls S.A. | Mexico | co-mpc-ntp-corp-resolution-mx@jci.com |
| JC BE Holding MX SRL | Mexico | corp-ibc-ntp-resolution@jci.com |
| JC IP Holding MX SRL | Mexico | corp-ibc-ntp-resolution@jci.com |