



## Americas (North America & LATAM) Accounts Payable Helpdesk Contacts

**Last updated:** December 3rd, 2025

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

### LATAM - Accounts Payable Helpdesk Email Addresses

Legal Name	Region	Helpdesk Email Contact
Johnson Control BE Argentina SRL	Argentina	<a href="mailto:be-helpdesk-ap-latam@jci.com">be-helpdesk-ap-latam@jci.com</a>
SENSORMATIC ARGENTINA S.A	Argentina	<a href="mailto:CORP-MBC-Helpdesk-APLATAM-Argentina@jci.com">CORP-MBC-Helpdesk-APLATAM-Argentina@jci.com</a>
ADT Security Services S.A	Argentina	<a href="mailto:CORP-MBC-Helpdesk-APLATAM-Argentina@jci.com">CORP-MBC-Helpdesk-APLATAM-Argentina@jci.com</a>
ADT SERVICOS DE MONITORAMENTO LTDA	Brazil	<a href="mailto:CORP-MBC-Helpdesk-APBrazil@jci.com">CORP-MBC-Helpdesk-APBrazil@jci.com</a>
SENSORMATIC DO BRASIL ELETRONICA LTDA	Brazil	<a href="mailto:CORP-MBC-Helpdesk-APBrazil@jci.com">CORP-MBC-Helpdesk-APBrazil@jci.com</a>
JOHNSON CONTROLS BE DO BRASIL LTDA	Brazil	<a href="mailto:be-pagamentos-brasil@jci.com">be-pagamentos-brasil@jci.com</a>

JOHNSON CONTROLS CHILE S.A	Chile	<a href="mailto:be-helpdesk-ap-latam@jci.com">be-helpdesk-ap-latam@jci.com</a>
ADT SECURITY SERVICES S.A(ADT)	Chile	<a href="mailto:APHelpdesk-Chile@jci.com">APHelpdesk-Chile@jci.com</a>
TYCO SERVICES S.A.(RTL)	Chile	<a href="mailto:APHelpdesk-Chile@jci.com">APHelpdesk-Chile@jci.com</a>
TYCO SERVICES S.A.(VMS)	Chile	<a href="mailto:APHelpdesk-Chile@jci.com">APHelpdesk-Chile@jci.com</a>
Westfire Sudamerica S.p.a.	Chile	<a href="mailto:APHelpdesk-Chile@jci.com">APHelpdesk-Chile@jci.com</a>
Tyco Services S.A (Colombia)	Colombia	<a href="mailto:CORP-MBC-Helpdesk-APLATAM-Colombia@jci.com">CORP-MBC-Helpdesk-APLATAM-Colombia@jci.com</a>
Johnson Controls Colombia Limitada	Colombia	<a href="mailto:be-helpdesk-ap-latam@jci.com">be-helpdesk-ap-latam@jci.com</a>
ADT Security Services S.A (Costa Rica)	Costa Rica	<a href="mailto:CORP-MBC-Helpdesk-APLATAM-CostaRica@jci.com">CORP-MBC-Helpdesk-APLATAM-CostaRica@jci.com</a>
ADT Security Services Sociedad Anonima Sucursal El Salvador	El Salvador	<a href="mailto:CORP-MBC-Helpdesk-APLATAM-CostaRica@jci.com">CORP-MBC-Helpdesk-APLATAM-CostaRica@jci.com</a>
ADT Private Security Services de Mexico, SA de CV	Mexico	<a href="mailto:helpdeskapmex@tycoint.com">helpdeskapmex@tycoint.com</a>
ADT Private Security (Vertical Market)	Mexico	<a href="mailto:helpdeskapmex@tycoint.com">helpdeskapmex@tycoint.com</a>
ADT integrated Solutions SA de CV	Mexico	<a href="mailto:be-helpdesk-ap-visa@jci.com">be-helpdesk-ap-visa@jci.com</a>
Johnson Controls BE Operations Mexico S de RL DE CV	Mexico	<a href="mailto:be-helpdesk-ap-visa@jci.com">be-helpdesk-ap-visa@jci.com</a>

York International Corp	Miami HQ	<a href="mailto:be-helpdesk-ap-latam@jci.com">be-helpdesk-ap-latam@jci.com</a>
Johnson Controls Panama S de RL	Panama	<a href="mailto:be-helpdesk-ap-latam@jci.com">be-helpdesk-ap-latam@jci.com</a>
Westfire Sudamerica S.R.L	Peru	<a href="mailto:WF-pagosproveedores@jci.com">WF-pagosproveedores@jci.com</a>
Johnson Controls Peru SRL	Peru	<a href="mailto:be-helpdesk-ap-latam@jci.com">be-helpdesk-ap-latam@jci.com</a>
Johnson Controls Inc.	Puerto Rico	<a href="mailto:corp-bbc-ntp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ntp-be-helpdesk-INQUIRIES@jci.com</a>
ADT SECURITY SERVICES S.A.	Uruguay	<a href="mailto:CORP-MBC-Helpdesk-APLATAM-Uruguay@jci.com">CORP-MBC-Helpdesk-APLATAM-Uruguay@jci.com</a>
Johnson Controls S.A.	Mexico	<a href="mailto:co-mpc-ntp-corp-resolution-mx@jci.com">co-mpc-ntp-corp-resolution-mx@jci.com</a>
JC BE Holding MX SRL	Mexico	<a href="mailto:corp-ipc-ntp-resolution@jci.com">corp-ipc-ntp-resolution@jci.com</a>
JC IP Holding MX SRL	Mexico	<a href="mailto:corp-ipc-ntp-resolution@jci.com">corp-ipc-ntp-resolution@jci.com</a>
Johnson Controls Be Operations MX S de RL de CV Tyco Fire and Security GMBH	Mexico	<a href="mailto:CORP-MBC-Helpdesk-Chillers@jci.com">CORP-MBC-Helpdesk-Chillers@jci.com</a>
Johnson Controls BE Operations Mexico, S. de R.L. de C.V Johnson Controls North America Products, LLC Tyco Fire & Security GmbH	Mexico	<a href="mailto:CORP-MBC-Helpdesk-APControls@jci.com">CORP-MBC-Helpdesk-APControls@jci.com</a>

## North America - Accounts Payable Helpdesk Email Addresses

Business	Helpdesk Phone contact	Helpdesk Email Contact
Sales & Service NA and CA (SSNA), BT&S Headquarter	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Waynesboro Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
East York Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Hattiesburg Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Louisville Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
San Antonio Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Albany Plant	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Baltimore Parts ESG	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
Chemguard Inc.	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Haz-Tank Fabricators, Inc.	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Simplex Time Recorder	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Tyco International Mgmt. Company	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
TSP Canada, Ltd. (CDC)	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>

Shopper Trak US	800 382 2804 Option 5	<a href="mailto:APHELPDESK.ST@JCI.COM">APHELPDESK.ST@JCI.COM</a>
FM System	800 382 2804 Option 5	<a href="mailto:APHELPDESK.FMS@JCI.COM">APHELPDESK.FMS@JCI.COM</a>
Carnot Refrigeration Inc	800 382 2804 Option 5	<a href="mailto:APHelpdesk-CARNOTCAD@jci.com">APHelpdesk-CARNOTCAD@jci.com</a>
M&M Refrigeration LLC	800 382 2804 Option 5	<a href="mailto:APHelpdesk-MandMUS@jci.com">APHelpdesk-MandMUS@jci.com</a>
M&M Logix, LLC	800 382 2804 Option 5	<a href="mailto:APHelpdesk-MandMUS@jci.com">APHelpdesk-MandMUS@jci.com</a>
Silent Aire	800 382 2804 Option 5	<a href="mailto:aphelpdesk-silentaire@jci.com">aphelpdesk-silentaire@jci.com</a>
Qolsys, Inc	800 382 2804 Option 5	<a href="mailto:corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com">corp-bbc-ptp-be-helpdesk-INQUIRIES@jci.com</a>
TSP Canada, Ltd. (DSC)	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
TFPP (Lansdale, PA)	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
TFPP (Marinette, WI)	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Tyco Fire & Security GmbH	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Williams Fire & Hazard Control	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Exacq Technologies	855-202-6689	<a href="mailto:APhelpdesk2@Tyco.com">APhelpdesk2@Tyco.com</a>
Johnson Controls Security Solutions (previously Tyco Integrated Security (US))	855-202-6688	<a href="mailto:AccountsPayableIS@Tyco.com">AccountsPayableIS@Tyco.com</a>

TSP Sensormatic (Boca Raton, FL)	855-202-6688	<a href="mailto:APhelpdesk1@Tyco.com">APhelpdesk1@Tyco.com</a>
Tyco Integrated Fire & Security Inc dba Johnson Controls (previously SimplexGrinnell Canada)	855-202-6688	<a href="mailto:sg.apinquiry@simplexgrinnell.com">sg.apinquiry@simplexgrinnell.com</a>
Johnson Controls Fire Protection LP (previously SimplexGrinnell US)	855-202-6688	<a href="mailto:sg.apinquiry@simplexgrinnell.com">sg.apinquiry@simplexgrinnell.com</a>
Tyco Westfire	855-202-6688	<a href="mailto:sg.apinquiry@simplexgrinnell.com">sg.apinquiry@simplexgrinnell.com</a>
<ul style="list-style-type: none"> <li>• Johnson Controls Inc.</li> <li>• Hoover Universal, Inc.</li> <li>• Johnson Controls Real Estate Inc.</li> <li>• Johnson Controls Properties</li> <li>• JC Systems Development</li> <li>• Johnson Controls Canada LP</li> </ul>	1-844-745-1723	<a href="mailto:corp-bbc-ntp-helpdesk-NA@jci.com">corp-bbc-ntp-helpdesk-NA@jci.com</a>