

Europe, Middle East and South Africa (EMEA) Accounts Payable Helpdesk Contacts

Last update: April 25, 2025

Contact your business's respective **Helpdesk** (contact details on following page) from Monday to Friday 9am to 5pm CET 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

HVAC		
Business	Helpdesk Email Contact	Helpdesk Phone Contact
JCI Austria	corp-bbc-ptp-be-helpdesk-AT@jci.com	00800 052 43 772
JCI Belgium	corp-bbc-ptp-be-helpdesk-BNL@jci.com	00800 052 43 772
JCI Czech & Slovak Republic	corp-bbc-ptp-be-helpdesk-SK-CZ@jci.com	+421257274444
JCI Denmark	corp-bbc-ptp-be-helpdesk-DK@jci.com	+4587367126
JCI (HACE) Germany	corp-bbc-ptp-be-helpdesk-DE@jci.com	00800 052 43 772
JCI Hungary	corp-bbc-ptp-be-helpdesk-HU@jci.com	003614593747
JCI Finland	corp-bbc-ptp-be-helpdesk-FI@jci.com	358201404553
JCI (HACE) France	corp-bbc-ptp-be-helpdesk-FR@jci.com	00800 052 43 772
JCI (HACE) Italy	corp-bbc-ptp-be-helpdesk-IT@jci.com	0039 02 9995 3744
JCI Kuwait	corp-bbc-ptp-be-helpdesk-MidEast@jci.com	N/A
JCI Luxembourg	corp-bbc-ptp-be-helpdesk-BNL@jci.com	00800 052 43 772
JCI Middle East	corp-bbc-ptp-be-helpdesk-MidEast@jci.com	00971 430 99 503
		00971 430 99 504
JCI Netherlands	corp-bbc-ptp-be-helpdesk-BNL@jci.com	00800 052 43 772
JCI Norway	corp-bbc-ptp-be-helpdesk-NO@jci.com	0047 2 100 4695
JCI Poland	corp-bbc-ptp-be-helpdesk-PL@jci.com	00800 1214 996
JCI Portugal	corp-bbc-ptp-be-helpdesk-ES@jci.com	00800 052 43 772

JCI Russia	corp-bbc-ptp-be-helpdesk-RUS@jci.com	0049 2174 496 3779
JCI Slovak Republic	corp-bbc-ptp-be-helpdesk-SK-CZ@jci.com	+421257274444
JCI South Africa	corp-bbc-ptp-be-helpdesk-SA@jci.com	0027 119 217 221
JCI (HACE) Spain	corp-bbc-ptp-be-helpdesk-ES@jci.com	00800 052 43 772
JCI Sweden	corp-bbc-ptp-be-helpdesk-SE@jci.com	4721004695
JCI Switzerland	corp-bbc-ptp-be-helpdesk-CH@jci.com	00800 052 43 772
JCI (HACE) United Kingdom & Ireland	corp-bbc-ptp-be-helpdesk-UK@jci.com	0044 161 768 0180

Fire and Security		
Business	Helpdesk Email Contact	Helpdesk Phone Contact
Tyco Belgium	be.p2p@tycoint.com	0032 2 200 9078
Tyco France	fr.p2p@tycoint.com	0033 1 573 27 044
Tyco Germany	de.p2p@tycoint.com	0049 69 380 791 185
Tyco Italy	it.p2p@tycoint.com	0039 02 9995 3744
Tyco Netherlands	nl.p2p@tycoint.com	0031 70 770 9448
Tyco Spain	es.p2p@tycoint.com	0034 91 050 7963
Tyco Sweden/Norway	se.p2p@tycoint.com	0047 2 100 4695
Tyco Switzerland	ch.p2p@tycoint.com	0041 44 511 2032
Tyco United Kingdom & Ireland	Corp-bbc-ptp-fs-uki@jci.com	0044 845 075 0301

Shoppertrak		
Legal Entity Names	Helpdesk Email Contact	Helpdesk Phone Contact
ShopperTrak RCT Limited	corp-bbc-ptp-be-helpdesk-UK@jci.com	N/A
ShopperTrak RCT Equipment Trading LLC	corp-bbc-ptp-be-helpdesk-MidEast@jci.com	N/A
ShopperTrak France S.a.r.l.	corp-bbc-ptp-be-helpdesk-FR@jci.com	N/A
ShopperTrak Iberica SL	corp-bbc-ptp-be-helpdesk-ES@jci.com	N/A
ShopperTrak Italia Srl	corp-bbc-ptp-be-helpdesk-IT@jci.com	N/A

ShopperTrak Central Europe GmbH	corp-bbc-ptp-be-helpdesk-DE@jci.com	N/A
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Corporate		
Country	Legal Entity Name	Helpdesk Email Contact
Belgium	Johnson Controls Internat JC Finance BVBA	corp-bbc-ptp-helpdesk-EMEA@jci.com
France	JC Cergy-Pontoise SAS JC Holding SAS	corp-bbc-ptp-helpdesk-EMEA@jci.com
Germany	JCI Beteiligungs GmbH	corp-bbc-ptp-helpdesk-EMEA@jci.com
United Kingdom of Great Britain	JC Sys Development, Ltd Keiper UK Ltd.	corp-bbc-ptp-helpdesk-EMEA@jci.com
Ireland	JC International PLC Tyco Ireland Limited	corp-bbc-ptp-helpdesk-EMEA@jci.com
Italy	Johnson Controls Italia S	corp-bbc-ptp-helpdesk-EMEA@jci.com
Luxembourg	JC Luxembourg S.à.r.l. JC Luxembourg Treasury TYCO Intl Finance SA Tyco	corp-bbc-ptp-helpdesk-EMEA@jci.com
Netherlands	JC Nederland Holding BV	corp-bbc-ptp-helpdesk-EMEA@jci.com
Slovak Republic	JC International, s.r.o.	corp-bbc-ptp-helpdesk-EMEA@jci.com
Sweden	JC Holding Sweden AB	corp-bbc-ptp-helpdesk-EMEA@jci.com
Switzerland	Johnson Controls AG Hold. Tyco Fire & Security GmbH	corp-bbc-ptp-helpdesk-EMEA@jci.com