Johnson Controls

Quick Reference Guide (NON-PO supplier)

Oracle Fusion : The Supplier Portal

Instructions in how to use the portal

Version: October 2025

The power behind **your mission**

Introduction

Welcome to Johnson Controls Oracle Fusion: The Supplier Portal Quick Reference Guide (QRG). The purpose of this guide is to give you step-by-step instructions on how to use the most critical sections of the Supplier Portal.

The Supplier Portal offers you wide visibility of various Purchasing to Pay details such as invoice and payment status where you can self-serve. It also gives you access to item and price agreements. We encourage you to avail of this free and secure service.

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Introduction

Oracle Fusion – Supplier Portal

Oracle Fusion is a cloud-based system with a global template. New releases are often deployed with new functionality and some adjustments to existing functionality. Currently JCI does not use all functionality, however we focus our training and support on the sections that are most critical for you. We will send you updates on training as we implement new functionality or changes.

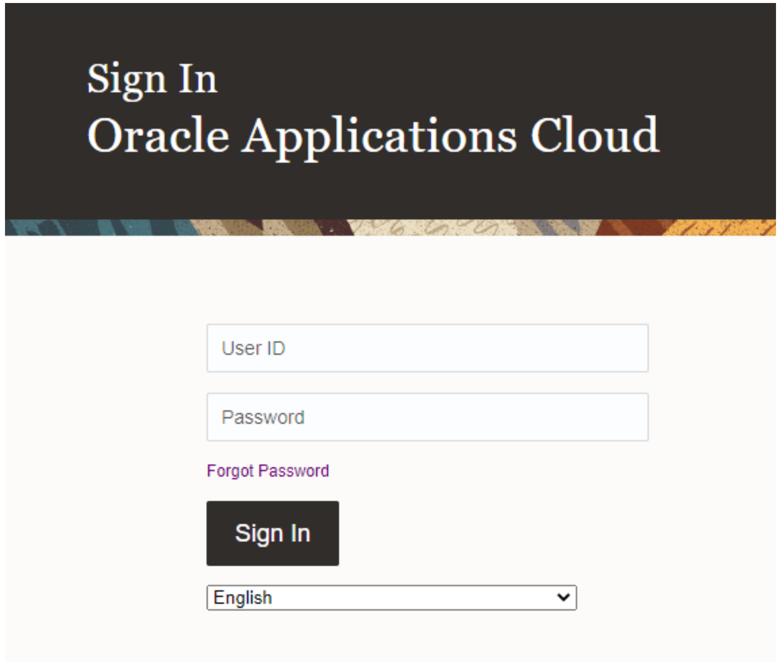
Your access level impacts the functionality and screens you see in the system. Sometime the screens you see may change slightly or differ to the training materials due to new Oracle releases or your access levels.

For any questions, please email us at supplierhub-emea@jci.com

How access and navigate the Supplier Portal

1. Click on link to Supplier Portal using Chrome or Edge:

[Sign In (oraclecloud.com)](https://oraclecloud.com)



2. Input user ID and password as provided in a Welcome notification you received by email

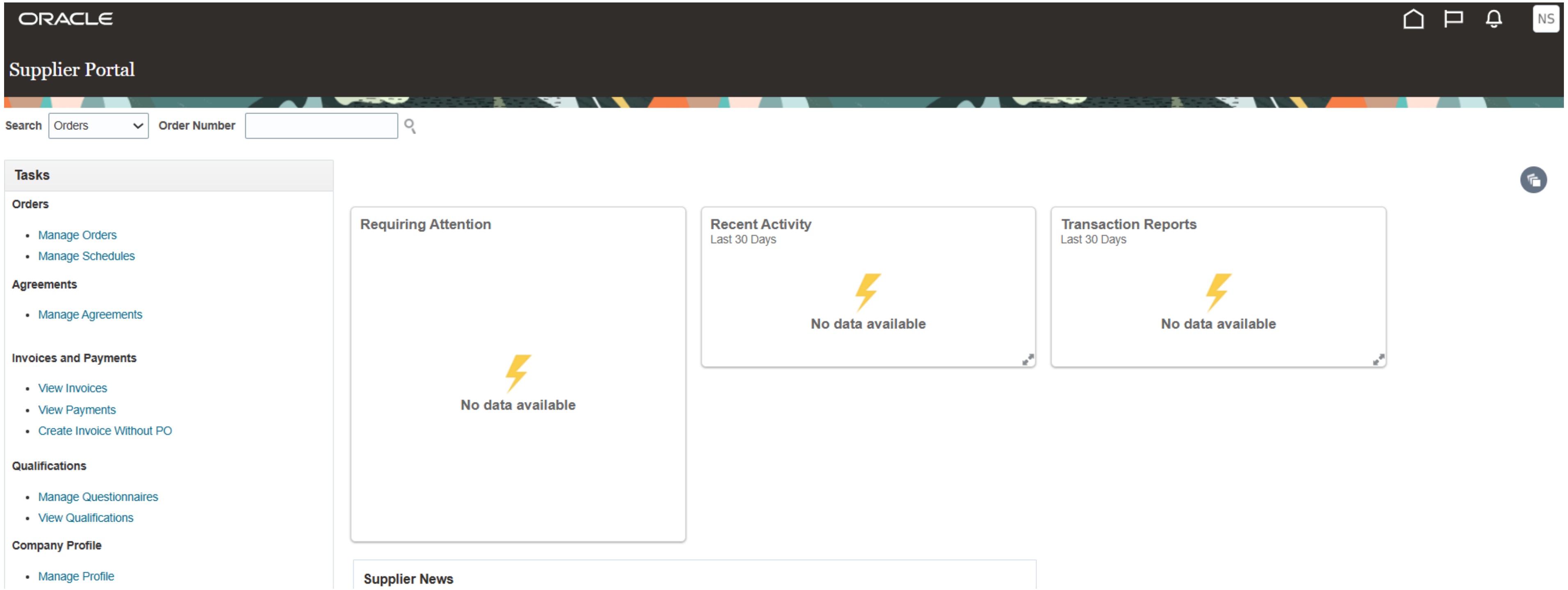
How access and navigate the Supplier Portal

3. Select the Supplier Portal tab and click on the tile ‘Supplier Portal’

4. You will now see the Portal landing page

How access and navigate the Supplier Portal

- 4. You will now see the Portal landing page

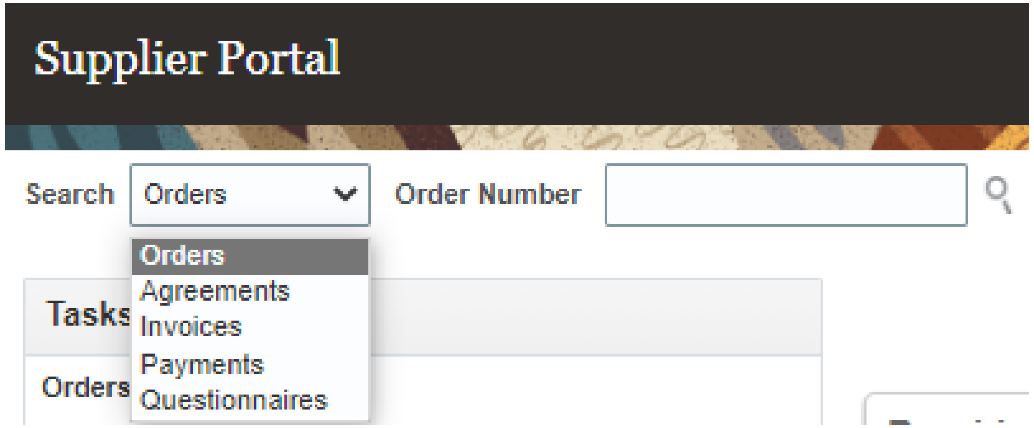


How access and navigate the Supplier Portal

5. You will see the home , Bell, and Settings icons are on the top right of every screen

6. The Search and Tasks sections on the left-hand side of the landing page are where you will access the important areas of the Portal such are viewing POs, invoices, payments and agreements

7. To quickly access your orders, agreements, invoices or payments, navigate to 'Search' field and select from the drop-down menu. Then click on the 'Magnifying glass' icon

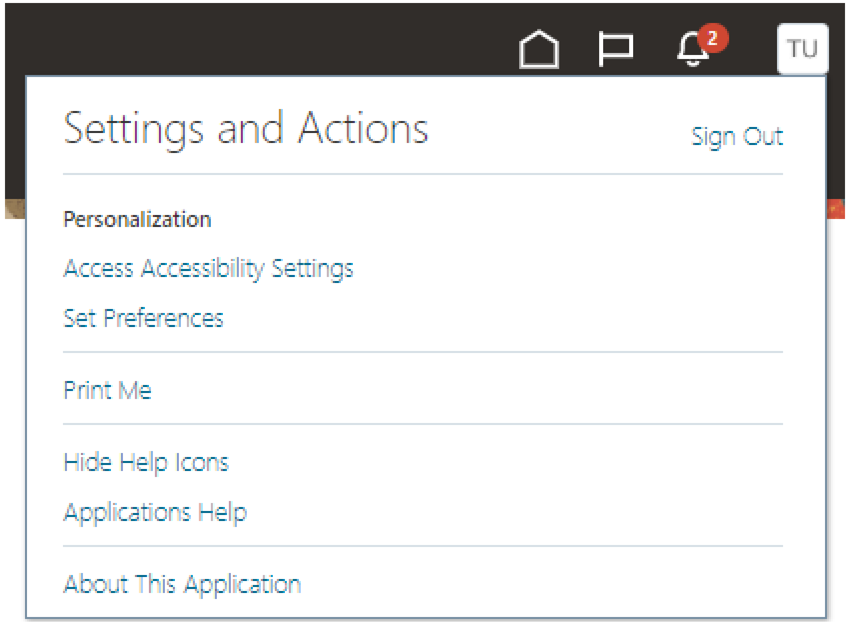


Settings and Preferences

Signing out

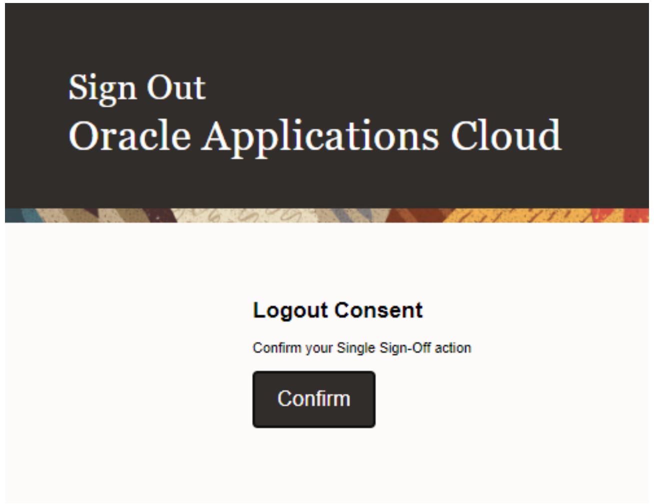
1. If you wish to sign out, navigate to the initials of your name at the top right corner (Settings icon) of your screen and click

2. Then click on « Sign Out »



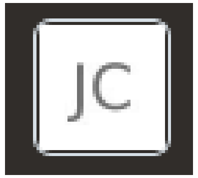
Settings and Preferences

3. If you wish to continue exiting, click on 'Confirm'



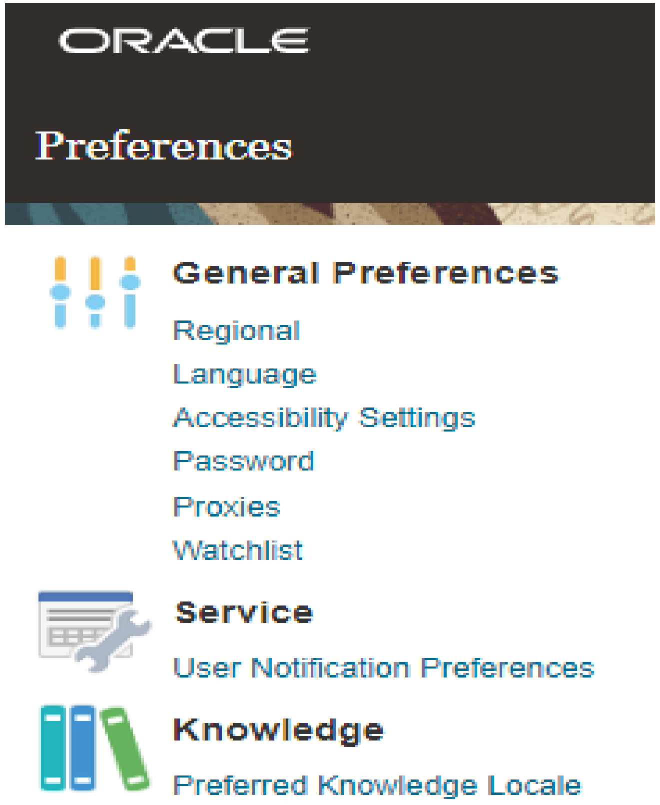
Setting General Preferences

1. If you wish to set up your preferences, navigate to Settings and Preference (initials of your name at the top right corner of your screen) and select the icon :



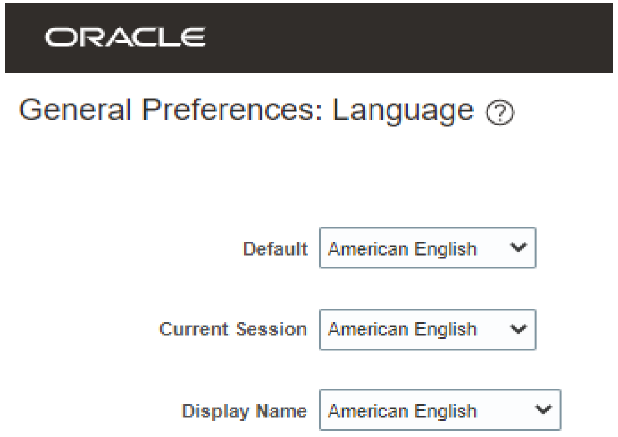
Settings and Preferences

2. Then click on 'Set Preferences'



Settings and Preferences

3. Then click on 'Language’



4. Adjust all your language preferences in the following fields: 'Default', 'Current Session' and 'Display Name’

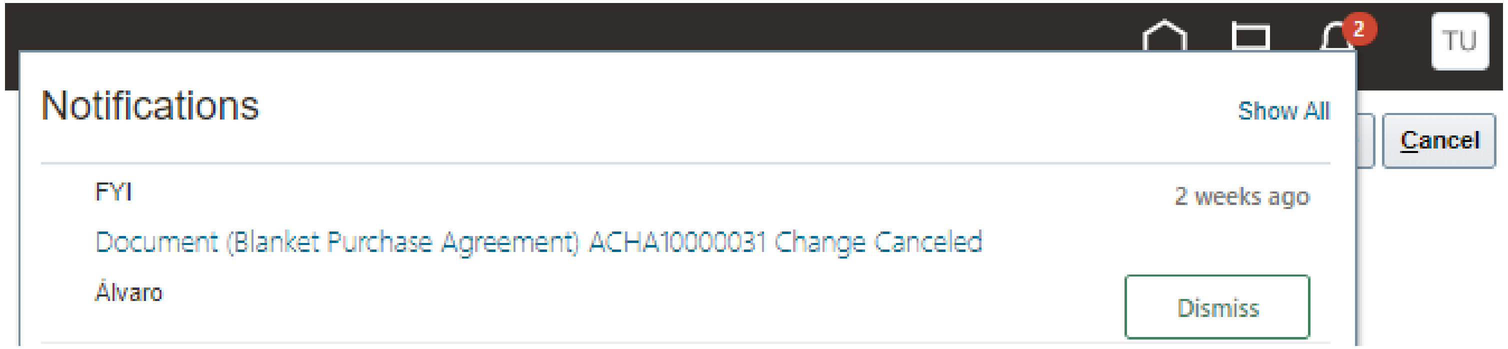
5. To save your changes, click on 'Save and Close’

6. To discard your changes, click on 'Cancel'

Notifications

1. Click on the Bell icon at the top right corner of Supplier Portal:

2. For viewing all your notifications click on Show All, otherwise you will see only the most recent notifications



3. There are two types of notifications: FYI and Action Required. In addition to notifications in Oracle Fusion, you will also receive an email

How to view and update your contacts on Company Profile

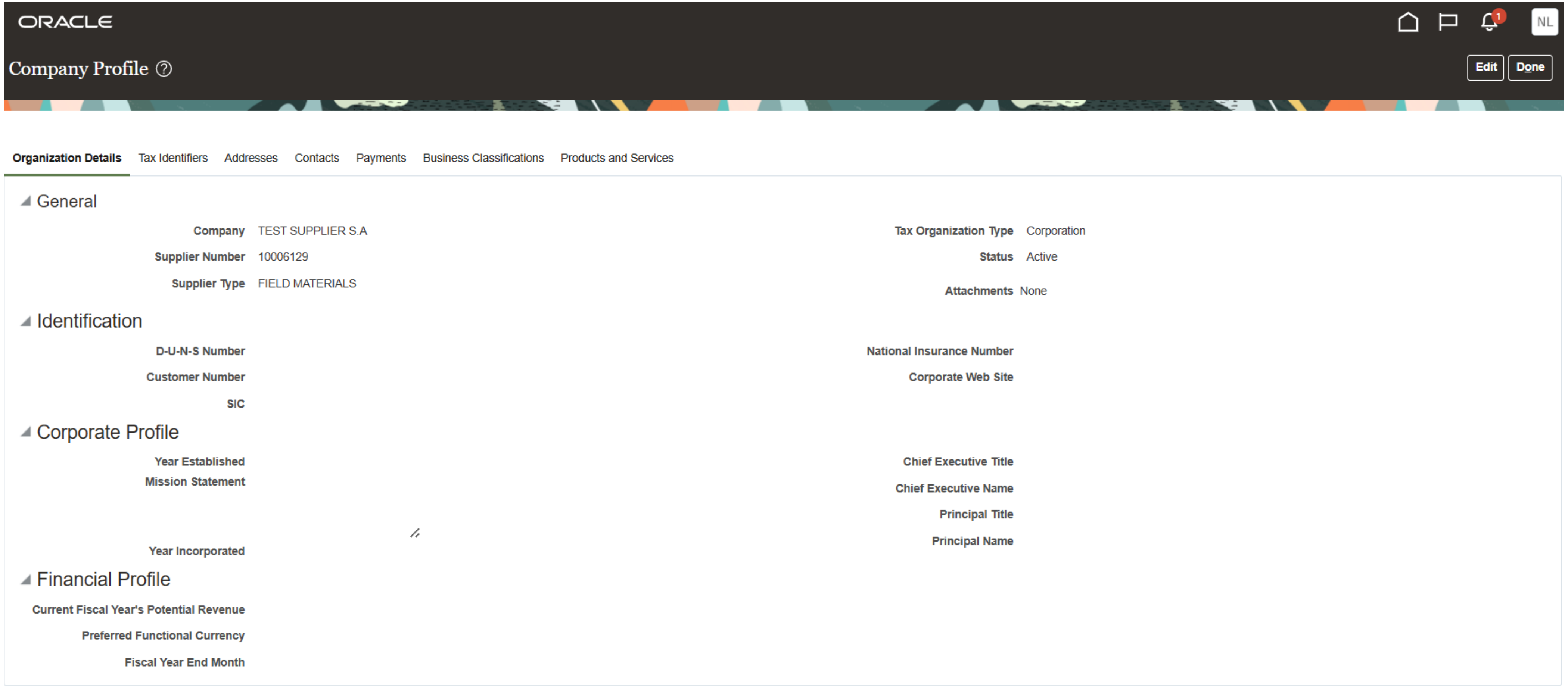
This task is required to ensure all your company contacts are setup to access the Portal:

1. Click on ‘Manage Profile’ on the task bar on the Supplier Portal landing page.

2. Go to the Contacts tab to review who in your profile is setup to access the Supplier Portal

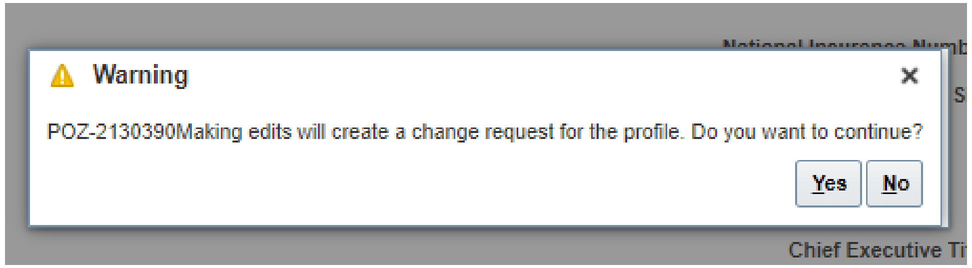
How to view and update your contacts on Company Profile

- 3. To update your Contacts tab, click 'Edit' in the upper right corner of the screen



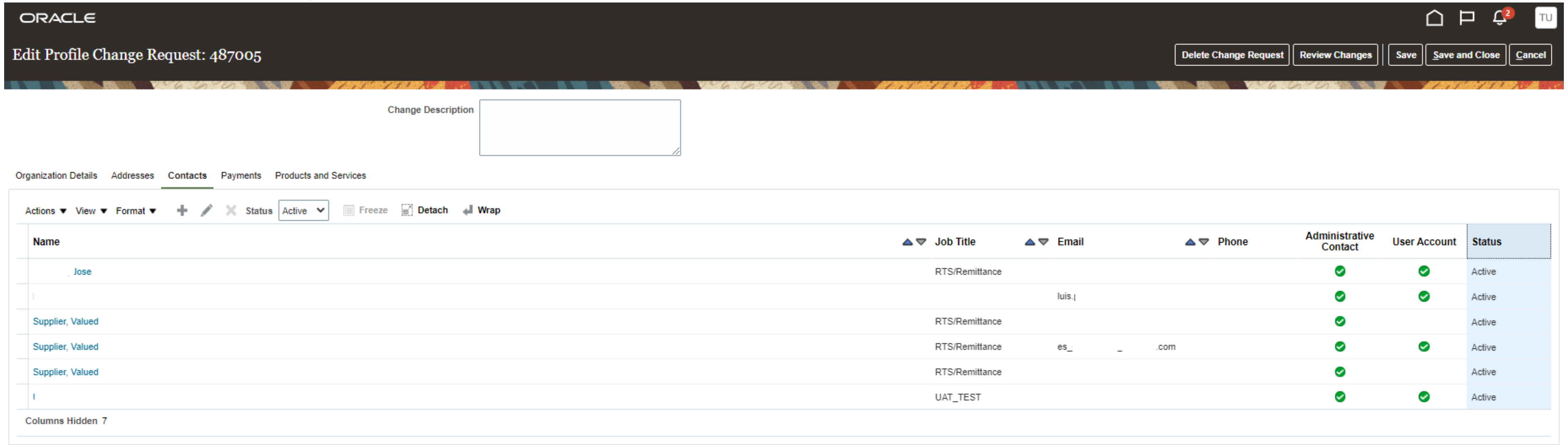
How to view and update your contacts on Company Profile

4. You will see a pop-up warning message indicating that your action will create a change request to update your profile



5. Click on 'Yes' to create a change request

6. If you want to review or edit your contacts, click on 'Contacts' tab



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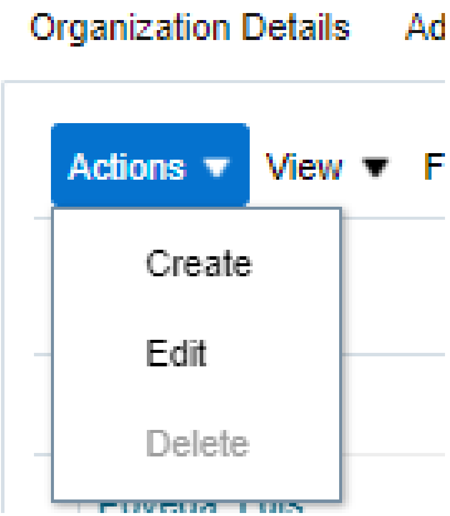
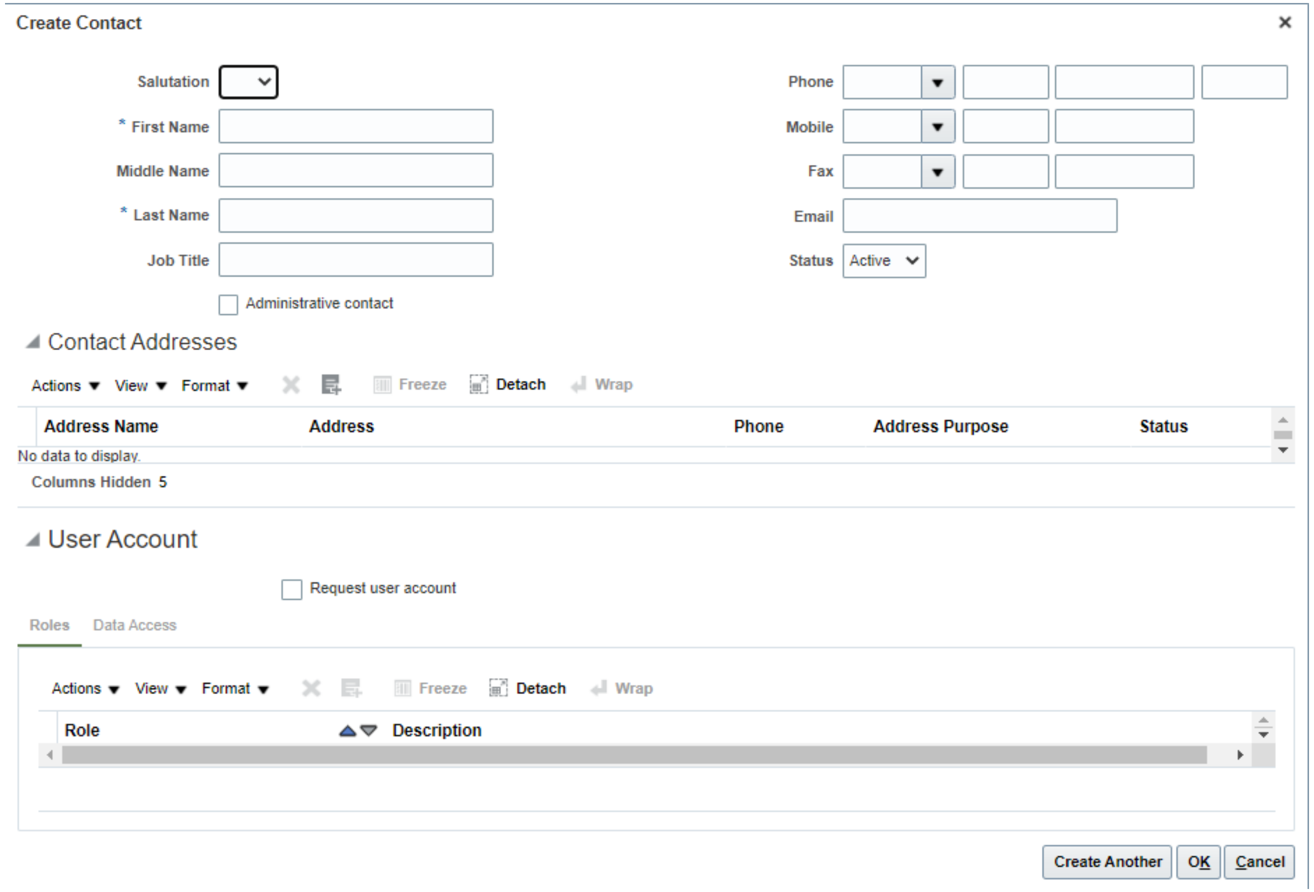
How to view and update your contacts on Company Profile

7. If you wish to create a contact, click on the '+' icon or go to 'Actions' and then select 'Create' from the drop-down menu



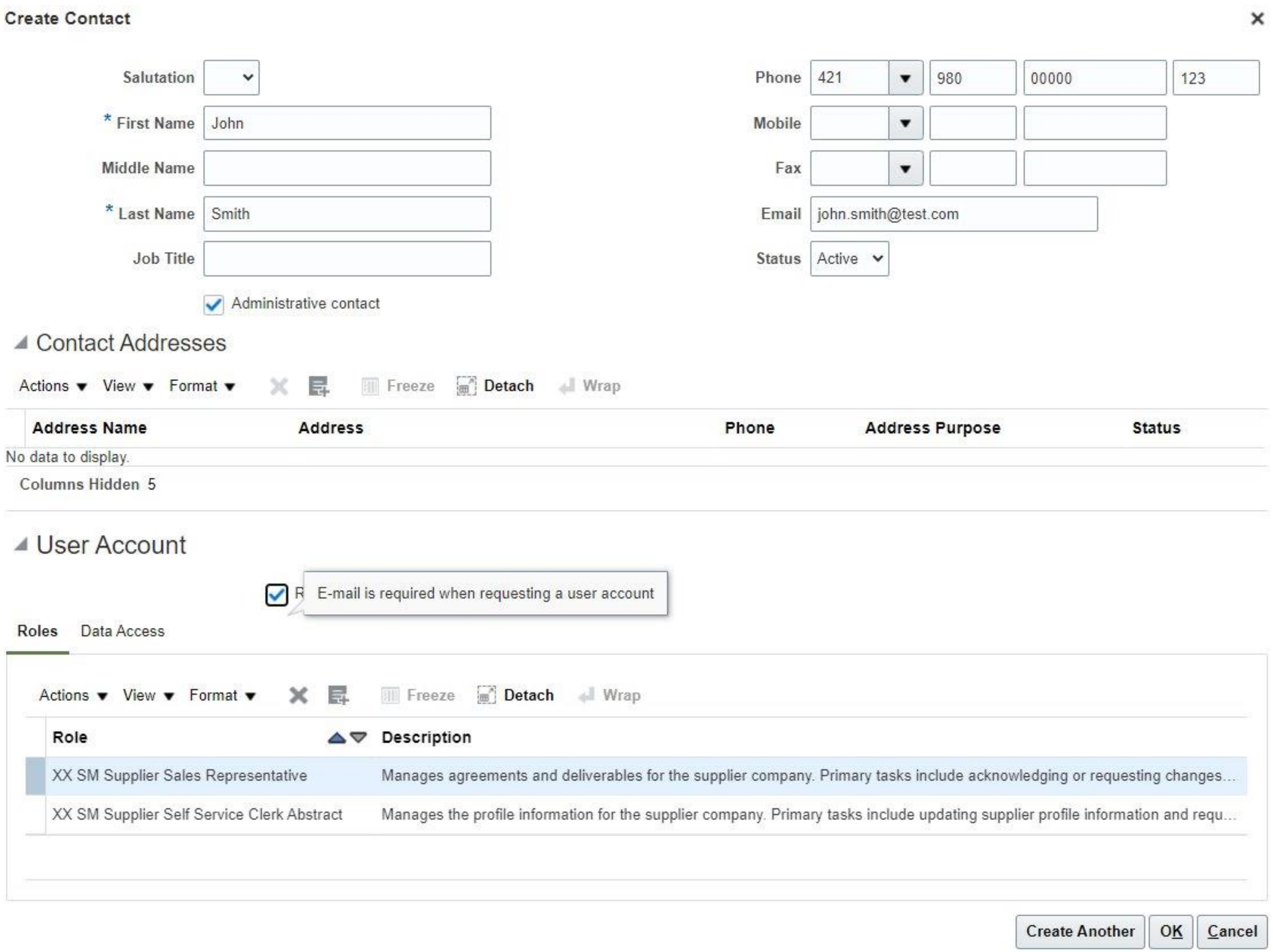
How to view and update your contacts on Company Profile

- 8. Enter contact details. In addition to the required fields marked with *, please ensure you add phone details and address. Check the administrative access if the contact requires the ability to manage contact details



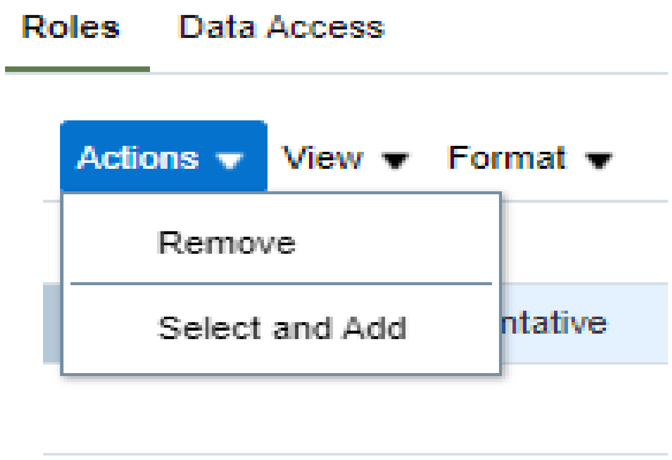
How to view and update your contacts on Company Profile

9. Check the option 'Request User account' if the contact should have access to the Supplier Portal .



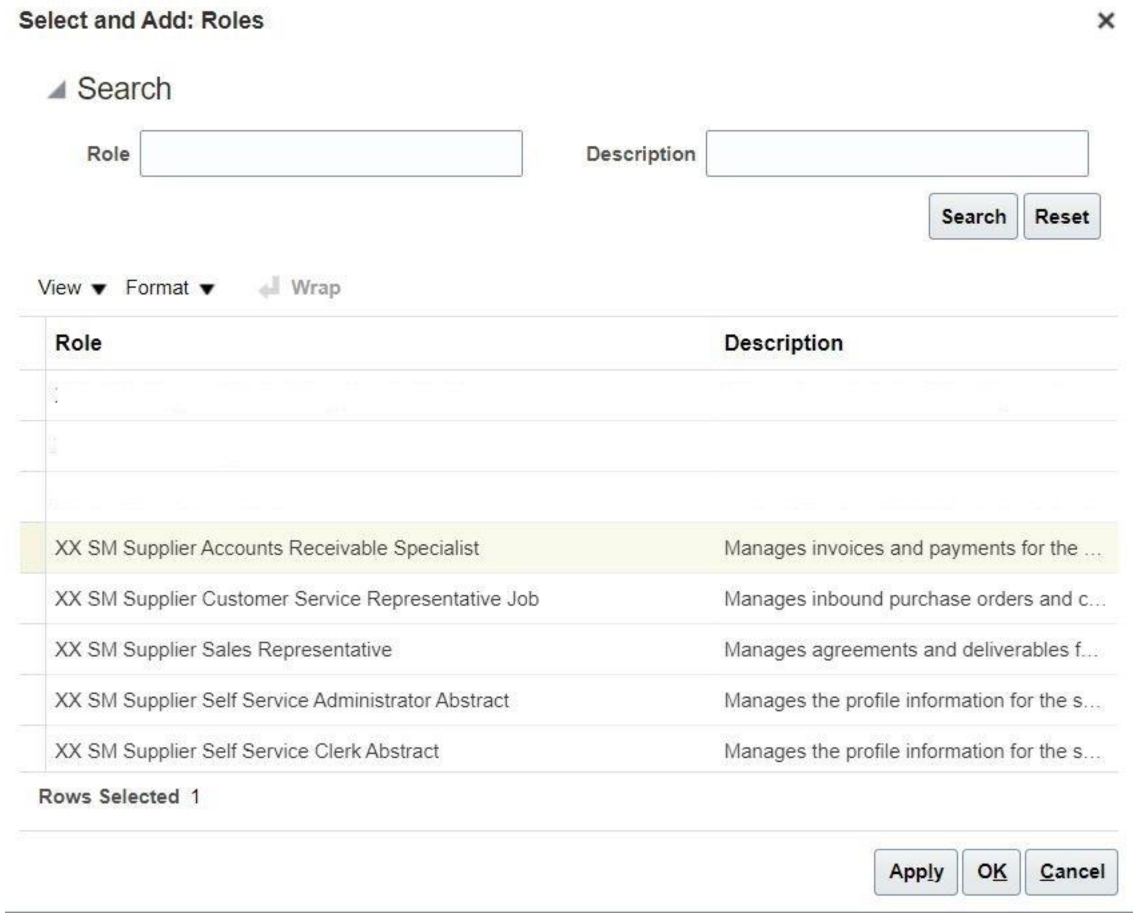
How to view and update your contacts on Company Profile

10. To assign roles to your contact, navigate to 'Roles', click on ‘Actions’ and ‘Select and Add’



How to view and update your contacts on Company Profile

11. To assign roles to your contact, navigate to 'Roles'. Select the desired roles, one at a time or use the CTRL button, and click on 'Apply' after each selection. Then click 'Ok

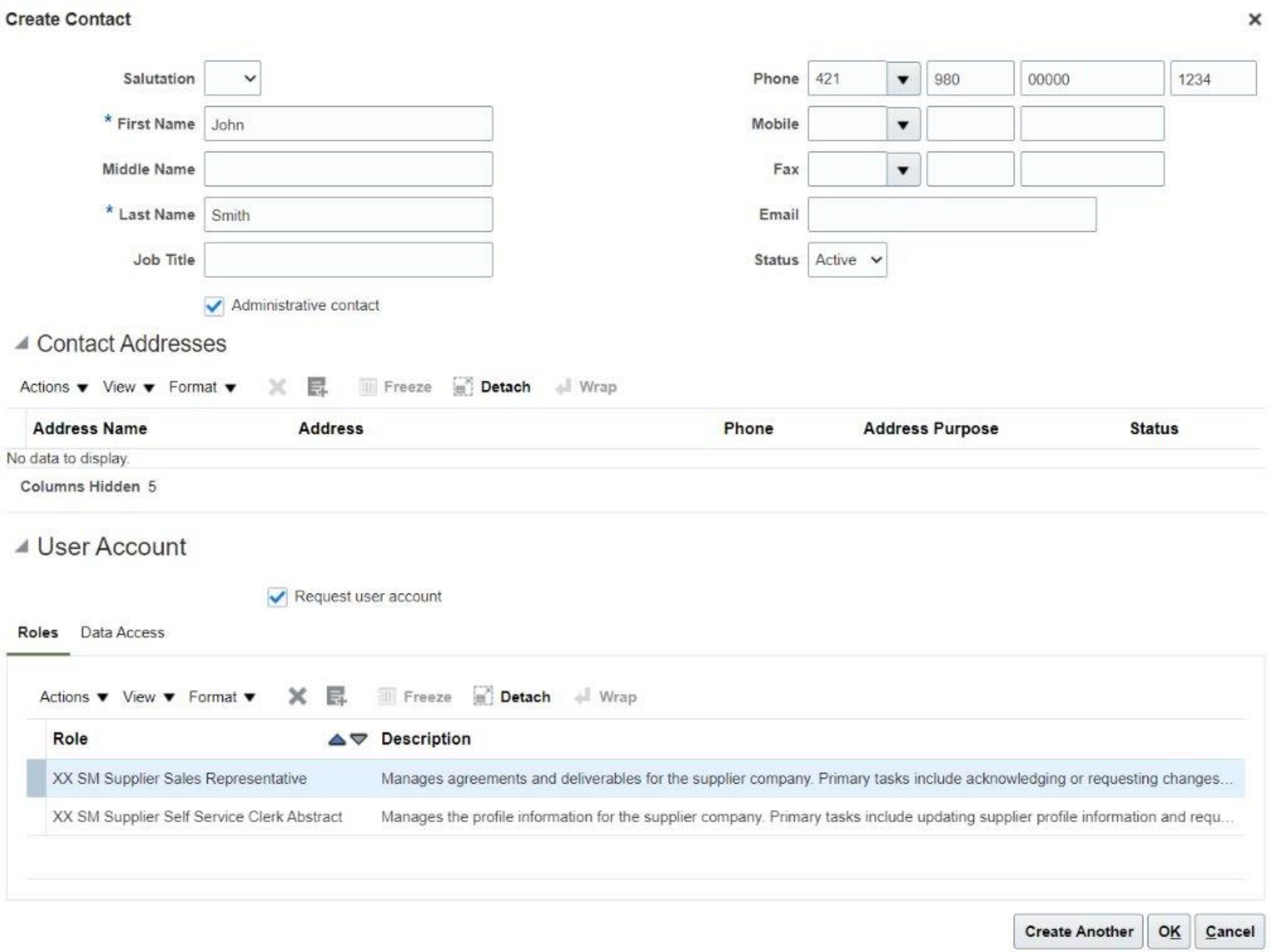


How to view and update your contacts on Company Profile

Supplier Role	Description
XX SM Supplier Accounts Receivable Specialist	Manages invoices and payments for the supplier company. Primary tasks include submitting invoices as well as tracking invoice and payment status.
XX SM Supplier Sales Representative	Manages agreements and deliverables for the supplier company. Primary tasks include acknowledging or requesting changes to agreements in addition to adding catalogue line items with customer specific pricing and terms. Updates contract deliverables that are assigned to the supplier party and updates progress on contract deliverables for which the supplier is responsible.
XX SM Supplier Self Service Administrator	Manages the profile information for the supplier company. Primary tasks include updating supplier profile information and requesting user accounts to grant employees access to the supplier application. Can manage profile and edit data.
XX SM Supplier Self Service Clerk	Manages the profile information for the supplier company. Primary tasks include updating supplier profile information and requesting user accounts to grant employees access to the supplier application
XX SM Supplier Customer Service Representative Job	Manages the profile information for the supplier company. Primary tasks include updating supplier profile information and requesting user accounts to grant employees access to the supplier application

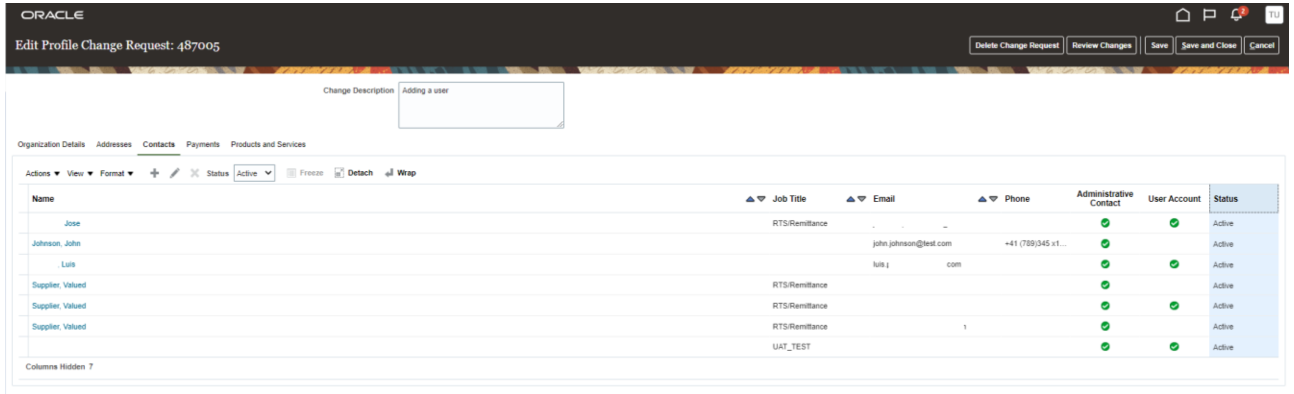
How to view and update your contacts on Company Profile

12. To confirm the creation, click on 'Ok'

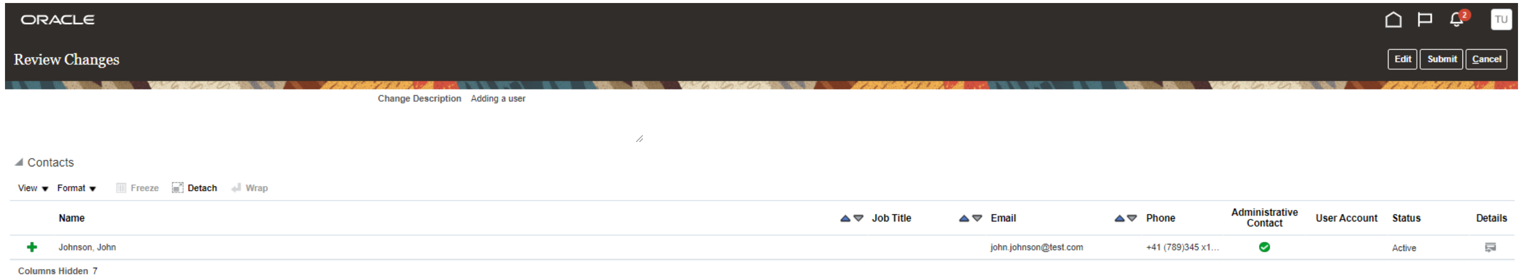


How to view and update your contacts on Company Profile

13. When you have completed your updates, click 'Review Changes'

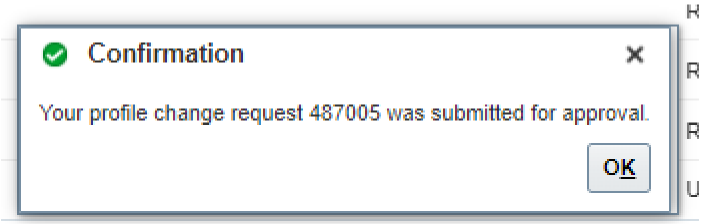


14. To finish the process, click on 'Submit'



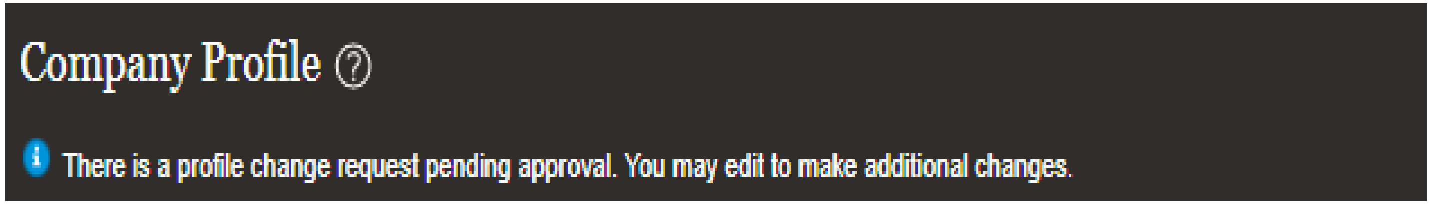
How to view and update your contacts on Company Profile

15. How to view and update your contacts on Company Profile



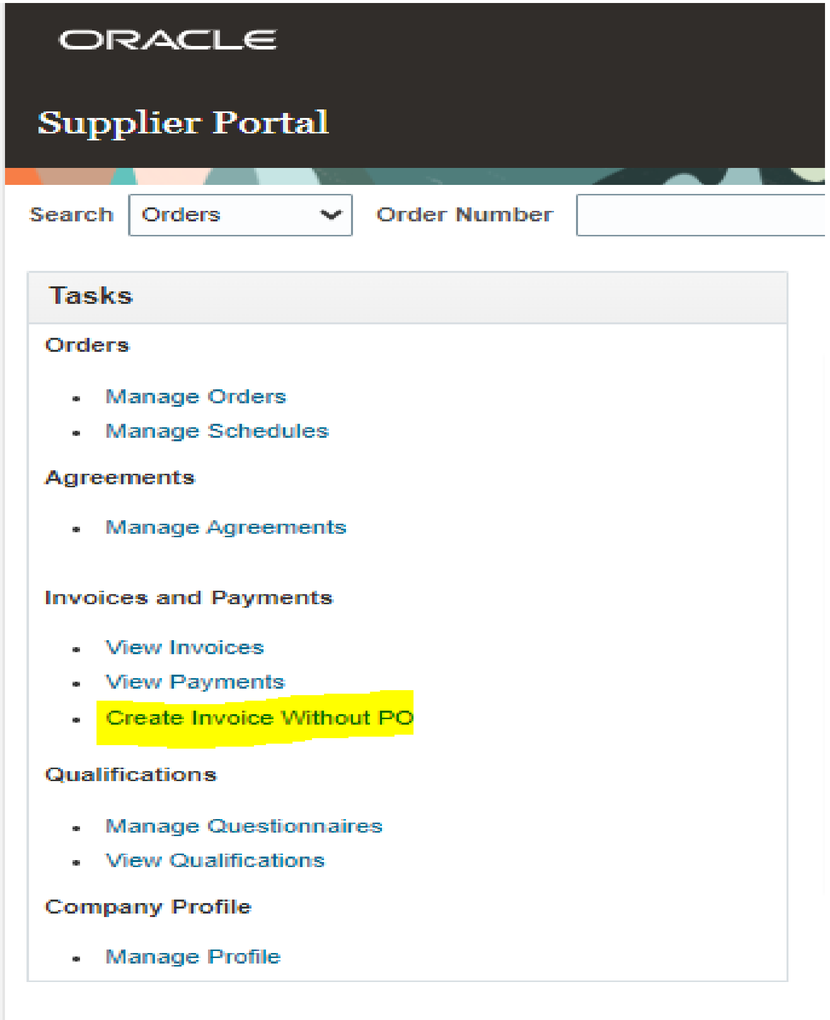
16. Your changes will be sent for an approval within JCI. Until changes are approved, this message will appear on your screen

‘There is a profile change request pending approval. You may edit to make additional changes’.



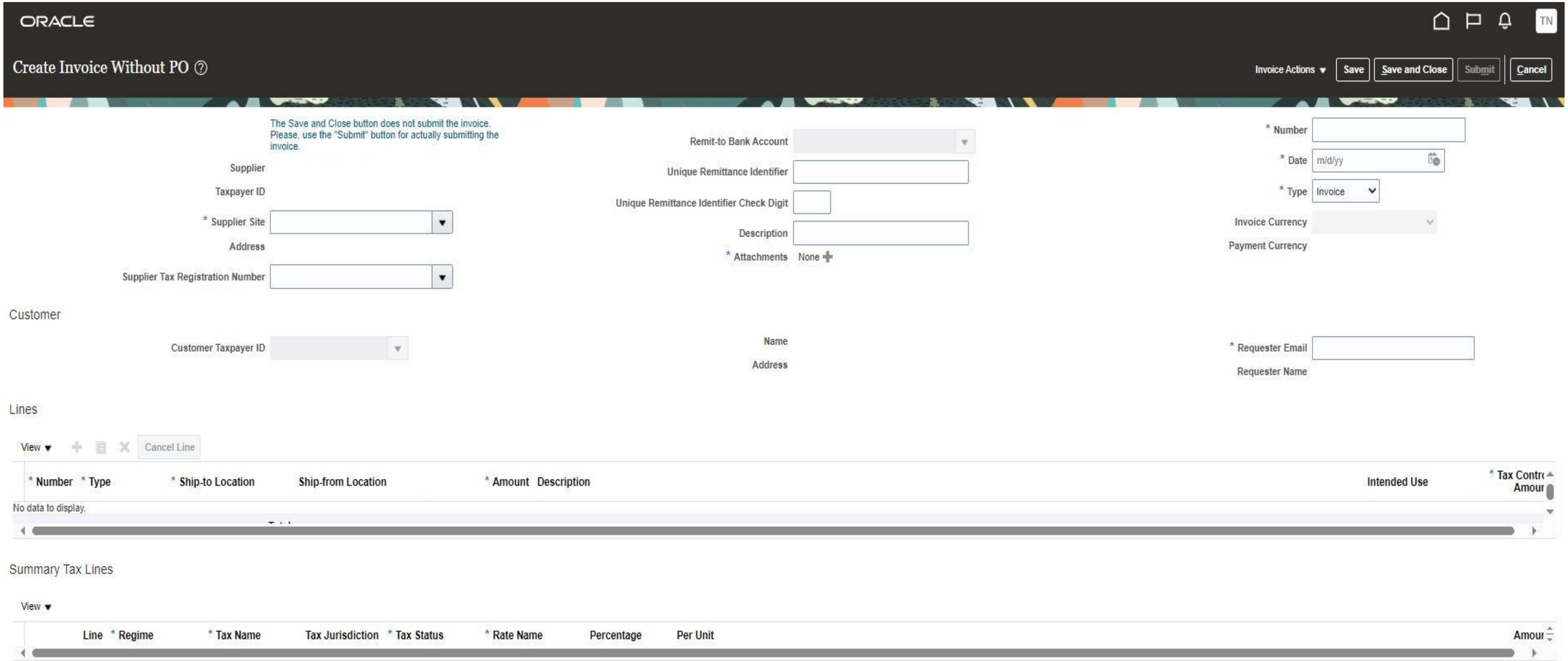
How to create an invoice

1. Go and click here:



How to create an invoice

2. You are getting this view:



How to create an invoice

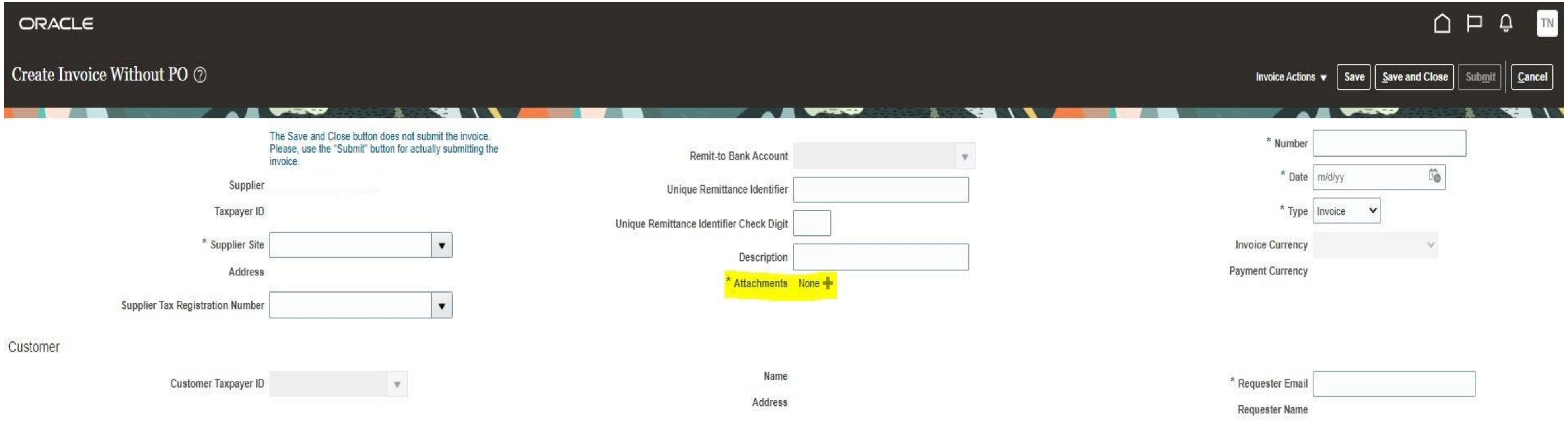
3. To get your invoice submitted correctly, you need to fill in the mandatory fields. They are marked with a blue asterisk.

4. Please, follow the steps below:

a) **Important to know before starting**: In your own invoice the correct legal entity must be written along with all criteria described in our Golden rules. Please, pay a visit at our FAQs

b) Select your site (*from where you shipped from*) through " Supplier Site". (*By selecting the site, "Customer Taxpayer ID" and "Remit-to Bank Account" are automatically filled in.*)

c) Attach your invoice in PDF here:



How to create an invoice

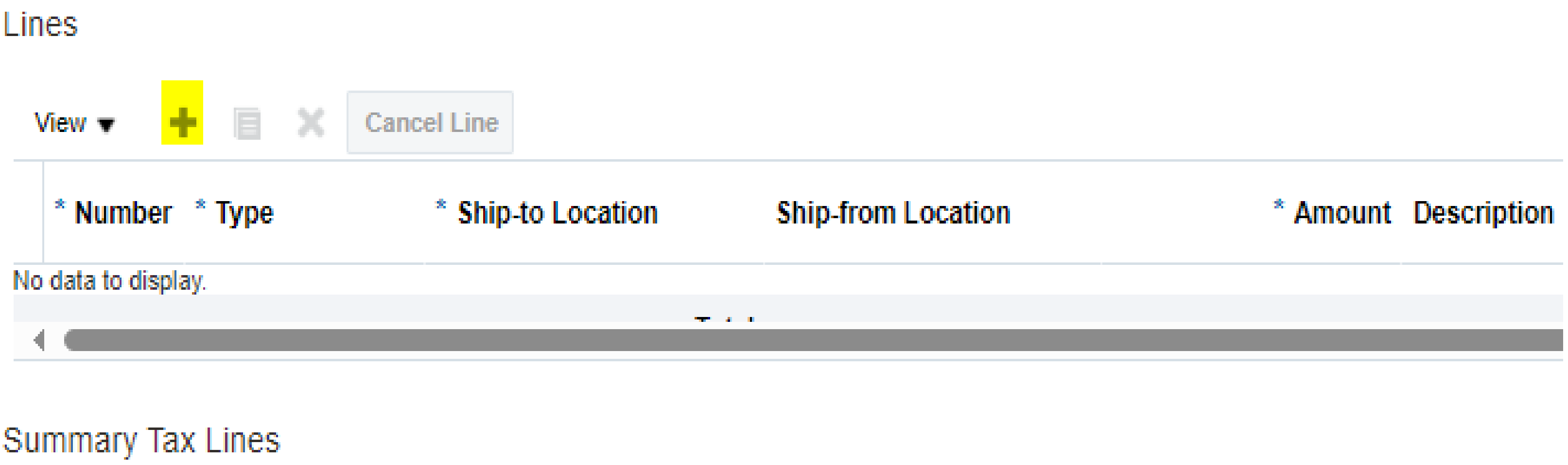
d) Put the number of your invoice in the “Number” field. (Note: the invoice number must be a unique number otherwise our system rejects it as counted as duplicates.)

e) Put the date of your invoice. Present day or in the future.

f) Through “Type” choose if this is an invoice or a credit memo.

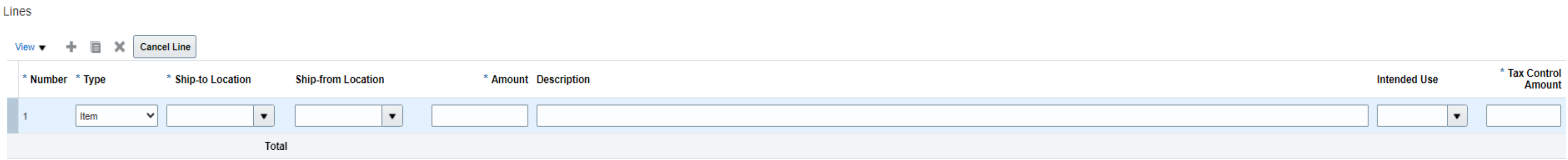
g) Put in the “Requester Email”, the email of the Supplier owner (If you do not know, please, look at your contract or email us at: JCI-EMEA-PROCURECO-SUPPLIERCOMMS@JCI.COM).

h) Add the lines which you want to invoice by clicking on the icon “ + “ (*you can add up how many lines you need.*)



How to create an invoice

i) Fill in the lines (N.B: ***For each line, you will need to repeat those step below***.)



Select the “Ship-to Location” ; meaning to where you have shipped your goods/ provided your services.

Select the “Ship-from Location” ; meaning from where you have shipped your goods/ your services – it will be your site(s).

In “Amount” section, put the price for the line ; meaning the price without the VAT that you wish to invoice.

In “Description” section, put a description.

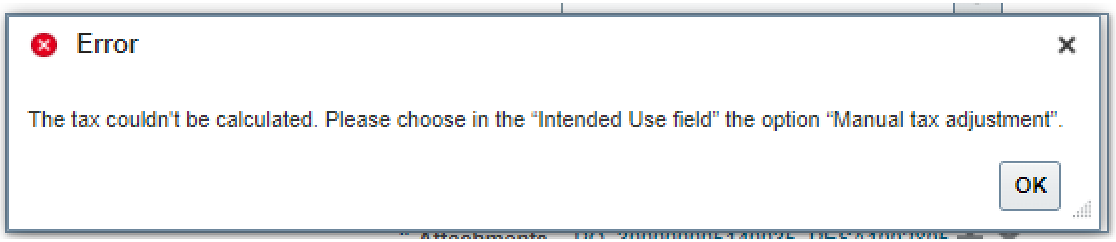
In “Intended Use” section ; please, see section: How to create an invoice (Intended Use – VAT related) {link}

In “Tax Control Amount” section, put the amount of the VAT for the selected line.

How to create an invoice (Intended Use – VAT related)

In "Intended Use" ; you will ***only*** need to use that section in case of REVERSE CHARGE (VAT related)

You will know if you need to use this section as a pop-up windows will appear stating:



If this pop-up windows appears, please go to the "INTENDED USE" section and select only "Manual tax adjustment" and keep proceeding.

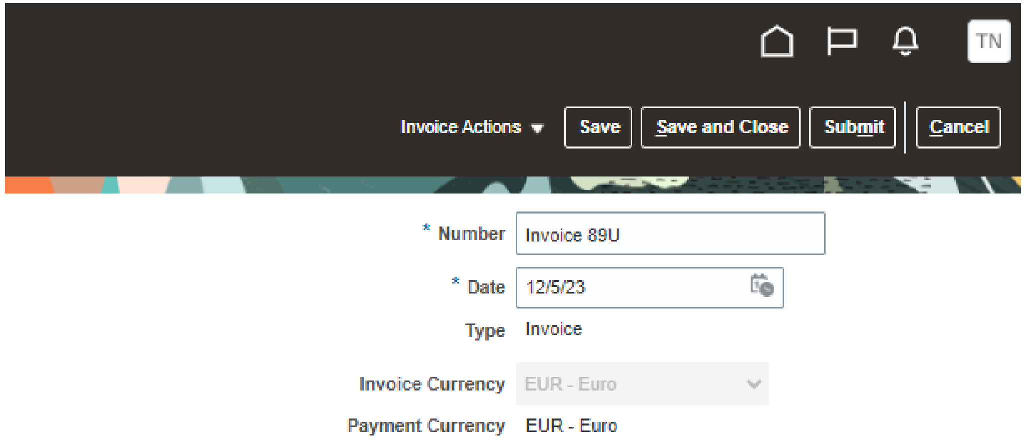
What is REVERSE CHARGE?

Example: you are in country A and you ship to country B (within the E.U.). And you ask to be exempted from the VAT.

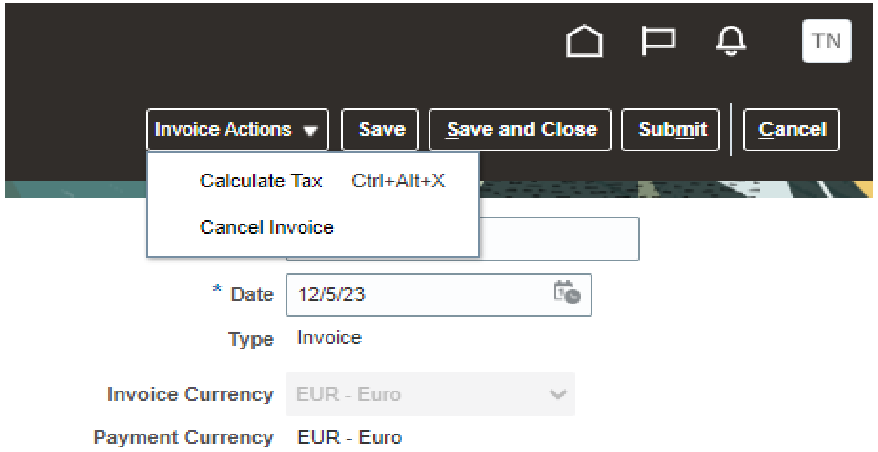
To know more about REVERSE CHARGE, please, consult your local tax advisor.

How to create an invoice

j) Once the lines are completed, please, go to : “Invoice Actions”

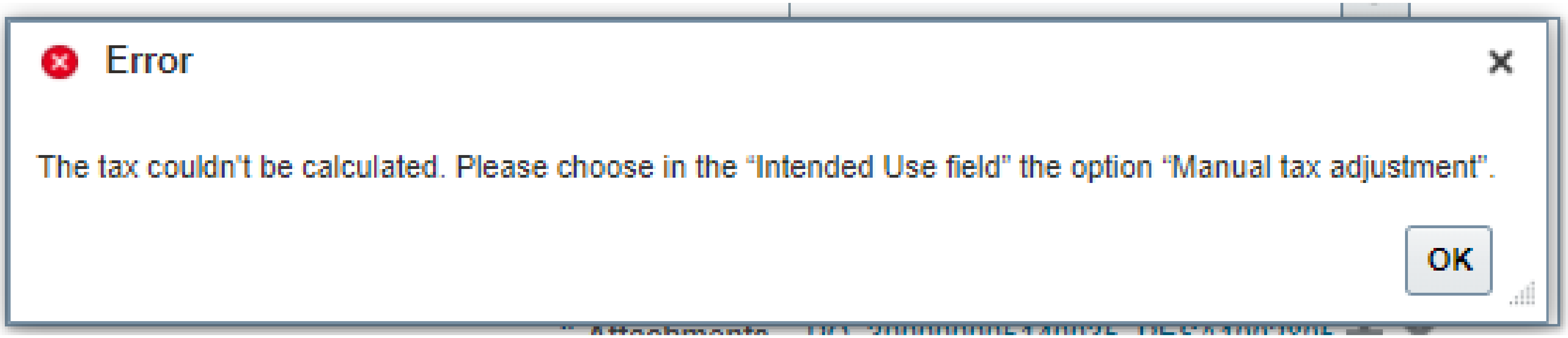


Then, click on “Calculate Tax”



How to create an invoice

k) If a pop-up window appear stating:



You need to use the "Intended Use" section. Please, refer to: How to create an invoice (Intended Use – VAT related)

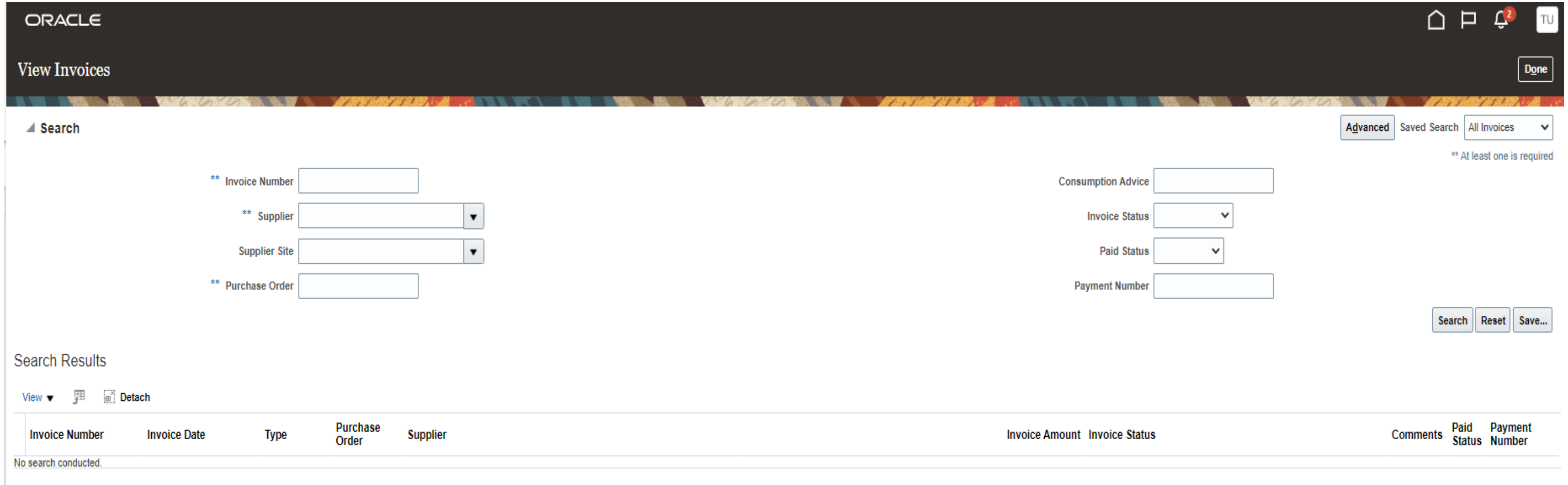
l) If the tax is calculated without a pop-up window. Please, press "Submit" button to submit your invoice.

Please, be aware that "Save" and " Save and Close" buttons do not mean your invoice has been submitted. It means that it has been saved and the status is in "Incomplete". You will need to take action on that invoice otherwise, it will not be paid as our system will never, per se, receive your invoice.

Please, note once your invoice is submitted you cannot cancel it. In such case, please, write an email to our AP HD.

How to view invoice status

1. Click on 'View invoice'

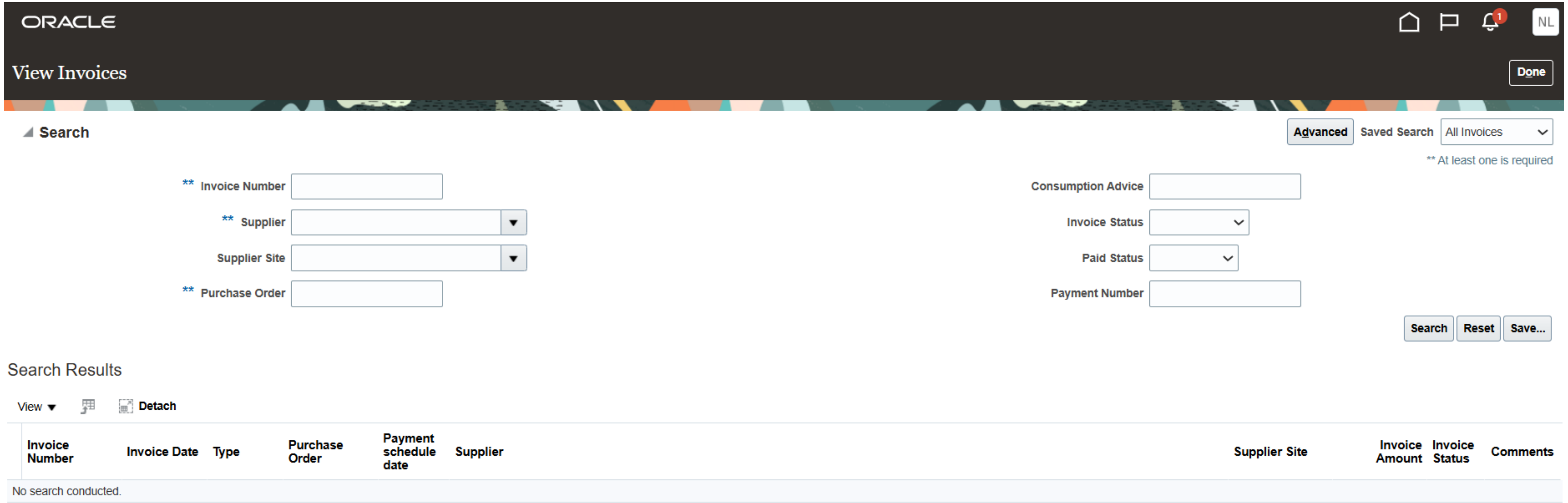


2. To search for an invoice, populate one of the following fields marked with asterisks **

a. 'Invoice number' – if you are looking for a specific invoice

b. 'Supplier' – if you want to see all invoices of your company

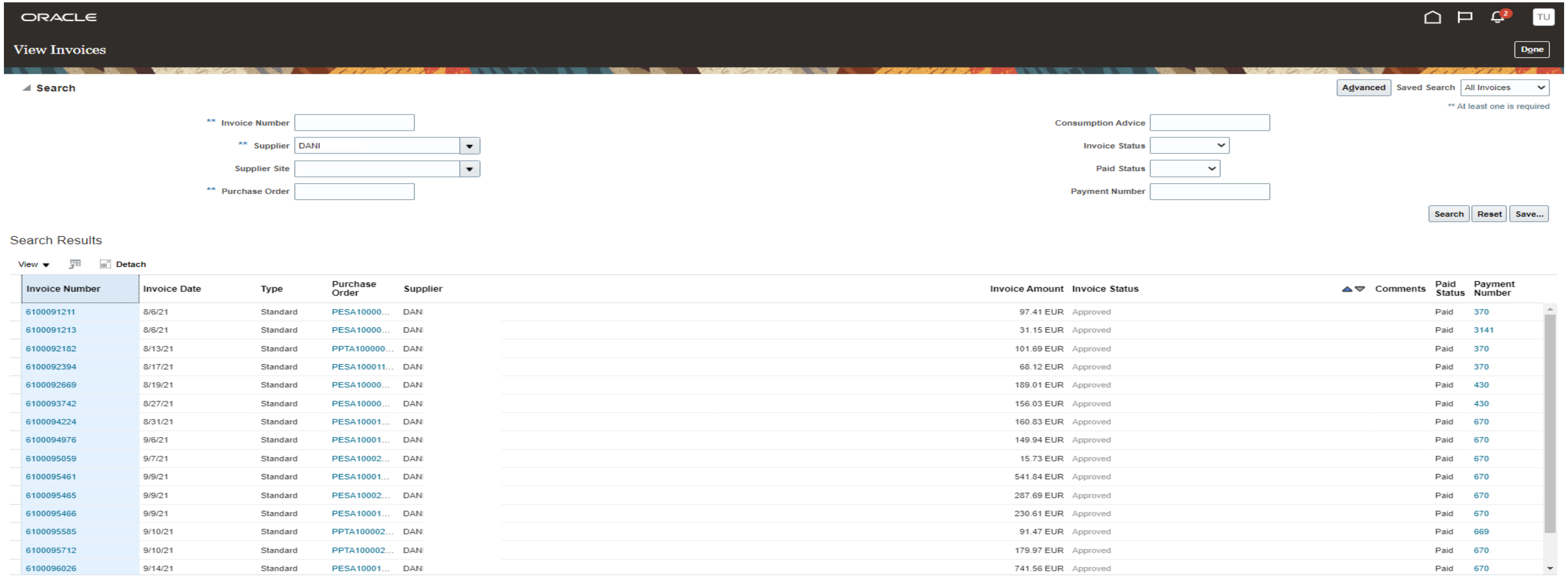
How to view invoice status



3. Click on 'Search'

How to view invoice status

- 4. Invoice will be displayed in the section 'Search results'. If you wish to see the invoice details, click on the Invoice number



Invoice Number	Invoice Date	Type	Purchase Order	Supplier	Invoice Amount	Invoice Status	Comments	Paid Status	Payment Number
6100091211	8/6/21	Standard	PESA10000...	DANI	97.41 EUR	Approved		Paid	370
6100091213	8/6/21	Standard	PESA10000...	DANI	31.15 EUR	Approved		Paid	3141
6100092182	8/13/21	Standard	PPTA100000...	DANI	101.69 EUR	Approved		Paid	370
6100092394	8/17/21	Standard	PESA100011...	DANI	68.12 EUR	Approved		Paid	370
6100092669	8/19/21	Standard	PESA10000...	DANI	189.01 EUR	Approved		Paid	430
6100093742	8/27/21	Standard	PESA10000...	DANI	156.03 EUR	Approved		Paid	430
6100094224	8/31/21	Standard	PESA10001...	DANI	160.83 EUR	Approved		Paid	670
6100094976	9/6/21	Standard	PESA10001...	DANI	149.94 EUR	Approved		Paid	670
6100095059	9/7/21	Standard	PESA10002...	DANI	15.73 EUR	Approved		Paid	670
6100095461	9/9/21	Standard	PESA10001...	DANI	541.84 EUR	Approved		Paid	670
6100095465	9/9/21	Standard	PESA10002...	DANI	287.69 EUR	Approved		Paid	670
6100095466	9/9/21	Standard	PESA10001...	DANI	230.61 EUR	Approved		Paid	670
6100095585	9/10/21	Standard	PPTA100002...	DANI	91.47 EUR	Approved		Paid	669
6100095712	9/10/21	Standard	PPTA100002...	DANI	179.97 EUR	Approved		Paid	670
6100096026	9/14/21	Standard	PESA10001...	DANI	741.56 EUR	Approved		Paid	670

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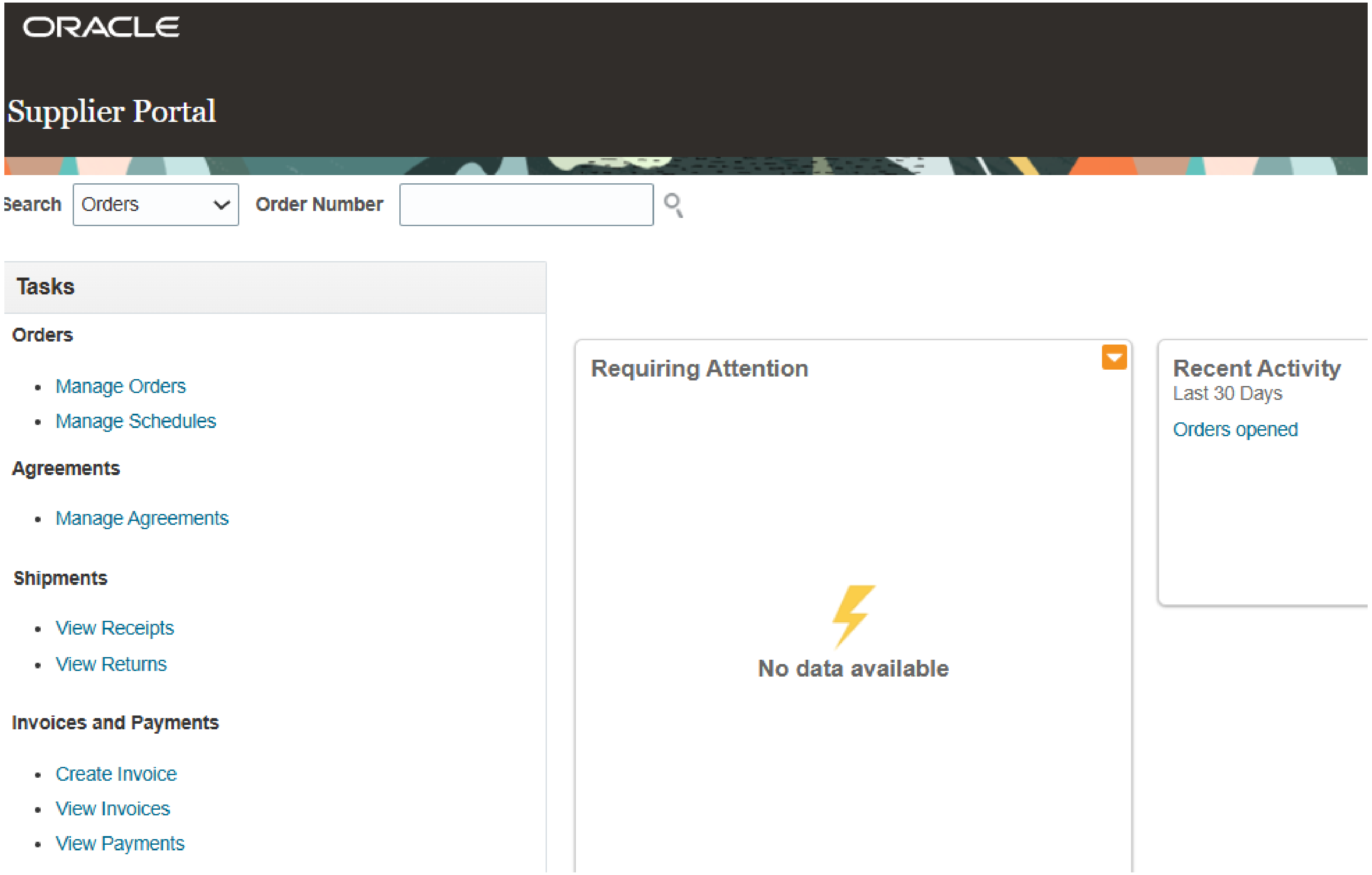
How to view invoice status

The status and their meaning

Status in the Supplier Portal	Meaning
Incomplete	You have not submitted your invoice. It is just saved. Please, review and submit, if necessary.
In process	Not yet validated
Processing	Under process
Approved	Invoice has been validated
Cancelled	Invoice has been cancelled
Paid	Invoice has been paid

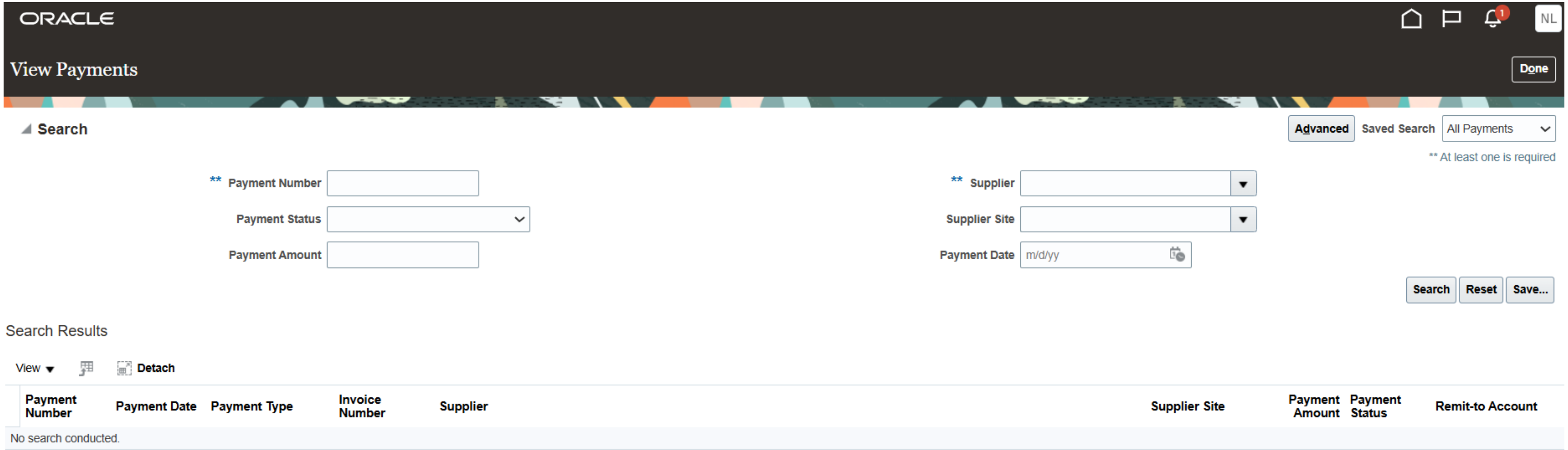
How to view payment status

1. Click on « View Payment »



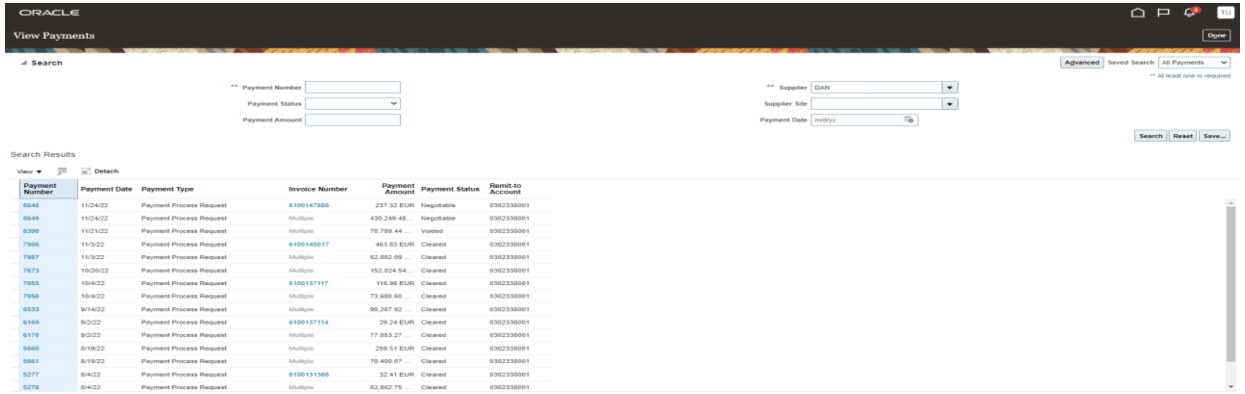
How to view payment status

- 2. In the field 'Supplier', select your company from the drop-down menu. Then click 'Search'

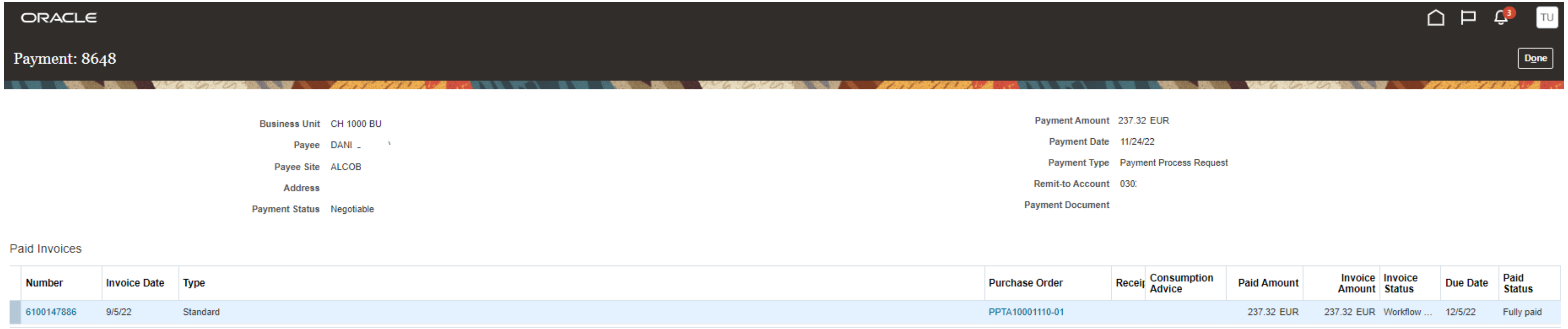


How to view payment status

3. Payments will be displayed in the section 'Search results'



4. To see the payments details, click on the 'Payment number'



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How to view payment status

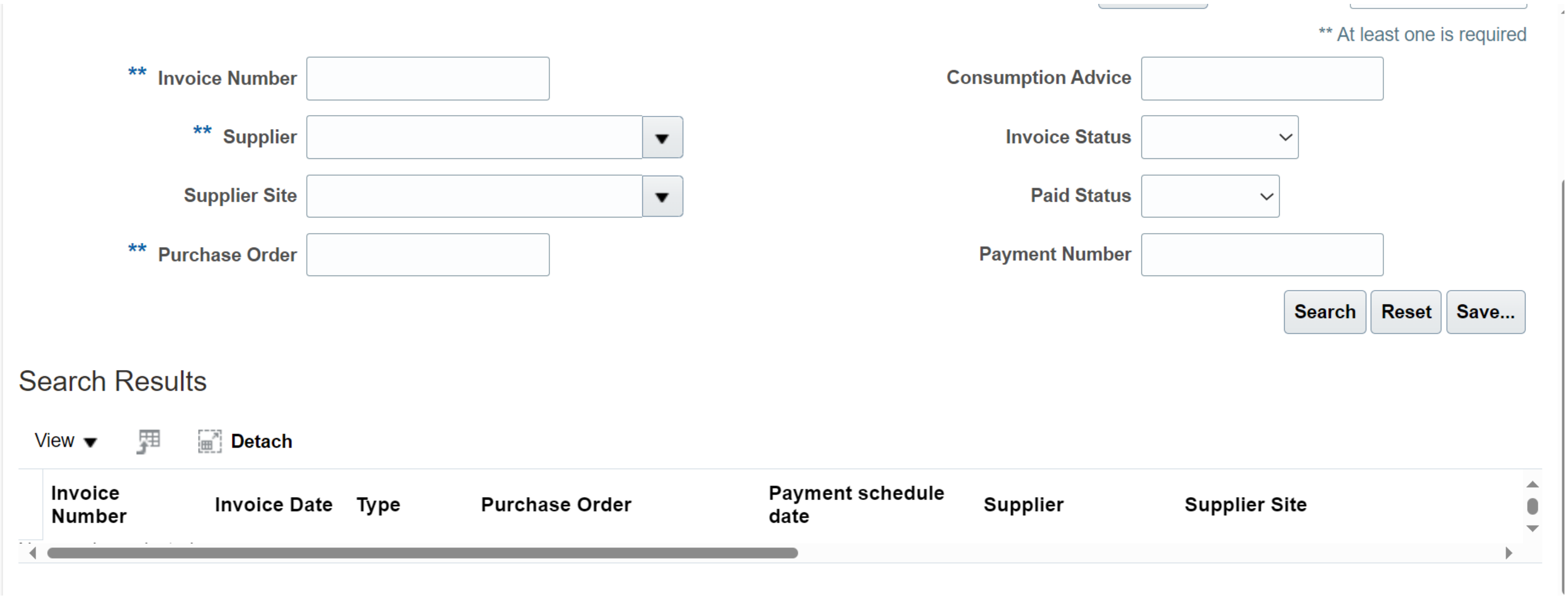
5. Paid invoices for this payment will be displayed

6. When you are done viewing the payments, click 'Done' at the top right corner of the screen

How to know when the invoice will be paid

1. You have to go to: “View Invoices”

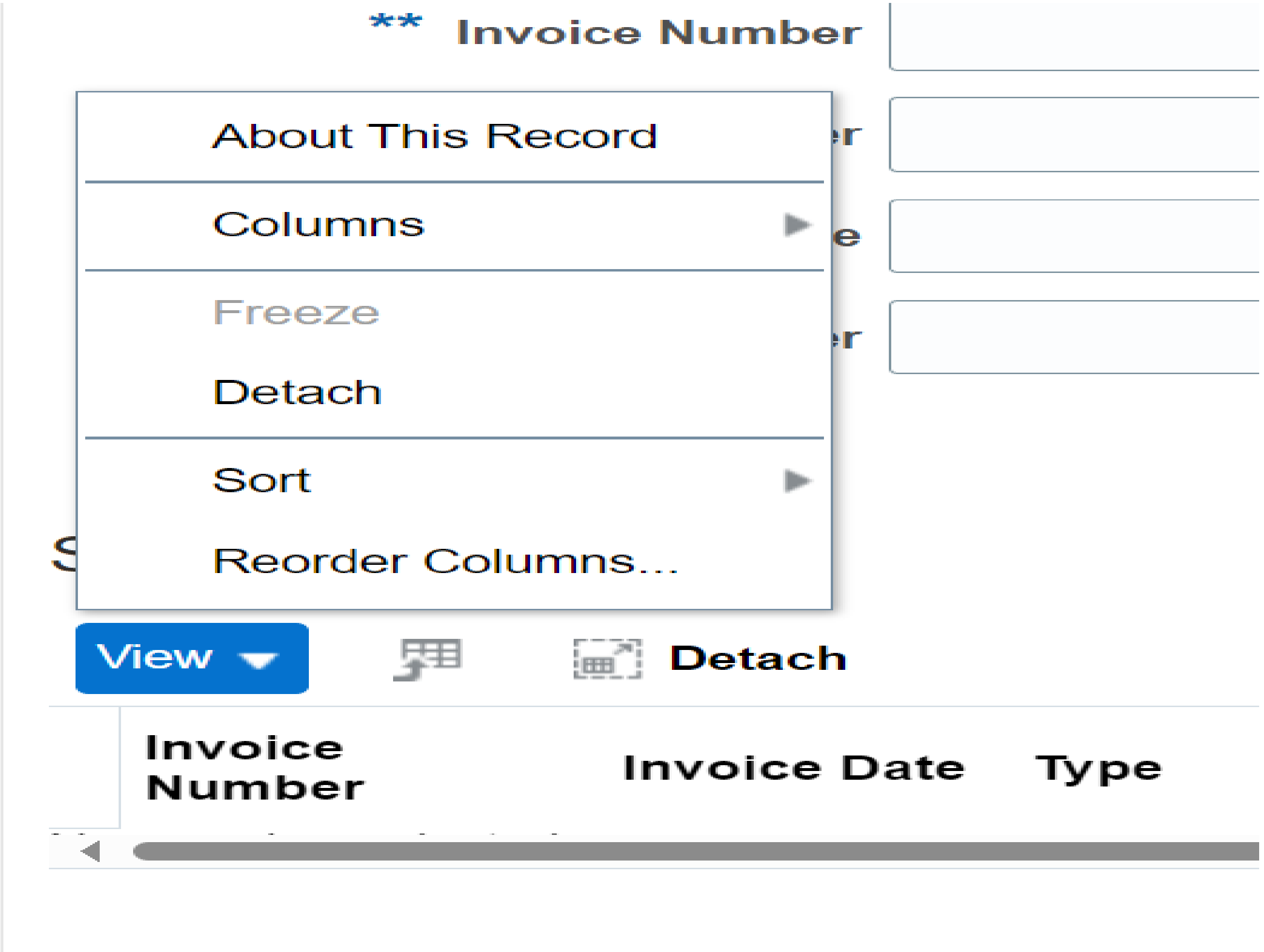
2. You shall have this view:



How to know when the invoice will be paid

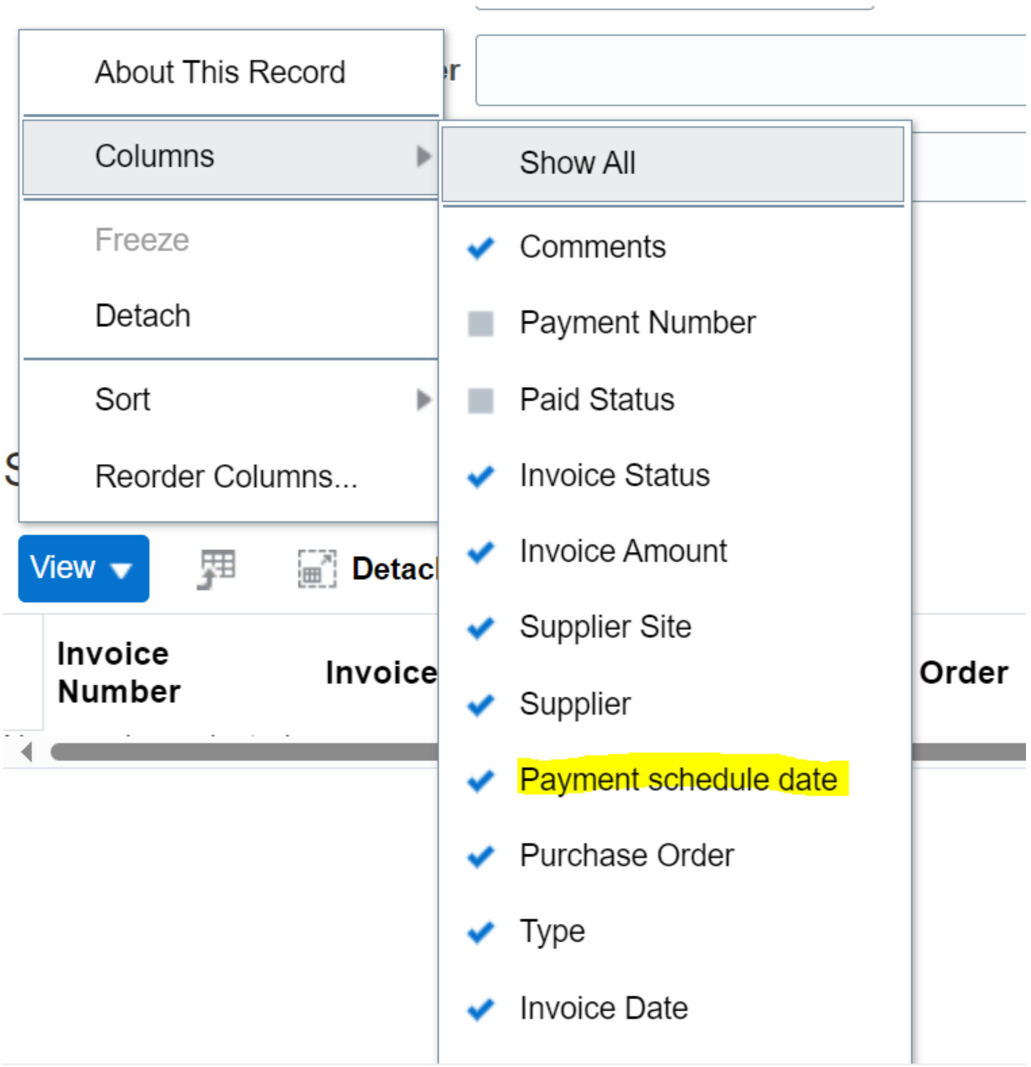
3. If you do not have the column called: “Payment schedule date”. Please follow those quick steps to get it:

3.1 Click on “View” and then on “Column”



How to know when the invoice will be paid

3.2 Look for " Payment schedule date" throughout the drop-down menu



How to know when the invoice will be paid

3.3 Once you have clicked on it, the new column will appear and will stay always on your view.

4. The “Payment schedule date” column will give you the date of when your invoice will be paid, and it will appear for each invoice.

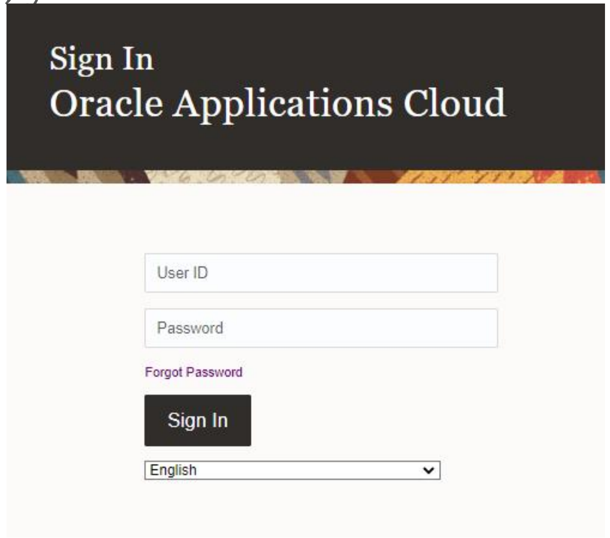
Please note that date is based on your payment terms as well as it includes our payment runs.

If you wish to know how our payment runs work, we invite you to visit our webpage at: Procure-to-Pay (PTP) | Johnson Controls (*that page also includes Invoice requirements*).

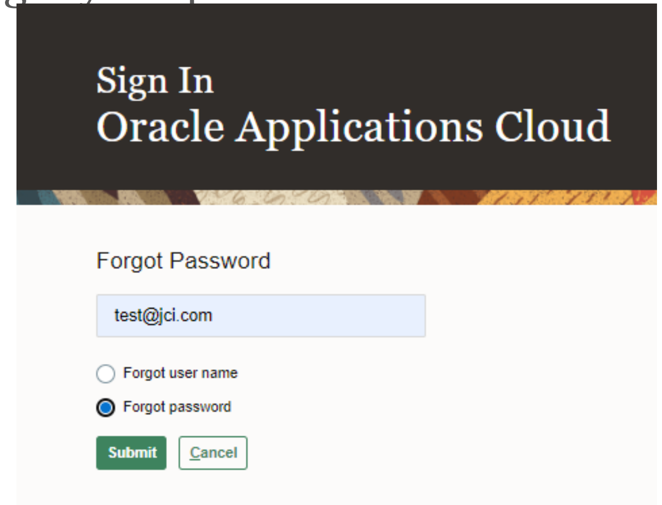
Besides, once the payment was made by us, you shall receive an email notification from : yourpaymentdetails@jci.com to your remittance email (*make sure it will not go to your junk folder*). Note: *if you are part of PrimeRevenue you will received this noficitation.*

Forgot password and/or username

1. If you have forgotten your password, you do not need to write us an e-mail. On the login page, click on: "Forgot your password?"



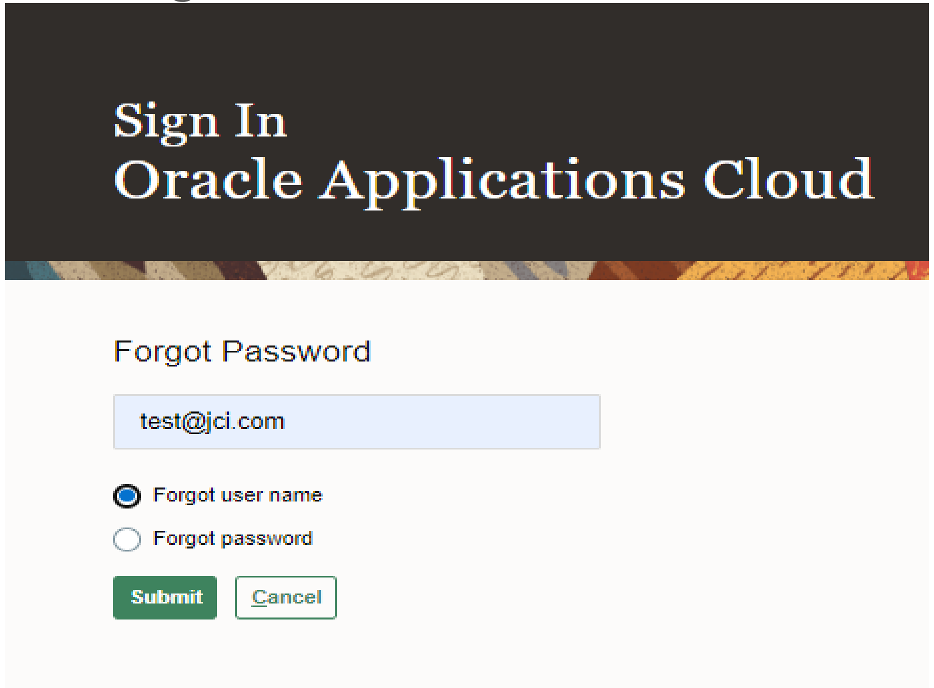
2. Enter your email address, select "Forgot your password?" and then click "Submit"



Forgot password and/or username

4. An email will be sent to your email address. All you have to do is follow the instructions which are written in the email. If you have forgotten your username, you also do not need to write us an e-mail. It's the same process as "Forgot your password?"

5. Enter your email address, select "Forgot Username" and then click "Submit"



7. An email will be sent to your email address. You will just have to follow the instructions which are written in the email.

Support

- In case you require additional information about the Supplier Portal, please visit our webpage which is dedicated for you to get a smooth journey: Oracle Fusion Supplier Portal Learning Hub | Johnson Controls

- For any specific questions related to Portal usage, please reach out to the Supplier Enablement team at:

supplierhub-emea@jci.com

- In case you have additional questions to Invoice and payment status which the Portal does not provide – please visit the following page for more Procure-to-Pay (PTP) | Johnson Controls

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We hope that Quick Reference guide has been helpful.