Quick Reference Guide (NON PO supplier)

Oracle Fusion : The Supplier Portal

Instructions on how to use the portal

Version: June 2026

The power behind **your mission**

Introduction

Welcome to the Johnson Controls Oracle Fusion Supplier Portal Quick Reference Guide (QRG). This guide is designed to provide you with clear, step-by-step instructions to help you navigate the most important features of the Supplier Portal.

Through the Supplier Portal, you gain enhanced visibility into key Procure-to-Pay information, including purchase order details, invoice status, and payment updates, allowing you to easily self-serve. You also have access to item and pricing agreements in one secure place.

We encourage you to take full advantage of this free and user-friendly service to manage your transactions more efficiently.

Summary

Oracle Fusion – Supplier Portal

Oracle Fusion is a cloud-based system built on a global template, with regular updates introducing new features and improvements. While not all functionality is currently used at JCI, our training and support focus on what matters most to you. We will keep you informed as new features or changes are introduced.

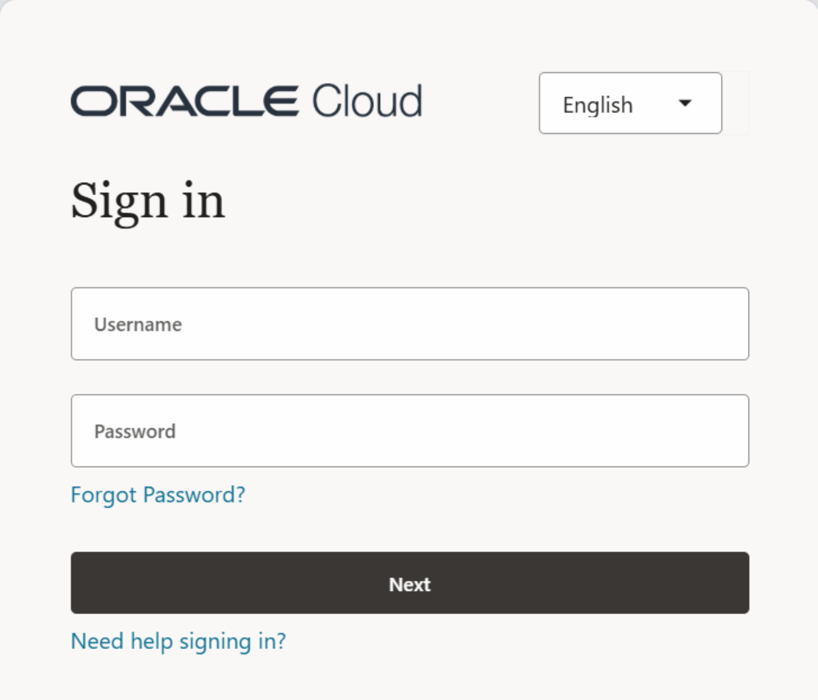
Your access level determines what you see and can do in the system, so screens may occasionally vary from the training materials.

If you have any questions, please contact us at supplierhub-emea@jci.com.

How to Access and Navigate the Supplier Portal

1. Click the Supplier Portal link using Chrome or Edge:

[Sign In (oraclecloud.com)]

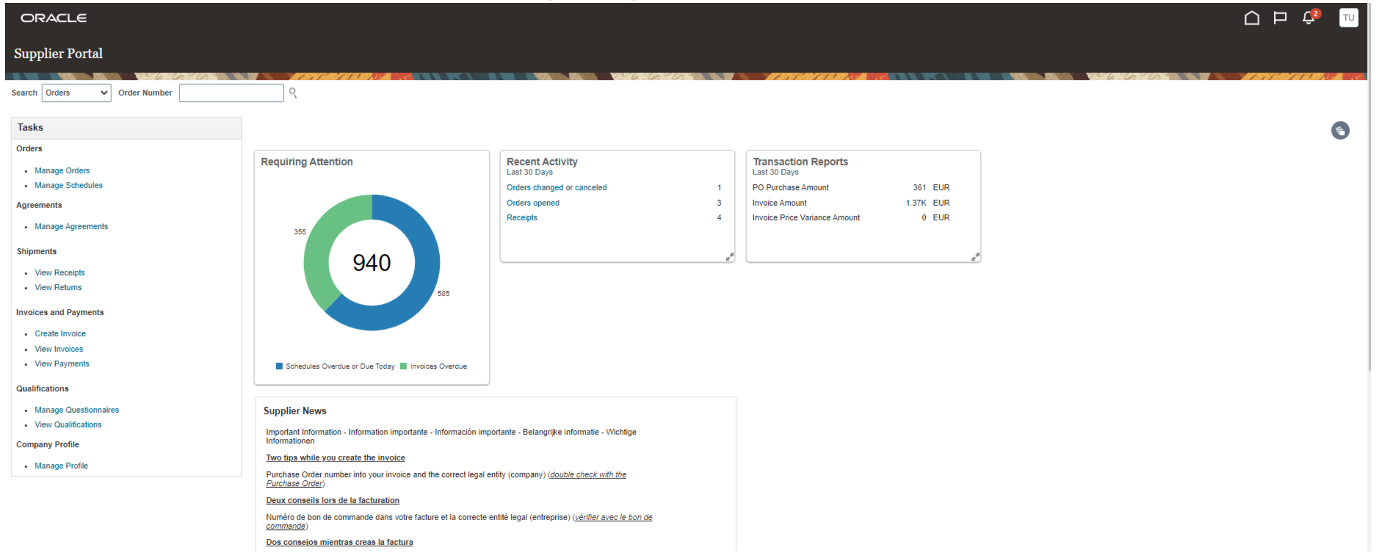


2. Enter your user ID and password as provided in the welcome notification sent to your email.

How to Access and Navigate the Supplier Portal

3. Select the Supplier Portal tab and click on the **Supplier Portal** tile.

4. You will now see the Supplier Portal landing page.

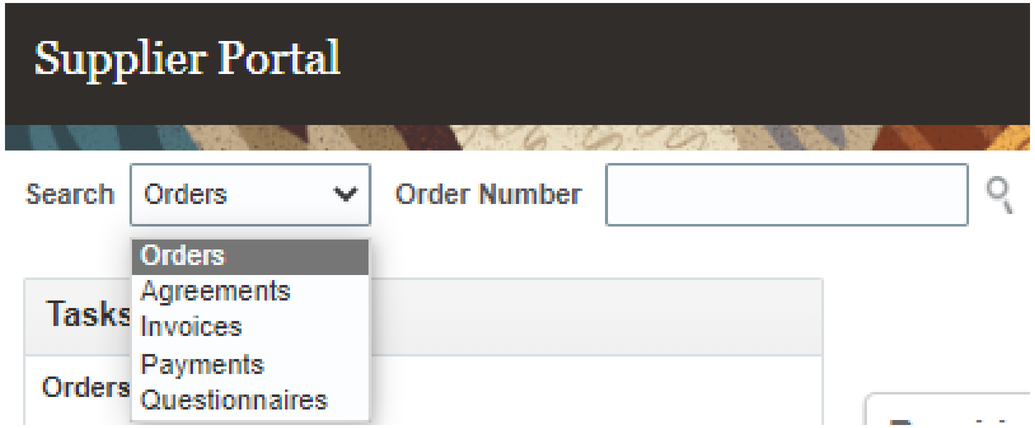


How to Access and Navigate the Supplier Portal

5. You will see the **Home** , **Notifications (bell)** and **Settings** icons at the top right of every screen.

6. The Search and Tasks sections on the left-hand side of the landing page provide access to key areas of the Portal, such as viewing POs, invoices, payments, and agreements.

7. To quickly access your orders, agreements, invoices, or payments, use the Search field: select an option from the drop-down menu, then click the **magnifying glass** icon.

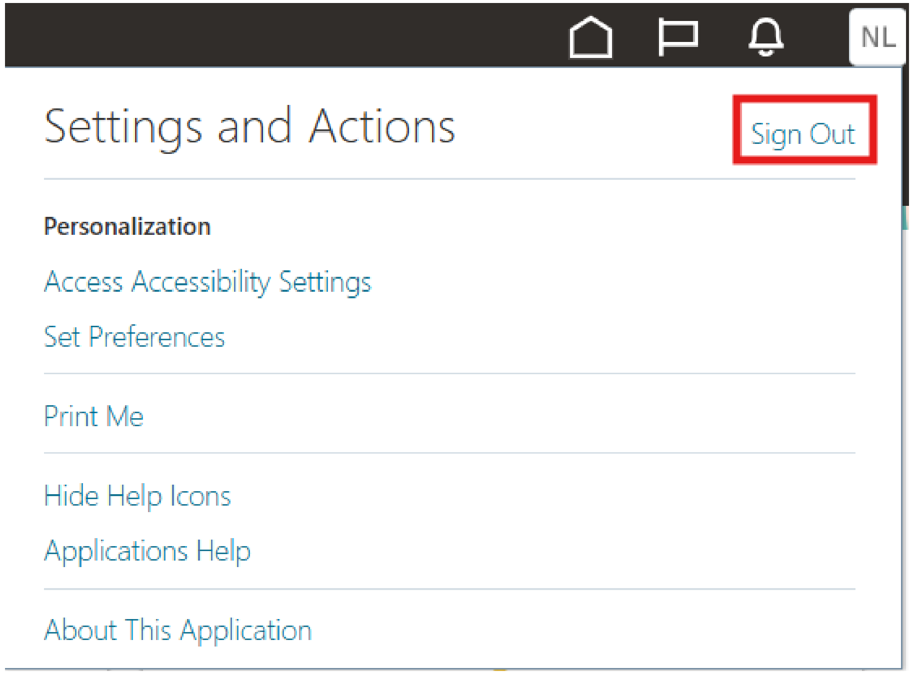


Settings and Preferences

<u>Signing out</u>

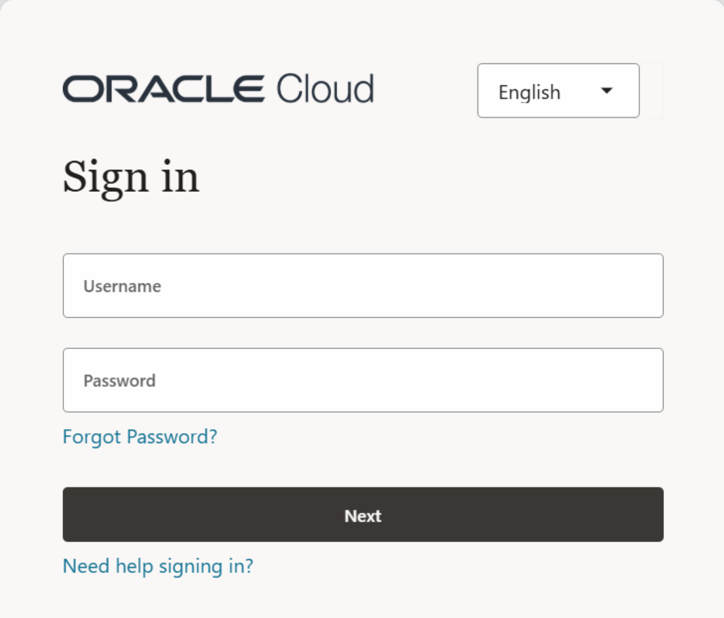
1. If you wish to sign out, click on your initials in the top-right corner (Settings icon):

2. Then click on **Sign Out.**



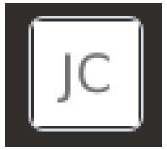
Settings and Preferences

3. Once you have successfully signed out, you will be redirected to the homepage login page.



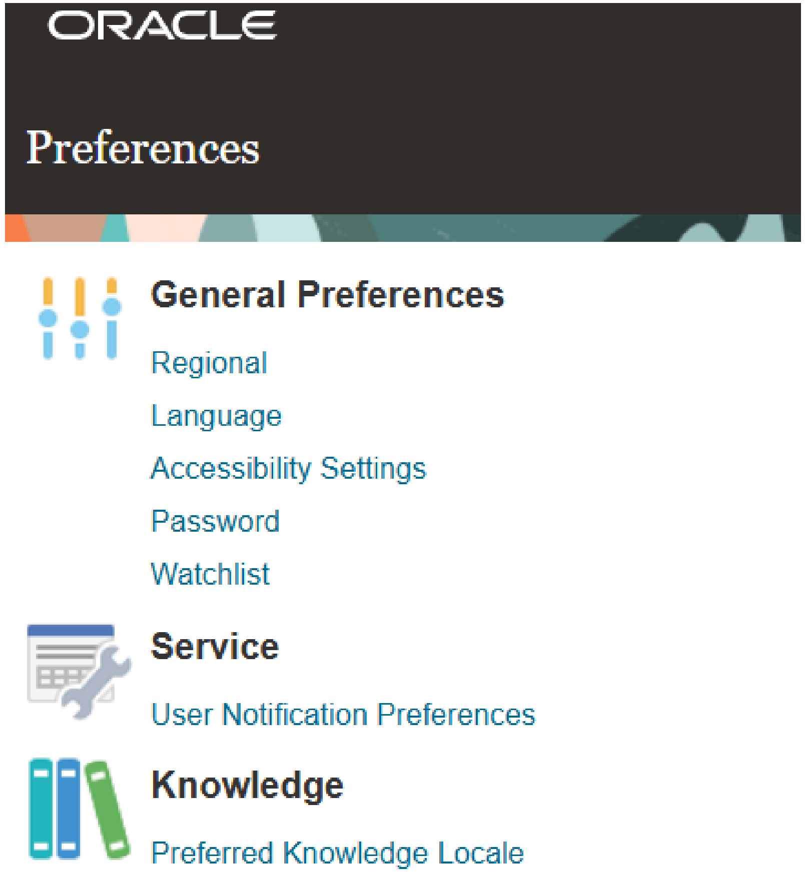
Setting General Preferences

1. If you wish to set your preferences, navigate to Settings and Preferences (click your initials in the top-right corner of your screen) and select the icon:



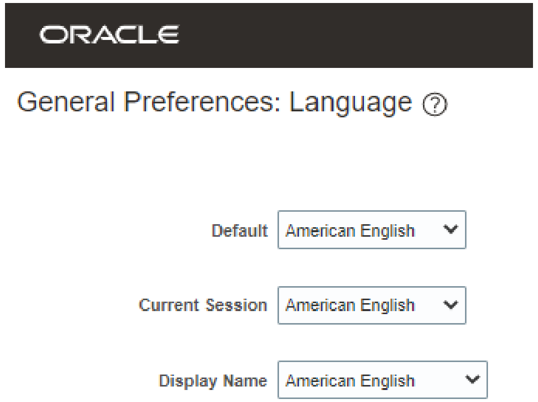
Settings and Preferences

2. Then click on **Set Preferences**.



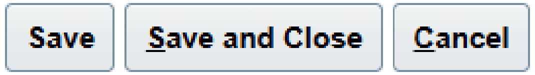
Settings and Preferences

3. Then click on **Language**



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

5. To save your changes, click **Save and Close**.

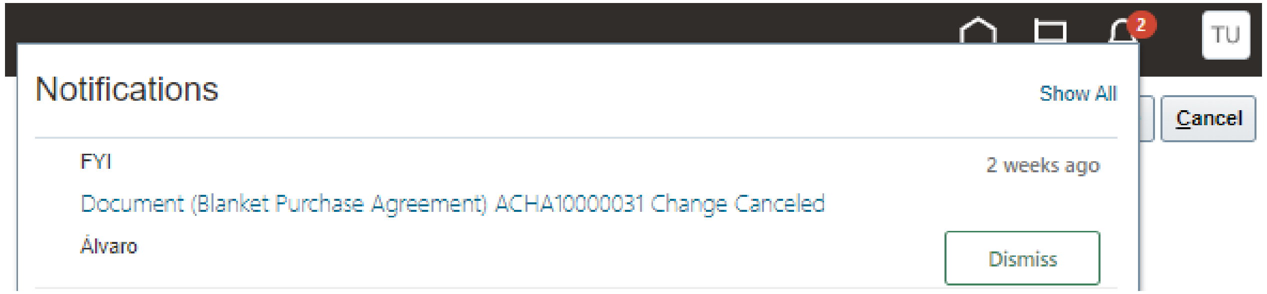


6. To discard your changes, click **Cancel**.

Notifications

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

2. To view all notifications, click **Show All**; otherwise, only the most recent notifications will be displayed.



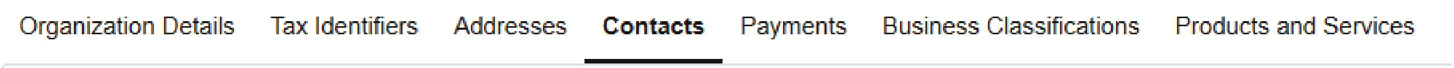
3. There are two types of notifications: FYI and Action Required. In addition to notifications in Oracle Fusion, you will also receive an email notification.

How to View and Update Your Contacts in the Company Profile

This task ensures that all your company contacts are properly set up to access the Portal:

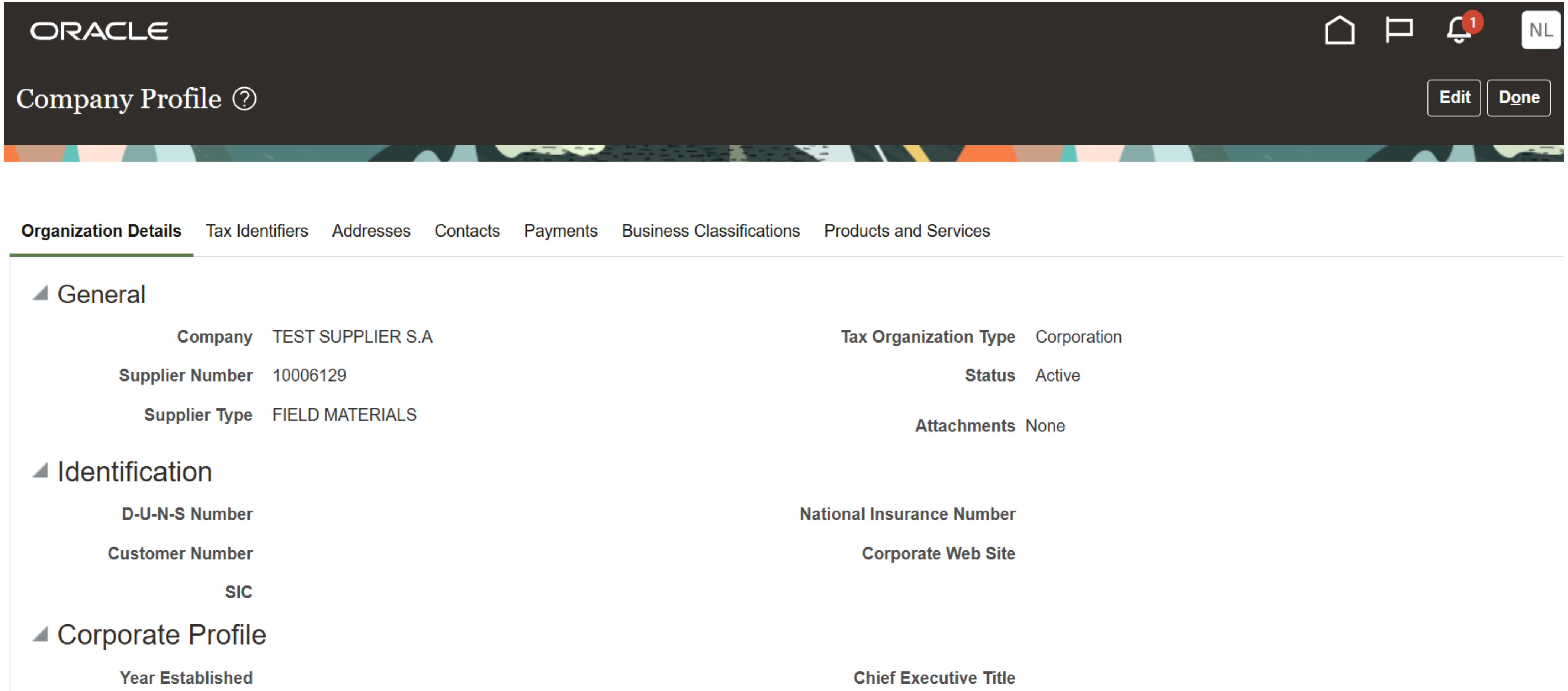
1. Click **Manage Profile** in the task bar on the Supplier Portal landing page.

2. Open the Contacts tab to review which users in your profile have access to the Supplier Portal.



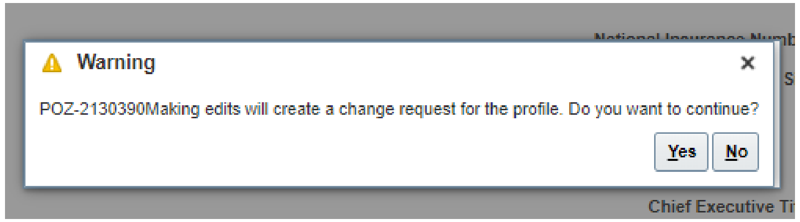
How to View and Update Your Contacts in the Company Profile

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



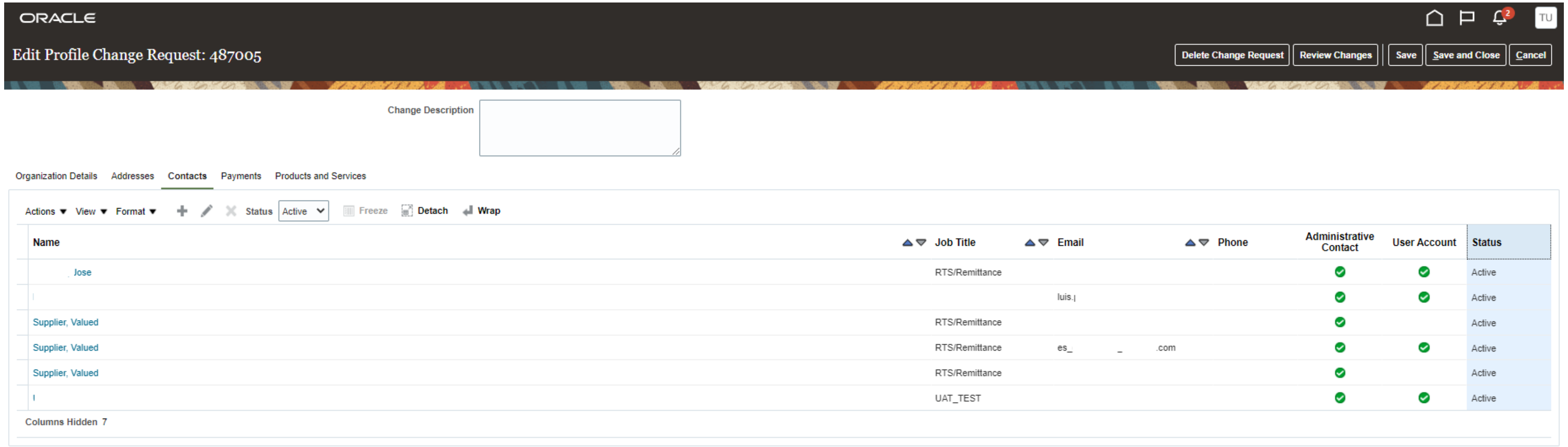
How to View and Update Your Contacts in the Company Profile

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



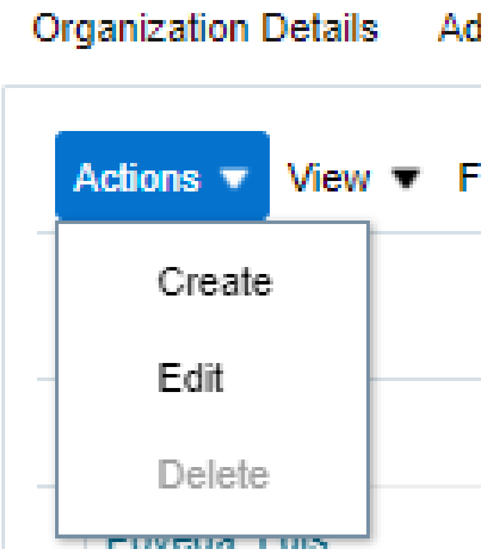
5. Click **Yes** to create a change request.

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



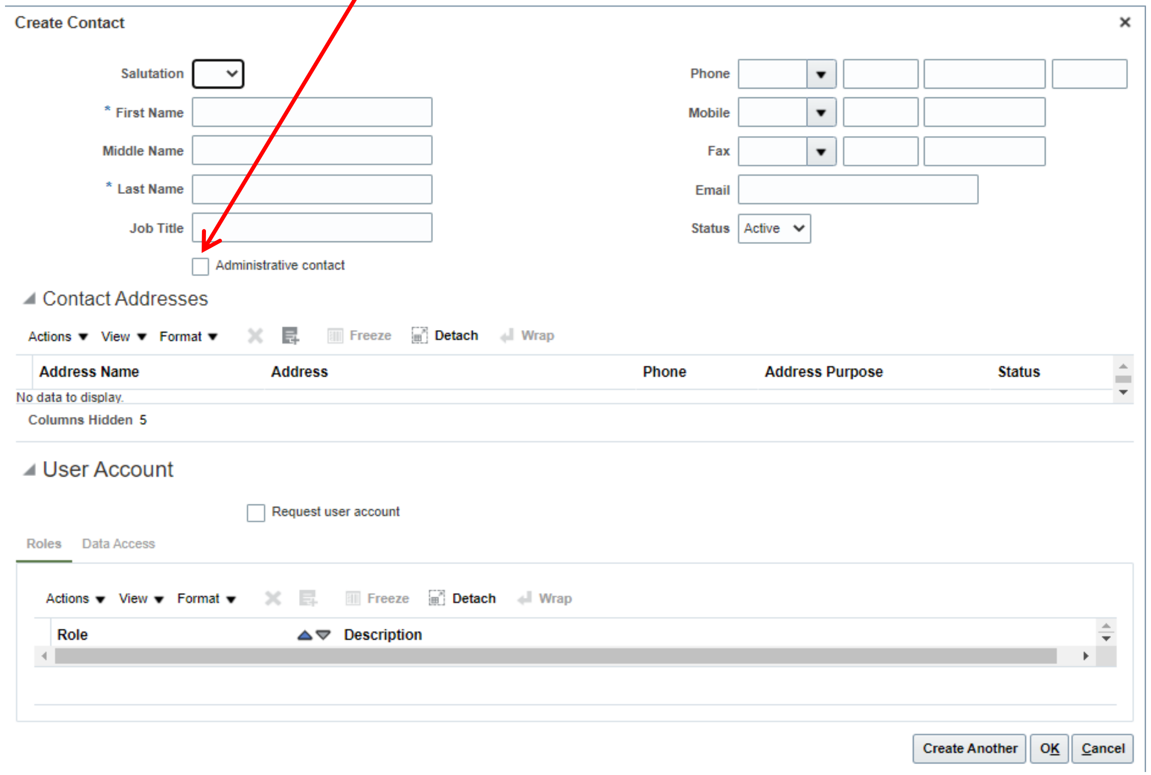
How to View and Update Your Contacts in the Company Profile

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



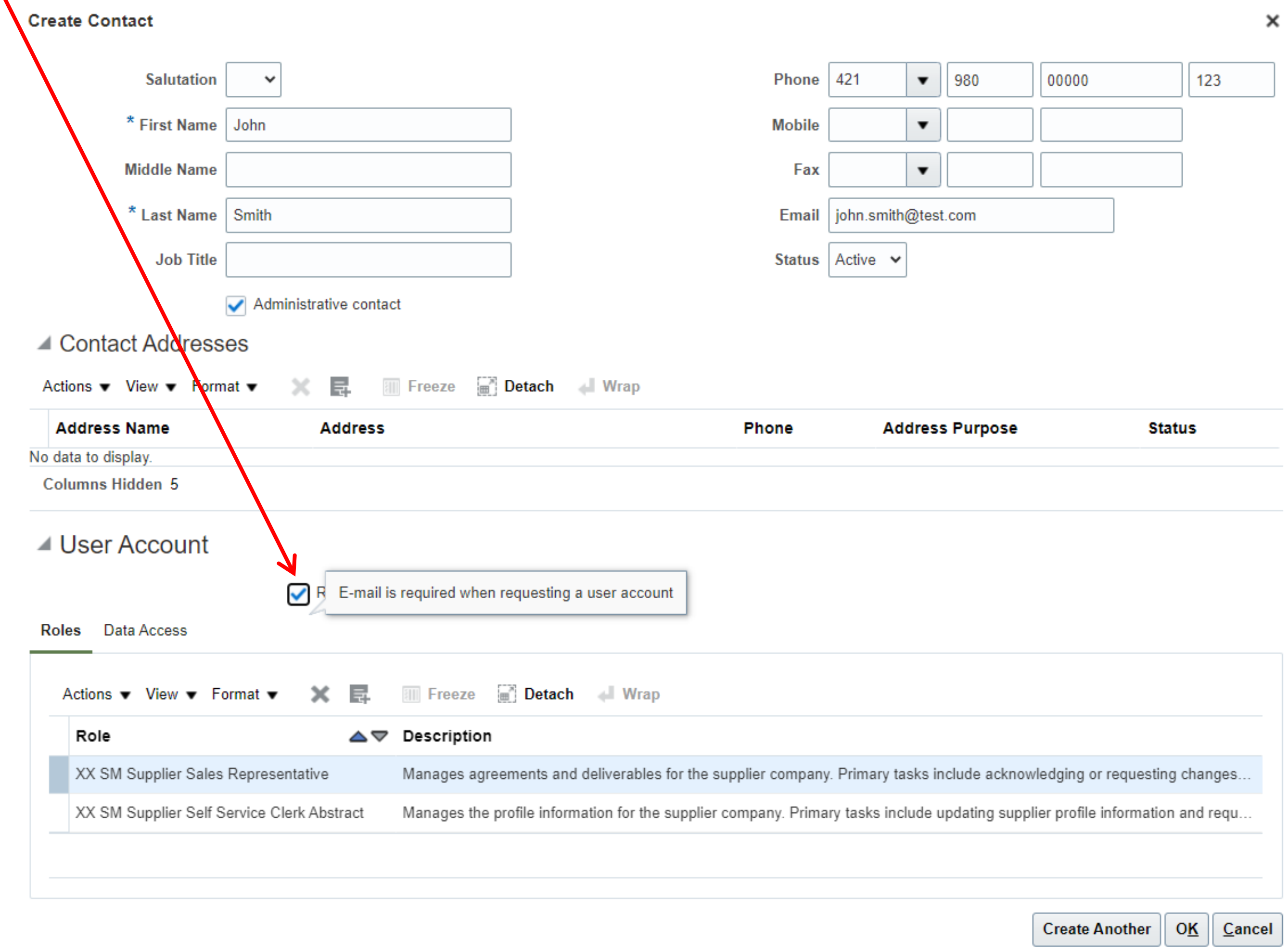
How to View and Update Your Contacts in the Company Profile

8. Enter contact details. In addition to the required fields marked with *, please ensure you include phone details and an address. Tick the **Administrative contact** checkbox if the contact needs the ability to manage contact information.



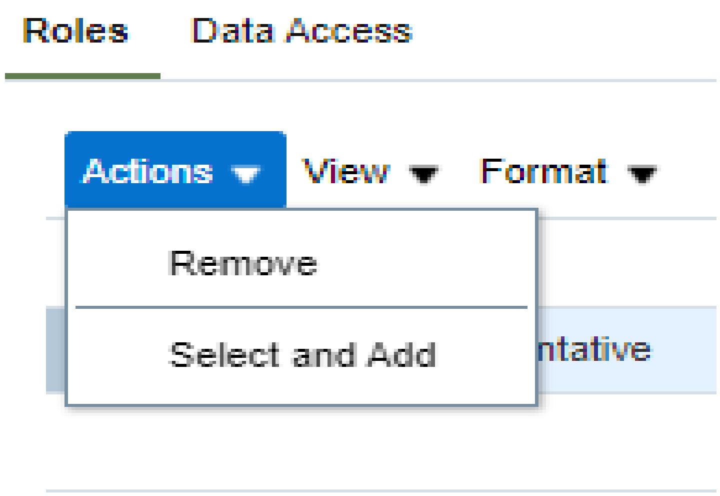
How to View and Update Your Contacts in the Company Profile

9. Tick the **Request User Account** checkbox if the contact should have access to the Supplier Portal.



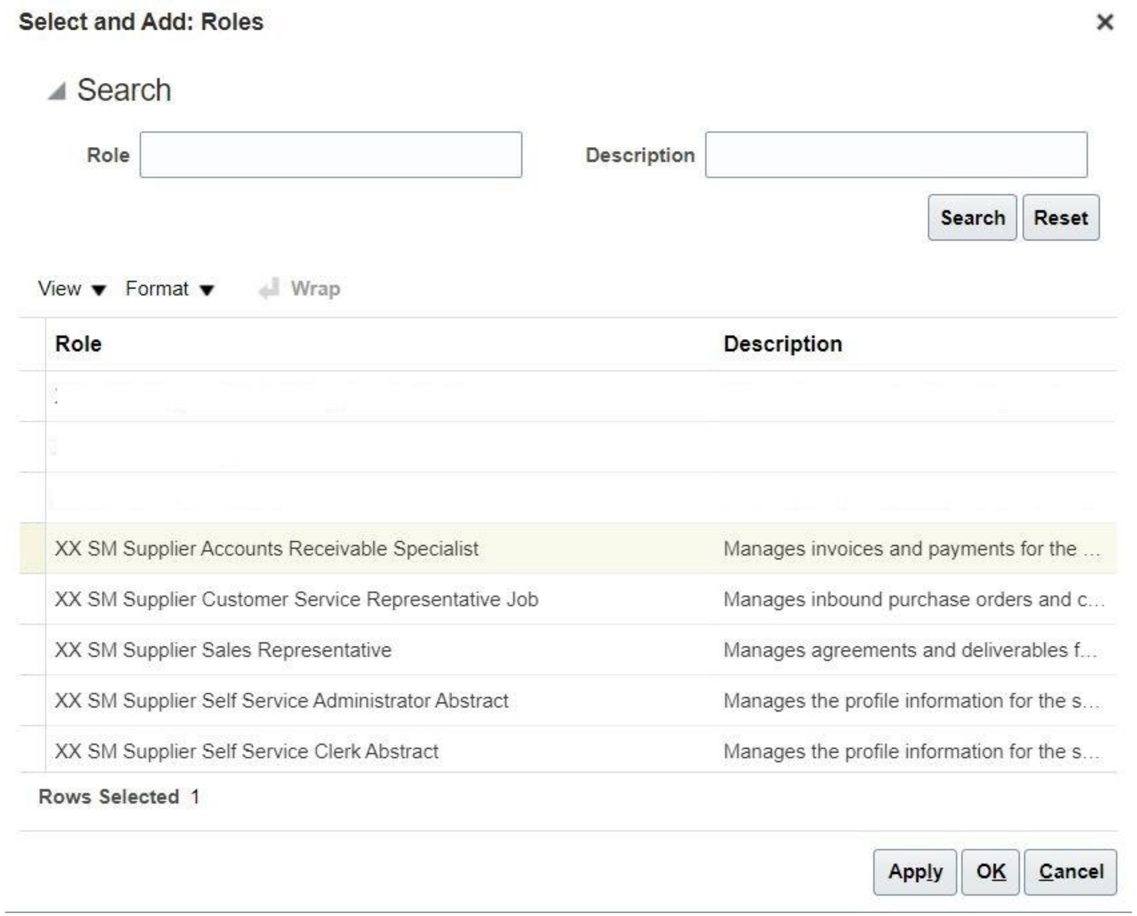
How to View and Update Your Contacts in the Company Profile

10. To assign roles to your contact, navigate to **Roles**, then click **Actions** and select **Select and Add**.



How to View and Update Your Contacts in the Company Profile

11. To assign roles to your contact, navigate to **Roles**. Select the desired roles (one at a time or using the Ctrl key), click **Apply** after each selection, then click **OK**.



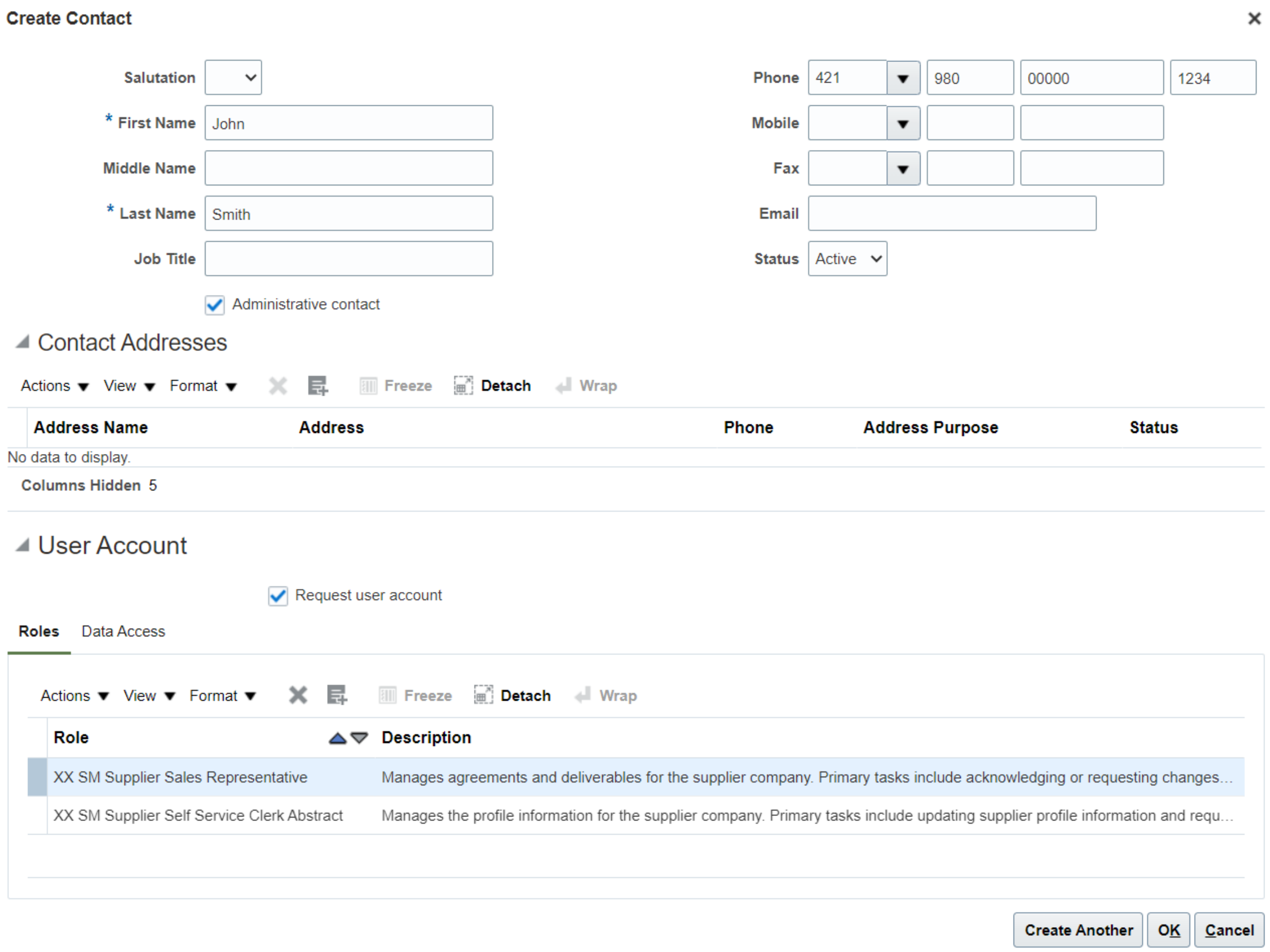
How to View and Update Your Contacts in the Company Profile

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

Johnson Controls

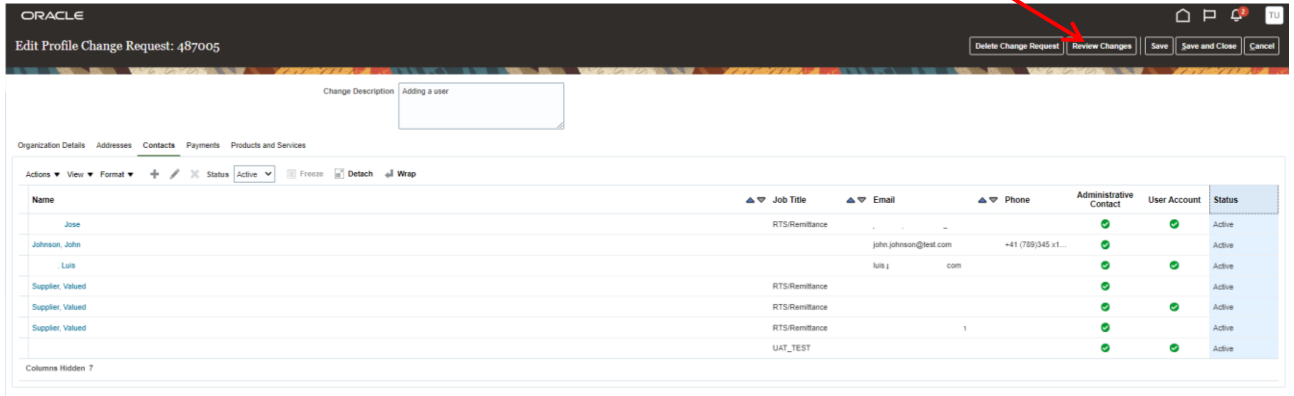
How to View and Update Your Contacts in the Company Profile

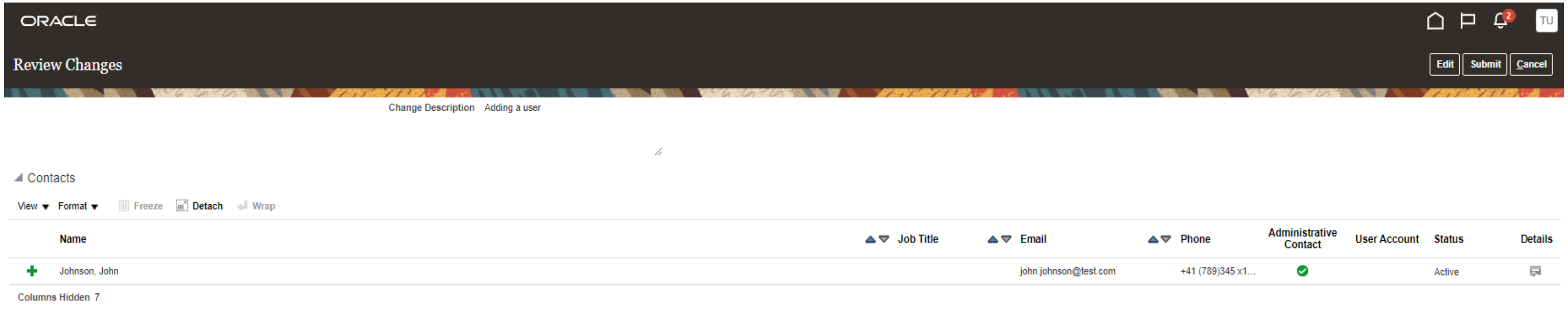
12. To confirm the creation, click **OK**.



How to View and Update Your Contacts in the Company Profile

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



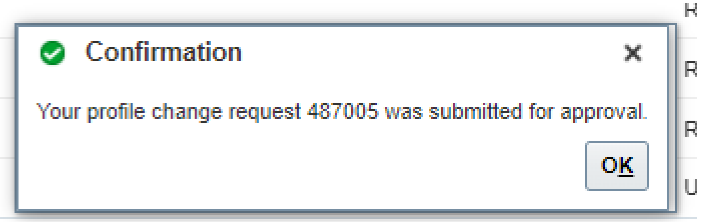


14. To finish the process, click **Submit**.

Johnson Controls

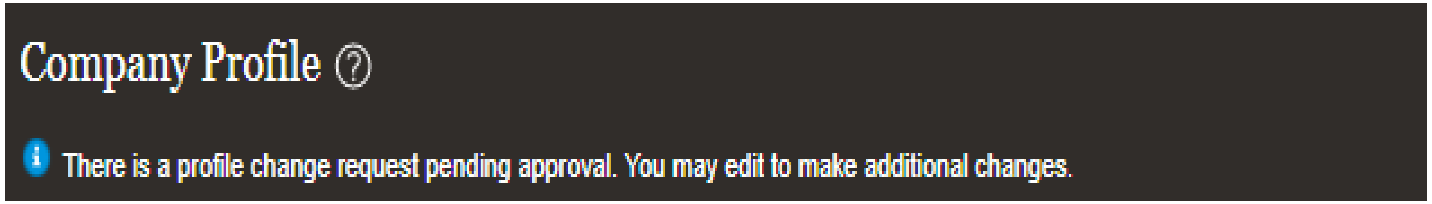
How to View and Update Your Contacts in the Company Profile

15. Once you submit your updates, a confirmation message will appear indicating that your profile change request has been successfully submitted for approval.



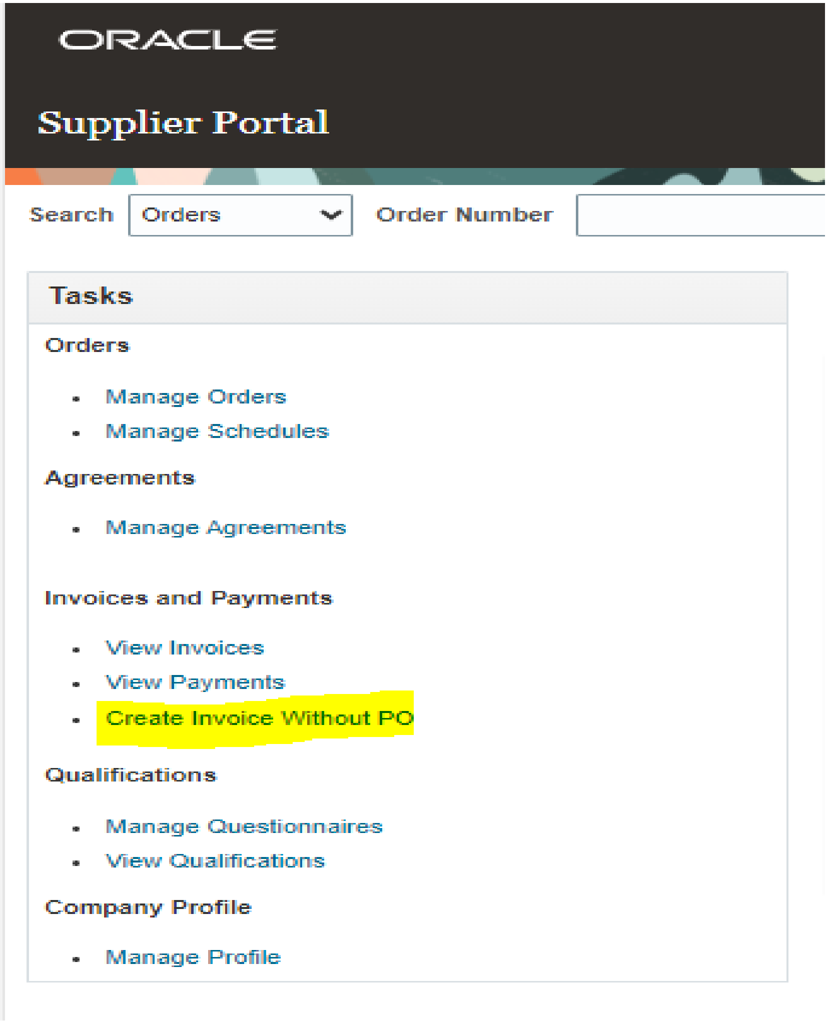
16. Your changes will be routed for approval within JCI. Until they are approved, the following message will appear on your screen:

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



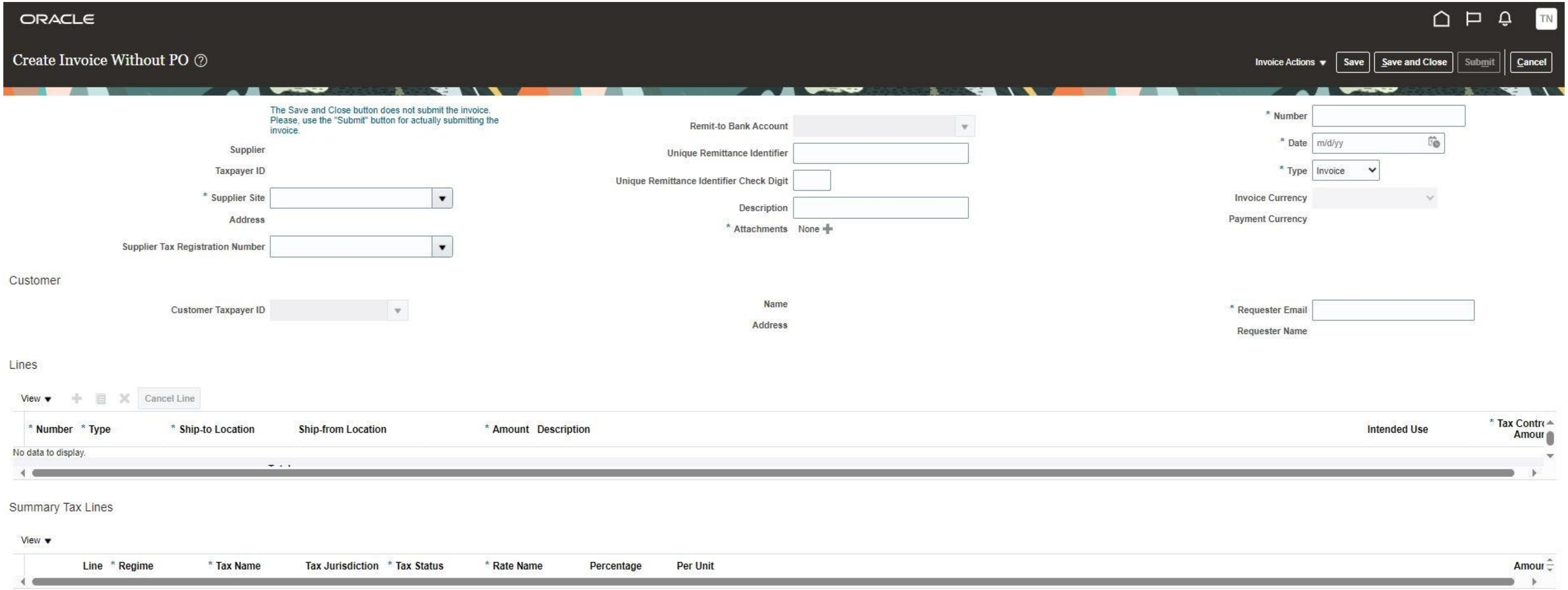
How to Create an Invoice

1. Go to **Invoice and Payments** in the **Tasks** section, then click **Create Invoice Without PO**.



How to Create an Invoice

2. You will see the following screen:



How to Create an Invoice

3. To ensure your invoice is submitted correctly, complete all mandatory fields marked with a blue asterisk (*).

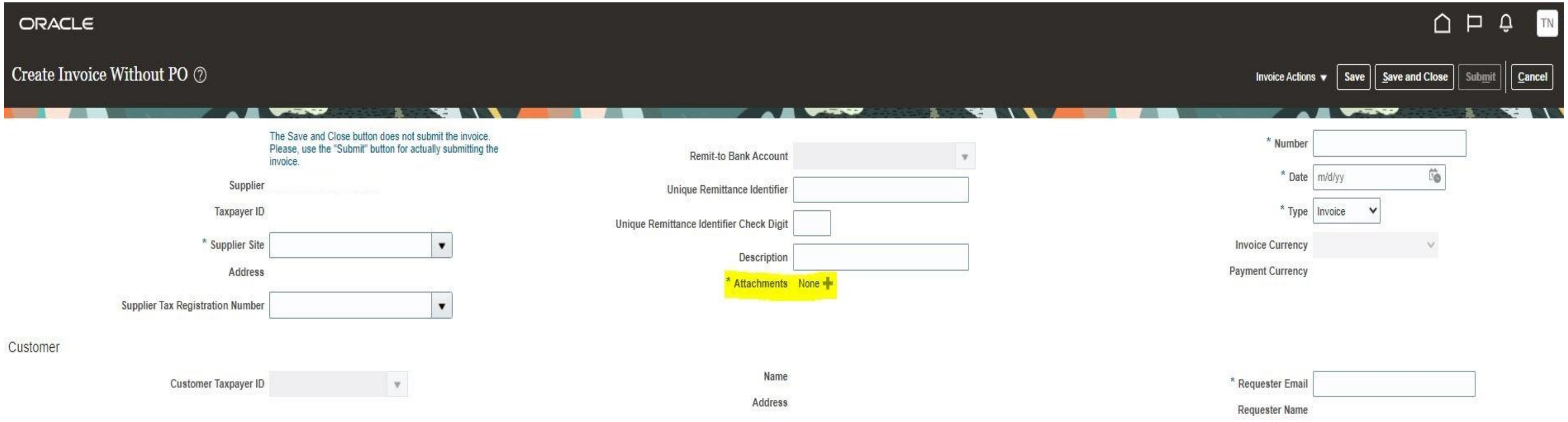
4. Please, follow the steps below:

a) **!Before you begin!** - please note that your invoice must include the correct legal entity and comply with all criteria outlined in our Golden Rules. For more details, please refer to our FAQs

b) Select your site (from where the goods were shipped) in the **Supplier Site** field. Once the site is selected, the **Supplier Tax Registration Number** and **Remit-to Bank Account** fields will be automatically populated.

How to Create an Invoice

c) Attach your invoice in PDF format here by clicking the “**+**” icon - this is a mandatory step to complete the submission correctly.



How to Create an Invoice

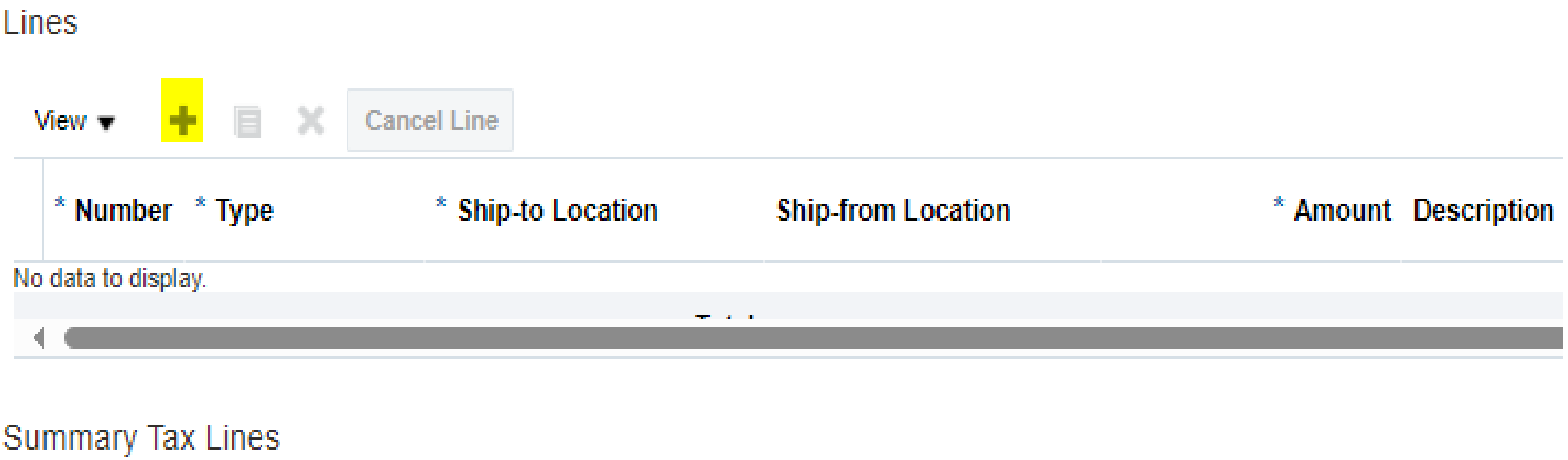
d) Enter the invoice number in the **Number** field.

e) In the **Date** field, enter the invoice date (current or past date).

f) In the **Type** field, the default is “Invoice.” If applicable, select “Credit Note.”

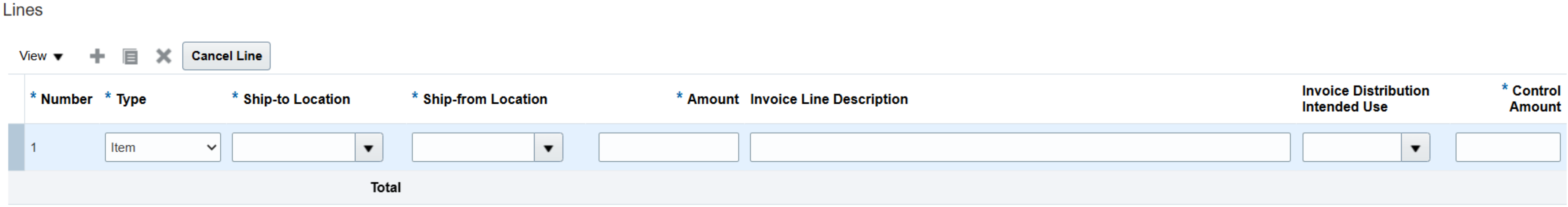
g) In the **Requester Email** field, enter the email address of the Supplier Owner. If you do not know this information, please refer to your contract or contact us at supplierhub-emea@jci.com .

h) Add the lines you want to invoice by clicking the “**+**” icon as shown below:



How to Create an Invoice

i) Fill in the lines (<u>Note: The steps below must be repeated for each line.</u>)



Select the **Ship-to Location** (the location where the goods were delivered or the services were provided).

Choose the **Ship-from Location** (the location from which the goods were shipped).

In the **Amount** section, enter the line amount (price excluding VAT) that you wish to invoice.

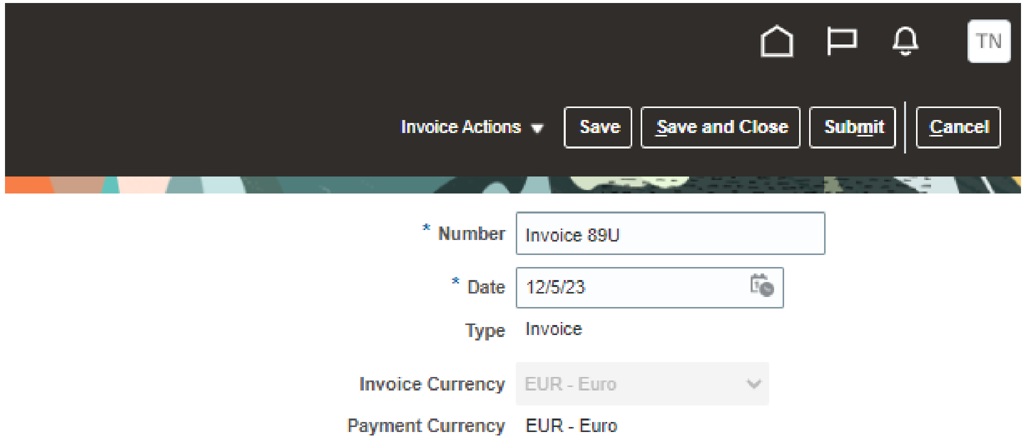
In the **Description** section, enter a description.

Use the **Invoice Distribution Intended Use** field **only for Reverse Charge cases** (see the Intended Use section for more details).

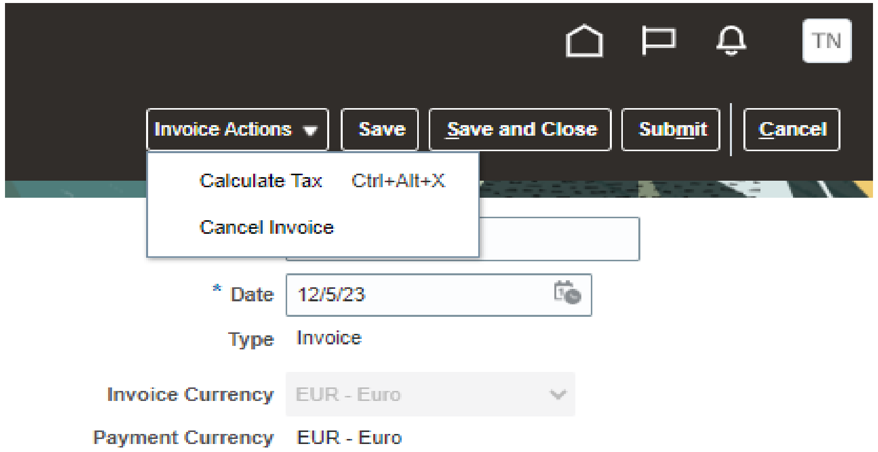
Enter the VAT amount in the **Control Amount** field for the selected line.

How to Create an Invoice

j) Once the lines are completed, go to **Invoice Actions**.

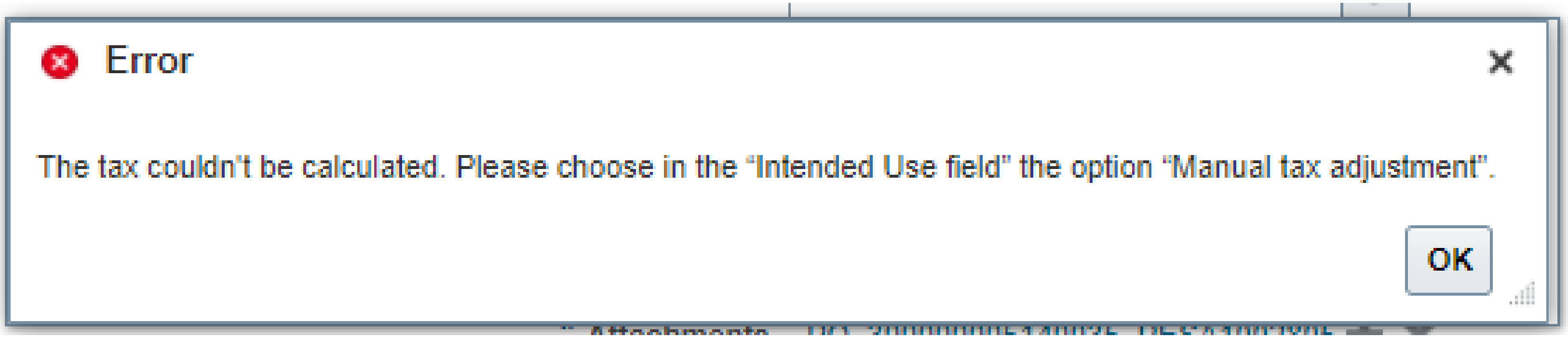


Then, click on **Calculate Tax**.



How to Create an Invoice

k) If a pop-up window appears stating the below message, please use the **Intended Use** section.



For guidance, refer to **How to Create an Invoice (Intended Use – VAT related)** on the next slide.

l) If the tax is calculated without a pop-up window, click **Submit** to submit your invoice.

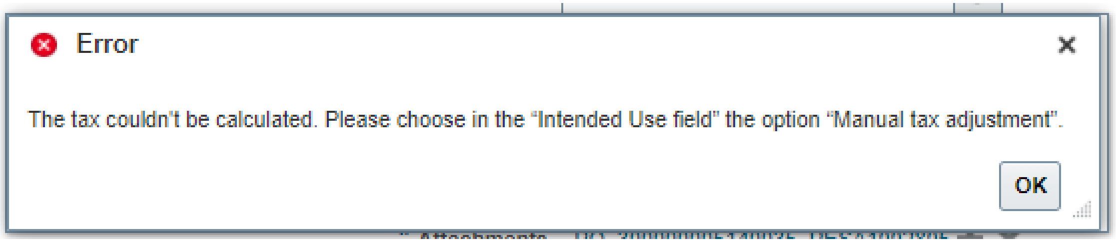
Please be aware that clicking "Save" or "Save and Close" does not mean your invoice has been submitted. It will only be saved with the status "Incomplete." You must take further action; otherwise, the invoice will not be processed or paid.

Please note that once your invoice is submitted, it cannot be cancelled. In such cases, please contact our AP Support at: contact details

How to Create an Invoice (Intended Use – VAT related)

In the “Intended Use” section, this field should only be used in Reverse Charge (VAT related) cases.

You will know when to use this section, as a pop-up window will appear with the following message:



If this pop-up appears, go to the **Intended Use** section and select **Manual tax adjustment**, then continue the process.

What is REVERSE CHARGE?

It typically applies when goods are shipped between two different countries within the EU (e.g., from country A to country B), and you ask to be exempted from the VAT.

<u>For more details on Reverse Charge, please consult your local tax advisor.</u>

E-invoicing

If your country is subject to e-invoicing regulations, please follow the applicable local requirements and **do NOT submit invoices via Supplier Portal or email** where e-invoicing is mandatory.

Belgium (Effective 1 January 2026)

➡️ Mandatory B2B e-invoicing for all Belgian companies

➡️ Invoices must be submitted via the **Peppol network**

❌ PDF, email, and paper invoices are not accepted

Poland (Effective 1 February 2026)

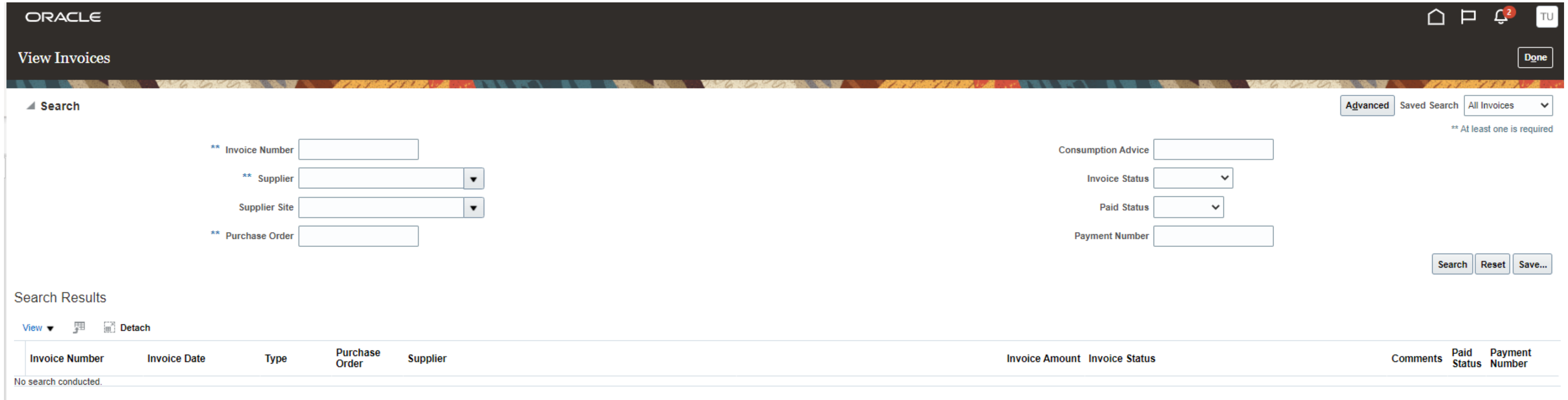
➡️ Mandatory B2B e-invoicing for domestic transactions

➡️ Submit invoices via the **KSeF platform** only

❌ PDF, email, and paper invoices are not accepted

How to View Invoice Status

1. Go to **Invoice and Payments** in the **Tasks** section, then click **View Invoices**.



2. To search for an invoice, complete one of the following required fields (marked with **)

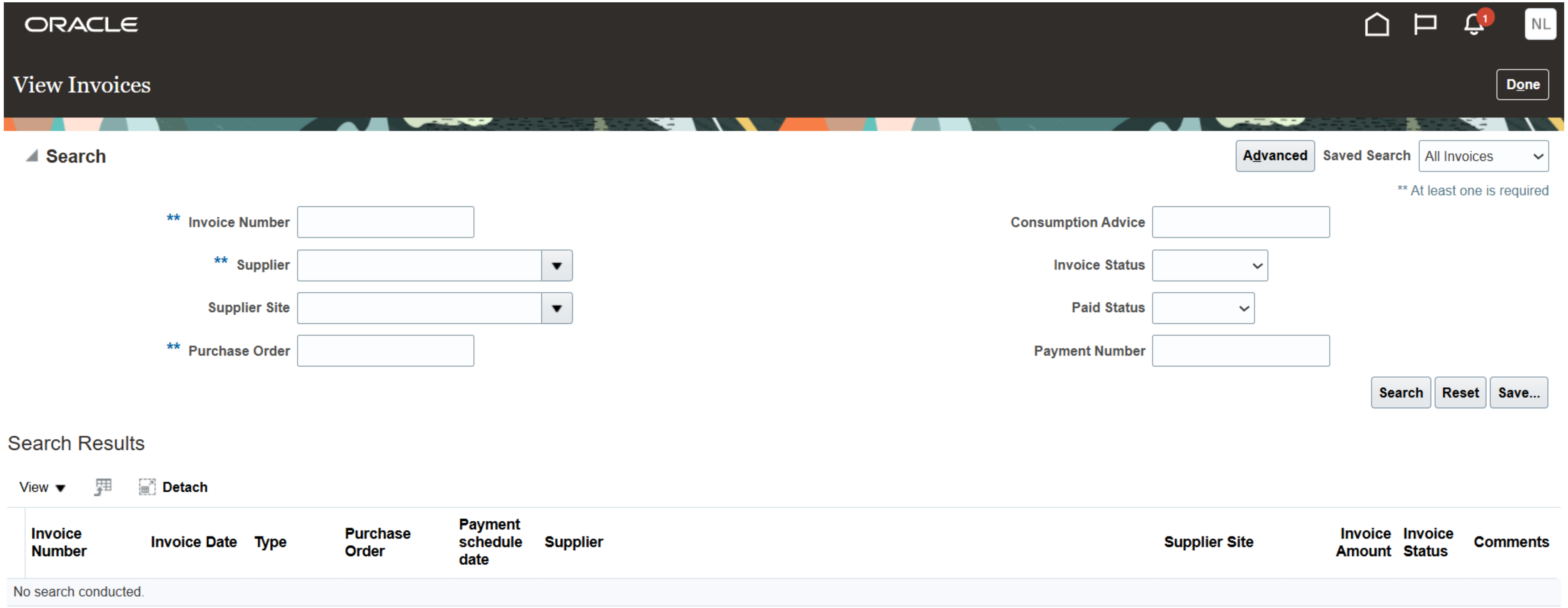
a. **Invoice number** – if you are looking for a specific invoice

b. **Supplier** – if you want to view all invoices for your company

c. **Purchase Order** – if you are looking for an invoice related to a specific purchase order

How to View Invoice Status

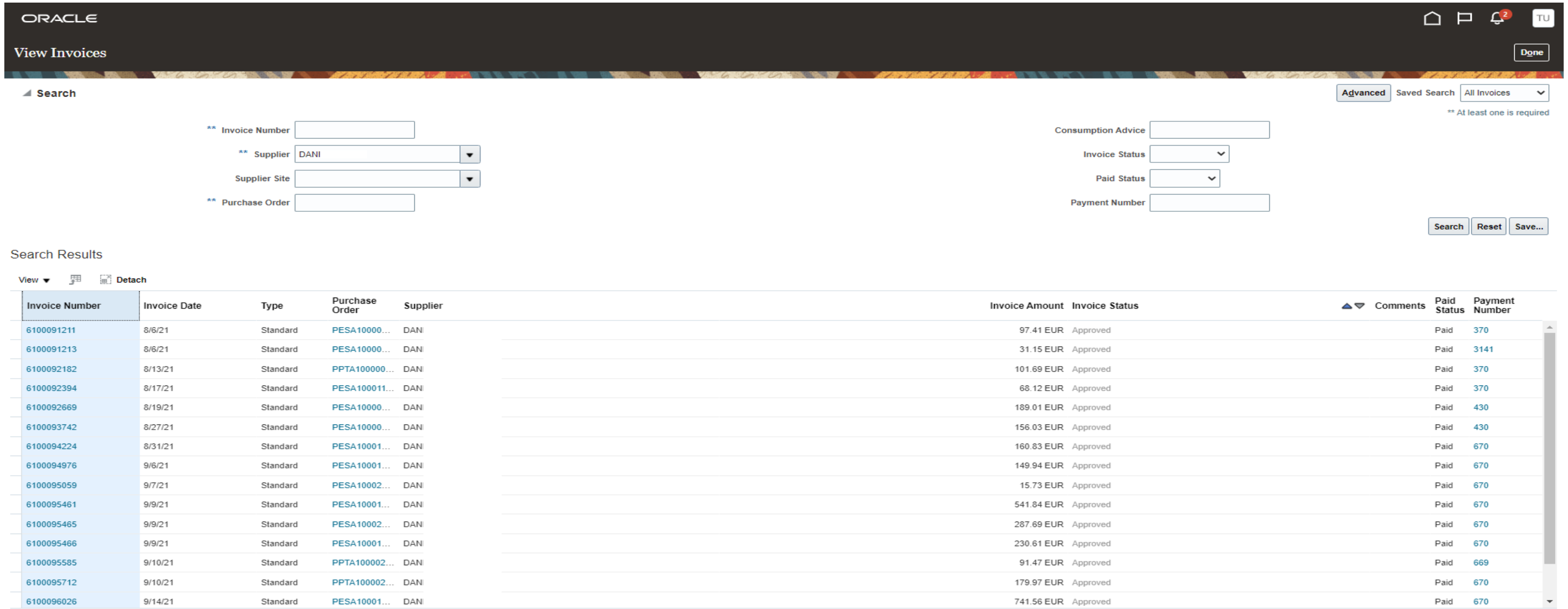
3. Click **Search**.



Johnson Controls

How to View Invoice Status

4. The invoice will be displayed in the **Search Results** section. To view the invoice details, click on the **Invoice Number** hyperlink.



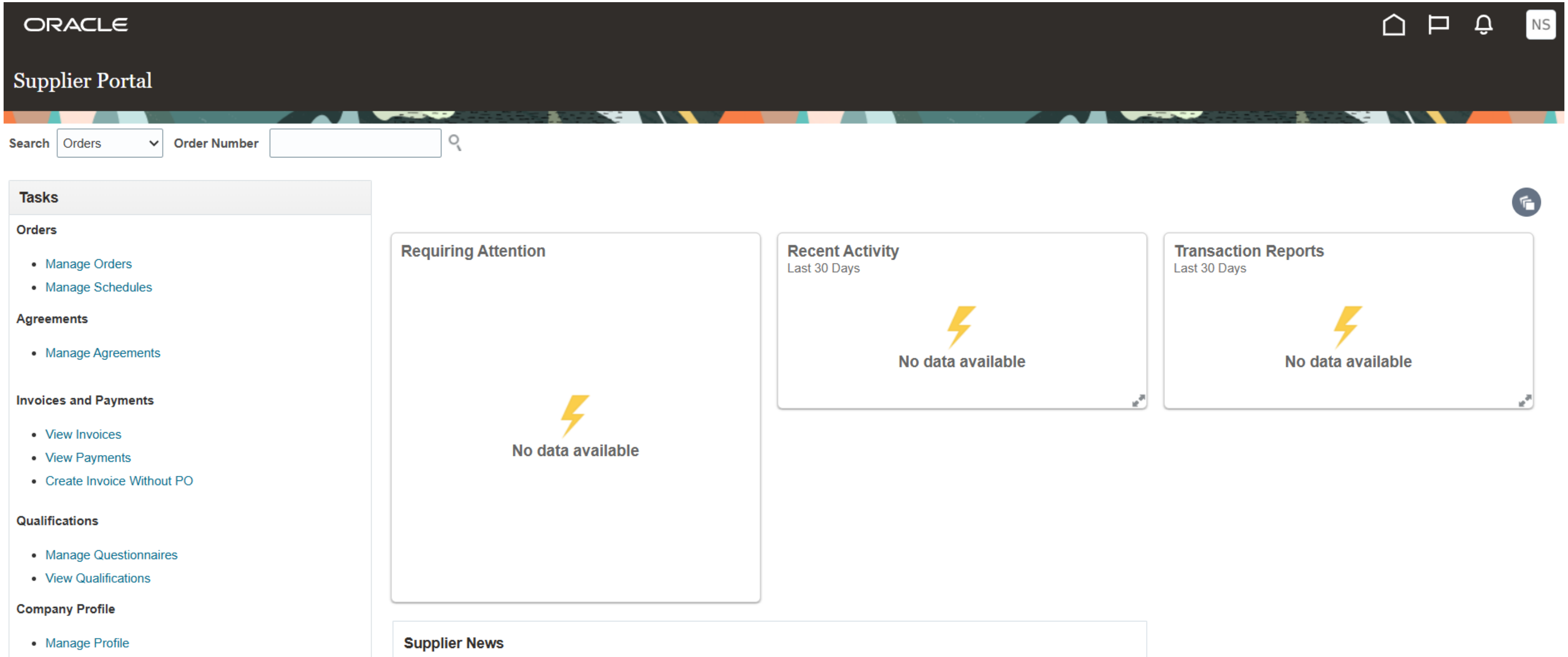
How to View Invoice Status

Invoice Statuses 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

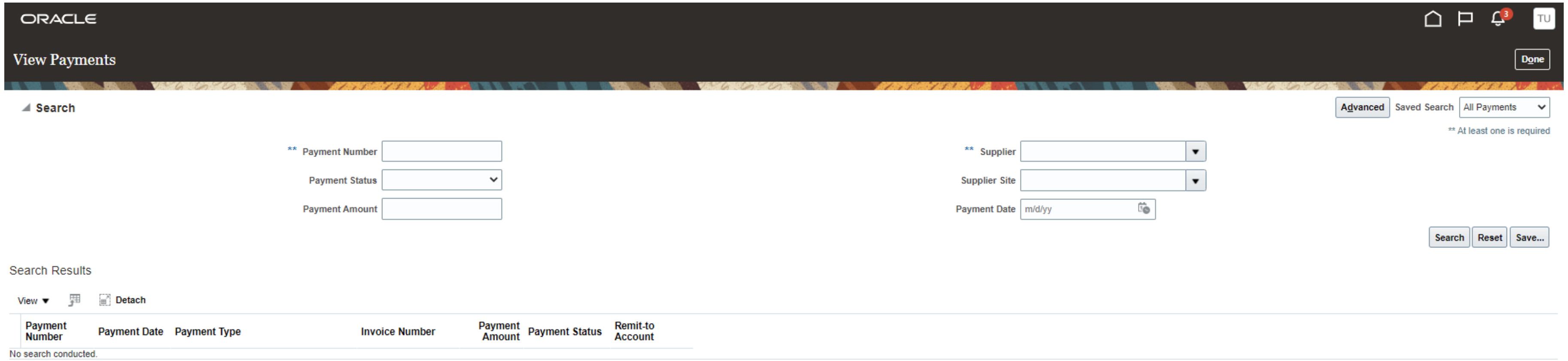
How to View Payment Status

1. Go to **Invoice and Payments** in the **Tasks** section, then click **View Payments**.



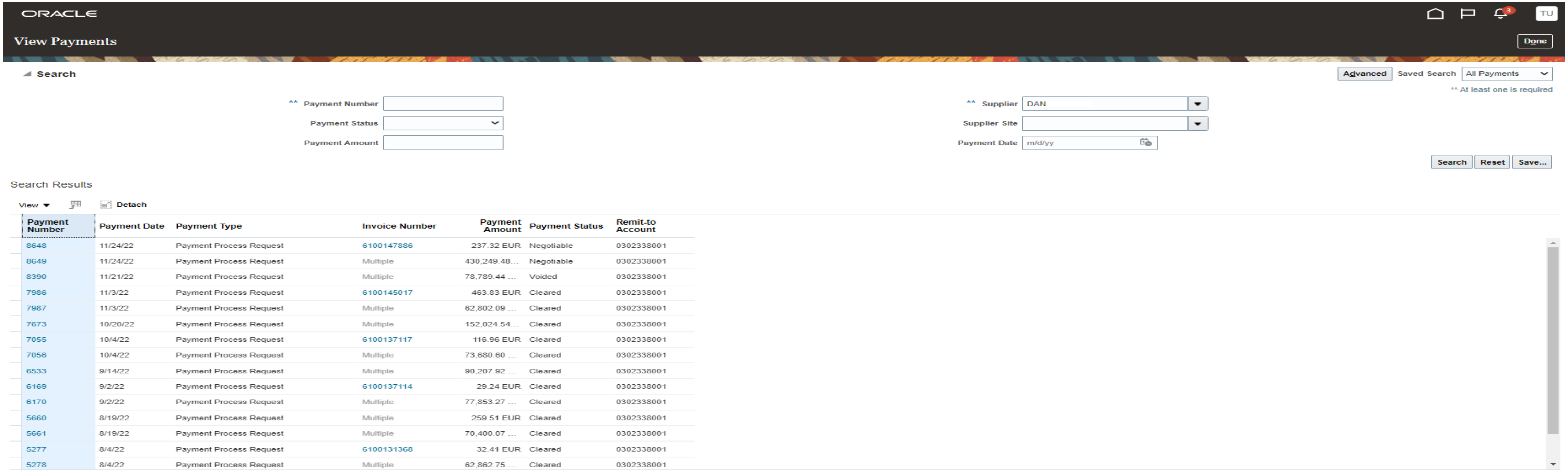
How to View Payment Status

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



How to View Payment Status

3. Payments will be displayed in the **Search Results** section.

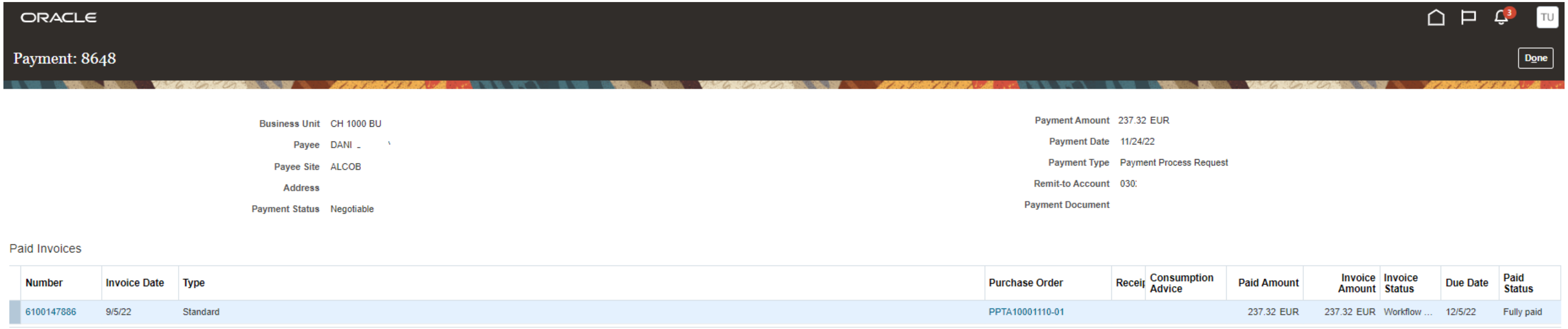


Payment Number	Payment Date	Payment Type	Invoice Number	Payment Amount	Payment Status	Remit-to Account
8648	11/24/22	Payment Process Request	6100147886	237.32 EUR	Negotiable	0302338001
8649	11/24/22	Payment Process Request	Multiple	430,249.48 ...	Negotiable	0302338001
8390	11/21/22	Payment Process Request	Multiple	78,789.44 ...	Voided	0302338001
7986	11/3/22	Payment Process Request	6100145017	463.83 EUR	Cleared	0302338001
7987	11/3/22	Payment Process Request	Multiple	62,802.09 ...	Cleared	0302338001
7673	10/20/22	Payment Process Request	Multiple	152,024.54 ...	Cleared	0302338001
7055	10/4/22	Payment Process Request	6100137117	116.96 EUR	Cleared	0302338001
7056	10/4/22	Payment Process Request	Multiple	73,680.60 ...	Cleared	0302338001
6533	9/14/22	Payment Process Request	Multiple	90,207.92 ...	Cleared	0302338001
6169	9/2/22	Payment Process Request	6100137114	29.24 EUR	Cleared	0302338001
6170	9/2/22	Payment Process Request	Multiple	77,853.27 ...	Cleared	0302338001
5660	8/19/22	Payment Process Request	Multiple	259.51 EUR	Cleared	0302338001
5661	8/19/22	Payment Process Request	Multiple	70,400.07 ...	Cleared	0302338001
5277	8/4/22	Payment Process Request	6100131368	32.41 EUR	Cleared	0302338001
5278	8/4/22	Payment Process Request	Multiple	62,862.75 ...	Cleared	0302338001

4. To view the payment details, click on the Payment **Number** hyperlink. *(Please note that the payment number is an internal reference number .)*

Johnson Controls

How to View Payment Status



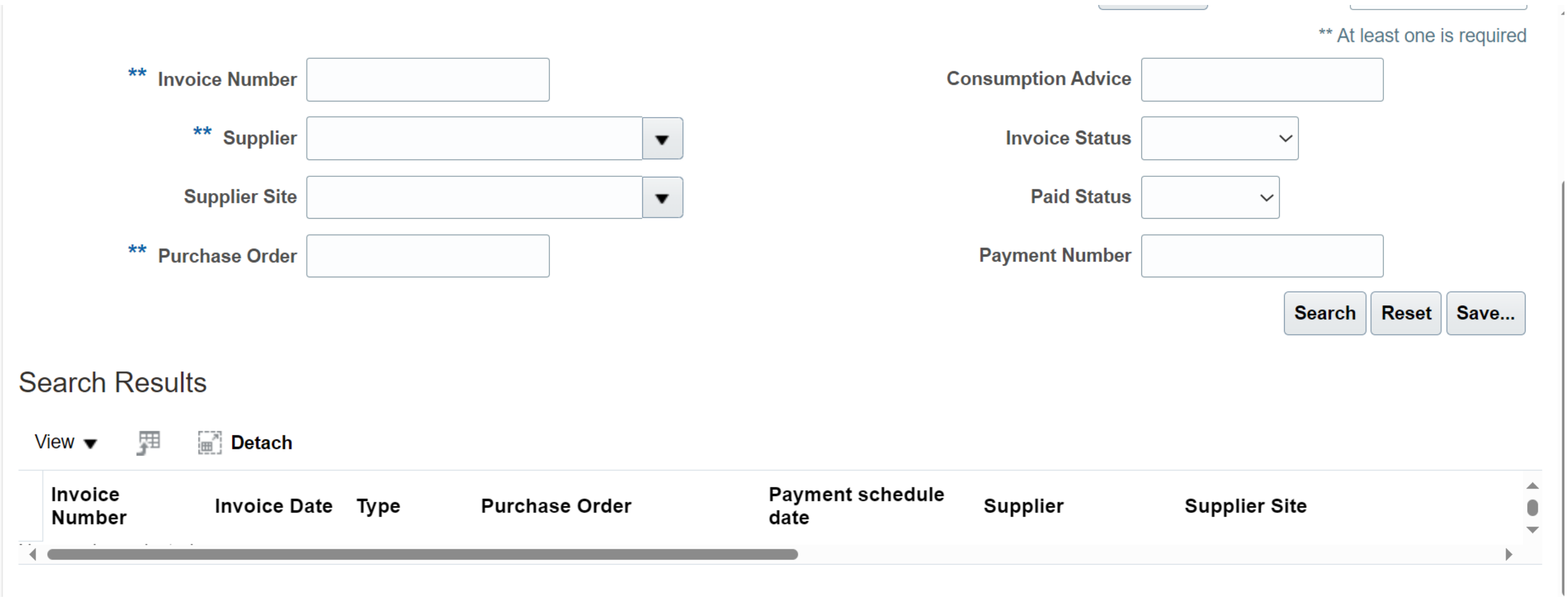
5. The invoices included in this payment will be displayed.

6. When you have finished reviewing the payment details, click **Done** in the top-right corner of the screen.

How to Check When an Invoice Will Be Paid

1. Go to **Invoice and Payments** in the **Tasks** section, then click **View Invoices**.

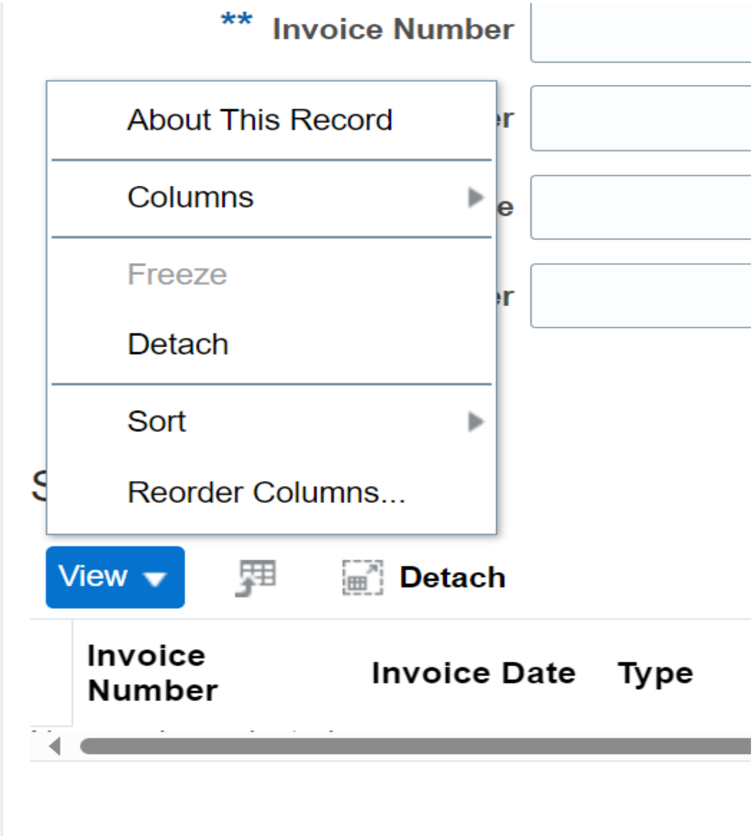
2. You will see the following screen:



How to Check When an Invoice Will Be Paid

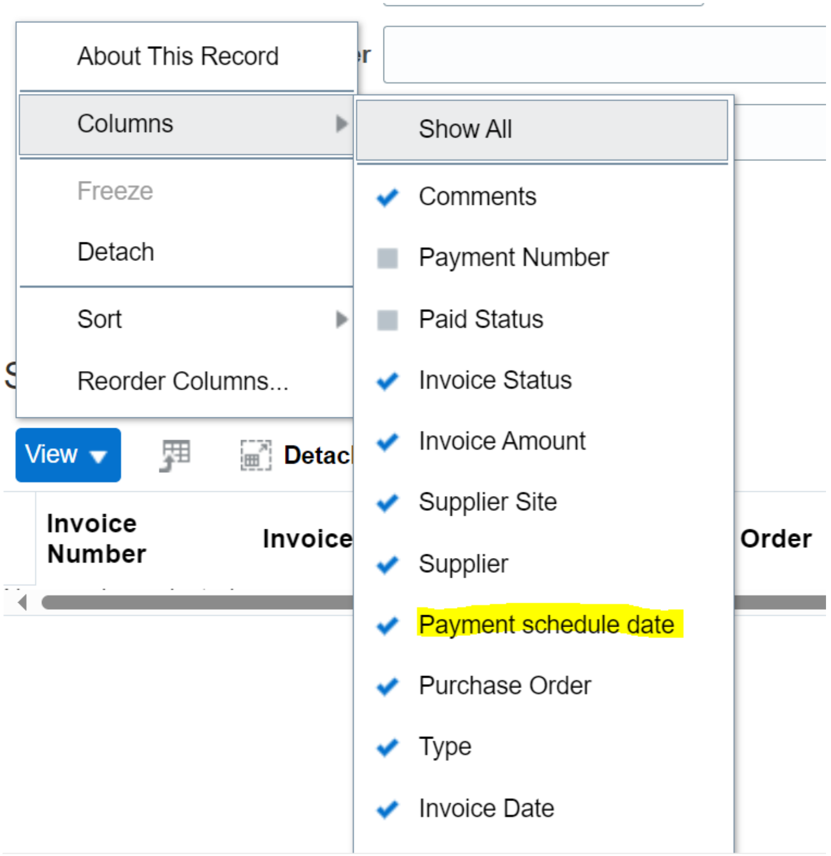
3. If the **Payment Schedule Date** column is not visible, follow these steps to add it:

3.1 Click on **View**, then select **Columns**.



How to Check When an Invoice Will Be Paid

3.2 In the drop-down menu, look for **Payment Schedule Date**.



3.3 After selecting it, the new column will appear and remain visible in your view.

How to Check When an Invoice Will Be Paid

4. **The Payment Schedule Date** column shows the expected payment date for each invoice.

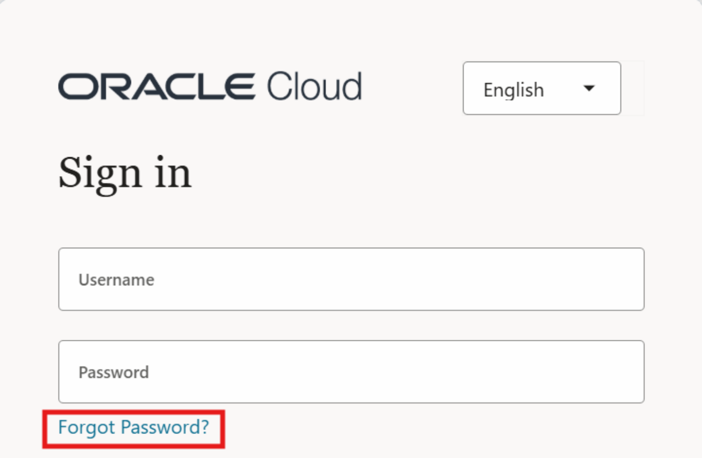
Please note that this date is based on your payment terms and includes our scheduled payment runs.

If you would like to learn more about our payment runs, please visit our webpage: Procure-to-Pay (PTP) | Johnson Controls (*this page also includes Invoice requirements*).

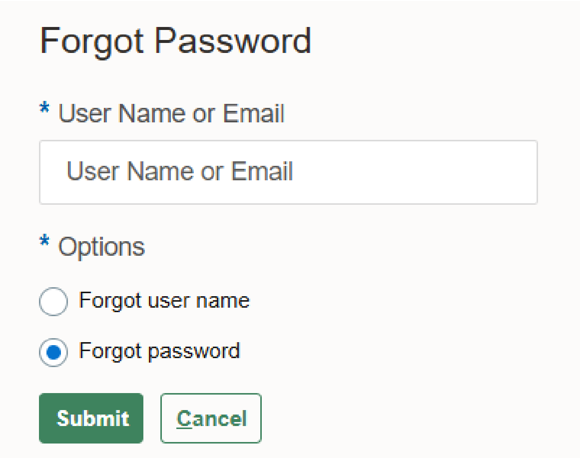
In addition, once the payment has been made, you will receive an email notification from yourpaymentdetails@jci.com at your remittance email address (please ensure it does not go to your junk folder). Note: If you are part of PrimeRevenue, you will not receive this notification.

Forgot Password

1. If you have forgotten your password, no email request is required. On the login page, click **Forgot your password?.**



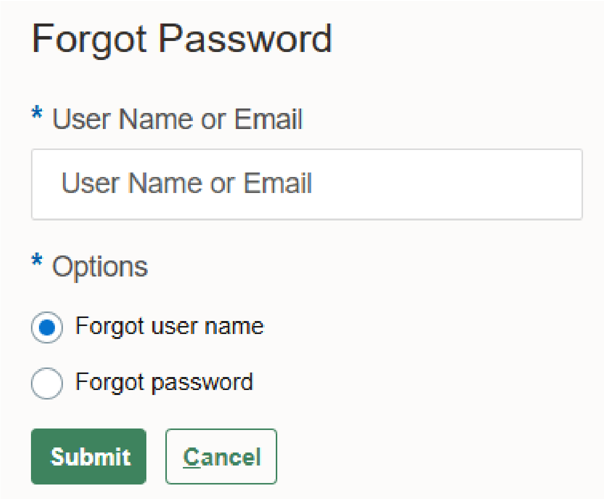
2. Enter your email address, select **Forgot password**, and click **Submit**. An email will be sent to your registered email address. Please follow the instructions provided in the email.



Forgot Username

1. If you have forgotten your Username, no email request is required. The process is the same as for Forgot password.

2. Enter your email address, select **Forgot user name** and click **Submit**.



3. An email will be sent to your email address. Please follow the instructions provided in the email.

Support

- If you require additional information about the Supplier Portal, please visit our dedicated webpage designed to support your experience: 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

- If you have additional questions about invoice or payment status that are not covered in the Portal, please visit the following page for more information: Procure-to-Pay (PTP) | Johnson Controls

Johnson Controls

We hope this Quick Reference Guide has been helpful.