

To: Distribution

From: Solutions Management – Software Portfolio

Subject: End of Life Notification for **TVC Shipment Callback API**

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END OF LIFE NOTICE

Sensormatic Solutions Management announces the **End of Life of TVC Shipment Callback APIs**. In alignment with this change, Sensormatic Solutions will be announcing the End of Sale (EOS), End of Support (EOSupport) and the End of Life (EOL) for this API. To ensure a smooth transition, please find the key milestones and associated dates outlined below.

Milestones

Milestone	ERP Status	Date
EoL Notification Date (EOND)	Phase Out	April 1 st , 2025
End of Sale (EOS)	EOL	n/a
End of Support (EOSupport)	EOS	October 1 st , 2025
End of Life (EOL)	OBS	January 1 st , 2026

Note: Any changes to above timeline will be communicated via a revised Global End of Life Notice.

Applicable Regions

APAC	EMEA	LATAM	NA
☒	☒	☒	☒

With this announcement, the TVC Shipment Callback APIs are being removed by the indicated dates. Where applicable, we encourage you to consider transitioning to the newer **TVC Customer Callback APIs** as part of a long-term technology strategy.

For more detail on the deprecated APIs please consider the Product Mapping list hereunder.

If you have any questions on the **End of Life Notice for TVC Shipment Callback API**, please reach out to your Sales, Professional Services or Solutions Manager representative at srs.solmgt.eol@jci.com.

Product Mapping	
Deprecated APIs	Replacement APIs
Shipment Callback APIs: • /shipments/callbackURL	Customer Callback APIs: • /callback/{businessUnitId}/{module}

What does End of Support mean?

After the End of Support date, the API will no longer receive updates, bug fixes, or technical assistance. Certifications previously ensuring compatibility with other systems will no longer apply, meaning future changes to connected systems or applications may affect the API's performance. While the API may still function, it is recommended to transition to a supported version to maintain compatibility and performance.

What does End of Life mean?

Upon reaching the End of Life date, this API will be officially retired and no longer available. All support, including technical assistance and updates, will be permanently discontinued, and any prior certifications ensuring compatibility with applications or systems will expire. After this date, continued functionality is not guaranteed, and users are strongly advised to transition to a supported API version to maintain reliability and compatibility.