Any goods or services that are directly related to the flights will be managed through our iDOC solution where all requirements are managed through the flight schedule and associated loading.

Suppliers of these goods and services will not receive a purchase order in relation to the specific requirements and will provide goods and services in line with the flight schedules and processes defined in the contract.

The invoice submission process varies depending on the type of goods or service provided.

Invoice Submission Process for Direct Operating Cost (DOC): Ground Handling (Pax and Freighter) / Landing and Parking / Crew Accommodation & Transport / Chauffer Drive Services / EK Own Lounges / 3rd Party Lounges

Submissions for Paper Invoice via pdf format

Outstation based suppliers to submit paper invoices to respective country specific mailboxes.

UAE based suppliers to submit invoices to ho.doc@emirates.com.

Below are the submission guidelines.

Mailbox Submission Instructions

1. Invoice to be sent in a clear pdf file format and not > than 2MB
2. Only one invoice per pdf file.
3. The file should be saved with the invoice no, suffixed with the 'INV' and inv no., e.g. 'INV1234'
4. The Invoice PDF name must NOT be saved with special characters. Eg (- , _ / & ‘ , ’ . :)
5. Supplier name & invoice number should be mentioned in the subject field for easy reference.
6. Invoices must be submitted within 3 working days of the date of the invoice.
7. When sending the email please ask for a delivery and read receipt through your email service provider. (e.g. Microsoft Outlook)
8. Check of the auto notification for the status of submission, either success or rejection.

Invoice Structure

• Invoice Number
• Invoice Date
• Invoice Currency
• Invoice Amount (unit cost, number of pieces and total amount)
• Amount /quantity billed should be equal to qty supplied as per delivery receipts.
• VAT registration number.
• Excise Tax registration number (if applicable)
• Excise Tax Designated Zone registration number (if applicable)
• Any other requirements or particulars as required by any law, regulations, circulars or guidelines issued by the respective government body.

Credit Note submissions & Payment Queries

To be send to dedicated mailbox - acctpay3@emirates.com