Any goods or services that are not directly related to the flights will be managed by the business units at the time of the demand.

Suppliers of these goods and services should receive a purchase order in relation to the specific requirements and will provide goods and services in line with the purchase order received.

In certain emergency scenarios or for low value, ad-hoc requirements, the request from the business unit may not be issued through a purchase order and suppliers may receive a request for goods and services through email or phone call.

The invoice submission process varies depending on the process followed to request the goods and services required, and the sourcing leads should provide clear instruction at the time of contract award, receipt of purchase order or receipt of ad-hoc request through email or phone call.

Invoice Submission Process for Indirect Operating Cost : Standard Process for Non-PO invoices (Agile)

In the case where suppliers have been requested to deliver goods and services without a formal PO being issued, you should submit your invoice following the AGILE process.

AGILE is a 'Document management solution' launched by EK Group Finance and aligned to evolving business requirements. It is an end-to-end scanning and workflow solution for electronic routing and approval of invoices based on predefined approval matrix.

Invoices routed through the AGILE system will be processed for payment only after they have been certified and approved by business as part of the service certification process.

Non-PO invoices to be submitted to HO.AP@emirates.com.