

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 : ERS

In specific scenarios where Suppliers are providing high volume inventory items to the Emirates warehouse, we can agree a more efficient process to use Evaluated Receipt Settlement (ERS) and this will be agreed as part of the contract terms and conditions at the time of contract award.

Evaluated Receipt Settlement (ERS) is a self-billing process where invoices are automatically generated based on Goods Receipt Note (GRN) updates by the Stores team. Vendors enrolled in ERS do not issue and share their invoices with EG to process payments. Once goods or services are received and acknowledged against a Purchase Order (PO), the system creates the payment liability and initiates processing.

Under this arrangement, payments are triggered based on the self-billed invoices generated upon GRN update and follow the PO-defined payment terms.