

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 : eInvoicing for UAE based suppliers

Emirates Group are themselves changing processes in support of the UAE mandate for eInvoicing from July 2026 and are aware of the upcoming impact this will have on our UAE based suppliers.

We are prepared to support supplier through this process for change.

Any queries or engagement required in support of this can be sent initially to acctpay3@emirates.com and we will allocate the correct resource to support clear change in process required as our UAE supply base transitions in compliance to the mandate.