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 : PO Received through iSupplier

The iSupplier Portal is a component of the Oracle Internet Procurement solution that enables Emirates Group to exchange key procure-to-pay information with Suppliers.
iSupplier Portal also provides Suppliers with real time access to information including Purchase Orders, receipts, returns and payments.

All suppliers who receive a purchase order through the iSupplier portal should submit their invoice through the same solution to ensure timely payment.

To ensure smooth processing of invoices, the below key guidelines to be followed by Suppliers: -

- All Purchase Order (PO) invoices must be uploaded via the iSupplier Portal within 30 days of the invoice date.
- PO invoices sent by email will be rejected for vendors onboarded to iSupplier.
- Invoices will not be processed or paid without an active bank account on record which needs to be setup via the iSupplier bank registration process.
- Do not upload invoices involving advance payments, progressive payments with advance offsets, or retention amounts.

Mailbox 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.
Example (- , _ / & ' , ' . :) etc.
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. Only the commercial invoice needs to be attached to the email. Please do not send/attach documents such as the bill of lading, packing list, delivery note or certificate of origin.
9. Do not send invoices by post as this creates duplicates and extra admin work which may result in delayed payment.

Invoice Structure
• Invoice Number
• Invoice Date
• Invoice Currency
• Invoice Amount (unit cost, number of pieces and total amount)
• Purchase Order Number (as per the corresponding Purchase Order from Emirates)
• Release Number (if applicable, as per the corresponding Purchase Order from Emirates)
• Amount /quantity billed should be equal to amount shipped. i.e Invoice quantity to match the packing list quantity.
• Line Number (as per the corresponding Purchase Order from Emirates)
• VAT registration number (if applicable)
• 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 Government of the United Arab Emirates (including VAT Law and Excise Tax Law).

Mailbox for Invoice/Payment queries: acctpay1@emirates.com