

You're receiving this manual as you are one of our preferred suppliers with access to the **iSupplierPortal**. This allows you to provide and continually manage your supplier profile and bank details to ensure correct and timely payment can be processed.

Depending on the procure-to-pay transactional process to be followed, you may also be able to review purchase orders and returns, submit invoices and track payment processing.

Please take the time to read through this manual, as it describes the many features available to you on the iSupplier Portal, and also provides you with instructions on how to navigate throughout.

How does iSupplier benefit me?

There are several benefits of using the iSupplier Portal:

- Enables digitised information sharing and transparency through an online, secure, self-service environment. It also provides visibility of supplier information, thereby preventing errors or delays in the procure-to-pay process.
- Offers an integrated experience by providing access to purchase orders (POs), Invoices and payments in one location when receiving a purchase order from Emirates Group
- Provides real-time updates on receiving, invoicing and payment process Information.
- Allows you to gauge your performance and efficiency by reviewing:
 - Purchase Order history
 - Returns
 - Overdue receipts

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1. Supplier Profile Maintenance

This feature is perhaps one of the most important of our iSupplier offerings. Thanks to the self-service capabilities of the iSupplier portal, you can now maintain and update your profile directly within the tool without having to depend on any external support.

Your initial basic details will have been copied across from your registration in the epic portal, and the main user in epic sourcing process will have been created as a Buying and Banking contact in the first instance.

The role of the **Buying contact** is focussed on the procurement part of the procure-to-pay process and this is the contact who will receive any purchase orders to be issued if this transactional process is relevant. By default, this is the user who responds to the RFP in epic. You can add multiple Buying contacts in the case that the Purchase Order needs to be issued to someone else.

The role of the **Banking contact** is focussed on the payment part of the procure-to-pay process and this is the contact who will be requested to provide and maintain banking details. They may also submit invoices and review payment processing through the system if this transactional process is relevant.

If the Banking contact details need to be updated, you can manage this update yourself by logging onto the iSupplier Portal and following the instructions below to update contact details. **It is critical that the correct Banking contact is registered and that they provide the Profile and Banking Details required as soon as possible after registration, to avoid any delay in subsequent payment**

Updating Address, Bank Details and Other Information

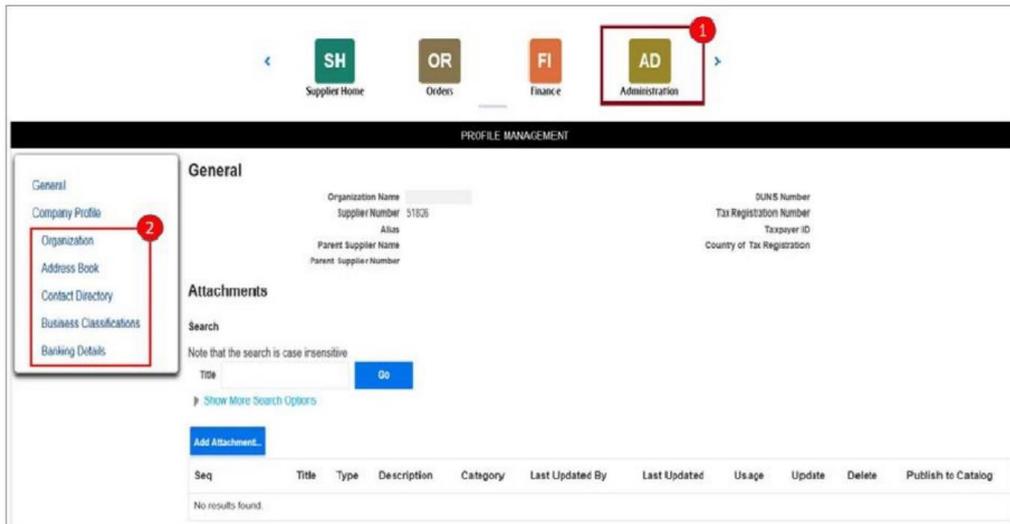
You can update details like your address, contact number, bank account, email IDs and more. Any changes made by you will go through review and approvals at our end.

Once your requested change is approved, it will reflect in the iSupplier Portal.

It is your responsibility to ensure that the data you input is accurate and approved by the right representative, who has the right level of authority, in your organisation.

To update your profile:

1. Click the Administration tab.
 2. Click on relevant link under Company Profile section to review and update the related information
-
1. Organisation
 2. Address Book
 3. Contact Directory
 4. Banking Details



1.1 Organisation:

1. Click on Organisation link
2. Update all required organisation details including Tax Registration details (If applicable)
3. Click Save button
4. System will display the message “Changes to Organisation have been saved”

Note: Any updates to this section will be accepted without the need for approvals at our end.

The screenshot shows a 'Confirmation' dialog box at the top with the message 'Changes to Organization have been saved' and a red circle containing the number '4'. Below the dialog is the 'Organization' form. The 'Organization' link in the left sidebar is highlighted with a red box and a red circle containing the number '1'. The form contains several sections: 'Organization' with fields for 'D-U-N-S Number', 'Legal Structure', 'Principal Name' (Ins), 'Year Established', 'Incorporation Year' (2022), 'Control Year', 'Mission Statement', 'Chief Executive Name', 'Chief Executive Title', and 'Principal Title'; 'Total Employees' with fields for 'Organization Total', 'Organization Total Type', 'Corporate Total', and 'Corporate Total Type'; and 'Tax and Financial Information' with fields for 'Taxpayer ID', 'Tax Registration Num' (1234567), 'Analysis Year', and 'Currency Preference'. A 'Save' button is highlighted with a red circle containing the number '3'. A 'Cancel' button is also visible.

1.2 Address Book:

You have the following options to maintain the Address book

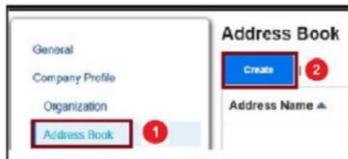
1. Creation of new address
2. Amendment of an existing address

1.2.1 To create a new address:

1. Click on Address Book link
2. Click on Create button
3. Update all required address details

Note: Address, City, Country, Phone No., Email ID are mandatory information.

4. Click on Save button



This screenshot shows the 'Create Address' form. The form contains several fields: Supplier Name, Supplier Number (51520), Country (United Arab Emirates), Address Name (Jumeirah Lake Towers), Address Line 1 (Block C), Address Line 2 (Apartment No 1), Address Line 3, City (DUBAI), and Country (United Arab Emirates). There are also fields for Phone Area Code (371), Phone Number, Fax Area Code, Fax Number, and Email Address (abc.group@jstool.com). The form includes checkboxes for 'Purchasing Address', 'Payment Address', and 'RFO Only Address'. The 'Save' button is highlighted with a red box and a red circle containing the number '4'. The 'Create' button is highlighted with a red box and a red circle containing the number '3'.

5. System will display the message "Details have been modified"

Note: The Status of the record is "New". Once reviewed internally by us, the status will change to "Current"

This screenshot shows the 'Address Book' confirmation message and table. The confirmation message states: "Confirmation: Details for your Jumeirah Lake Towers address have been modified." The table lists the following addresses:

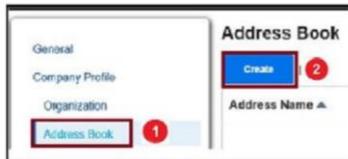
Address Name	Address Details	Country	Status	Update	Remove
AED-206601	Plot no S21317, P.O. BOX 261673 Jebel Ali New Address Line 3 DUBAI, United Arab Emirates 686	United Arab Emirates	Current		
AED-389601	P O Box 27401 DUBAI, United Arab Emirates	United Arab Emirates	Current		
Jumeirah Lake Towers	Block C Apartment No 1 DUBAI, United Arab Emirates	United Arab Emirates	New		
SIT Test Addr	test DUBAI, UAE	United Arab Emirates	Current		
test	test DUBAI, Dubai	United Arab Emirates	Current		

1.2.2 To amend an existing address:

1. Click on Address Book link
2. Navigate to the address which needs to be amended. Click under Update icon
3. Amend the address details as required

Note: Avoid special characters in the address lines and ensure the email address should be the official address

4. Click on Save



5. System will display the message “Details have been modified”
6. The Status of the record is “Change pending”. Once internally reviewed by us, the status will change to “Current”

Confirmation
Details for your AED-389601 address have been modified

Address Book

Address Name	Address Details	Country	Status	Update	Remove
AED-286031	Plot no S21317, P.O.Box 20 4973 Jebel Ali New Address Line 3 DUBAI, United Arab Emirates 586	United Arab Emirates	Current		
AED-389601	PO Box 27401 DUBAI, United Arab Emirates	United Arab Emirates	Change Pending	2	
Jumeirah Lake Towers	Block C Apartment No 1 DUBAI, United Arab Emirates	United Arab Emirates	New		
SIT Test Addr	test DUBAI, UAE	United Arab Emirates	Current		
test	test DUBAI, Dubai	United Arab Emirates	Current		

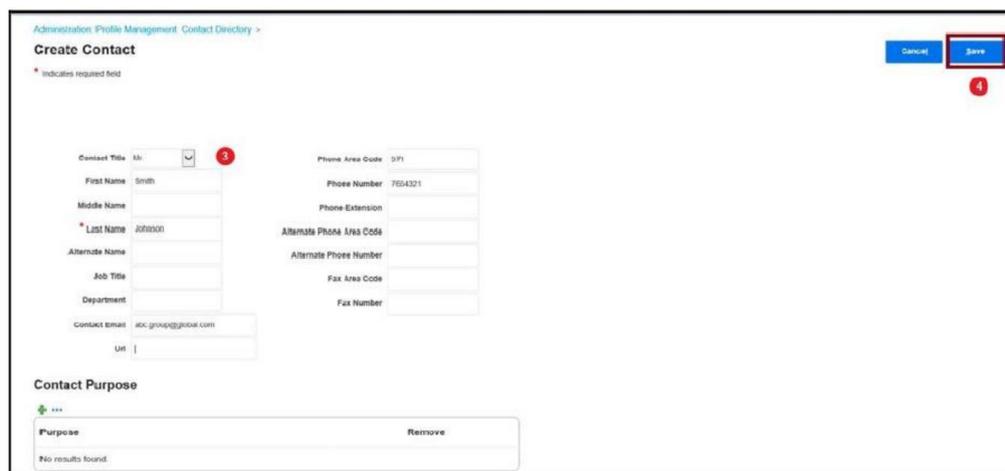
1.3 Contact Directory:

1. Click on Contact Directory Tab
2. Click on Create button
3. Update the contact details

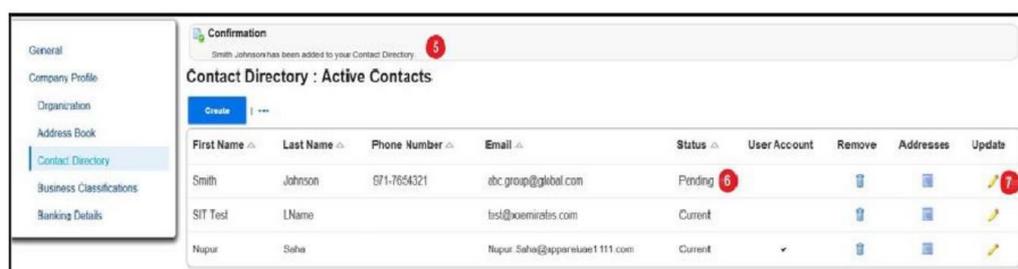
NOTE: It is critical to add and select the correct Contact Purpose – Buying or Banking Contact

- The role of the **Buying contact** is focussed on the procurement part of the procure-to-pay process and this is the contact who will receive any purchase orders to be issued if this transactional process is relevant.
- The role of the **Banking contact** is focussed on the payment part of the procure-to-pay process and this is the contact who will be requested to provide and maintain banking details. They may also submit invoices and review payment processing through the system if this transactional process is relevant.

4. Click on Save button



5. System will show the message - Details added to your contact Directory
6. The Status of the record is “Pending” (Once internally reviewed by us, the status will change to “Current”)
7. In case of any amendment, click on the Update Icon. Repeat steps 3 to 5



1.4 Banking Details:

You have the following options to maintain the banking details

1. Creation of new bank account
2. Amendment of an existing bank account

1.4.1 To create a new bank account:

1. Click on Bank Details link
2. Click on Create button
3. Update all required bank account details

NOTE: In case the bank name already exists, for example “Emirates NBD/ADCB”, use “Existing Bank” option to search and select the appropriate bank name and branch name

Mandatory fields to update:

- Bank Name
- Branch Name
- Address
- Local Clearing Code (LLC)
- SWIFT
- IBAN
- Account Number
- Account Name
- Currency

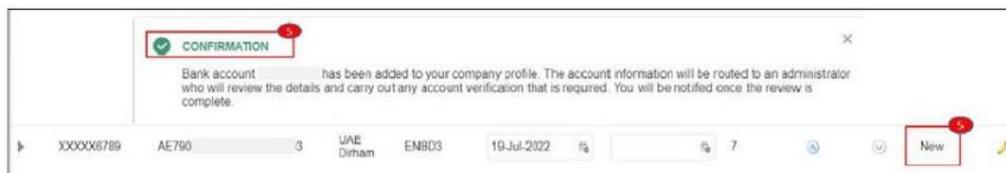
4. Click on Save button

Details	Account Number	IBAN	Currency	Bank Name	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
	XXX	XXXXXXXXXXXXXXXXXX	UAE Dirham	ABU DHABI ISLAMIC BANK	27-Jun-2022					Approved	

5 System will show the message - Confirmation

Note: The status of the record is “New” (Once reviewed internally and approved by us, the status will change to “Approved”)

We will not approve any details without the supporting documentation so it is critical to continue and attach these as detailed below steps 6-9



To attach a Banking Supporting:-

6. Click on General link

7. Click on Add Attachment

8. Update Title Name, Description and Select Category “From Supplier: Bank Details” and attach the supporting (cancelled cheque or letter from your bank stating your new or revised account details)

9. Click Apply button to upload the attachments.

In the case you have any further questions in relation to the update of supplier profile and the provision of banking details you can contact famm@emirates.com

In the case you have any further questions in relation to purchase order, you can contact the buyer specified on the PO document.

In the case you have any questions related to the submission of invoices and payment you can contact acctpay1@emirates.com