

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, selfservice 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
 - o Returns
 - o Overdue receipts

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- 1.1 Organisation
- 1.2 Address Book
- 1.3 Contact Directory
- 1.4 Banking Details

2 Additional Functionality and guidance

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

| | | Supplier Home | Orde | | Finance | Administration | | | | |
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| | | | | PROFILE M | NAGEMENT | | | | | |
| | General | | | | | | | | | |
| Seneral | | Organizat | tion Name | | | | DUNS | Number | | |
| Company Profile | | Supplie | r Number 51826 | | | 1 | Tax Registration | Number | | |
| Organization | | Partert Sunn | Allas liar Norma | | | - | Tax netry of Tax Res | kpayer ID | | |
| Address Dask | | Parent Supplie | r Number | | | | any or racines | paraori | | |
| Address book | | | | | | | | | | |
| Contact Directory | Attachments | | | | | | | | | |
| Business Classifications | Search | | | | | | | | | |
| Banking Details | Note that the search it | casa insensitiva | | | | | | | | |
| | Title | | 00 | | | | | | | |
| | Show More Searc | h Options | | | | | | | | |
| | Add Attachment. | | | | | | | | | |
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| | No results found. | | | | | | | | | |

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.

| General | Changes to Organization have be | en saved | | | | _ |
|--------------------------|---------------------------------|-----------------|-----------------------|----------|--------|------|
| Company Profile | Organization 🕖 | | | | Cancel | Save |
| Organization 1 | D-U-N-S Number | | Chief Executive Name | | | 3 |
| Contact Directory | Legal Structure | р ₁₄ | Chief Executive Title | | | |
| Builden Oneol | Principal Name Inst | | | | | |
| Business Classifications | Year Established | | Principal Title | | | |
| Banking Details | Incorporation Year 2022 | | | | | |
| | Control Year | | | | | |
| | Mission Statement | | | | | |
| | Total Employees | | | | | |
| | Organization Total | | Corporate Total | | | |
| | Organization Total Type | Y | Corporate Total Type | v | | |
| | Tax and Financial Infor | mation | | | | |
| | Taspayer D | | Analysis Year | | | |
| | Tax Registration Num 12349 | 17 | Currency Preference | Q | | |
| | VAT No | der. | | | | |

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

| Supplar Number 51026 Phone Arma Code Sax Arma Code Fax Number Tax Number Canal Address W Harmasing Address Phyment Address Pri Only Address |
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| |

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"

| General Company Profile | Confirmation Details for your Jumeirah Later T Address Book | owers address have been modified | | | | |
|---|---|--|----------------------|----------|--------|--------|
| Address Book | Address Name A | Address Details | Country | Status 🗠 | Update | Remove |
| Business Classifications Banking Details | AED-206031 | Flot no S21317, P.O.BOX 261873 Jabel A5 New Address Line 3 DUBA, United Arab Emirates 686 | United Arab Emirates | Current | 1 | a |
| | AED-389601 | P O Box 27401 DUBAL United Arab Emirates | United Arab Emirates | Current | 1 | |
| | Jumeirah Lake Towers | Block C Apartment No 1 EUBAI, United Arab Emirates | United Auab Emirates | New 🌖 | 1 | 9 |
| | SIT Test Addr | Mist DUBAL, UAE | United Arab Emirates | Current | 1 | |
| | test | Mst DUBAI, Dubai | United Arab Emirates | Current | 1 | |

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

| Genoral Company Profile Organization Address Book | | | |
|--|--------|-----------------------|-------|
| Update Address * Indicates resulted fed Upgater Name Upgater Name Upgater Name Usated Arab Ensates. Usated Arab E | | Bupplier Number 5100. | Coool |
| + ··· Purpose | Remove | | |
| No results found. | | | |
| Note | | | |
| Note | | | |

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"

| ddress Book | | | | | |
|----------------------|---|----------------------|------------------|--------|--------|
| Address Name 🔺 | Address Details | Country 🗠 | Status 🗠 | Update | Remove |
| AED-286031 | Plot no S21317, P.O.BioX 261873 Jabel Ali New Address Line 3 DUBAI, United Arab Emiratos 586 | United Arab Emirates | Current | 1 | 8 |
| AED-389601 | PO Box 27401 DUBAI, United Arab Emirates | United Arab Emirates | 6 Change Pending | / 0 | 8 |
| Jumeirah Lake Towers | Block C Apartmeni No 1 DUBAI, United Arab Emirates | United Arab Emirates | New | 1 | 8 |
| SIT Test Addr | fest DUBAI, UAE | United Arab Emirates | Current | 1 | 8 |
| est | tesi DUBAI, Dabai | United Arab Emirates | Current | 1 | |

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-topay 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

| rganization | First Name 🗠 | Last Name 👄 🏻 Ph | none Number 🗠 | Email 🗠 | Status 🗠 | User Account | Remove | Addresses | Update |
|---|--|---|---------------|------------------------------------|----------|--------------|--------|-----------|--------|
| uddress Book | SIT Test | LName | | test@xxemirates.com | Current | | 8 | | 1 |
| Contact Directory | Nurur | Saha | | Nunur Sahartannarrause 1111 com | Current | | | | 1 |
| Susiness Classification | IS I I I I I I I I I I I I I I I I I I | (1157) | | index consider particular (11.001) | | | - | | |
| lanking Details | | | | | | | | | |
| ndicates required field | | | | | | | | | 4 |
| Contact Title | Mr 🛩 🔇 | Phone Area Gode | e 50%1 | | | | | | |
| First Name | Smith | Phose Number | r 7654321 | | | | | | |
| | | Phone-Extension | n | | | | | | |
| Middle Name | | | | | | | | | |
| Middle Name Last Name | Johnson | Alternate Phone Area Code | | | | | | | |
| Middle Name * Last Name Alternate Name | Johnson | Alternate Phone Area Code Alternate Phone Number | r | | | | | | |
| Middle Name * Last Name Alternate Name Job Title | Johnson | Alternate Phone Area Code Alternate Phone Number Fax Area Code | • • | | | | | | |
| Middle Name * Last Name Alternate Name Job Title Department | Johnson | Alternate Phone Ares Code Alternate Phone Number Fax Area Code Fax Number | 6 7 9 | | | | | | |
| Middle Name * Last Name Alternate Name Job Title Department Contact Email | Johnson | Alternate Phone Area Code Alternate Phone Number Fax Area Code Fax Number | | | | | | | |
| Middle Name * Last Name Attensite Name Job Title Department Contact Email | abhason acc group gyroon com | Alternate Phone Area Code Alternate Phone Number Fax Area Code Fax Number | 8 7 7 | | | | | | |
| Midde Name *List Name Atensie Name Job Trile Department Contact Emain Un | aditation | Alternate Phone Area Code Alternate Phone Number Fax Area Code Fax Number | | | | | | | |
| Nidde Name * Last Name Atternate Name Job Title Department Contact Email Un | ADTRISON ACC group (2) (Joose com 1 0 | Alternate Phone Area Coste Alternate Phone Number Fax Area Cost Fax Number | 8 7 7 | | | | | | |

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

| General | Confirmation | has been added to your (| Contact Directory | | | | | | |
|---------------------------------|--------------|--------------------------|-------------------|-------------------------------|-----------|--------------|--------|-----------|--------|
| Company Profile Drganization | Contact Dire | ectory : Activ | e Contacts | | | | | | |
| Address Book | First Name 🗠 | Last Name 🗠 | Phone Number 🗠 | Email 🗠 | Status 🗠 | User Account | Remove | Addresses | Update |
| Business Classifications | Smith | Johnson | 971-7654321 | abc.group@glebal.com | Pending 6 | | 8 | | 10 |
| Banking Details | SIT Test | LName | | tast@xxxemirates.com | Current | | 8 | R | 1 |
| | Nupur | Saha | | Nupur Saha@appareluae1111.com | Current | | 8 | | 1 |

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

| General | Banki | ng Details | | | | | | | | | | | Cancel | Save |
|---|-----------|-------------------|---|---------------|------------------------------|------------|----|----------|----|----------|----------------------|----------------------|----------|-------|
| Company Profile | View Ga | noral Accounts | u Ga | | | | | | | | | | | |
| Organization | OF TIP Da | e format examp | lahul-2022 | | | | | | | | | | | |
| Address Book | Add | Create | | | | | | | | | | | | |
| Contact Directory Business Classifications | Details | Account Number | IBAN | Currency | Bank Name | Start Date | | End Date | | Priority | Increase Priority | Decrease Priority | Status | Updia |
| Banking Details | | XXX | 200000000000000000000000000000000000000 | UAE Dirhan | ABU CHABI ISLAMIC BANK | 27Jun-2022 | 14 | | -9 | , | 0 | 0 | Approved | 1 |

| | | Constant Constant |
|---|---|-------------------------|
| Greate Bank Account | | Cancel Lave |
| indicates required field | 9 | |
| | Country United Acat Emissions | |
| | Account definition must include bank and branch information | |
| Bank | Branch | |
| C) Existing Bank | C Existing Branch | |
| # Now Bark | New Branch | |
| Bank Name EMIRATES NBD | Branch Name DUBAI | |
| Bank Number | Sort /IFSC /ABA /Ctearing / CBID Code | |
| Tax Payer ID | SWFT/BIC EBIAEAD | must be either if or 11 |
| Show Bank Diritals | # rido tiraiso Desais | |
| | Details | |
| | Alternute Branch Name | |
| | RFC Identifier | |
| | Adtress | |
| | | |
| | Address Line 1 | |
| | Address Line 2 | |
| | Address Line 4 | |
| | City | |
| | State | |
| | Zip Code | |
| Bank Account | 0 | |
| Account Num | er Account A | Lane |
| Check Dig | ts Curr | rency ~ |
| 8 | N Account 8 | tatas New |
| Show Account Databs | | |
| Attachments | | |
| | | |
| Allas herents | | |
| Please make sure to attach the relevant attachments & a | techment sategory before clicking on SAVE. | |
| Comments | | |
| | | |
| Note to Duyer | | |
| | | 4 |
| | | |

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

| | CONFIRMA | TION | | | | | | | 3 | × | | |
|----------|---|----------------------|-------------------------------|----------------------------------|--|-----------------------------------|---|---------------------------|----------------------------|---|-----|---|
| | Bank accou who will rev complete. | nt iew the detail | has been ad s and carry ou | ded to your co it any account | mpany profile. The verification that is | account inform required. You v | mation will be r will be notified of | outed to a once the re | n administrato eview is | ¢ | | |
| XXXX8789 | AE790 | 3 | UAE | ENB03 | 10. Int. 2022 | 15 | 6 | 7 | (3) | 0 | Now | • |

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.

| Sompany Profile | Organization Name Supplier Number | | | 1 | DUNS Number fax Registration Number |
|--|--|---|--|----------------------|--|
| Organization | Aliat Parent Supplier Name | Add Attachn | nent | | × |
| Address Book Contact Directory Business Classifications Banking Details | Parent Supplier Bumber Attachments Search Note that the search is case insensitive | Attachment Type Title Descriptice Category | File Bank Details Support Bank Details Support From Suppler, Dank | ing ing Detais | |
| | Title on School Morio Swarch Options Add Attachment | +Fda | Choose File No lie | Cinitis | etere Approx |

1.4.2 To amendment to an existing bank account name (Payee Name):

- 1. Click on Bank Details Link
- 2. Click Update icon
- 3. Update the Payee name

NOTE: In case of complete change in banking details (for example Bank and Bank account number) then use create option to update the banking details as "New".

- 4. Add notes for any additional comments
- 5. Click on Save

| Assess Back Contain Directory Darmees Classification Darmees Classification Darmees Classification Darmees Classification Darmees Bank Nonconcology Bank Name Stant Date End Date Privery Increase Decrease go Stant Date Date Privery Privery Privery go Stant Date Date Privery Privery Privery go Stant Date End Date Privery Privery go Stant Date Date Privery Privery Privery go Stant Date Date Privery Privery Privery Privery Stant Date Date Date Privery | |
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| ank Account Account Number 2000(2466 Check Siglis EBAN 2000000000000000000000000000000000000 | eoved 🥜 |
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| lease make sure to attach the relevant attachments & attachment category before clicking on SAVE. Dominents Note from Buyer None | |
| Note from Buyer Note | |
| Note to Buyer Payee Name Change request | |

6. System will show the message - Confirmation

Note: The Status of the record is "Change pending". Once internally reviewed and approved by us, the status will change to "Approved"



2 Additional Functionality and guidance

Once you are registered on iSupplier and have the correct Banking details logged for payment, you may benefit from additional functionality of the system which provides ability to access and acknowledge purchase orders and also raise invoices in relation to the purchase orders received.

Not all of our transactional processes are applicable for this functionality, and your sourcing lead or business contact will help to guide you on the relevant process as you are awarded specific contracts.

In case you do receive a purchase order and can benefit from this range of functionality, you can find additional guides in the iSupplier Portal for Purchasing – if related to PO review and acknowledgement and Finance – if related to submission of invoicing. Further FAQ and help guides are also available through the tool itself through the help icon on the left hand toolbar.

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 <u>famm@emirates.com</u>

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