



Standard Source to Payment Process

As part of our drive to digitise the Source to Pay process within Emirates Group, we are introducing an integrated end-to-end process to support all supplier transactions. The embedding of these processes should deliver improvements for both parties.

The introduction of these processes will enable;

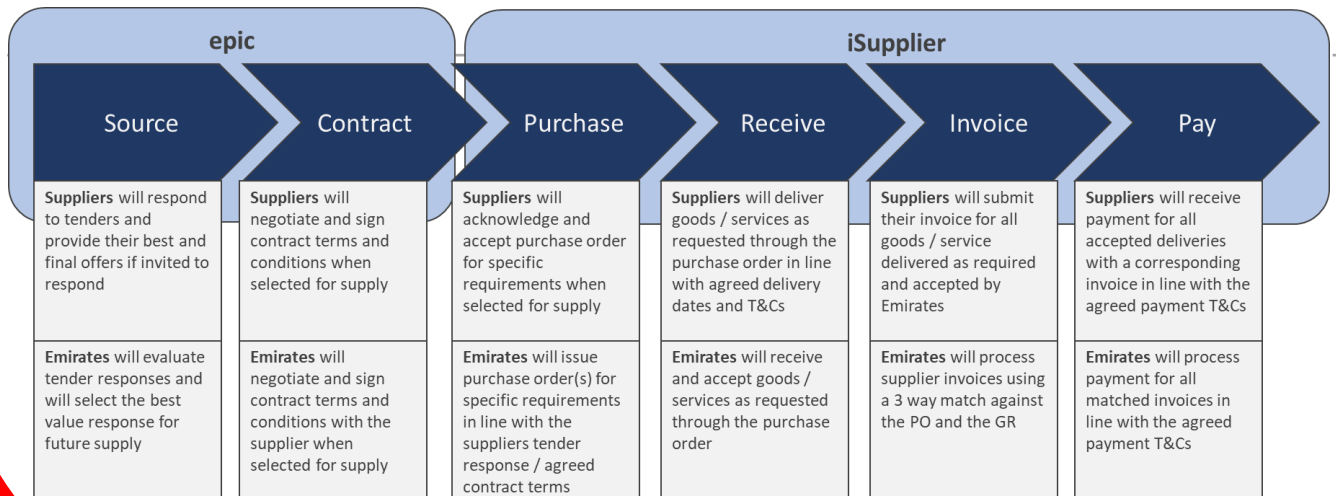
- Improved efficiency in the process for suppliers and Emirates Group
- Increased transparency for suppliers to a visibility on the status of transactions in real time
- Increased compliance to Emirates Group controls
- Increased clarity for Suppliers in terms of the required process to follow

Emirates Group has invested in technology to support the end-to-end Source to Pay process and is looking to benefit from this investment through consistent use of the streamlined processes this landscape now provides.

Suppliers are required to engage at different points of the process to provide different aspects of information and services at each stage and will be required to follow the relevant system process at each stage.

Any prospective suppliers can register on epic in order to be invited to respond to meet specific requirements and negotiate contracts.

Any engaged suppliers must register on iSupplier in order to receive payment for the delivered goods and services. Depending on the transactional process to be followed, the iSupplier platform may also be used in support of Purchase to Pay process



Source

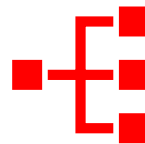
- The initial engagement of a supplier is managed through the sourcing process. For Emirates Group Procurement, this is managed through the epic system. Suppliers can register on epic at <https://epic.emirates.com>. A complete registration on the system is required before Emirates Group Procurement can invite suppliers to respond to tender.
- Following complete registration Emirates Group Procurement will issue invitations to respond to certain tenders through the system as appropriate. Suppliers will access the system to view and download the tender documentation and requests for response.
- Suppliers should follow the instructions provided in the invitation to respond to tender to submit their response.
- Supplier responses will be evaluated and assessed to select the most advantageous response. This process may involve several rounds of information gathering and resubmission of responses, site assessments, demonstrations etc. to ensure Emirates Group Procurement have complete information in which to make the best selection of supplier(s).
- Following selection, Emirates Group Procurement will inform successful and unsuccessful suppliers of the outcome and will proceed with the selected supplier(s) in order to implement the required information to support transactional processing through to payment.



Guidance

Support guides on how to register and respond to tender in epic can be found at <https://epic.emirates.com>

Support in relation to specific invitations to tender can be submitted through the epic system in the messages section of each request to respond to tender.



Exceptions

In certain situations, the responsibility to source goods and / or services is devolved to business users outside of Group Procurement. In this situation suppliers may receive invitations to respond to tenders outside of epic through email or alternative solutions.

Support for these exception scenarios can be requested from the contacts you have based on each invitation to respond to tender.

Contract

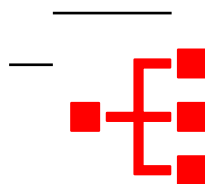
- Following successful selection to provide a requirement, Emirates Group Procurement will continue with the next stage of the process to finalise and agree contractual terms and conditions.
- Suppliers will receive a copy of the agreed contract for electronic signature through the epic solution. They can also access and download the signed contracts at any stage through the epic system while the contract is active.



Guidance

Support in relation to signing or viewing contracts can be requested from our epic supplier helpdesk – Phone (800 Tenders) +971 800 8363377 – email sourcingsupport@tejari.com

Support in relation to specific contracts can be submitted through the epic system in the messages section of each request for contract.



Exceptions

In certain situations, where the sourcing activity has been devolved to the business outside of Group Procurement, the contract negotiations and signature will be managed outside of epic. Support for these exception scenarios can be requested from the contacts you have based on each request for contract.

In certain situations, a successful selection to provide a requirement may not require a contract and the transactional processing will be managed directly through the issue of a Purchase Order or formal agreement from the Emirates contact. Please note the following section for further information in the scenario.

Purchase

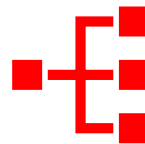
- Following agreement of selection and contract as required, Emirates Group Procurement will issue a Purchase Order to detail the requirements in line with the conditions agreed in the earlier Source to Contract stages of the process. Purchase Orders will be issued through our iSupplier system where supplier will receive an email confirmation and will be able to view Purchase Order through the system.
- Suppliers need to be registered on iSupplier through providing additional details such as banking and accounting contact. These details will be explained at the point of contract award
- Following complete registration on iSupplier, Emirates Group Procurement will issue purchase orders through the system. Suppliers will access the system to view and download the purchase order documents.
- Purchase orders should be acknowledged through the system to confirm receipt of the purchase order and acceptance of the required quantities and due dates. In case the Supplier wishes to amend order details, the supplier can suggest changes in the system as required. The Supplier can make amendments to the Promised Date only. Any suggested changes will be approved or rejected by Emirates Group Procurement through the system.
- Suppliers can request for cancelation for the entire Purchase Order or cancelation of a line within an order on the system as required. Any requests for cancellation will be accepted by Emirates Group Procurement through the system.



Guidance

Support guide in relation to Purchase Order processing can be found on the iSupplier portal

Any questions in relation to Purchase Order processing can be raised by email to ProcBizSupport@emirates.com



Exceptions

In certain scenarios, Emirates Group Procurement will manage requirements through the contract and will not issue a purchase order. In this case, the supplier does not need to consider this part of the process and can deliver goods and / or services as specified in the contract and follow the guidance for invoicing as below.

The transactional process to be followed will be clarified at the point of selection, along with clarification of how support can be requested.

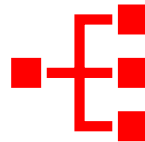
Receive

- Suppliers should deliver goods and/or services as defined in the Contract and/or Purchase Order.
- Suppliers should not deliver any goods or services without prior contract, purchase order or formal communication from Emirates, to avoid any risk of deliveries not being accepted or paid.
- Delivery should be made with the agreed documentation such as delivery note or pro-forma invoice.
- Any issues with the delivery of goods and/or services will be communicated by the receiving party as soon as possible.



Guidance

Delivery instructions will be given as part of the formal communication from Emirates in the Purchas stage of the process. Any guidance required on delivery can be requested from the contact provided as part of the delivery instructions.



Exceptions

Not Applicable

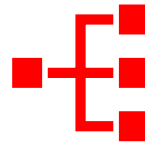
Invoice and Payment

- Suppliers need to register on iSupplier following the award of a contract to provide their financial related information and bank account details for payment
- The process for submitting invoices will be explained following the award of the contract and any associated points of contact for help and guidance will be provided at the time.



Guidance

Support information will be provided at the time of contract award to ensure the correct invoice posting process is followed.



Exceptions

In certain situations, Suppliers may be configured in the system to receive Evaluated Receipt Settlement (ERS). In this case the invoice will be generated by the system automatically and so the Supplier does not need to submit an invoice and can disregard this stage of the process.