



Dear Vendor,

Subject: Invoice submission procedure

As part of Emirates ongoing policy to improve efficiency and service to our suppliers, we have implemented an electronic solution to move away from paper based financial transaction processing.

To help eliminate inefficiencies linked to paper invoices, Emirates requests all suppliers to send "Invoices for payment" as an email attachment in PDF format to HO.APPnL@emirates.com

Mailbox instructions:

1. Invoices for payment are to be sent via email as a PDF attachment.
2. ONE invoice per PDF file.
3. Multiple invoices can be attached to one email but should not exceed 2MB per email.
4. The file should be saved with the invoice number, suffixed with INV followed by the number. i.e. "INV1234".
5. Invoices must be submitted within 3 days of the date of invoice.
6. When submitting invoices, request for a 'Delivery and read receipt' through your service provider. (i.e. Microsoft Outlook).
7. DO NOT send or attached copies of other documents such as packing list, BL, etc.
8. DO NOT send invoices in regular postal service or by courier.

Invoice structure:

All invoices must have:

- Invoice number.
- Date of invoice.
- Invoicing currency.
- Unit cost, quantity invoiced and total bill amount.
- Emirates call off order number or the purchase order number (that includes release number and the line number).

Other instructions:

- a) Send 'Statement of account' (SOA) to Emirates accounts payable periodically. SOA should be sent to acctpay1@emirates.com only.
- b) DO NOT send SOA to HO.APPnL@emirates.com
- c) All queries regarding payment must be sent to acctpay1@emirates.com

We believe, the vendors as well as Emirates benefit from the new electronic system. The new system also brings in traceability. Vendors those who DO NOT follow the above mentioned guidelines would face delays in payment.

Benefits of the new system:

- a. Timely delivery of invoices.
- b. Reliable delivery system.
- c. Evidence of delivery.
- d. Eliminate postage cost.

Emirates appreciates your attention to the new procedure.

Emirates accounts payable telephone: (+971 4) 7082827, 7082813, 7082804.