FAQS

1. WHAT IS EMIRATES GROUP PROCUREMENT AND CONTRACTS "EPIC" PORTAL?
It is the official platform that will be used by Emirates Group to manage their supplier on boarding, tendering process & contracts management.

2. WHY IS EMIRATES USING AN EPROCUREMENT PORTAL FOR ITS TENDER PROCESS?
Emirates procurement process is set to be transparent. As such, all announcements and information related to the tenders will be published on the portal. All RFPs will be released via the portal and all responses will be received through the portal.

3. HOW DO I CREATE A COMPANY PROFILE OR REGISTER ON EPIC?
Companies can create a company profile or register by clicking on the 'Register Now' button on https://epic.emirates.com/ and filling out the required company related fields as well as the user's details. A temporary email will be sent to the user's entered email address.

4. CAN MULTIPLE USERS FROM MY ORGANIZATION REGISTER ON EPIC?
Each company must have one account only. Admin user can create different divisions, sub-users, user roles, and departments to manage employees access to the eProcurement Portal. For further details, please refer to Supplier User Guide.

5. CAN WE SET DIFFERENT ACCESS LEVELS FOR DIFFERENT USERS IN OUR ORGANIZATION ON THE E-PROCUREMENT PORTAL?
Yes, during the registration process the Admin user need to create sub-user accounts first, then create user roles. User role is a way of managing and controlling sub-user access to RFQ, RFP, Projects, and organizational details. For further details, please refer to Supplier User Guide

6. MY ORGANIZATION HAS MANY DIVISIONS AND BRANCHES AROUND THE WORLD. SHOULD WE CREATE ONE ACCOUNT OR MULTIPLE ACCOUNTS TO REPRESENT OUR ORGANIZATION ON THE E-PROCUREMENT PORTAL?
If the branch has a separate trade license, then yes, you will need to create a separate account. for it. On the other hand, if a company has many divisions, there is no need to create a separate account. You can create divisions and assign division managers within the same account. For further details, please refer to Supplier User Guide

7. IS THE PASSWORD SECURED?

Passwords are encrypted at the database level and are not known even to our System Administrator. It is known only to you. As a part of the security policy, we advise you to change the password frequently.

8. IS THERE A TIME-OUT LIMIT ON THE EPROCUREMENT PORTAL?

Emirates eProcurement Portal will log you out after 30 minutes of inactivity due to security protocols. Any 'unsaved' changes to your online response may be lost as result of the time-out. It is therefore extremely important that you click the 'Save and Continue' button regularly when completing online responses.

9. CAN I USE MY USER ACCOUNT ON A DIFFERENT COMPUTER?

You can use your eProcurement Portal account anywhere in the world, and on any computer that meets the minimum system requirements. System requirements details is found at the bottom of this page.

10. WHAT ADDITIONAL SUPPORT MATERIALS ARE AVAILABLE FOR SUPPLIERS?

In addition to the FAQ section which will be updated on a regular basis, there is Supplier User Guides available on the main page.

11. HOW CAN WE SEND OUR PROCUREMENT CLARIFICATION QUESTIONS TO EMIRATES VIA EPIC?

Each published RFx (RFI, RFP, etc...) has its own messaging tool. You will be receiving clarifications, announcements, tender amendments, from the buyer to a specific RFx. You can also communicate with the buyer in case you have any clarification with regards to the respective RFx.

12. I HAVE FORGOTTEN MY PASSWORD. WHAT SHOULD I DO?

If you have forgotten your password, you should click on the 'Forgot Username or Password' link on the homepage. You will then be requested to provide your username and email address. A temporary password will then be emailed to you to reset.

13. I HAVE FORGOTTEN MY USER ID. WHAT SHOULD I DO?

If you have forgotten your Username, you should click on the 'Forgot Username or Password' link on the homepage, followed by 'Forgot Username' You will then be requested to provide your email address. A temporary password will then be emailed to reset.

14. WHAT IS THE STATUS OF MY REGISTRATION?

Supplier must complete all the Emirates registration forms to become an active supplier in the portal, once the registration is completed Emirates Supplier Relations team will review your registration and update the status.

15. CAN I EDIT MY COMPANY NAME AFTER COMPLETING THE REGISTRATION?

Supplier cannot edit the company name after registration completion, Contact Help Desk for change required.

16. IS THERE ANYONE I CAN SPEAK TO IF I HAVE ANY QUERIES ON HOW TO REVIEW THE ENQUIRY OR TO SUBMIT THE OFFERS ON E-PROCUREMENT?

Supplier can scroll down to 'Contact Us', for Helpdesk information.

17. WHAT ARE THE RECOMMENDED BROWERS TO BE USED?

Please check from the table below your system requirements

Settings	Your Settings	Technical Requirements	Not Recommended
Browser	Chrome 5	Microsoft Edge Google Chrome Mozilla Firefox (ESR) 68+ Safari 13.0.5+ for MacOS	Microsoft Internet Explorer 10/11
IP Address	80.227.6.109		
Operating System	Windows 10	Microsoft Windows 7, Microsoft Windows 8, Microsoft Window 10. Other operating systems such as Linux, Mac OS X or other versions of Windows although not officially supported, may be compatible with supported browser	
JavaScript Version	1.6	1.3	
Cookies Support Enabled	ON	ON	
Screen Resolution	1280 x 720	1366 x 768 +	
Colour Depth	24 bit	16 bit +	
Processor	n/a	x86 +	