The Emirates Group Destination and Leisure Management Division

Electronic Invoice Processing User Manual

Ver.3.6

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INTRODUCTION

Dear Valued Business Partner,

This is the updated version of "Invoice upload, tracking & query "module with the most essential and latest features incorporated to enable you to have a seamless invoice presentation experience. We will keep incorporating enhancements to facilitate real time visibility of business transactions and reconciliation as and when available.

The salient features of the product at very high level are:

- > Direct & self-upload of invoices in a secured environment
- > Acknowledgement of the same being successfully received at our end
- > Tracking the invoice and payment status on real-time for self-reconciliation purposes
- Hand holding facility to the best extent, i.e. error messages where the file format does not comply with required structure, POs not available and steps to resolve such errors
- > Availability of "help" assistance by way of a mouse click on majority of functions

The scope of the Electronic Invoice Presentment is as follows:

- E-Invoice upload facility
- Invoice inquiry and tracking
- Payment information query
- Providing secure access to the supplier over the internet

While once again thanking you, we will sincerely look forward for your valuable feedback to help us improve upon this product and serve you better.

Kind Regards Group Accounts Payable Services Team Group Finance

1 -ACCESS & LOGIN

Please visit <u>https://eip.emirates.group</u> for logging on to the portal. You can now use Chrome, Internet Explorer 11 (without compatibility mode) and Firefox for this purpose.





Note: On first log-in, the system will prompt you to change your password and verify contact details. This is a mandatory requirement, without which the user will not be able to proceed to use the system

Important Note:

Kindly use the new template to upload invoices irrespective of whether the VAT related breakups or not is applicable (i.e. even if VAT is not applicable).

It is mandatory to enter the amount under "INV TOTAL AMT". This amount should be equal to the sum of 'INV AMT' & 'INV VAT AMT'.

Example 1 - Invoice to	tal amount is 105.	VAT charges a	re 5%
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INV TOTAL	INV	INV VAT
AMT	AMT	AMT
105	100	5

In case INV VAT AMT' is 0(Zero) then "INV TOTAL AMT" should be equal to 'INV AMT

Example 2 - Invoice total amount is 105. VAT charges are NIL

INV TOTAL	INV	INV VAT
AMT	AMT	AMT
105	105	0

Invoice Upload	
Please use this new excel template which supports Date formatted cells and .xlsx fi' <u>Click here to download</u> the new Excel template.	Electronic Invoice Presentment
Strictly adhere to the guidelines mentioned within the template.	INV TOTAL AMT INV VAT AMT PO VAT AMT
Upload excel file: Choose file No file chosen Upload	Note: The system cannot recognize the mandatory fields unless and otherwise it is captured with the right header value (as mentioned above) in the excel sheet.
	Ok

2-EXCEL SHEET PREPARATION

The latest promote includes compatibility of Excel 97-2003 (.xls), as well as the latest version of Excel (.xlsx). Both templates are available on the portal to enable supplier to download pre-formatted excel sheets, thus minimising the formatting errors.

The Emirates Group Electronic Invoice Presentment

nvoice Upload Invoice Upload Log Invoice Tracking My Account Details	
Welcome APADMIN. Last logged in on 25-Apr-2018, 13:16 (GMT + 4:00).	
Invoice Upload	
Please use this new excel template which supports Date formatted cells and .xlsx files with UAE VAT requirements for	uploading invoices.
Click here to download the new Excel template.	
Strictly adhere to the guidelines mentioned within the template.	the required template
IMPORTANT: If you are a GCC registered service provider then please update your VAT registration number using the	e ' <u>My Account Detans</u>
Upload excel file: Choose File No file chosen Upload	

For GCC registered service providers, kindly click "**My Account Details**" and update the VAT Registration Number(mandatory) and all the other details in the below shown grid.

The Emirates Group Electronic Invoice Presentme	nf	
Invoice Upload Invoice Upload Log Invoice Trac	king My Account	Details
Welcome APADMIN. Last logged in on 26-Apr-201	8, 08:38 (GMT + 4:0	0).
Personal Details		
Name	:	APADMIN
Email Id *	:	
Telephone	:	
Fax	:	
Website	:	
GCC VAT Registration No.	:	For EMIRATES NBD
		* GCC VAT Registration No. is applicable only to service providers in the GCC region.
		Submit

<u>Sample of upload format – (The file should be in an excel (.xlsx) template.)</u>

DOMAIN	SUPPLIER	INV NO	CURRENCY	INV DATE	INV TOTAL AMT	INV AMT	INV VAT AMT	PO NO	PO AMT	PO VAT AMT	INV REMARKS

The invoice upload process requires that the invoice details be completed on either of the two templates, in a pre-defined format. The supplier can upload 1,000 rows of data in one attempt. The supplier cannot modify the template since it is protected. In case

the data is being copied from another file to the template, it is recommended that "values" are pasted, in order to ensure that the data type is not disturbed. Description of the headers and the required information is as below:

- 1- Domain: This is the Emirates Group line of business from which the booking is received, for e.g. EKH, AA, EBMS, EMS, MARHABA, DNATA, STPC or DS. In case of Gulf Ventures (GV), domain should be DNATA. For CSI/MIE booking, domain should be EMS. For Yalago, the domain to be used should be YALTPDPR.
- 2- Supplier: This is the numeric code provided to the supplier by Group Accounts Payable Services (GAPS).
- **3-** Inv No: The supplier should enter the invoice number/bill number.
- 4- Currency: Enter the 3 character IATA currency code for contracted currency, for e.g. AED, USD, EUR, GBP, etc.
- 5- Inv Date: The date of the invoice needs to be filled in this column.
- 6- Inv Total Amt: Enter invoice amount inclusive of the tax amount, wherever applicable (i.e. Invoice Amount+VAT Amount)
- 7- InvAmt: Enter invoiced amount (i.e. service amount excluding VAT)
- 8- Inv VAT Amt: Enter the invoice VAT amount only.
- 9- PO NO (see Annexures on page 14 for examples):

EKH: PO number will be **booking number** and should be **7 digits numeric** only. For e.g. if PO received as **EK5123456/78**, it should be entered as **5123456** only.

AA: PO number should begin with prefix AA. For e.g. if PO received as 123456 or 12345/15, it should be entered as AA123456 only.

EBMS: PO number will be event number and should be 8 digits numeric only. This will start with 1000XXXX or 2000XXXX.

EMS: PO number will be project number and will always begin with prefix CM.

DNATA: PO number can be **numeric**, **alpha-numeric** or just **alpha**. PO number needs to be entered as received from business, for e.g. PO numbers **123456**, **ACM/123456**, **12345DY89** should be entered in same manner as received.

MARHABA: PO number should begin with prefix M and should be 8-digits alpha-numeric.

DS: PO number should begin with prefix DS.For e.g. if PO received as 123456or 12456/78, it should be entered as DS5123456 only.

dnata trading as YALAGO-PO number should begin with the prefix YAC.

- 10- PO Amt: PO amount should be the same as invoice amount, i.e. PO Amount = Invoice Amount.
- 11- PO VAT Amt: Please enter the PO VAT amount.
- 12- Inv Remarks: Enter the respective lead passenger's name + number of adults/children, for e.g. Al Naqbi Abdulla x 5

Other Guidelines:

1. Do not enter any information anywhere in the sheet apart from updating rows in the 12 columns mentioned above.

- 2. Delete all other blank worksheets i.e. sheet2, Sheet3 etc. Only Sheet1 needs to be filled and the name of the sheet should remain as Sheet1.
- 3. There should be no leading/trailing spaces/special characters in any of the columns.
- 4. If there are multiple POs for one single invoice, the invoice number should be repeated for all such POs. The invoice amount in this case should be the total of the POs for that invoice. For e.g. if invoice 123 is needs to be uploaded against POs XX1 (AED 100), XX2 (AED 200) & XX3 (AED 700), the same invoice number should be repeated in 3 rows, and the invoice amount should be AED 1,000 for all 3 rows. See table below for reference.

Inv Number	Invoice Amount	PO number	PO amount
123	1000	XX1	100
123	1000	XX2	200
123	1000	XX3	700

- 5. In case you forget your password, you can reset it by clicking on **FORGOT PASSWORD** & a new password will be sent to your email ID which is registered with us.
- 6. Refer "guidelines" tab in the excel sheet for quick assistance.

3 – INVOICE UPLOADING

- Select Invoice Upload option
- > Click on Choose file button to locate the excel file containing the invoice data

The Emirates Group

Electronic Invoice Presentment

Invoice Upload | Invoice Upload Log | Invoice Tracking | My Account Details

Welcome APADMIN. Last logged in on 25-Apr-2018, 13:16 (GMT + 4:00).

Invoice Upload	
Please use this new e	cel template which supports Date formatted cells and .xlsx files with UAE VAT requirements for uploading invoices.
Click here to downloa	the new Excel template.
Strictly adhere to the	guidelines mentioned within the template.
IMPORTANT: If you a	e a GCC registered service provider then please update your VAT registration number using the 'My Account Details' page.
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Upload excel file:	Choose File No file chosen Upload
Upload excel file:	hoose File No file chosen Upload

Select the file to be uploaded and click Open

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🞇 Libraries	Inv 30.11.16	29/11/2016 12:20	Microsoft Excel W	9 KB			
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Calibraries							
Documents							
📣 Music							
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System (C)							
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> Click on **Upload** button

The Emirates Group Electronic Invoice Presentment

Invoice Upload Invoice Upload Log Invoice Tracking My Account Details	
Welcome APADMIN. Last logged in on 25-Apr-2018, 13:16 (GMT + 4:00).	
Invoice Upload	
Please use this new excel template which supports Date formatted cells and .xlsx files with UAE VAT requirements for uploading invoices. <u>Click here to download</u> the new Excel template. Strictly adhere to the guidelines mentioned within the template.	
IMPORTANT: If you are a GCC registered service provider then please update your VAT registration number using the 'My Account Details'	page.
Upload excel file: Choose File No file chosen Upload	

By default, Sheet1 of the chosen excel file will be selected. If necessary, amend the sheet selection as required, from the dropdown. However, it is recommended that all extra sheets be deleted prior to uploading to avoid below additional step, as mentioned in point 2 of "Other Guidelines", page 6.

The Emirates Group Electronic Invoice Presentment	
Invoice Upload Invoice Upload Log Invoice Tracking My Account	nt Details Contact Us 🔁 Help 🔀 Logout
Welcome AP UAT USER. Last logged in on 29-Nov-2016, 09:46 (GN	17 + 4:00).
Invoice Upload	
<u>Click here to download</u> the new Excel template which supports Date for <u>Click here to download</u> the older Excel template which was in use earlie Strictly adhere to the guidelines mentioned within the template.	matted cells and .xlsx files for uploading invoices. rr for upload ng invoices.
Uploaded excel file: Inv 29.11.16.xlsx, Number of work sheet(s) 3 Select worksheet	Sheet Y Continue Cancel
	All unauthorised access prohibited.

Click Continue

Invoice Upload Preview window will pop-up (the pop-up blocker in the internet browser needs to be disabled to allow this page to appear)

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V	We here	by cor	nfirm t	that w	e will,	on dem	and, prov	vide you	i with a	tax inv	oice th	iat is comp	pliant	with the UAE F	TA invoi	cing requ	irements.					F	xport to Ex	cel R	tefresh S	ubmit	Close	Delete

- In case the excel sheet was not uploaded correctly, the records with errors will be highlighted in red and on clicking the View Error button, the error will be displayed against the respective record.
- > This file can then be **exported to excel** for trouble shooting, and once corrected, can be re-uploaded again.
- If an upload preview shows error records and OK to submit records, supplier can check the OK to submit records and upload. This will prompt the portal to ignore the error records.

						I	nvoice Details						
	Status	Rec ID	* Domain Code	* Supplier Code	* Invoice No	* Invoice Date	* Currency	* Invoice Amount	* PO No	* PO Amount	Invoice Remarks	PO Remarks	
	V	7	Y	7		Y 7	7	Y	7	Y		7 T	1
> 0	View Error	2	DNATA	1413	1413-test-ekh	20/10/2016	AED	21,050.600	10030105GV	.600 tes	t		
	Ok to Submit	1	DNATA	1413	1413-test-ekh	20/10/2016	AED	21,050.600	8090302GV	114.000 tes	t		
	Ok to Submit	3	DNATA	1413	1413-test-ekh	20/10/2016	AED	21,050.600	7997269GV	20,936.000 tes	t		
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												Loaded 3 of	3 49



- > On successful completion, the Invoice Upload screen will reappear with the following information:
 - **Process ID** confirming the successful completion
 - Details of invoices uploaded through the **VIEW** button

The Emirates Group Electronic Invoice Pre	esentmen			
Welcome AP UAT USER. Last loope	d in on 29-Nov-2	016, 09:49 (GMT	+ 4:00).	
Invoice Upload			energia de la companya de la company	
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Upload excel file: Choose File No file:	chosen	Upload		
Upload Status	1	Invoice upload	process has been completed successfully!	
Process Id		27972		
No of Records Processed		2	4	
No of Hecords Accepted		2 Viet		
			All upputherized person prohibited	

Types of errors:

1- PO Not Available: The Purchase Order reference that the supplier is using to upload the invoice is not existent in our system. In such a scenario, supplier should get in touch with the line of business from whom the booking is received. This could be due to several reasons as below:

a) Business has not completed the booking due to which the PO has not flown to the system

b) The PO number being entered is incorrect

c) The PO may be existent, however, in another domain

d) The PO may be existent, however, in another currency

2- Liability fully utilized: The Purchase Order reference against which the invoice is being uploaded has already been fully exhausted against another invoice. In such a scenario, the supplier needs to visit the Invoice Tracking Screen (refer page 12, section 4.1) and do a self-reco to find out the invoice(s) already matched against the said PO.

3- Invoice PO Amount Mismatch: Refer to "Other Guidelines" page 6, point 4. If multiple POs are uploaded against one invoice, the invoice total in all rows should mention the sum of all POs uploaded against that invoice, else this error appears.

4- This invoice exists in the database with the same details: This is a duplicate invoice error.

5- Invalid Supplier Code: Each supplier ID has supplier codes assigned to it. If the invoice upload sheet mentions a supplier code which is not tagged to the ID, this error appears.

6- Invoice Amount higher than PO Value: In case the supplier uploads an invoice with an amount greater than the liability amount available on the PO, the invoice will be rejected with a remarks 'Invoice value higher than available PO value'.

7- Invoice has been uploaded late, no liability available: Should the supplier upload an invoice for a liability that is more than 6 months old from check out date the invoice will be rejected with the message 'No liability available – invoice has been uploaded late'

Invoice Upload Log

Supplier can view the invoices uploaded to-date through the **Invoice Upload Log** screen

Electronic Invoice Presentment : In	voice Upload Log - Google	Chrome	to Income Income Manhaelt March		
D dxbegww123dv:8080/IMPACTEIP45_	TEST/InvoiceUploadLog.asp	x			
The Emirates Group Electronic Invoice Pre	esentment				
Invoice Upload Invoice Upload Log	Covoice Tracking My Acce	unt Dotails			Contact Us ? Help 🛛 Logout
Welcome AP UAT USER. Last logge	d in on 30-Nov-2016, 08:52 (G	MT + 4:00).			
Invoice Upload Log					
Process Id From :		То			
Uploaded Date From :		То	:		
PO No :		Invoice No	:	Search	
Invoice Upload Log					
Process Id File Name	Interface Date	Rows Processed Vie	w		
Y	Y	Y Y	Y		
			There are no rows in this view.		
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All unauthorised access prohibited.

4 – INVOICE TRACKING, REPORT & RECONCILIATION

4.1- Invoice Tracking: Through this module, supplier can track the status of invoices submitted, and also verify the invoices matched against POs.

The supplier can run a query based on the following:

- > Query based on **invoice numbers**
- Query based on PO numbers. The supplier can now enter multiple PO numbers separated by a comma (,) when running a query
- Query output details can be exported to Excel by clicking on Download to Excel

Electronic Invoice Pres	sentment :	Invoic <mark>e Tracking</mark>	- Google Chrom	e		dec. as a	-		_			- <u>-</u>	_ 0 _ X
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The Emirates Group Electronic Inv	oice P	resentmen									1	·))	
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Welcome AP UAT US	ER. Last log	ged in on 30-Nov-2	016, 08:52 (GMT +	4:00).									
Invoice Tracking													
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Invoice Details (To view pa	ayment detail	s please click on the	+ sign)										
Domain Code	Doc Type	Invoice No	Invoice Date	Received On	Due Date	Currency	Invoice Ar	mt Paid Amt	Shortpaid	Amount Invoi	ice Status Remark	ks	
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There are 4possible outcomes of the query which will be mentioned in the Invoice Status column. These are as below:

1- Received: Upon successful upload, query will show invoice status as Received. This means the invoice is received in our system and is in the queue for matching/review with respective PO number(s).

2- Under Review: The invoice has not yet been cleared for payment and is still in the process of being reviewed and matched against the respective PO number(s).

3- Ready for Payment: Once invoice is matched successfully with the respective PO, status changes to ready for payment. Generally, this process may take up to 3 working days.

4- Paid: Once the invoice is received and matched, the final step is for the invoice to get paid. Once the invoice is paid, the status will change accordingly. In this case, supplier can view complete payment details including but not limited to payment value date.

4.2- Payment Details: If a paid invoice is queried, supplier can view the details by clicking on **Download to Excel** and also by clicking on the +sign.

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The Emirates Group Electronic Invoice Presentment	N Dru
Invoice Upload Invoice Upload Log Invoice Tracking My Account Details Contact Us	s 🎅 Help 🔀 Logout
Welcome AP UAT USER. Last logged in on 30-Hov-2016, 09:38 (GMT + 4:00).	
Invoice Tracking	
Process Id From : Po No(s) : Invoice No : F0/27305 Supplier : •	
Invoice Date from : Invoice Status : All V Shortpay : All V Search Dewrdead t	to Excel
unvoice Details (10 view payment dealing please click on the sign) Domain Code Doct Type Invoice No Invoice Date Received On Due Date Currency Invoice Ant Paid Amt Shortpaid Amount Invoice Status Remarks	
<u> </u>	
(), / AA Electronic Invoice FU/2/303 02/30/1/2010 10/30/2010 AEU 6/3.000 6/3.000 Palo 612-Mr.ESAMEL	
Ready.	Loaded 1 of 1 🐺 😧

- > Supplier can view the following payment details when such details are retrieved by clicking on +:
 - Pay Doc Number: This is a EFT/Wire/Cheque payment reference number
 - Payment Currency
 - o Invoice Paid Amount: This is the value paid against the invoice in question
 - **Total Payment Document Amount**: In case the invoice queried is paid along with other invoices, this field will show the total value that was transferred to the supplier bank account which includes the invoice in question. If paid in isolation, Invoice Paid Amount & Total Payment Document Amount will be same.
 - **Payment Value Date**: This is the date when the total payment document amount will be credited to supplier bank account (EFT/Wire) or the Cheque date
 - Payment Mode: This shows the mode of payment, i.e. EFT/Wire/Cheque

Invo	ice	Detail	ls (To view p	payment details pleas	e click	on the sign)														
		Doma	in Code	Doc Type	Invo	ice No	Invoice Date		Received On	Due	e Date	Currency	In	ivoice Amt	Paid Amt		Shortpaid Amount	Invoice Status	Remarks	
			7		٢	7		7		7	7		7	Y		7	۲	٢	7	7
8	>	AA		Electronic Invoice	F0/2	27305	02/Jun/2010		16/Jun/2010	16/.	Jul/2010	AED		675.000	67	5.000		Paid	612-Mr.ESAMEL	
		Payn	nent Details																	
			Pay Doc	Number		Payment Cur	rency	Inv I	Paid Amount		Total Pay	Doc Amount		Payment Value	Date I	Payme	nt Mode			
		·	4000264	64		AED				675.000)	11,115	.000	15/Jul/2010		lectr	onic Fund Transfer			

- In addition to the details mentioned above, the supplier will also have access to the below information if the supplier clicks on Download To Excel:
 - **Invoice Details**: These are the details such as Domain, Invoice Number, Invoice Date, Currency, etc. which the supplier used to initially upload the invoice

5 – ANNEXURES

EKH: PO number will be **booking number** and should be **7 digits numeric** only. For e.g. in the below PO, the booking number is **6089310/10**, however, it should be entered as **6089310** only.

Sales Summa	ry Report	Printed at: 15/11/2016 13:00 Petsy Olma Norc
Emirates Holidays	Phone: +071 / 3/3 0000	
Sheikh Zayed Road	Fax: +9/1 4 343 9955	

EMS:PO number will be **project number** and will always begin with prefix **CM**. For e.g. in the below PO, the POnumber will be **CM0116002**.

