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:

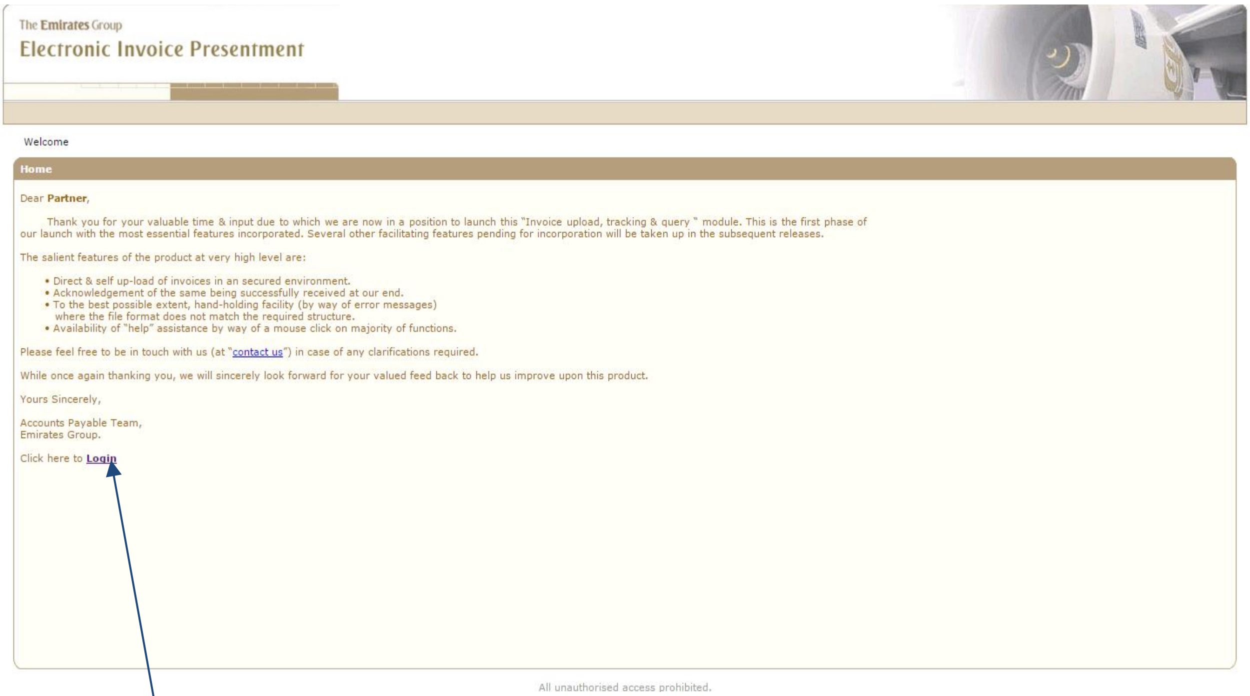
- E-Invoice upload facility
- Invoice inquiry and tracking
- Payment information query
- Providing secure access to the supplier over the internet

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



- Click LoginEnter User ID & Password provided to you by our Contact Centre team
- Click Login button

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’.

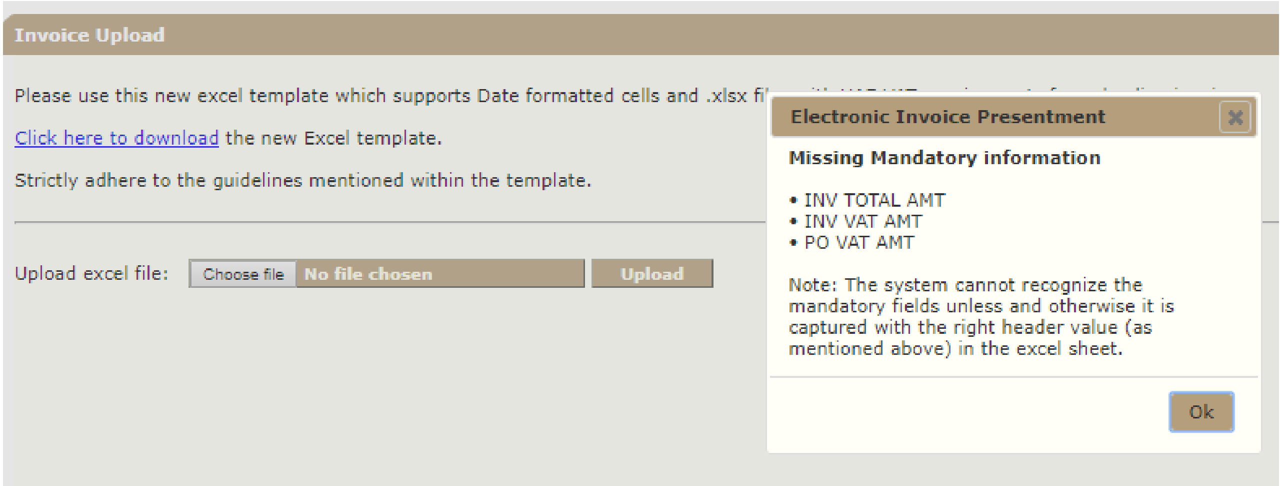
Example 1 - Invoice total amount is 105. VAT charges are 5%

INV TOTAL AMT	INV AMT	INV VAT AMT
105	100	5

In case INV VAT AMT’ is 0(Zero) then “INV TOTAL AMT” should be equal to ‘INV AMT

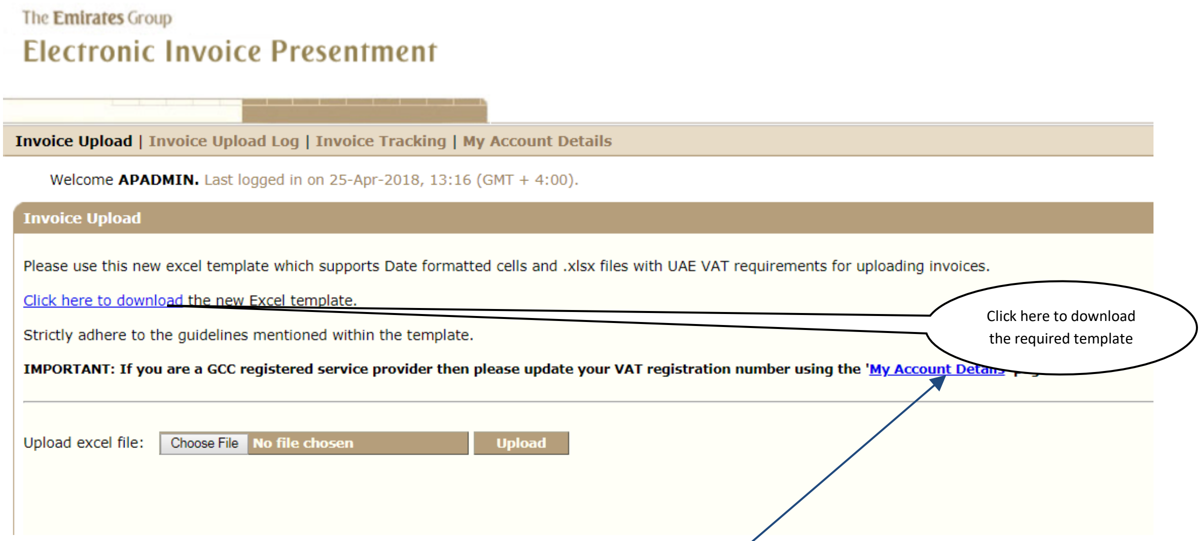
Example 2 - Invoice total amount is 105. VAT charges are NIL

INV TOTAL AMT	INV AMT	INV VAT AMT
105	105	0

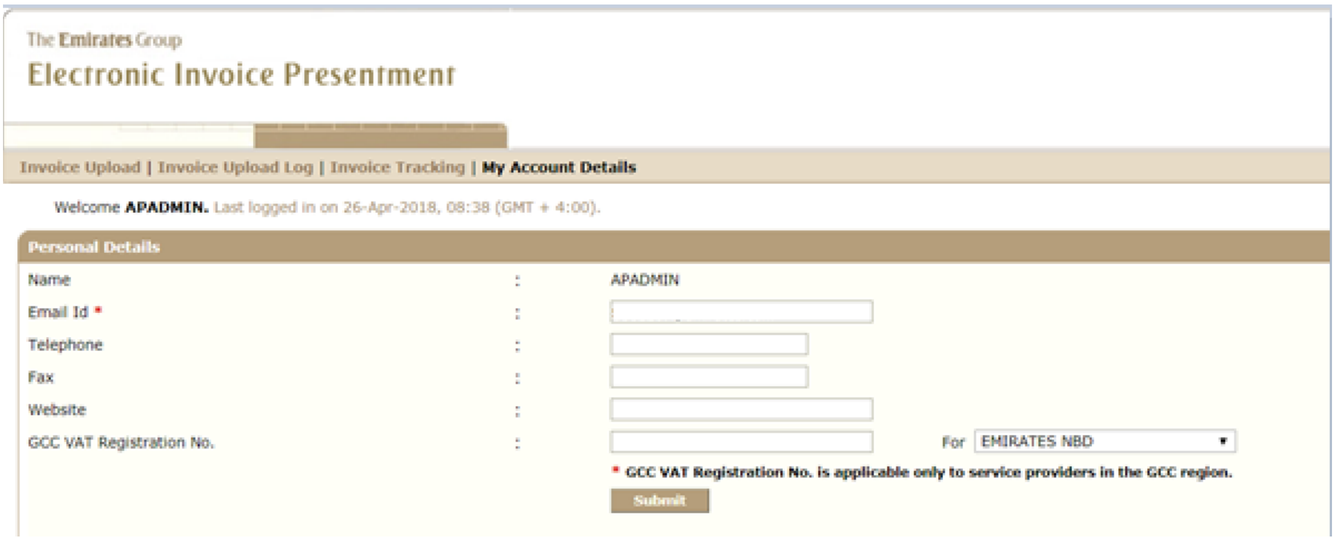


2–EXCEL SHEET PREPARATION

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.



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.



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

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 **123456**or **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.

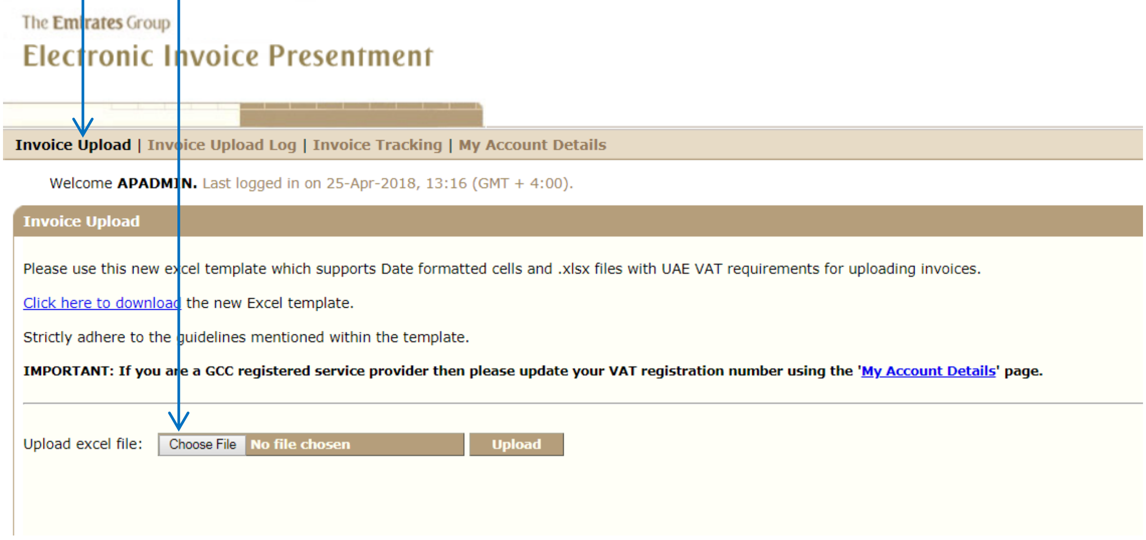
Inv Number	Invoice Amount	PO number	PO amount
123	1000	XX1	100
123	1000	XX2	200
123	1000	XX3	700

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.

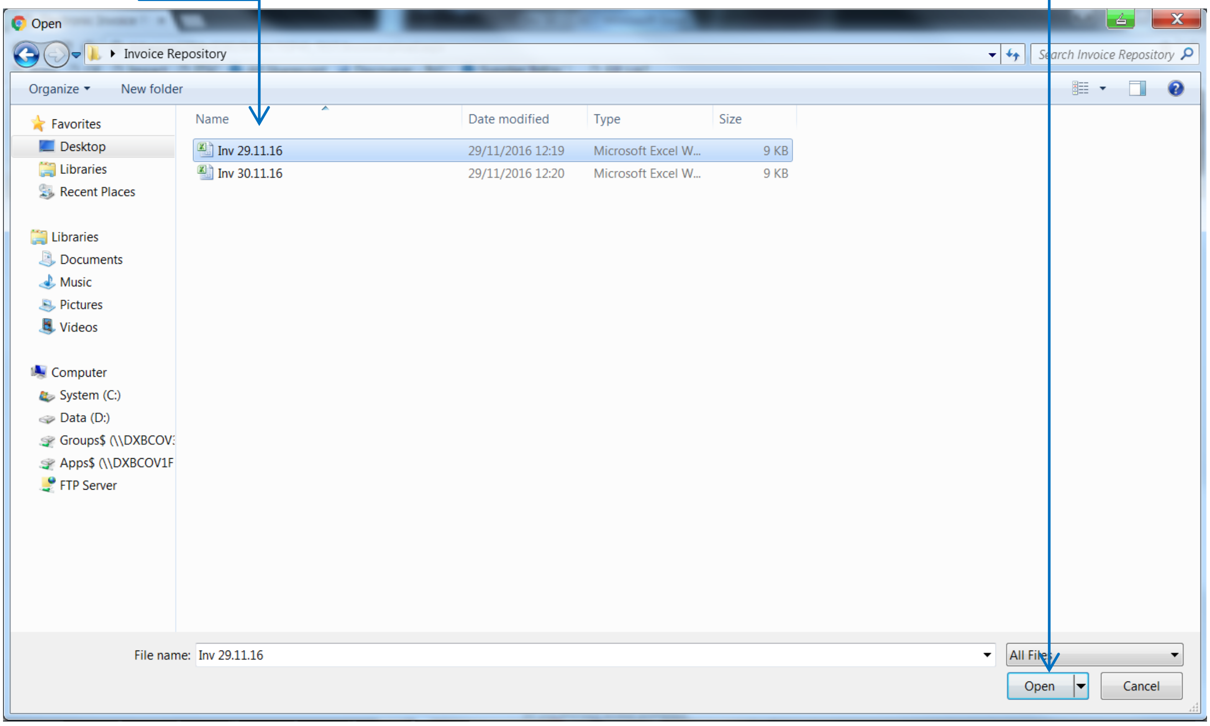
6. Refer **“guidelines”** tab in the excel sheet for quick assistance.

3 – INVOICE UPLOADING

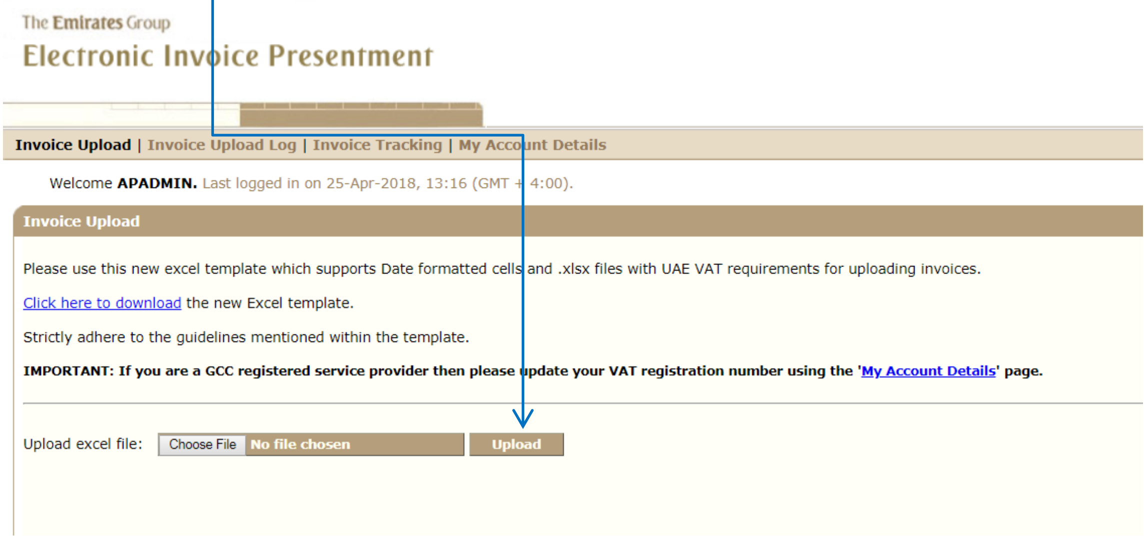
- Select **Invoice Upload** option
- Click on **Choose file** button to locate the excel file containing the invoice data



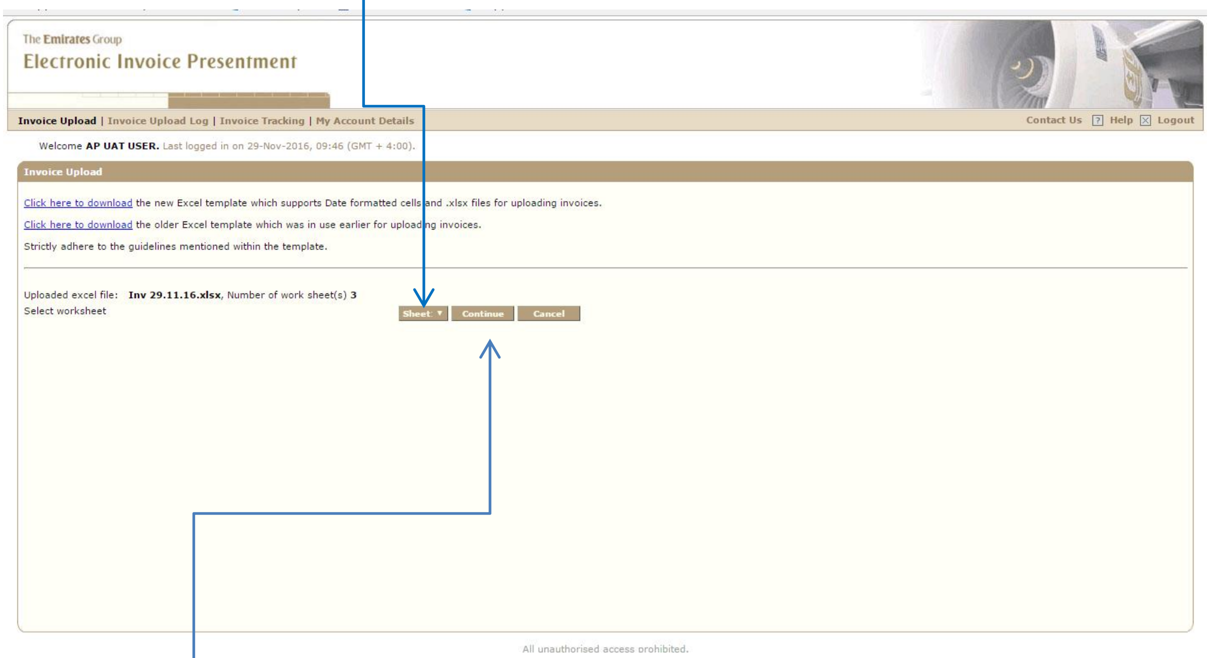
- **Select** the file to be uploaded and click **Open**



- Click on **Upload** button

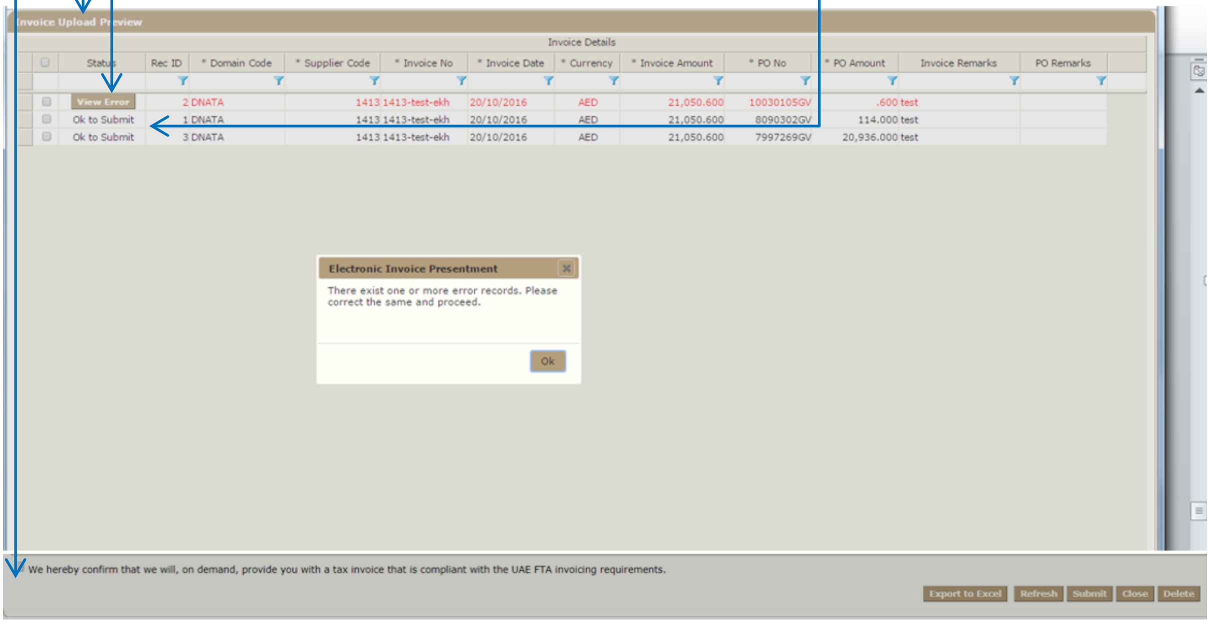


- By default, **Sheet1** of the chosen excel file will be selected. If necessary, amend the sheet selection as required, from the **dropdown**. However, it is recommended that all extra sheets be deleted prior to uploading to avoid below additional step, as mentioned in point 2 of "**Other Guidelines**",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

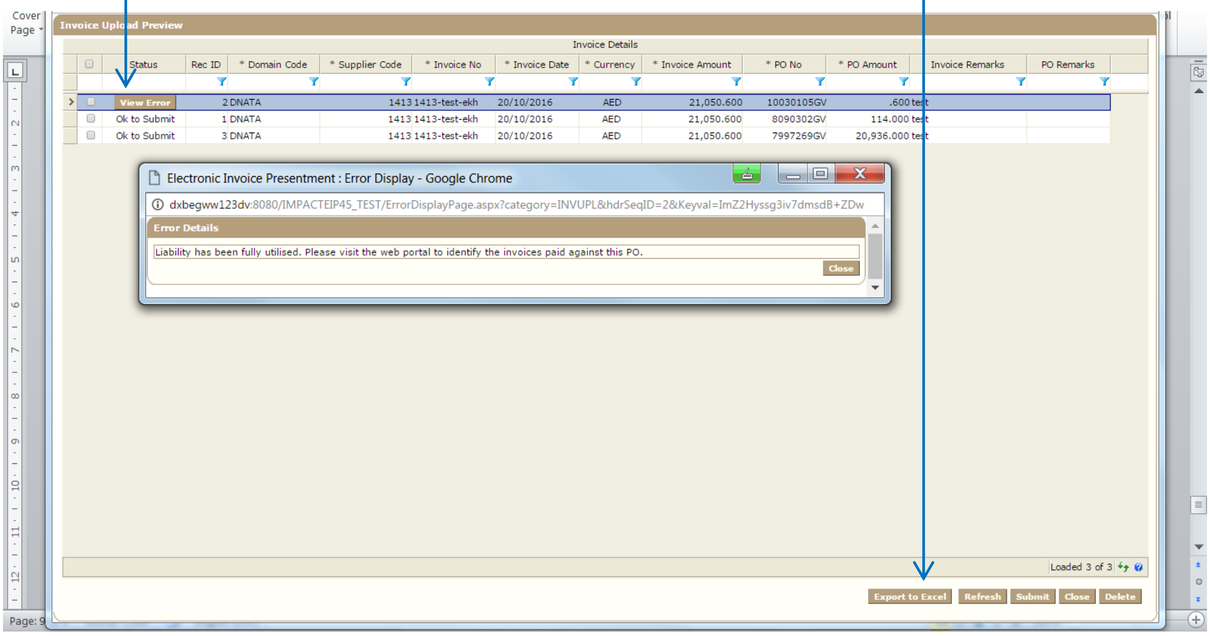


- Click **Continue**

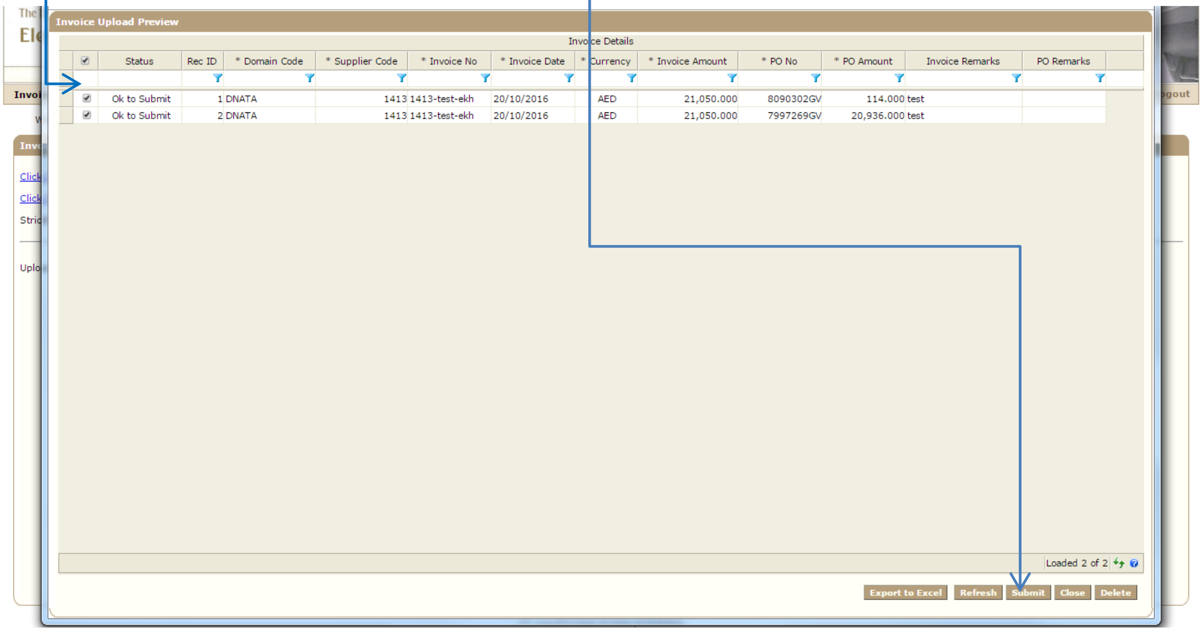
- **Invoice Upload Preview** window will pop-up (the pop-up blocker in the internet browser needs to be disabled to allow this page to appear)
- There can be instances where the uploaded excel file contains **errors,** which will have the status mentioned as **View Error**
- The lines which are okay to upload will have status as **Ok to Submit**
- For GCC VAT Registered suppliers, kindly **tick** the check box at the bottom of this screen for UAE VAT compliance.



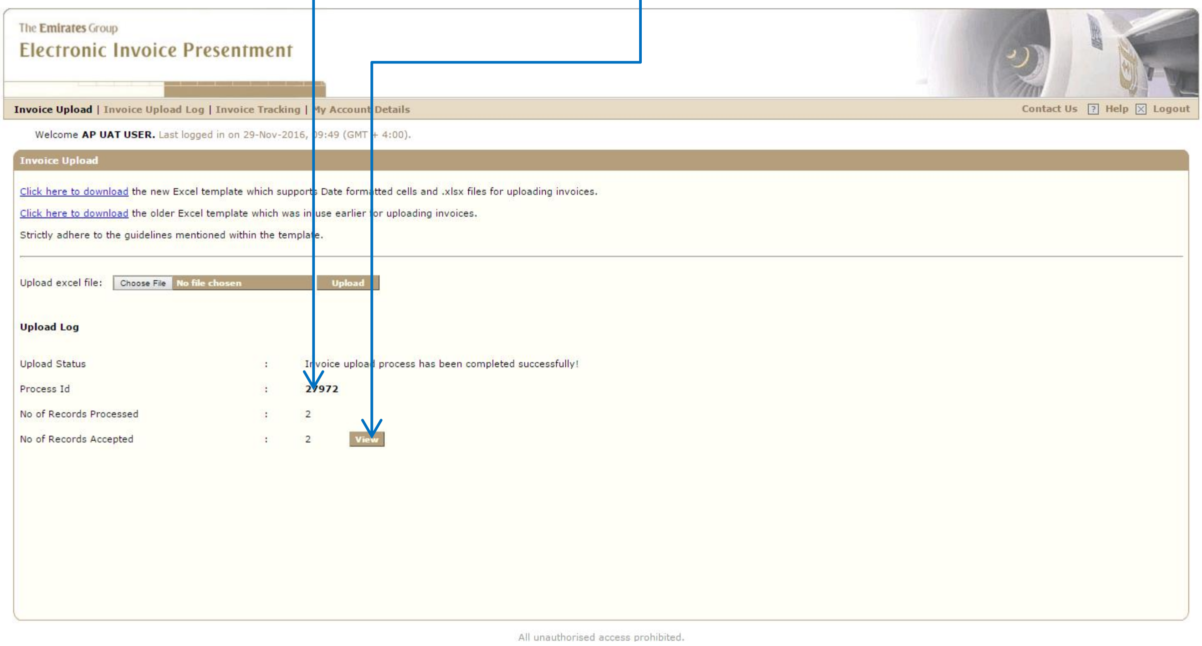
- In case the excel sheet was not uploaded correctly, the records with errors will be highlighted in **red** and on clicking the **View Error** button, the error will be displayed against the respective record.
- This file can then be **exported to excel** for trouble shooting, and once corrected, can 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.



➢ Once all errors have been corrected, re-upload the file for re-validation. Select the check boxes against each of the records by **selecting all** and click on **Submit**.



- 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



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.

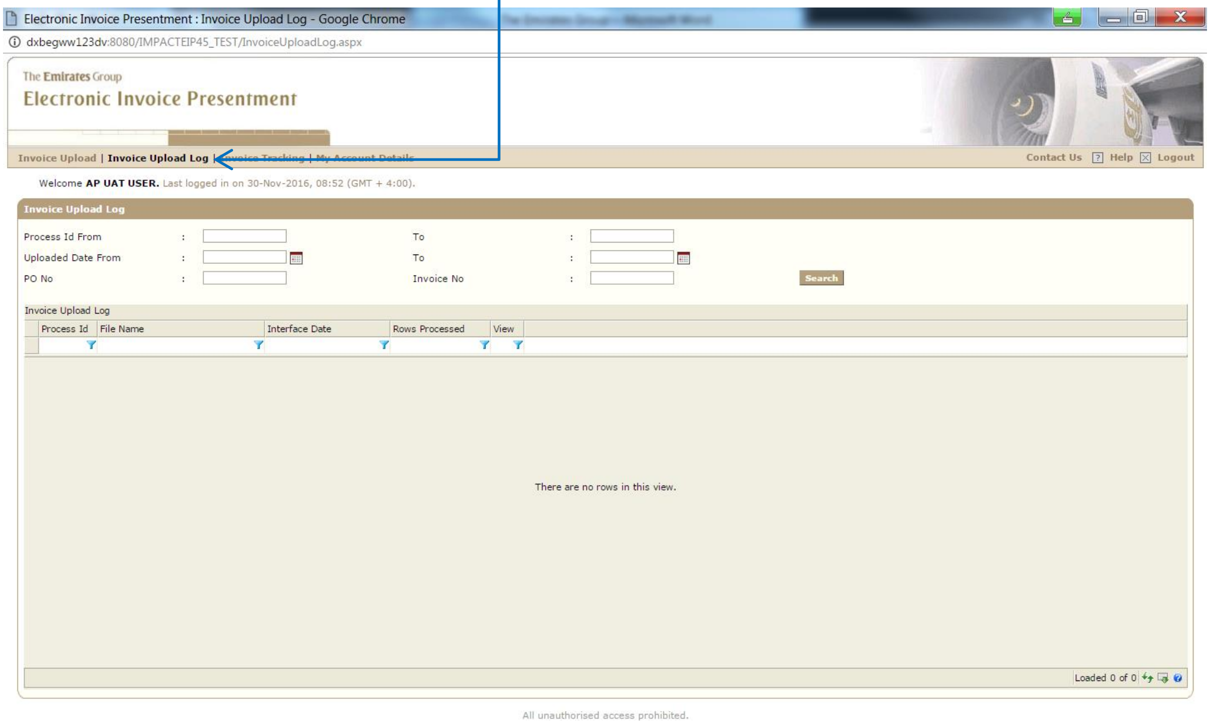
5- Invalid Supplier Code: Each supplier ID has supplier codes assigned to it. If the invoice upload sheet mentions a supplier code which is not tagged to the ID, this error appears.

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

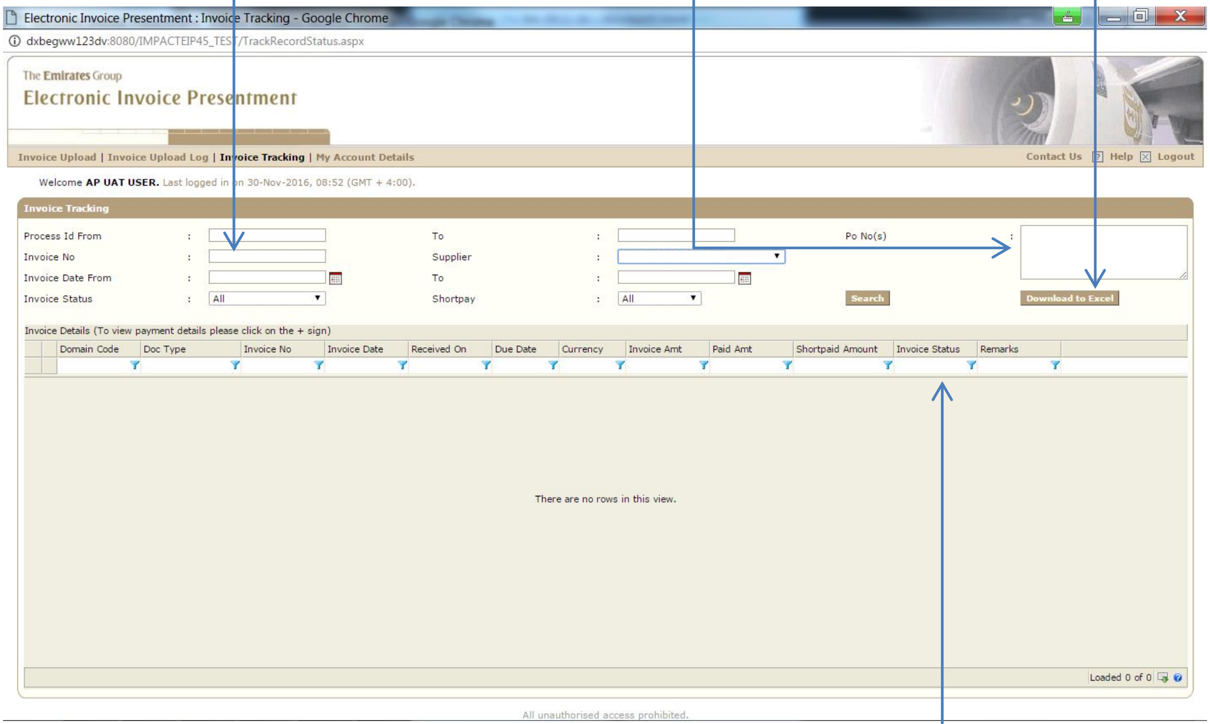


4 – INVOICE TRACKING, REPORT & RECONCILIATION

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**



There are 4possible outcomes of the query which will be mentioned in the **Invoice Status** column. These are as below:

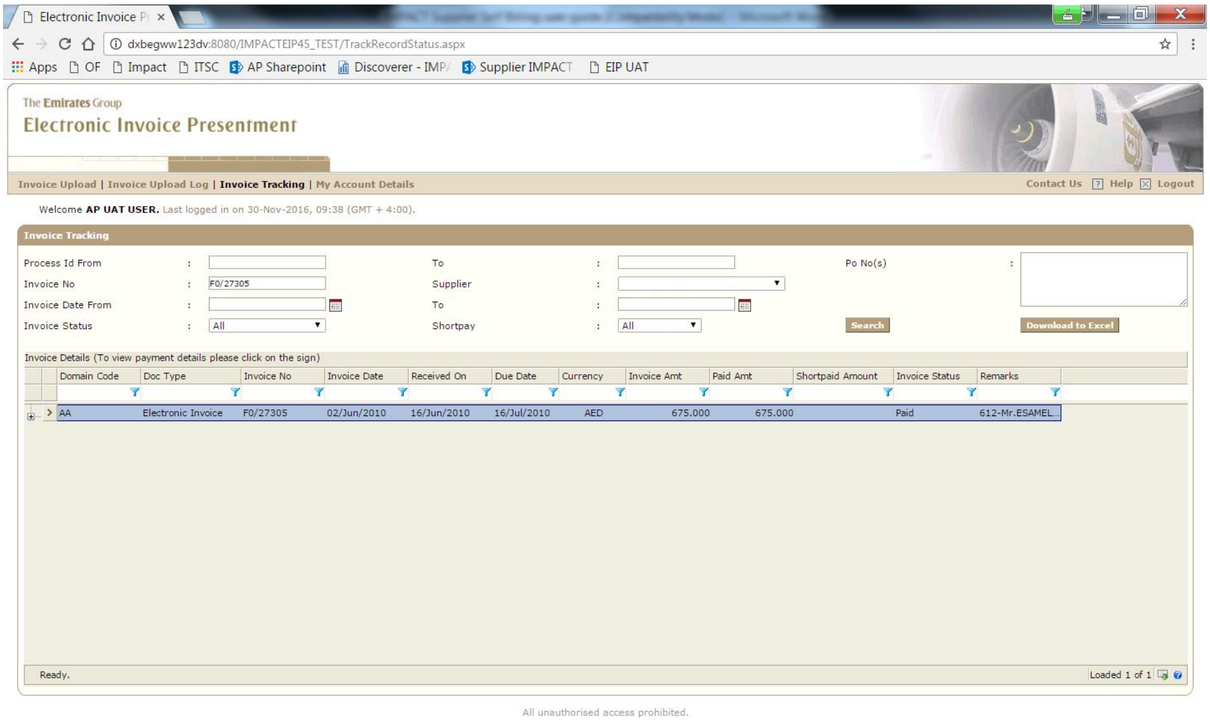
1- Received: Upon successful upload, query will show invoice status as Received. This means the invoice is received in our system and is in the queue for matching/review with respective PO number(s).

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).

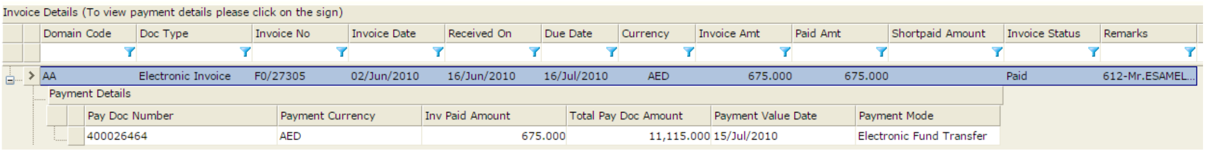
3- Ready for Payment: Once invoice is matched successfully with the respective PO, status changes to ready for payment. Generally, this process may take up to 3 working days.

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.



- 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**
  - **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


Invoice Details (To view payment details please click on the sign)

Domain Code	Doc Type	Invoice No	Invoice Date	Received On	Due Date	Currency	Invoice Amt	Paid Amt	Shortpaid Amount	Invoice Status	Remarks
AA	Electronic Invoice	F0/27305	02/Jun/2010	16/Jun/2010	16/Jul/2010	AED	675.000	675.000		Paid	612-Mr.ESAMEL..

Payment Details

Pay Doc Number	Payment Currency	Inv Paid Amount	Total Pay Doc Amount	Payment Value Date	Payment Mode
400026464	AED	675.000	11,115.000	15/Jul/2010	Electronic 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 Summary Report

Printed at: 15/11/2016 13:06:41
Petsy Olma Noronha

Emirates Holidays		
Emirates	Phone:	+971 4 343 9999
Sheikh Zayed Road	Fax:	+971 4 343 9955
AE - Dubai	E-Mail:	ekhops@emirates.com

Booking - 6089310/10 OK

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.**

Arabian Adventures
MEETINGS, INCENTIVES & EVENTS

TO:
Belevari Marine Trading LLC

+97126431494

info@belevari.com

PURCHASE ORDER	
PO Number	LPO/T/2016/0000476/021
Project Number	CM0116002
Project Name	Experian
Amendment Number	21
Issue Date	03.11.2016
PO Status	Confirmed
Issued By	Nicole Dittrich
Phone	009714 303 4739
Email	nicole.dittrich@emirates.com