MYOB EXO Employer Services

Product Registration

Last Updated: 09 July 2015

Contents

Introduction

All MYOB EXO Employer Services products must be registered to enable full functionality. Sites are licensed by date (one year) and by number of users. In both cases, there is an allowance: a 30 day grace period after the expiry date and a goodwill limit on the number of users, which depends on the number of licensed users—see Appendix 1 on page 11.

This document details the process of registering EXO Employer Services products and the interfaces in EXO Employer Services that relate to registration.

The Registration Window

The Registration window displays registration information for all licensed products and contains the functions for registering products manually. The window can be opened in one of the following ways:

- By clicking **Registration** on the login window.
- By clicking on registration warning messages in the toolbar (see page 7).
- From certain registration warning message windows (see page 7).

The window shows contact details for the payroll company and contact details to use for registration enquiries. The **Company Name** and **Licence Number** are taken from the site's registration information and cannot be changed; the other details in the Company Contact Details section can be edited if necessary. The details in the Registration Contact Details are taken from the **contact.ini** file, if one has been set up; if not, they display the default MYOB contact details.

Licence limits and status information are displayed for all installed modules in the table below. Double-clicking on a module, or selecting it and clicking **Register**, opens the window for entering registration details manually (see page 4). Clicking the **Register**

Online button attempts to retrieve and apply updated registration details for all modules via the Internet (see page 3).

Clicking the **History** button opens a new window showing the selected module's licensing history, including current staff levels for all companies and the pay history for all companies over the licensing period:

Rows highlighted in red represent the record with the highest staff count for that pay frequency and company.

The Registration Process

The process of registering EXO Employer Services products involves the following steps:

1. Registration information about the products are generated by the product(s) and sent to MYOB.
2. MYOB verifies that licence limits have not been exceeded and that the licence fee has been paid.
3. Updated registration information is sent back to the client and applied to the product(s).

There are several methods by which these steps can be performed—these are detailed in the following sections.

Automatic Registration

Thirty days before a site's licence is due to expire, the system will automatically attempt to retrieve registration details via the Internet when a user first logs in. (This is the same process that occurs when a user clicks the **Register Online** button on the registration window—see below.)

If the attempt is successful, i.e. if the Annual Licence Fee has been paid and processed by MYOB, a message will be displayed to the user. If the attempt fails, an error message may appear, depending on the nature of the error—see Appendix 2 on page 12 for a list of all possible error messages. The system may also automatically send a copy of the registration report to MYOB via email; the error message window will say if this is the case. (The registration report can be viewed and/or printed by clicking the **View** button on the Registration window—see page 5.)

> **Note:** The network must allow traffic on port 587 for the system to be able to send the registration report via email.

If the attempt to automatically register the system fails, the system will try again weekly. If the system has still not been registered fourteen days before the licence is due to expire, automatic registration will then be attempted every two days.

Registering Online

Clicking the **Register Online** button attempts to register all products in one operation by using the client's Internet connection to query their MYOB account status and send new registration codes directly to the software, rather than having to enter one.
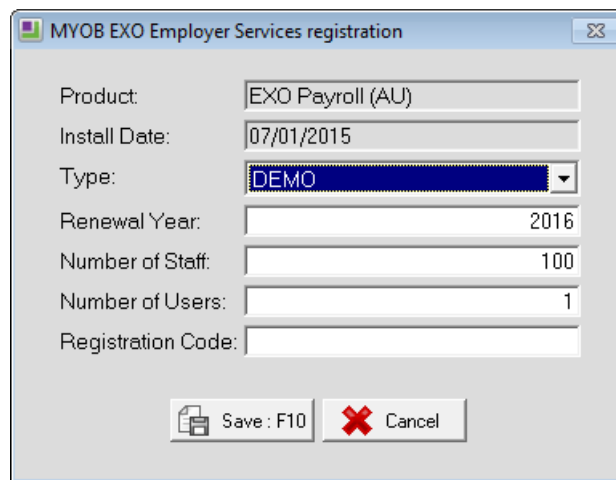
If the online registration process is successful, the product registration will be set forward another year—the **Expiry Date** will refresh when the operation is complete.

Registering Manually

If the client isn't able to use an Internet connection, or if the online registration attempt fails, they can generate reports containing your registration details (see below) and send them to MYOB. MYOB will send back the new details, which can then be entered manually for each product. Clients can click **Email** to generate a copy of this report and immediately send it to MYOB via email, or click **View** to view and print a copy, and then send it to MYOB by mail or fax.

Once the client has received the new registration details for each product, they must enter them manually one-by-one:

1. From the Products grid, click on the product to register.
2. Click the **Register** button, which will open the registration window:

3. If this is the first time the product is being registered, change the **Type** from NEW to LIVE. If the **Type** is already set to LIVE, leave it as it is.
4. Enter the Registration Code that was sent by MYOB.
5. Click **Save** or press F10.

The product will now be registered for one year's use.

Exceeding Licence Limits

If the licence limit on the number of staff members (allowing for the goodwill limit) is exceeded at any point during the registration period, then the first time a pay is updated, a message appears to the user (see page 9) and a copy of the registration report is automatically sent to the registration contact, which may result in the client being contacted to re-negotiate their licence.

This process occurs at the time the licence limit is exceeded, rather than at the end of the registration period; this is to avoid any surprises for the client when it comes to renewing their registration. The system will continue to function as normal, however.

> **Note:** If a site has exceeded the licence level but not the goodwill limit during the licensing period, no messages will be displayed, but they will still need to re-negotiate their licence at the end of the licensing period.

Registration Reports

EXO Employer Services produces several reports containing registration details:

- The Product Registration Information report, which shows a summary of the registration status for all licensed products.

MYOB EXO Product Registration Information

Company Contact Details

Client Name:	Pauls Test Company
Country:	Australia
Licence Number:	21183
Postal Address:	48 Milson Avenue
	www.example.com
Site Address:	
Contact:	Paul
Phone Number:	
Email Address:	paul@example.com
Industry Type:	Accounting and Tax Services

Client ID: 3333333

Instructions

If you have difficulties in sending the registration details electronically, you can:

1. Scan this document and email to:
   josh.addison@myob.com; OR
2. Fax this to: 1800 REGISTRATION POX

If you should have any problems please call:
1800 MONKEY PHONICS

Fax Number:

Licence Summary

Product Name	Install Date	Expiry Date	Type	Licensed Users	Licensed Staff	Max Staff	Exceeded	Expiry Status
EXO Payroll (AU)	12/03/2014	12/03/2015	LIVE	3	100	90	No	Registration OK.
- Company A						12		
- Lite						78		
EXO Employee Information	12/01/2015	12/02/2015	DEMO	1	100	80	No	10 days remaining
- Company A						12		
- Lite						68		
EXO Time and Attendance	12/01/2015	12/02/2015	DEMO	1	100	0	No	10 days remaining
- Company A						0		
- Lite						0		

- One separate History report for each licensed product.

MYOB EXO Payroll (AU) History

Company Contact Details

Client Name:	Pauls Test Company
Country:	Australia
Licence Number:	21183
Postal Address:	48 Milson Avenue
	www.example.com
Site Address:	
Contact:	Paul
Phone Number:	
Email Address:	paul@example.com
Industry Type:	Accounting and Tax Services

Client ID: 3333333

Fax Number:

Product Details

Current Period:	12/03/2014 - 11/03/2015
Product:	EXO Payroll (AU)
Expiry Date:	12/03/2015
Registration Type:	LIVE
Licensed Staff:	100
Max Staff Count:	90
Exceeded:	No
Expiry Status:	Registration OK.

Company Name				Company Max Staff Count
Company A				**12**
	Frequency	Pay Number	Pay Type	Period End Date	Number of Staff Paid
	Weekly	1		27/08/2014	12
		2		04/08/2014	12
		3		11/08/2014	12
		4		18/08/2014	12
		5		25/08/2014	12
	Maximum paid Weekly				12
Lite				**78**
	Frequency	Pay Number	Pay Type	Period End Date	Number of Staff Paid
	Weekly	215		14/03/2014	77
		216		21/03/2014	77
		217		28/03/2014	78
		218	One-Off	28/03/2014	0
		220	One-Off	31/03/2014	0
				04/04/2014	71

The reports are generated in several circumstances:

- When clicking **View** on the Registration window. Reports are generated one by one and can be previewed onscreen or sent directly to a printer.
- When clicking **Email** on the Registration window. Reports are concatenated into a single PDF and sent to MYOB via email.
- When automatic registration fails. A concatenated PDF will be generated and sent to MYOB automatically.

Registration Timeline

Several time limits and intervals apply to the registration process—these are described below:

- Product is registered for a one year period.
- **30 days before registration is due to expire**, the system starts attempting to automatically register products using the Internet. The system starts displaying "X days remaining" messages in the main toolbar.
- **14 days before registration is due to expire**, if the system has not been re-registered, the system starts displaying "Registration is due in X days" messages to users at login, when creating pays, when updating pays and when adding employees. (These messages are in addition to the toolbar messages.)
- **The day after registration expires**, the grace period begins. Full use of the system is still possible. "Registration overdue" messages are displayed every time a user logs in.
- **30 days after registration expired**, i.e. at the end of the grace period, the system no longer allows pays to be updated, and new pays cannot be created. "Registration expired" messages are displayed every time a user logs in.

Notifications

The EXO Employer Services interface notifies the user about registration and licensing issues in several ways.

Toolbar Messages

Notification messages regarding licensing, e.g. if the licence is due to expire or if licence limits have been exceeded, are displayed in the main toolbar:

Clicking on a notification message opens the Registration window.

Message Windows

Registration Due

These messages appear on the first login of the day starting 14 days before registration is due to expire.
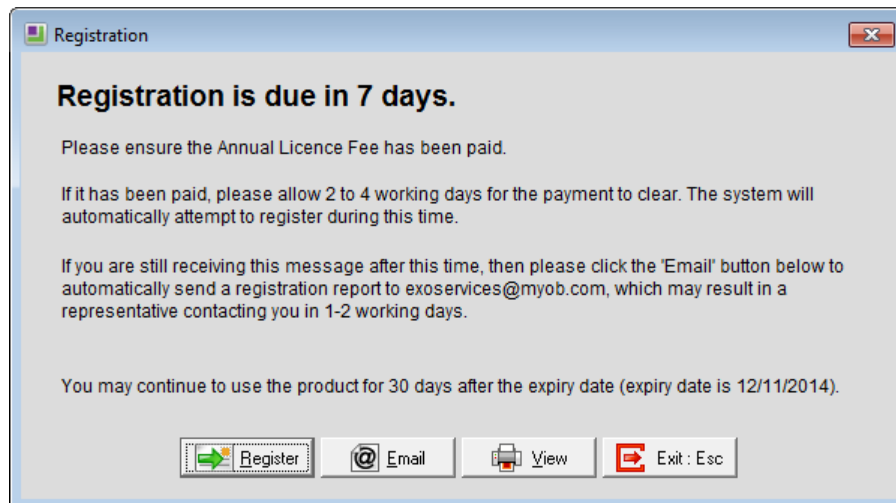
Messages also appear when a new pay is created and when a pay is updated.
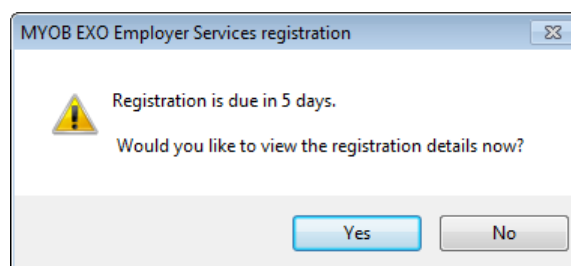
Registration Expires

This message appears on the day that registration expires. The message is displayed on the first login of the day, when a new pay is created and when a pay is updated.
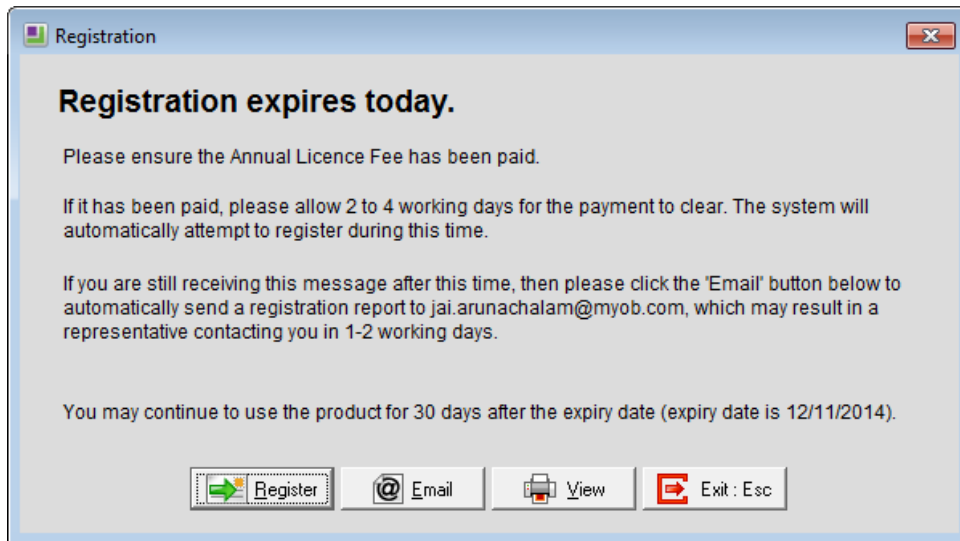
Registration Overdue

These messages appear during the registration grace period, i.e the first thirty days after expiry. The message is displayed on the first login of the day, when a new pay is created and when a pay is updated.
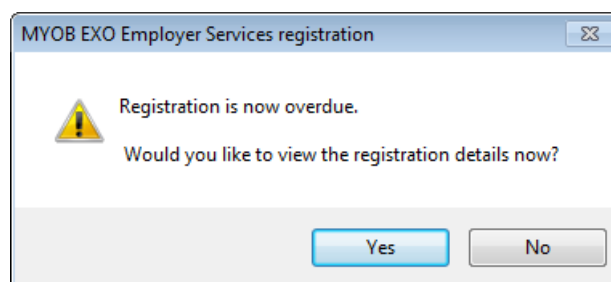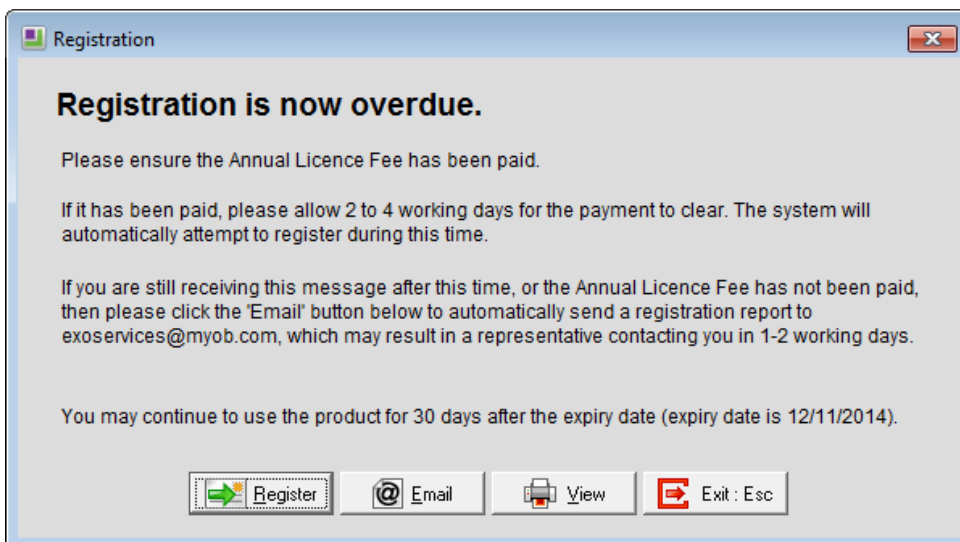
Registration Expired

These messages appear to each user once the registration grace period has elapsed. The message is displayed every time users log in.
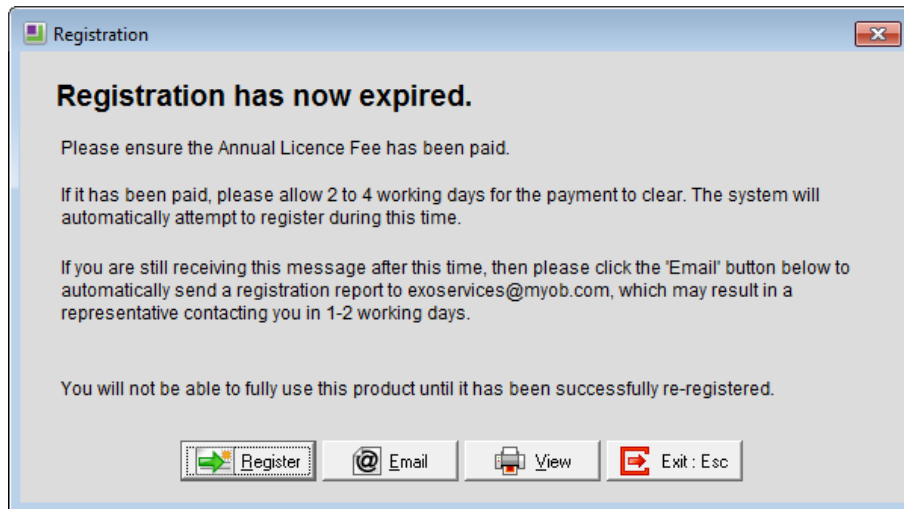
Messages also appear when attempting to update a pay or create a new pay, preventing these actions.
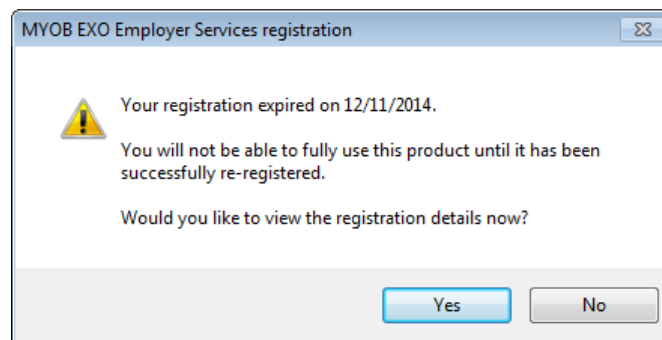
Licence Exceeded

This message is displayed if the number of users in the system exceeds the number of licensed users (allowing for the goodwill limit). The message appears the first time a pay that exceeds the limit is updated. (Subsequent pays will not trigger this message.)
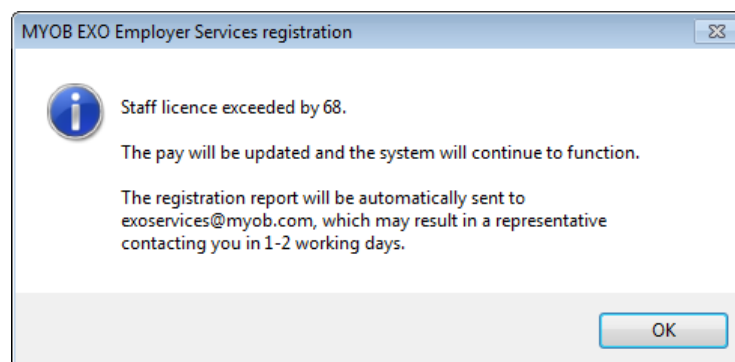
Best Practices for Partners

As business partners are often required to install new sites to give demonstrations or to troubleshoot client's companies, care must be taken not to exceed the partner's own licence limits; otherwise unnecessary licence alerts may be generated and sent to MYOB.

Restoring a client's database to a new company under the partner's licence risks exceeding the partner's licenced staff limit; for this reason, partners should install a new site under the 30-day "DEMO" licence, then create new companies under that installation to restore clients' data to.

> **Note:** Do not restore client data to the default demonstration company in the **Payrollv\DATABASE** directory, as this company has restrictions on the functions that can be performed from it. New companies created in their own folders next to the **DATABASE** folder do not have these restrictions.

Companies that are using the "DEMO" licence do not send emails to MYOB when licence limits are exceeded; this means that partners can restore client data without having to worry about exceeding the limits on staff numbers.

Appendices

Appendix 1 – Goodwill Limits

The following table shows the goodwill limits that apply to the number of licensed users.
The system will not display "licence exceeded" messages until the number of licensed
users exceeds the goodwill limit; however, the actual licence level still applies when
renewing licences. This means that if a site has exceeded the licence level but not the
goodwill limit during the licensing period, they will still need to re-negotiate their licence
at the end of the licensing period.

Licence Level	Goodwill Limit	Licence Level	Goodwill Limit
20	22	160	165
30	32	180	185
40	42	200	220
50	52	300	320
60	62	400	420
70	72	500	520
80	82	600	620
90	92	700	720
100	105	800	820
120	125	900	920
140	145	1000	n/a

Appendix 2 – Online Registration Error Codes

Error Code	Meaning
0	Success
1	Invalid Site Licence Number
2	Invalid Country Code
3	Invalid Module Name
4	Site Information Mismatch
5	Site Name Mismatch
6	Invalid Site Licence Type
7	Licence Level Breached
8	Future dated ALF Invoice not paid
-1	System failure
-4	System timeout
50	Init error: Server name not initialised.
51	Init error: Service namespace not initialised.
60	Request error: There has been a (parse) problem communicating with the registration servers. Please try again in a few minutes.
61	Request error: There has been a (call) problem communicating with the registration servers. Please try again in a few minutes.
70	Response XML error: Header not passed.
71	Response XML error: Keys not passed.
72	Response XML error: Invalid error code.
73	Response XML error: Registration details not passed.

74	Response XML error: Invalid expiry date.
75	Response XML error: Invalid registration code.
76	Response XML error: Invalid number of seats.
77	Response XML error: Invalid number of staff.
78	Response XML error: Invalid install date.