MYOB Advanced

Release Notes

2020.2.0

Contents

Introduction

Welcome to the 2020.2.0 release of MYOB Advanced.

What's New in this Release?

The 2020.2.0 release adds enhancements to the Payroll and Self-Service modules. The Payroll module's termination functionality has been updated to support more termination scenarios, and the new pay adjustment feature lets a payroll administrator correct individual employees' historical pays to correct errors like overpayments. The Self-Service module has received several updates to make the module more informative and easier to use, including an update to the Contacts Details screen that lets users record emergency contact information.

Installing this Release

The 2020.2.0 release is automatically deployed to all production accounts.

> **Note:** An updated licence is required to enable configuration options for the new features. While accounts in our managed environment will have their licences updated automatically, a local installation must be updated manually by navigating to the Licence Maintenance (SM.20.15.10) form and clicking the Update Licence button.

Upgrade Issue: Reports

The CounterEmailsForReport report table has been discontinued, which affects the following reports:

- Accounts Receivable Invoice/Memo (AR641000)
- Sales Orders Invoice & Memo (SO643000)
- Project Invoice/Memo (PM641000)

The default versions of these reports have been updated, but if you have customised these reports (or if you have created custom reports that use the affected table) you will need to update them manually. This can be done in one of two ways:

- Edit the reports and change references to the CounterEmailsForReport table to use the updated ARInvoice table instead.
- Revert the reports to the defaults after upgrading to 2020.1, then re-apply your customisations.

See the White Paper "Updating Reports in 2020.1" for more information on editing reports. This document is available on the MYOB Advanced Education Centre website.

> **Note:** The CounterEmailsForReport table remains available in the MYOB Advanced system for now, to give you time to update your reports, but it will be deleted in a future release.

New Features

Payroll Updates

Employee Pay Adjustments

This release adds the ability to create adjustment pays for individual employees to correct or update errors in their pays. This feature supplements the existing pay reversal features. It is intended for use in cases where an employee's pay needs to be adjusted, but reversing the whole pay run is impossible or undesirable—the most likely scenario is correcting an overpayment to an employee.

> **Note:** Adjustments can be made to any historical pay—this contrasts with pay reversals, which can only be performed on the most recent closed pay run.
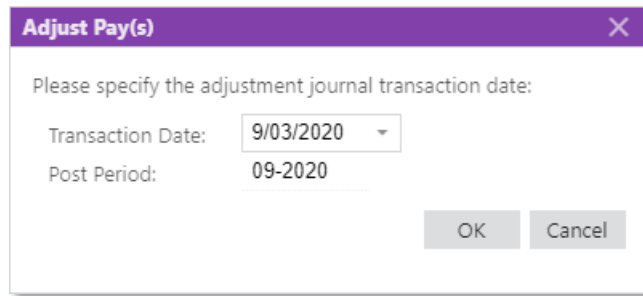
Making an Employee Pay Adjustment

To create adjustment pays for an employee, open the pay run that contained the incorrect details, then on the Pay Run Details screen (MPPP3120) select the employee whose pay needs to be adjusted and click the new **Adjust Pays** button:

A window appears, allowing you to enter a transaction date for the adjustment journals that will be generated. These default to the transaction date used by the original pay run, but you can enter a different date if necessary.
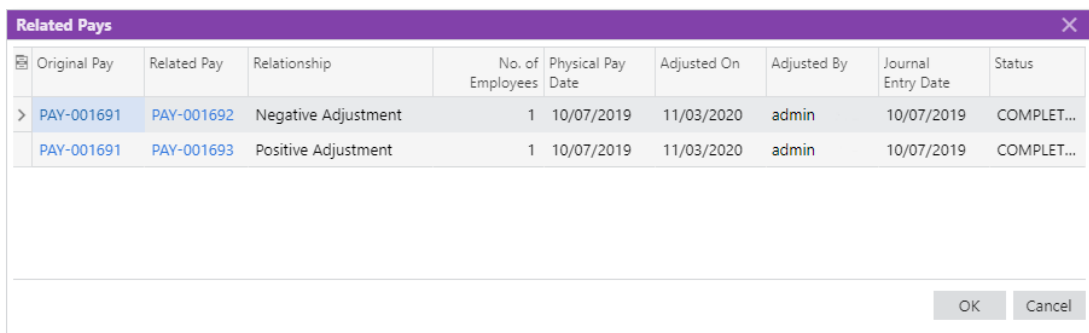

Once a date is entered, clicking **OK** on this window automatically creates two adjustment pay runs:

- A Negative Adjustment pay run
    - This pay run negates all of the employee's pay values from the original pay run.
    - It is immediately set to the CLOSED status.
    - It does not require a Single Touch Payroll (STP) batch.
    - It cannot be reversed or adjusted.
- A Positive Adjustment pay run
    - This pay run contains a copy of the employee's original pay run details.
    - It is created in the OPEN status.
    - Once it is completed, an STP Update batch will be generated.
    - Once completed, it can be adjusted, but not reversed.

> **Note:** The adjustment pays affect all items that may have been included in the employee's original pay run, including imported timesheets, imported Public Holidays and leave imported from the Self Service module.

To adjust the employee's pay, edit the Positive Adjustment pay run to correct the employee's pay run details, then process and complete it as normal.

A new **Related Pays** option is available in the Inquiries dropdown on the Pay Run Details screen. Selecting this option displays a new Related Pays window, which shows the details of any adjustment pays related to the pay run.

> **Note:** The Related Pays window can also be opened by clicking the link in the new **Adjusted** column on the Manage Pays screen (MPPP4110).

Processing Payment Batches

Once the adjustment pays have been processed, payment batches can be generated. A new **Generate Payment** action is available on the Pay Run Details screen for all pay runs. Selecting this action voids any existing payment batches and generated new ones. In the case of a Positive Adjustment pay run, payment batches are <u>not</u> generated automatically when the pay run is completed. You can use this new action to generate payment batches as necessary.

The exact process for dealing with payments will differ from case to case, and will largely depend on whether or not the employee has already been paid.

Effects on the Employee

The pay run adjustment process updates all affected areas of the employee's pay details. Their superannuation payments are adjusted as necessary—this will show on the Superannuation Transactions screen (MPPP4300). Similarly, any adjustments to employee's entitlements will be visible on the Entitlement Movements screen (MPPP6032).

If the employee's contract has been terminated, any applicable termination payments are included in the Negative and Positive Adjustment pays. The employee's termination status remains as it was, which means there is no need to send an update Single Touch Payroll (AU) or Payday Filing (NZ) reporting.

Enhancements to Terminations

Australia only

This release adds new functionality to the termination process, adding support for additional termination scenarios. The **Reason** dropdown on the Termination window (MPPP5300) now includes "Genuine Redundancy" and "Dismissal" options, in addition to "Resignation":

- "Resignation" applies to employee-initiated terminations.
- "Genuine Redundancy" applies to employer-initiated terminations that meet the ATO definition of Genuine Redundancy or Approved Early Retirement.
- "Dismissal" applies to any other employer-initiated termination, e.g. dismissal, normal retirement, contract or probation ended. The "Dismissal" option should be used for any employer-initiated terminations that do not meet the definition of a Genuine Redundancy.

> **Note:** The "Other" option was removed in the 2020.1 release

For more information on using the Termination window in various scenarios, see the updated "Terminations in Payroll" white paper on the [MYOB Advanced Education Centre](#).

> **Note:** If you have an open pay run with a saved termination on upgrade, we recommend that you open the Termination window and delete the termination, then start it again.

Updates to Entitlements

The **Treat As** dropdown on Rules tab of the Entitlements window now contains the following options (new options in bold):

- Annual Leave
- Long Service Leave
- **Time Off In Lieu (TOIL)**
- **Rostered Days Off (RDO)**
- **Personal/Carers Leave**
- Other

The option selected here affects how any termination payments related to the entitlement are processed and which of the Termination window's tabs they appear on.

The existing "Other" option is now supported. You can select this option, then choose a pay item to treat it as—only pay items with the type "Termination - Unused Leave" are available. Entitlements with this **Treat As** option will appear on the new Unused Other Leave tab (see page 6).

Updates to the Termination Window

As well as the new **Reason** options, the following changes have been made to the Termination window.

Fields on the Details tab have been updated (these changes were introduced in the 2020.1 release):

- New fields have been added:
    - Preservation age
    - Pension age
    - (Continuous) Service prior to 1 July 1983
- The **Override service period** option has been removed.

A new Unused Other Leave tab has been added. This tab shows the pay items that will be generated for the employee's leave payments other than Annual and Long Service Leave on termination:

A new Other Termination Payments tab has been added. This tab shows the details of any termination payments that do not relate to unused leave, e.g. redundancy pay or payments in lieu of notice.

The Other Payments tab has been renamed to Custom Payments. This tab functions in the same was as in previous versions—any custom termination payments you have set up can be added here. (Custom termination payments may be necessary for unsupported termination scenarios—see the "Terminations in Payroll" white paper for more information.)

New Termination Report

Selecting the **Termination Summary** action on the Employee's Current Pay screen (MPPP3130) opens a new report, which shows details of the employee's termination payments and how they were calculated.

Payslip Message

This release introduces the ability to add a customisable message to all payslips for a given pay run. Enter the message into the new **Payslip Message** field on the Pay Run Details screen (MPPP3120):

When payslips are generated for the pay, they will include this message in a new **Message** section at the bottom of the payslip.

Other Payroll Updates

Updates to Employee Payslips

Pay items that appear on the payslip under **Gross Income** are now listed in order of their units. For most, if not all, employees this will result in Salary or Wage items appearing prominently at the top of the list, with other allowances and payments ordered below them.

Importing Leave and Public Holidays

The Payroll module now handles the situation where an employee takes leave over a range of days that include a public holiday. In this case, when the leave is imported into a pay, the Days Taken details for the public holiday will be populated correctly, and the Days Taken details for the leave request will be split into two blocks, showing the portion of the leave request that falls before the public holiday and the portion that falls after.

Updates to Employee Self-Service

Leave Requests

Submitting Leave Requests

An **Available Balance** field has been added to the Submit a Leave Request window (MPES3020), providing more information for employees when they make a request:

Leave Request Approvals

When setting up an approval map for leave requests on the Assignment and Approval Maps screen (EP205000), you can now select "Employee" from the **Entity** column of the Conditions table. This means that the approvals process can be tailored to different employees or groups of employees.

> **Note:** All leave requests should be approved from the Approvals screen (EP503010)—this ensures that payroll administrators can be involved in the approval process. The **Approve** and **Decline** buttons have been removed from the Leave Administration screen (MPPP5040), although you can still open individual requests from here and approve or decline them using the actions on the Submit a Leave Request window (MPES3020).

When leave requests appear on the Approvals screen, their descriptions have been updated to more clearly show:

- leave type
- start and end dates
- units (including type)
- available balance

Hovering the mouse over the Description column shows all details in a popup:

Employee Contact Details

A Contacts tab has been added to the Contact Details screen (MPES3010), providing a way of recording emergency contacts for an employee, or any other people who may need to be contacted in relation to them.

To add a contact, click the **Add Contact** button and enter the contact's details into the window that appears:

Once entered, the contact's details appear in the main table, where they can be edited later as necessary.

> **Note:** The new Contacts tab is also available on the Employees screen (EP203000). Any user with access to this screen can use it to manage contact details for an employee.

Updates to the Team Calendar

When an employee views the Team Calendar screen (MPES4003), the details of any leave requests made by their teammates are now hidden:

The employee can see when their teammates are taking leave, but cannot see the type or leave being taken or any other details.

Updates to the Mobile App

The Employee Self-Service screens have been reorganised in the MYOB Advanced mobile app. The top-level Self Service icon has been removed; instead, the My Details and My Leave icons are now top-level icons, making it quicker and easier to access self-service screens from the mobile app.

Usability Improvements

This release includes updates to user interfaces and workflows that make MYOB Advanced module easier to use.

Cancelling Bank Feeds

This release improves the process of cancelling a bank feed, to reduce the possibility of accidental cancellations and to make it clearer that this is an action that cannot be undone. When a user clicks Cancel Selected Feeds on the Manage Bank Feeds screen (MBCA2020), a new warning message appears:
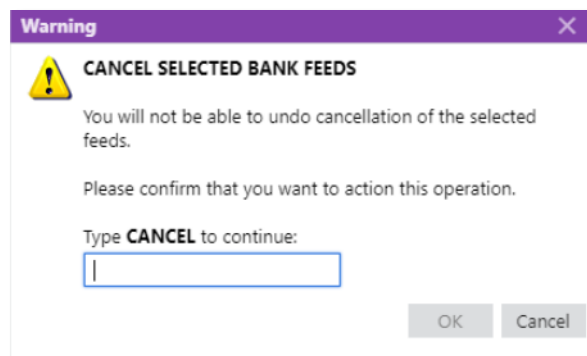
To cancel a bank feed, the user must type "CANCEL" (all uppercase) and click **OK**.

Resolved Issues

The following tables detail the issues that are addressed by this release.

Organisation

Problem ID	Description
172916742392 172731464211	Changing the **Customer Class** on the Customers screen (AR303000) would override the **Country** even if the user chose to preserve the customer's original settings. This has been resolved.

Finance

Problem ID	Description
173126561642 174016312051 173972079903 173891339261 173846461221 173717661991 173647032301 173135092961 173105873271 173055642391 172977590361	The Prepare Payments screen (AP503000) did not show all suppliers if **Pay Date Within** and **Due Date Within** boxes were unticked. This has been resolved.
173148581607 174300233971 172914000511	Sorting the **Supplier ID** column of the Prepare Payments screen (AP503000) in ascending order did not correctly order all transactions. This has been resolved.
172974811969 173694743391 172898145001	It was not possible to create payments on the Process Bank Transactions screen (CA306000) for customers on Credit Hold. This has been resolved.
157613813042 157551649947	This release corrects an issue that could cause the FA Balance Projection reports (by Account, Class and Branch) to time out.
173081904672 173055641931	An error could occur when attempting to reverse GL entries created from a Deferral Schedule. This has been resolved.
173145657591 173135340493	A "lost connection" error could occur when attempting to post transactions from the Post Transactions screen (GL502000). This has been resolved.
173260907604 173139698791	This release corrects an issue that could cause the Reconciliation Report (CA627000) to time out and produce nothing.
172987121240 172946157521	Reversing a Landed Cost AP Bill did not reverse the associated Landed Cost. This has been resolved.
173678050207 173645166271	Sales Profitability reports did not exclude documents' discount amounts. This has been resolved.
174279927082 174221105311	An error message could occur when attempting to release a payment from the Release AR Documents screen (AR501000). This has been resolved.

Distribution

Problem ID	Description
172731792831 172485642674 **172830694211** 172662988501	When a quote was converted to a sales order, the **Requested On** date for each line was reset to the current business date. This has been resolved.
173082844396 173055641989	2-Step Transfer documents created from the Sales Order module (Order Type TR) did not have a Purchase Order Receipt Nbr. attached to them on the Transfers screen (IN304000). This has been resolved.
173090848034 173073502641	Attempting to drill down to records on the Inventory Transaction Summary (IN406000) always returned the details of the first row. This has been resolved.
173714657818 173709228861	A "lost connection" error could occur when attempting to create a shipment from the Sales Orders screen (SO301000). This has been resolved.
172310485438 172011610651	The SOInvoice generic inquiry could display incorrect customer details. This has been resolved.
172334157625 172207389822	An incorrect tax line would be added to a purchase order's tax details if a line was created using the **Add Item** or **Load Records from File** buttons. This has been resolved.

Payroll

Problem ID	Description
172718756074 172718208441 172706089061 172662212591 172540349801 172457987461 **173147252471** 173846461479 173807130310 173139698471 **172527951976** 172458901901	This release resolves various intermittent errors occurred related to logging in to MYOB services, e.g. for Secure Authentication or STP reporting.
174095236500 174059407251 173994671021	If a pay item with **Pay Item Type** set to "Allowance" was set up with a custom rate, the rate would not appear on employee payslips. This has been resolved.
173861407799 173708888921	The error message "An unhandled exception has occurred in the function 'GetEmployeeWorkingHourOnParticularDay'" could appear when clicking the Leave Summary button on the Pay Run Details screen (MPPP3120). This has been resolved.
173849013958 173807129821	Users with the "Payroll User" role in Advanced People only sites could not access pivot tables. This has been resolved.
174009063280 173990200901	It was not possible to create an import scenario for updating the **Reference** field on the Pay Distribution screen (MPPP2330). This has been resolved.

Field Service Management

Problem ID	Description
174020897374 173063461351	Clicking on the branch dropdown of on one of the Field Service dashboards, e.g. Staff Appointments Map, would show branches that belonged to other tenants. This has been resolved.

Customer Portal

Problem ID	Description
173698335104 173860430581 173684061421	When processing a sale through the customer portal, the Sales Order generated would show a total value of zero. This has been resolved.
173068094481 173029397121	The **Last Activity Date** field on the Open Cases screen (SP204000) was not populated. This has been resolved.

System and Platform

Problem ID	Description
173930758815 173839829231 173709228801	In some cases, it was not possible to export data to SalesForce. This has been resolved.
174015707612 174046080991 173972080061	This release resolves an issue that could cause the Audit History report (SM205530) to time out.
173751105990 173124797431	Import scenarios would read numbers like 0.00001 as 1E-05 (scientific notation). This has been resolved.
173673575141 173673575141	The File Synchronisation screen (SM202530) could import a single file multiple times as multiple versions, resulting in duplicate data. This has been resolved.
-	Settings-only snapshots now exclude the following Bank Feeds tables: • MBBankFeedApplication • MBBankFeedApplicationKvExt • MBBankFeedApplicationDetail • MBBankFeedImportLog • MBBankFeedSubscription

Known Issues

The following known issues and breaking changes have been identified in this release.

Currency refresh may not happen immediately

After refreshing currency rates on the Refresh Currency Screen (CM507000), the updated rates may not appear on the Currency Rates screen (CM301000) immediately. If the user's Time zone matches the UTC time zone, the rates will be updated instantly; otherwise the updates will appear once the local time matches the UTC time when the update was made.

Disabled Partner Support users see the wrong error message

Partner Support users whose accounts have been disabled see the error message "Looks like you're ready to use Secure Authentication! Just log into Advanced as normal and we'll send you a prompt to sign up." when they attempt to log in via Secure Authentication. Disabled users are correctly prevented from logging in, but the error message may cause confusion.

Error message appears after Secure Authentication onboarding

When a new licenced user receives an onboarding email and uses the link it, the Secure Authentication signup process completes and the user is authenticated, but they are returned to the Advanced login page displaying an error message. This error can be disregarded—if the user clicks the purple **Sign in with Secure Authentication** button, they will be logged in successfully.

Services module can disappear from workspace menus

After upgrading MYOB Advanced, the Services module could disappear from workspace menus in the Modern UI. The individual screens are still available in the Data Views section.

Credit Card controls available on some screens

The following controls relating to credit cards are currently visible:

- The **Validate CC Payment** option in the Actions Menu on the Payments and Applications screen (AR302000).
- The CCEXPIRENOTE Notification Template on the Mailings tab of the Customers screen (AR303000).

Credit card features are not currently supported—these controls cannot be used.

Outlook Add-in requires a login on each e-mail

After installing the Outlook Add-in for MYOB Advanced, users are required to re-enter their login details for the add-in each time they navigate to a new email in Outlook.

Non-Stock Item images displaying incorrectly

The Attributes tab of the Non-Stock Items screen (IN202000) does not display images correctly when a new browser tab or window is opened.

Unable to delete Contacts in the customer portal

The **Delete** button on the Contact screen in the customer portal does not work. (The ability to delete contacts should not be available; this button will be removed in a future release.)

Error when attempting to create an Invoice from a Shipment

When trying to Create Invoice from a Shipment that was created from a Sales Order with a Project assigned, the Prepare Invoice functionality fails with the error "Failed to automatically assign Project Task to the Transaction." A workaround is to create the Invoice manually, assigning the Project/Task as required.

Create Purchase Orders link on menu not working

The link to the Create Purchase Orders screen (PO505000) on the menu for the Service Management workspace does not work. As a workaround, this screen can be accessed from another menu or by entering its URL in the browser's address bar.

Leave request action on the mobile app

The **Approve**, **Decline**, **Edit** and **Ready To Pay** actions are not available on the Submit a Leave Request screen (MPES3020) when viewed in the MYOB Advanced mobile app. These actions are all available when the screen is viewed in a web browser.