

MYOB Advanced

Release Notes

2020.5.3

myob

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Introduction

Welcome to the 2020.5.3 release of MYOB Advanced.

What's New in this Release?

The 2020.5.3 release is a hot fix to MYOB Advanced 2020.5, which addresses issues identified in that release.

Installing this Release

The 2020.5.3 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 clicking the **Update Licence** button on the Licence Maintenance screen (SM201510).

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](#).

Resolved Issues

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

Finance

Problem ID	Description
CE00009160 CE00009013 CE00009721 CE00012504 CE00011591	In some cases error messages appeared when users were attempting to release IN documents. This has been resolved.
CE00012439 CE00012257 CE00012874 CE00013474	The error message "Another process has added the 'AP Adjust' record. Your changes will be lost" could appear when attempting to release payments on the Release Payments screen (AP505200).
CE00011897 CE00011539 CE00012933	The error "Sequence contains no elements" could appear when processing documents on the Generate GST Debit Adjustment screen (AP504500). This has been resolved.
CE00012604 CE00012540 CE00013964	The error message "Another process has added the 'APAdjust' record. Your changes will be lost." could appear when releasing a cheque on the Quick Cheques screen (AP304000). This has been resolved.
CE00008720 CE00008424	This release improves the performance of the Transactions for Period report (GL633000).

Field Service Management

Problem ID	Description
CE00011795 CE00011234 CE00011271	The Tax Total on the Appointments screen (FS300200) could incorrectly show an amount when a zero-value line amount was added. This has been resolved.
CE00013138 CE00013130	Target Equipment was not created when a Field Service Order Invoice was released even though the detail line had been marked with the "Selling Model Equipment" action. This has been resolved.
CE00009567 CE00008594	It was not possible to mass update manufacturer models from the Equipment screen (FS205000). This has been resolved.

Fixed Assets

Problem ID	Description
CE00012970 CE00011808 CE00013488 CE00013503	The error message "Unknown column 'POReceipt.ReceiptType' in 'where clause'" could appear when converting purchases to assets. This has been resolved.

Inventory Management

Problem ID	Description
CE00012761 CE00012529	After creating a transfer, users with appropriate access could not see the transfer from the Receipts screen (IN301000). This has been resolved.

Order Management

Problem ID	Description
CE00012393 CE00011674	Sales orders created from an opportunity would not pick up the billing contact of the associated customer when they were configured to. This has been resolved.
CE00012846 CE00012682	An error message could occur when importing purchase orders through the API. This has been resolved.

Payroll and Self Service

Problem ID	Description
CE00013729 CE00008095 CE00011812 CE00012515 CE00012545 CE00012748 CE00013221 CE00013609 CE00013626 CE00013794 CE00014167 CE00014380	In some cases, leave would remain in the "Partially Paid" or "Processing" status after being fully paid. This has been resolved.
CE00010887 CE00010518 CE00012347 CE00012414 CE00013064 CE00013128 CE00013230	In some cases, managers could not see employees under them on the Team Calendar screen (MPES4003). This has been resolved.
CE00013472 CE00013432	Errors message saying that a Cash Account was missing could occur when exporting superannuation files. This has been resolved.
CE00008274 CE00008193	In some cases, employee payslips could not be downloaded from the MYOB Advanced mobile app. This has been resolved.

Problem ID	Description
-	This release increases the number of decimal places used for entitlement values on the Entitlement Adjustment screen (MPPP3000) to six, to match the other screens in the Payroll module.

Time and Expenses

Problem ID	Description
173923405946 173686658161	In some cases, entering lines on the Employee Time Card screen (EP305000) did not update the total time or values on the Details tab. This has been resolved.
CE00011688 CE00011355	When applying the Until Data parameter on the Release Time Activities screen (EP507020), dates outside the parameter could be included. This has been resolved.
CE00011683 CE00011505	It was not possible to delete a custom week from the Custom Week Settings tab of the Time & Expenses Preferences screen (EP101000); an error message that "there are existing Activities in this period" appeared, when this was not the case. This has been resolved.

System and Platform

Problem ID	Description
CE00011205 CE00010000 CE00012412 CE00012424 CE00012458 CE00012503 CE00012787	In some cases, it was not possible to activate a customised workflow. This has been resolved.
CE00010860 CE00010391 CE00010534 CE00012925	When editing a customisation project, it was not possible to add values to a Combo Box field. This has been resolved.
CE00013628 CE00013088	This release improves the performance of AR imports after upgrading to 2020.5.
CE00012316 CE00012290	This release resolves an issue that could occur when publishing customisations.
CE00012141 CE00011789	Customer order numbers were not appearing on the MYOB Advanced mobile app. This has been resolved.
CE00011544 CE00011429	After setting an automation schedule to run every three months, the schedule would revert to running every month. This has been resolved.
CE00013120 CE00013078	In some cases, customisations could not be published after upgrading to MYOB Advanced 2020.5. This has been resolved.

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.

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.

Compliance workspace visible to Admin users

When logged in as an admin user, a Compliance workspace is visible in the menu bar of the left of the screen. This workspace currently contains no features and has no effect on the system.

DeviceHub error on single tenant sites

On sites with a single tenant, errors can occur if the **Tenant** field on the Connection tab of the DeviceHub configuration window is not left blank.

Enabling HubSpot features

The “HubSpot Integration” feature on the Enable/Disable Features screen (CS100000) does not control all HubSpot screens. For all HubSpot features to be available, the features for “HubSpot Integration” (under Third Party Integrations) and “HubSpot” (under Connectors) should both be enabled.

Creating appointments from a calendar

When creating an appointment from a calendar screen, e.g. the Staff Calendar Board or the Calendar Board, the user is not given the option of setting the Service Order Type, even if the **Select Service Order Type on Creation from Calendars** option is ticked on the General Info tab of the User Profile screen. The order type can still be changed on the Appointment screen once the appointment has been created.

Payroll expense allocation reversals use current business date

When reversing a payroll expense allocation, the reversal is posted to the current business date. This means that if the original batch was posted to a prior financial period, the reversal will be posted to the current financial period unless the user changes the business date before reversing.

Payroll cash account validation

The system prevents you from using a cash account if the branch of the cash account is not the same as the branch of the employee and the “Inter-Branch Transactions” feature is disabled. However, this validation does not prevent the use of the cash account if the branches of the cash account and the employee are the same, but the company has its **Company Type** set to as “With Branches Not Requiring Balancing”.

Payroll payment method validation

The system does not currently prevent the use of payment methods that do not have remittance settings configured e.g. Cheque, Cash, and FedWire. Use of these payment methods will result in payment batches with errors, and may prevent some pay run actions, including where the payment method is used for superannuation funds.

Note: The affected payment method is the one that is configured for the superannuation fund on the Superannuation Funds screen (MPPP2151 or MPPP2152)—this may have been the default payment method for the supplier, or the default chosen on the Superannuation Settings tab of the Payroll Preferences screen (MPPP1100), or it may have been overridden on the Superannuation Funds screen.

The workaround for this issue is as follows:

1. For any affected payment method:
 - a. On the Payment Methods screen (CA204000), go to the Settings for use in AP tab.
 - b. Add at least one row to the Payment Method Details table.
2. For any supplier that uses the payment method:
 - a. On the Suppliers screen (AP303000), go to the Payment tab.
 - b. Check that the affected payment method (i.e. the one configured for the super fund) is selected.
 - c. Under Payment Instructions, enter the details from the row that you added on the Payment Methods screen.

Superannuation fund cash account SAFF cannot be exported

As of the 2020.5 release, Superannuation Funds (MPPP2152) now require a cash account (see page **Error! Bookmark not defined.**). If you are using the SAFF method for super contributions, and there are completed pay run superannuation contributions that have not been included in a superannuation batch on upgrade, then if there is no cash account configured for the fund, this will prevent the SAFF from being able to export. The workaround is to update the Superannuation Fund with a cash account, and then to update the payment instructions in the Payment Method (see **Payroll payment method validation** above). The SAFF can then be exported.

Note: Based on feedback, we will be revising this new logic for cash accounts for superannuation funds and moving it to the superannuation payment batch.

Franchisee user type

The “Franchisee” user type is not currently associated with the Franchise Connector features.