

MYOB Advanced

Release Notes

2020.5.5

myob

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Introduction

Welcome to the 2020.5.5 release of MYOB Advanced.

What's New in this Release?

The 2020.5.5 release is a hot fix to MYOB Advanced 2020.5, which addresses issues identified in previous releases.

Installing this Release

The 2020.5.5 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).

Resolved Issues

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

Payroll and Self Service

Problem ID	Description
CE00015230 CE00015199	In some cases, leave entered via the Employee Self-Service portal was not imported into pay runs. This has been resolved.
-	<i>Australia only.</i> When adding a new SMSF fund on the Superannuation Funds screen (MPPP2310), the error "Cash Account is missing or invalid for the current operation" appear even though a cash account had been entered. This has been resolved.
-	<i>Australia only.</i> On the Superannuation Funds screen (MPPP2310), when a previously saved Payment Method was changed, the Cash Account was not affected. This allowed a potentially invalid combination of Payment Method and Cash Account to be saved. This has been resolved; when a Payment Method is changed the Cash Account is now cleared, requiring the user to select from only the allowed Cash Accounts for that Payment Method.

System and Platform

Problem ID	Description
CE00014210 CE00014149	In some cases, a "settings only" snapshot could contain data other than settings. This has been resolved.
-	This release includes enhancements that improve the performance of the system when importing data and processing documents in the Accounts Receivable module.

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.

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.

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.

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.

Franchisee user type

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

Overriding public holiday quantities in Australian companies

For Australian companies, after overriding the Quantity value for an employee on the Public Holiday Processing screen (MPPP3110), the new quantity does not update the employee’s pay. The workaround to this issue is to update the quantity in the Employee’s Current Pay screen (MPPP3130)—click the **Days Taken** link for the public holiday pay item and enter the new quantity on the Days Taken window.

Superannuation validation in Australian companies

For Australia companies, when an employee has more than one pay item for superannuation (e.g. salary sacrifice), the system does not validate that all pay items with the same fund also have the same membership ID—this must be checked manually.

Deleting leave from the Days Taken window

If two employees have a leave request covering the same date, and the leave is deleted in the Days Taken window of the Employee’s Current Pay screen (MPPP3130) for one employee, the leave link for both employees will be cleared instead of only for the employee whose leave was deleted. (The leave date remains in the other employee’s Days Taken and is therefore still paid.)

Incorrect Tax Year display

The **Tax Year** on the Employee’s Current Pay screen (MPPP3130) sometimes displays incorrectly. The correct tax year is used in pay run calculations.

Importing leave with no income

When leave is imported to a pay run, and there is no income pay item in the employee’s Standard Pay, the import is unsuccessful. The workaround is to add any pay item with **Type** = “Income” and ensure the value is 0.

NZ Payroll limitations

The following limitations apply to the NZ Payroll functions in MYOB Advanced People. These will be addressed in future releases.

- Leave Without Pay (LWOP) of more than one continuous week affects an employee's AWE rate for annual leave. Manual steps are required to adjust the AWE rate in this case.
- Manual steps may be required to ensure that an employee's annual leave rate is correct when they take annual leave after returning from parental leave.
- Advanced People does not currently support company-wide closedowns.
- A payroll administrator must manually keep track of when a casual employee or a part-time employee who works low hours qualifies for entitlement to paid sick leave.
- Advanced People does not display the total number of hours worked in a pay period. This must be totalled manually by reviewing timesheets or summing quantities from the relevant pay items.
- It is not currently possible for an employee to split leave taken across different leave types.
- Negative quantities are not currently supported on pay items.
- Advanced People does not currently support the scenario where an employee's pay rate changes during a pay cycle.