

MYOB Advanced

Release Notes

2020.6

myob

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Introduction

Welcome to the 2020.6 release of MYOB Advanced.

What's New in this Release?

The 2020.6 release adds a wide range of new features across the entire MYOB Advanced system.

Installing this Release

The 2020.6 release is automatically deployed to all production accounts.

New Features

Construction

Application Number for Progress Billing

In MYOB Advanced 2020.6, pro forma invoices that include progress billing lines now have automatically generated application numbers; the system specifies these numbers on the prepared Construction Contract Claim reports.

Application Number in Pro Forma Invoices and CCC Reports

The pro forma invoices with progress billing lines now include the automatically generated application number on the Pro Forma Invoices screen (PM307000), as shown in the following screenshot. Application numbers are unique within the project; each project has its own numbering sequence of application numbers.

Pro Forma Invoices

SAVE & CLOSE [Icons] RELEASE ACTIONS > REPORTS > AIA REPORT

Reference Nbr:	PF00012	Project:	PR0000009 - Project with contract cap r	Progress Billing Total:	600.00	Retainage (%):	5.00
Status:	Closed	Customer:	ABARTENDE - USA Bartending School	Time and Material Total:	0.00	Allocated Retained Total:	130.00
Invoice Date:	9/23/2020	Location:	MAIN - Primary Location	Tax Total:	0.00		
Post Period:	09-2020	Currency:	USD 1.00 VIEW BASE	Invoice Total:	600.00		
Description:	Invoice for Project with contract cap retainage			Retainage Total:	30.00		
		Application Nbr.:	0002	Amount Due:	570.00		

PROGRESS BILLING | TIME AND MATERIAL | TAX DETAILS | FINANCIAL DETAILS | APPROVAL DETAILS | ADDRESS DETAILS

*Branch	Account Group	Project Task	Description	Revised Budgeted Amount	Previously Invoiced	Total Completed (%)	Stored Material	Amount to Invoice
PRODWHOLE	REVENUE	01	Task 1	1,000.00	200.00	30.00	0.00	100.00
PRODWHOLE	REVENUE	02	Task 2	2,000.00	600.00	40.00	0.00	200.00
PRODWHOLE	REVENUE	03	Task 3	3,000.00	1,200.00	50.00	0.00	300.00

The application number is not changed in revisions of pro forma invoice that are created by using the **Actions > Correct Pro Forma Invoice** menu command on the Pro Forma Invoices screen. For more information on correcting pro forma invoices, see Construction: “Correction Workflow for Pro Forma Invoices” on page 7.

When a user prepares the corresponding Construction Contract Claim report on the Construction Contract Claim Report (PM644000) or Construction Contract Claim Report with Quantity (PM644500), the system specifies the application number of the pro forma invoice in the Construction Contract Claim report header, as shown in the following screenshot.

APPLICATION AND CERTIFICATION FOR PAYMENT



Page: 1 of 2

TO OWNER:	USA Bartending School 201 Lower Hatch Rd	PROJECT:	Project with contract cap retainage Primary Location	INVOICE NO:	PF00012	Distribution to:
				APPLICATION NO:	0002	<input type="checkbox"/> OWNER
				PERIOD TO:	9/23/2020	<input type="checkbox"/> ARCHITECT
FROM CONTRACTOR:	Products Wholesale 11235 SE 6th St Suite 140 Bellevue, WA, 98004			PROJECT:	PR00000009	<input type="checkbox"/> CONTRACTOR
						<input type="checkbox"/>
				CONTRACT DATE:	6/23/2020	

Contract For:

CONTRACTOR'S APPLICATION FOR PAYMENT

Application is made for payment, as shown below, in connection with the Contract.
Continuation Sheet is attached.

The undersigned Contractor certifies that to the best of the Contractor's knowledge, information and belief the Work covered by this Application for Payment has been completed in accordance with the Contract Documents, that all amounts have been paid by the Contractor for Work for which previous Certificates for Payment were issued and payments received from the Owner, and that current payment shown herein is now due.

1. ORIGINAL CONTRACT SUM

\$5,000.00

Application Number Format in a Project

By default, the application number is a four-digit value that the system assigns sequentially: the first pro forma invoice is assigned 0001, the second one is assigned 0002, and so on. A user can change the format of the application number by adding letters, symbols, and extra digits to fit the internal application number format of the company.

In a project, the last assigned application number is shown in the new **Last Application Nbr.** box on the Summary tab of the Projects screen.

On the Summary tab of the Project Templates screen (PM208000), an **Application Nbr. Format** box has been added. In this box, the user can specify the custom format of the application number to be used in the pro forma invoices prepared for the project created based on this project template. The system copies the value specified in the **Application Nbr. Format** box to the **Last Application Nbr.** box on the Summary tab of the Projects screen (PM301000) of the project prepared based on this template.

On the Invoices tab of the Projects screen, the **Application Nbr.** column has been added. The column lists the application numbers of the pro forma invoices.

Improvements to the Joint Payees Functionality

As of this release, a user can add new joint payees to any open accounts payable bill with a positive balance that has the **Joint Payees** check box selected in the Summary area of the Bills and Adjustments screen (AP301000).

On the Joint Payees tab of the Bills and Adjustments screen, an **Add Row** button is now available for released bills that have a positive balance, as shown in the following screenshot. The user can change the joint payee if the line has not been added to a payment yet.

Bills and Adjustments

← Save & Close [Icons] Pre-release Release Actions Inquiries Reports

Type: **Bill** Supplier: **FITNESSCEN - Fitness Center** Detail Total: **750.00**
 Reference Nbr.: **000001** * Location: **MAIN - Primary Location** Discount Total: **0.00**
 Status: **Balanced** Currency: **AUD 1.00** View base GST Taxable Total: **750.00**
 Hold * Terms: **CASHONLY - Cash Only** GST Exempt Total: **0.00**
 * Date: **19/01/2021** * Due Date: **19/01/2021** Apply Retainage Tax Total: **75.00**
 * Post Period: **10-2021** * Prompt Payme... **19/01/2021** Pay by Line With. Tax: **0.00**
 * Supplier Ref.: **1234** Joint Payees Balance: **825.00**
 Prompt Payment D... **0.00**

Description: [Text Box]

Document Details Financial Details Tax Details Approval Details Discount Details Applications **Joint Payees** Joint Amount Application Compliance

[Refresh] [Add] [Close] [Print] [Print with Selection]

Joint Payee (Vendor)	Joint Payee	Joint Amount Owed	Joint Amount Paid	Joint Balance
FITNESSCEN - Fit...		100.00	0.00	100.00
DHS - Departme...		[Input Box]	0.00	

On the Joint Payees tab of the Cheques and Payments screen (AP302000), a **Reload Joint Payees** button has been added (see the following screenshot). A user clicks this button to add the joint payee lines corresponding to the bill or bills specified on the Document To Apply tab of the Cheques and Payments screen; the action is available for any accounts payable cheque that has not been printed or released yet, and for any cheque that is being reprinted—that is, a cheque for which the user has invoked the **Reprint** or **Reprint with New Number** action on the Release Payments screen (AP505200).

Cheques And Payments [Notes] [Activities]

← Save & Close [Icons] Release Void Actions Inquiries Reports

Type: **Payment** Supplier: **V000000071 - Stone Ltd** Payment Amount: **1,000.00**
 Reference Nbr.: **000184** * Location: **MAIN - Primary Location** Unapplied Balance: **0.00**
 Status: **Pending Print** * Payment Meth... **CHEQUE** Application Amount: **1,000.00**
 Hold * Cash Account: **100016 - AU WBC Bank Corp Account** Finance Charges: **0.00**
 * Post Date: **4/03/2021** Currency: **AUD 1.00** View base Joint Check
 * Post Period: **09-2021**
 Payment Ref.: [Text Box] Description: [Text Box]

Documents to Apply Application History Financial Details Approval Details Remittance Information Finance Charges **Joint Payees** Compliance

[Refresh] **Reload Joint Payees** [Print]

Joint Payee (Vendor)	Joint Payee	* Joint Amount To Pay	Joint Balance	Joint Amount Paid	Joint Amount Owed	AP Bill Nbr.	AP Bill Line Nbr.
> V000000001 - A...		0.00	5,000.00	0.00	5,000.00	000465	0

Note: If the **Pay by Line** check box is selected for a bill on the Bills and Adjustments screen, the system will load all joint payee lines to the check.

Other UI Changes

The **Adjust Joint Amount** button has been removed from the table toolbar on the Joint Payees tab of the Bills and Adjustments screen (AP301000). A user can now change the Joint Amount Owed directly in the table on the Joint Payees tab of the screen.

Improvements to the Substantiated Billing Reports

In MYOB Advanced 2020.6, the Substantiated Billing (CU000071) and Substantiated Billing Consolidated (CU000019) reports have been moved from the Construction Reporting customisation package to the core product, and their IDs also have been changed. The Substantiated Billing (PM650000) and Substantiated Billing - Consolidated (PM650050) reports are now available if the Construction feature is enabled on the Enable/Disable Features screen (CS100000).

The opportunity to attach images of different formats (such as PNG, JPG, JPEG, BMP, GIF, TIFF, and TIF) besides PDF files has been added to the Substantiated Billing - Consolidated (PM650050) report. Also, both reports have a new visual style, as the following screenshots show.

COST TRANSACTIONS FROM 1/1/2010 TO 5/21/2020								Page	1 of 1
								Date	5/21/2020 10:16 AM
Company	Company		Project		FIXEDP04 Consulting project - Gold River Taxi with add-on task				
User	admin admin								
Billto	Gold River Taxi Service 10731 Coloma Rd Rancho Cordova, CA 95670								
Cost Code									
Account Group AP									
GL DATE	DESCRIPTION	DATE	REFERENCE	VENDOR	UOM	EARNING TYPE	UNIT RATE	QTY/HOURS	AMOUNT
8/21/2013	Hotels and Lodging	8/21/2013	000424	EP000000C1					450.00
8/22/2013	Car and vehicle charges	8/21/2013	000424	EP000000C1					150.00
8/21/2013	Business Travel - Air, Train, Miles	8/21/2013	000424	EP000000C1					750.00
8/12/2013	Business Travel - Air, Train, Miles	8/12/2013	000425	EP000000C2					725.00
8/12/2013	Business dinner and lunch	8/12/2013	000425	EP000000C2					125.00
8/21/2013	work on project FixedP04	8/21/2013	000426	PROJ.VEND1					950.00
Subtotal for Account Group AP									3,150.00
Account Group PM									
GL DATE	DESCRIPTION	DATE	REFERENCE	VENDOR	UOM	EARNING TYPE	UNIT RATE	QTY/HOURS	AMOUNT
7/28/2013	initial work on Goldriver project	8/21/2014	PM00000021		HOUR	RG	30.00	10.00	2,100.00
8/5/2013	Goldriver project work	8/21/2014	PM00000022		HOUR	RG	40.00	12.00	2,560.00
8/12/2013	work on add-on task	8/21/2013	PM00000026		HOUR	RG	40.00	8.00	1,600.00

COST TRANSACTIONS FROM 5/1/2015 TO 5/21/2020								Page	1 of 1
								Date	5/21/2020 9:31 AM
Company	Company		Project		MULTICURR1 Consulting for Cartridge World - Multi-Currency Project				
User	admin admin								
Billto	Cartridge World Inc Unter dem Birkenslugl 2 Stuttgart - 70197								
Cost Code									
Account Group AP									
GL DATE	DESCRIPTION	DATE	REFERENCE	VENDOR	UOM	EARNING TYPE	UNIT RATE	QTY/HOURS	AMOUNT
3/6/2019	Lufthansa - round trip flight	3/6/2019	001773	EP000000C1					434.74
3/6/2019	Meals on project	3/6/2019	001773	EP000000C1					36.84
Subtotal for Account Group AP									511.58
Account Group PM									
GL DATE	DESCRIPTION	DATE	REFERENCE	VENDOR	UOM	EARNING TYPE	UNIT RATE	QTY/HOURS	AMOUNT
3/4/2019	consulting for Cartridge World	3/4/2019	PM00001224		HOUR	RG	30.00	8.00	360.00
3/5/2019	consulting for Cartridge World	3/5/2019	PM00001230		HOUR	RG	30.00	4.00	360.00
Subtotal for Account Group PM									720.00
Subtotal for CostCode									1,231.58
Project Total									1,231.58



Enhanced Calculation of Contract Cap Retainage

MYOB Advanced 2020.6 introduces enhanced logic for calculating the retainage in pro forma invoices for the projects that have Contract Cap specified as the **Retainage Mode** on the Projects screen (PM301000).

In a pro forma invoice on the Pro Forma Invoices screen (PM307000) prepared for a project with contract cap retainage, the system now calculates the Allocated Retained Amount (that is, the amount of retainage that is considered to be held for the related revenue budget line in this pro forma invoice), by using the following formula:

Allocated Retained Amount = (Total Retained Amount - Total Released Retainage) * Line Weight

In this formula:

- **Total Retained Amount** is the sum of retained amounts summed up by all revenue budget lines of the project.
- **Total Released Retainage** is the sum of amounts of the released AR retainage documents that are related to the project.

For each pro forma invoice line, Line Weight is calculated as follows:

Line Weight = (Amount to Invoice + Previously Invoiced) / Total Completed

where **Total Completed** is the sum of Amount to Invoice and Previously Invoiced amounts for all pro forma invoice lines.

The calculated **Allocated Retained Amount** of the pro forma invoice line is shown in the **Retainage Held** column in the continuation sheet of Construction Contract Claim report prepared on the Construction Contract Claim Report (PM644000) or Construction Contract Claim Report with Quantity (PM644500) screen. In the Construction Contract Claim report, the retainage held amount is equal to the allocated retained amount from pro forma invoice that was calculated by the formula. The total retainage amount on the cover sheet of the Construction Contract Claim report is calculated as the sum of the held retainage amounts on the Construction Contract Claim continuation sheet. Once the retainage is released, the released retainage amount is included in the current payment due amount.

Changes to the Project Site Address

In MYOB Advanced 2020.6, project-related address information has been reformatted and the related settings have been moved for smoother integration with screens in other functional areas and unification of the address structure.

On the Summary tab of the Projects screen (PM301000), the **Site Address** box, which holds the address of the site where the project work is performed, has been removed from the tab. Instead, a Project Address section with the following boxes has been added to the tab: **Address Line 1**, **City**, **Country**, **State**, **Postal Code**, **Altitude**, and **Longitude**.

During the upgrade to this release, for each project, the system populates the **Address Line 1** box (PMAAddress.AddressLine1) with the value from the **Site Address** box (Contract.SiteAddress). The value in the **Address Line 1** box could be very long after the upgrade. We recommend that users check the address line of the site address of each project after the upgrade and manually move parts of the site address to the corresponding boxes (for example, extract the city and move this value into the **City** box). The previous site address (Contract.SiteAddress) remains in the database.

The Project Address section appears on the Summary tab of the Projects screen if the Project Accounting feature is enabled on the Enable/Disable Features screen (CS100000).

The appearance of the project address information no longer depends on whether the Construction feature is enabled. Also, the visibility of the Project Address section no longer depends on the selection of the **Enable Weather Service Integration for Daily Field Reports** check box on the Weather Service Integration Settings tab of the Project Management Preferences screen (PJ101000).

The Daily Field Report screen (PJ304000) has been updated to use the new address settings of the project site. The **Address Line 1, City, Country, State, Postal Code, Altitude, and Longitude** boxes have been added to the Summary area of this screen. When a user selects a project in the Summary area, the system populates these boxes with the corresponding values of the project from the Project Address section on the Summary tab of the Projects screen.

The following reports also support the new address format:

- Daily Field Report (PJ644000)
- Daily Field Report by Project (PJ644050)
- Submittal (PJ663000)
- Subcontract Payment (SC647000)

Correction Workflow for Pro Forma Invoices

In MYOB Advanced 2020.6, users can make adjustments to pro forma invoices that have related accounts receivable documents released. Because users can make corrections in an old billing iteration, the pro forma invoice can keep the same reference number and application number.

The functionality of correcting pro forma invoices is available if the Construction feature is enabled on the Enable/Disable Features screen (CS100000). The sections below describe the process of correcting pro forma invoices and any known limitations.

Making Corrections to a Pro Forma Invoice

A user can correct a pro forma invoice with the Closed status for which the corresponding accounts receivable document has already been released. To assign the pro forma invoice the On Hold status so that it can be edited, on the screen toolbar of the Pro Forma Invoices screen (PM307000), the user clicks **Actions > Correct Pro Forma Invoice**. The system changes the status of the pro forma invoice and adds a line with the previous revision of the pro forma invoice to the Previous Revisions table on the Financial Details tab. In this table, the settings in the following columns are shown for each revision (see the screenshot below):

- **Revision:** The revision number of the pro forma invoice, which is an integer that the system assigns sequentially, starting from 1
- **Invoice Total:** The total amount of the revision of the pro forma invoice
- **Retainage Total:** The total retainage amount of the revision of the pro forma invoice
- **Tax Total:** The total tax amount of the revision of the pro forma invoice
- **AR Doc. Type:** The type of the accounts receivable document related to the revision of the pro forma invoice
- **AR Ref. Nbr.:** The reference number of the accounts receivable document related to the revision of the pro forma invoice
- **Reversing Doc. Type:** The type of the AR document that reverses the accounts receivable document related to the revision of the pro forma invoice

- **Reversing Ref. Nbr.:** The reference number of the AR document that reverses the accounts receivable document related to the revision of the pro forma invoice
- **Description:** The description of the revision of the pro forma invoice

The screenshot shows the 'Pro Forma Invoices' interface. At the top, there are navigation tabs: NOTES, ACTIVITIES, FILES, BUSINESS EVENTS, CUSTOMIZATION, and TOOLS. Below these are action buttons: SAVE & CLOSE, RELEASE, ACTIONS, REPORTS, and AIA REPORT. The main area displays invoice details for Reference Nbr. PF00013, Project: FIXEDP05 - Fixed Price Project - milestone, Status: Closed, Customer: VIDEOCITY - Texas Video City, Invoice Date: 7/1/2020, Post Period: 07-2020, and Application Nbr.: 0001. Summary statistics include Progress Billing Total: 950.00, Time and Material Total: 0.00, Tax Total: 0.00, and Invoice Total: 950.00. The description is 'Milestone billing for project'. Below this is a tabbed interface with 'FINANCIAL DETAILS' selected. The 'INVOICE SETTINGS' section shows AR Doc. Type: Invoice, AR Ref. Nbr.: AR008640, Branch: PRODWHOLE - Products Wholesale, Customer Tax Zone, Customer Usage Type: Default, Terms: 7D - 7 Days, Due Date: 7/8/2020, and Cash Discount Date: 7/8/2020. The 'PREVIOUS REVISIONS' table is as follows:

Revision	Invoice Total	AR Doc. Type	AR Ref. Nbr.	Reversing Doc. Type	Reversing Ref. Nbr.	Description
1	900.00	Invoice	AR008636	Credit Memo	AR008637	Milestone billin...
2	1,000.00	Invoice	AR008638	Credit Memo	AR008639	Milestone billin...

Accounts receivable documents of old revisions of a pro forma invoice are also shown on the Invoices tab of the Projects screen (PM301000).

When a user makes all the needed adjustments to the corrected pro forma invoice and releases it, the system creates the accounts receivable document based on the pro forma invoice; it also creates a reversing AR document with the Balanced status for the previous revision of the released AR document.

Note: The correction of overbilled amounts that include retainage is available in the ordinary billing process if a user adds a negative amount that corresponds to the overbilled amount in a new pro forma invoice. For details, see “Credit Memos with Retainages that are Paid by Line” on page 9 and “Negative Ext. Price in AR Invoices with Retainage Paid by Line” on page 26.

Comparing Revisions of a Pro Forma Invoice

All the revisions of a pro forma invoice can be compared on the Pro Forma Invoice Correction History screen (PMGI0030), which is shown in the following screenshot. On the screen, the system displays all lines of all the revisions of the pro forma invoice that is selected in the **Reference Nbr.** box in the Summary area. The lines are sorted ascending by the invoice line number and then descending by the invoice revision—that is, the system shows all the revisions of the first invoice line, then all the revisions of the second line, and so on. The lines of the current revision are highlighted with green and have the highest revision number.

Pro Forma Invoice Correction History ☆ CUSTOMIZATION TOOLS

Reference Nbr: PF00011

Drag column header here to configure filter

Sort Order	Revision	Project	Project Task	Account Group	Cost Code	Inventory ID	Description	Amount	Stored Material	Amount to Invoice	Retainage (%)	Retainage Amount
1	3	FIXEDP03	01TASK	REVENUE	00-000	<N/A>	Contract amount	1,000.00	0.00	1,200.00	0.00	0.00
1	2	FIXEDP03	01TASK	REVENUE	00-000	<N/A>	Contract amount	1,000.00	0.00	1,100.00	0.00	0.00
1	1	FIXEDP03	01TASK	REVENUE	00-000	<N/A>	Contract amount	1,000.00	0.00	1,000.00	0.00	0.00

Limitations of the Correction Workflow

The following limitations apply to the correction of pro forma invoices:

- The correction workflow is available for a pro forma invoice if it has only progress billing lines. A pro forma invoice with time and material lines cannot be corrected.
- The correction workflow is available for a pro forma invoice only when the billing currency is the same as the project currency.
- The application of payments must be removed or the payments must be voided for the corresponding account receivable documents related to the pro forma invoice being corrected.
- Corresponding retainage invoices related to the pro forma invoice being corrected must be manually reversed or deleted.
- As a result of the correction, the system completely reverses the corresponding accounts receivable documents related to the previous revision of the pro forma invoice. On the release of the corrected pro forma invoice, the system does not create an accounts receivable document with a delta of the amount of the current and previous revisions of the pro forma invoice; instead, it creates a new accounts receivable document with the full amount of the corrected pro forma invoice.

Finance

Credit Memos with Retainages that are Paid by Line

As of this release, credit memos support the full retainage processing cycle along with AR invoices, making it possible to perform proper correction of project billing and providing corresponding changes in the Construction Contract Claim report.

On the Invoices and Memos screen (AR301000), credit memos can be created with the following check boxes selected:

- **Apply Retainage:** Credit memos can be created manually on the Invoices and Memos screen or automatically from the Pro Forma Invoices screen (PM307000) with a negative total amount of a pro forma invoice. For these credit memos, the system calculates all retainage-related information (total retainage, unreleased retainage, and retained taxes). The Release Retainage command on the Actions menu of the Invoices and Memos is available; when the menu command is invoked, the system generates a retainage credit memo.
- **Pay by Line:** Credit memos with the Pay by Line check box selected and the Apply Retainage check box cleared can be created manually on the Invoices and Memos screen. Credit memos created with the Pay by Line check box selected cannot be applied directly to invoices and debit memos. To apply such a credit memo, a user

has to select its lines for application on the Documents to Apply tab of the Payments and Applications screen (AR302000).

- Both **Apply Retainage** and **Pay by Line**: For these credit memos, the system calculates all retainage-related information (total retainage, unreleased retainage, and retained taxes).

If a user releases retainage for lines of an AR invoice that were paid by line and had a negative Retainage to Release amount, the system creates a retainage credit memo. If a user releases retainage for lines of a credit memo paid by line with a positive Retainage to Release amount, the system creates a retainage invoice. For details, see [To Enter a Credit Memo with Retainage](#) and [To Create a Retainage Document \(Release Retainage\)](#).

Changes to the Invoices and Memos screen for Credit Memos

On the Invoices and Memos screen (AR301000), the following changes have been introduced:

- An **Apply Retainage** check box has been added. For a credit memo created manually by a user, the state of this check box is copied from the customer's settings, which are specified on the Customers screen (AR303000). For credit memos created from pro forma invoices, retainage settings are copied from the project settings on the Summary tab of the Projects screen (PM301000). With this check box selected, the Retainage tab appears on the screen, as shown in the screenshots below.
- A **Pay by Line** check box has been added. For credit memos created manually by a user and for those created from pro forma invoices, the state of this check box is copied from the customer's settings, which are specified on the Customers screen.
- The **Retainage Percent** and **Retainage Amount** columns have been added in the table on the Document Details tab.

If both the **Apply Retainage** and **Pay by Line** check boxes are selected for a credit memo, the system will calculate the following amounts for each document line during release of the document: **Balance**, **Tax Amount**, **Retained Tax**, and **Unreleased Retainage**.

The screenshot shows the 'Invoices and Memos' screen for a credit memo. The header section includes fields for Type (Credit Memo), Reference Nbr., Status (Balanced), Date (23/11/2020), Post Period (05-2021), Customer (CUST000002 - ABC Studios Inc.), Location (MAIN - Primary Location), Currency (AUD), Terms, Due Date, Prompt Paym..., Project/Contract (X - Non-Project Code), and Description. The 'Apply Retainage' and 'Pay by Line' checkboxes are highlighted with a red box. The 'Document Details' tab is active, showing a table with columns for Branch, Line Nbr., Inventory ID, Subitem, Transaction Descr., Quantity, UOM, Unit Price, Ext. Price, Discount Percent, Discount Amount, Retainage Amount, Retainage Percent, Manual Discount, and Discount Code. The 'Retainage Amount' and 'Retainage Percent' columns for the first line are highlighted with a red box.

Branch	Line Nbr.	Inventory ID	Subitem	Transaction Descr.	Quantity	UOM	Unit Price	Ext. Price	Discount Percent	Discount Amount	Retainage Amount	Retainage Percent	Manual Discount	Discount Code
✓	1	RDYEMAIN	HDSERV	Hardware Service	4.00	HOUR	120.00	480.00	0.000000	0.00	100.00	20.833333	<input type="checkbox"/>	

The following screenshot illustrates the Retainage tab of the Invoices and Memos screen with a released credit memo with retainage.

The screenshot shows the 'Invoices and Memos' application window. The 'Retainage' tab is selected, displaying a summary table with the following data:

Document Details	Financial Details	Address Details	Tax Details	Salesperson Commission	Approval Details	Discount Details	Retainage	Applications	Compliance
Default Retainage Percent:	10.000000						Unreleased Retainage: 100.00		
Total Amount:	528.00						Released Retainage: 0.00		
Original Retainage:	100.00						Unpaid Retainage: 100.00		
							Paid Retainage: 0.00		

Additional summary values shown in the Retainage tab:

- Tax on Retainage: 0.00
- Discount on Retainage: 0.00

Releasing Retainage for Credit Memos

On the Release AR Retainage screen (AR510000), the system now loads the following documents:

- Invoices and credit memos with the **Pay by Line** check box cleared that have unreleased retainage greater than 0.00
- Lines of invoices and credit memos with the Pay by Line check box selected that have unreleased retainage less than or greater than 0.00

For credit memos, amounts in the **Retainage to Release**, **Unreleased Retainage**, and **Total Amount** columns are shown with the opposite sign of that used for the amounts in the original credit memo lines on the Invoices and Memos screen (AR301000). The amount in the Retainage to Release box in the Summary area is calculated similarly. Depending on the sign of the total retainage to release for each original document, the system generates either a retainage invoice (if the **Retainage to Release** value is greater than or equal to 0.00) or a retainage credit memo (if the **Retainage to Release** value is less than 0.00).

Applying Credit Memos Paid by Line

Credit memo lines can be applied to documents with the Payment, Prepayment, and Customer Refund types on the Documents to Apply tab of the Payments and Applications screen (AR302000).

Credit memos paid by line cannot be directly applied to invoices on the Payments and Applications screen. To apply credit memo lines, a user should create a payment on this screen, and then apply an invoice and credit memo lines to this payment.

On the Documents to Apply tab of the Payments and Applications screen, a positive value in the **Amount Paid** column increases the payment's available balance for the credit memo lines with positive balances; a negative value in this column decreases the payment's available balance for the credit memo lines with negative balances. In a customer refund, positive credit memo lines decrease the available balance, while negative credit memo lines increase it.

When the system loads documents for applications, positive credit memo lines and negative invoice lines are loaded and processed first because they increase the payment's available balance.

If a user reverses applications of the positive credit memo lines, they will be processed in the same way as reversals of credit memos with the **Pay by Line** check box cleared. If a user reverses applications of the negative credit memo lines, the lines will be processed in the same way as reversals of applications for positive invoice lines. The value in the **Amount Paid** column for reversals is always shown with opposite sign of that used for the original application.

Users can also void payments and refunds applied to credit memo lines with the negative sign.

Reversing Credit Memos

On reversal of a credit memo with the **Apply Retainage** check box selected, a reversing debit memo is created. On release of this reversing debit memo, on the Retainage tab of the Invoices and Memos screen (AR301000), the **Unreleased Retainage, Released Retainage, Unpaid Retainage, and Paid Retainage** values are set to 0.00 for the debit memo and its lines. The same values of a reversed credit memo are also set to 0.00.

A reversing debit memo cannot be reversed. A debit memo with the **Pay by Line** check box selected must be applied manually to a credit memo, so that both documents can be closed.

Changes to Reports

The following list summarizes changes in multiple reports that have been created to support credit memos with retainage that are paid by line:

- On the Report Parameters tab of the AR Open Documents by Customer (AR634000) and AR Open Documents by Project (AR634100) screens, the **Include Retainage Invoices** check box has been renamed to **Include Retainage Documents**.
- On the AR Aging screen (AR631000), the calculation of unreleased retainage in the Detailed with Retainage format has been improved to consider the sign of retainage documents when calculating balances (negative for credit memos and positive for debit memos and invoices).
- On the AR Retainage Register screen (AR634500), the calculation of all amounts now depends on the sign—negative for credit memos and reversing credit memos, and positive for debit memos and invoices.

Limitation

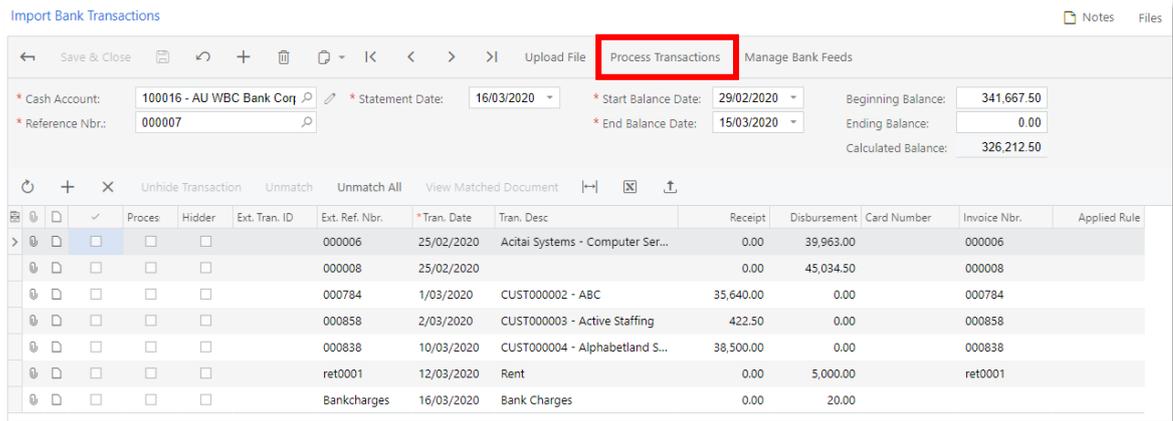
The remaining balance of a credit memo paid by line cannot be written off on the Write Off Balances and Credits screen (AR505000). A user should manually create a debit memo to write off the balance.

Improved Usability of Bank Transaction Processing

In MYOB Advanced 2020.6, multiple UI and functionality improvements have been introduced to bank transaction processing to make it easier for users to process bank transactions.

Changes to the Import Bank Transactions Form

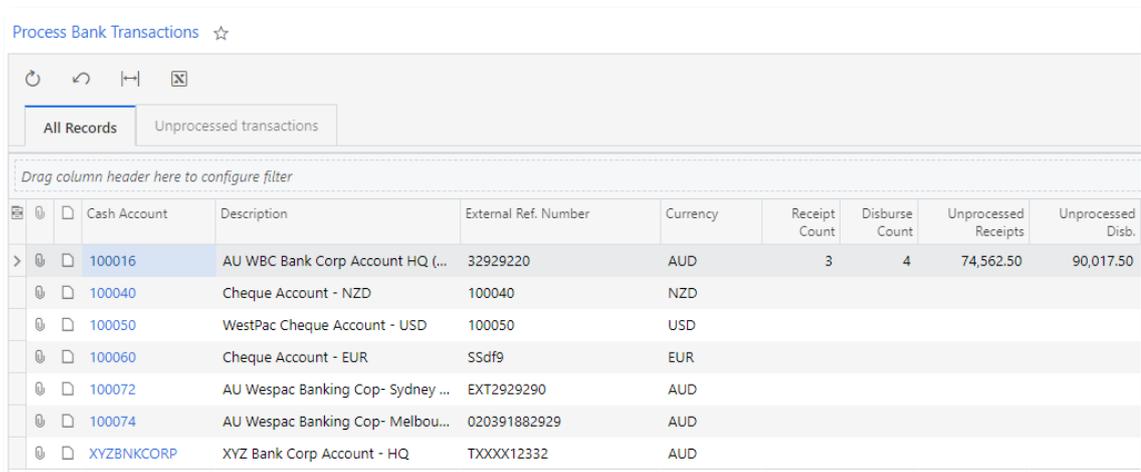
On the Import Bank Transactions screen (CA306500), a **Process Transactions** button has been added to the screen toolbar. The button is available if a bank statement is selected on the screen, as shown in the following screenshot.



When a user clicks this button, the system navigates to the Process Bank Transactions screen (CA306000) and automatically selects the cash account specified in the bank statement in the **Cash Account** box.

Changes to the Process Bank Transactions Screen

When there were many transactions in the system, in previous versions of MYOB Advanced, it was difficult to see which cash accounts had imported but unprocessed transactions. To address this issue, the Process Bank Transactions (CA3060PL) substitute screen (shown in the following screenshot) has been added to make it easier for users to work with the Process Bank Transactions screen (CA306000). When a user clicks the screen name in a workplace or search results, this screen is brought up instead of Process Bank Transactions, and it lists all cash accounts for which bank transactions can be processed. The following screenshot illustrates the substitute screen with All Records and Unprocessed Transactions tabs.



The Unprocessed Transactions tab lists cash accounts for which bank transactions have been loaded to the system, but not yet processed.

On the Process Bank Transactions screen (CA306000), the following UI changes have been introduced to the Create Payment tab:

- A **Payment Date** field has been added. The default value is copied from the date of the bank transaction and can be overridden.
- A **Fin. Period** field has been added. The default value is based on the bank transaction date on the Import Bank Transactions screen (CA306500) and can be overridden.
- The **Amount Used** field has been renamed to **Detail Total**.
- The **Clear Rule** and **Create Rule** buttons have been moved to the right of the tab.
- If “AR” or “AP” is selected in the **Module** field, the **Clear Rule** and **Create Rule** buttons do not appear on the tab, because rule creation is possible for only cash management transactions.
- If “AR” or “AP” is selected in the **Module** field, the **Customer Order**, **Supplier Ref.**, and **Reference Nbr.** columns appear in the invoice selector.

The following screenshot illustrates the UI changes on the Create Payment tab for a cash management transaction.

*Branch	Description	Quantit	Price	Amount	*Offs. Accc	Description	*Offset Subacc
> RBYTEM...	Acitai Systems - Computer ...	1.00	39,963.00	39,963.00	6006...	Bank Charges	000-000...

Changes to the Bank Transaction Rules Screen

On the Bank Transaction Rules screen (CA2045PL), the **Rule** column has been removed and the **Description** column has been renamed to **Rule Description**. Rules are now sorted by their description in ascending order.

On the Bank Transaction Rules screen (CA204500), the following improvements have been introduced:

- The **Bank Transaction Rule ID** field has been removed.
- The **Description** field has been renamed to **Rule Description** (which is required).
- The **Use Wildcards** check box in the Matching Criteria section has been renamed to **Use Wildcards (*, ?)**.
- The **Description** box in the Matching Criteria section has been renamed to **Tran. Description**.

- In the **Action** box in the Output section, the “Hide” option has been renamed to “Hide Transaction”.
- The screen toolbar at the top of the dialog box and the standard buttons have been removed.
- When opened as a window from the Process Bank Transactions screen (CA306000), the following changes are visible:
 - The **Save & Close** button has been moved to the bottom of the window.
 - A **Save & Apply** button has been added. When a user clicks this button, the system saves the rule, closes the window, and applies the rule to the existing transactions. This button is available only for active rules.

Improvements in AP Aging Reports

In previous versions, the AP Aged Past Due (AP631000) and AP Aged Past Due MC (AP631100) reports showed all open AP documents, regardless of the date a user specified in the Aging Date box on the Report Parameters tab of the respective report screen. As a result, the reports showed open AP documents even if they were dated later than the specified aging date and did not show closed AP documents that were closed later than the aging date. The aging date was used only to break down the listed documents by aging periods; users had no way to view document balances as of a specific date.

As of this release, the improved AP Aging (AP631000) and AP Aging MC (AP631100) reports are instead provided. (The names have changed, but the numbers are the same.) These reports show released AP documents whose document dates are earlier than or the same as the date specified by the user in the Age as of Date box on the Report Parameters tab. The reports also show the document balances as of the aging date.

Changes in Document Retrieval and Balance Calculation

In this release, the logic of retrieving documents to be shown on the AP Aging (AP631000) and AP Aging MC (AP631100) reports and of calculating document balances has been changed from that of the AP Aged Past Due (AP631000) and AP Aged Past Due MC (AP631100) reports. The system retrieves documents that meet the following criteria:

- The document is released.
- The document's date is earlier than or the same as the date specified in the Age as of Date box on the Report Parameters tab.
- The document is not fully paid on the aging date.

In the report, the system calculates a document balance as of the age date by decreasing its amount with the amount of the released applications dated not later than the aging date.

UI Changes

The following UI changes have been introduced to support these improvements:

- The AP Aged Past Due (AP631000) report has been renamed to AP Aging.
- The AP Aged Past Due MC (AP631100) report has been renamed to AP Aging MC.
- The AP Aged Outstanding (AP631500) report has been renamed to AP Coming Due.
- The AP Aged Outstanding (AP631600) report has been renamed to AP Coming Due MC.
- On the Report Parameters tab of the AP Aging AP Aging and AP Aging MC report screens, the **Aging Date** box has been renamed to **Age as of Date**.

Improvements to the Reconciliation Statement Report

This release includes multiple changes to the Reconciliation Statement (CA627000) report, which is a print-friendly version of a reconciliation statement created on the Reconciliation Statements screen (CA302000).

The improved report now shows the following information that was not available in previous versions of MYOB Advanced:

- The starting bank statement balance
- The cash account balance as of the statement date (previously, the balance at the end of the financial period was shown)
- The list and total of unreconciled disbursements and receipts
- The list and total of reconciled disbursements and receipts

Changes to the Reconciliation Statements Screen

On the Reconciliation Statements screen (CA302000), a **Print** menu has been added to the screen toolbar, with the Reconciliation Statement Report command. By clicking this command, a user can run a reconciliation statement report with the system automatically filling in the following report parameters before generating the Reconciliation Statement report (CA627000):

- **Cash Account:** The account selected in the Cash Account box in the Summary area
- **Statement Date:** The date selected in the Reconciliation Date box in the Summary area

- **Show Reconciled Transactions:** Cleared (if the reconciliation statement has been released)

Intercompany Sales

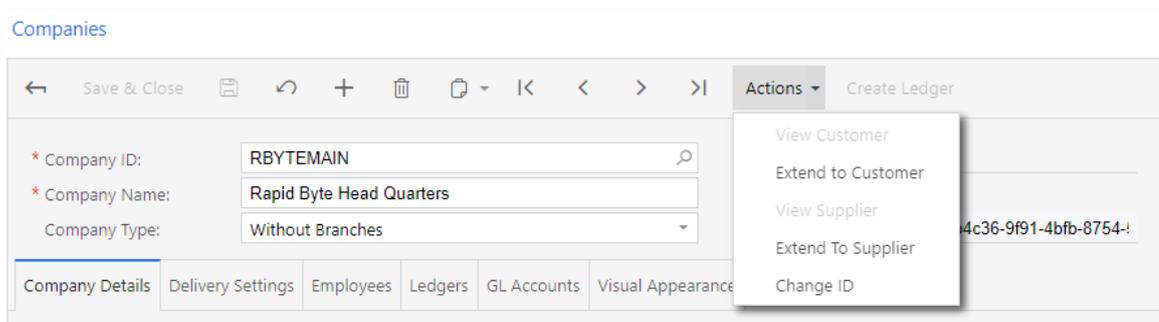
In previous versions, if multiple related companies or branches in the same tenant provided services or sold goods to one another, to record these transactions, an accountant in each company or branch had to manually create an extra entity: The accountant in one company or branch had to create a customer for the purchasing company or branch, and the accountant in the other company or branch had to create a supplier for the selling company or branch. Then the accountant in the first company or branch had to create and process an AR invoice to the customer, and the accountant in the second company or branch had to create an AP bill from the supplier. Thus, one transaction was processed by the accounting departments of two companies or branches within the organisation.

As of this release, users can process sales transactions between legal entities implemented as companies or branches in the same tenant. While viewing a company or branch, an administrator can quickly extend it—that is, cause it to be defined as a customer or supplier. Also, the system can automatically create AP bills in the purchasing company based on the AR invoices created in the selling company.

The intercompany sales functionality is available in the system if the “Inter-Branch Transactions” feature has been enabled on the Enable/Disable Features screen (CS100000).

Changes to the Companies Screen

On the Actions menu of the Companies screen (CS101500), **Extend to Customer**, **Extend to Supplier**, **View Customer**, and **View Supplier** commands have been added, as shown in the following screenshot.



These menu commands are available for companies that have the **Without Branches** company type specified in the Summary area of the screen.

Note: Branches of companies with the “With Branches Not Requiring Balancing” or “With Branches Requiring Balancing” company type can be extended to a customer or supplier on the Branches screen (CS102000).

If the user clicks **Actions > Extend to Customer**, the system navigates to the Customers screen (AR303000) and automatically inserts the company's settings into the appropriate boxes. Also, the system inserts (in the **Customer Class** box in the Summary area) the customer class that is specified in the **Default Customer Class ID** box on the Accounts Receivable Preferences screen (AR101000). Accordingly, on the Customers screen, it inserts the settings specified for the default customer class, except for the **Tax Zone** on the Shipping tab, **Shipping Rule** on the Shipping tab, and the subaccounts specified on

the GL Accounts tab (if subaccounts are in use in the system); these settings are instead copied from the company settings. If the user specifies another customer class, the system similarly inserts its settings except for the overriding company settings. The user should review and update the settings of the customer record and then save it. Once the customer based on the company has been saved, this customer can be selected for documents on the Invoices and Memos screen (AR301000).

Note: Once a company with the “Without Branches” type has been extended to a customer, a user cannot change the type of this company.

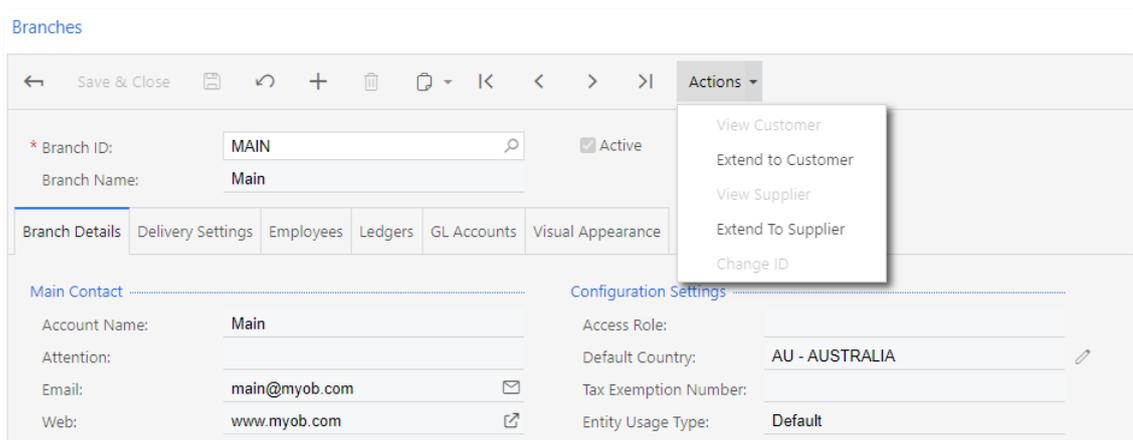
If the user clicks **Actions > Extend to Supplier**, the system navigates to the Suppliers screen (AP303000) and automatically inserts the company's settings into the appropriate boxes. Also, the system inserts (in the **Supplier Class** box in the Summary area) the supplier class that is specified in the **Default Supplier Class ID** box on the Accounts Payable Preferences screen (AP101000). Accordingly, on the Suppliers screen, it inserts the settings specified for the default supplier class, except for the **Tax Zone** on the Purchase Settings tab, and the subaccounts specified on the GL Accounts tab (if subaccounts are in use in the system); these settings are instead copied from the company settings. If the user specifies another supplier class, the system similarly inserts its settings except for the overriding company settings. The user should review and update the settings of the supplier record and then save it. Once the supplier based on the company has been saved, this supplier can be selected for documents on the Bills and Adjustments screen (AP301000).

For a company that has been extended to a customer or a supplier (or both), the **View Customer** command or **View Supplier** command (or both commands) become available on the Actions menu of the Companies screen.

Note: A company extended to a customer or supplier cannot be deleted; the customer or supplier record has to be deleted first.

Changes to the Branches Screen

On the Actions menu of the Branches screen (CS102000), **Extend to Customer**, **Extend to Supplier**, **View Customer** and **View Supplier** commands have been added, as shown in the following screenshot.



These menu commands are available for branches in companies that have the **With Branches Not Requiring Balancing** or **With Branches Requiring Balancing** company type selected in the Summary area of the Companies screen (CS101500).

If the user clicks **Actions > Extend to Customer**, the system navigates to the Customers screen (AR303000) and automatically inserts the branch settings into the appropriate

boxes. Also, the system inserts (in the **Customer Class** box in the Summary area) the customer class that is specified in the **Default Customer Class ID** box on the Accounts Receivable Preferences screen (AR101000). Accordingly, on the Customers screen, it inserts the settings specified for the default customer class, except for the **Tax Zone** on the Shipping tab, **Shipping Rule** on the Shipping tab, and the subaccounts specified on the GL Accounts tab (if subaccounts are in use in the system); these settings are instead copied from the branch settings. If the user specifies another customer class, the system similarly inserts its settings except for the overriding branch settings. The user should review and update the customer record and then save it. Once the customer based on the branch has been saved, this customer can be selected for documents on the Invoices and Memos screen (AR301000).

If the user clicks **Actions > Extend to Supplier**, the system navigates to the Suppliers screen (AP303000) and automatically inserts the branch settings into the appropriate boxes. Also, the system inserts (in the Supplier Class box in the Summary area) the supplier class that is specified in the **Default Supplier Class ID** box on the Accounts Payable Preferences screen (AP101000). Accordingly, on the Suppliers screen, the system inserts the settings specified for the default supplier class, except for the **Tax Zone** on the Purchase Settings tab, and the subaccounts specified on the GL Accounts tab (if subaccounts are in use in the system); these settings are instead copied from the branch settings. If the user specifies another supplier class, the system similarly inserts its settings except for the overriding branch settings. The user should review and update the supplier's information and save the new supplier record. Once the supplier based on the branch has been saved, this supplier can be selected for documents on the Bills and Adjustments screen (AP301000).

For a branch that has been extended to a customer or a supplier (or both), the **View Customer** command or **View Supplier** command (or both commands) become available on the Actions menu of the Companies screen.

Note: A branch extended to a customer or supplier cannot be deleted; the customer or supplier record has to be deleted first.

Changes to the Accounts Receivable Preferences Screen

On the General Settings tab (Data Entry Settings section) of the Accounts Receivable Preferences screen (AR101000), a new **Use Intercompany Sales Account From** field has been added, as shown in the following screenshot.

The screenshot shows the 'Accounts Receivable Preferences' screen with the 'General Settings' tab selected. The 'Data Entry Settings' section is expanded, and the 'Use Intercompany Sales Account From' dropdown menu is highlighted with a red box. The dropdown is currently set to 'Customer'. Other visible settings include 'Default Customer Class ID' (CUSTDFT), 'Rounding Rule for Invoices' (Use Currency Precision), and 'Rounding Precision' (0.10).

This setting defines which sales account the system inserts in intercompany AR documents of a customer that was extended from a company or branch. The following options can be selected:

- **Customer Location:** The system inserts the sales account specified in the **Sales Account** box on the GL Accounts tab of the Customer Locations screen (AR303020).
- **Inventory Item:** The system inserts the sales account specified in the **Sales Account** box on the GL Accounts tab of the Stock Items screen (IN202500) for stock items or of the Non-Stock Items screen (IN202000) for non-stock items.

Changes to the Accounts Payable Preferences Screen

On the General Settings tab (Data Entry Settings section) of the Accounts Payable Preferences screen (AP101000), the new Use Intercompany Expense Account From box has been added, as shown in the following screenshot.

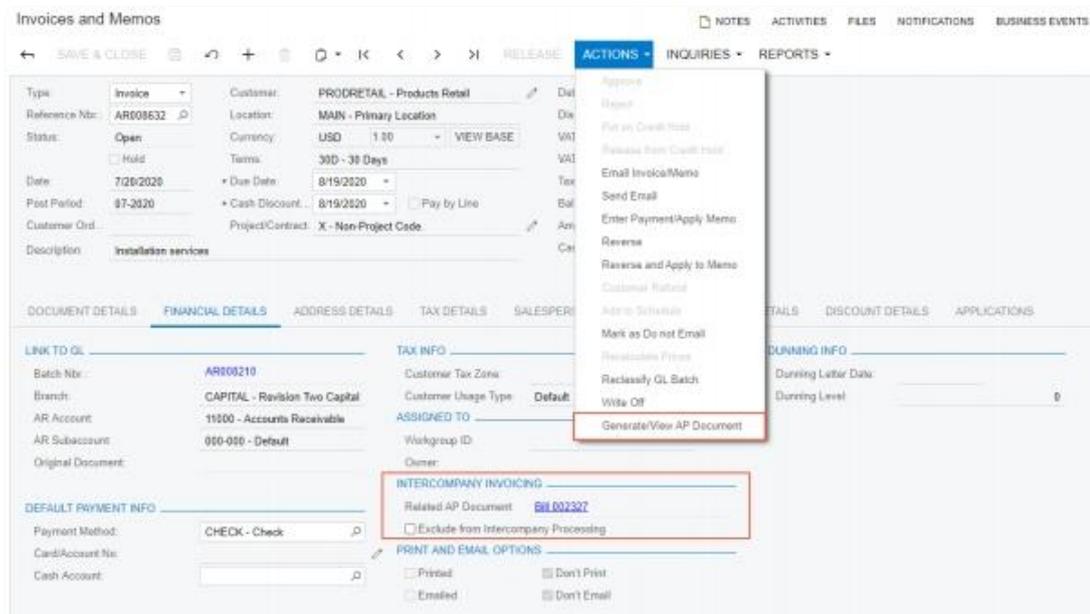
The screenshot shows the 'Accounts Payable Preferences' screen with the 'General Settings' tab selected. The 'Data Entry Settings' section is expanded, and the 'Use Intercompany Expense Account From' dropdown menu is highlighted with a red box. The dropdown is currently set to 'Supplier Location'. Other visible settings include 'Default Supplier Class ID' (VENDDFT), 'Rounding Rule for Bills' (Use Currency Precision), 'Rounding Precision' (0.10), and 'Payment Lead Time' (3 Days).

This setting defines which expense account the system inserts in intercompany AP documents of a supplier that was extended from a company or branch. The following options can be selected:

- **Supplier Location:** The system inserts the expense account specified in the **Expense Account** box on the GL Accounts tab of the Supplier Locations screen (AP303010).
- **Inventory Item:** The system inserts the expense account specified in the **Expense Account** box on the GL Accounts tab of the Stock Items screen (IN202500) for stock items or of the Non-Stock Items screen (IN202000) for non-stock items.

Changes to the Invoices and Memos Screen

On the Invoices and Memos screen (AR301000), an Intercompany Invoicing section has been added to the Financial Details tab, and a **Generate/View AP Document** command has been added to the **Actions** menu. The new UI elements are illustrated in the following screenshot.



The **Related AP Document** box of the Intercompany Invoicing section shows a link with the reference number of the AP bill that has been generated automatically from the selected AR invoice. Users can click this link to navigate to the Bills and Adjustments screen (AP301000) with this document open.

If the **Exclude from Intercompany Processing** check box (also in the Intercompany Invoicing section) is selected, the selected invoice should not be used for generating a related AP bill.

If the user clicks **Actions > Generate/View AP Document**, the system automatically creates an AP document related to the selected AR document or opens an existing AP document on the Bills and Adjustments screen.

Note: The system copies multiple parameters from an AR document to an AP document. For details, see Table 1.

Changes to the Bills and Adjustments Screen

On the Bills and Adjustments screen (AP301000), an Intercompany Invoicing section has been added to the Financial Details tab, as illustrated in the following screenshot.

The screenshot shows the 'Bills and Adjustments' screen with the 'FINANCIAL DETAILS' tab selected. The 'INTERCOMPANY INVOICING' section is highlighted with a red box. It contains a 'Related AR Document' field with the value 'Invoice AR008632' and an edit button.

The **Related AR Document** box of this section is a lookup box where a user can view the AR document based on which the AP document was created or can select a corresponding AR payment document from the list for a manually entered AP document. The list in this box contains AR documents for which the customer is the originating branch of the AP document and AR documents for which the branch is the supplier of the AP document. Users can click the edit button to the right of this box to open the related AR document on the Invoices and Memos screen (AR301000).

New Generate Intercompany Documents Screen

The Generate Intercompany Documents screen (AP503500), shown in the following screenshot, has been added for the mass generation of AP documents based on AR documents from the selling company.

The screenshot shows the 'Generate Intercompany Documents' screen. The 'Date' field is set to 7/22/2020. The 'Seller' field is set to CAPITAL - Revision Two Cap and the 'Purchaser' field is set to PRODRETAIL - Products Ret. There are checkboxes for 'Create AP Documents on Hold', 'Create AP Documents in Specific Period', and 'Copy Project Information to AP Document'. A table below shows two rows of generated AP documents.

<input type="checkbox"/>	Seller	Purchaser	Type	Reference Nbr.	Doc. Date	Amount	Currency	Description	Project	AP Document
<input checked="" type="checkbox"/>	CAPITAL	PRODRETAIL	Invoice	AR016533	7/20/2020	226.00	USD		X	
<input type="checkbox"/>	CAPITAL	PRODRETAIL	Invoice	AR016534	7/20/2020	450.00	USD		X	

In the boxes of the Selection area of the screen, the user specifies the selection criteria for the documents to be loaded in the table. The user can also manage the process of generating AP documents by using the following check boxes:

- **Create AP Documents on Hold:** If this check box is selected, AP documents will be created with the On Hold status. If it is cleared, AP documents will be created with the "Balanced" or "Pending Approval" status, depending on whether approvals have been configured for accounts payable documents.

- **Create AP Documents in Specific Period:** If this check box is selected, AP documents will be created in the financial period that the user specifies in the Fin. Period box.
- **Copy Project Information to AP Document:** If this check box is selected, the project information (project code, cost code, and task ID) will be copied from the AR document to the AP document.

By default, full access rights to this new screen have been granted to the AP Admin, AP Clerk, and Administrator roles.

Automatic Creation of AP Documents

When a user generates AP documents either by clicking **Process** or **Process All** on the screen toolbar of the Generate Intercompany Documents screen (AP503500) or by clicking **Actions > Generate/View AP Documents** on the Invoices and Memos screen (AR301000), for each AR document, the system generates a corresponding AP document by using the following mapping rules.

UI Element	Value
Summary area	
Type	<ul style="list-style-type: none"> • Bill if the AR document's type is Invoice. • Credit Adj. if the AR document's type is Debit Memo. • Debit Adj. if the AR document's type is Credit Memo.
Hold check box	<ul style="list-style-type: none"> • For the Generate Intercompany Documents screen, selected if the Create AP Document on Hold check box is selected. • For the Invoices and Memos screen, the same as the state of the HoldDocuments on Entry check box on the Accounts Payable Preferences screen (AP101000).
Date	The value from the Date box on the Invoices and Memos screen.
Post Period	<ul style="list-style-type: none"> • For the Generate Intercompany Documents screen, the value specified in the Post Period box on the Invoices and Memos screen. If this setting has not been specified, the post period is calculated as the period from the calendar of the AP document's originating branch that corresponds to the AR document's Post Period in the master calendar. • For the Invoices and Memos screen, the post period is calculated as the period from the calendar of the AP document's originating branch that corresponds to the AR document's Post Period in the master calendar. If the period does not exist in the calendar of the AP document's originating branch, the value is empty. If the period is In-active or Locked, the system displays an error message. If posting to closed periods is allowed for the user, an AP document is created with a warning in the Post Period box on the Bills and Adjustments screen (AP301000). If posting to closed periods is not allowed, the AP document is not created.
Supplier Ref	The reference number of the AR document specified in the Reference Number box on the Invoices and Memos form.
Supplier	The originating branch of the AR document.
Location	The supplier's default location.
Currency	The currency of the AR document.

UI Element	Value
Currency Rate Type	The currency rate type of the AR document.
Currency Exchange Rate	The exchange rate of the AR document.
Terms	The credit terms of the AR document.
Due Date	The due date of the AR document.
Cash Discount Date	The cash discount date of the AR document.
Pay by Line check box	The state of the Pay by Line check box of the supplier record.
Description	The description of the AR document.
Discount Total	<ul style="list-style-type: none"> • If the Supplier Discounts feature has been enabled on the Enable/Disable Features screen (CS100000), an automatically calculated value based on the values on the Discount Details tab on the Bills and Adjustments form. • If the Supplier Discount feature has been disabled: <ul style="list-style-type: none"> ○ If the Customer Discounts feature has been enabled, the sum of Discount Amount of all lines from the Discount Details tab on the Invoices and Memos form. ○ If the Customer Discounts feature has been disabled, the Discount Total of the AR document.
Amount	The value of the Amount box on the Invoices and Memos form.
Cash Discount	If the AP document's amount is the same as the AR document's amount, the value of the Cash Discount box of the Invoices and Memos form. Otherwise, this value is calculated based on the document's terms.
Financial Details tab	
Branch	The customer specified in the Customer box of the Invoices and Memos form.
Supplier Tax Zone	The tax zone specified for the supplier location in the Tax Zone box on the Purchase Settings tab of the Suppliers screen (AP303000).
Tax Calculation Mode	The tax calculation mode specified in the Tax Calculation Mode box on the Financial Details tab of the Invoices and Memos.
Document Details tab	
Branch	The customer specified in the Customer box of the Invoices and Memos form.
Inventory ID	The Inventory ID of the AR document line.
Transaction Description	The Transaction Description of the AR document line.
Quantity	The Quantity of the AR document line.
UOM	The UOM of the AR document line.
Unit Cost	The Unit Cost of the AR document line.
Ext. Cost	The Ext. Cost of the AR document line.

UI Element	Value
Account	One of the following, depending on the value of the Use Intercompany Expense Account From box on the Accounts Payable Preferences screen (AP101000): <ul style="list-style-type: none"> If Supplier Location is selected, the expense account specified in the Expense Account box on the GL Accounts tab of the Supplier Locations screen (AP303010). If Inventory Item is selected, the expense account specified in the Expense Account box on the GL Accounts tab of the Non-Stock Items screen (IN202000).
Project	If the Copy Project Information to AP Document check box has been selected on the Generate Intercompany Documents screen or the user clicked Yes in the confirmation message on the Invoices and Memos form, the Project of the AR document. Otherwise, the non-project code (X by default) is inserted.
Project Task	If the Copy Project Information to AP Document check box has been selected on the Generate Intercompany Documents screen or the user clicked Yes in the confirmation message on the Invoices and Memos form, the Project Task of the AR document. Otherwise, the value is empty.
Cost Code	If the Copy Project Information to AP Document check box has been selected on the Generate Intercompany Documents screen or the user clicked Yes in the confirmation message on the Invoices and Memos form, the Cost Code of the AR document. Otherwise, the value is empty.
Discount Amount	The Discount Amount of the AR document line.
Discount Percent	The Discount Percent of the AR document line.
Manual Discount check box	Selected.
Deferral Code	Empty value. Because deferral codes cannot be used simultaneously in AR and AP documents, if at least one deferral code is specified in at least one line of the related AR document, the system displays a warning that deferral codes cannot be copied.
Tax Category	The Tax Category of the AR document line.
Discount Details tab	
Note: Lines are created if the Supplier Discounts feature has been enabled. If the Customer Discounts feature has been enabled, each discount line in the AP document corresponds to a discount line of the AR document and contains the following column values.	
Manual Discount checkbox	Selected.
Discount Amount	The Discount Amount of the AR document's discount line.
Description	The Description of the AR document's discount line.
If the Customer Discounts feature has been disabled, one discount line is created in the AP document with the following column values.	
Manual Discount checkbox	Selected.
Discount Amount	The Discount Total of the AR document.

Note: Taxes are not copied to an AP document, but are calculated based on the tax zone of the supplier (the originating branch of the AR invoice). If the total amount or the tax total amount of the AR document differs from the total amount and the tax total amount in the AP document, the system will display a warning message, but the user will be able to release the AP document.

The system generates an AP document if the original AR document meets the following criteria:

- The document's customer has been extended from a company or branch.
- The document's type is Invoice, Credit Memo, or Debit Memo.
- The document is released.
- The **Exclude from Intercompany Processing** check box has been cleared for the document on the Financial Details tab (Intercompany Invoicing section) of the Invoices and Memos screen.
- The document has no related AP document. That is, the **Related AP Document** box is empty on the Financial Details tab (Intercompany Invoicing section) of the Invoices and Memos screen.
- The document has not been migrated.
- The document is not a retainage invoice and is not an invoice with retainage.
- The document is not a child document of an AR document with the Multiple instalment credit terms.

Negative Ext. Price in AR Invoices with Retainage Paid by Line

In previous versions, invoices paid by line could not have lines with a negative extended price. For example, if a user made a mistake in a pro forma invoice and this mistake was copied to the original invoice with retainage, there was no way to properly correct the amount after the original invoice was posted. While to increase the amount, the user could create an additional invoice, there was no way to reduce the amount and to update the balances of GL accounts and related project settings.

As of this release, on the Invoices and Memos screen (AR301000), users can create AR invoices paid by line, specifying a negative value in the **Ext. Price** column. For such invoices without retainage, this new functionality allows users to correct an invoice by adding a line with a negative extended price, without having to create a credit memo to decrease the invoice amount. For invoices with retainage, the retainage amounts and taxable invoice lines will be calculated by the system based on the value specified in the **Ext. Price** column.

Releasing Retainage for Original Invoices with Negative Lines

When retainage is released for all lines of the original invoice, including negative lines, the system creates a retainage invoice on the Invoices and Memos screen (AR301000) with lines with negative and positive amounts, but the total amount is a positive value.

Support for Cash Discounts

The system now supports cash discounts for AR invoices on the Invoices and Memos screen (AR301000) that have lines with negative amounts.

Applying Payments to Negative Invoice Lines

The system processes negative amounts in invoice lines in the same way as it processes lines of credit memos.

A payment with only one negative line applied cannot be released. Such a payment should be applied to another positive line of the invoice; that is, the **Payment Amount** box on the Payments and Applications screen (AR302000) should have a value greater than or equal to 0.

A user can apply payments and credit memos to and release retainage for an invoice that can be paid by line—an invoice with the **Pay by Line** check box selected on the Invoices and Memos screen (AR301000)—even if the total balance or the unreleased retainage of the invoice is 0.00, but the invoice lines have a balance or the invoice has unreleased retainage. (For such invoices, the **Enter Payment/ Apply Memo** and **Release Retainage** actions on the Invoices and Memos screen, as well as the **Reference Number** selector on the Payments and Applications screen are available.)

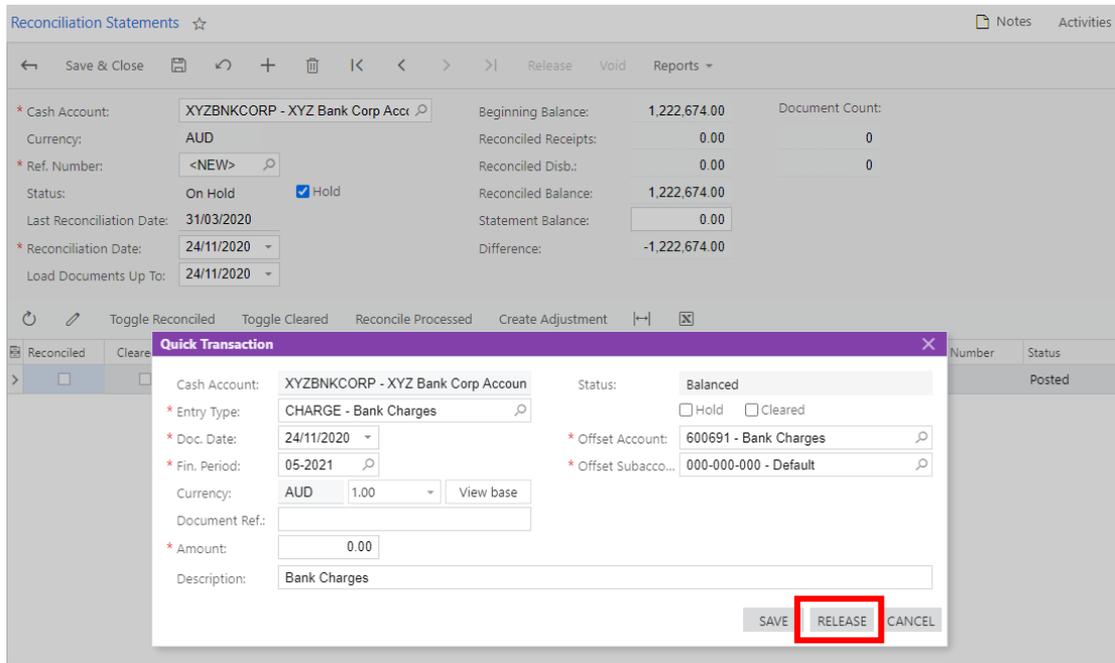
Documents that can be paid by line cannot have a document balance that is less than 0 or greater than the document balance before payment. For example, an invoice has the following lines and a balance of 600:

- **Line Nbr.:** 1, **Ext. Price:** –100
- **Line Nbr.:** 2, **Ext. Price:** 200
- **Line Nbr.:** 3, **Ext. Price:** 500

A user cannot pay only Line 2 and Line 3 with a total balance of 700, because in this case the document balance will become negative. Also, the user cannot pay Line 1 separately, because in this case the document balance will become 700, which is greater than its amount (\$600).

Releasing Adjustments Created on the Reconciliation Statements Screen

Starting in MYOB Advanced 2020.6, on the Reconciliation Statements screen (CA302000), a **Release** button has been added to the Quick Transaction dialog box, so that a user can not only create adjustments on the fly, but also release them without having to navigate away from this screen. The updated Quick Transaction dialog box is shown in the following screenshot.



The **Release** button becomes available if the **Hold** check box has been cleared. The **Hold** check box is shown in the dialog box even if the **Hold Transactions on Entry** check box has been cleared on the Cash Management Preferences screen (CA101000).

When a user clicks **Release**, the system saves and releases the created cash transaction. A released cash transaction is added to the table on the Reconciliation Statements screen.

Restricted Visibility of Customer Records

When multiple companies with their own accounting departments are configured within the same tenant, users may want to limit access to customer accounts to employees of the particular company or branch. To support this requirement, starting in this release, customer accounts in MYOB Advanced can be associated with one of the following:

- A branch: If a customer record is associated with a branch, the customer can be accessed by users assigned to the role specified for the branch in the **Access Role** box of the Branch Details tab (Configuration Settings section) of the Branches screen (CS102000). The customer can be selected in documents originating from this branch.
- A company: If a customer record is associated with a company, the customer can be accessed by a user that has access to at least one of the company's branches (or to the company if it has no branches). That is, the customer can be accessed by a user with access to the role specified in the **Access Role** box (Configuration Settings section) on the Branch Details tab of the Branches screen for the branch, or the Company Details tab of the Companies screen (CS101500) for the company.

The customer can be selected in documents originating from any branch of the company.

- No entity: If a customer record is not associated with a branch or company, it can be accessed by any user. The customer can be selected in documents originating from any branch.

These capabilities are now available if the new Customer Visibility Restriction feature has been enabled on the Enable/Disable Features screen (CS100000). With this feature enabled, the UI changes described further in this topic appear on the appropriate screens.

Note: If any restriction groups have been configured in the system, they will be applied in addition to the customer visibility restriction functionality.

Changes to the Enable/Disable Features Screen

On the Enable/Disable Features screen (CS100000), the Customer Visibility Restriction feature has been added. This feature can be enabled if the Multiple-Branch Support feature has been enabled.

If a user disables the Customer Visibility Restriction feature, the system does not apply any restrictions to visibility of customer records that have been configured in the system.

Changes to the Customer Classes Screen

On the Customer Classes screen (AR201000), the **Restrict Visibility To** box on the General Settings tab (Default General Settings section) has been added, as shown in the following screenshot. If any active branch or company is selected in this box for the class, this branch or company will be used as the default setting for customers of the class.

The screenshot displays the 'Customer Classes' screen for class ID 'CUSTDFT'. The 'General Settings' tab is active, showing 'Default General Settings'. The 'Restrict Visibility To' field is highlighted with a red box and contains the value 'RBYTEMAIN - Rapid Byte ...'. Other visible fields include 'Country: AU - AUSTRALIA', 'Tax Zone ID: DOMESTIC', 'Terms: CASHONLY - Cash Only', and 'Currency ID: AUD'. The interface includes navigation buttons at the top and various configuration options for financial and delivery settings.

If a user changes the visibility for a customer class, the modified setting applies to new customers created based on this class and to old customers that are re-assigned to the class after the class was modified.

Changes to the Customers Screen

On the Customers screen (AR303000), a **Restrict Visibility To** box has been added to the Financial Settings section on the Financial tab, as shown in the screenshot below. In this box, users can select a company or a branch that will work with the customer exclusively.

When a customer is created on this screen, if a branch or company is specified for the selected customer class in the **Restrict Visibility To** box of the General Settings tab of the Customer Classes screen (AR201000), the branch or company is copied to the **Restrict Visibility To** box of the current screen.

If a branch is selected in this box, the system copies this value to the Shipping Branch box on the Delivery Settings tab (Default Location Settings section) of this screen. If a user changes the setting in the **Restrict Visibility To** box, the system displays a dialog box asking the user whether the value in the Shipping Branch should be kept.

The screenshot shows the 'Customers' screen with the 'Financial' tab selected. The 'Financial Settings' section is expanded, and the 'Restrict Visibility To' dropdown menu is highlighted with a red box. The selected value is 'RBYTEMAIN - Rapid Byte Head Qu...'. Other settings include Terms: CASHONLY - Cash Only, Status: Active, and Customer Class: CUSTDFT - Customer Default. The 'Retainage Settings' section is also visible, showing 'Apply Retainage' as an unchecked checkbox and 'Retainage Percent' as 0.000000.

If a user changes the customer class of an existing customer in the **Customer Class** box on the General Info tab, the system displays a dialog box asking the user to confirm this change. If the change is confirmed, the system inserts the **Restrict Visibility To** value specified for that customer class.

On this screen, a user can select in the **Customer ID** box only customers that are visible in the branches the user has access to, based on the **Restrict Visibility To** setting of each customer, the access role assigned to the branch, and the roles assigned to the user. The list of classes available in the **Customer Class** box on this screen is also restricted based on the roles assigned to the current user: Only customer classes with the visibility restriction accessible by the user can be selected on the screen.

On the Locations tab of the screen, a **Default Branch** column has been added, as shown in the following screenshot.

The screenshot shows the 'Locations' tab of the 'Customers' screen. A table displays location information for the selected customer class. The table has columns for Location ID, Location Name, Default, City, State, Country, Price Class, Tax Zone, Sales Account, Sales Sub., AR Account, AR Sub., and Default Branch. The first row shows 'RBYTEMAIN' as the Location ID, 'Primary Location' as the Location Name, and 'DOMESTIC' as the Tax Zone.

Location ID	Location Name	Default	City	State	Country	Price Class	Tax Zone	Sales Account	Sales Sub.	AR Account	AR Sub.	Default Branch
RBYTEMAIN	Primary Location						DOMESTIC	400000	000-000-001	100201	000-000-001	

Other UI Changes

The following list summarizes other UI changes that have been made to support the restricted visibility of customer records:

- On the Customer Locations screen (AR303020), the list of values in the **Default Branch** box on the General tab (Other Settings section) is limited based on the customer visibility restriction.
- On multiple processing screens that have the **Company** or **Branch** setting, such as the Write Off Balances and Credits screen (AR505000), only customers visible in the selected branch or company can be selected in the **Customer** box and can be processed. On other screens, that have the **Customer** setting, but do not have the **Branch** setting, such as Run Project Billing screen (PM503000), the list of customers is limited based on the user's access role.
- On the Customer Summary (AR650500) or Customer Profiles (AR651000) report screens, when a user runs the report to display customer-related information, the report will show only the customers visible to the current user based on the roles assigned to the user.
- The Customers (AR3030PL), Customer Locations (AR3030P1), and Customer Payment Methods (AR3030P2) lists have been modified to restrict the visibility of customer records and documents according to the configured visibility.

Note: Any custom generic inquiries related to these screens should be reviewed to account for this change to visibility.

Flexible Recognition Methods for Deferred Expenses

In previous releases, flexible recognition methods were available in accounts receivable only. As of this release, the flexible recognition methods can be used in deferral codes set up for items used in AP documents—purchase orders, AP bills, debit adjustments, credit adjustments, quick checks, and subcontracts.

This functionality is available if the Deferred Revenue Management feature has been enabled on the Enable/Disable Features screen (CS100000).

The system calculates the amount to be deferred according to the following rules:

- If taxes are applied to a document, the amount excluding the taxes is deferred.
- If a line discount is applied to a document line, the amount minus the line discount is deferred.
- If a document discount or a group discount is applied to a document, the line amount without the discount is deferred.

Change to the Deferral Codes Screen

On the Deferral Codes screen (DR202000), if a flexible recognition method—Flexible by Periods, Prorate by Days or Flexible by Days in Period—is selected in the **Recognition Method** box, the Expense option in the Code Type box is available for selection.

Changes to the Bills and Adjustments Screen

On the Document Details tab of the Bills and Adjustments screen (AP301000), the following columns have been added:

- **Term Start Date:** The date when the process of deferred expense recognition should start for the selected item. For bills and adjustments created from an existing document, this value is copied from the original document.
- **Term End Date:** The date when the process of deferred expense recognition should finish for the selected item.

For bills and adjustments created from an existing document, this value is copied from the original document. For bills and adjustments created by clicking the **New Record** button on the screen toolbar of the Bills and Adjustments screen (AP3010PL) or **Add New Record** on the screen toolbar of the Bills and Adjustments screen (AP301000), the default value in this column is determined by the following formula:

Term Start Date + the default term setting of the stock item or non-stock item

These columns are available for editing if the item selected in the document line has a deferral code with a flexible recognition method and the Expense code type.

Changes to the Purchase Orders Screen

On the Document Details tab of the Purchase Orders screen (PO301000), the following columns have been added:

- **Term Start Date:** The date when the process of deferred expense recognition should start for the selected item.
- **Term End Date:** The date when the process of the deferred expense recognition should finish for the selected item. The default value in this column is determined by the following formula:

Term Start Date + the default term setting of the stock item or non-stock item.

These columns are hidden by default.

Support for Transaction Matching for Invoices

In previous versions, during the process of matching cash transactions in a bank statement to AR invoices, weights for match relevance were calculated based on weights of payments. As of this release, invoices are selected for matching based on their due date or discount date, and the match relevance is calculated based on either of these dates. Users can now filter invoices for matching by cash account and by date, and they can specify a minimum value of match relevance for automatically matching invoices and payments.

Changes to the Cash Management Preferences Screen

To support this functionality, the following UI elements on the Bank Statement Settings tab of the Cash Management Preferences screen (CA101000) have been changed:

- The Weights for Relevance Calculation, Date Range for Relevance Calculation, and Expense Receipt Matching sections have been removed from the tab.
- The Transaction Matching Settings section has been renamed to Other Matching Settings.
- An Invoice Matching section has been added. It is used to filter selected invoices as possible matches for transactions.

- An Auto-Match Thresholds section has been added. It is used to find the best match during the auto-matching process.
- The Weights for Relevance Calculation, Date Range for Relevance Calculation, and Expense Receipt Matching sections have been combined into the Payment and Expense Receipt Relevance section, which has been moved to the Relevance Calculation tab.

The following screenshot illustrates the UI changes on the Bank Statement Settings tab of the Cash Management Preferences screen.

Cash Management Preferences ☆

General Settings Approval **Bank Statement Settings** Relevance Calculation

Disbursement Matching

Days Before Bank Transaction Date: 5

Days After Bank Transaction Date: 2

Allow Matching to Credit Memo

Receipt Matching

Days Before Bank Transaction Date: 5

Days After Bank Transaction Date: 2

Invoice Matching

Match by Cash Account

Match by Discount and Due Date

Days Before Discount Date: 0

Days Before Due Date: 0

Days After Due Date: 0

Other Matching Settings

Allow Matching to Unreleased Batch Payments

Skip Reconciled Transactions in Matching

Auto-Match Thresholds

Absolute Relevance Threshold: 75.00

Relative Relevance Threshold: 20.00

Import Settings

Ignore Currency Check on Bank Statement Import

A Relevance Calculation tab containing Payment and Expense Receipt Relevance and Invoice Relevance sections has been added to the Cash Management Preferences screen, as shown in the following screenshot.

Cash Management Preferences ☆

General Settings Approval Bank Statement Settings **Relevance Calculation**

Payment and Expense Receipt Relevance

Ref. Nbr. Weight:	<input type="text" value="70.00"/>	<input type="text" value="0"/>
	<input type="checkbox"/> Consider Empty Ref. Nbr. as Matching	
Doc. Date Weight:	<input type="text" value="20.00"/>	<input type="text" value="0"/>
Doc. Payee Weight:	<input type="text" value="10.00"/>	<input type="text" value="0"/>
Amount Weight:	<input type="text" value="0.00"/>	
Amount Difference Threshold (%):	<input type="text" value="0.00"/>	
Payment Clearing Average Delay:	<input type="text" value="0.00"/>	
Estimated Deviation (Days):	<input type="text" value="5.00"/>	

Invoice Relevance

Ref. Nbr. Weight:	<input type="text" value="87.50"/>
Doc. Date Weight:	<input type="text" value="0.00"/>
Doc. Payee Weight:	<input type="text" value="12.50"/>
Average Payment ...	<input type="text" value="0.00"/>
Estimated Deviation...	<input type="text" value="2.00"/>

The Invoice Relevance section specifies weights for calculating match relevance for invoices.

Changes to the Process Bank Transactions Screen

The following changes have been made to the Transaction Matching Settings dialog box, which opens when a user clicks Match Settings on the screen toolbar of the Process Bank Transactions screen (CA306000):

- The settings in this dialog box have been divided into two tabs—Matching Settings and Relevance Calculation.
- The following changes have been made to the Matching Settings tab, as illustrated on the screenshot below:
 - An Invoice Matching section has been added. It is used to filter selected invoices as possible matches for a transaction.
 - The Transaction Matching Settings section has been renamed to Other Matching Settings.
 - The Auto-Match Thresholds section has been added. It is used to find the best match during the auto-matching process.
 - The Weights for Relevance Calculation, Date Range for Relevance Calculation, and Expense Receipt Matching sections have been combined into the Payment and Expense Receipt Relevance section, which has been moved to the Relevance Calculation tab.

Transaction Matching Settings [X]

Matching Settings | **Relevance Calculation**

Disbursement Matching

Days Before Bank Transaction Date:

Days After Bank Transaction Date:

Allow Matching to Credit Memo

Receipt Matching

Days Before Bank Transaction Date:

Days After Bank Transaction Date:

Invoice Matching

Match by Cash Account

Match by Discount and Due Date

Days Before Discount Date:

Days Before Due Date:

Days After Due Date:

Other Matching Settings

Skip Voided Transactions During Matching

Auto-Match Thresholds

Absolute Relevance Threshold:

Relative Relevance Threshold:

[RESET TO DEFAULT] [SAVE & CLOSE]

The following screenshot illustrates the new Relevance Calculation tab of the Transaction Matching Settings dialog box.

Transaction Matching Settings [X]

Matching Settings | **Relevance Calculation**

Payment and Expense Receipt Relevance

Ref. Nbr. Weight: %:

Consider Empty Ref. Nbr. as Matching

Doc. Date Weight: %:

Doc. Payee Weight: %:

Payment Clearing Average Delay:

Estimated Deviation (Days):

Invoice Relevance

Ref. Nbr. Weight: %:

Doc. Date Weight: %:

Doc. Payee Weight: %:

Average Payment Delay:

Estimated Deviation (Days):

[RESET TO DEFAULT] [SAVE & CLOSE]

Selection of Invoices for Matching

On the Process Bank Transactions screen (CA306000), for each transaction, invoices that meet all of the following conditions are selected as possible matches on the Match to Invoices tab:

- The **Pay by Line** check box is cleared for the invoice in the Summary area of the Invoices and Memos screen (AR301000).
- If the **Match by Cash Account** check box is selected in the Invoice Matching section on the Matching Settings tab of the Transaction Matching Settings dialog box (which is invoked on the Process Bank Transactions form), only invoices with the same cash account or an empty cash account are selected for matching with the bank transaction.
- One of the following groups of formulas applies to the invoices:
 - Bank transaction date \leq invoice discount date and bank transaction amount = invoice amount – discount amount
 - Bank transaction date $>$ invoice discount date and bank transaction amount = invoice amount
- The **Match by Discount and Due Date** check box is selected in the Invoice Matching section on the Matching Settings tab of the Transaction Matching Settings dialog box, and either of the following conditions is true:
 - An invoice's due date minus the days before due date is the same as or earlier than the bank transaction date, and the invoice due date plus the number of days after the due date is the same or later than the bank transaction date.
 - An invoice's discount date minus the number of days before the discount date is earlier than or the same as the bank transaction date.

Auto-Matching Process

The auto-matching process, which starts when a user clicks **Auto-Match** on the toolbar of the Process Bank Transactions screen (CA306000), selects bank transactions that have not been matched yet and for which either of the following conditions is met with regard to the **Create** check box on the Create Payment tab in the right pane of the form:

- The check box is cleared.
- The check box is selected, and no other information has been entered on the Create Payment tab (where **Module** is "CA" and **Entry Type ID** is left empty).

Based on the match relevance thresholds specified by users in the Auto-Match Thresholds section of the Transaction Matching Settings dialog box, a document is considered to be the best match to a bank transaction and is matched automatically if any of the following conditions is met:

- The document is the only match, and the document's match relevance specified in the **Match Relevance, %** column of the related tab is greater than the **Relative Relevance Threshold** specified on the Matching Settings tab in the Transaction Matching Settings dialog box.
- There are multiple matches, and the best match has a **Match Relevance, %** that is greater than the **Absolute Relevance Threshold** specified on the Matching Settings tab in the Transaction Matching Settings dialog box.
- There are multiple matches, and the **Match Relevance, %** of the best match minus the **Match Relevance, %** of the second best match is greater than or equal to the **Relative Relevance Threshold** specified on the Matching Settings tab of the Transaction Matching Settings dialog box.

Other Improvements

This release introduces multiple improvements to the UI and financial management processes related to fixed assets and to supplier and customer classes, as described below.

Changes to the Convert Purchases to Assets Screen

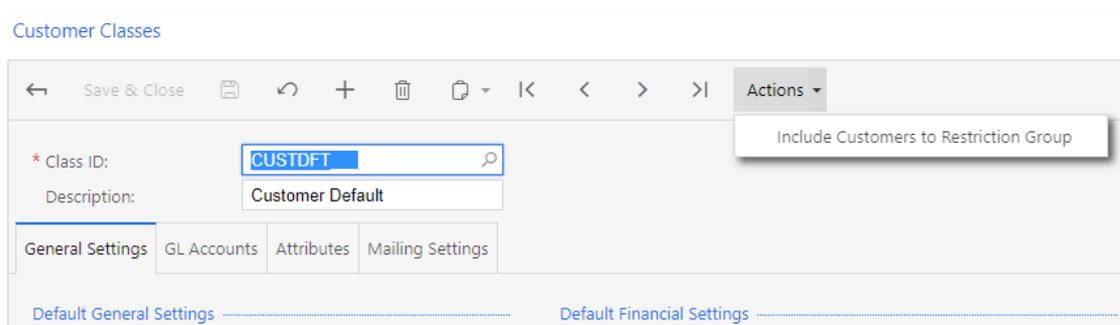
To separate two processes—converting a purchase to a new asset and converting a purchase to an existing asset—the following UI changes have been made on the Convert Purchases to Assets screen (FA504500):

- The default column order has been changed in the upper and lower tables.
- In the lower table, the **Asset for Reconciliation** column has been renamed to **Asset ID**, and the **New Asset** column has been renamed to **Create Asset**.

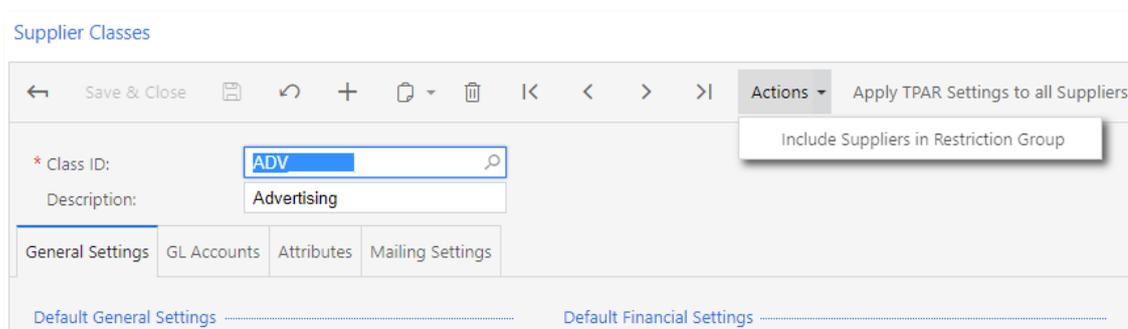
Developers need to consider these implementation changes and make the necessary updates to customisation projects. For a detailed list of changes, see the MYOB Advanced 2020.6 Technical Release Notes.

Changes to the Customer Classes and Supplier Classes screens

On the Customer Classes screen (AR201000), the **Apply Restriction Settings to All Customers** button has been removed from the screen toolbar. To replace this functionality, an **Include Customers to Restriction Group** command has been added to the **Actions** menu, as shown in the following screenshot.



On the Supplier Classes screen (AP201000), the **Apply Restriction Settings to All Suppliers** button has been removed from the screen toolbar. To replace this functionality, an **Include Suppliers in Restriction Group** command has been added to the Actions menu, as shown in the following screenshot.



These changes have been introduced to avoid confusion after the implementation of the “Restricted Visibility of Customer Records” feature (see page 28).

UI Changes on the Customers, Customer Locations, Supplier Locations, and Suppliers screens

Multiple UI changes have been introduced as a result of the new screen layouts in CRM (see page 82).

On the Customer Locations screen (AR303020), shown in the screenshot below, the following UI changes have been made:

- An Actions menu has been added to the screen toolbar, with two commands: **View Account Location** and **Validate Addresses**.
- A standard Copy and Paste menu has been added to the screen toolbar.
- A new Shipping tab has been added.
- The General Info tab has been renamed to General. On this tab, the following changes have been made:
 - The Location Contact section has been renamed to Additional Location Info.
 - A new Other Settings section has been added.
 - The **Shipping Branch** field has been renamed to **Default Branch** and moved to the Other Settings section.
- Multiple UI elements have been rearranged on the screen.

The screenshot displays the 'Customer Locations' screen for 'ABC Studios Inc.' with the 'MAIN - Primary Location' selected. The 'General' tab is active, showing the following details:

- Business Account:** CUST000002 - ABC Studios Inc.
- Location ID:** MAIN - Primary Location
- Active

The 'General' tab contains the following sections:

- Location Info:** Location Name: Primary Location
- Location Address:** Override, [VIEW ON MAP](#), Address Line 1: LEVEL 1, 88 COLIN STREET, Address Line 2: , City: WEST PERTH, State: WA - Western Australia, Postal Code: 6005, Country: AU - AUSTRALIA
- Additional Location Info:** Override, Account Name: ABC Studios Inc., Attention: , Business 1: , Cell: , Fax: , Email: , Web:
- Other Settings:** Default Branch: , Price Class:

Similar changes have been implemented on the Supplier Locations screen (AP303010), which is shown in the following screenshot.

The screenshot shows the 'Supplier Locations' screen for 'V00000001 - ABC Studios Inc.' with the 'MAIN - Primary Location' selected. The 'Active' checkbox is checked. The 'General' tab is active, showing the following details:

- Location Info:** Location Name: Primary Location
- Location Address:** Address Line 1: LEVEL 3, 187 TODD ROAD; City: PORT MELBOURNE; State: NSW - New South Wales; Country: AU - AUSTRALIA
- Additional Location Info:** Account Name: ABC Studios Inc.; Email: fujicontrol@yahoo.com.ph
- Other Settings:** Print Order and Email Order checkboxes are present.

On the Customers screen (AR303000), shown in the screenshot below, the following UI changes have been made:

- The General Info tab has been renamed to General. On this tab, the following changes have been made:
 - A new Account Info section has been added.
 - The **Customer Name** box has been renamed to **Account Name** and moved to the Account Info section.
 - The Main Address section has been renamed to Account Address, and the Main Contact section has been renamed to Additional Account Info.
 - In the Additional Account Info section, the **Email** box has been renamed to **Account Email**.
 - A new Primary Contact section has been added.
 - The Personal Data Privacy section has been split into two sections: Account's Personal Data Privacy and Contact's Personal Data Privacy.
 - The Financial Settings, Retainage Settings, and Credit Verification Rules sections have been moved to the new Financial tab.
- The Billing Settings tab has been renamed to Billing.
- The Delivery Settings tab has been renamed to Shipping.

Customers ☆

Save & Close [Icons] View Account Actions Inquiries Reports

* Customer ID: CUST000002 - ABC Studios Inc. Balance: -428.00
 * Status: Active Prepayment Balance: 0.00
 * Customer Class: LOCAL - Local Customers Retained Balance: -100.00

General Financial Billing Shipping Locations Payment Methods Contacts Salespersons Attributes Activities GL Accounts Mailing Settings Compliance

Account Info
 * Account Name: ABC Studios Inc.
 Account Address
 VIEW ON MAP
 Address Line 1: LEVEL 1, 88 COLIN STREET
 Address Line 2:
 City: WEST PERTH
 State: WA - Western Australia
 Postal Code: 6005
 * Country: AU - AUSTRALIA

Primary Contact
 Name: Simpson Mill, Mr.
 Job Title: Marketing Manager
 Email: mill.simpson@abcstudios.com
 Business 1: +61 (2) 7748 6374
 Cell:
 Contact Personal Data Privacy
 Consented to the Processing of Personal Data
 * Date of Consent: 23/11/2020
 Consent Expires:

Additional Account Info
 Business 1
 Cell
 Fax
 Account Email:
 Web:
 Ext Ref Nbr:

Similar changes have been made on the Suppliers screen (AP303000), which is shown in the following screenshot.

Suppliers

Save & Close [Icons] Actions Inquiries Reports

* Supplier ID: V000000002 Balance: 34,067.00
 * Status: Active Prepayment Balance: 0.00
 * Supplier Class: TRADELOC - Trade Suppliers - Local Retained Balance: 0.00

General Financial Payment Purchase Settings Attributes Locations Contacts Activities GL Accounts Mailing Settings Compliance

Account Info
 * Account Name: Acitai Systems - Computer Services For I
 Account Address
 VIEW ON MAP
 Address Line 1: BURTON ROAD
 Address Line 2:
 City: BURTON
 State: SA - South Australia
 Postal Code:
 * Country: AU - AUSTRALIA

Primary Contact
 Name: First Name Last Name
 Job Title:
 Email:
 Business 1
 Cell:
 Contact Personal Data Privacy
 Consented to the Processing of Personal Data
 Date of Consent:
 Consent Expires:

Supplier Properties
 Landed Cost Supplier
 Supplier is Tax Agency
 Staff Member in Service Management

TPAR Settings
 Track for TPAR

Vendor Defaults
 Cost Code:
 Inventory ID:

Account Personal Data Privacy
 Consented to the Processing of Personal Data
 Date of Consent:

Distribution

Enhancements in Prepayments for Sales Orders

In this release, the credit terms for customers have been improved with the addition of the prepayment percent functionality. A user can now set the percent of a payment to be made by a customer before a sales order can be processed.

Credit Terms with Prepayment Requirement

To define the prepayment percent, on the Credit Terms screen (CS206500), an Order Prepayment Settings section has been added. This section appears only when the user selects the “Customers” option in the **Visible To** box of the General Settings section. The prepayment percent settings are also affected by the installment type of the credit terms. The **Prepayment Required** check box in the Order Prepayment Settings section is available only when the “Single” option is selected in the **Installment Type** box in the Installment Settings section (see the following screenshot).

The screenshot displays the 'Credit Terms' screen with the following settings:

- General Settings:**
 - Terms ID: 30THMONTH
 - Description: 30th of Month
 - Visible To: Customers
- Due Day Settings:**
 - Due Date Type: Day of Next Month
 - Due Day 1: 30, Day From 1: 0, Day To 1: 0
 - Due Day 2: 0, Day From 2: 0, Day To 2: 0
- Prompt Payment Disc. Settings:**
 - Discount Type: Day of Next Month
 - Discount Day: 0
 - Discount %: 0.00
- Order Prepayment Settings:**
 - Prepayment Required:
 - Prepayment Percent: 0.00
- Installments Settings:**
 - Installment Type: Single
 - Number of Installments: 0
 - Installment Frequency: Weekly
 - Installment Method: Equal Parts
- Installments Schedule:** (Empty table with columns for Days and Percent)

The prepayment percent functionality works only for the sales orders with automation behaviour “Sales Order” and AR document type “Invoice”. If a prepayment percent is set for a customer in a sales order of the SO type, the user cannot create a shipment and prepare an invoice for this sales order until the required prepayment is made by the customer.

The rest of the payment is regulated by the settings in the Due Day Settings section on the Credit Terms screen (CS206500) and does not block the further processing of the sales orders for which the prepayment percent is set.

Note: After the system has been upgraded to MYOB Advanced 2020.6, in all the credit terms on the Credit Terms screen that match the conditions listed above, the **Prepayment Required** check box is cleared by default and the value in the **Prepayment Percent** box is zero.

Overriding a Predefined Prepayment Percent in a Sales Order

If a user needs to change the predefined prepayment percent for a single sales order without changing the credit terms of the customer, the override can be performed in the sales order on the Sales Orders screen (SO301000). On the Financial Settings tab of the screen, a Payment Information section has been added to the screen for customers with a predefined prepayment percent (see the following screenshot).

The screenshot shows the 'Sales Orders' application window. The 'Financial Settings' tab is active. The 'Payment Information' section is highlighted with a red box. It contains the following fields:

- Override Prepayment
- Prepayment Percent: 10.00
- Prepayment Amount: 109.45
- Prepayment Requirements Satisfied
- Payment Method: CASH - Cash Payment
- Cash Account: 100016 - AU WBC Bank Corp Account

The user selects the **Override Prepayment** check box to make the **Prepayment Percent** and **Prepayment Amount** boxes available for editing. When the user changes the value in one of the boxes, the other box is adjusted automatically. The new value of the prepayment percent in the sales order has a higher priority than the predefined value on the Credit Terms screen (CS206500). If the user clears the **Override Prepayment** check box, the value of the **Prepayment Percent** box automatically changes to the one that has been set for the customer's credit terms on the Credit Terms screen.

The value in the **Prepayment Amount** box is also recalculated automatically on every change of the sales order total amount.

The required prepayment percent and prepayment amount is added to the Sales Order (SO641010) report for sales orders.

The **Prepayment Requirements Satisfied** check box in the Payment Information section is selected automatically when the amount of the prepayment applied to the sales order or the sum of prepayment amounts is greater than or equal to the value specified in the **Prepayment Amount** box on the Financial Settings tab of the Sales Orders screen (Payment Information section). The check box is cleared automatically if the amount of a prepayment applied to the sales order or the sum of the prepayment amounts becomes less than the value specified in the **Prepayment Amount** box.

Changes in Processing Prepayments and Payments for a Sales Order

Previously, users with no access to accounts receivable screens were not able to access the Payments and Applications screen (AR302000) to create payments for sales orders they had created on the Sales Orders screen (SO301000). In this release, the ability to add payments to sales orders without opening the Payments and Applications screen has been introduced.

The Sales Orders screen has been redesigned to facilitate these changes.

Creation of Payments on the Sales Orders Screen

In the updated payment processing, a user working with a sales order on the Sales Orders screen (SO301000) can create a payment or prepayment document for the sales order without accessing the Payments and Applications screen (AR302000). When the user clicks the **Create Payment** or **Create Prepayment** buttons on the table toolbar of the Payments tab (see the following screenshot), the Create Payment dialog box is opened instead of the Payments and Applications screen.

The screenshot shows the 'Sales Orders' window with the 'Payments' tab selected. The 'Create Payment' and 'Create Prepayment' buttons in the toolbar are highlighted with a red box. The window displays order details for 'GrayMatter Limited Edition Keyboard' and a table of payment information.

Doc. Type	Reference Nbr.	Applied To Order	Transferred to Invoice	Balance	Status	Payment Ref.	Payment Method	Cash Account
Payment		0.00	0.00	0.00	On Hold			

In the Create Payment dialog box (see the screenshot in the following section), the user specifies the following information: the amount to be paid or prepaid, a short description of the payment, the payment method and cash account, and the payment reference number. The system copies the default values from the Financial Settings tab (Payment Information section) of the current screen.

Creating Cash or Check Payments

When a user opens the Create Payment dialog box on the Sales Orders screen (SO301000), if the user selects cash or check payment methods, the **OK** and **Cancel** buttons become available in the dialog box (see the following screenshot). When the **OK** button is clicked, the payment is created with a status that is determined by the state of the **Hold Documents on Entry** check box in the Data Entry Settings section on the Accounts Receivable Preferences screen (AR101000). If the **Hold Documents on Entry** check box is selected, the payment is created with the On Hold status. If the **Hold Documents on Entry** check box is cleared, the payment is created with the Balanced status.

The Workflow of Sales Orders with a Defined Prepayment Percent

In general, the updated workflow for sales orders with a prepayment percent consists of the following steps:

1. A sales order is approved (if approval is required).
2. The system checks whether any payments that require validation are applied to the sales order.
3. If there are payments, the system checks whether the required percent of the sales order amount is received.

If at least one payment that requires validation is applied to the sales order, this sales order is assigned the Pending Processing status on the Sales Orders screen (SO301000) until the payment is validated.

If the sum of all prepayments is not enough to satisfy the defined prepayment percent, the system assigns the “Awaiting Payment” status to the sales order. In the sales orders with the “Awaiting Payment” status, the Create Shipment action (the Actions menu) on the Sales Orders screen is unavailable.

4. If the required prepayment is greater than or equal to the defined prepayment percent amount, the customer’s credit limit is verified (if the verification is enabled).

Payments and prepayments with the cash, check, or credit card payment method can be used to satisfy the prepayment percent requirement. Pre-authorized payments with the credit card payment method can also be used to satisfy the requirement.

If the customer's credit limit is exceeded when the credit limit is verified that is, if the verification is enabled for a customer, and the **Hold Documents on Failed Credit Check** check box is selected on the Order Types screen (SO201000), the system assigns the “Credit Hold” status to the sales order.

If the sales order passes all verifications, the system assigns the Open status to the sales order. The user can create the shipment and process the sales order further.

Changes in the Processing of Invoices

When a user prepares an invoice for a shipment or directly for a sales order, payments and prepayments that were applied to the sales order are transferred to the invoice.

The invoice processing has been changed with regard to payments that are applied to the invoice. When an invoice is created, the system checks the following conditions and performs the noted action:

- If any payments applied to the invoice require validations, the system assigns the Pending Processing status to the invoice.
- If the customer's credit limit has been exceeded, the system assigns the Credit Hold status to the invoice.

An invoice with the Pending Processing status cannot be released.

New Workflow in Order Management Documents

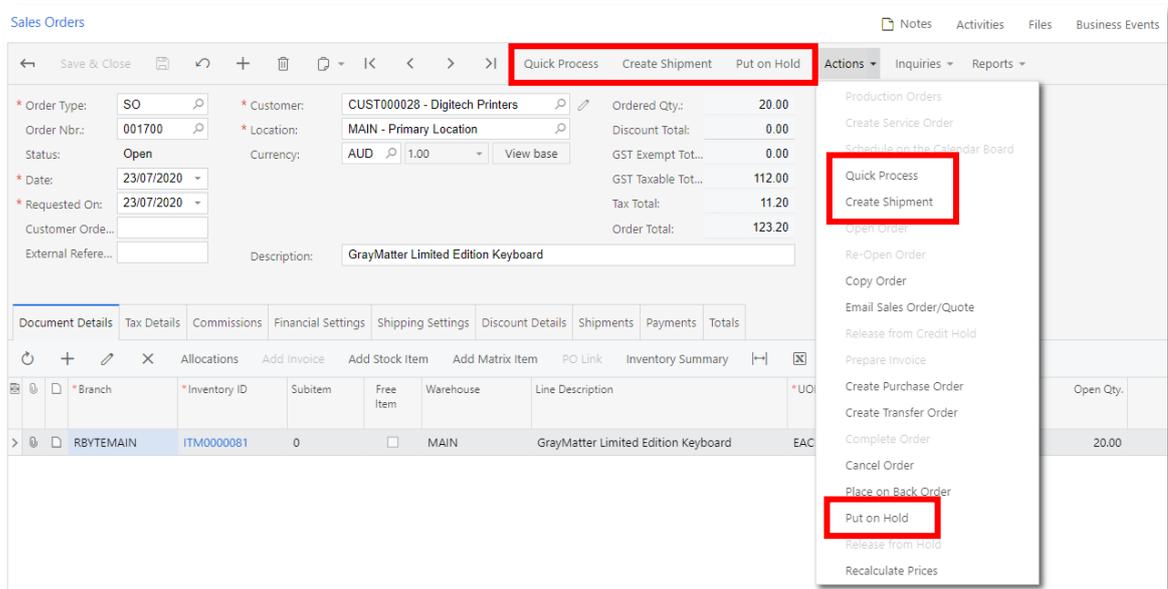
In this release, the processing of sales orders, shipments, and invoices has been redesigned to use the new workflow engine.

The processes that are performed by using the Sales Orders (SO301000), Shipments (SO302000), and Invoices (SO303000) screens work as they did as in the previous versions. The UI on these screens has been enhanced to support functionality of the new workflow engine.

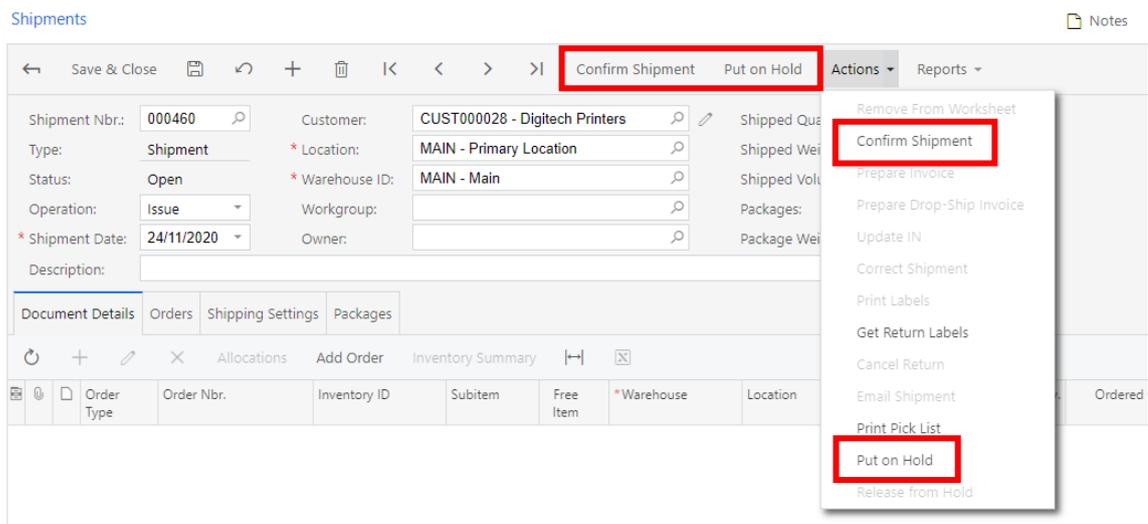
UI Enhancements

On the Sales Orders (SO301000), Shipments (SO302000), and Invoices (SO303000) screens, the **Hold** check box has been removed and replaced with the **Put on Hold** and **Release from Hold** actions, which can be selected from the screen toolbar.

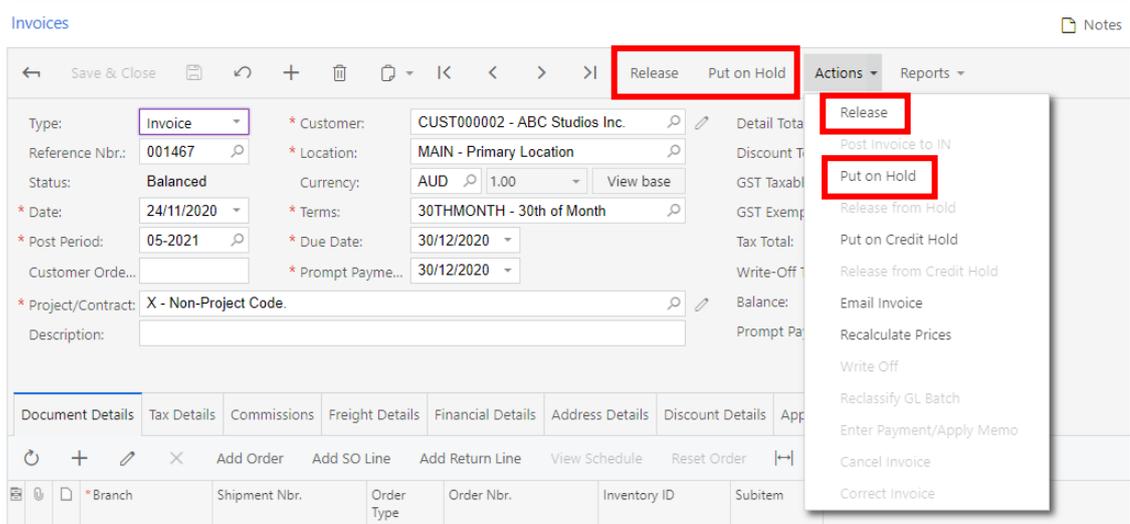
On these screens, the buttons representing the actions that are most relevant to the current status of the document opened on the screen are displayed directly on the screen toolbar in addition to being included as menu commands in the **Actions** menu. In the following screenshot, a sales order with the Open status on the Sales Orders screen is shown. The **Quick Process**, **Create Shipment**, and **Put on Hold** buttons are displayed on the screen toolbar and the corresponding menu commands are included on the **Actions** menu.



In the following screenshot, a shipment with the Open status on the Shipments screen is shown. The **Confirm Shipment** and **Put on Hold** buttons are displayed on the screen toolbar and the corresponding menu commands are included on the **Actions** menu.



In the following screenshot, an invoice with the Balanced status on the Invoices screen is shown. The **Release** and **Put on Hold** buttons are displayed on the screen toolbar and the corresponding menu commands are included on the **Actions** menu.



The following tables (a table is shown for each form) show the actions that are displayed as buttons on the screen toolbar of the screen for each document type and status.

Note: Information in the following tables is relevant for the out-of-the-box installation of the system.

Sales Orders

Document Type	Status	Action
SO	On Hold	Release from Hold
	Credit Hold	Release from Credit Hold
	Pending Processing	Put on Hold
	Awaiting Payment	Put on Hold
	Open	Quick Process Create Shipment Put on Hold
	Back Order	Open Order Create Shipment Quick Process
	Completed	Prepare Invoice
	Cancelled	Copy Order Reopen Order
	QT	On Hold
QT	Open	Put on Hold Copy Order
	Cancelled	Copy Order Reopen Order
	RM	On Hold
RM	Open	Create Receipt Create Shipment
	Completed	Prepare Invoice
	IN	On Hold
IN	Credit Hold	Release from Credit Hold
	Open	Put on Hold Quick Process Prepare Invoice
	Canceled	Reopen Order Copy Order
	CM	On Hold
CM	Open	Put on Hold Prepare Invoice
	All types	Pending Approval
	Rejected	Put on Hold

Shipments

Status	Action
<i>On Hold</i>	Release from Hold
<i>Open</i>	Release from Credit Hold Put on Hold
<i>Confirmed</i>	Prepare Invoice Update IN

Invoices

Status	Action
<i>Hold</i>	Release from Hold
<i>Credit Hold</i>	Release from Credit Hold Put on Hold
<i>Balanced</i>	Put on Hold Release
<i>Pending Print</i>	Print Invoice
<i>Pending Email</i>	Email Invoice

Validating Bills Against Purchase Orders

In this release, a user can now configure the validation of the accounts payable bill details to be sure that the billed amounts and quantities do not exceed the original ones agreed upon with the supplier in the purchase order.

On the General Settings tab of the Purchase Orders Preferences screen (PO101000), a new **Bill Against Commitments** field has been added, as shown in the following screenshot. This field indicates whether the system validates AP bills against purchase orders.

The screenshot shows the 'Purchase Orders Preferences' screen with the 'General Settings' tab selected. The 'Bill Against Commitments' field is highlighted with a red box and is set to 'No Validation'. Other visible settings include 'Purchase Order Numbering Settings', 'Validate Total on Entry', 'Purchase Price Variance Allocation', and 'Other' settings.

If the “No Validation” option is selected in the **Bill Against Commitments** field, the system does not check the differences between the amounts and quantities of the AP bill and those in the purchase order.

If the “Validate with Warning” option is selected, when the AP bill is saved, the system validates the AP bill against the purchase order by using the following rules:

- The **Unit Cost** value of the AP bill on the Bills and Adjustments screen (AP301000) is validated against the **Unit Cost** value of the purchase order on the Purchase Orders screen (PO301000).
- The **Amount** and **Quantity** values of the AP bill on the Bills and Adjustments screen are validated against the **Unbilled Amount** and **Unbilled Qty.** values of the purchase order on the Purchase Orders screen, which contain the amount and quantity that is not yet billed for the PO line.

If any value in the elements of the AP bill is larger than the corresponding value in the purchase order the bill is validated against, the system displays a warning in the title of the Document Details tab and in the related column of the bill line on this tab of the Bills and Adjustments screen for the AP bill. This can happen if the supplier provided more ordered items or items with higher prices than are noted in the purchase order.

Transferring the Unit Cost from a Purchase Receipt to the AP Bill

Previously, when the AP bill was created from the purchase receipt, to derive the unit cost value for the AP bill, the system used the unit cost value from the related purchase order. In MYOB Advanced 2020.6, when an AP bill is created from the purchase order that has a purchase receipt or from the purchase receipt itself, to derive the unit cost value for the AP bill, the system uses the unit cost value from the purchase receipt. This new behaviour will be of use in situations when the actual cost of purchased items changes by the time the purchase receipt is created. If the purchase order has only lines that do not require receipt, and the AP bill is created for such a purchase order, the system will use the unit cost values from purchase order lines.

Also, the behaviour of the Allow Changing Currency Rate on Receipt check box has been changed.

Changes in Modifying the Currency Rate

Previously, the user could not change the currency rate for the AP bill from the Purchase Receipts screen (PO302000). As of this release, when the user changes the currency exchange rate on the Purchase Receipts screen (see the following screenshot), releases the purchase receipt, and creates the AP bill by selecting **Actions > Enter AP Bill**, the updated values of the **Unit Cost** and **Ext. Cost, Currency Rate Type**, and **Currency Exchange Rate** boxes are now transferred directly to the AP bill.

Note: On the Bills and Adjustments screen (AP301000), when the user creates a new AP bill for a purchase order with a released purchase receipt in which the currency rate is changed, the currency rate modification is not transferred to the AP bill.

Purchase Receipts

Save & Close | Release | Actions | Reports

Type: Receipt | * Supplier: V000000001 - ABC Studios Inc. | Total Qty.: 0.00

Receipt Nbr.: <NEW> | * Location: MAIN - Primary Location | Unbilled Quanti...: 0.00

Status: Balanced | Currency: AUD 1.00 | View base | Total Cost: 0.00

Hold | Create bill

* Date: 24/11/2020 | Supplier Ref.: |

* Post Period: 05-2021 | Workgroup: |

Owner: |

Document Details | Purchase Orders | Put Away History | PR History | Billing History | Landed Costs | Other Information

Now the purchase receipt has its currency (previously it was always calculated in the base currency), that is, in the purchase receipt, the values of the **Unit Cost** and **Ext. Cost** boxes are displayed and edited in the currency of the purchase receipt. The value in the **Estimated IN Ext. Cost** box is still calculated in base currency only.

The **Currency** boxes only appear if the “Multi-Currency Accounting” feature is selected on the Enable/Disable Features screen (CS100000) and the **Allow Changing Currency Rate on Receipt** check box is selected on the Purchase Orders Preferences screen (PO101000). The user can change the currency rate only if the **Enable Rate Override** check box is selected on the Suppliers screen (AP3030000) for the supplier for which the purchase order is created.

Project Management

Enhancements in Retrieving the Unit Rate

This release improves the mechanism of retrieving the unit rate for project budget lines.

When a user selects an inventory item in a project budget line, the system automatically populates the unit rate of the line. The mechanism of retrieving the unit rate depends on the budget line type and is supported on the following screens:

- Projects (PM301000)
- Project Templates (PM208000)
- Change Orders (PM308000)
- Change Requests (PM308500)
- Project Quotes (PM304500)
- Project Budget (PM309000)

Retrieving the Unit Rate for a Revenue Budget Line

When a user selects an inventory item in a revenue budget line—that is, a line with the account group of the income type—the system automatically fills in the unit rate of the line with the item price. The system searches for an applicable price of the inventory item that is effective on the start date of the project or the document date among the sales prices existing in the system.

Retrieving the Unit Rate for a Cost Budget Line

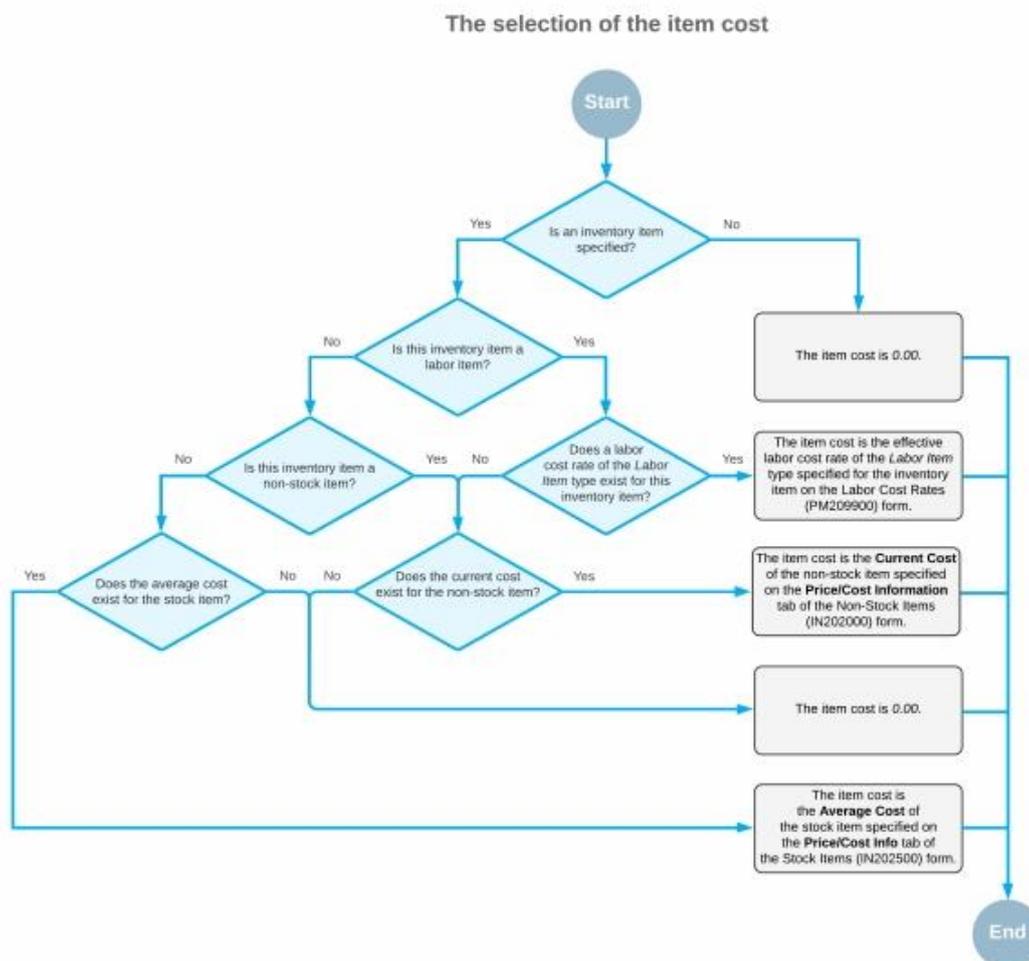
When a user selects an inventory item in a cost budget line—that is, a line with the account group of the expense type, the system automatically fills in the unit rate of the line with the item cost.

If the type of the selected inventory item of the budget line is labour—that is, the Labour option is selected for the item in the Type box in the Item Defaults section on the General Settings tab of the Non-Stock Items screen (IN202000)—then on the Labour Cost Rates screen (PM209900), the system retrieves the labour cost rate of the Labour Item type that is associated with the same inventory item and that has an effective date that satisfies the start date of project or the document date.

If no labour cost rate is found or the type of the selected inventory item of the budget line is not Labour, the system retrieves the following costs depending on the type of the inventory item:

- For a stock item: The Average Cost of the item from the Price/Cost Info tab of the Stock Items screen (IN202500)
- For a non-stock item: The Current Cost of the item from the Price/Cost Information tab of the Non-Stock Items screen (IN202000)

The following diagram illustrates the logic the system uses to select the cost for an inventory item.



Processing Purchase Receipts

In previous versions of MYOB Advanced, if a purchase receipt had a project specified in a line on the Document Details tab of the Purchase Receipts screen (PO302000) a user needed to map the PO accrual account of the item selected in the line to an account group on the Account Groups screen (PM201000) to be able to process the purchase receipt.

MYOB Advanced no longer requires a user to map to an account group the PO accrual account of items to be able to receive these items for a project with purchase receipts.

Note: The purchase of an inventory item for a project affects the actual values of the project budget on processing the applicable purchase receipt only if the inventory or expense account of the item is included in an account group.

The current processing of the purchase receipt differs depending on whether the PO accrual account is mapped to an account group, as described below.

Processing for a PO Accrual Account Not in an Account Group

If the PO accrual account of an item selected in a project-related line of a purchase receipt is not included in any account group, on release of the inventory receipt created for the purchase receipt, the system creates a general ledger transaction that credits the PO accrual account. The created GL transaction has the non-project code (X) specified instead of the project that was specified for the purchase receipt line. As a result, no project transaction is created for this account.

When the purchase receipt is billed, on release of the created accounts payable bill, the system clears the PO accrual account—that is, it creates a general ledger transaction that debits the PO accrual account. The created GL transaction also has the non-project code (X) specified instead of the project, and no corresponding project transaction is created.

Processing for a PO Accrual Account in an Account Group

If the PO accrual account of an item selected in a project-related line of a purchase receipt is included in an account group, on release of the inventory receipt created for the purchase receipt, the system creates a general ledger transaction that credits the PO accrual account. The created transaction has the project specified that was selected in the purchase receipt line. As a result, the corresponding project transaction is created and posted to the account group associated with the PO accrual account.

When the purchase receipt is billed, on release of the created accounts payable bill, the system clears the PO accrual account—that is, it creates a general ledger transaction that debits the PO accrual account. The created GL transaction also has the project specified, and the corresponding project transaction is created.

Processing Unbilled Remainders

This release introduces the ability to post unbilled remainders to particular accounts and subaccounts.

An unbilled remainder is the difference between the amounts in the **Billed Amount** and **Amount to Invoice** columns of a pro forma invoice line for which Hold Remainder is selected in the Status column on the Time and Material tab of the Pro Forma Invoices screen (PM307000). On release of the corresponding accounts receivable invoice that contains the line from which the unbilled remainder originates, the system generates a project transaction for the unbilled remainder.

To make the system post unbilled remainders to particular accounts and subaccounts, a user specifies the following settings in the new Unbilled Remainders section of the General Settings tab of the Projects Preferences screen (PM101000):

- Debit account
- Debit subaccount
- Credit account
- Credit subaccount

The main attributes of the project transaction created for an unbilled remainder—such as the project, project task, inventory item, cost code, and account group—are the same as those of the original project transaction from which this unbilled remainder originates. The original document type of this transaction is Unbilled Remainder. The accounts and subaccounts are populated from the Unbilled Remainders section of the Projects Preferences screen. If no settings are specified on this screen, the system uses the accounts and subaccounts of the original transaction.

Note: When the debit account and the credit account are defined in the Unbilled Remainders section on the Projects Preferences screen, and if the project transaction from which an unbilled remainder originates has only the debit account specified, in the Unbilled Remainder transaction created for the unbilled remainder, the system overrides only the original debit account with the debit account from the project preferences and does not populate the credit account.

The system also generates the reversing project transaction for an unbilled remainder in the following cases:

- When the unbilled remainder was billed and the accounts receivable invoice that contains the unbilled remainder is released
- When the unbilled remainder is written off with a pro forma invoice line during project billing
- When the corresponding accounts receivable invoice that contains the line from which the unbilled remainder originates is reversed with a credit memo.

The main attributes of the reversing transaction for an unbilled remainder are the same as those of the original project transaction of the unbilled remainder. The original document type of the reversing transaction is Unbilled Remainder Reversal.

If the project transaction from which an unbilled remainder originates is posted to the general ledger—that is, the transaction has both the debit account and the credit account specified—the Unbilled Remainder and Unbilled Remainder Reversal transactions for the unbilled remainder are also posted to the general ledger.

Field Service Management

Pausing and Resuming Appointments and Services

Staff members can now put an appointment on pause and resume it later; they can also pause and resume specific services. For example, the staff member can pause a service for a meal break and resume it after the meal break, or the staff member can pause an appointment at the end of the day and resume it the next day.

Pausing and Resuming an Appointment

In the Actions menu of the screen toolbar of the Appointments screen (FS300200), **Pause Appointment** and **Resume Appointment** menu commands have been added.

When the user selects the **Pause Appointment** action, the system does the following (see the screenshot below):

- Changes the status of the appointment to “Paused”
- On the Log tab, changes the status of all lines with the “In Process” status to “Paused”
- In the **End Time** box on the Log tab, inserts the current time for all paused lines

If the status of the appointment is Paused, the user can do the following:

- Resume the appointment
- Start travel
- Complete travel
- Complete the appointment

To continue working on a paused appointment, the user invokes the Resume Appointment action. The system does the following (see the screenshot below):

- Changes the status of the appointment to “In Process”
- On the Log tab, changes the status of all lines with the “Paused” status to “Completed”
- On the Log tab, for each resumed line, creates a new line with the “In Process” status and inserts the current time in the **Start Time** column

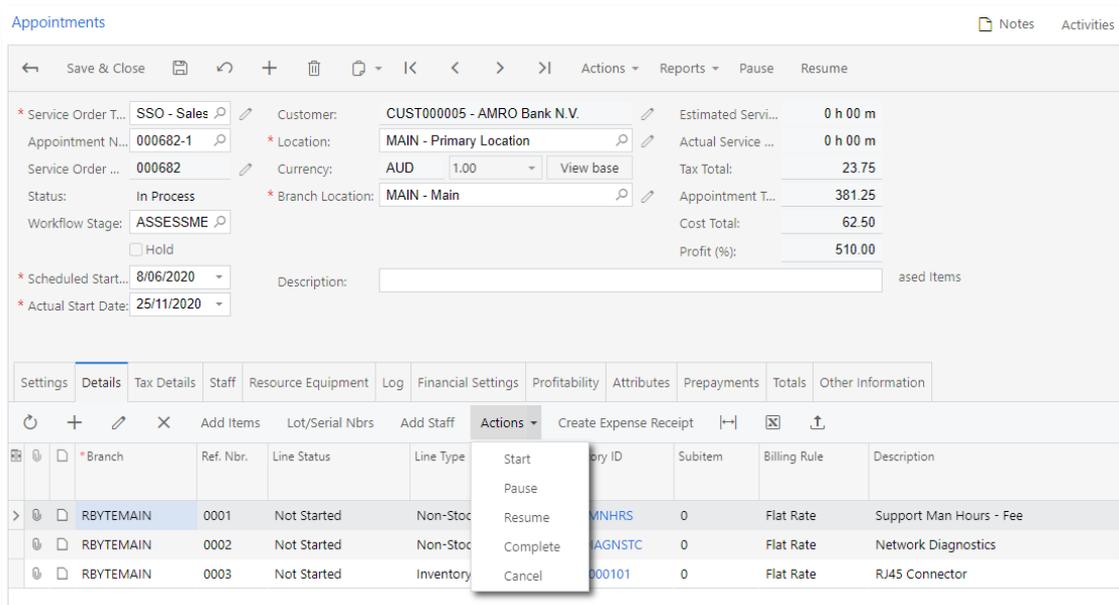
If the user does not need to resume work on the appointment, the user can complete the paused appointment by selecting the **Complete Appointment** action. The system changes the status of the appointment and the status of the paused lines on the Log tab to Completed.

Pausing and Resuming Services

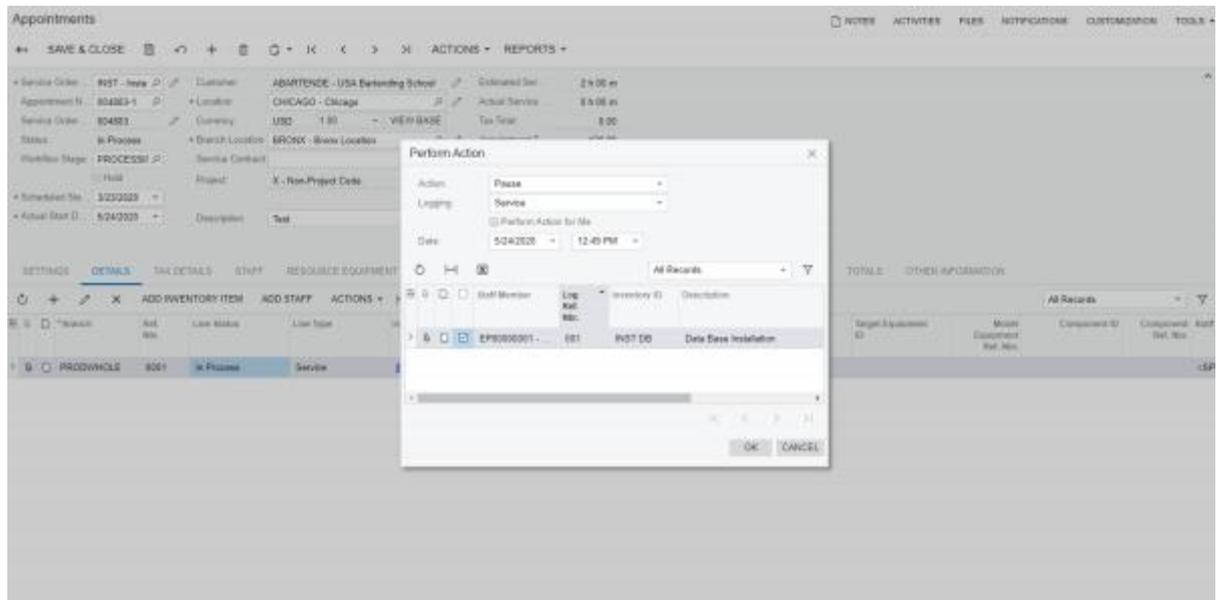
On the Appointments screen (FS300200), on the table toolbar of the Details tab, the Actions menu has been added with the following menu commands, as the following screenshot shows:

- **Start** (the former Start button, which was moved from the Details tab toolbar to this menu)
- **Pause**
- **Resume**
- **Complete** (the former **Complete** button, which was moved from the Details tab toolbar to this menu)

- **Cancel** (the former **Cancel** button, which was moved from the Details tab toolbar to this menu)



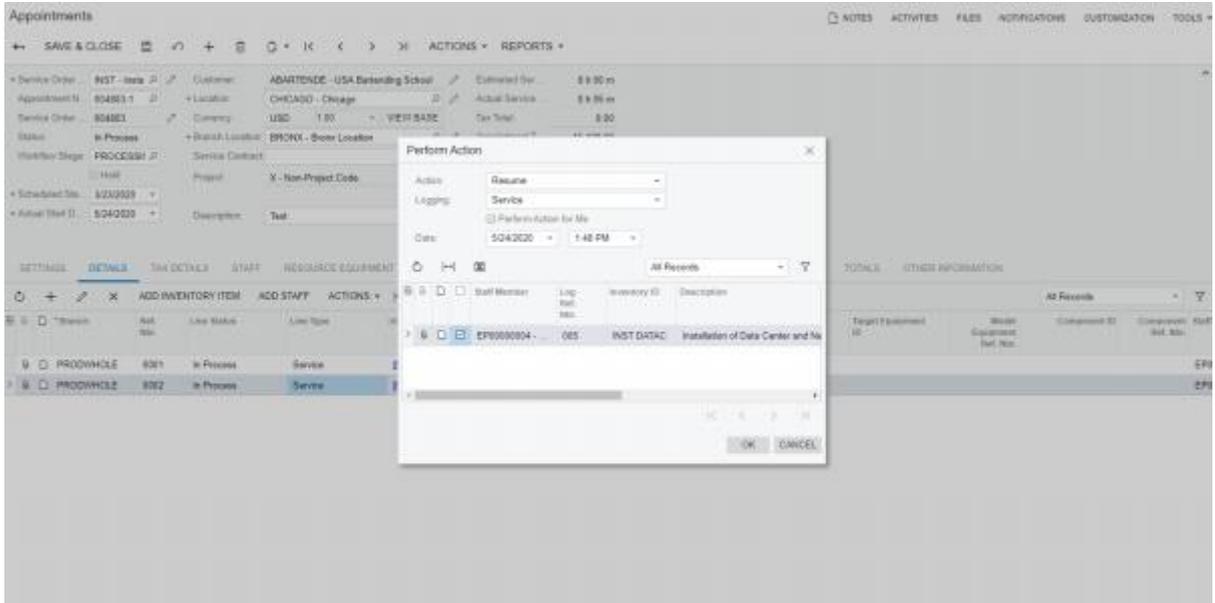
Suppose that a user is performing a service and wants to pause it for some time. To do so, the user clicks the service to be paused on the Details tab and selects the **Pause** action on the table toolbar. The system opens the Perform Action dialog box with the Pause action and the Service logging option selected, as the following screenshot shows. The system populates the dialog box with all staff members assigned to services that have the “In Process” status. In this dialog box, the user can modify the date and time when the service is paused and select the unlabelled check boxes in the table for the staff members for which the service is paused. By default, these check boxes are selected for all staff members assigned to the selected service.



When the user clicks **OK**, the system closes the dialog box; on the Log tab, it also changes the status of the related log line or lines to Paused and inserts the specified time and date in the **End Time** and **End Date** columns.

To resume the service, the user clicks the service on the Details tab and selects the **Resume** action on the table toolbar. The system opens the Perform Action dialog box

with the Resume action and the Service logging option selected, as the following screenshot shows. The system populates the dialog box with all staff members for whom any services were paused. In this dialog box, the user can modify the date and time when the service is resumed and select the unlabelled check boxes in the table for the staff members for which the service is resumed. By default, these check boxes are selected for all staff members for which the service was paused.



When the user clicks **OK**, the system closes the dialog box and does the following on the Log tab:

- Changes the status of the service log line from Paused to Completed
- Creates a new log line with the In Process status for the service and inserts the current time in the **Start Time** column

Similarly, a travel item can be paused and resumed by using these actions. Also, the user can pause and resume a non-stock item. In this case, the system does not open the Perform Action dialog box, but modifies the log lines on the Log tab as it modifies them for a service.

On the Staff tab, the **Start** and **Complete** buttons have been removed. Instead, an **Actions** menu has been added with **Start**, **Pause**, **Resume**, and **Complete** menu commands.

Completing Appointments with Paused Lines

If a user completes an appointment that has lines with the Paused status on the Log tab of the Appointments screen (FS300200), the system specifies the status of these lines based on the option specified in the **Status to Set for In Process** Items box of the Service Order Types screen (FS202300) as follows:

- If “Not Finished” is selected in the box, on the Log tab, the status of the paused lines is changed to Completed, and on the Details tab, the status of the lines related to the paused log lines is changed to Not Finished.
- If “Completed” is selected in the box, on the Log tab, the status of the paused lines is changed to Completed, and on the Details tab, the status of the lines related to the paused log lines is changed to Completed.
- If “In Process” is selected in the box, on the Log and Details tabs, the statuses are not changed.

Creating Time Activities for Staff Members

In previous releases, if integration with time activities was configured, the time activities for staff member logs were created on the Employee Time Activities screen (EP307000) when an appointment was completed. Now the time activities are created for the log lines with the **Track Time** check box selected on the Log tab of the Appointments screen (FS300200) when the lines' status is changed to Completed or Paused, even if the status of the appointment is In Process.

Specifying Calendar Settings for the Paused Appointments

On the Calendar Preferences screen (FS100200), the user can specify the colour of the appointment area and of the text for the paused appointments on the calendar screens, as shown in the following screenshot. The user can also select the **Hide** check box to specify that the paused appointments should not be shown on the calendar screens.

Calendar Preferences ☆

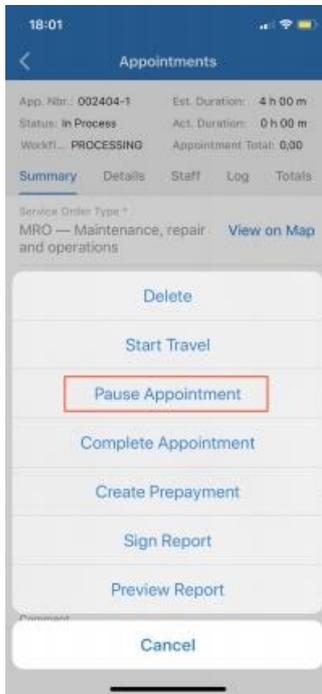
Display Preferences			
Status	Background C...	Text Color	Hide
Validated			<input type="checkbox"/>
Confirmed			<input type="checkbox"/>
Canceled			<input checked="" type="checkbox"/>
Completed			<input type="checkbox"/>
In Process			<input type="checkbox"/>
Paused			<input type="checkbox"/>
Scheduled			<input type="checkbox"/>
Closed			<input type="checkbox"/>

Preview

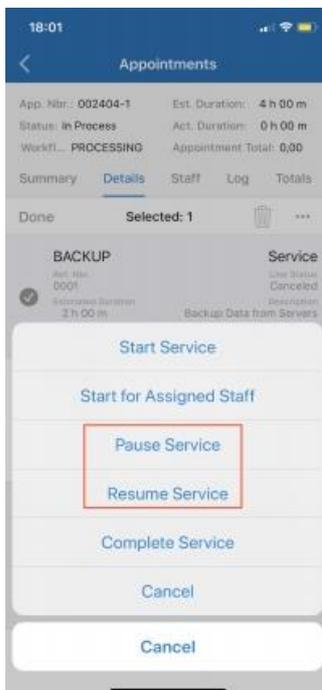
- Appointments Number
- SORefNbr
- Status
- Customer
- Contact
- CustomerName
- CustomerLocation
- FirstService
- Confirmed
- WorkflowStage

Pausing and Resuming Appointments in the Mobile App

In the MYOB Advanced mobile app, it is now also possible to use the actions that have been implemented in the current web version of MYOB Advanced. **Pause Appointment** and **Resume Appointment** actions have been added to the menu of the Appointments List screen, as the following screenshot shows.



Also, **Pause Service** and **Resume Service** actions have been added to the menu of the Details tab. To perform an action for any number of services or travel items, a user selects the necessary line or lines and then selects the action on the menu (see the following screenshot).



When the user invokes the action, the Appointments Action Pause Travel/Service screen appears, on which the user can change the default values and specify additional values

that are necessary to perform the action. After the necessary data has been entered, the user processes the action by selecting the **Process**, **Process All**, or **Process All for Me** actions in the menu.

Multiday Appointments

It is now possible to create and process multiday appointments (that is, appointments that start on one day and end on another day). This topic describes the changes that have been made to MYOB Advanced screens to make it possible to process these appointments.

Changes on the Appointments Screen

On the Appointments screen (FS300200), some elements have been renamed. In the Summary area, fields have been renamed as follows (see the screenshot below):

- **Estimated Duration** to **Estimated Service Duration**
- **Actual Duration** to **Actual Service Duration**

On the Settings tab, in the Scheduled Date and Time and Actual Date and Time sections, the following changes have been made (also see the screenshot below):

- The **Scheduled Date** field has been renamed to **Scheduled Start Date**, and it now shows both the start date and the start time.
- The **Scheduled End Time** field has been renamed to **Scheduled End Date**, and it now shows both the end date and the end time.
- A **Scheduled Duration** field has been added; its value is calculated as the difference between **Scheduled End Date** and **Scheduled Start Date**, expressed in hours and minutes.
- The **Actual Date** field has been renamed to **Actual Start Date**, and it now shows both the start date and the start time.
- The **Actual End Time** field has been renamed to **Actual End Date**, and it now shows both the end date and the end time.
- An **Actual Duration** field has been added; its value is calculated as the difference between **Actual End Date** and **Actual Start Date**, expressed in hours and minutes.

Appointments

Notes Activities Files

Save & Close Actions Reports Pause Resume

* Service Order T... SSO - Sales Customer: CUST000005 - AMRO Bank N.V. Estimated Servi... 0 h 00 m
 Appointment N... 000682-1 * Location: MAIN - Primary Location Actual Service ... 0 h 00 m
 Service Order ... 000682 Currency: AUD 1.00 View base Tax Total: 23.75
 Status: In Process * Branch Location: MAIN - Main Appointment T... 381.25
 Workflow Stage: ASSESME Cost Total: 62.50
 Hold Profit (%): 510.00
 Waiting for Purchased Items
 * Scheduled Start... 8/06/2020 Description: Daily
 * Actual Start Date: 25/11/2020

Settings Details Tax Details Staff Resource Equipment Log Financial Settings Profitability Attributes Prepayments Totals Other Information

Override

Contact

Contact: Company Name: AMRO Bank N.V. Attention: Business 1 Email: Address

Address Line 1: LEVEL 24 200 GEORGE STREET
 Address Line 2: SYDNEY
 City: NSW
 Country: AU - AUSTRALIA

Scheduled Date And Time

* Scheduled Start Date: 8/06/2020 12:44 PM
 Scheduled End Date: 8/06/2020 12:44 PM
 Scheduled Duration: 0 h 00 m
 Confirmed
 Validated by Dispatcher

Actual Date And Time

* Actual Start Date: 25/11/2020 12:04 PM
 Actual End Date:
 Actual Duration: 0 h 00 m
 Finished
 Unreached Customer

Similar changes have been made on the Summary tab of the Appointments List screen in the mobile app.

On the Perform Action dialog box, the **Time** box has been renamed to **Date** and displays the date and time (see the following screenshot).

Perform Action

Action: Start
 Logging: Service
 Perform Action for Me
 Date: 5/25/2020 5:56 AM
 * Details Ref Nbr: 0001 - INST DATAC
 All Records
 Staff Member
 OK CANCEL

On the Log tab, **Start Date** and **End Date** columns have been added (see the screenshots below), and it is now possible to add services that last more than 24 hours. Similar changes have been made on the Log tab of the Appointments List screen in the mobile app.

If on the Log tab, the **Track Time** check box is selected for a line that was in process for multiple days, when the line is completed, the system divides this log line into separate log lines for each particular day. For example, if a service lasts for 52 hours, when the

service is completed, the system creates three log lines instead of one that was created when the service was started: one for each day of work.

Changes on the Service Orders Screen

On the Service Orders screen (FS300100), the following changes have been made on the Appointments tab:

- A **Scheduled End Date** column has been added.
- The **Scheduled Date** column has been renamed to **Scheduled Start Date**.

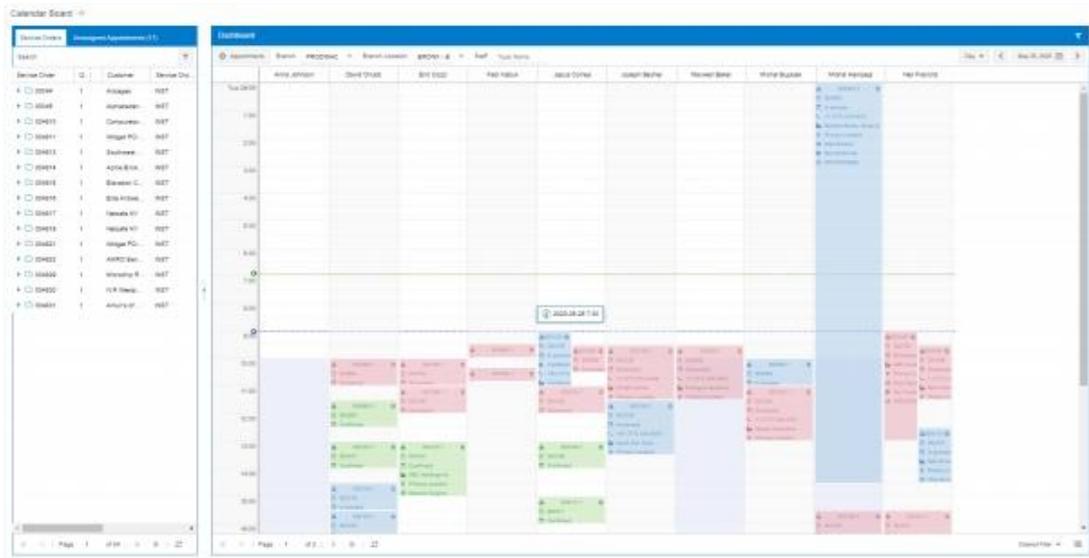
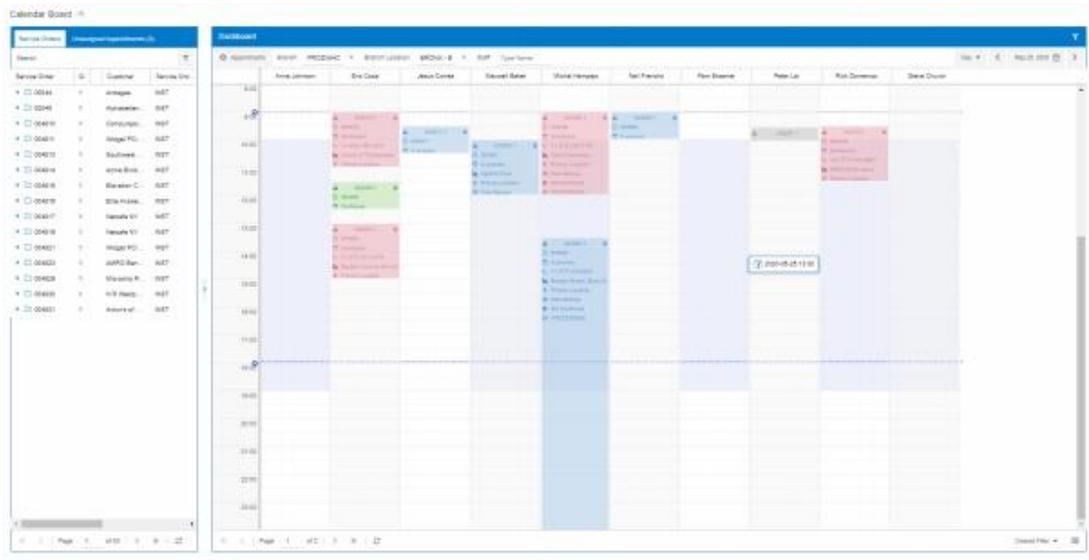
Changes on the Service Order Types Screen

On the Service Order Types screen (FS202300), the following changes have been made on the Time Behaviour tab:

- If the **Set Start Time to Appointment** check box is selected in the Appointment Starting Settings section, when a user selects the **Start Appointment** action on the Appointments screen (FS300200), in addition to inserting the current time, the system also inserts the current business date in the **Actual Start Date** box on the Settings tab.
- If the **Set Start Time to Appointment** check box is cleared in the Appointment Starting Settings section, when the user selects the **Start Appointment** action on the Appointments screen, the system leaves the **Actual Start Date** box empty on the Settings tab.
- If the **Set End Time to Appointment** check box is selected in the Appointment Completion Settings section, when the user selects the **End Appointment** action on the Appointments screen, in addition to inserting the current time, the system also inserts the current business date in the **Actual End Date** box on the Settings tab.
- If the **Set End Time to Appointment** check box is cleared in the Appointment Completion Settings section, when the user selects the **End Appointment** action on the Appointments screen, the system leaves the **Actual End Date** box empty on the Settings tab.

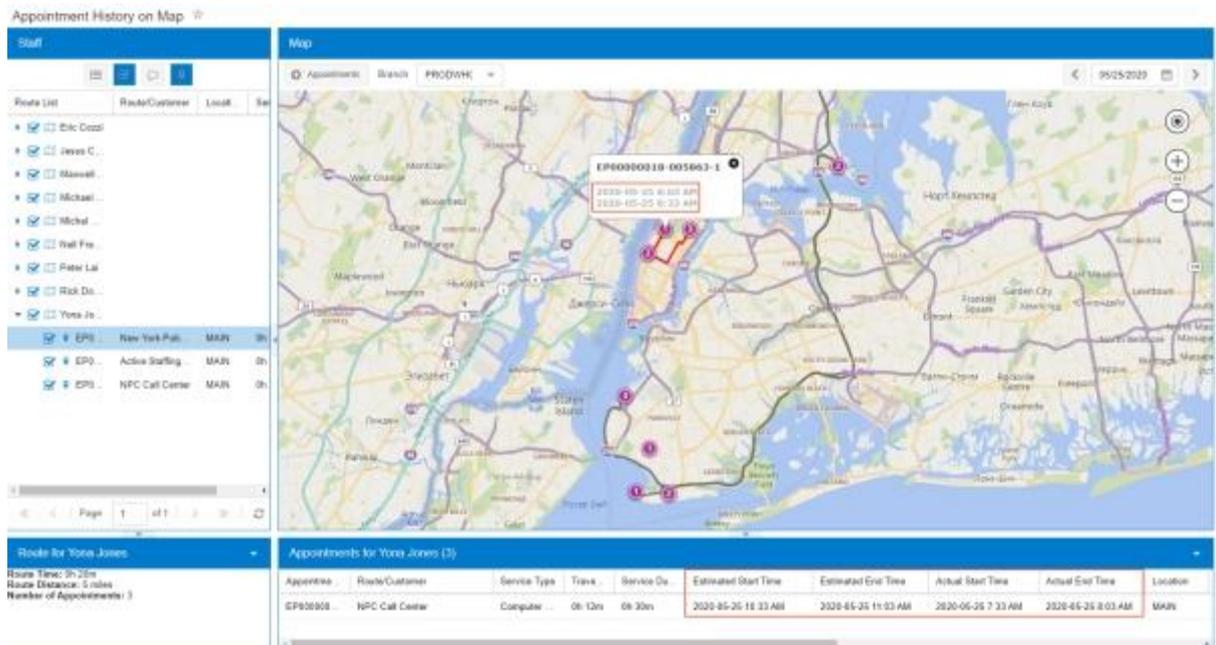
Changes on Calendar and Map screens

On the Calendar Board (FS300300), Staff Calendar Board (FS300400), and Room Calendar Board (FS300700) screens, a multiday appointment is shown for each day it takes place. The first screenshot below shows the first day of the two-day appointment for in the Day view on the Calendar Board form; the second screenshot shows the second day.



On the Appointment History on Map (FS301200), Routes on Map (FS300900), Staff Appointments on Map (FS301100), and Staff Routes on Map (FS301000) screens, the following changes have been made (as shown in the following screenshot):

- The appointment tooltip now also shows the start and end date, along with the start and end time.
- The Estimated Start Time and Estimated End Time columns have been added to the Appointments tab, which show start and end date and time, respectively.
- The Actual Start Time and Actual End Time columns now also show the start and end date along with the start and end time.



Changes on the Clone Appointments Screen

On the Clone Appointments screen (FS500201), the following changes have been made (as shown in the screenshot below):

- An Appointment Details section has been added with the following elements:
 - **Scheduled Start Time**, which was formerly called **Start Time** and has been moved from the Cloning Details section
 - **Scheduled Duration**, which is, by default, the same as the scheduled duration of the appointment to be cloned
 - **Override**, which is a check box that the user ticks to make the **Scheduled Duration** field available for editing.

If the **Override** check box is ticked, the scheduled end time of the created appointments is the start time plus the scheduled duration, and the **Handle Manually** check box is selected in the Scheduled Date and Time section of the Appointments screen (FS300200). If the **Override** check box is cleared, the system copies the schedule duration from the original appointment and the **Handle Manually** check box inherits the state of this check box in the original appointment.

- In the Cloning Details section, the **End Time** field has been removed.

Clone Appointments

Process

Service Order Type: SSO Customer: CUST000005 - AMRO Bank N.V.
 Appointment Nbr.: 000682-1 Location: MAIN - Primary Location
 Service Order Nbr.: 000682 Branch Location: MAIN - Main

Cloning Type

Single
 Multiple

Cloning Details

* Date: 23/11/2020

Appointment Details

* Scheduled Start Time: 12:44 PM
 Scheduled Duration: 0 h 00 m Override

Cloned Appointments

Service Order Type	Service Order Nbr.	Appointment Nbr.	Scheduled Start Date	Scheduled Start Time	Scheduled End Date	Scheduled End Time	Status
--------------------	--------------------	------------------	----------------------	----------------------	--------------------	--------------------	--------

If multiple appointments are cloned from the original appointment, the system can create overlapping appointments. For example, if an appointment that lasts 48 hours is cloned for three consecutive days (for instance, Monday, Tuesday, and Wednesday), three 48 hour-long appointments are created. The first one is from Monday to Tuesday, the second one is from Tuesday to Wednesday, and the third one is from Wednesday to Thursday.

Changes on the Schedule screens

On the Service Contract Schedules (FS305100) and Route Service Contract Schedules (FS305600) screens, the following changes have been made on the Details tab (as shown in the screenshot below):

- The **Quantity** column has been renamed to **Estimated Quantity**.
- The **Equipment ID** column has been renamed to **Target Equipment ID**.
- The **Estimated Duration** column has been added to give users the ability to specify and change the duration of a service or non-stock item.
- The **Estimated Quantity** column is now unavailable for editing if the line type is Service and the billing rule is Time. With these line settings, the system calculates the value based on the value in the **Estimated Duration** column. For example, if the estimated duration is 30 minutes, the estimated quantity is 0.5.

Also, in the Summary area of the screens, a **Schedule Duration** box has been added. If the **Override** check box (next to this field) is cleared, the box is read-only and is calculated as a sum of all values in the Estimated Duration column on the Details tab, as the following screenshot shows. If the check box is selected, the user can edit the value in the **Schedule Duration** field.

Service Contract Schedules

Save & Close [Icons] Generate from Service Contracts

* Service Contract ID: FCT00000007
 Schedule ID: FSC00000006 [Active]
 Customer: CUST000003 - Active Staffing S...
 Location: MAIN - Primary Location
 Customer Contract Nbr.: 000002
 * Service Order Type: SSO - Sales Order Type Serv
 Schedule Generation Ty...: Appointments
 Additional Settings: Supplier: [Search]

* Schedule Start Time: 8:45 AM
 Schedule Duration: 1 h 00 m [Override]
 * Start Date: 1/01/2019
 Expiration Date: 1/01/2020
 Next Execution Date:
 Last Generated: 1/01/2020

Details Recurrence Attributes Forecast

[Icons] Add Items [Icons]

Line Type	Inventory ID	Billing Rule	Service Template ID	Estimated Duration	Estimated Quantity	Equipment Action	Target Equipment ID

If multiple appointments are scheduled for consecutive days, the system can create overlapping appointments, as it does when multiple appointments are cloned.

Changes on the Route Document Details Screen

On the Route Document Details screen (FS304000), the following changes have been made (see the following screenshot):

- The **Date** field has been renamed to **Scheduled Start Date**, and now shows the scheduled start time and date.
- The **Actual Start Time** field has been renamed to **Actual Start Date**, and now shows the actual start time and date.
- The **Actual End Time** field has been renamed to **Actual End Date**, and now shows the actual end time and date.
- An **Actual Duration** field has been added, which is calculated as the difference between **Actual End Date** and **Actual Start Date**.

Route Document Details

Save & Close [Icons] Actions Open Route On Map Open Driver Calendar Calculate Route Statistics

Route Nbr.: RN000371
 Branch: RBYTEMMAIN - Rapid By
 Route: EXPRESS1 - Express 1
 Trip Nbr.: 1
 * Schedule Start ... 1/05/2020 6:00 AM
 Status: Open
 Driver: [Search] DRIVER SELECTOR
 Additional Driver: [Search]
 Vehicle: [Search] VEHICLE SELECTOR
 Additional Vehi... [Search]
 Additional Vehi... [Search]

Route Statistics

Number of App...
 Total Services:
 Total Distance [*]: unavailable
 Total Services D... 0 h 00 m
 Total Driving D... 0 h 00 m
 Total Route Dur... 0 h 00 m
 [*] Approximate values. Use for reference

Actual Time

Actual Start Date:	1/01/2019	4:34 AM
Actual End Date:	1/01/2019	5:34 AM
Actual Duration:	1 h 00 m	

Appointments Additional Info Attributes Location

Changes on Other Screens and Reports

On the Run Appointment Billing screen (FS500100), the **Up to Date** box can be used to filter the records in the table based on their actual end date. Also, the actual end date is used to calculate the date in the **Cut-Off Date** column.

In the Appointment report (FS642000), the **Actual Start Date** and **Actual End Date** elements have been added to show the actual start and end date and time of a particular appointment. In the Service Order (FS641000) and Appointments in Service Order (FS642500) reports, the start and end date and time of a particular service order are shown in the **Start Date** and **End Date** elements.

Improvements to Adding Inventory Items

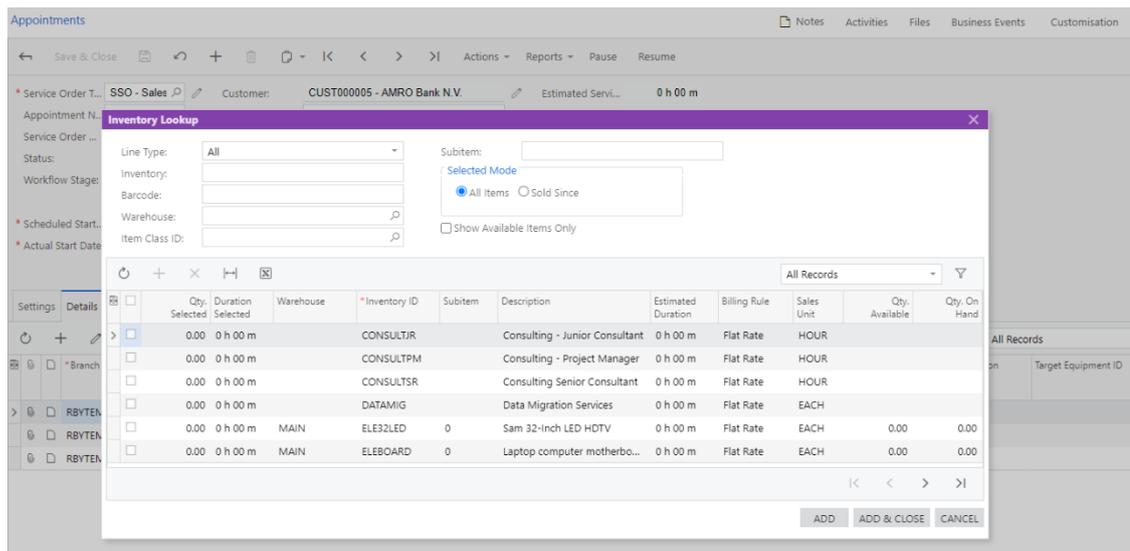
Users can now view the availability of stock items to be added to an appointment, service order, or contract schedule; they can also add multiple inventory items at once. For this purpose, an **Add Items** button has been added to the table toolbar of the Details tab of the following screens:

- Service Orders (FS300100)
- Appointments (FS300200)
- Service Contract Schedules (FS305100)
- Route Service Contract Schedules (FS305600)

When a user clicks the **Add Items** button, the system opens the Inventory Lookup dialog box (see the screenshot below), in which the user can do the following:

- Select stock items, non-stock items, and services to be added to the document, and specify their quantities
- View the stock items' availability information for various warehouses

The dialog box has a Selection area with elements that the user can use to specify criteria for searching the items in the table, such as line type, inventory ID and name, barcode, warehouse, and item class. The user can also search for items sold after a particular date or for items available at warehouses.



When the user finds the item to be added to the document, the user selects the unlabelled check box for this item and, if necessary, changes the default quantity or duration as follows:

- If the selected item is a non-stock item, stock item, or service with the Flat Rate or None billing rule, the user changes the quantity in the Qty. Selected column. By default, 1 is selected in this column.
- If the selected item is a service with the Time billing rule, the user changes the duration in the Duration Selected column. By default, the duration specified in the **Estimated Duration** box of the Non-Stock Items screen (IN202000) for the item is selected in the **Duration Selected** column.

The user can then click **Add** to add the selected item to the document and continue selecting items in the dialog box. The user can also click **Add & Close** after all the items have been selected in the dialog box to add them to the document and close the dialog box.

Because the **Add Items** button has been added to the Details tab, the **Add Services** button has been removed.

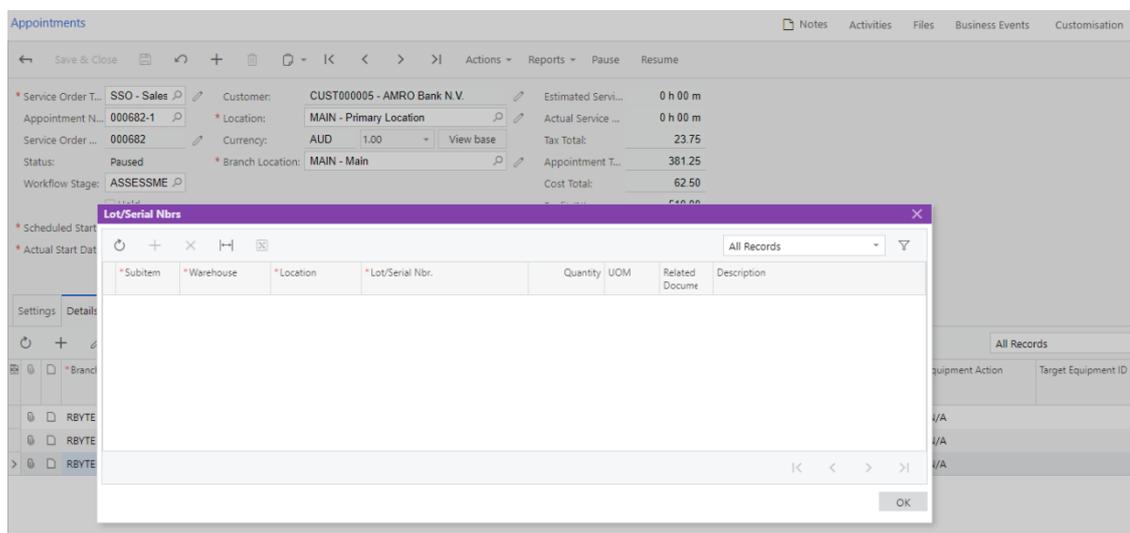
Improvements to the Specification of Lot and Serial Numbers in Appointments

In MYOB Advanced 2020.6, improvements for the specification of lot or serial numbers in appointments have been made, as described in this topic.

Changes on the Appointments Screen

On the Details tab of the Appointments screen (FS300200), a new **Lot/Serial Nbrs** button has been added to the table toolbar. With this button, the user can now specify multiple lot or serial numbers for a line with a quantity of more than one.

When the user clicks the line with the inventory item for which the lot or serial numbers must be specified and then clicks the **Lot/Serial Nbrs** button, the system opens the Lot/Serial Nbrs dialog box (shown in the following screenshot), in which the user can specify the lot or serial numbers for the quantity of the item specified in the appointment line. For each unit of the item, the user selects the warehouse and location (if multiple locations are supported in the system) and selects the lot or serial number.



When the user clicks **OK** in the dialog box, the system specifies one of the following in the **Lot/Serial Nbr.** column for the item:

- The lot or serial number if the quantity of the item is 1
- <SPLIT> if quantity of the item is more than 1

Similar changes have been made in the mobile app. A **Lot/Serial Nbrs** command has been added to the action menu of the Details screen for appointment lines. When the user invokes this action, the system opens the Allocations screen, where the user can select the lot or serial numbers for the item.

Changes on the Service Order Types Screen

On the Service Order Types screen (FS202300), the **Copy Lot/Serial Nbrs to Appointment from Service Order** check box has been added to the Default Settings section of the Preferences tab (see the following screenshot). If this check box is selected, for an item that was added to a service order of this service order type, the system copies the lot or serial numbers specified on the Service Orders screen (FS300200) to the appointment to which this item relates. If this check box is cleared, the system does not copy the lot or serial numbers from the service order to the appointment.

By default, for newly created service order types, this check box is selected.

The screenshot displays the 'Service Order Types' configuration window. At the top, the 'Service Order Type' is set to 'MRO' and is active. The description is 'Maintenance, repair and operations'. The 'Preferences' tab is selected, showing various settings. In the 'Default Settings' section, the checkbox 'Copy Lot/Serial Nbrs. to Appointment ...' is checked and highlighted with a red box. Other settings include 'Numbering Sequence' set to 'FSCONTRACT - FS Contract', 'Behavior' set to 'Regular', and 'Generated Billing Documents' set to 'Sales Orders'. The 'Billing Settings' section includes options for 'Order Type for Billing', 'Order Type for Negative Balance', 'Order Type for Allocation', 'Default Terms for AR and SO', 'Use Sales Account From', 'Combine Sales Sub. From', and 'General Subaccount'.

This setting is available only for service order types for which the “Sales Order”, “SO Invoice”, or “Project Transactions” option is selected in the **Generated Billing Documents** box.

Creating Purchase Orders from Appointments

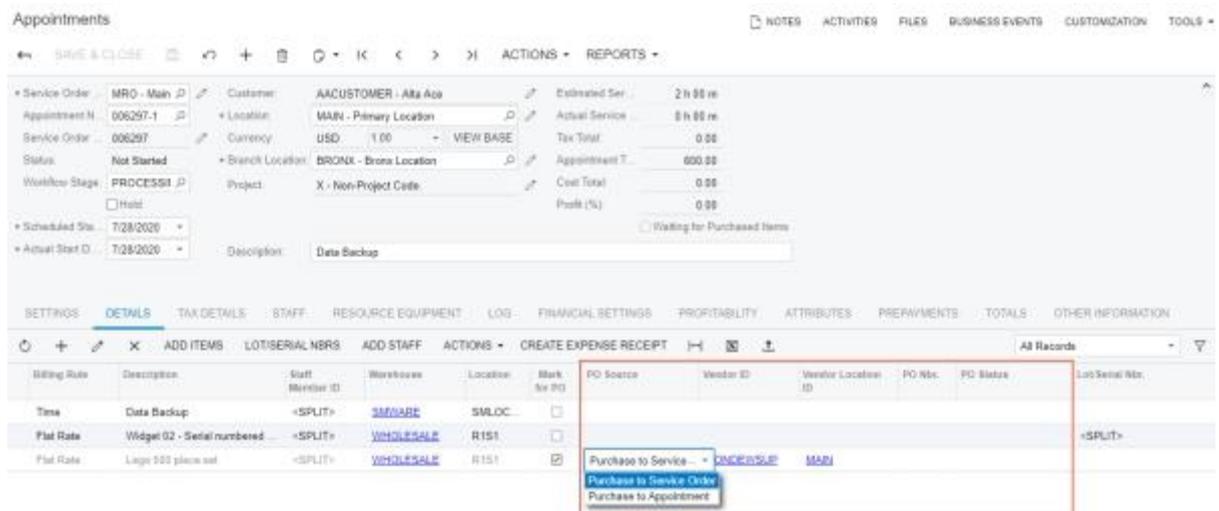
Users can now specify on the Appointments screen (FS300200) that particular items need to be purchased; they can also create purchase orders from appointments. This topic describes the changes that have been made in the system.

Specifying that a Purchase is Required on the Appointments Screen

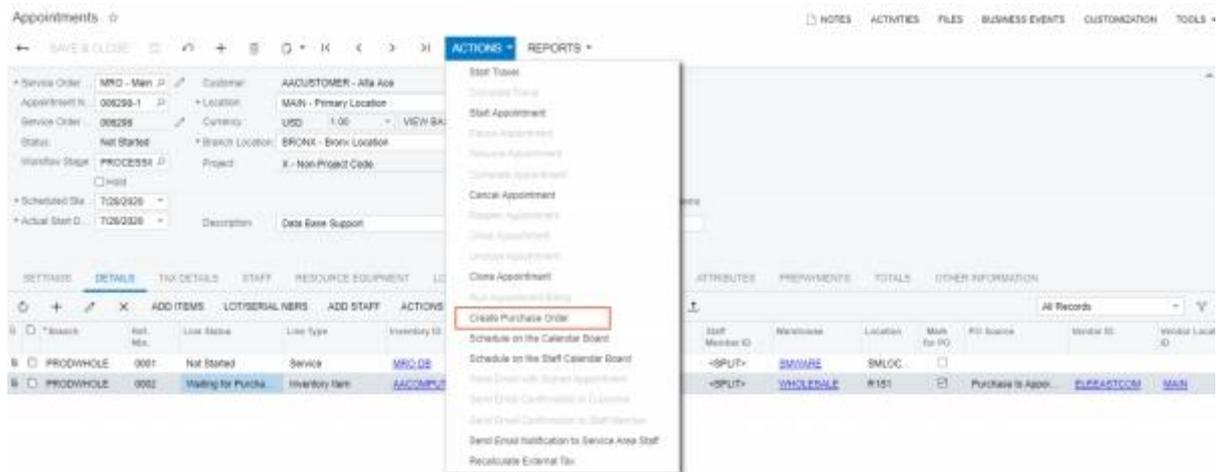
The Appointments screen (FS300200) has been updated to give users the ability to create a purchase order from an appointment. The **Mark for PO** check box on the Details tab is now editable (in previous versions of the product, this check box was read-only and its state was copied from the related service order) so that a user can select it to specify that the item has to be purchased.

Also, the following new columns have been added to the Details tab, as shown in the screenshot below:

- **PO Source:** An indicator of whether the item is required for the currently selected appointment or for a follow-up appointment. The user selects one of the following options:
 - **Purchase to Service Order:** The item is not used during the current appointment; it will instead be used at a follow-up appointment of the same service order. The purchase order can be created only for the service order on the Service Orders screen (FS300100).
 - **Purchase to Appointment:** The item is going to be used during the current appointment. The purchase order can be created for the appointment on the Appointments screen (FS300200) or for the related service order on the Service Orders screen.
- **Supplier ID:** The supplier that provides the item. By default, the system inserts the default supplier specified on the Supplier Details tab of the Stock Items screen (IN202500) for the item.
- **Supplier Location ID:** The location of the supplier that provides the item. By default, the system inserts the location specified on the Supplier Details tab of the Stock Items screen (IN202500) for the default supplier of the item.
- **PO Number:** The number of the purchase order related to the item. The system fills in this box when the purchase order is created and saved on the Purchase Orders screen (PO301000).
- **PO Status:** The status of the purchase order related to the item.



created from either the Service Orders screen (FS300100) or the Appointments screen. To create the purchase order from the Appointments screen, the user clicks **Actions > Create Purchase Order** on the screen toolbar, as shown in the following screenshot.



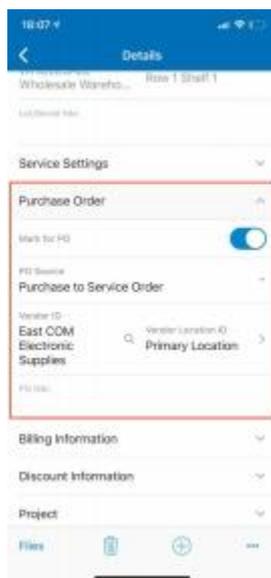
When the user invokes this action, the system opens the Create Purchase Orders screen (PO505000) with the lines of the appointment for which the **Mark for PO** check box is selected. The user can then create and process a purchase order from this screen.

A line with the Waiting for Purchased Items status cannot be started and completed until the status is changed to Not Started when the item is received.

Changes in the Mobile App

The Purchase Order section has been added to the Details screen of appointment, as shown in the following screenshot. The section contains the following boxes:

- **Mark for PO**
- **PO Source**
- **Supplier ID**
- **Supplier Location ID**
- **PO Nbr.**



Expense Receipts in Appointments and Service Orders

It is now possible to bill a staff member's expenses with appointments and service orders. On the Appointments (FS300200) and Service Orders (FS300100) screens, some improvements have been made to give users the ability to create an expense receipt linked to a service order or appointment and bill it with the service order or appointment. This topic describes the changes made in the system to implement this functionality.

Note: The functionality is available only if the "Expense Management" feature is enabled on the Enable/Disable Features screen (CS100000).

Creating an Expense Receipt from Appointment or Service Order

On the Appointments (FS300200) and Service Orders (FS300100) screens, a user can now initiate the creation of an expense receipt related to the document. For this purpose, the **Create Expense Receipt** button has been added to the table toolbar of the Details tab on both screens.

When the user clicks this button, the system opens the Expense Receipt screen (EP301020) with the appropriate settings of the appointment (such as date and customer) inserted into the new expense receipt. The system also fills in the new Field Service Details section on the Receipt Details tab of the Expense Receipt screen (shown in the screenshot below) as follows:

- **Doc. Type:** The type of the document for which this expense receipt has been created. Depending on the screen the expense receipt has been created from, the system inserts Appointment or Service Order.
- **Reference Nbr.:** The applicable service order type and the reference number of the appointment or service order for which this expense receipt has been created.

The user then specifies the details of the expense receipt, such as the expense item (that is, the non-stock item of the particular expense, such as transportation) and description, and saves the expense receipt. The user can also select the **Billable on Field Service** check box (also shown in the following screenshot) to specify that the expense item should be billed along with the appointment or service order. If the expense receipt should be billed separately, the user leaves this check box cleared.

The screenshot shows the 'Expense Receipt' form with the following visible details:

- Receipt Details:** Status: Open
- Expense Details:** Description (empty), Quantity: 1.00, Unit Cost: 0.00, Amount: 0.00, Currency: AUD, Ref. Nbr. (empty), Project/Contract: X - Non-Project Code, Cost Code (empty), Expense Claim (empty), Expense Claim Status (empty), Paid With: Personal Account, Corporate Card (empty).
- Financial Details:** Billable (unchecked), Customer: CUST000005 - AMRO Bank N.V., Location: MAIN - Primary Location, Expense Account (empty), Expense Sub (empty), Sales Account (empty), Sales Sub (empty).
- Tax Info:** Tax Zone: DOMESTIC - Domestic, Tax Calculation Mode: Tax Settings, Tax Category (empty).
- Field Service Details (highlighted):** Doc. Type: Appointment, Reference Nbr.: SSO , 000682-1, Billable in Field Service Document (unchecked).
- Image:** A placeholder for an image with 'Browse' and 'Upload' buttons.

The system adds a line with the expense item (from the expense receipt) on the Details tab of the Appointments or Service Orders screen for the associated appointment or service order, respectively.

Note: When an expense receipt is saved for the service order or appointment, the system always creates a new line in the document from which the expense receipt was created regardless of whether the same item has already been added to the document. For example, suppose that the user has already added the MEAL item to the appointment on the Details tab of the Appointments screen, and then created the expense receipt with the MEAL expense item. In the Field Service Details section of the Receipt Details tab of the screen, the user has selected the Appointment document type and the reference number of the appointment. When the expense receipt is saved, the system adds a new line with the MEAL item to the Details tab of the Appointments screen for the appointment; thus, the appointment contains two lines with this item.

Ability to Link an Expense Receipt to an Appointment or a Service Order

A user can now associate an existing expense receipt with an appointment or a service order. To do so, while viewing the existing expense receipt on the Expense Receipt screen (EP301020), the user selects the document type (Appointment or Service Order) with which the expense receipt is associated in the **Doc. Type** box of the Field Service Details section (Receipt Details tab). The user then selects the document from the list in the **Reference Nbr.** box. If the expense item is going to be billed along with the appointment, the user selects the **Billable on Field Service** check box. If the expense receipt is going to be billed separately, the user leaves this check box cleared. The user then saves the expense receipt. The system adds the line with the expense item from the expense receipt on the Details tab of the Appointments (FS300200) or Service Orders (FS300100) screens.

Note: The system does not support the linking of an item in an existing expense receipt to an item in the existing appointment or service order. For example, if the user has created an expense receipt with the MEAL item on the Expense Receipt screen and linked this expense receipt to an appointment that contains the MEAL item on the Appointments screen. The system adds the second MEAL item to the appointment and the appointment contains two lines with this item.

Changes to the Billable Column

In previous releases, on the Appointments (FS300200) and Service Orders (FS300100) screens, items for which the check box in the **Billable** column of the Details tab was cleared were actually billed with a price of zero. That is, the items were treated as free items.

In MYOB Advanced 2020.6, the previous **Billable** column has been renamed to **Free Item** (see the screenshot below).

For each line for which the **Free Item** check box is selected, the system inserts 0.00 in the following columns: **Unit Price**, **Discount Percent**, **Discount Amount**, and **Ext. Price**.

On the Details tab, a new **Billable** column has been added on the Appointments and Service Orders screens (see the following screenshot). If this check box is cleared, the item is not included in the related billing document, but its cost is specified in the related appointment on the Appointments screen.

Estimated Amount	Actual Duration	Actual Quantity	Actual Amount	Free Item	Billable	Billable Quantity	Ext. Price	Ext. Cost	Discount Percent	Discount Amount	Billable Amount	Tax Category	Cost Code
150.00	0 h 00 m	1.00	150.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1.00	150.00	0.00	0.000000	0.00	150.00	DEFAULTD	
120.00	0 h 06 m	1.00	120.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1.00	120.00	0.00	0.000000	0.00	120.00	NOGSTCAP	
0.00	0 h 00 m	5.00	0.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5.00	0.00	62.50	0.000000	0.00	0.00	DEFAULTD	

Note: Because the inventory is updated when the billing document is released, for inventory items, the **Billable** check box is selected and read-only. If the document is associated with a project, for the items related to expense receipts, the **Billable** check box is cleared and read-only.

Synchronisation Between the Expense Receipt and the Related Appointment or Service Order

Users will not be able to change the details of the expense receipt item on the Appointments (FS300200) or Service Orders (FS300100) screens. To change the details, they have to open the expense receipt on the Expense Receipt screen (EP301020) and make the necessary correction there. The system updates the related appointment or service order with the changes on the expense receipt.

It is possible to add an expense receipt to an appointment or a service order with the Closed status. In this case, the item of the expense receipt has the **Billable** check box cleared on the Details tab of the Appointments or Service Orders screen in the related appointment or service order; the item affects only the cost of the appointment or service order but is not reflected in the billing document.

Note: In this case, to bill the customer for the expense item, a user could create a billing document for the expense receipt or delete the billing document for the appointment or service order, select the **Billable** check box for the item on the Details tab, and generate the billing document again.

Changes to Cost-Related Columns

In previous versions, on the Appointments (FS300200) and Service Orders (FS300100) screens, the **Unit Cost** column of the Details tab showed a value only if the **Mark for PO** check box was selected for the line. Now the **Unit Cost** column shows the cost of the item and if the **Mark for PO** check box is selected for the line, the user can edit the cost of the item in this column.

Note: The unit cost continues to work as it did in previous versions—that is, the modified cost will be used for the purchase order when the item is ordered, but after the item is received and billed, the actual cost will cause the system to update the appointment or service order.

On the Details tab, a new **Ext. Cost** column has been added. The system calculates the value in this column as **Unit Cost** multiplied by **Actual Quantity** on the Appointments screen, and as **Unit Cost** multiplied by **Estimated Quantity** on the Service Orders screen.

On the Profitability tab on the Appointments screen, the following changes have been made (see the following screenshot):

- A new **Estimated Cost** column has been added; its value is calculated as Unit Cost multiplied by Estimated Quantity.
- The **Total Cost** column has been renamed to **Ext. Cost**, and the value in the column is now calculated as **Unit Cost** multiplied by **Actual Quantity**.

Description	Staff Member	Unit Price	Unit Cost	Estimated Quantity	Estimated Amount	Estimated Cost	Actual Duration	Actual Quantity	Actual Amount	Ext. Cost	Related Quantity
Air Conditioner Installation Service		1,000.00	400.00	1.00	1,000.00	400.00	2 h 00 m	1.00	1,000.00	400.00	0.00
Widget 01 - High volume, low cost		1.00	0.75	2.00	2.00	1.50	0 h 00 m	2.00	2.00	1.50	2.00

In the Summary area of the Appointments screen, the **Cost Total** box now shows the actual cost. That is, it does not show the estimated cost for an appointment with the Not Started status.

On the Totals tab of the Appointments screen, the **Estimated Cost Total** box has been added, as shown in the following screenshot. Its value is calculated as a sum of the values in the **Estimated Cost** column on the Profitability tab.

The screenshot shows the 'Appointments' screen with the 'Totals' tab selected. The appointment details include:

- Service Order: SSO - Sales
- Appointment: 000682-1
- Service Order: 000682
- Status: In Process
- Workflow Stage: ASSESSME
- Scheduled Start: 8/06/2020
- Actual Start Date: 25/11/2020
- Description: Daily
- Customer: CUST000005 - AMRO Bank N.V.
- Location: MAIN - Primary Location
- Currency: AUD 1.00
- Branch Location: MAIN - Main
- Estimated Service: 0 h 00 m
- Actual Service: 0 h 00 m
- Tax Total: 15.00
- Appointment Total: 285.00
- Cost Total: 62.50
- Profit (%): 356.00

The 'Totals' tab displays the following summary:

Appointment Totals		Prepayment Totals	
Estimated Total:	270.00	Prepayment Received:	0.00
Estimated Cost Total:	62.50	Prepayment Applied:	0.00
Actual Total:	270.00	Prepayment Remaining:	0.00
Line Total:	270.00	Service Order Unpaid Ba...:	381.25
Tax Total:	15.00	Service Order Billable U...:	381.25
GST Exempt Total:	0.00		
GST Taxable Total:	237.50		
Appointment Total:	285.00		
Appointment Billable To...:	0.00		
Service Order Totals			
Service Order Total:	381.25		
Billable Total:	381.25		

Changes on Columns with Information on Related Documents

In previous versions, on the Appointments screen (FS300200), the Details tab had a **Sales Order Ref. Nbr.** column, which contained the link to the sales order from which the line was added. Because now lines can also be added to this tab from expense receipts, the following changes have been made on the Details tab of the Appointments and Service Orders (FS300100) screens:

- A new **Related Doc. Type** column has been added. The system specifies the type of the document to which the item is related, which is one of the following: Sales Order or Expense Receipt.
- A new **Related Doc. Nbr.** column has been added. It contains a link with the reference number of the document to which the item is related.

The **Sales Order Ref. Nbr.** column has been removed from the Details tab of the Appointments screen.

Changes in the Mobile App

On the Details tab of the Appointments screen, the following changes have been made:

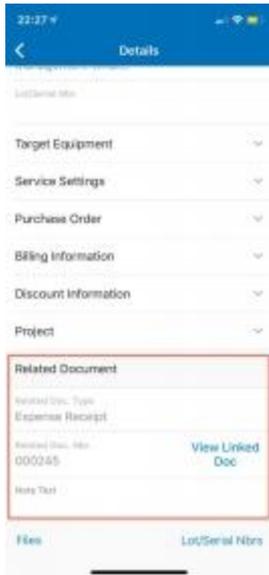
- A **Create Expense Receipt** action has been added to the Actions menu to give users the ability to create expense receipts related to an appointment from the mobile app, as the following screenshot shows.



- **Billable**, **Free Items**, **Unit Cost**, and **Ext. Cost** boxes have been added to the Billing Information section, as shown in the following screenshot.



- The new Related Document section has been added with the **Related Doc. Type** and **Related Doc. Nbr.** boxes. A user can now open the related document by tapping **View Linked Document** (see the following screenshot).



- On the Total tab, the **Estimated Cost Total** and **Cost Total** boxes have been added to the Appointment Totals.

Other Improvements

In MYOB Advanced 2020.6, the following capabilities have been added:

- Filtering records and add new ones in some of the lookup tables on some of the field service screens
- Selecting an item without selecting a line type first in appointments, service orders, and contract schedules
- Selecting a staff member without saving a service line first in appointments

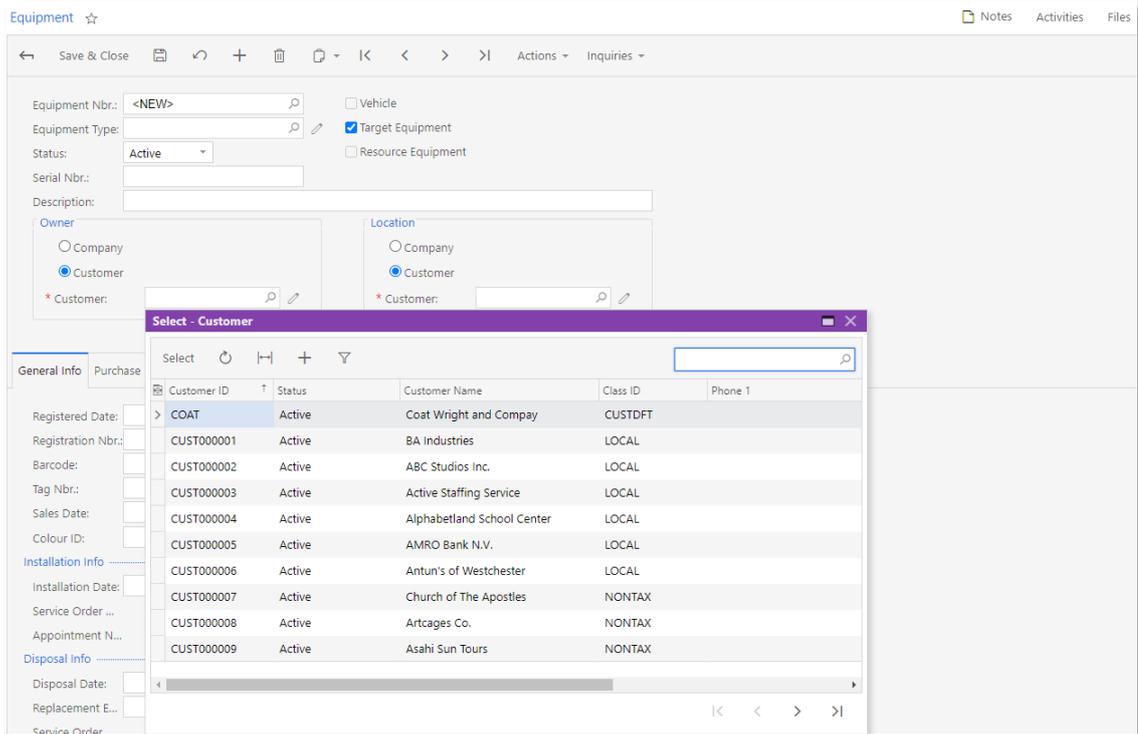
Also, billing for service contracts has been improved and some elements have been renamed on various screens.

This topic describes the details of these enhancements.

Filtering and Adding Records in Lookup Tables

Filter Settings and **Add Row** buttons have been added to the table toolbars of the lookup tables for the following boxes, as shown in the screenshot below:

- On the Service Orders (FS300100) and Appointments (FS300200) screens:
 - Customer
 - Billing Customer
 - Service Contract
- On the Service Contracts (FS305700) and Route Service Contracts (FS300800) screens:
 - Customer
 - Billing Customer
 - Project
- On the Service Contract Schedules (FS305100) and Route Service Contract Schedules (FS305600) screens, Service Contract
- On the Equipment screen (FS205000), Customer (Owner and Location sections of the Summary area)



Item Selection Without Line Type Selection

In previous versions, when a user added an item, the user had to first select a line type. Now the user can select the item without selecting its line type on the Details tab of the following screens:

- Service Orders (FS300100)
- Appointments (FS300200)
- Service Contract Schedules (FS305100)
- Route Service Contract Schedules (FS305600)

If the user leaves the **Line Type** column cleared and specifies an ID in the **Inventory ID** column, the system automatically selects the related line type in the Line Type column. If the user leaves the **Line Type** and **Inventory ID** columns cleared and types a description in the **Description** column, the system specifies the Instruction line type in the **Line Type** column.

If the user selects the line type first, the system works as it did before. That is, it filters the options in the Inventory ID lookup table based on the selected line type, or if the “Comment” or “Instruction” line type is selected, the system leaves the **Description** box for editing and disables most of the other columns.

Similar changes have been made in the mobile app.

Selecting a Staff Member Without Saving a Service Line

In previous versions, on the Appointments screen (FS300200), when a user created a new line with a service, the user had to save the line after selecting a staff member for the line by using the Add Staff dialog box to see the selected staff member in the **Staff Member ID** column.

As of this release, when the user selects the staff member for the not-yet-saved line, the system displays the staff member ID in the **Staff Member ID** column, and the user can change the ID before saving the line.

Renamed Elements

To follow MYOB Advanced standards, Line Ref. has been changed to Ref. Nbr. in the elements that contained the Line Ref phrase.

On the Service Orders screen (FS300100), on the Details tab, columns have been renamed as follows:

- On the Details tab:
 - Line Ref. to Ref. Nbr.
 - Model Equipment Line Ref. to Model Equipment Ref. Nbr.
 - Component Line Ref. to Component Ref. Nbr.
- In the Add Staff dialog box, Service Line Ref. to Service Ref. Nbr.
- On the Default Staff tab, Details Line Ref. to Details Ref. Nbr.

On the Appointments screen (FS300200), on the Details tab the columns have been renamed as follows:

- On the Details tab:
 - Line Ref. to Ref. Nbr.
 - Model Equipment Line Ref. to Model Equipment Ref. Nbr.
 - Component Line Ref. to Component Ref. Nbr.
 - Pickup/Delivery Line Ref. to Pickup/Delivery Ref. Nbr.
 - Service Order Line Ref. to Service Order Details Ref. Nbr.
- In the Add Staff dialog box, Service Line Ref. to Service Ref. Nbr.
- On the Staff tab:
 - Line Ref. to Ref. Nbr.
 - Details Line Ref. to Details Ref. Nbr.
- On the Log tab:
 - Log Line Ref. to Log Ref. Nbr.
 - Details Line Ref. to Details Ref. Nbr.
- On the Profitability tab, Line Ref. to Ref. Nbr.

On the Sales Orders (SO301000) and Invoices (SO303000) screens, on the Document Details tab, columns have been renamed as follows:

- Model Equipment Line Ref. to Model Equipment Ref. Nbr.
- Component Line Ref. to Component Ref. Nbr.

On the Service Contract Schedules (FS305100) and Route Service Contract Schedules (FS305600) screens, on the Details tab, the Component Line Ref. column has been renamed to Component Ref. Nbr.

On the Equipment screen (FS205000), on the Component and Warranties tab, the Line Ref. column has been renamed to Ref. Nbr.

Improvements to Service Contract Billing

In previous versions of MYOB Advanced, for the service contracts for which the Standardised Plus Usage/Overage Billing option was selected in the **Billing Type** box of the Service Contracts screen (FS305700), on the Services Per Period tab, the **Add Row** button was unavailable if the following conditions were met:

- The “Expiring” option was selected in the **Expiration Type** box.
- The date in the **Expiration Date** box did not fall within the first billing period of the service contract.

In addition, if the **Expiration Date** of the service contract did not fall within the first period and was not on the immediate date after the period, then the last bill could not be generated. For instance, suppose that a service had the conditions noted in the previous list and the following settings:

Start Date: 01/01/2019

End Date: 12/15/2020

Period: Monthly

The last period (from December 1, 2020 through December 15, 2020) could not be billed.

As of this release, the end time of the period now relates to the last billing period. That is, it is no longer required that the end date be the immediate date after the last period.

Users can now create and activate a service contract if the expiration date is not in the first period. Also, users can now run billing for the last period even if it is not a complete period. For instance, if a service contract has the same settings described above, the last period for which this service contract is billed is the period from December 1, 2020 through December 15, 2020.

Removed Warning

The following warning no longer appears when a user adds or modifies the lines on the Details tab on the Appointments screen (FS300200) of the web application or on the Appointments List screen of the mobile app: "The end time has been updated based on the Estimated duration total of the appointment because the services have been modified."

CRM

New Screen Layouts

This release introduces a new layout of the Business Accounts (CR303000), Customers (AR303000), and Suppliers (AP303000) screens, which have similar settings; this layout is similar to that of the Leads (CR301000) and Contacts (CR302000) screens. With the new layout, users can enter data more quickly, and they can more easily link the data on the Business Accounts, Customers, and Suppliers screens. The layout of the Account Locations (CR303010), Customer Locations (AR303020), and Supplier Locations (AP303010) screens has also been changed. With the new layout, users can easily synchronise or override the data on these screens and the Business Accounts, Customers, and Suppliers screens, respectively.

New and Updated Tabs of the Business Accounts Form

The General tab (which was the Details tab in previous versions of MYOB Advanced) of the Business Accounts screen (CR303000) contains the following information:

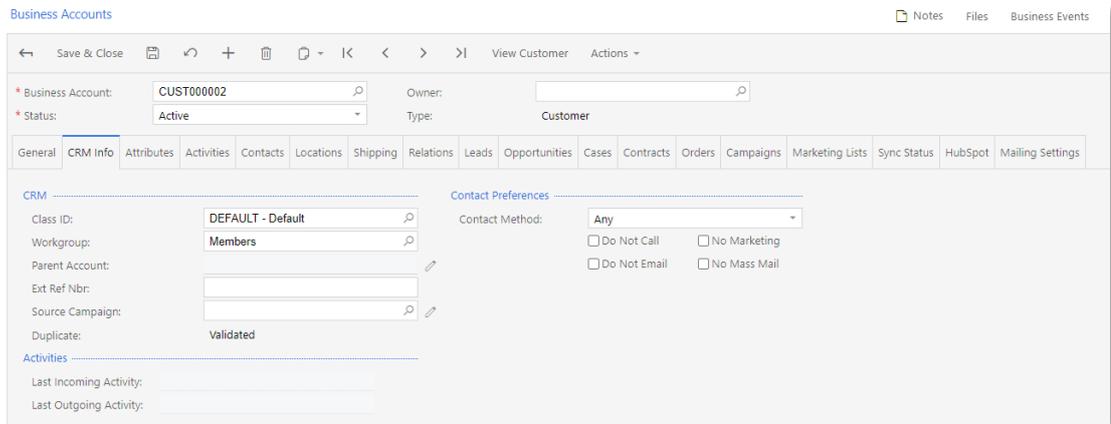
- General information about the business account—such as the address and contact settings of the company
- The settings related to the personal data privacy of the business account, if the account belongs to an individual
- The settings of the primary contact for the company—including settings related to the personal data privacy of the primary contact

The screenshot displays the 'Business Accounts' form in MYOB Advanced. The 'General' tab is active, showing the following information:

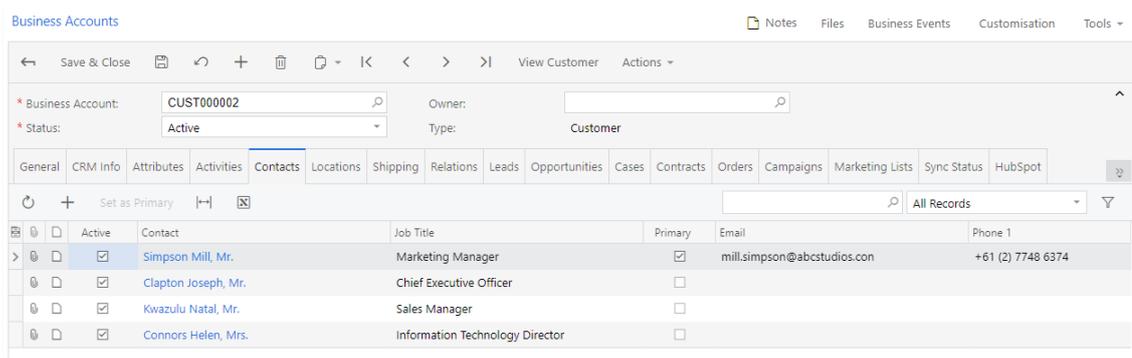
- Business Account:** CUST000002, Status: Active, Owner: [blank], Type: Customer.
- Account Info:** Account Name: ABC Studios Inc., Address Line 1: LEVEL 1, 88 COLIN STREET, City: WEST PERTH, State: WA - Western Australia, Postal Code: 6005, Country: AU - AUSTRALIA.
- Primary Contact:** Name: Simpson Mill, Mr., Job Title: Marketing Manager, Email: mill.simpson@abcstudios.com, Business 1: +61 (2) 7748 6374, Cell: [blank].
- Account Personal Data Privacy:** Consented to the Processing of Personal Data, Date of Consent: 23/11/2020, Consent Expires: [blank].
- Contact Personal Data Privacy:** Consented to the Processing of Personal Data, Date of Consent: 23/11/2020, Consent Expires: [blank].

Once a user has specified the settings of the primary contact on the Business Accounts screen and saved the applicable business account, the system creates the contact and associates the contact with the account. The contact can be viewed on the Contacts screen (CR302000), and additional settings can be specified for it.

The CRM Info tab of the Business Accounts screen contains the MYOB Advanced-specific customer relationship management (CRM) information, such as the activity statistics and the contact preferences of the selected account, as shown in the following screenshot.



The Contacts tab of the Business Accounts screen contains the list of contacts for the business account, including the primary contact, as shown in the following screenshot. For details, see “Primary Contacts in Business Accounts, Customers, and Suppliers” on page 86.



The Shipping tab (which was the Delivery Settings tab in previous versions of MYOB Advanced) of the Business Accounts screen contains the tax and shipping settings to be used for the business account, as shown in the following screenshot.

The screenshot displays the 'Business Accounts' screen with the 'Shipping' tab selected. The interface is organized into several sections:

- General Information:** Business Account (CUST000002), Status (Active), Owner, and Type (Customer).
- Navigation Tabs:** General, CRM Info, Attributes, Activities, Contacts, Locations, Shipping (selected), Relations, Leads, Opportunities, Cases, Contracts, Orders, Campaigns, Marketing Lists, Sync Status, HubSpot, and Mailing Settings.
- Ship-to Address:** Includes an 'Override' checkbox, a 'VIEW ON MAP' button, and fields for Address Line 1 (LEVEL 1, 88 COLIN STREET), Address Line 2, City (WEST PERTH), State (WA - Western Australia), Postal Code (6005), and Country (AU - AUSTRALIA).
- Ship-to Info:** Includes an 'Override' checkbox, Account Name (ABC Studios Inc.), and fields for Attention, Business 1, Cell, Fax, Email, and Web.
- Other Settings:** Fields for Default Branch and Price Class.
- Tax Settings:** Fields for Tax Registration ID, Tax Zone (DOMESTIC - Domestic), Tax Calculation Mode (Tax Settings), Tax Exemption Number, and Entity Usage Type (Default).
- Shipping Instructions:** Fields for Warehouse, Ship Via, Shipping Terms, Shipping Zone, and FOB Point.
- Delivery Options:** Checkboxes for Residential Delivery, Saturday Delivery, and Insurance (checked).
- Shipping Rule:** A dropdown menu set to 'Cancel Remainder'.
- Order Priority and Lead Time:** Fields for Order Priority (0) and Lead Time (Days) (0).
- Calendar:** A field for selecting a calendar.

Major Changes to the Layout of the Customers and Suppliers screens

The General tab (which was the General Info tab in previous versions of MYOB Advanced) of the Customers (AR303000) and Suppliers (AP303000) screens contains the following information:

- General information about the customer or supplier, respectively—such as the address and contact settings of the company
- The settings related to the personal data privacy of the customer or supplier, if the customer or supplier is an individual
- The settings of the primary contact for the customer or supplier, respectively—including settings related to the personal data privacy of the primary contact

The Contacts tab of the Customers and Suppliers screens contains the list of contacts for the customer or supplier, respectively, including the primary contact. For details, see “Primary Contacts in Business Accounts, Customers, and Suppliers” on page 86.

The enhanced logic of synchronisation of contact and address settings between contact and business account records, contact and customer records, contact and supplier records is described in “Synchronisation of Contact and Address Settings Between Contacts, Business Accounts, Customers, and Suppliers” on page 85.

The enhanced logic of the synchronisation of contact and address settings between the business account, customer, or supplier record and the corresponding location screen is described in “Synchronisation of Contact and Address Settings Between Business Accounts, Customers, and Suppliers and the Location Records” on page 86.

The names and the order of some other tabs and UI elements (which hold finance settings) on the tabs of the Customers and Suppliers screens have been changed as well. For details, see page 37.

Major Changes to the Layout of the Account Locations, Customer Locations, and Supplier Locations screens

The General tab (which was the General Info tab in previous versions of MYOB Advanced) of the Account Locations screen (CR303010) contains the address settings and additional settings of the location, as shown in the following screenshot. On the Customer Locations (AR303020) and Supplier Locations (AP303010) screens, the same tab holds similar settings.

The screenshot shows the 'Customer Locations' screen with the 'General' tab selected. At the top, there are navigation icons and an 'Actions' dropdown. Below that, the 'Business Account' is set to 'CUST000002 - ABC Studios Inc.' and the 'Location ID' is 'MAIN - Primary Location'. An 'Active' checkbox is checked. The 'General' tab is active, showing 'Location Info' with 'Primary Location' as the name. The 'Location Address' section includes an 'Override' checkbox, a 'VIEW ON MAP' button, and fields for 'Address Line 1' (LEVEL 1, 88 COLIN STREET), 'Address Line 2', 'City' (WEST PERTH), 'State' (WA - Western Australia), 'Postal Code' (6005), and 'Country' (AU - AUSTRALIA). The 'Additional Location Info' section has an 'Override' checkbox and fields for 'Account Name' (ABC Studios Inc.), 'Attention' (Business 1), 'Cell', 'Fax', 'Email', and 'Web'. The 'Other Settings' section includes 'Default Branch' and 'Price Class'.

On the Customer Locations screen, the tax and shipment settings have been moved to the Shipping tab. On the Supplier Locations screen, the tax and shipment settings have been moved to the Purchase Settings tab. Also, on the Supplier Locations screen, the payment settings have been moved to the Payment tab. For details, see page 37.

Synchronisation of Contact and Address Settings Between Contacts, Business Accounts, Customers, and Suppliers

Users can easily synchronise or override the contact settings (such as attention name, phone numbers, and email address) and address settings between the contact records (that is, the records of individuals who serve as contacts of the organisation) and the associated business account, customer, and supplier records. On the following tabs of screens with contact and address settings, an **Override** check box has been added:

- The Details tab of the Contacts screen (CR302000)
- The Shipping tab of the Business Accounts screen (CR303000)
- The Billing and Shipping tabs of the Customers screen (AR303000)
- The Payment and Purchase Settings on the Suppliers screen (AP303000)

If the **Override** check box on the Details tab of the Contacts screen is cleared, the contact and address settings of the contact record are synchronised with the contact and address settings of the associated lead, business account, customer, or supplier, with the synchronisation occurring in both directions. That is, if you update the contact and address settings on the Leads, Business Accounts, Customers, or Suppliers screen, the

settings will be also updated on the associated screens. If the check box is selected on the Details tab of the Contacts screen, users can update these settings and these settings can differ from those on the Details tab of the Contacts screen.

Synchronisation of Contact and Address Settings Between Business Accounts, Customers, and Suppliers and the Location Records

Users can easily synchronise or override the contact and address settings between a business account and the associated business account locations, between a customer and the associated customer locations, and between the supplier and the associated supplier locations. On the following tabs of screens with contact and address settings, the Override check box has been added:

- The General tab of the Account Locations (CR303010) and Customer Locations (AR303020) screens
- The General and Payment tabs of the Supplier Locations screen (AP303010)

If the **Override** check box is selected in any of the sections of these tabs, the contact or address settings in the section and tab of the screen can differ from the contact or address settings of the business account, customer, or supplier. If the check box is cleared, the contact or address settings on this tab and on the General tab of the Business Accounts (CR303000), Customers (AR303000), or Suppliers (AP303000) screen, respectively, are synchronised—inherited from the General tab of the appropriate screen for the business account, customer, or supplier record, respectively.)

The Updated Actions Menu on the Business Accounts, Customers, and Suppliers screens

On the Business Accounts (CR303000), Customers (AR303000), and Suppliers (AP303000) screens, in the Actions menu, the **Convert to Customer** and **Convert to Supplier** actions have been removed. Users can click the **Extend to Customer** and **Extend to Supplier** actions, respectively, instead.

Primary Contacts in Business Accounts, Customers, and Suppliers

In this release, enhancements have been made to the relationship between business accounts, customers, suppliers, and contacts, as well as to the layout of the Contacts (CR302000), Business Accounts (CR303000), Customers (AR303000), and Suppliers (AP303000) screens. These changes are designed to help users enter and view data, including contact and address information, and navigate between related entities on these screens.

Improved Relationship Between Contacts, Business Accounts, Customers, and Suppliers

In previous versions of MYOB Advanced, if more than one contact was associated with a business account, a user could find it difficult to define a primary contact for the account. Starting in this release, the information about the primary contact is displayed on the General and Contacts tabs of the Business Accounts screen (CR303000). In the Primary Contact section of the General tab (shown in the following screenshot), a user can specify or change the primary contact. A user can also add new contacts to the system by clicking **Actions > Create Contact** on the screen toolbar and creating a contact in the New Contact dialog box.

The screenshot shows the 'Business Accounts' screen for account CUST000002. The 'Primary Contact' section is highlighted with a red box. It contains the following information:

- Name: Simpson Mill, Mr.
- Job Title: Marketing Manager
- Email: mill.simpson@abcstudios.con
- Phone: +61 (2) 7748 6374
- Consent: Consented to the Processing of Personal Data
- Date of Consent: 23/11/2020

On the Customers (AR303000) and Suppliers (AP303000) screens, the layout of the General tab is similar to the layout of this tab on the Business Accounts screen, and this tab also contains the Primary Contact section on these screens.

On the Contacts tab of the Business Accounts, Customers, and Suppliers screens, the primary contact is also displayed. A user can select any active contact as the primary one by clicking the contact and then clicking the **Set as Primary** button on the table toolbar. This causes the system to select the check box in the **Primary** column for the new primary contact. Only one primary contact can be selected for an account.

The screenshot shows the 'Business Accounts' screen for account CUST000002, with the 'Contacts' tab selected. A table of contacts is displayed, and the 'Set as Primary' button is highlighted with a red box. The table has the following columns: Active, Contact, Job Title, Primary, Email, and Phone 1.

Active	Contact	Job Title	Primary	Email	Phone 1
<input checked="" type="checkbox"/>	Simpson Mill, Mr.	Marketing Manager	<input checked="" type="checkbox"/>	mill.simpson@abcstudios.con	+61 (2) 7748 6374
<input checked="" type="checkbox"/>	Clapton Joseph, Mr.	Chief Executive Officer	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	Kwazulu Natal, Mr.	Sales Manager	<input type="checkbox"/>		
<input checked="" type="checkbox"/>	Connors Helen, Mrs.	Information Technology Director	<input type="checkbox"/>		

When the primary contact is changed, the system populates the elements on the General tab with the settings of the new primary contact.

For an existing contact on the Contacts screen (CR302000), if a user clears the value in the Business Account box, the system displays a warning about the possibility of changing the primary contact for the business account.

If the user proceeds with clearing the **Business Account** box for the contact—thus deleting the link between the contact and the account—on the General and Contacts tabs of the Business Accounts screen, the system clears all settings related to the primary contact. If this account has been extended to also be a customer or supplier, the system

also clears the settings related to the primary contact on the General and Contacts tabs of the Customers or Suppliers screen, respectively.

Improved Layout of the Contacts Form

With the improved layout of the Contacts screen (CR302000), if a user corrects the address settings on the screen, the system changes this address on the associated Business Accounts screen (CR303000).

On the Details tab of the Contacts screen, the **Override** check box has been added. If the **Override** check box on the Details tab is cleared, the address settings on the Contacts and Business Accounts screens are synchronised (with the address settings on the Business Accounts screen taking precedence). If the check box is selected, the address settings on the Contacts screen can differ from the address settings on the Business Accounts screen.

Address Enrichment Through the Third-Party Provider

Address data quality is essential for many business operations. In MYOB Advanced 2020.6, new address enrichment functionality, which gives users the ability to make address information more accurate, has been introduced. For details, see Integration with Web Map Services.

Address Enrichment Functionality

With the new address enrichment functionality, a user can add a new address, update an existing address, and fill in the missing address information in a record that has address settings. To make this functionality available, an administrator should enable the *Address Lookup Integration* feature on the Enable/Disable Features screen (CS100000) in the Customer Management group of features.

The New Address Lookup Window

A user can add address information based on the company name, for example, of a lead. An **Address Lookup** button has been added to the Contact Info tab of the Leads screen (CR301000). The button is displayed instead of the **View on Map** button if the integration with an address provider has been set up in the system.

When a user clicks the **Address Lookup** button, the Address Lookup window opens. In the **Enter a location** box, the user can specify the name of the company and select the company address. To see the location, the user can click the link to view the address in a new browser tab in the map service (this link works the same way as the **View on Map** button works). If the address is correct, the user can click **Select** to fill in the boxes in the Address section of the applicable entry screen with the company location details. The address options that a user can select from the list of addresses offered by the map service are limited to the locations of the country or countries specified for the address provider.

The Address Lookup window can also be used for the following purposes:

- **Viewing the existing company location:** If a user clicks the **Address Lookup** button, the company address is shown in the Address Lookup window as a location on the map.
- **Finding a company address by a postal code:** If no other address details are available, a user can enter the postal code into the search box in the Address Lookup window, and the system displays the address options with the cities and country that are valid for the postal code.

- **Finding a full address by a street address:** If a user enters the street address into the search box of the Address Lookup window, and selects the address, the system will fill in the country, city, and postal code data on the screen.

Minor Enhancements and Limitations of the Address Enrichment Functionality

The following minor enhancements related to the address enrichment functionality have been made on the screens that have address information on them:

- The ability to expand the size of the Address Lookup window to see the map in a larger scale.
- The ability to use only a keyboard to select an address in the window. A user can select and confirm any of the address settings. When the Address Lookup dialog box has been opened, the system moves the focus to the **Enter a location** box (Item 3 in the screenshot above). The user enters the known part of the address in the box, selects the address by using the arrow keys, and selects Enter. Then the user checks the address and selects Enter to close the dialog box.

Selecting locations in the Address Lookup window has the following limitation: A user cannot select an address on a map by clicking a specific area on the map to see and select the address. This capability may be included in future releases.

Enhancements to the Selection of Owners

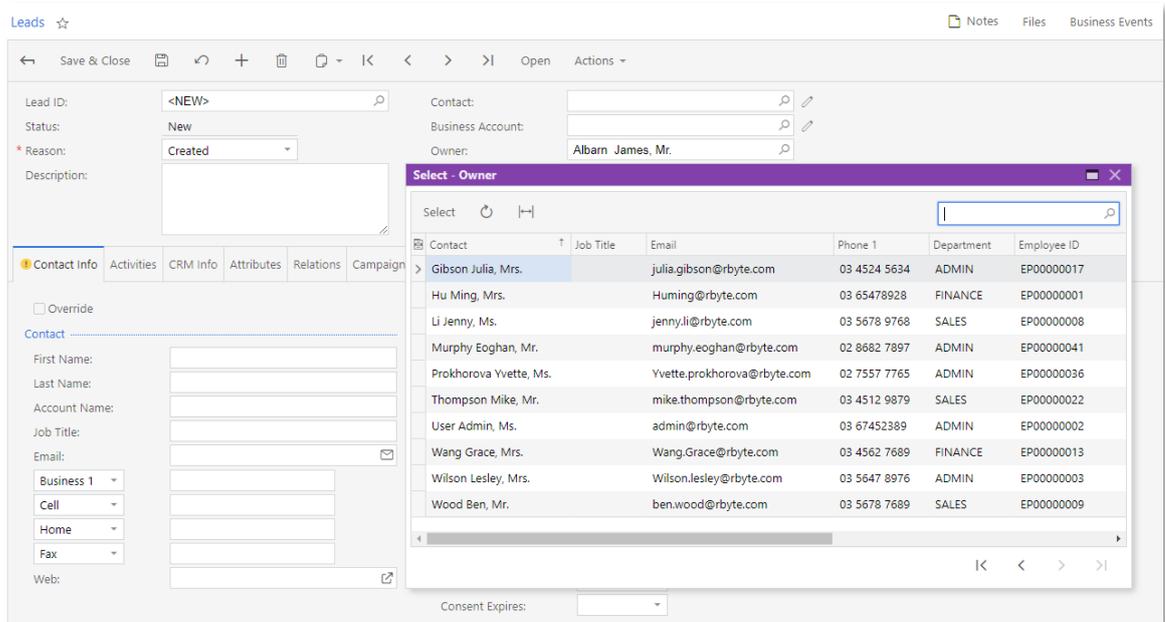
A user can now select a person who will be the owner of the record, such as a lead, contact, or business account, among employees of the company.

Note: An employee of the company is not necessarily a system user. If needed, on the Users screen (SM201010), a system administrator can create a new user account and associate it with the employee or edit information about the existing user account that is associated with the employee.

Selection of Owners Among Employees

In previous versions of MYOB Advanced, in the **Owner** box of the screens including Leads (CR301000), Contacts (CR302000), and Business Accounts (CR303000), a user could select a person who will be responsible for this lead, contact, or business account respectively, among only system users (that is, only people that have a username and a password in the system).

As of this release, the internal code supporting the Owner element has been changed to allow the selection of the record among employees. For compatibility reasons, the list of employees is still restricted to the list of users, as shown in the following screenshot.



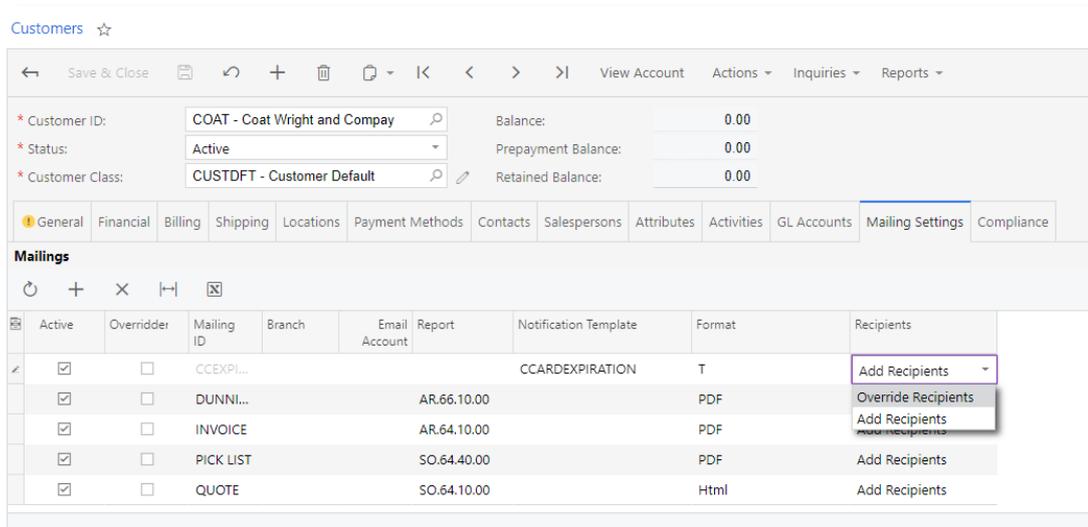
Enhancements to the Setting Up of Mailing Recipients

In MYOB Advanced, a document may be emailed to specific recipients either manually or automatically during mass processing. Predefined mailings are used for the generation of these emails. Mailings can be defined on the Mailing Settings tab, which is available on various preferences screens and on business account-related screens, such as Business Accounts (CR303000), Customers (AR303000), Customer Classes (AR201000), and Suppliers (AP303000).

In MYOB Advanced 2020.6, the capability of setting up mailing recipients on the Mailing Settings tab has been enhanced as follows:

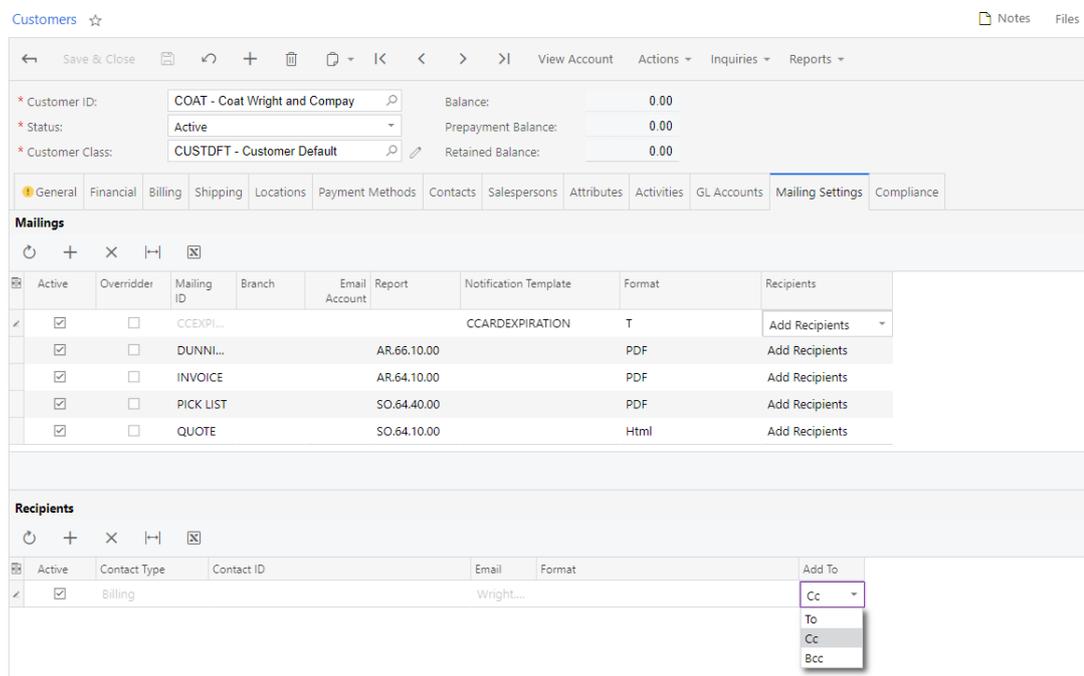
- The Recipients column has been added to the Mailings table, as shown in the screenshot below. In this column, a user can select one of the following options:
 - **Add Recipients:** On the generation of an email to which these settings apply, the system will copy the recipients specified for the selected notification template, if one has been specified for the mailing, and from the Recipients table on this tab. On an entry screen, such as Customers, the Recipients table will be populated with the values specified for the corresponding class—in this example, a customer class on the Customer Classes form—and the user will be able to add any number of extra recipients to the table.

This option defines the way this functionality has worked in previous versions of MYOB Advanced. After an upgrade to 2020.6, this option will be selected by default for all available mailing settings.
 - **Override Recipients:** On the generation of an email to which these settings apply, the recipients will be copied only from the Recipients table on this tab. On an entry screen, values will not be copied from the class settings, and the user will have to manually add all needed recipients to the Recipients table. The recipients specified in the notification template or report associated with the mailing will not be included in the generated email.



- The **BCC** column has been removed from the Recipients table.
- An **Add To** column has been added to the Recipients table, as shown in the following screenshot. The “To”, “CC”, and “BCC” options, which are available in this column, determine the element in which the recipient will be included in the generated email.

After an upgrade to MYOB Advanced 2020.6, CC or “BCC” will be selected by default for each recipient specified in this table across all available mailings, depending on whether the check box in the **BCC** column was cleared or selected for the recipient in the previous version of MYOB Advanced.



Predefined User Roles

This release introduces a new set of built-in user roles for the CRM functional area. By using these predefined roles, partners and customers can reduce time and effort spent on the implementation and management of access control to the CRM area for users.

New Predefined User Roles for CRM

This release provides the following user roles for the CRM functional area:

- **CR Marketing Manager:** A user with this role has access to marketing functions and settings.
- **CR Sales & Marketing Admin:** A user with this role has full access to sales and marketing functions and settings.
- **CR Sales Representative:** A user with this role has access to sales functions and settings.
- **CR Support Admin:** A user with this role has full access to support functions and settings.
- **CR Support Representative:** A user with this role has access to support functions and settings.
- **CR Viewer:** A user with this role has read-only access to marketing, sales, and support functions and settings.

Administrators and partners can use these predefined roles or quickly and easily create new roles based on the predefined ones.

For each role, a set of access rights has been defined, as shown in the following screenshot for the CR Marketing Manager role. A predefined role can be used without changes, or an administrator or partner can modify the access rights to better meet the organisation's needs.

Access Rights by Role ☆

Copy Role

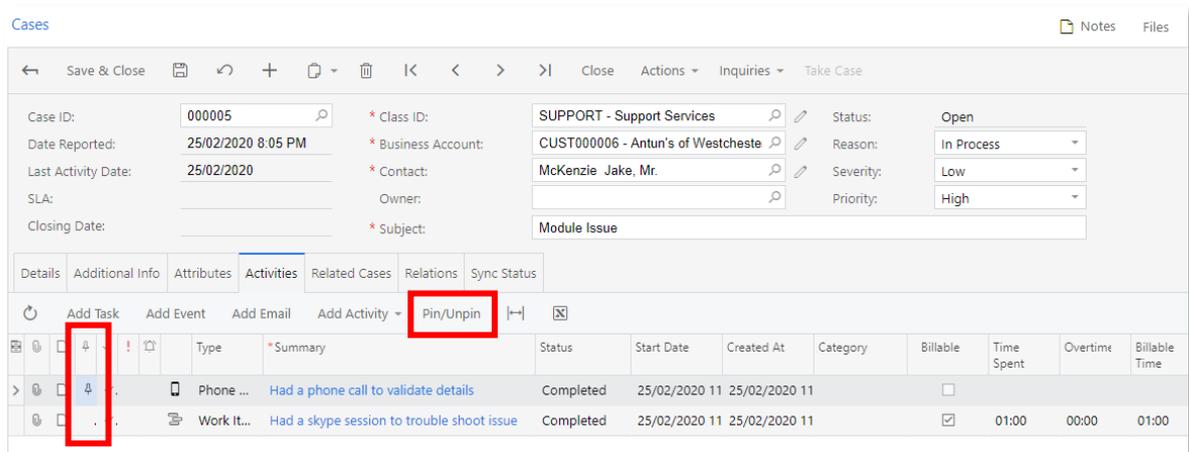
* Role Name: CR Marketing Manager - Acco

Role Description: Access to Marketing functions ar

Description	* Access Rights	Applied to Nested
Activity Types	Not Set	<input checked="" type="checkbox"/>
Assign Contacts	Delete	<input checked="" type="checkbox"/>
Assign Leads	Delete	<input checked="" type="checkbox"/>
Business Account Classes	View Only	<input checked="" type="checkbox"/>
Business Accounts	Delete	<input checked="" type="checkbox"/>
Calculate Grams	Edit	<input checked="" type="checkbox"/>
Campaign Classes	View Only	<input checked="" type="checkbox"/>
Campaign Invoices	Not Set	<input checked="" type="checkbox"/>
Campaign Sales Orders	Not Set	<input checked="" type="checkbox"/>
Campaign Summary	Delete	<input checked="" type="checkbox"/>
Contact Classes	View Only	<input checked="" type="checkbox"/>
Contacts	Delete	<input checked="" type="checkbox"/>
Customer Management Preferences	View Only	<input checked="" type="checkbox"/>
HubSpot Marketing List Members	Delete	<input checked="" type="checkbox"/>
HubSpot Sync Dashboard	Granted	<input checked="" type="checkbox"/>
HubSpot Sync State	Delete	<input checked="" type="checkbox"/>

Pinning of Activities

In MYOB Advanced 2020.6, users can pin the most important activities—such as emails, tasks, notes, or phone calls—to the top of the activities list for quick access and easy tracking. The activity pins are supported for cases, opportunities, and leads. On the Activities tab of the Cases (CR306000), Opportunities (CR304000), and Leads (CR301000) screens, a user can select an activity that should be pinned to the top of the list and click the Pin/Unpin button, shown in the following screenshot, to pin the activity to the top of the list. Once the user has pinned an activity, it is moved to the top of the list and an icon is shown in the **Is Pinned** column (also shown in the following screenshot).



A user can also click a pinned activity and click the **Pin/Unpin** button to unpin the activity. If a user unpinned an activity from the list, an icon is no longer shown in the **Is Pinned** column, and the activity is moved to a location based on the sorting settings.

Third-party Integrations

UI Changes and Usability Enhancements

This release adds multiple enhancements to screens related to e-commerce to make these screens easier to use. The changes that have been made to each of the screens are described below.

Removed Screens

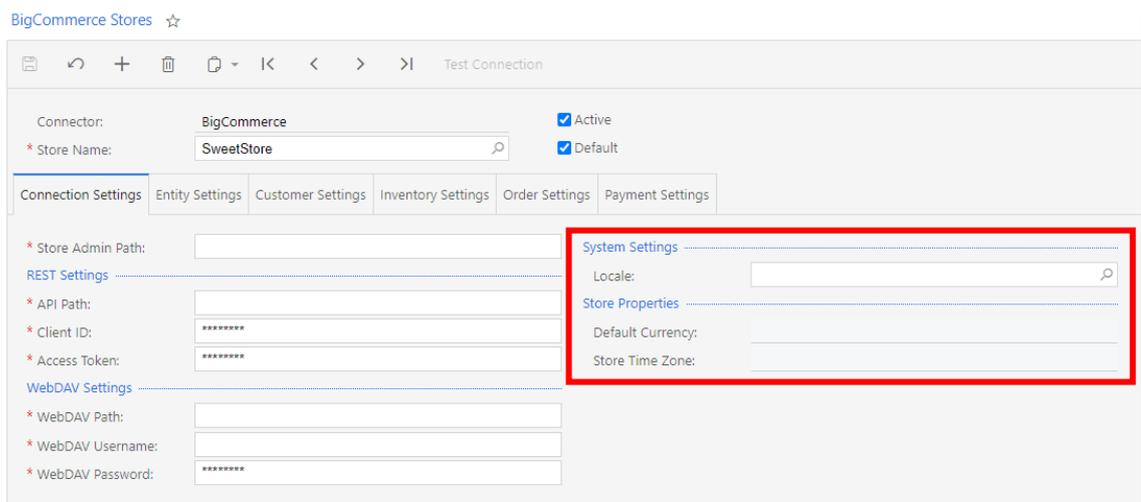
The following screens have been removed in this release:

- Connector Preferences (BC101000): The public webhook URL that was previously specified on this screen is now specified on the Entities screen (BC202000). See “Changes to the Entities Screen” on page 97 for more details.
- Real-Time Sync (BC502000): The functionality of starting and stopping real-time synchronisation for entities is now available on the Entities screen. See “Changes to the Entities Screen” on page 97 for more details.

Changes to the BigCommerce Stores Screen

The following sections have been added to the Connection Settings tab of the BigCommerce Stores screen (BC102000):

- System Settings: In the **Locale** field, the administrative user specifies the locale that will be used during data synchronisation with the store. If data is maintained in MYOB Advanced in multiple languages, the data that corresponds to the specified locale will be synchronised with the store.
- Store Properties: In the read-only **Default Currency** field, the system displays the default currency of the BigCommerce store. In the read-only **Store Time Zone** field, the system displays the store's time zone (the time zone is inserted when the connection to the store is established).



The screenshot shows the BigCommerce Stores screen with the Connection Settings tab selected. The System Settings section is highlighted with a red box, showing the Locale field. The Store Properties section shows the Default Currency and Store Time Zone fields.

On the Entity Settings tab, in the table, the column with the **Sync Immediately** check box has been replaced with the **Real-Time Mode** column. To indicate if the system should immediately process the data prepared by the real-time synchronisation mechanism, the administrative user now selects one of the following options:

- Prepare (default): Synchronisation records should be prepared but not processed. If real-time synchronisation is turned off for the entity, the setting is ignored. (This option corresponds to the cleared **Sync Immediately** check box in previous versions of MYOB Advanced.)
- Prepare & Process: Synchronisation records should be processed as soon as they are prepared. If real-time synchronisation is turned off for the entity, the setting is ignored. (This option corresponds to the selected **Sync Immediately** check box in previous versions of MYOB Advanced.)

The **Real-Time Mode** column is unavailable for editing if real-time synchronisation has been started. You should stop real-time synchronisation on the Entities screen (BC202000) before changing this setting.

BigCommerce Stores ☆

Connector: BigCommerce Active
 * Store Name: SweetStore Default

Connection Settings | **Entity Settings** | Customer Settings | Inventory Settings | Order Settings | Payment Settings

Active	Entity	Sync Direction	Primary System	Real-Time Import	Real-Time Export	Real-Time Mode	Max. Number of Failed Attempts
<input type="checkbox"/>	Customer Price Class	Export	Local	Not Supported	Stopped	Prepare & Process	5
<input type="checkbox"/>	Customer	Bidirectional	External	Stopped	Stopped	Prepare	5
<input type="checkbox"/>	Customer Location	Bidirectional	External	Stopped	Stopped	Prepare	5
<input type="checkbox"/>	Sales Category	Export	Local	Stopped	Stopped	Prepare	5
<input type="checkbox"/>	Stock Item	Export	Local	Not Supported	Stopped	Prepare	5

The following columns have been renamed:

- Direction to Sync Direction
- Import Real-Time Status to Real-Time Import
- Export Real-Time Status to Real-Time Export
- Number of Attempts on Error to Max. Number of Failed Attempts

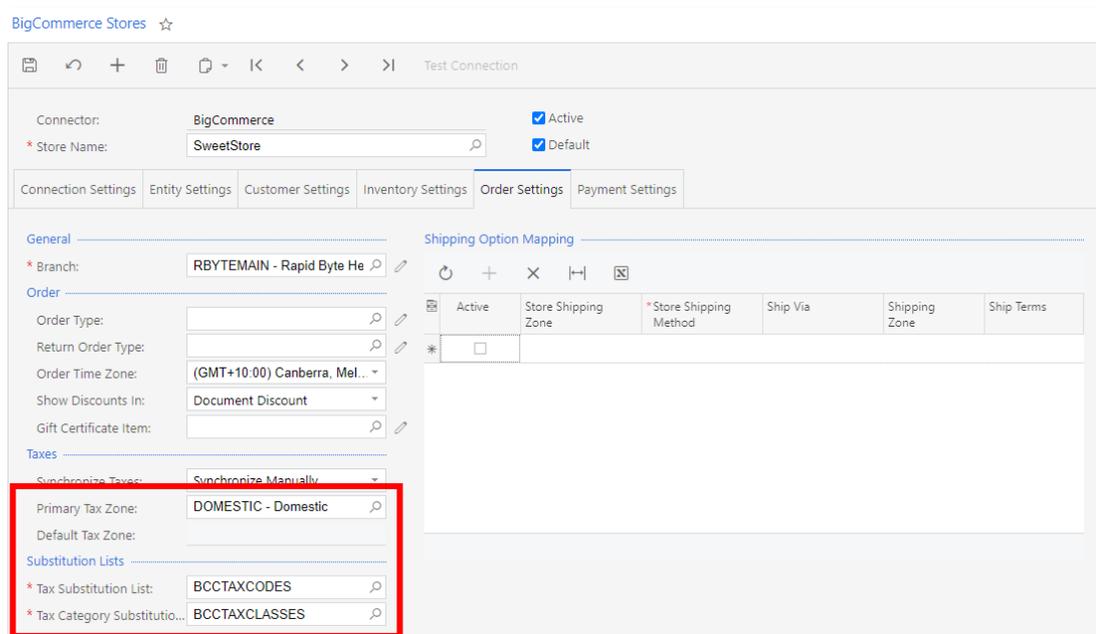
On the Order Settings tab, in the Order section, an **Order Time Zone** field (see the following screenshot) has been added. This is the time zone the system uses for sales orders imported from the BigCommerce store when they are created in MYOB Advanced. The order time zone is needed to determine the correct date and time of the order if MYOB Advanced and the BigCommerce store are located in different time zones.

In the Taxes section, which is shown in the screenshot below, the following changes have been made:

- A new **Primary Tax Zone** field has been added. In this field, the administrative user can select the tax zone that will be assigned to each sales order imported to MYOB Advanced, regardless of whether any other tax zone has been identified during the import of the order.
- The **Default Tax Zone ID** field has been renamed to **Default Tax Zone**. In this field, the administrative user can select the tax zone that will be assigned to a sales order imported to MYOB Advanced if no other tax zone has been identified during the import of the order.

Both the **Primary Tax Zone** field and the **Default Tax Zone** field are available for editing if “Synchronise Manually” or “Synchronise Automatically” is selected in the **Synchronise Taxes** field. If the primary tax zone is selected in the **Primary Tax Zone** field, the **Default Tax Zone** field becomes unavailable.

A new Substitution Lists section has been added. In this section, the administrative user can select the substitution lists that will be used for mapping tax IDs and tax categories defined in MYOB Advanced to taxes and tax classes defined in the BigCommerce store. The mapping is performed on the Substitution Lists screen (SM206026) and is used in manual tax synchronisation.

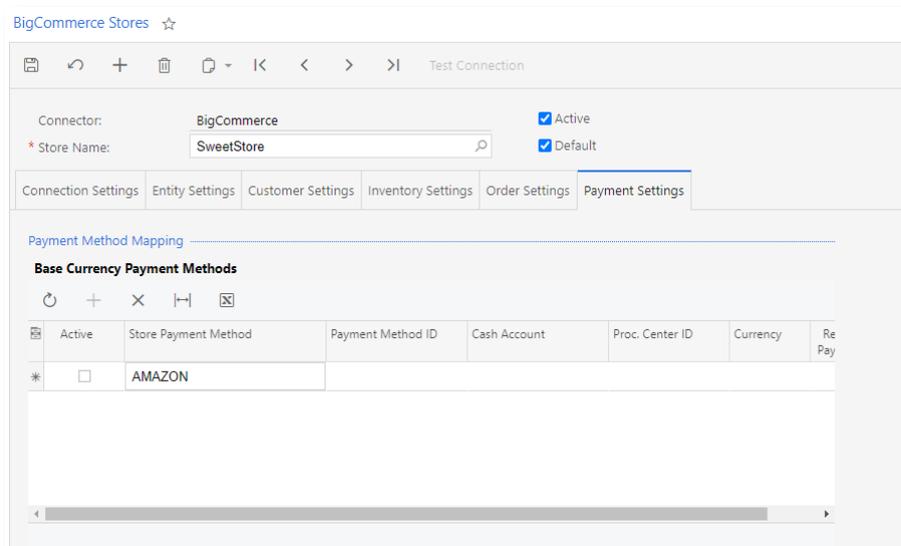


The Shipping Zone Mapping section has been renamed to Shipping Option Mapping (see Item 1 in the following screenshot). Also, the **Add** and **Delete** buttons are now displayed on the table toolbar (Item 2). In previous versions of MYOB Advanced, the table was updated only via the API. When a new shipping option was added or deleted in the BigCommerce store, the combination of the store shipping zone and store shipping method was added to the table or deleted from the table, respectively. Now users can manually add shipping options to this table and remove the manually added shipping options from the table.

On the Payment Settings tab, the Payment Methods section has been renamed to Payment Method Mapping. The following changes have been made to the Base Currency Payment Methods table:

- **Add** and **Delete** buttons have been added to the table toolbar. Users can now manually add payment options to the table and remove them from the table.
- The **Process Payments** column has been renamed to **Active**. If a payment method has the **Active** check box selected, payments made with this payment method in the BigCommerce store are imported to MYOB Advanced. Users select this check box only for payment methods that need to be processed through MYOB Advanced.
- The value displayed in the Store Payment Method column now shows the combination of the payment gateway and the payment method, which are both copied from the payment transaction of the order. When an order is being imported from BigCommerce to MYOB Advanced, the system checks whether the table contains the combination of the payment gateway and the payment method from the order transaction; the system then does one of the following:
 - If the table contains the needed combination in the Store Payment Method column and it is activated (that is, it has the Active check box selected) and mapped to a payment method in MYOB Advanced, the system uses the payment method and other mapped settings for creating the payment in MYOB Advanced.
 - If the table does not contain the needed combination in the Store Payment Method column, the system adds a row with the needed combination and displays an error message saying that the store payment method is not mapped to a payment method in MYOB Advanced.

- A hidden **Store Order Payment Method** column has been added. This column shows the payment method included in the details of the sales order imported from BigCommerce to MYOB Advanced. In rare occasions, the combination of the payment gateway and the payment method in the payment transaction of the order can be the same for different payment methods specified in the store order. The system uses the setting in the **Store Order Payment Method** column to identify the right payment method in MYOB Advanced when there are multiple mappings in the table for the same store payment method (which is the combination of the payment gateway and the payment method).
- A hidden **Create Payments from Order** column has been added. A user can select this check box to indicate that if an empty payment is being imported from the BigCommerce store, the system should create a payment in MYOB Advanced based on the payment information from the imported sales order. This check box is automatically selected for the following store payment methods:
 - AMAZON
 - PAYPAL
 - TEST PAYMENT GATEWAY



Changes to the Entities Screen

On the screen toolbar of the Entities screen (BC202000), the following changes have been made:

- **Start Real-Time Sync** and **Stop Real-Time Sync** buttons have been added.
- The **Clear Sync** button has been renamed to **Clear Sync Data**.
- The **Reset Sync** button has been removed.



When the user clicks **Start Real-Time Sync**, the system opens the Start Real-Time Sync dialog box, in which the user confirms—and updates, if necessary—the webhook URL at which push notifications will be received for the selected entity from the external e-

commerce system, and starts real-time synchronisation. In previous versions of MYOB Advanced, the webhook URL for real-time push notifications was the same for all entities and stores and was specified on the Connector Preferences screen (BC101000). In this release, the user can override the default webhook URL in the **Real-Time Webhook URL** box of the Start Real-Time Sync dialog box (shown in the following screenshot) before starting real-time synchronisation for a particular entity; the specified URL will be used only for the selected entity.

The user clicks **Stop Real-Time Sync** on the screen toolbar of the screen to stop real-time synchronisation for the selected entity.

In the Summary area of the screen, the following changes have been made:

- The following boxes have been renamed:
 - **Direction** to **Sync Direction**
 - **Number of Attempts on Error** to **Max. Number of Failed Attempts**
 - **Import Real-Time Status** to **Real-Time Import**
 - **Export Real-Time Status** to **Real-Time Export**
- The Sync Immediately check box has been replaced with the Real-Time Mode box. This box is unavailable for editing if real-time synchronisation is running.

The read-only Real-Time Webhook URL box has been added. This box shows the webhook URL, which is used to receive push notifications for the entity from the external e-commerce system if real-time synchronisation is running for the entity. The box is displayed only if real-time import is supported for the selected entity (that is, if the Real-Time Import box contains a value other than Not Supported).

- The following read-only boxes have been removed:
 - Latest Full Import
 - Latest Full Export
 - Latest Incremental Import
 - Latest Incremental Export
- The UI elements have been rearranged to group general synchronisation settings and settings related to real-time synchronisation.



Changes to the Fetch Data Screen

The Fetch Data screen (BC501000) has been renamed to Prepare Data (with the same screen number). As of MYOB Advanced 2020.6, users can only prepare data for synchronisation on this screen. It is no longer possible to use this screen to prepare data and then immediately process the prepared data.

On the screen toolbar, the following changes have been made:

- The **Process** and **Process All** buttons have been removed.
- A **Prepare** button has been added. This button starts the data preparation process to prepare data for the selected entity or entities for synchronisation.

In the Selection area, the following changes have been introduced:

- The **Connector** box has been removed.
- An **Entity** box has been added. In previous versions of MYOB Advanced, the list of entities was displayed in the table only if a store was selected in the **Store** box. Now the user can narrow the range of listed entities by making a selection in the **Store** box, the **Entity** box, or both boxes; the user can also display all entities of all stores by clearing both boxes.
- The **Fetch Mode** box has been replaced with the **Prepare Mode** box, in which a user can select one of the following options:
 - **Incremental:** In this mode, the system prepares data that has been modified since the last data preparation.
 - **Reconciliation:** This mode was introduced in this release. In this mode, the system prepares the records that were last modified in the specified date range (defined by the **Start Date** and the **End Date**) and that have not yet been synchronised.
 - **Full:** In this mode, the system prepares the records that were last modified in the specified date range (defined by the **Start Date** and the **End Date**), even if they have been previously synchronised.
- The Sync Mode box has been removed.
- **Start Date** and **End Date** boxes have been added. These boxes are available for editing if “Full” or “Reconciliation” is selected in the **Prepare Mode** box. (They are not available for editing when the Incremental mode is selected, because in this mode, the system prepares only the data that has changed since the last data preparation.) When a user selects the Full or Reconciliation mode, by default, the **Start Date** box contains the date that is seven days prior to the current date, and the **End Date** box is empty. These boxes are optional. If a user does not select any dates, the system will prepare data for all records.

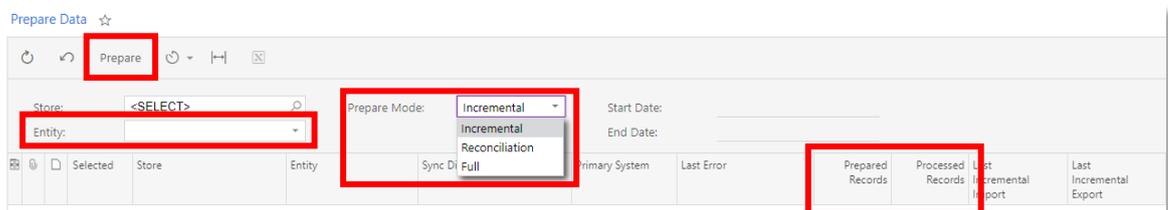
Note: The dates selected in the Start Date and End Date boxes are not applicable to entities that cannot be filtered by the date they were last modified, such as Customer Price Class and Sales Category. If any of these entities is selected in the Entity box, the dates specified in the Start Date and End Date boxes will be ignored during the data preparation process.

In the table of this screen, the following changes have been introduced:

- The following columns have been added:
 - **Prepared Records:** The number of records that have been prepared for synchronisation. A user can click the link in this column to open the Process Data screen (BC501500). The screen will display only the synchronisation records for the store and the entity of the row in which the user has clicked the link.
 - **Processed Records:** The number of records that have already been processed. A user can click the link in this column to open the Sync History screen (BC301000). The screen will display only the synchronisation records for the store and entity of the row in which the user has clicked the link.
 - **Real-Time Export:** The status of real-time export for the entity. Stopped indicates that real-time export is supported but is not currently running. Running indicates that real-time export has been started. Not Supported indicates that real-time export cannot be started for the entity.
 - **Real-Time Import:** The status of real-time import for the entity. Stopped indicates that real-time import is supported but is not currently running.

Running indicates that real-time import has been started. Not Supported indicates that real-time import cannot be started for the entity.

- **Real-Time Mode:** The mode in which the system should process push notifications about changes to entity data when real-time synchronisation is enabled. Prepare indicates that the data should be prepared for synchronisation—that is, pulled from both systems and put in the processing queue as synchronisation records—but not processed. Prepare & Process indicates that the system should attempt to process the synchronisation records as soon as they are prepared.
- **Last Reconciliation Export** (hidden): A read-only column that shows the date and time of the last data preparation in Reconciliation mode for the Export direction.
- **Last Reconciliation Import** (hidden): A read-only column that shows the date and time of the last data preparation in Reconciliation mode for the Import direction.
- The following columns have been made visible by default:
 - **Store:** Now a user can click the link in this column to open the store settings—that is, to open the store on the BigCommerce Stores (BC201000) or Shopify Stores (BC201010) screen.
 - **Sync Order:** A read-only column that shows the order in which this entity is synchronised. The entity with the lowest value is processed first.
- The following columns have been renamed:
 - **Direction** to **Sync Direction**
 - **Latest Incremental Import** to **Last Incremental Import**
 - **Latest Incremental Export** to **Last Incremental Export**
- The following columns have been removed:
 - Latest Full Export
 - Latest Full Import



Changes to the Sync Data Screen

The Sync Data screen (BC501500) has been renamed to Process Data (which keeps the same screen number).

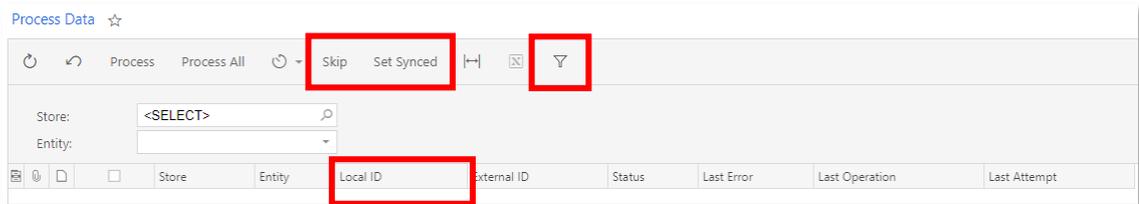
The Skip and Set Synced buttons have been moved from the table toolbar to the screen toolbar. The Filter Settings button has been added to the screen toolbar; now a user can create and save advanced filters on this screen.

In the Selection area of the screen, the Connector box has been removed.

In the table, the following changes have been introduced:

- The **Ref. Note ID** column has been replaced with the **Local ID** column, which shows the identifier of the record in MYOB Advanced. If a user clicks the link in this column, the system opens the relevant screen of MYOB Advanced with the details of the record. The **Local ID** column cannot be used for filtering or sorting because it is an automatically calculated column.

- The following columns have been added and defined as hidden by default:
 - **Primary System:** The system—Local (that is, MYOB Advanced) or External (that is, BigCommerce or Shopify)—that is used as the source of data during the synchronisation.
 - **Sync Direction:** The direction of the synchronisation, which can be Export, Import, or Bidirectional.
- The following columns have been renamed:
 - **Error** to **Last Error**
 - **Latest Attempt** to **Last Attempt**
 - **Locally Modified** to **Last Locally Modified**
 - **Externally Modified** to **Last Externally Modified**



Changes to the Sync Status Screen

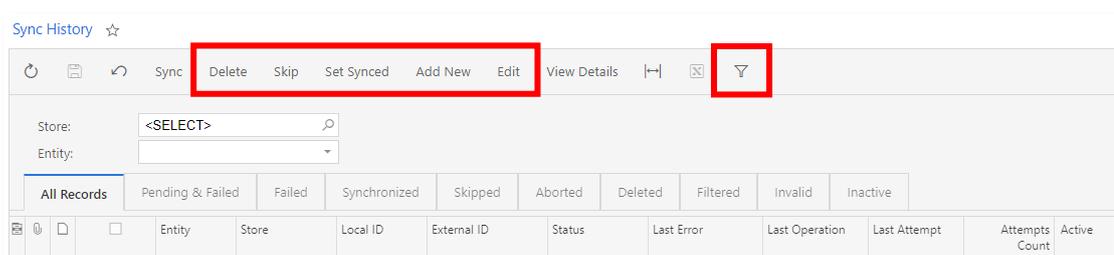
The Sync Status screen (BC301000) has been renamed to Sync History so that the name more accurately reflects the purpose of the screen; it has the same screen number.

On the screen toolbar of this screen, the following changes have been made:

- A **Delete** button has been added. A user clicks this button to remove the selected synchronisation record or records (that is, the synchronisation record or records for which the unlabelled check box is selected) from the tables on the tabs. The deletion takes effect only when the user clicks Save on the screen toolbar.
- The **Skip**, **Set Synced**, **Add New**, and **Edit** buttons have been moved from the table toolbar to the screen toolbar. The actions performed when a user clicks the **Skip** or **Set Synced** button apply only to the selected synchronisation record or records (that is, the synchronisation record or records for which the unlabelled check box is selected). The action performed when a user clicks **Edit** applies to a single selected synchronisation record (that is, the synchronisation record for which the unlabelled check box is selected or that the user clicked before clicking **Edit**). If a user selects multiple records and clicks **Edit**, the system displays an error.
- A **Filter Settings** button has been added. A user can now create and save advanced filters on the Sync History screen.

In the Selection area, the following boxes have been removed:

- Connector
- View
- Status



The table on the previous screen has been replaced with the following filter tabs:

- **All Records:** Displays all synchronisation records, regardless of their status.
- **Pending & Failed:** Displays active synchronisation records with the Pending and Failed statuses. The system attempts to synchronise records with these statuses when data processing is started for the corresponding entity.
- **Failed:** Displays active synchronisation records with the Failed status. A synchronisation record is assigned the Failed status if the system could not process it but the number of synchronisation attempts is below the allowed maximum specified for the entity to which the synchronisation record belongs—that is, if the number of synchronisation attempts does not exceed the number specified for the entity in the Max. Number of Failed Attempts column on the Entity Settings tab of the BigCommerce Stores (BC201000) or Shopify Stores (BC201010) screen, or in the Max. Number of Failed Attempts box on the Entities screen (BC202000). The system attempts to synchronise records with this status when data processing is started for the corresponding entity.
- **Synchronised:** Displays active synchronisation records with the Synchronised status—that is, active synchronisation records that have been successfully processed by the system.
- **Skipped:** Displays active synchronisation records with the Skipped status—that is, active synchronisation records that have been manually excluded from synchronisation by users.
- **Aborted:** Displays active synchronisation records with the Aborted status—that is, active synchronisation records that the system has excluded from synchronisation. The system assigns the Aborted status to a synchronisation record if it fails to process it for more than the maximum number of failed attempts allowed for the synchronisation of the entity to which the synchronisation record belongs—that is, if the number of synchronisation attempts exceeds the number specified for the entity in the Max. Number of Failed Attempts column on the Entity Settings tab of the BigCommerce Stores or Shopify Stores screen, or in the Max. Number of Failed Attempts box on the Entities screen.
- **Deleted:** Displays active synchronisation records with the Deleted status, which is assigned to a synchronisation record if the record data it contains has been prepared (that is, pulled from MYOB Advanced and the external e-commerce system) and then deleted in the local system, the external system, or both systems.
- **Filtered:** Displays active synchronisation records with the Filtered status. The system assigns this status to a synchronisation record if the synchronisation record has been filtered out during the synchronisation because of the application of filtering conditions defined in the code or on the Entities screen (BC202000). Filtered records can be manually processed by users.
- **Invalid:** Displays active synchronisation records with the Invalid status—that is, active synchronisation records that cannot be synchronised.
- **Inactive:** Displays inactive synchronisation records—synchronisation records for entities that have been deactivated on the Entity Settings tab of the BigCommerce Stores (BC201000) or Shopify Stores (BC201010) screen (or both).

The columns of the table have been changed as follows:

- The following columns have been added:
 - **Active**: A read-only check box that indicates (if selected) that the entity to which the synchronisation record belongs is activated on the Entity Settings tab of the BigCommerce Stores or Shopify Stores screen.
 - **Primary System** (hidden): The system—Local (that is, MYOB Advanced) or External (that is, BigCommerce or Shopify)—that is used as a source of data during the synchronisation.
 - **Sync Direction** (hidden): The direction of the synchronisation, which can be Export, Import, or Bidirectional.
 - **Sync Record ID** (hidden): The identifier of the synchronisation record.
- The **Error** column has been renamed to **Last Error**.
- The **Connector** column has been hidden.
- The following columns have been renamed and defined as hidden by default:
 - **Locally Modified** to **Last Locally Modified**: This column shows the date and time when the record was last modified in MYOB Advanced.
 - **Externally Modified** to **Last Externally Modified**: This column shows the date and time when the record was last modified in the external system.

Integration with Shopify

In MYOB Advanced 2020.6, support for the Shopify automated shopping cart solution has been added. This functionality is available if the Shopify Connector feature is enabled under Commerce Integration on the Enable/Disable Features screen (CS100000).

Initial Configuration of the Shopify Integration

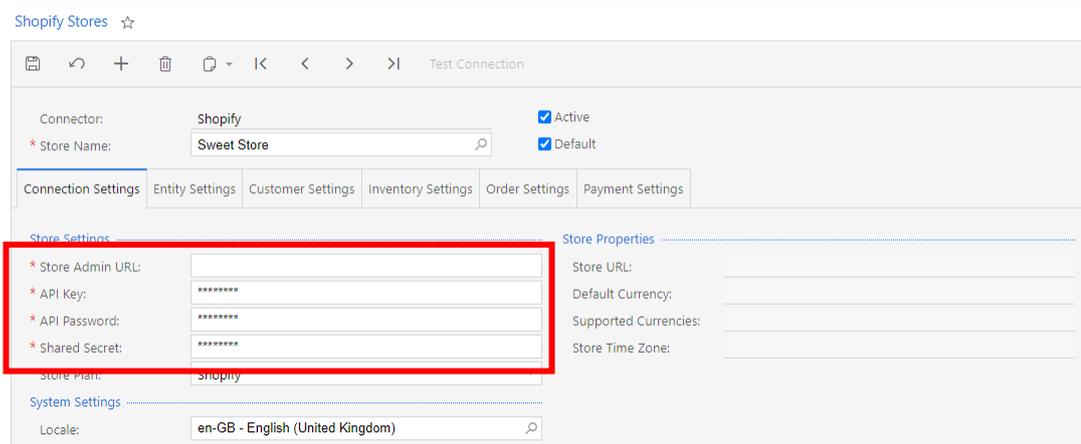
When initially configuring the integration of MYOB Advanced with Shopify, the administrative user should perform the following general steps:

1. Connecting an MYOB Advanced instance to a Shopify store
2. Activating the entities that need to be synchronised
3. Defining the customer settings
4. Defining the inventory settings
5. Defining the order settings
6. Defining the payment settings

These steps are described below in greater detail.

Connecting an MYOB Advanced Instance to a Shopify Store

In the Summary area of the Shopify Stores screen (BC201010), in the **Store Name** box, the administrative user specifies the name of the Shopify store that is being configured. On the Connection Settings tab, in the Store Settings section (shown in the following screenshot), the user fills in the **Store Admin URL**, **API Key**, **API Password**, and **Shared Secret** boxes with the store's API settings.

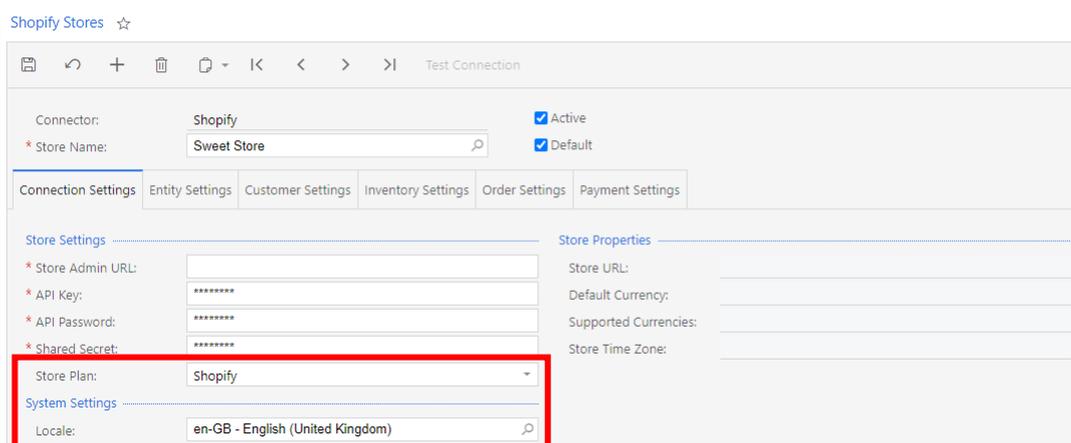


This information can be found in the Admin API section of the details page of the private app that has been created for the integration of the Shopify store with MYOB Advanced. To avoid possible issues during the data synchronisation, we recommend that all permissions listed under **Admin API Permissions** on the details page be granted the maximum available access level.

After the API information has been specified on the Shopify Stores screen, the administrative user can verify that it is correct by clicking **Test Connection** on the screen toolbar. If the connection test is successful, the store's URL, default currency, supported currencies, and time zone are populated automatically in the Store Properties section.

In the **Store Plan** box of the Store Settings section, the user specifies the subscription plan of the Shopify store (which can be Shopify Lite, Basic Shopify, Shopify, Advanced Shopify, or Shopify Plus). The system uses this information to optimise the performance of the data synchronisation between MYOB Advanced and the Shopify store.

In the System Settings section, in the **Locale** box, the user can select the locale of MYOB Advanced to be synchronised with the Shopify store if multiple locales have been configured in MYOB Advanced and data is maintained in multiple languages.



Activating the Entities that Need to Be Synchronised

On the Entity Settings tab of the Shopify Stores screen (BC201010), shown in the screenshot below, the user selects the **Active** check box for the entities that need to be synchronised between the MYOB Advanced instance and the Shopify store. After the initial configuration has been completed, the user can configure active entities on the Entities screen (BC202000) (for example, create filters to narrow down data to be

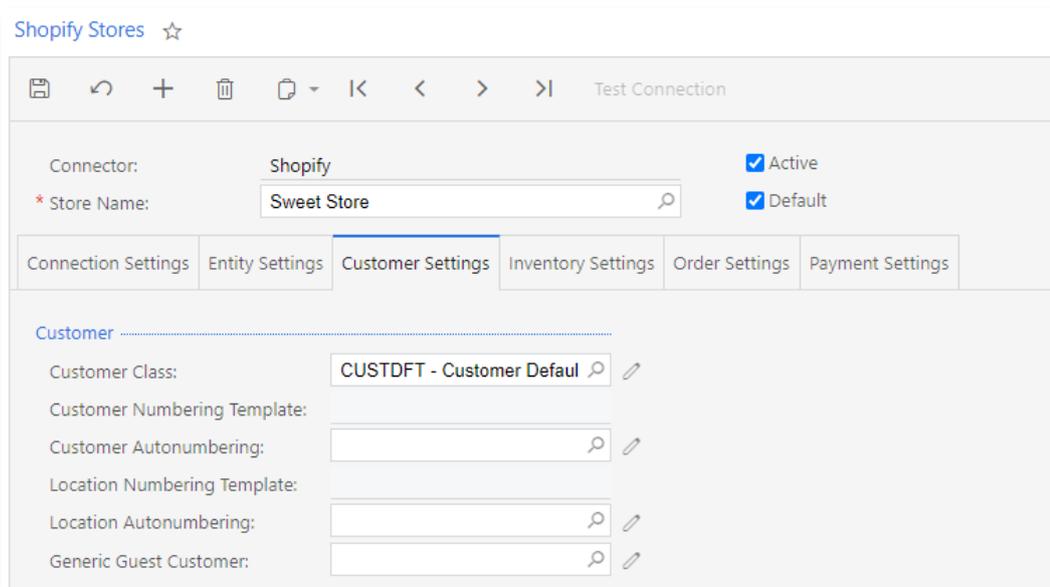
synchronised or define additional mappings of data fields between the MYOB Advanced instance and the Shopify store) and then start synchronizing them.

Additionally, for some of the entities, the user can change the predefined synchronisation settings on the Entity Settings tab of the Shopify Stores screen. For example, the user can change the **Sync Direction** or the **Primary System** (that is, the system that is used as the source of data during the synchronisation). The user can set **Real-Time Mode** for an entity to Prepare & Process to indicate that data processing should start as soon as the data to be synchronised has been pulled from both systems. This setting takes effect only if real-time synchronisation is turned on for the entity. In the **Max. Number of Failed Attempts** column, the user can change the default value (which is 5) to increase or decrease the number of times the system will attempt to synchronise data before a particular synchronisation record is excluded from synchronisation.

Active	Entity	Sync Direction	Primary System	Real-Time Import	Real-Time Export	Real-Time Mode	Max. Number of Failed Attempts
<input type="checkbox"/>	Customer	Import	External	Stopped	Stopped	Prepare	5
<input type="checkbox"/>	Customer Location	Import	External	Stopped	Stopped	Prepare	5
<input type="checkbox"/>	Stock Item	Export	Local	Not Supported	Stopped	Prepare	5
<input type="checkbox"/>	Non-Stock Item	Export	Local	Not Supported	Stopped	Prepare	5
<input type="checkbox"/>	Template Item	Export	Local	Not Supported	Stopped	Prepare	5
<input type="checkbox"/>	Product Image	Export	Local	Not Supported	Not Supported	Prepare	5
<input type="checkbox"/>	Product Availability	Export	Local	Not Supported	Stopped	Prepare	5
<input type="checkbox"/>	Sales Order	Import	External	Stopped	Stopped	Prepare	5

Defining the Customer Settings

On the Customer Settings tab of the Shopify Stores screen (BC201010), shown in the following screenshot, in the **Customer Class** box, the user specifies the customer class based on which new customers imported from the Shopify store will be created. In the **Customer Autonumbering** and **Location Autonumbering** boxes, the user selects the numbering sequences to be used for generating identifiers for imported customers and customer locations. If the company uses segmented keys that consist of multiple segments for customers and customer locations, it is necessary to also specify the numbering templates in the **Customer Numbering Template** and **Location Numbering Template** boxes and indicate which of the key segments should be auto-numbered. In the **Generic Guest Customer** box, the user specifies the customer to be inserted into orders placed in the Shopify store by non-registered shoppers and then imported to MYOB Advanced. The customer specified in this box is excluded from synchronisation; the corresponding synchronisation record is assigned the Invalid status and can be viewed on the Sync History screen (BC301000).



Defining the Inventory Settings

On the Inventory Settings tab of the Shopify Stores screen (BC201010)—see the screenshot below—the user specifies the default availability settings for stock and non-stock items exported to the Shopify store. In the **Default Availability** box, the user indicates whether each exported item should be available for purchasing and whether the available quantities should be tracked by selecting one of the following options:

- **Available - Track Qty:** The item is available for purchase in the online store, and its quantity is tracked.
- **Available - Don't Track Qty:** The item is available for purchase in the online store, and its quantity is not tracked.
- **Pre-Order:** Pre-order functionality is currently not supported in Shopify. If this option is selected, the item is available for purchase in the online store, and its quantity is not tracked.
- **Disabled:** The item cannot be purchased in the store.

In the **When Qty Unavailable** box, the user selects the action that the system should perform on an item with a tracked quantity if after the synchronisation with MYOB Advanced, the item's available quantity is zero. The following options are available:

- **Do Nothing:** The system will perform no action on the item.
- **Set as Pre-Order:** Pre-order functionality is currently not supported in Shopify. If this option is selected, the system will make the item unavailable for purchase.
- **Set as Disabled:** The system will make the item unavailable for purchase.

In the **Availability Mode** box, the user selects the quantity type—On Hand, Available, or Available for Shipping—to be used for availability calculations.

In the **Warehouse Mode** box, the user specifies whether all or only specific warehouses should be used to calculate quantities by selecting the “All” or “Specific” option, respectively. If the Specific option is selected, the warehouses must be specified in the table. The user can define the sources of item quantities at a more granular level by specifying particular warehouse locations. If a location is specified for a warehouse, only this specific location of the selected warehouse is used for quantity calculations. If a specific location ID is not selected, the item's available quantity in the online store is calculated based on the quantity in the whole warehouse.

Note: The functionality of multiple warehouses and multiple warehouse locations are supported if the Multiple Warehouses and Multiple Warehouse Locations features, respectively, are enabled on the Enable/Disable Features screen (CS100000).

In the **Sales Category Export** box, the user can optionally specify whether the sales categories the exported items are assigned to should be synchronised with product tags in the Shopify store. If the user selects the “Sync Sales Categories to Product Tags” option, during the synchronisation of stock, non-stock, and template items, these items will be added to the Shopify store’s collections based on product tags (if any collections have been created) based on the sales categories assigned to these items in MYOB Advanced. If the user selects the “Do Nothing” option, the sales categories assigned to items will not be synchronised with the Shopify store.

Shopify Stores ☆

Connector: Shopify Active

* Store Name: Sweet Store Default

Connection Settings Entity Settings Customer Settings **Inventory Settings** Order Settings Payment Settings

Inventory Settings

Sales Category Export: Sync Sales Categories to Product Tags

Default Availability: Available - Don't Track Qty

When Qty Unavailable: Do Nothing

Availability Mode: Available for Shipping

Warehouse Mode: Specific

* Warehouse	Location ID
> MAIN	SHIPPING

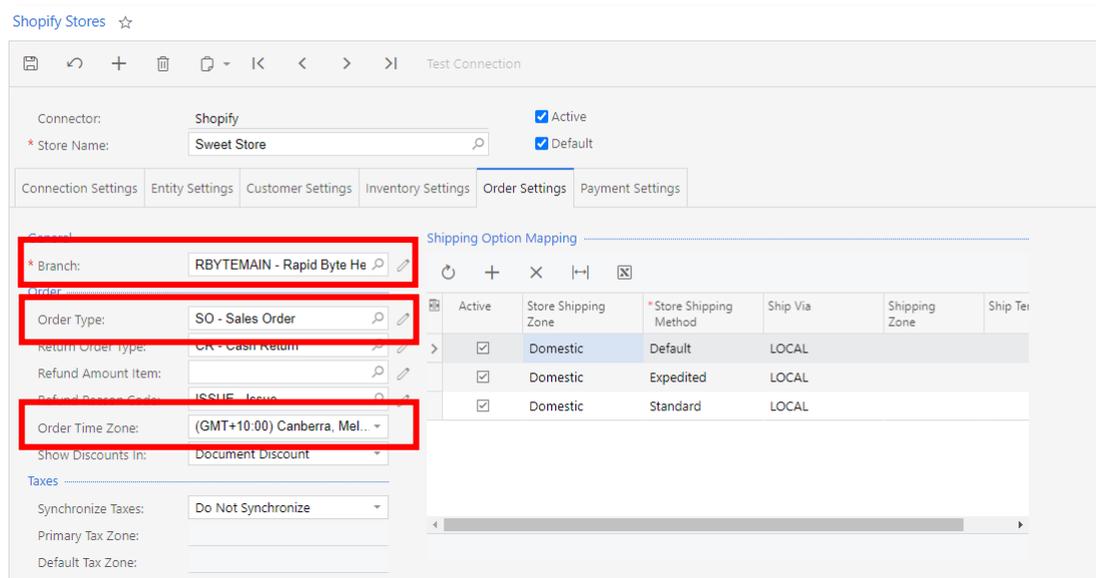
Defining the Order Settings

On the Order Settings tab of the Shopify Stores screen (BC201010), the user specifies the default settings for sales orders synchronised between MYOB Advanced and the Shopify store.

In the **Branch** box of the General section, the user selects the branch to be inserted as the default in all sales orders imported from the Shopify store.

The **Order Type** box of the Order section is used to select the order type that will be assigned to sales orders imported from the Shopify store. The user can create unique order types for each store to limit the volume of data to be synchronised and to easily identify sales orders imported from a particular store or e-commerce platform.

In the **Order Time Zone** box of the Order section, the user selects the time zone the system will use for sales orders imported from the Shopify store when they are created in MYOB Advanced. The order time zone is needed to determine the correct date and time of the order if MYOB Advanced and the Shopify store are located in different time zones.



Defining Settings for Refunds

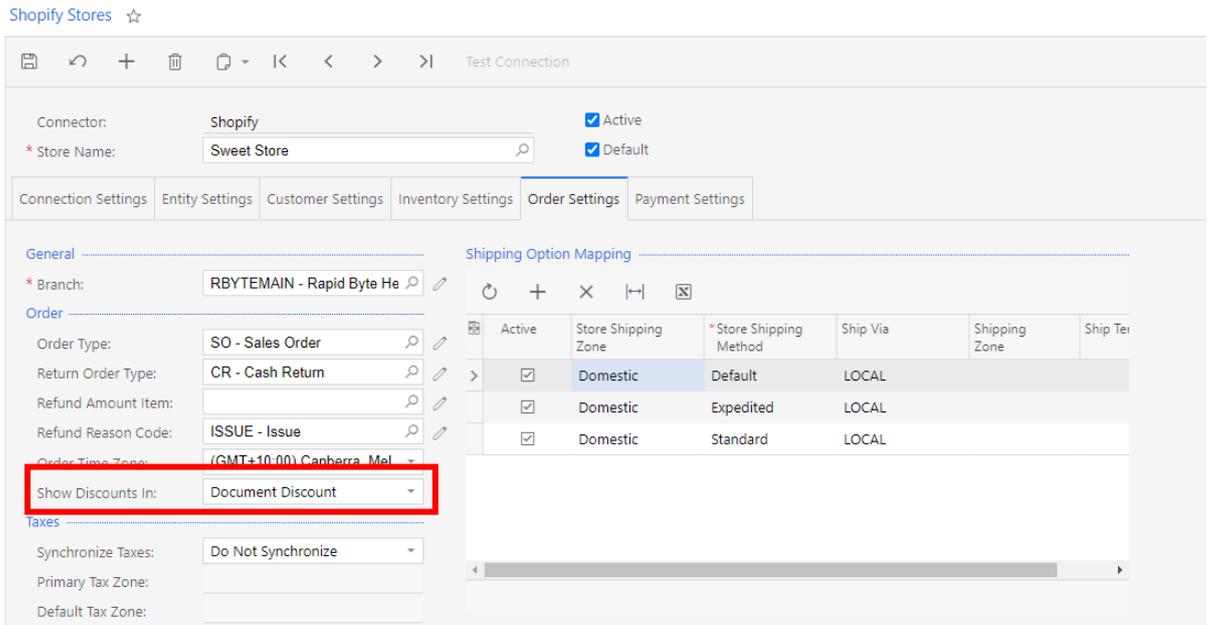
On the Order Settings tab (Order section) of the Shopify Stores screen (BC201010), in the **Return Order Type**, **Refund Amount Item**, and **Refund Reason Code** boxes, the user selects the order type to be assigned to return orders, the non-stock item that will be used to represent the refunded amount in the original sales order or return order, and the reason code to be included in the line with the returned item or with the refund amount item. For more information about importing refunds from the Shopify store, see “Importing Refunds from Shopify” on page 114.

Defining Settings for Discounts

In the **Show Discounts In** field of the Order tab of the Shopify Stores screen (BC201010), shown in the following screenshot, the user selects the level on which discounts are displayed in imported sales orders. The following options are available:

- **Line Discount:** Discounts applied to the order are distributed between the sales order lines and appear in the Discount Amount column on the Document Details tab of the Sales Orders screen (SO301000).
- **Document Discount:** Discounts applied to the order are aggregated and displayed on the Discount Details tab of Sales Orders screen.

Note: For discounts to be imported correctly, the Customer Discounts feature must be enabled on the Enable/Disable Features screen (CS100000).



Defining Settings for Taxes

In the Taxes section of the Order tab of the Shopify Stores screen (BC201010), in the Synchronise Taxes box, the user selects a tax synchronisation option, which indicates if taxes should be imported from the external system as follows:

- If the user selects Do Not Synchronise, taxes are not synchronised between the systems.
- If the user selects Synchronise Manually or Synchronise Automatically, the system synchronises taxes during the synchronisation of entities. In this case, the following boxes become available:
 - **Primary Tax Zone:** In this box, the administrative user can select the tax zone that will be assigned to each sales order imported to MYOB Advanced, regardless of whether any other tax zone has been identified during the import of the order.
 - **Default Tax Zone:** In this box, the administrative user can select the tax zone that will be assigned to a sales order imported to MYOB Advanced if no other tax zone has been identified during the import of the order. This box is not available for editing if a tax zone has been selected in the **Primary Tax Zone** box.

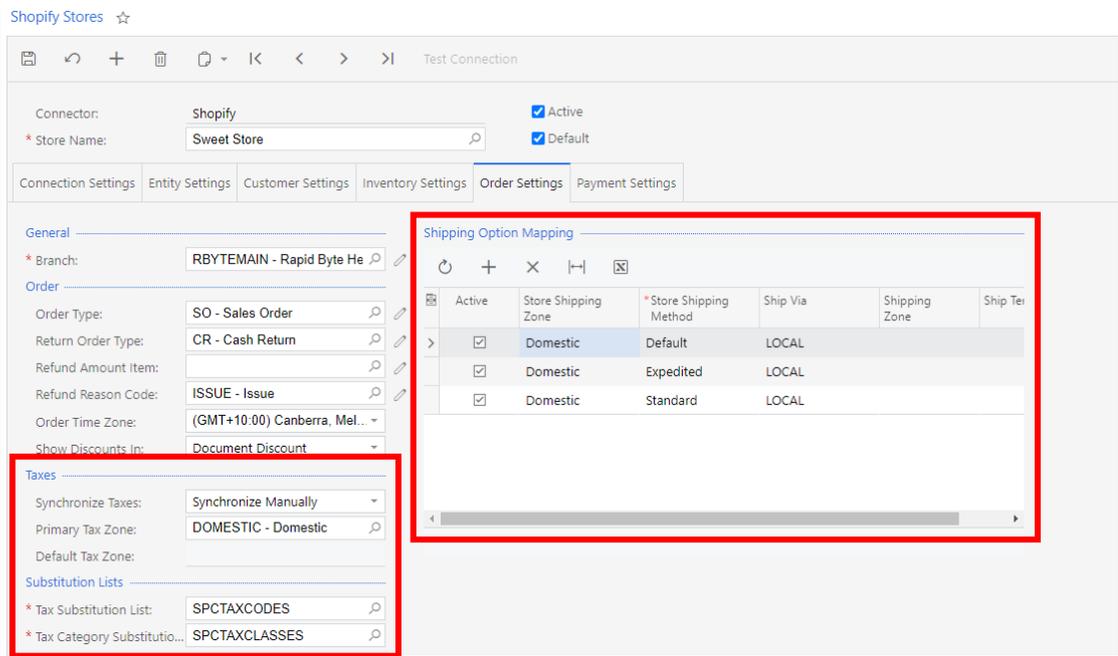
For the automatic synchronisation of taxes, the following steps must be performed: The External Tax Calculation Integration feature must be enabled on the Enable/Disable Features screen (CS100000), the integration with the external tax provider that is used in the Shopify store must be set up in MYOB Advanced by using the same account, and the tax zone configured for the external tax provider must be selected in the **Primary Tax Zone** box.

For manual tax synchronisation, the user needs to define the applicable taxes in the Shopify store and then define the same taxes in MYOB Advanced; if different names for tax codes and categories are used in the two systems, the user needs to map them in the relevant substitution lists.

In the Substitution Lists section, the administrative user can change the substitution lists to be used for mapping tax identifiers and tax categories defined in MYOB Advanced and the Shopify store. The **Tax Substitution List** box is used for mapping tax IDs between the two systems, and the **Tax Category Substitution List** box is used for mapping tax

categories. If during the import of a sales order, the system cannot find the tax ID or tax category specified in the order, it will check to see if there is a mapping defined for the tax ID or tax category in these substitution lists.

In the Shipping Zone Mapping section, the user maps the shipping options configured in the store with ship via codes (and optionally with shipping zones, shipping terms, or both) configured in MYOB Advanced.



Defining the Payment Settings

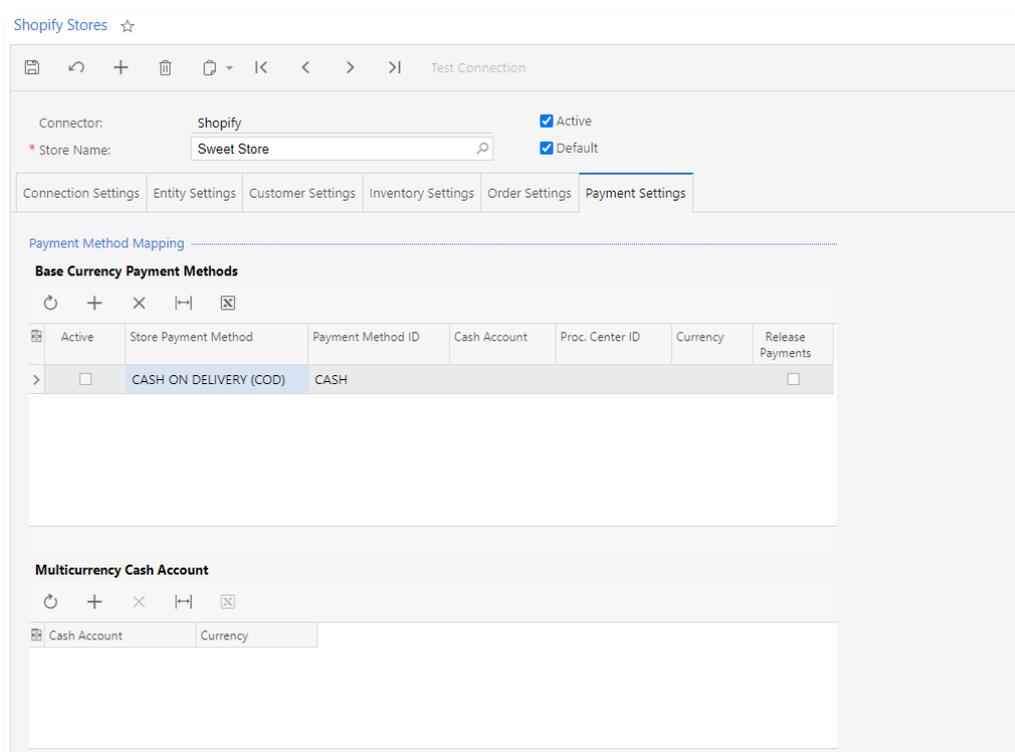
On the Payment Settings tab of the Shopify Stores screen (BC201010), the user maps the payment options configured in the Shopify store to the payment methods configured in MYOB Advanced. To do so, for each payment method defined in the store (shown in the **Store Payment Method** column), in the **Base Currency Payment Methods** table, the user specifies the following:

- **Payment Method ID**, which is the identifier of the payment method defined in MYOB Advanced.
- **Cash Account**, which is the cash account associated with the selected payment method ID. The user can select cash accounts only in the base currency.

For each mapped payment method, the user can select the following check boxes:

- **Active**—to indicate that payments made with this payment method should be imported to MYOB Advanced
- **Release Payments**—to indicate that these payments should be released immediately after import. During the import of a sales order or payment, if the corresponding store payment method is not found in the table, the system adds it to the table and displays an error message prompting the user to map the new payment method to a payment method defined in MYOB Advanced.

If the “Multi-Currency Accounting” feature is enabled on the Enable/Disable Features screen (CS100000) and you accept payments in the Shopify store in more than one currency, the administrative user should specify the cash accounts for payments in the additional (non-base) currencies in the Multicurrency Cash Account table.



Data Synchronisation

Once the connection between MYOB Advanced and the Shopify store has been established and the initial configuration has been performed, the user can perform additional configuration of active entities and start synchronizing data.

All of the following work the same way for all supported e-commerce platforms:

- The data synchronisation algorithm
- The configuration of entities for synchronisation (such as configuring filters to define which entity data needs to be synchronised, and defining additional mapping of fields)
- The scheduling of synchronisation and enabling of real-time synchronisation for an entity

Synchronisation Features

The integration with Shopify, which is natively supported by MYOB Advanced 2020.6, provides users with the ability to synchronise data related to customers, products, sales orders, payments, and shipments. The synchronisation features for each of these categories are listed in the following table.

Data Category	Synchronisation Features
Customers and customer addresses	<ul style="list-style-type: none">• Customers and customer addresses (locations) are synchronised as part of the synchronisation of the Customer entity. The Customer Location entity inherits the synchronisation settings defined for the Customer entity.• Customers and customer addresses can be exported from the Shopify store to MYOB Advanced, exported from MYOB Advanced to the Shopify store, or synchronised in both directions. The direction of the synchronisation can be changed on Entities tab of the Shopify Stores screen (BC201010) or on the Entities screen (BC202000).• The customer account that has been selected in the Generic Guest Customer box on the Customer Settings tab of the Shopify Stores screen is excluded from synchronisation and is not exported to the Shopify store.
Products	<ul style="list-style-type: none">• Stock items, non-stock items, and template items are synchronised when the Stock Item, Non-Stock Item, or Template Item entity, respectively, is synchronised with the Shopify store. Template items are supported if the Matrix Items feature is enabled on the Enable/Disable Features screen (CS100000).• For stock items, non-stock items, and template items, only export from MYOB Advanced to the Shopify store is supported.• For stock items and template items, product availability (that is, the available quantities) can be exported to the Shopify store. The user can specify whether the quantities of the exported items should be tracked, and if they should, which quantities and warehouses in MYOB Advanced should be used in quantity calculations. Available quantities are exported to the Shopify store as part of the synchronisation of the Product Availability entity.• For product images, only export from MYOB Advanced to the Shopify store is supported. Product images uploaded on the Non-Stock Items (IN202000), Stock Items (IN202500), and Template Items (IN203000) screens are exported as part of the synchronisation of the Product Images entity. As part of the synchronisation of the Non-Stock Item, Stock Item, and Template Item entities, product images whose links have been added to the Media URLs table on the eCommerce tab of the Non-Stock Items, Stock Items, or Template Items screen, respectively, are exported to the Shopify store. <p>Note: For a template item, only one image can be exported to the Shopify store. If multiple images are found in MYOB Advanced, only the default image is exported.</p>

Data Category	Synchronisation Features
Sales orders	<ul style="list-style-type: none"> • Sales orders are synchronised as part of the synchronisation of the Sales Order entity. • Sales orders can be only imported from the Shopify store to MYOB Advanced. • For each Shopify store integrated with MYOB Advanced, on the Order Settings tab of the Shopify Stores screen, the administrative user configures an order type based on which orders imported from the Shopify store are to be created in the system. • During the synchronisation of orders, the information imported to MYOB Advanced includes the following: <ul style="list-style-type: none"> ○ Order summary and totals ○ Order details ○ Shipping and billing details ○ Information about applied discounts ○ Tax details ○ Payment information
Shipments	<ul style="list-style-type: none"> • Shipments are synchronised as part of the synchronisation of the Shipment entity. • Shipments can be only exported from MYOB Advanced to the Shopify store. • When a shipment is synchronised, the information exported to the Shopify store includes the following: <ul style="list-style-type: none"> ○ Shipping status ○ Carrier ○ Item details ○ Tracking numbers • For each box in the shipment, a separate fulfilment is created in the Shopify store.
Payments	<ul style="list-style-type: none"> • Payments are synchronised either automatically with sales orders or as part of the synchronisation of the Payment entity. • Payments can only be imported from the Shopify store to MYOB Advanced. • The administrative user maps payment methods from the Shopify store to payment methods from MYOB Advanced, selects payment methods for which payments should be imported to MYOB Advanced, and indicates whether the imported payments should be immediately released.

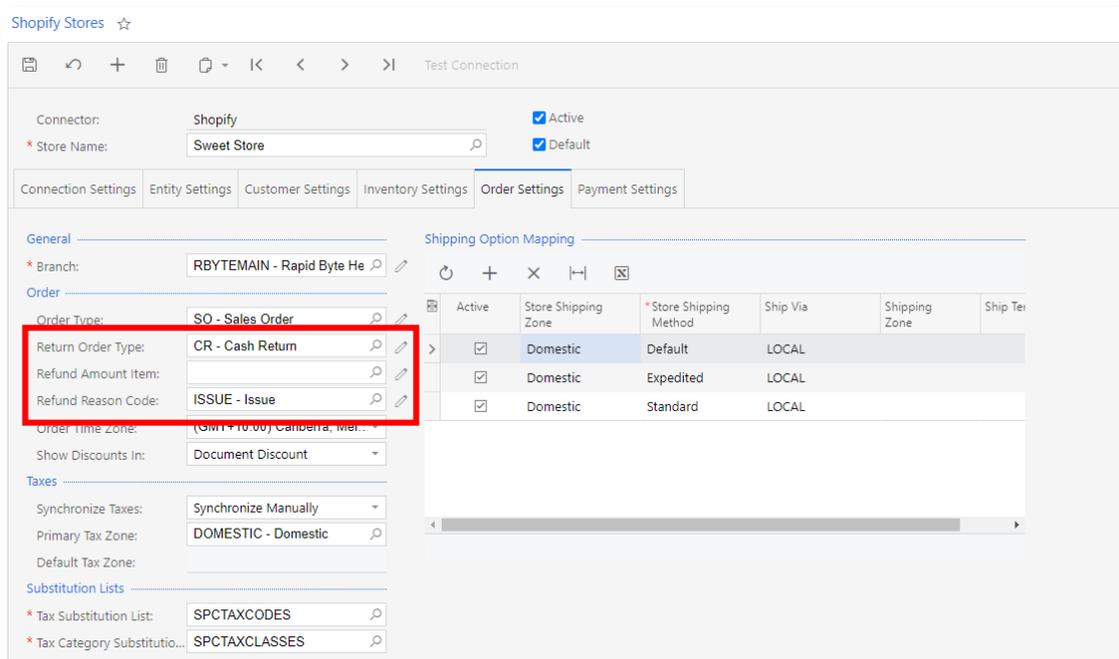
Importing Refunds from Shopify

The Shopify Connector, which has become available in MYOB Advanced 2020.6, supports the import of customer refunds that have been processed in the Shopify store.

Configuring the Import of Refunds in MYOB Advanced

To configure the import of refunds from the Shopify store to MYOB Advanced, the user needs to perform the following general steps:

1. On the Entity Settings tab of the Shopify Stores screen (BC201010), activate the Refunds entity.
2. On the Order Settings tab, specify settings in the following boxes:
 - **Return Order Type:** The order type, which has been created on the Order Types screen (SO201000), that is assigned to return orders imported from the Shopify store. In this box, only order types based on the CR (Cash Return) order type template can be selected.
 - **Refund Amount Item:** The non-stock item, which has been created on the Non-Stock Items screen (IN202000), that is used to represent imported refund amounts in sales orders and in return orders. The non-stock item selected in this box is excluded from synchronisation and is not exported when the Non-Stock Item entity is synchronised. The non-stock item representing refund amounts should be exempt from taxes.
 - **Refund Reason Code:** The reason code, which has been created on the Reason Codes screen (CS211000), to be inserted in return orders for refunds imported from the Shopify store. In this box, only reason codes of the Issue usage type can be selected.



Importing Refunds

Refunds are imported from the Shopify store to MYOB Advanced as part of the synchronisation of the Refunds entity, which can be synchronised only in the Import direction. During the preparation of refund data for synchronisation, the system creates one synchronisation record for all refunds that have been issued for a single sales order in the Shopify store.

For a refund to be imported successfully, all of the following conditions must be met:

- The original sales order has been synchronised.
- The original sales order must be either not shipped or shipped in full. If the sales order has been shipped partially, the refund will not be imported.
- The original payment to which the refund pertains has been imported and released.

Refunds Without Returns

A refund without any returned item is a refund that does not involve the return of a product. A refund of this type may be issued, for example, if a customer has not received the ordered items or has been charged more than expected.

During the import of refunds on order amounts, if the original sales order has the Open or On Hold status, the following actions occur:

- On the Payments and Applications screen (AR302000), the system creates a payment of the Customer Refund type in the refunded amount and applies it to the original payment.
- In the original sales order, on the Document Details tab of the Sales Orders screen, the system inserts a line for the non-stock item that was specified in the **Refund Amount Item** box on the Order Settings tab of the Shopify Stores screen (BC201010). In the **Unit Price** and **Ext. Price** columns, the system inserts the reversed refund amount (that is, the amount with the minus sign). In the **Reason Code** column, the system inserts the reason code that was specified on the Order Settings tab of the Shopify Stores screen.

If the original sales order has the Completed status, the following actions are performed:

- On the Sales Orders screen, the system creates a return order of the type selected in the **Return Order Type** box on the Order Settings tab of the Shopify Stores screen. In the **External Reference** box of the Summary area, the system inserts the identifier of the refund in the Shopify store.
- In the return order, on the Document Details tab, the system inserts a line with the non-stock item that was specified in the **Refund Amount Item** box on the Order Settings tab of the Shopify Stores screen. In the **Unit Price** and **Ext. Price** columns, the system inserts the refund amount (with the plus sign). In the **Reason Code** column, the system inserts the reason code that was specified on the Order Settings tab of the Shopify Stores screen.

If the original sales order has a status other than Open, On Hold or Completed, the system displays an error message saying that the refund cannot be applied.

Refunds for Item Returns

A refund for the returned item is a refund that involves the return of a product. A refund of this type may be issued if, for example, a customer wants to amend the order to decrease the quantity of a purchased item or because he or she wants to return the item whose condition or performance is unsatisfactory.

During the import of refunds on item returns, if the original sales order has the Open or On Hold status, the following actions occur:

- On the Payments and Applications screen (AR302000), the system creates a payment of the Customer Refund type in the refunded amount and applies it to the original payment.
- In the original sales order, on the Document Details tab of the Sales Orders screen, the system updates the order line or lines to decrease the item quantities. Discounts and taxes, if applied, are recalculated accordingly.

If the original sales order has the Completed status, the following actions occur:

- On the Sales Orders screen, the system creates a return order of the type that was specified in the **Return Order Type** box on the Order Settings tab of the Shopify Stores screen. In the External Reference box of the Summary area, the system inserts the identifier of the refund in the Shopify store.
- In the return order, on the Document Details tab, the system inserts a line with the applicable quantity of the returned item. In the **Reason Code** column, the system inserts the reason code that was specified on the Order Settings tab of the Shopify Stores screen.

If the original sales order has a status other than Open, On Hold, or Completed, the system displays an error message saying that the refund cannot be applied.

Combined Refunds

A combined refund is a refund that involves both the return of a product and a partial refund of the order amount.

During the import of combined refunds, if the original sales order has the Open or On Hold status, the following actions occur:

- On the Payments and Applications screen (AR302000), the system creates a payment of the Customer Refund type in the refunded amount and applies it to the original payment.
- In the original sales order, on the Document Details tab of the Sales Orders screen, the system updates the order line or lines to decrease the item quantities. Discounts and taxes, if applied, are recalculated accordingly.
- In the original sales order, on the Document Details tab, the system inserts a line for the non-stock item that was specified in the **Refund Amount Item** box on the Order Settings tab of the Shopify Stores screen (BC201010). In the **Unit Price** and **Ext. Price** columns, the system inserts the reversed refund amount (that is, the refund amount with the minus sign). In the **Reason Code** column, the system inserts the reason code that was specified on the Order Settings tab of the Shopify Stores screen.

If the original sales order has the Completed status:

- On the Sales Orders screen, the system creates a return order of the type that was specified in the **Return Order Type** box on the Order Settings tab of the Shopify Stores screen. In the **External Reference** box of the Summary area, the system inserts the identifier of the refund in the Shopify store.
- In the return order, on the Document Details tab, the system inserts a line with the applicable quantity of the returned item. In the **Reason Code** column, the system inserts the reason code that was specified on the Order Settings tab of the Shopify Stores screen.
- In the return order, on the Document Details tab, the system inserts a line with the non-stock item that was specified in the **Refund Amount Item** box on the Order Settings tab of the Shopify Stores screen. In the **Unit Price** and **Ext. Price** columns, the system inserts the refund amount (with the plus sign). In the **Reason Code** column, the system inserts the reason code that was specified on the Order Settings tab of the Shopify Stores screen.

If the original sales order has a status other than Open, On Hold, or Completed, the system displays an error message saying that the refund cannot be applied.

Notes

When a user imports refunds from the Shopify store to MYOB Advanced, the user should keep in mind the following information:

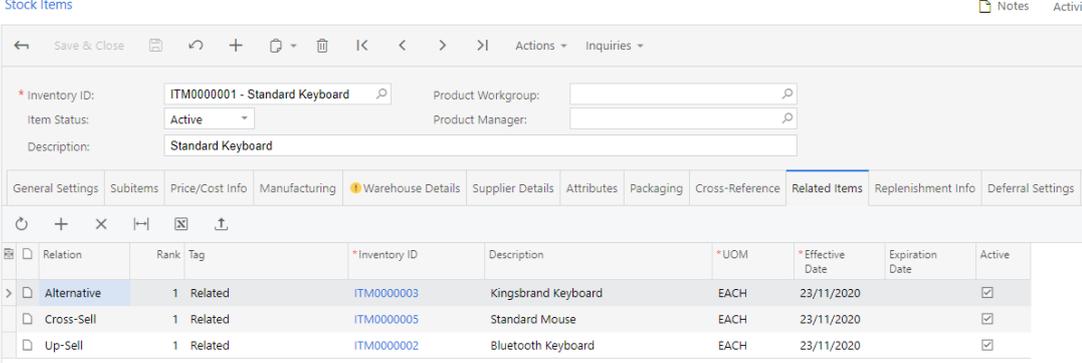
- If a refund is created for an order in the Shopify store before the sales order is synchronised, when the Sales Order entity is synchronised, the refunded or partially refunded sales order is imported with the amount that reflects the refund. In this case, no Customer Refund document is created on the Payments and Applications screen (AR302000).
- If a refund has been imported for a sales order and a Customer Refund document has been created for it on the Payments and Applications screen, a second refund for the same sales order can be imported only after the Customer Refund document is released.
- A Customer Refund document is created on the Payments and Applications screen for each refunded payment. If the original sales order had two payments (for example, if the customer redeemed a gift card for part of the order amount and paid the rest with a credit card) and then two refunds were created (one for each of these payment methods), after the Refund entity is synchronised, two Customer Refund documents are created in MYOB Advanced.

Exporting Related Items Information to BigCommerce

For each stock and non-stock item in MYOB Advanced, an organisation can maintain a list of related items that shoppers might be interested in buying in addition to or instead of the original item. These items might include items complementary to the original item (for example, a cover case or a mouse may be offered to the customer when a laptop is purchased), additional services (such as, assembly services for sold furniture), items that are purchased by other shoppers with similar buying habits, and higher-priced variants of the original item. Offering related items to customers can help the organisation increase the value of each sale and capitalise on sales to existing customers. Starting in MYOB Advanced 2020.6, the BigCommerce Connector supports the export of related items to the BigCommerce store connected to the MYOB Advanced instance.

Configuring Related Items in MYOB Advanced

A user can create or update the list of related items for a stock item on the Related Items tab of the Stock Items screen (IN202500) and for a non-stock item on the same tab of the Non-Stock Items screen (IN202000). The tab (which is shown in the following screenshot below) is displayed if the “Commerce Integration” group of features and the “BigCommerce Connector” feature are enabled on the Enable/Disable Features screen (CS100000).



The screenshot shows the 'Stock Items' screen with the 'Related Items' tab selected. The form above the table shows the following details:

- Inventory ID: ITM0000001 - Standard Keyboard
- Item Status: Active
- Description: Standard Keyboard

The table below shows the list of related items:

Relation	Rank	Tag	*Inventory ID	Description	*UOM	*Effective Date	Expiration Date	Active
Alternative	1	Related	ITM0000003	Kingsbrand Keyboard	EACH	23/11/2020		<input checked="" type="checkbox"/>
Cross-Sell	1	Related	ITM0000005	Standard Mouse	EACH	23/11/2020		<input checked="" type="checkbox"/>
Up-Sell	1	Related	ITM0000002	Bluetooth Keyboard	EACH	23/11/2020		<input checked="" type="checkbox"/>

For each related item added to the Related Items tab, the user should specify the appropriate settings in the following columns:

- **Relation:** The relation to the original item, which can be one of the following options (this list can be extended through customisation):
 - **Cross-Sell:** An additional item that can be sold along with the original item (the item selected in the Summary area of the screen)
 - **Up-Sell:** A more expensive version of the original item
 - **Related:** An item with a non-specific relation
 - **Substitute:** A substitute item (that is, an item that is the same as or similar to the original item and that can be bought instead of the original item)
 - **Alternative:** An alternative item (that is, an item that might be different from the original item but serves the same purpose as the original item)
- **Rank:** The rank of the item, which is the order in which the item in the row is displayed among the items with the same type of relation (as specified in the Relation column) on the e-commerce website.
- **Tag:** An additional characteristic of the related item. The list of options a user can select, which can be extended through customisation, includes the following:
 - **Complementary Items:** This item is among the items that are used in conjunction with the original item and that add value to the original item.
 - **Items of Interest:** This item is one of the items that might be interesting to the customer, based on the history of purchases.
 - **Other Users Bought:** This is one of the items that other users with similar buying habits usually purchase in addition to the original item.
 - **Essential Related Products:** This item is required for the original item to be used or to work properly.
 - **Services:** This item is among the services—such as support, consulting, and installation—that can be purchased with the original item.
 - **Premium:** This item is a premium version of the original item.
 - **Customisation:** This item is a modified version of the original item.
 - **Options:** This item represents one of the optional features that are available for the original item.
 - **Promotional:** This item is among the items that are currently on sale or being promoted.

- **Popular:** This is one of the items that are popular with other shoppers.
- **Seasonal:** This item is part of a seasonal promotional campaign.
- **Related:** This item has a non-specific relation to the original item.
- **Substitute:** This is a substitute item for the original item (that is, items that are the same as or similar to the original item and that can be bought instead of the original item).
- **Alternative:** This item is an alternative item for the original item (that is, different items that might be different from the original item but serve the same purpose as the original item).
- **Inventory ID:** The identifier of the related stock or non-stock item.
- **UOM:** The unit of measure of the related item.
- **Effective Date and Expiration Date:** The start date and end date, respectively, of the period when the relation is effective.
- **Active:** A check box the user selects to activate (and clears to deactivate) the original item's relation with the item in this row.

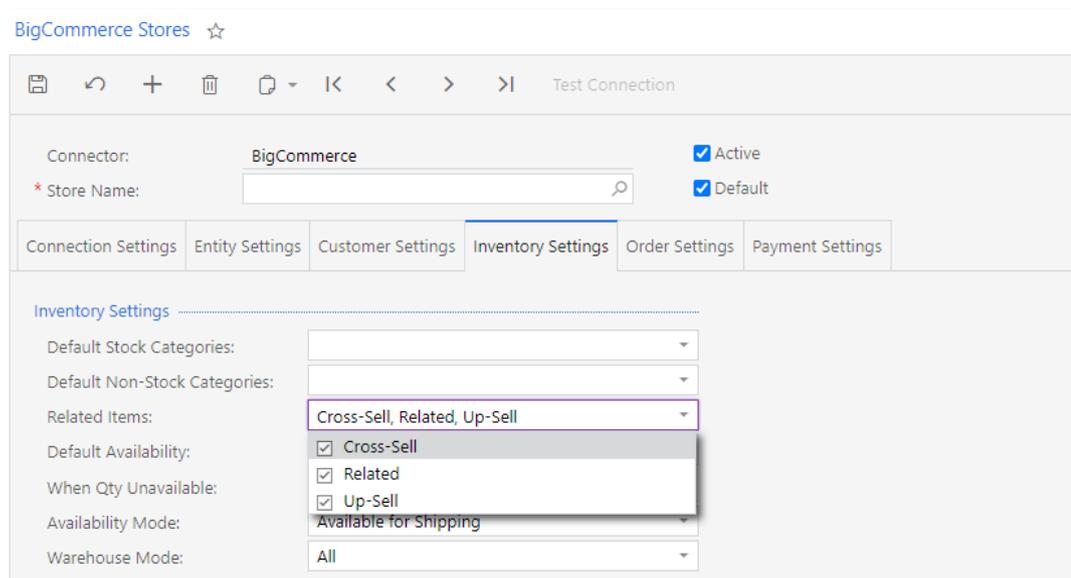
Users can export all related items displayed in the table to an Excel spreadsheet and mass-import related items in bulk from an Excel spreadsheet.

Exporting Related Items to the BigCommerce Store

If the BigCommerce Connector feature is enabled on the Enable/Disable Features screen (CS100000) and the integration between the MYOB Advanced instance and the BigCommerce store has been configured, users can export stock and non-stock items from MYOB Advanced to the BigCommerce store along with the list of related items that have been defined for each item.

During the initial configuration of a BigCommerce store, on the Inventory Settings tab of the BigCommerce Stores screen (BC201000), the administrative user can select the types of related items whose information needs to be exported to the BigCommerce store during the synchronisation of stock items and non-stock items. On the Inventory Settings tab, in the Related Items box, the user can select the check box for any or all of the following options (which are shown in the following screenshot):

- Cross-Sell
- Related
- Up-Sell



By default, none of these options is selected, and during the synchronisation of stock items and non-stock items with the BigCommerce store, information about related items is not exported to the BigCommerce store, even if the item relations have been specified in MYOB Advanced. If an option is selected in this box and any related items are specified for the original stock item or non-stock item with a relation that corresponds to the selected option, the information about the related item is exported to the BigCommerce store when the original item is exported.

Information about the related items is exported to the BigCommerce store only if all of the following conditions are met:

- The relation of the related item to the original item is Cross-Sell, Up-Sell, or Related.
- The relation of the related item to the original item is effective on the date of the synchronisation.
- The related item itself exists in (or has been exported to) the BigCommerce store.

After the original item has been exported to the BigCommerce store, all its related items are listed in the Related Products section of the product management page. When a shopper browses products on the storefront, they can see the list of related products for a particular product at the bottom of the product listing page.

Managing the Commerce Processing Queue

In MYOB Advanced 2020.6, administrators can track the status of Commerce Edition push notifications and manage the Commerce processing queue.

Commerce Edition push notifications are activated when real-time synchronisation is enabled for an entity on the Entities screen (BC202000). When an entity for which real-time synchronisation is enabled is changed in MYOB Advanced, the corresponding push notification is added to the commerce queue and then processed. The system starts processing the queue with the delay, which is 20 seconds by default, determined by the value of the CommerceRealtimeDelay key in the <appSettings> section of the web.config file. During the delay, the duplicate notifications (which might be created, for example, if the document is updated multiple times during the processing) are merged, which reduces the number of required synchronisations.

Commerce Queue Status

In the new Commerce Queue section of the System Queues Monitor screen (SM302010), which is displayed in the following screenshot, the following information about the commerce queue is displayed:

- In the **Queue Name** field, the name of the queue generated by the Microsoft Message Queuing service (MSMQ)
- In the **Status** field, the processing status of the queue, which can be OK or Invalid
- In the **Processing Performance** field, the status of the processing performance status of the queue
- In the **Messages** field, the current number of messages in the queue

Commerce Queue Management

In the Commerce Queue section of the System Queues Monitor screen (SM302010), an administrative user can perform the following operations:

- Clear the commerce queue by clicking **Clear Queue**
- Restart the services that are processing the messages in the commerce queue by clicking **Restart Dispatcher**

Commerce Queue Settings

An administrative user can specify the processing settings for the commerce queue in the Commerce Queue section of the Settings tab of the System Queues Monitor screen (SM302010).

In the **Processing Time Threshold** field, the user can specify the time period in seconds which is considered acceptable for processing a message in the queue. By default the processing time threshold is set to 30 seconds.

In the **Number of Records in Detailed Log** field, the user can specify the number of events to be logged during the processing of a transaction. By default, this value is 100.

If the processing of a message takes more time than the specified processing time threshold, the system displays an error message in the **Processing Performance** field in the Commerce Queue section in the Summary area of the screen, as shown in the following screenshot.

In addition, the **View Details** button right of the **Processing Performance** field becomes available. The user can click this button to open the Commerce Processing Log dialog box (see the following screenshot) and review the detailed log.

Other Improvements

In MYOB Advanced 2020.6, the logic of data synchronisation between MYOB Advanced and BigCommerce has been changed for the following entities:

- Customer and Customer Location
- Shipment
- Payment

The changes are described in detail in the remaining sections of this topic.

Synchronisation of Customers and Customer Locations

Starting in this release, both customers and customer locations (customer addresses) are synchronised between MYOB Advanced and BigCommerce as part of the synchronisation of the Customer entity. For this reason, the following changes have been introduced on the listed MYOB Advanced screens:

- On the Prepare Data screen (BC501000), the Customer Location entity has been removed from the table.
- On the Entities tab of the BigCommerce Stores screen (BC201000), in the row of the Customer Location entity, the following UI elements are no longer available for editing:
 - The Direction column
 - The Primary System column
 - The Sync Immediately check box

However, when a user changes any of the listed settings for the Customer entity, the same change is immediately applied to the Customer Location entity.

The activation of the Customer entity no longer requires that the Customer Location be activated. That is, now it is possible to select the **Active** check box for the Customer entity and leave it cleared for the Customer Location entity on the Entities tab of the BigCommerce Stores screen.

If the Customer Location entity is not active, customer addresses are not synchronised during the synchronisation of customers or sales orders. If during the order creation in BigCommerce, a new address is used as a shipping address or billing address, this address is imported to MYOB Advanced as part of the sales order; however, no new customer location is created for this address in MYOB Advanced.

If the Customer Location entity is active, when the Customer entity is synchronised between BigCommerce and MYOB Advanced, customer addresses are processed as follows:

- For a new customer that has been created in the BigCommerce store without an address, the default customer location (MAIN) is created for it in MYOB Advanced. The **Country** and **Ship Via** values of the MAIN customer location are inherited from the customer class specified in the Customer Class section of the Customer Settings tab of the BigCommerce Stores screen. The address lines—that is, the boxes in the Location Address section of the Customer Locations screen (AR303020)—remain empty.
- For a deleted customer, the system changes the status of the corresponding sync record for the customer and all related customer locations to Deleted on the Sync History screen (BC301000).
- For a new address that has been added in the BigCommerce store, the system checks whether in the MAIN customer location for the customer, the **Address Line 1**, **Address Line 2**, **City**, and **Postal Code** boxes are all empty, and if they are, updates the location address with the values from the address in BigCommerce. Otherwise, the system creates a new customer location, populates it with the values from BigCommerce, and copies the **Ship Via** value from the MAIN customer location.
- For an address deleted in the BigCommerce store, the system marks the corresponding customer location as inactive and changes the status of the sync record on the Sync History screen to Deleted. If the deleted address corresponds to the default (MAIN) customer location in MYOB Advanced, the system makes another customer location (if one exists) the default.

Synchronisation of Shipments

When shipments that include multiple boxes with separate tracking numbers are exported from MYOB Advanced to BigCommerce or Shopify, the system checks if the following conditions are met:

- Each item in the shipment is linked with a particular box. If an item is not assigned to any box, the system displays an error.
- Each box in the shipment contains at least one item. If a box is not assigned at least one item, the system displays an error.

During the synchronisation of shipments with Shopify or BigCommerce, for each box in the shipment, a separate shipment with a separate tracking number is created in the online store. Boxes that don't have any items assigned or are missing a tracking number are not exported to the online store.

Synchronisation of Payments

As of this release, payments imported to MYOB Advanced from BigCommerce are created with the Prepayment type on the Payments and Applications screen (AR302000).

Documentation

Improvements in the Structure of Guides

This release includes multiple improvements to the structure of the guides that make up the documentation, as described in the following sections.

Customer Relationship Management Guide

The structure of the Customer Relationship Management guide has been partly reorganized to follow the new topic structure that was introduced in previous releases. Also, the guide now includes activities that describe the creation of business accounts and the management of mass emails.

Currency Management Improvements

The structure of the Currency Management guide has been reorganized to follow the new topic structure that was introduced in previous releases.

In addition to topics with implementation activities, the guide now includes topics related to the processing of AR and AP documents, as well as GL transactions and cash entries, that use the base currency and any number of foreign currencies.

Manufacturing Edition Guide

The Manufacturing Edition guide describes the configuration of the manufacturing processes in MYOB Advanced and the performing of these processes in the system. The guide is now available to all users of MYOB Advanced out of the box.

Project Accounting Improvements

The structure of the Project Accounting guide has been reorganized. Also, implementation information has been added to the guide along with activities that cover new business processes.

Reporting Tools Guide

The Reporting Tools guide has been revamped. Information on generic inquiries, pivot tables, and dashboards has been updated. New topics have been added to the part of the guide that describes generic inquiries. Also, information about advanced filters has been added to this guide.

Improvements to Non-Stock Items in Inventory Management and Order Management

Sections about non-stock items in the Inventory Management and Order Management guides have been enhanced.

Mobile

Support for Simple Dialog Boxes

When connected to an instance of MYOB Advanced 2020.6, the MYOB Advanced mobile app can display a simple dialog box—that is, a dialog box the system opens when a user invokes an action so that the user can confirm the action.

If a simple dialog box is displayed in the desktop version of MYOB Advanced, the dialog box will also be displayed in the mobile app without a customiser needing to map the dialog box.

For a detailed description of the dialog boxes that are supported in the mobile version of MYOB Advanced 2020.6, see “Displaying a Simple Dialog Box” in the MYOB Advanced Mobile Framework Guide.

Payroll

Tax Updates

NZ companies only

Updates to Tax Codes

From April 2021, new tax rates apply to the M and ME tax codes, and two new tax codes for secondary income become available. The tax code changes are as follows:

- **M, ME, M SL and ME SL** – Annual income greater than \$180,000 is now taxed at a rate of 39%
- **SA** – New tax code for secondary income greater than \$180,000
- **SA SL** – New tax code for secondary income greater than \$180,000 with student loan

The new SA and SA SL tax codes have been added to the **Tax Code** dropdown on the Taxation tab of the Pay Details screen (MPPP2310).

Note: The new tax codes apply from 1 April 2021—while you can apply them to an employee before this date, you will not be able to save that employee’s Standard Pay, unless you update the MYOB Advanced business date to 1 April 2021 or later. Similarly, if a pay run dated prior to 1 April 2021 contains employees with the new tax codes, this will cause an error unless the MYOB Advanced business date is updated.

Student Loan Thresholds

This release updates the student loan thresholds for the 2021–2022 financial year. The new thresholds are:

Period	Value
Annual	\$20,280
Monthly	\$1,690
4-weekly	\$1,560
Fortnightly	\$780
Weekly	\$390

ACC Rates and Thresholds

The ACC Earner Levy rates and threshold have not been changed for the 2021–2022 financial year; however, the earner levy calculated on secondary earnings is now capped at the existing annual threshold of \$130,911, where previously the earner levy was paid on every dollar of secondary income.

ESCT Thresholds

This release updates the ESCT thresholds for the 2021–2022 financial year, adding a new top rate of 39%. The thresholds are now:

Threshold amount	Tax rate
\$1 - \$16,800	10.5%
\$16,801 - \$57,600	17.5%
\$57,601 - \$84,000	30%
\$84,001 - \$216,000	33%
\$216,001 upwards	39%

The new 39% rate is available from the **ESCT Rate** dropdown on the Taxation tab of the Pay Details screen (MPPP2310).

Important: Updating Employee Records

The new SA and SA SL tax codes and the new 39% ESCT rate apply from 1 April 2021—while you can select them on the Pay Details screen for an employee before this date, you will not be able to save that employee's Standard Pay, unless you update the MYOB Advanced business date to 1 April 2021 or later.

Similarly, if a pay run with a Physical Pay Date prior to 1 April 2021 contains employees with the new codes and/or rate, this will cause an error unless the MYOB Advanced business date is updated.

Payday Filing Updates

NZ companies only

This release updates MYOB Advanced People to produce files for payday filing in the new v2021 format. This includes the EI Return file and the Employee Details (ED) file.

The Employee Details file now includes KiwiSaver information for employees. Because KiwiSaver information is now included in the ED file, you no longer need to produce and send the KiwiSaver Employment Details (KED) file. You can still produce a KED file from MYOB Advanced and send it to the IRD for now, but the KED file will not be accepted from 1 April 2021.

Note: Because the screens that display the EI and ED files have been changed (see page 128), you should make that there are no unexported EI batches in the system before the upgrade to 2020.5.3, as after the upgrade you will not be able to make further changes to them.

A new KiwiSaver tab has been added to the Pay Details screen (MPPP2310) to capture the additional KiwiSaver information:

Date of Change	KiwiSaver Eligibility	KiwiSaver Status	Opted out of KiwiSaver	Date Opted out	Late Opt-out Reason	Other Description	Income Exempt from KiwiSaver
7/03/2016	New Employee	Existing KS member	<input type="checkbox"/>				

Any time an employee's KiwiSaver details change, add a new line to the table on this screen, so that the change is included in the next ED file. You do not need to add lines for your existing employees immediately after upgrading to this release—only as and when their KiwiSaver details change.

Note: See the "Payday Filing" white paper on the MYOB Advanced Education Centre for details of all scenarios that require a change to an employee's KiwiSaver tab.

Employee KiwiSaver Status

The **KiwiSaver Eligibility** column on the KiwiSaver tab records employees' current eligibility for KiwiSaver. Choose from:

- **New Employee** – the employee is new to the company.
- **Existing employee opt in** – an existing employee has chosen to opt in to KiwiSaver, e.g.
 - an employee turning 18 after their employment start date
 - an employee who was 65 or older as at their employment start date
 - an employee who started before 2 July 2007 and had not previously joined KiwiSaver
- **Existing employee auto enrol** – only to be used for casual employees that have been employed for more than 28 days.

The **KiwiSaver Status** column displays a new employee's current KiwiSaver status. This column is only editable if **KiwiSaver Eligibility** is set to "New Employee". Choose from:

- AE auto enrol
- AK existing KS member
- OK opting in
- NK not eligible
- CT casual/temp

Note: See the "Payday Filing" white paper on the MYOB Advanced Education Centre for details of which settings you should select when adding a line.

KiwiSaver Opt Out Codes

The KiwiSaver information included in payday filing has been expanded to include information on employees who opt out of KiwiSaver after the normal opt out period. Employees can opt out of KiwiSaver between the ends of the second and eighth weeks of their employment (i.e. between days 14 and 56)—see ["Opting out of KiwiSaver" on the IRD website](#) for more information.

To opt out after the end of this period, a reason for the late opt out must be accepted by the IRD Commissioner before the opt out is effected.

On the employee's KiwiSaver tab, add a new line for the opt out, tick the box in the **Opted out of KiwiSaver** column, enter the **Date Opted out**, then choose from one of the following reasons from the dropdown in the **Late opt out reason** column:

- Employer didn't provide a KiwiSaver information pack within seven days of starting employment
- Inland Revenue didn't send an investment statement upon allocation to a default scheme
- Employer didn't send an investment statement for the employer's chosen scheme
- Events outside of control meant that the opt-out application was unable to be submitted within the eight week time limit.
- Employee did not meet the criteria to join KiwiSaver
- Employee was incorrectly enrolled under the age of 18
- Other explanation

KiwiSaver Exempt Income

If a new employee's pay includes any income that is exempt from KiwiSaver, select an option for the **Income Exempt from KiwiSaver** column. This column is only editable if **KiwiSaver Eligibility** is set to "New Employee". If more than one reason applies, select the reason that accounts for the greater part of the employee's pay. Choose from:

- Board-lodging
- Taxable allowances for accommodation
- Voluntary Bonding Scheme
- Retiring allowance
- Overpayment of employer's super cash contribution
- Honoraria payments

IRD Update Date

If an IRD number and tax code are entered for an employee who previously had no IRD number and a tax code of "ND", this must now be reported in the Employee Details file.

If an employee's taxation details change in this way, the date when the new IRD number and tax code were entered is recoded the new **IRD Update Date** field on the Taxation tab of the Pay Details window (MPPP2310).

Interface Updates

The Employment Info Return (MPPP5024) and Employee Details Return (MPPP5025) screens have been updated to show the new information that is now included in payday filing returns.

The Employment Info Return screen now shows separate SLCIR and SLBOR amounts in the Totals section and in the main table:

The screenshot shows the 'Employment Info Return' interface. At the top, there are navigation options: Notes, Files (1), Notifications, Customisation, and Tools. Below this is a summary section for 'Employment Information Return Batch Details' with fields for E.I. batch number (EIMS01501), Created Date (4/03/2021 12:55 p.m.), Approved Date (4/03/2021 12:55 p.m.), Exported Date (4/03/2021 12:55 p.m.), Batch Status (Exported), Created By (Adara, Luke), Approved By (Adara, Luke), Exported By (Adara, Luke), Physical Pay Day (31/12/2020), Pay Period Start (1/12/2020), Pay Period End (31/12/2020), and Auto Approved (No).

Below the summary is a 'Totals' section with the following data:

Gross Earnings:	25,596.15	Child Support Deductions:	0.00	ESCT Deductions:	0.00	SLCIR deductions:	20.00
Earnings not liable for ACC earners' levy:	0.00	Student Loan Deductions:	925.88	Net KiwiSaver Employer Contributions:	0.00	SLBOR deductions:	110.00
PAYE:	6,651.01	KiwiSaver Deductions:	0.00	Tax Credits for Payroll Donations:	0.00		

The main table below has the following columns: Branch, IRD Number, Tax Code, Employment Start Date, Employment Finish Date, Gross Earnings, Earnings not liable for ACC earners' levy, PAYE, Child Support Deductions, Variation Code, SLCIR deductions, SLBOR deductions, Standard Student Loan Deductions, KiwiSaver Deductions, ESCT Deductions, and Net KiwiSaver Emp Contributions. The table contains 7 rows of employee data.

The Employee Details Return now shows KiwiSaver information in the main table, including columns for KiwiSaver Eligibility, KiwiSaver Status, and KiwiSaver opt-out details:

The screenshot shows the 'Employee Details Return' interface. At the top, there are navigation options: Notes, Files (1), Notifications, Customisation, and Tools. Below this is a summary section for 'Employee Details Return' with fields for Created date (4/03/2021 1:19 p.m.), Exported date (4/03/2021 1:19 p.m.), Return start date (1/12/2020), Batch number (NDE01122020-2432021), Return end date (24/03/2021), Created by (Adara, Luke), Exported by (Adara, Luke), and Batch status (Exported).

The main table below has the following columns: Last Name, First name(s), Middle name, Title, IRD number, Branch, Tax code, Date of birth, Start date, End Date, Date of Change, IRD Update Date, and KiwiSaver Eligibility. The table contains 4 rows of employee data.

Termination on Annual Leave End Date

New Zealand only

Advanced People now supports the scenario when a terminated employee's end date coincides with their Annual Leave year end date. The entitlement rollover function now runs in a pay where day one of the new Annual Leave entitlement period falls; if the employee is not included that pay period, the rollover function occurs in the employee's next pay.

An employee is deemed to have completed their Annual Leave twelve months' continuous service if their employment end date coincides with both the employee's Annual Leave year end date and their final pay/termination pay period end date. A date

exception rule is therefore required to make the rollover function happen one day early for this explicit scenario.

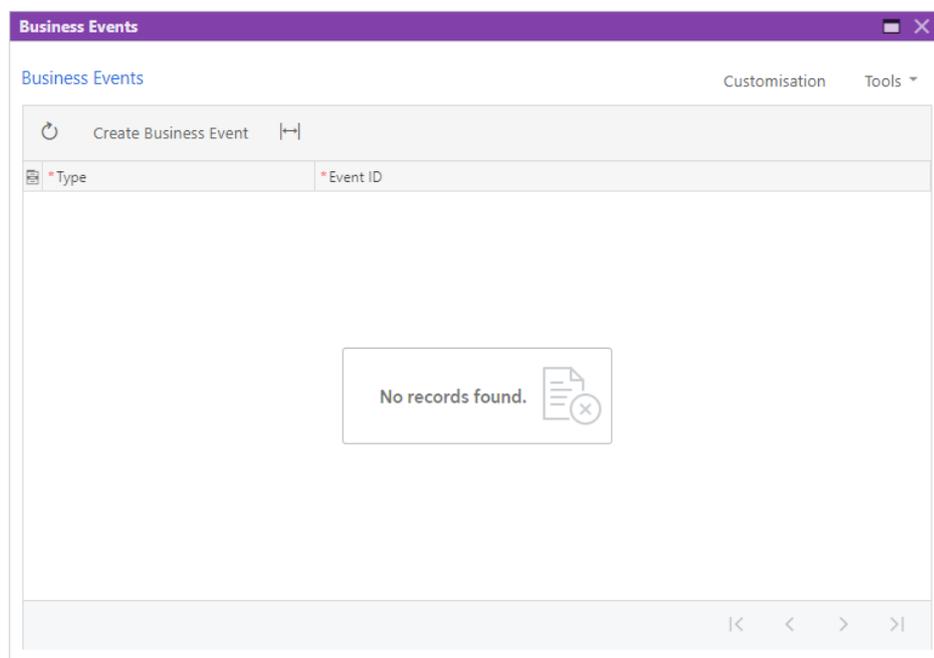
Platform

Change Notification Replacement

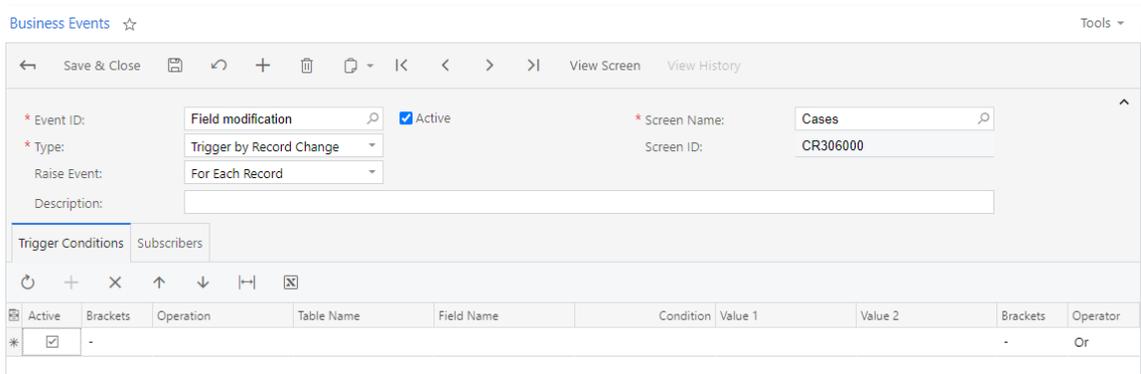
In MYOB Advanced 2020.6, business events have replaced notifications about changes on data entry screens. A user can view and create events in the Business Events dialog box for the data entry screens for which change notification functionality was previously available, for example, Invoices and Memos (AR301000), Customers (AR303000), and Sales Orders (SO301000). The created business events act as notifications for the events on the screens.

Business Events

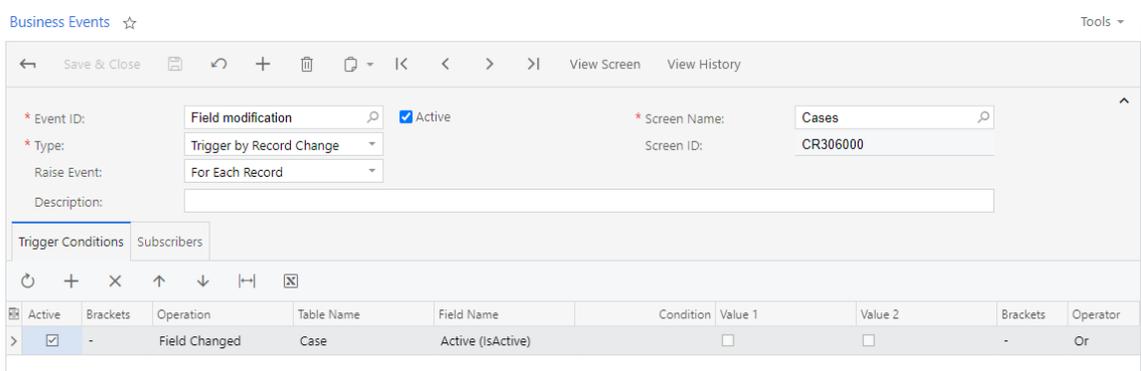
To create business events for a data entry screen, the user opens the screen and clicks **Business Events** on the screen title bar. This opens the Business Events dialog box (with the list of events configured for the form), which is initially empty.



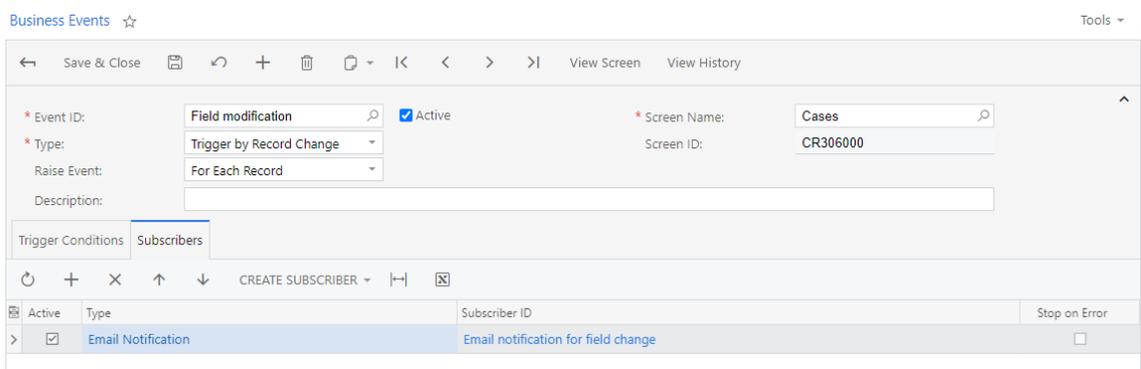
In the Business Events dialog box, the user clicks **Create Business Event**, enters the name for the event in the dialog box that opens, and clicks **OK**. The system closes the dialog box and opens the Business Events screen (SM302050), with the data entry screen selected in the **Screen Name** box, so that the user can enter the settings of the business event, as shown in the following screenshot.



On the Trigger Conditions tab of the screen (see the following screenshot), the user specifies the conditions that trigger the event.



On the Subscribers tab (see the following screenshot), the user adds existing or creates new subscribers to the event (using the **Create Subscriber** action on the table toolbar). A user can also click the identifier of any notification on this tab to view the settings of the notification on this screen.



The following types of subscribers are supported.

- Email Notification

For notification templates used as subscriber of the Email Notification type, on the Attached Reports tab of the Notification Templates screen, the user can attach reports available under the **Reports** action on the screen toolbar of the data-entry screen specified in the **Screen Name** of the Business Events screen.

Business Events and Automatic Notifications

In previous releases, users may have created automatic notifications by using the Automation Notifications screen (SM205040). These notifications are automatically converted to business events during the upgrade to MYOB Advanced 2020.6.

However, if a notification has conditions with specific values specified on the Conditions tab of the Automation Notifications screen (for example, a specific customer ID), during the upgrade, these conditions are not converted to conditions of the corresponding business event. For these business events, the user should manually add the conditions on the Trigger Conditions tab of the Business Events screen (SM302050) after the upgrade.

Note: If the user encounters problems after the upgrade to the new version, they can revert to use of automatic notifications by publishing a customisation project.

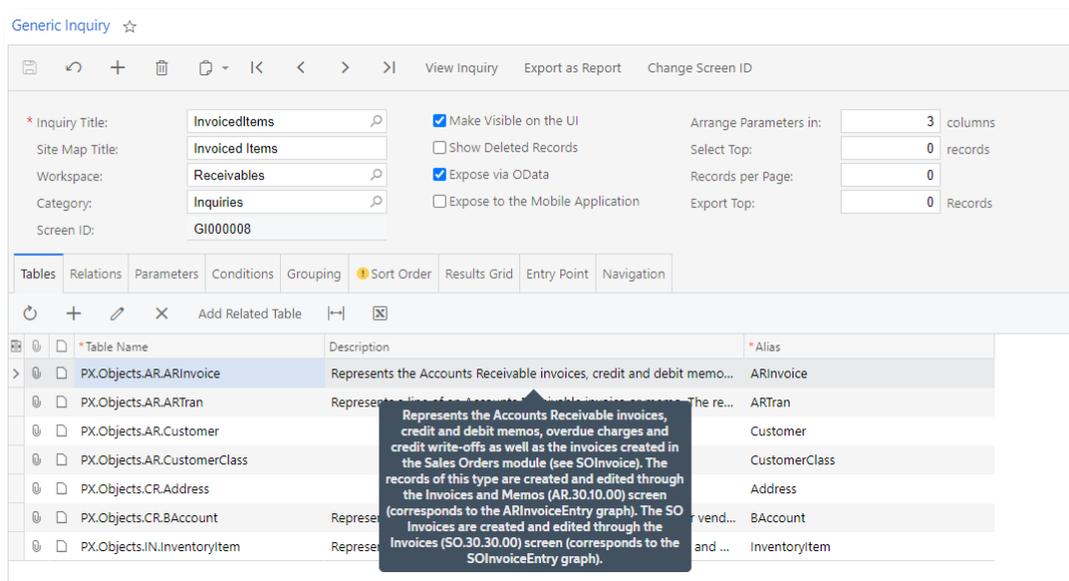
Automatic Table Join Suggestion for Generic Inquiries

In previous versions, a user designing a generic inquiry had to manually find information about the data access classes and data fields by which the tables are linked. Then based on this information, the user had to manually configure relations between the tables—that is, to set up a join type and to set up data field links.

In the Related Tables dialog box of MYOB Advanced 2020.6, when a user specifies a pair of tables—that is, a parent table and a child table—the system automatically inserts a statement in the **Relation** box that represents the relation between the parent table and child table.

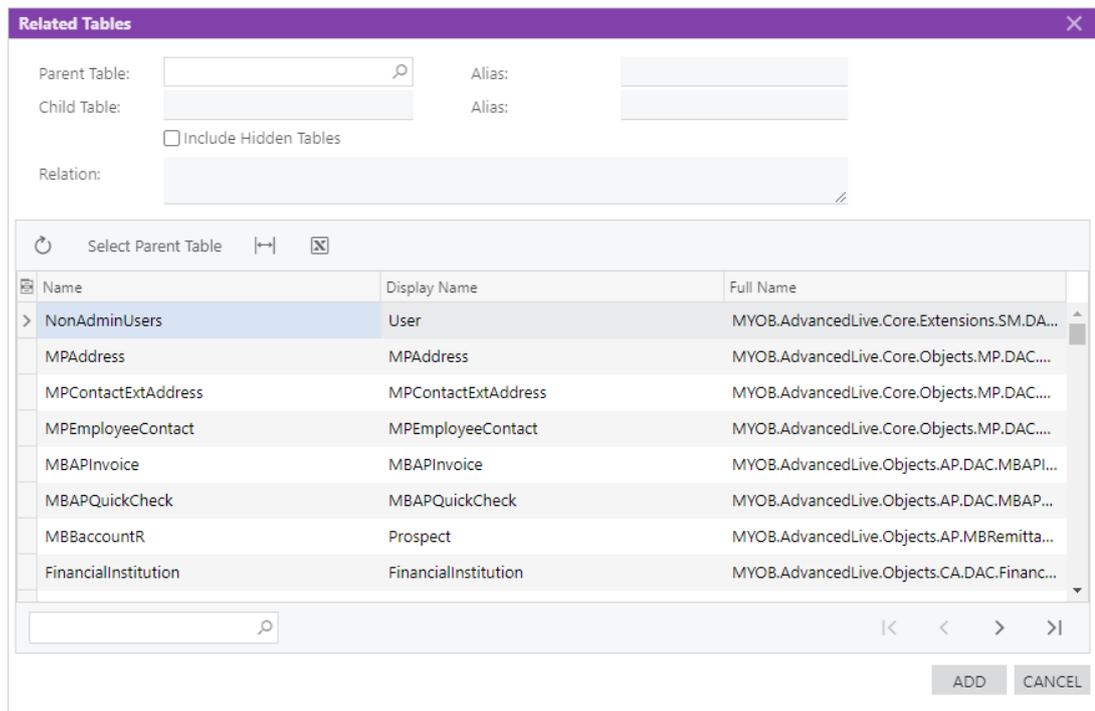
To simplify the process of specifying table relations, the following changes have been made on the Generic Inquiry screen (SM208000):

- On the Tables tab, a **Description** column has been added. The column contains the data access class description, as shown in the following screenshot.

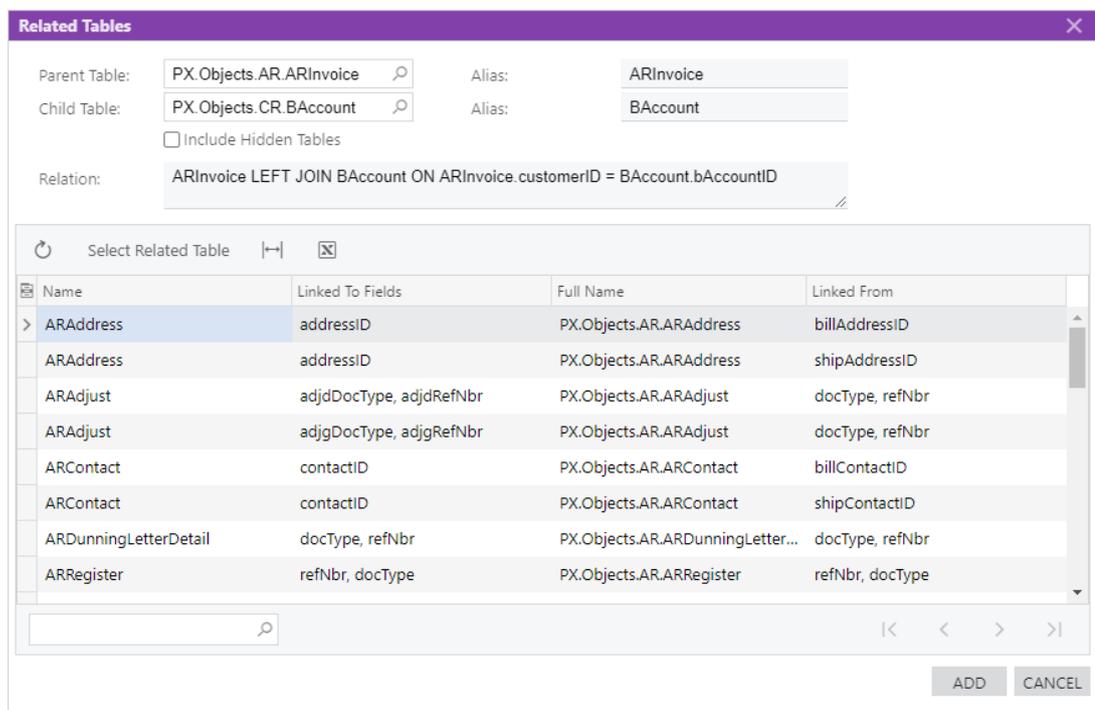


- On the Tables tab, an **Add Related Table** button has been added. If a user clicks this button, the system opens the Related Tables dialog box, as shown in the following screenshot.

- On the Relations tab, on the table toolbar of the Table Relations table, an **Add Related Table** button has been added. If a user clicks this button, the system opens the Related Tables dialog box, as shown in the following screenshot.



On the Relations tab, on the table toolbar of the Data Field Links for Active Relations table, an **Add Relations** button has been added. At any time after the relation between tables has been configured, the user can view the relation by clicking the **Add Relations** button on the table toolbar of the Data Field Links for Active Relation table on the Relations tab. In this case, the system displays the Related Tables dialog box with the boxes filled in with values, as the following screenshot demonstrates.



The Related Tables dialog box can be used for the following:

- To configure relations between a pair of tables when this dialog box is opened by a user clicking the **Add Related Table** button on the Tables tab or on the Relations tab.
- To view configured relations between a pair of tables when this dialog box is opened by a user clicking the **Add Relations** button on the Relations tab. But even when the Related Tables dialog box is opened by clicking the **Add Relations** button on the Relations tab, it can also be used to configure the relation between a new pair of tables.

In the Related Tables dialog box, a user should specify the following:

- A parent table: A user selects a parent table in the list of tables and then clicks the **Select Parent Table** button above the list. To find the necessary parent table in the list, the user can use the search box below the list. If the user opened the Related Tables dialog box (by clicking the **Add Related Table** button on the table toolbar on the Tables tab) when a table was first selected on the Tables tab, then the name of this table is already selected as a value in the Parent Table box.
- A child table: A user can select a child table only after selecting a parent table. A user selects a child table in the list of tables and then clicks the **Select Child Table** button above the list. The list of child tables includes only the tables that can be linked to the selected parent table. As with a parent table, to find the necessary child table in the list, the user can use the search box below the list.

In the Related Tables dialog box, a user can select the **Include Hidden Tables** check box to include hidden tables in the list of tables to for selecting a parent or child table.

When a parent table and a child table are selected, the system does the following:

- Automatically assigns and displays aliases for the tables, in the **Alias** box next to the **Parent Table** box and the **Child Table** box.
- Displays the relation between the parent table and the child table in the **Relation** box. The relation is described as a part of the SQL statement. By default, the Inner join type is used.

To approve the specified configuration and close the Related Tables dialog box, the user clicks the **Add** button. As a result, the system does the following:

- Adds the parent and the child tables on the Table tab of the Generic Inquiry form
- Adds the relation on the Relations tab of the Generic Inquiry form

After the relation between tables has been configured, on the Relations tab, the user can change the join type and data filed links that have been inserted by the system.

Restricting Customer Visibility to a Company or a Branch in Generic Inquiries

In MYOB Advanced 2020.6, the capability to restrict access to customer accounts to only specific branches and companies has been added. This capability exists for the predefined generic inquiries that use the Customer or BAccount data access class, and the capability can be implemented in custom generic inquiries that use either or both of these data access classes.

If multiple companies or branches are configured within the same tenant, it is possible to limit access to particular customers' data to only employees of a particular company or a branch. To implement this capability, the following changes have been made:

- On the Enable/Disable Features screen (CS100000), in the Financial Advanced section, a **Customer Visibility Restriction** check box, which an administrator selects to enable the corresponding feature, has been added. By default, the check box is cleared, indicating that this feature is disabled.
- On the Generic Inquiry screen (SM208000), in all predefined generic inquiries that have the Customer or BAccount data access class listed on the Tables tab, the following changes have been made:
 - On the Tables tab, PX.Objects.CX.FeaturesSet has been added to the list of tables.
 - On the Relations tab, the PX.Objects.AR.Customer table and the PX.Objects.CX.FeaturesSet table have been joined.
 - On the Conditions tab, the conditions for the Customer.COrgBAccountID field and the Features.VisibilityRestriction field have been added.

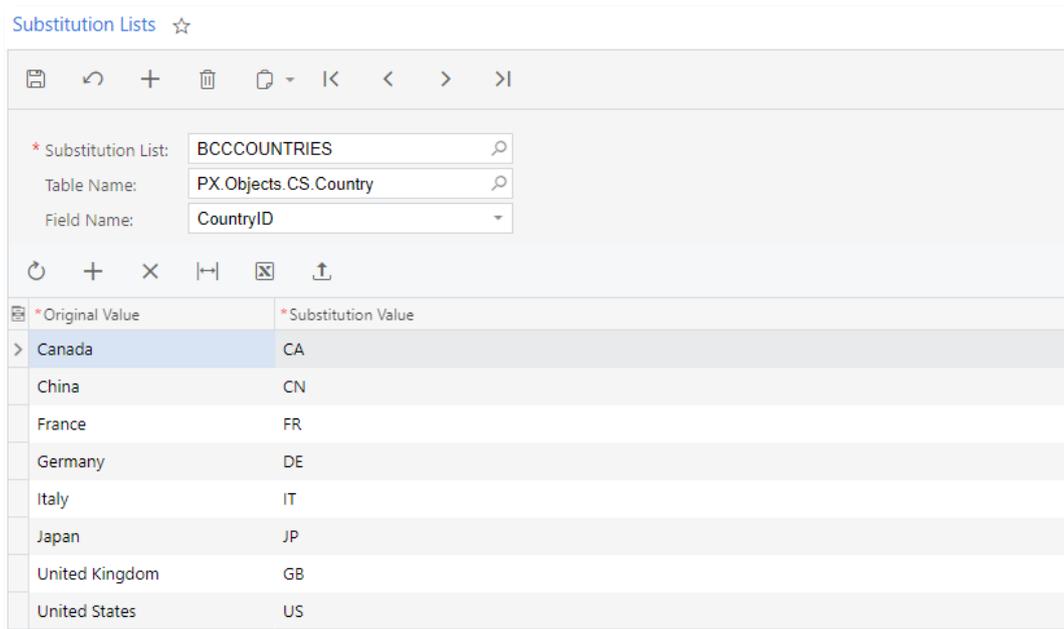
The value of the Features.VisibilityRestriction field is based on whether the Customer Visibility Restriction feature is enabled on the Enable/Disable Features screen. If this feature is disabled, then the value in the Features.VisibilityRestriction field is 0, which means that visibility restrictions are not applicable, even though the changes (described above) on the Generic Inquiry screen have been made.

If a user developing the generic inquiry wants to restrict access to customer data related only to the specific branch or the specific company to which the employee using the generic inquiry has access, the user should make the needed changes in all the custom generic inquiries in which the Customer data access class or the BAccount data access class is used. The changes to be made are similar to the changes that have been made to the AR-Customers generic inquiry (which has the Customers site map title); these changes are shown in the screenshots above.

Improvements to Import Scenarios

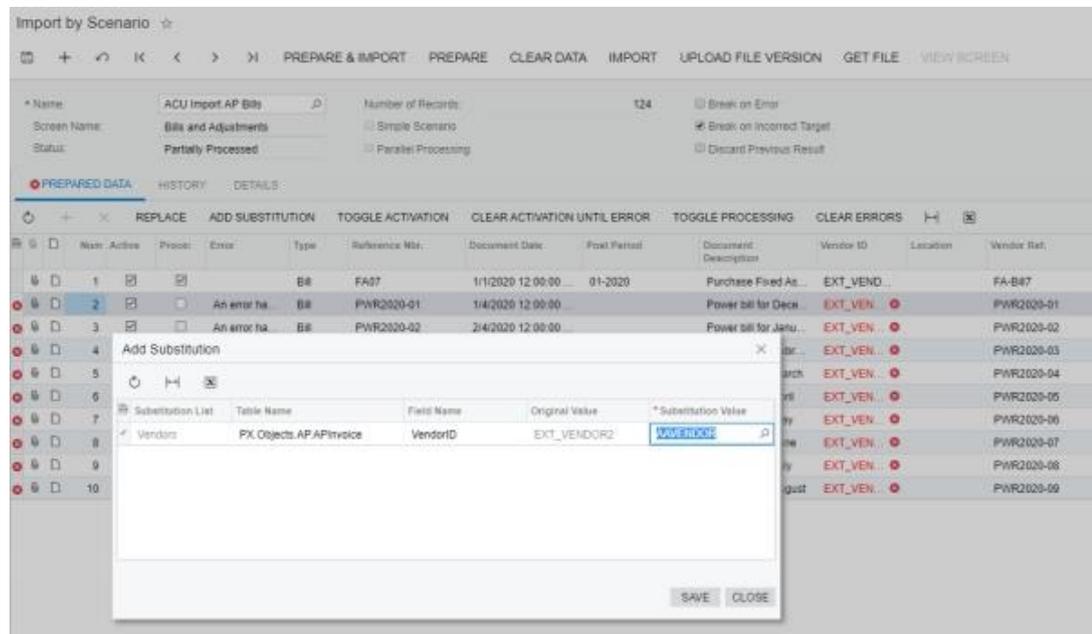
In MYOB Advanced 2020.6, the following improvements have been implemented for import scenarios:

- The performance and internal logic of import scenarios have been revised and improved.
- On the Import by Scenario screen (SM206036), if an error occurs when a data field is being imported, an error icon (which the user can hover over to view the detailed error message) is now shown in the cell corresponding to the data field.
- Users can now use any date format within a formula. During import on the Import by Scenario screen, the date used as part of a formula is now analysed according to the locale specified in the **Format Locale** box of the Import Scenarios screen (SM206025).
- It is now possible to add a substitution for imported data on the Import by Scenario screen. For details, see “Adding a Substitution on the Import by Scenario Screen” on page 137.
- A user can now select a database table and its field for a substitution list. By specifying the table and data field, the user can select a value to be substituted from a list of possible field values. The updated Substitution Lists screen (SM206026) is shown in the following screenshot.



Adding a Substitution on the Import by Scenario Screen

Suppose that a substitution list was configured for a field, but no substitution value was found for the current field value. Then on the Import by Scenario screen (SM206036), a user can click **Add Substitution** on the table toolbar of the Prepared Data tab. In the Add Substitution dialog box, which opens, the user can specify a substitution value for the current field value, as shown in the following screenshot.



After the user clicks **Save** and the dialog box closes, the user can click **Import** on the screen toolbar to apply the added substitution.

The **Add Substitution** button is also available in the Prepared Data dialog box on the Process Import Scenarios screen (SM206035).

Improvements to Generic Inquiries and Reports

In MYOB Advanced 2020.6, several improvements have been made that affect generic inquiries and reports. These improvements are described in detail in the following sections.

Ability to Change a Screen Identifier for a Generic Inquiry on the Generic Inquiry Screen

In response to requests from clients and partners, MYOB Advanced 2020.6 introduces the capability to change a screen identifier for a generic inquiry on the Generic Inquiry screen (SM208000) for both predefined generic inquiries and custom inquiries.

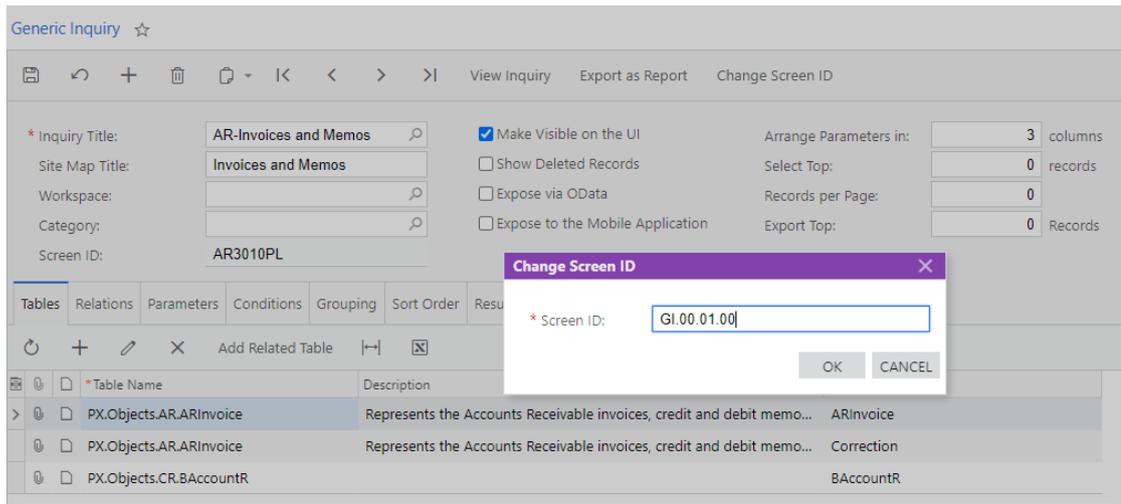
In previous versions of MYOB Advanced, a user could change any screen ID, including that of a generic inquiry, on the Site Map screen (SM200520) as long as the user had access to this screen. Starting in this release, a user can also change the screen ID of a generic inquiry directly on the Generic Inquiry screen while designing the generic inquiry or modifying its design.

In previous versions of MYOB Advanced as well as the current version, when a user creates and saves a generic inquiry on this screen with the **Make Visible on the UI** check box selected in the Summary area, the system assigns the inquiry an automatically generated screen identifier in a format similar to that of the screen identifiers used in

other screens in the system, with GI as the two-letter module code, followed by a six-digit number that is one greater than the numerical portion of the most recently assigned screen ID for a generic inquiry.

To change the automatically assigned screen identifier of a generic inquiry, a user can now click the **Change Screen ID** button on the screen toolbar of the Generic Inquiry screen. In the dialog box that opens (shown in the following screenshot), the user enters the new screen ID for the selected generic inquiry. If this screen ID is not unique, the system displays an error and prompts the user to enter another screen ID.

If a user changes a screen ID for a generic inquiry, the system changes this screen ID in all the system objects that are related to this generic inquiry.



Ability to Configure Navigation from a Generic Inquiry to Any Screen

In previous releases, on the Generic Inquiry screen (SM208000), the user creating the generic inquiry could configure navigation from the generic inquiry screen to another MYOB Advanced screen as long as its key field or fields, which are used to identify a particular record, appeared on the UI (that is, it could not have hidden key fields).

As of this release, on the Navigation tab of the Generic Inquiry screen, a user can configure navigation from the generic inquiry screen to any MYOB Advanced screen.

Usage of the DateDiff and DateAdd Functions in Formulas in Generic Inquiries and Reports

In this release, new abbreviations for arguments have been added for the DateDiff and DateAdd functions. Functions are used in formulas that a user creates by using the Formula Editor Dialog Box, including the formulas used in generic inquiries and analytical reports.

The DateDiff(interval, date1, date2) function returns the number of time intervals (interval) between the specified date1 and date2. The returned number is an integer that can be positive or negative.

The DateAdd(date, interval, number) function returns a new date, which the system calculates by adding the specified number (number) of time intervals (interval) to the date (date).

The interval argument specifies the type of time interval. In addition to the set of options that was defined in previous versions of MYOB Advanced, as specified in Using Functions in Expressions, the interval argument can be one of the following:

- 'y', 'yy', 'yyyy', or 'year' for time intervals expressed in years
- 'm', 'mm', or 'month' for time intervals expressed in months
- 'd', 'dd', or 'day' for time intervals expressed in days
- 'h', 'hh', or 'hour' for time intervals expressed in hours
- 'n', 'mi', or 'minute' for time intervals expressed in minutes
- 's', 'ss', or 'second' for time intervals expressed in seconds
- 'w', 'ww', 'wk', or 'week' for time intervals expressed in weeks
- 'q', 'qq', or 'quarter' for time intervals expressed in quarters

If a user specifies incorrect arguments the system displays an error.

The State Diagram

A customiser can now open the State Diagram window for particular entry screens. In the State Diagram window, the customiser can see all possible states of the entry screen, as well as transitions between the states. Also, the customiser can open the Customisation Project Editor from the State Diagram window.

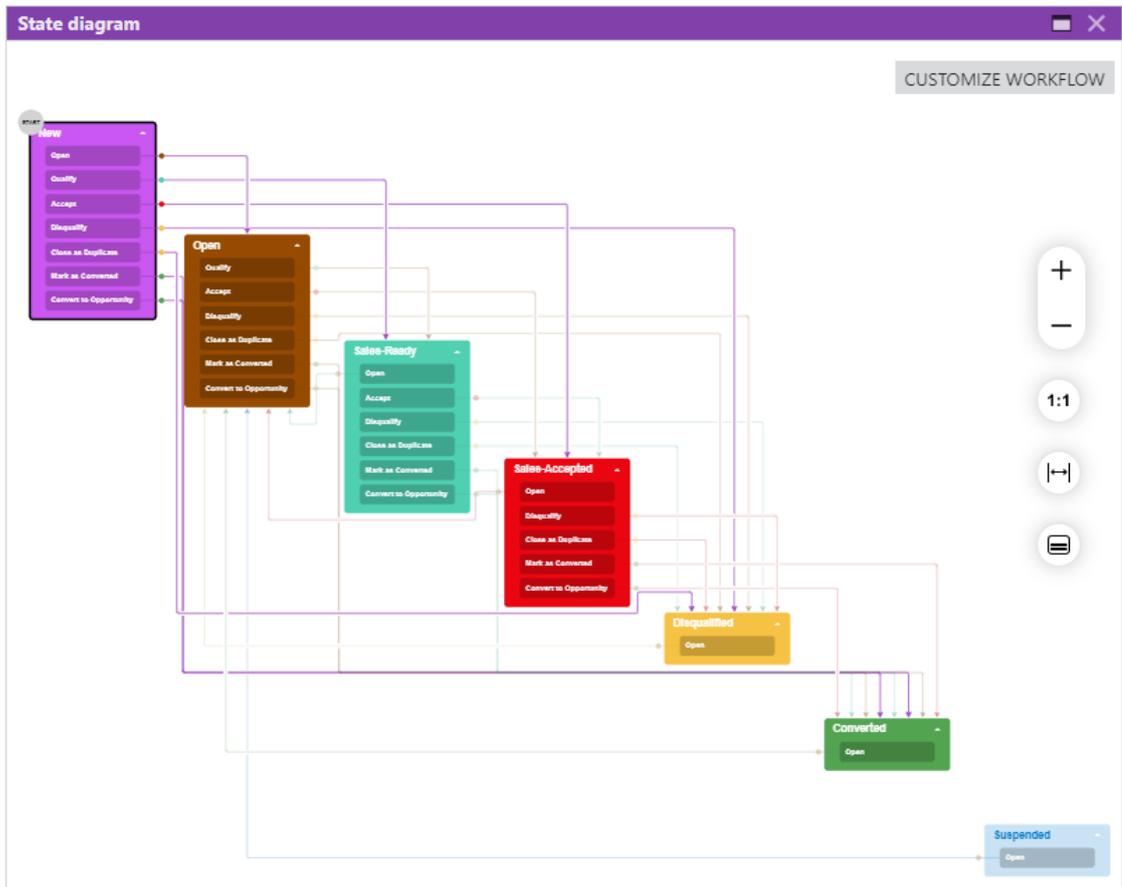
State Diagram Window

The State Diagram window can be opened for the following entry screens:

- Leads (CR301000)
- Cases (CR306000)
- Opportunities (CR304000)
- Sales Orders (SO301000)
- Shipments (SO302000)
- Invoices (SO303000)

To open the State Diagram window, the customiser opens the entry screen and clicks **Customisation > Show state diagram** on the screen title bar.

The State Diagram window is shown in the following screenshot. It displays the states of the screen, the transitions between the states, the actions that the user performs to change the states, and the event handlers that trigger the transitions between the states.



The State Diagram window contains the following elements for the selected screen (that is, the screen from which you opened the window):

- Boxes that contain the names of the states of an entity created on the screen and the names of the actions and event handlers.
- Lines that show the connections between the states. For example, the screenshot above shows a line that is a transition from the New state to the Won state of an opportunity.
- An arrow in the top right corner of each box that the customiser can click to expand or collapse the list of actions or event handlers specified for this state.
- The **Customise Workflow** button, which opens the Customisation Project Editor.
- The following buttons on the right of the diagram: **Zoom In** or **Zoom Out** (+ or -), **Reset Scale to 100% (1:1)**, **Fit Screen** (↔), and **Collapse All/Expand All** (☰).

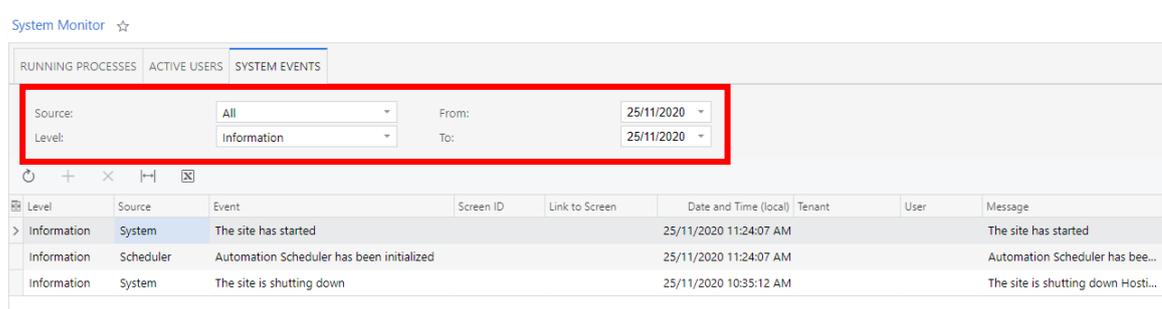
System Administration

Improvements to System Event Monitoring

A System Events tab has been added to the System Monitor screen (SM201530). The tab lists log records for multiple system events; a system administrator can explore the log for errors, warnings, or operations that consume excessive resources.

Exploring the System Events

By using the elements in the Selection area of the System Events tab of the System Monitor screen (SM201530), the system administrator can narrow the list of events by the sources of the event, the severity level of the event, and the date range, as shown in the screenshot below.



To view the details of an event, the system administrator selects the event in the table; the system displays these details in the bottom pane of the screen.

Event Sources

On the System Events tab of the System Monitor screen (SM201530), the system logs events triggered by the following sources:

- Customisation
- License
- Push notifications
- Resource governor
- Scheduler
- System

By using the **Source** multi-select drop-down box in the Selection area of the tab, a system administrator can narrow the list of events by selecting one source or multiple sources. By default, the All option is selected.

Event Severity Levels

A system administrator can use the **Level** drop-down box in the Selection area of the System Events tab of the System Monitor screen (SM201530) to narrow the list of events by severity level. When an administrator selects any severity level, the system narrows the list to only events with the selected level and higher (that is, more severe) severity levels. The box contains the following options, which are listed from the least to most severe:

- **Information** (default): Events of all levels are shown in the table; this is the least severe level.
- **Warning**: The table displays events with the selected severity and with the higher levels, which are Error and Fatal.
- **Error**: Events of only the Error and Fatal levels are listed in the table.
- **Fatal**: The table shows only events with the Fatal level.

Storage of Event Logs

Logged event details are stored in database. All events older than 30 days are removed from the database. The built-in removal process launches automatically every day and when a website is restarted.

The default frequency can be changed by modifying value for the `SystemEventDBSink: CleansingPeriod` key in the **web.config** file. The value should be set in the TimeSpan format, for example, `0.1:0:0` stands for cleaning database every hour.

Time and Expenses

Crew Time Entry

Workgroups can now be used for grouping employees by crew, and activity time can be reported, reviewed, or approved for an entire crew at a time.

Changes to the Company Tree Screen

In previous versions, only an employee with a user account could be selected as a workgroup member. Because not all employees—that is, all people in the organisation with accounts defined on the Employees screen (EP203000)—necessarily have user accounts, this restriction has been removed in MYOB Advanced 2020.6. As a result, any group of employees (which can be described as a crew), can be defined as a workgroup and then used for group entry, approval, and release of time activities.

In the Workgroup Details pane on the Company Tree screen (EP204061) (shown in the following screenshot), in the Members table, the **User** column has been removed, and the **Employee Name** column has been renamed to **Contact** and moved to the far left side of the table. Also, the **Membership Type** column (a required setting) has been added to the table. Its options indicate what kind of member, Permanent or Temporary, the selected employee is in the workgroup.

Company Tree ☆

Company Tree

- Company
 - Manager
 - Members
 - Support

Workgroup Details

* Description: Members

Members

Contact	Employee ID	Position	Department	Membership Type	Owner	Active
Hu Ming, Mrs.	EP00000001	PM	FINANCE	Permanent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
User Admin, Ms.	EP00000002		ADMIN	Permanent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wilson Lesley, Mrs.	EP00000003		ADMIN	Permanent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Albarn James, Mr.	EP00000004		FINANCE	Permanent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Li Jenny, Ms.	EP00000008		SALES	Permanent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wood Ben, Mr.	EP00000009		SALES	Permanent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Earl Gordon, Mr.	EP00000012		ADMIN	Permanent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wang Grace, Mrs.	EP00000013		FINANCE	Permanent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Brown Irene, Mrs.	EP00000014		ADMIN	Permanent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taylor Andy, Mr.	EP00000020		WAREH	Permanent	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Weekly Crew Time Entry Screen

A new screen, Weekly Crew Time Entry (EP307100), which is shown in the following screenshot, has been introduced in MYOB Advanced 2020.6. Using this screen, a user can create a time entry for a selected workgroup (that is, crew) and, if needed, associate this entry with a project and project task. Each time entry created on this screen spans a particular week.

On the Time Activities tab of the screen, which is also shown in the following screenshot, on the table toolbar, a user can click the **Add Row** button to create a time activity for a particular member of the workgroup or click **Enter Bulk Time** to open the Bulk Time Entry dialog box, where a user can enter time for the crew (that is, create multiple identical time activities for members of the selected workgroup).

Weekly Crew Time Entry ☆

COMPLETE ACTIVITIES

* Workgroup: Consulting ⌵ Project: ⌵ REGULAR OVERTIME TOTAL

Week: 202036 - 2020-36 (08/30 - 0 ⌵ Project Task: ⌵ Time: 02:00 00:00 02:00

Day: ⌵ Billable: 02:00 00:00 02:00

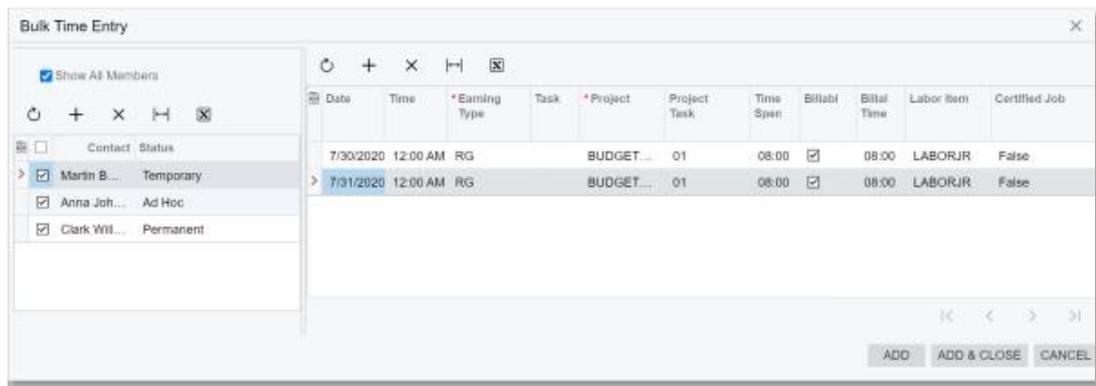
TIME ACTIVITIES CREW MEMBERS

ENTER BULK TIME COPY SELECTED LINE LOAD ACTIVITIES FROM PREVIOUS WEEK

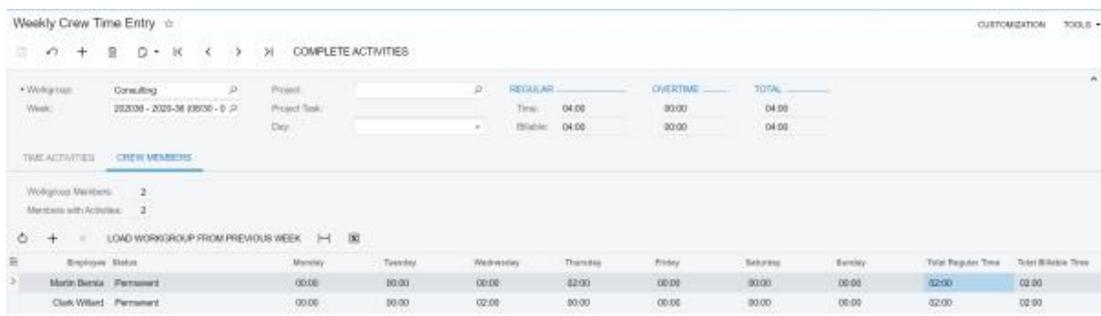
Hold	Employee	Status	*Date	*Time	*Earnings Type	Task	*Project	Project Task	Time Spent	Billable	Billable Time	*Summary	Cost Code	Labor Item
<input type="checkbox"/>	Clerk Wiland	Open	09/2/2020	12:00 AM	RG	BUDGET...	01		02:00	<input type="checkbox"/>	02:00	attending internal training	00-...	

In the Bulk Time Entry dialog box (which is shown in the following screenshot), in the left pane, the user can select the members of the crew for whom time activities are to be created, and in the right pane, the user can enter all necessary time activities performed by the selected members during the week selected in the Summary area of the screen. When the user clicks **Add** or **Add and Close** at the bottom of the dialog box, time activities identical to the time activities specified in the right pane of the dialog box are created for each selected member of the crew.

Note: Initially, the left pane lists all members of the workgroup selected in the Summary area of the screen. By using this pane, the user can add to the list any employee registered in the system, which may be convenient if that employee also performed the same activities as the other members of the crew. This added employee has Ad Hoc inserted by the system in the **Status** column of the table, which indicates that the user is not a member of the selected workgroup. If the **Show All Members** check box is cleared, only the members of the selected workgroup are displayed in the list in this pane. If the check box is selected, all members of the workgroup and all ad hoc members are included in the list.



On the Crew Members tab, which is shown in the following screenshot, the user can review the reported work hours of the crew members, including ad hoc members, broken down by the days of the week. In the Summary area of the tab, the **Workgroup Members** counter shows the total number of the crew members, including ad hoc members, and the **Members with Activities** counter shows the total number of the crew members who have time activities reported for the selected week.



Other Changes

After time activities have been created in bulk for crew members, they can be processed as ordinary time activities can. To facilitate the processing of crew time activities, the Workgroup column has been added to the tables on the following screens:

- Employee Time Activities (EP307000): With the new column, a user can filter activities by workgroup and, if necessary, edit them if they have not been released yet.
- Employee Time Card (EP305000), Details tab: By using this screen, a user can now review employee activities associated with a workgroup.
- Appointments (FS300200), Log tab: With the new column, a user can review log lines associated with a workgroup.

- Approve Time Activities (EP507010): With the new column, a user can filter activities by workgroup and then mass-approve them by clicking **Approve All** on the screen toolbar.
- Release Time Activities (EP507020): With the new column, a user can filter activities by workgroup and then mass-release them by clicking **Process All** on the screen toolbar.

User Interface

Recently Viewed Records

In fast-growing companies, it is important to organise employees' work so that all the needed information is at hand. This makes the work processes run smoothly and quickly. With the new recently viewed functionality, which has been introduced in this release, users can easily navigate to the records they have recently used (or viewed) if they need to work with them again.

The recently viewed functionality is specific to each individual user. The system keeps the last 500 records a user has interacted with and displays them in the Recently Viewed workspace, which appears when a user clicks the Recently Viewed button. The system stores only those records that have been created and opened on data entry screens. The frequently viewed records are placed at the top of the list so that users have easy access to them.

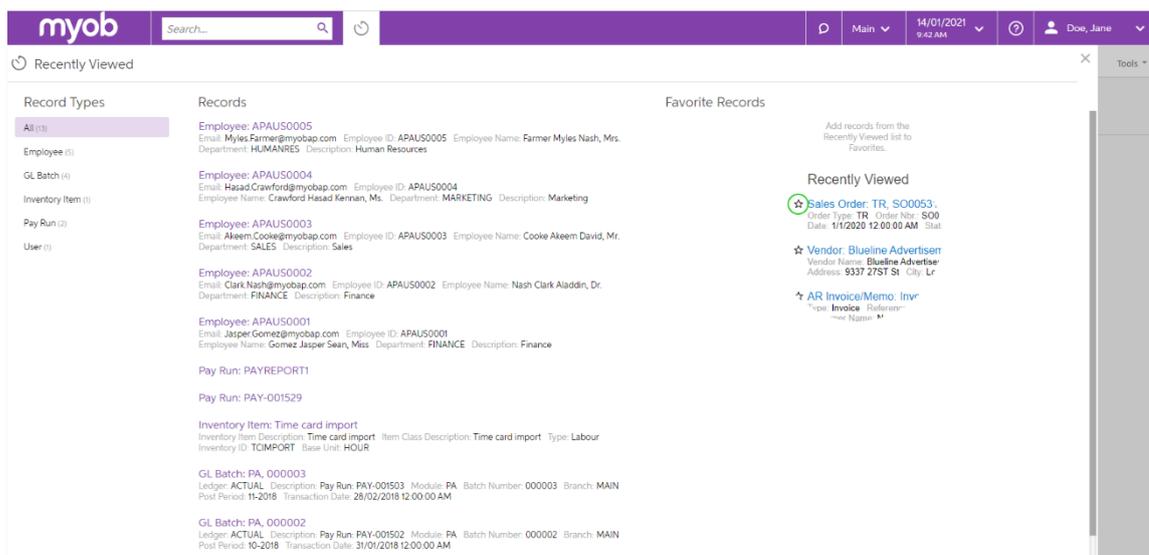
A user can also add some records to the Favourite Records list. This will make the records available on this workspace anytime, regardless of when the user last interacted with the record.

The Recently Viewed Button

To open the workspace showing a user's recently viewed records, the user clicks the Recently Viewed button, which is located right of the Search box, as shown in the following screenshot. Each time a user clicks the button, the system uses the data it has collected and refreshes the workspace to show the most recently used records.



Clicking the button opens the Recently Viewed workspace (see the following screenshot), which is placed over the working area of the screen.



This workspace includes the following lists:

- **Record Types:** This list can be used to filter records by their type. By default, the system displays all records (the All record type). If needed, a user can select another record type to view records of only the selected type in the Records and Favourite Records lists. Record types are predefined, and the system adds the appropriate record types to the Recently Viewed workspace automatically each **time** a user opens the workspace.
- **Records:** This list displays the last 500 records the user has interacted with. If the user has selected a record type other than All, the system filters the records and displays in this list only records of the selected record type.
- **Favourite Records:** This displays the records the user has marked as favourites for easy access to them, regardless of when they were last accessed.

Favourite Records

When a user works with specific records frequently, the user can add them to Favourite Records in the Recently Viewed workspace. This won't remove them from the Records list; the record will be listed under both Records and Favourite Records.

To add a record to the list of favourite records, in the Records list, the user should hover over the needed record, and when the star icon appears, click the icon. The yellow colour of the star indicates that the record has been added to the list of favourites. (The user needs to refresh the workspace to reflect these changes.)

Search for the Recently Viewed Records

Users can use the standard Search functionality to search among the recently viewed records. When the Recently Viewed workspace is open, the system runs the search only among the last 500 records a user has interacted with. If this workspace is closed, then the system runs the system-wide search and displays all records that correspond to the user search request.

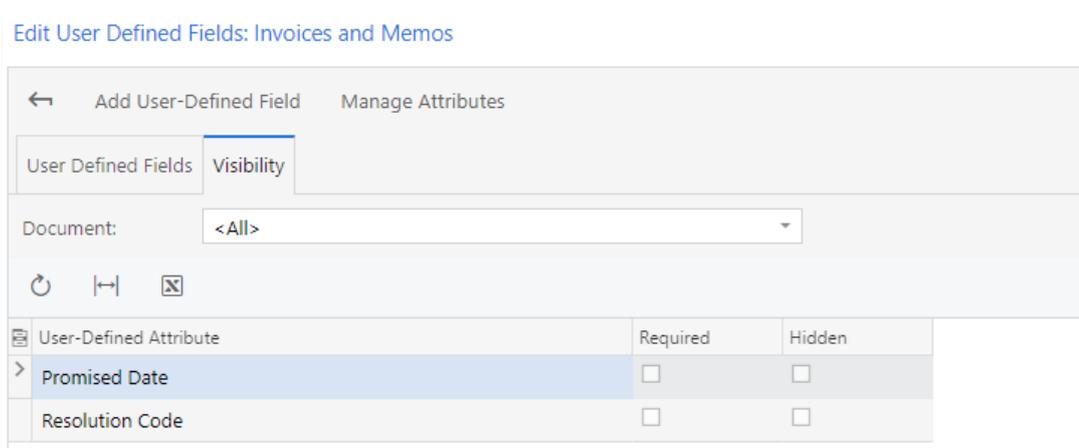
Customisation

Visibility of User-Defined Fields

As of this release, for each screen that has user-defined fields configured, a user can specify whether each user-defined field is hidden, as well as whether it is required.

Specifying Visibility Options

To specify the visibility options of user-defined fields, the user opens a screen where user-defined fields are available (see the table below) and then selects **Customisation > Manage User-Defined Fields** on the screen title toolbar. In the Edit User Defined Fields screen (CR302000), which is opened, the user opens the Visibility tab (shown in the following screenshot).



In the **Document** field, the user selects the document type to which the visibility settings should be applied. In the table, the user then selects or clears each of the following check boxes for the user-defined attribute in each row:

- **Hidden**, which is selected if the user-defined field should not be displayed on the form
- **Required**, which is selected if the user-defined field should be mandatory

Selecting the Document Type

The options in the Document box depend on the specific screen from which the Edit User Defined Fields screen (CR302000) is invoked. The following table lists the screens that support user-defined fields and the name of the box on each screen that determines the list of values in the Document box. (The exception to this rule is the <All> option, which always appears in the Document box along with the form-specific options.)

Screen	Box That Determines Document Options
Journal Transactions (GL301000)	Module
Transactions (CA304000)	Transaction Type
Bank Deposits (CA305000)	Transaction Type

Screen	Box That Determines Document Options
Bills and Adjustments (AP301000)	Type
Checks and Payments (AP302000)	Type
Quick Checks (AP304000)	Type
Suppliers (AP303000)	Supplier Class
Invoices and Memos (AR301000)	Type
Payments and Applications (AR302000)	Type
Cash Sales (AR304000)	Type
Customers (AR303000)	Customer Class
Fixed Assets (FA303000)	Asset Class
Tax Bills and Adjustments (TX303000)	Type
Tax Adjustments (TX301000)	Type
Taxes (TX205000)	Tax Type
Kit Assembly (IN307000)	Type
Sales Orders (SO301000)	Order Type
Shipments (SO302000)	Type
Invoices (SO303000)	Type
Purchase Orders (PO301000)	Type
Purchase Receipts (PO302000)	Type
Requests (RQ301000)	Request Class
Change Orders (PM308000)	Class
Leads (CR301000)	Lead Class
Contacts (CR302000)	Contact Class
Business Accounts (CR303000)	Class ID
Opportunities (CR304000)	Class ID
Cases (CR306000)	Class ID
Marketing Campaigns (CR202000)	Campaign Class

For the particular screen for which the user is editing user-defined fields on the Edit User Defined Fields screen, the states of the **Hidden** and **Required** check boxes for all listed fields are saved for the selected document type only. If the user selects <All> in the Document box, the new settings the user specifies in the table override any specific settings that have been used for certain document types.

After the user has specified the appropriate settings for the screen and document type (or types, if <All> is selected) on the Edit User Defined Fields screen, the user then clicks the Back arrow button on the screen toolbar to save the changes and go back to the screen that supports user-defined fields.

Displaying the User-Defined Fields of the Document

On the User-Defined Fields tab of the screen to which the user returns, the fields for which the user has selected the **Required** check box are now marked with an asterisk (*), as shown in the following screenshot for **Contract type** and **Phone number**. The fields for which the **Hidden** check box has been selected are not displayed on the tab.

Displaying Information about DAC Relations

Two new screens have been introduced where a customiser can view reference information about data access classes (DACs): the DAC Relations screen (SM401000) and the Merged DAC Relations screen (SM402000).

On the DAC Relations screen, a customiser can view the details of the DACs defined in the system and the relations between them. An example of the information displayed on the screen is shown in the following screenshot.

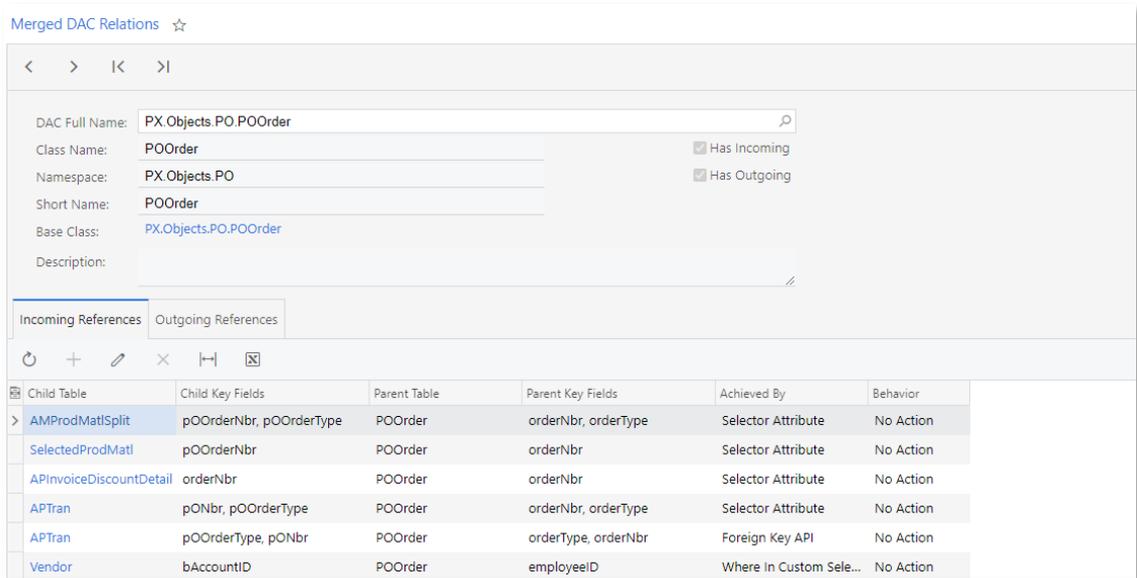
The screenshot shows the 'DAC Relations' screen. At the top, there are navigation arrows and a search icon. Below that, the details for a selected DAC are shown:

- DAC Full Name: PX.Objects.PO.POOrder
- Class Name: POOrder (with a checked 'Has Incoming' box)
- Namespace: PX.Objects.PO (with a checked 'Has Outgoing' box)
- Short Name: POOrder
- Base Class: PX.Objects.PO.POOrder
- Description: (empty)

Below the details, there are two tabs: 'Incoming References' (selected) and 'Outgoing References'. Under the 'Incoming References' tab, there is a table with the following columns: Child Table, Child Key Fields, Parent Table, Parent Key Fields, Achieved By, and Behavior.

Child Table	Child Key Fields	Parent Table	Parent Key Fields	Achieved By	Behavior
> AMProdMatSplit	pOOrderNbr, pOOrderType	POOrder	orderNbr, orderType	Selector Attribute	No Action
SelectedProdMatl	pOOrderNbr	POOrder	orderNbr	Selector Attribute	No Action
APIInvoiceDiscountDetail	orderNbr	POOrder	orderNbr	Selector Attribute	No Action
APTran	pONbr, pOOrderType	POOrder	orderNbr, orderType	Selector Attribute	No Action
APTran	pOOrderType, pONbr	POOrder	orderType, orderNbr	Foreign Key API	No Action
Vendor	bAccountID	POOrder	vendorID	Join In Custom Select	No Action

On the Merged DAC Relations screen, a customiser can view the details of the merged DACs defined in the system and the relations between them. The screen displays references for the merged DAC—that is the selected DAC and its aliases defined in different namespaces. An example of the information displayed on the screen is shown in the following screenshot.



In the **DAC Full Name** field, a user can select a DAC that references or is referenced by any other DAC (defined in the PX.Data and PX.Objects namespaces, or in the published customisation projects). DACs that do not have references or are not referenced by other DACs are not displayed.

Improvements in the Workflow Engine

This release includes improvements to the workflow engine, and workflows for the Sales Orders (SO301000), Shipments (SO302000), and Invoices (SO303000) screens have been redesigned.

Support of Event Handlers

The workflow engine has been updated to support events and event handlers for workflows that interact with multiple screens. When an event is raised on one screen, another form's workflow can handle it and trigger some transition or field update procedure.

Also, in the Customisation Project Editor, a customiser can now perform the following operations:

- View and customise existing transitions
- Create new transitions
- View and customise existing event handlers
- Create new event handlers
- Specify the fields that should be updated after an event is processed
- View these elements as a diagram in the Workflow Visual Editor

Sales Order, Shipment, and Invoice Workflows

The processing of sales orders has been redesigned to use the workflow engine.

Developers can customise workflows or create new workflows for the Sales Orders (SO301000), Shipments (SO302000), and Invoices (SO303000) screens. Developers can customise existing workflows in Customisation Project Editor or by extending graphs and workflows in the PX.Objects.SO namespace. For an example of customising a predefined workflow in code, see [Customise a Predefined Workflow from Code](#).

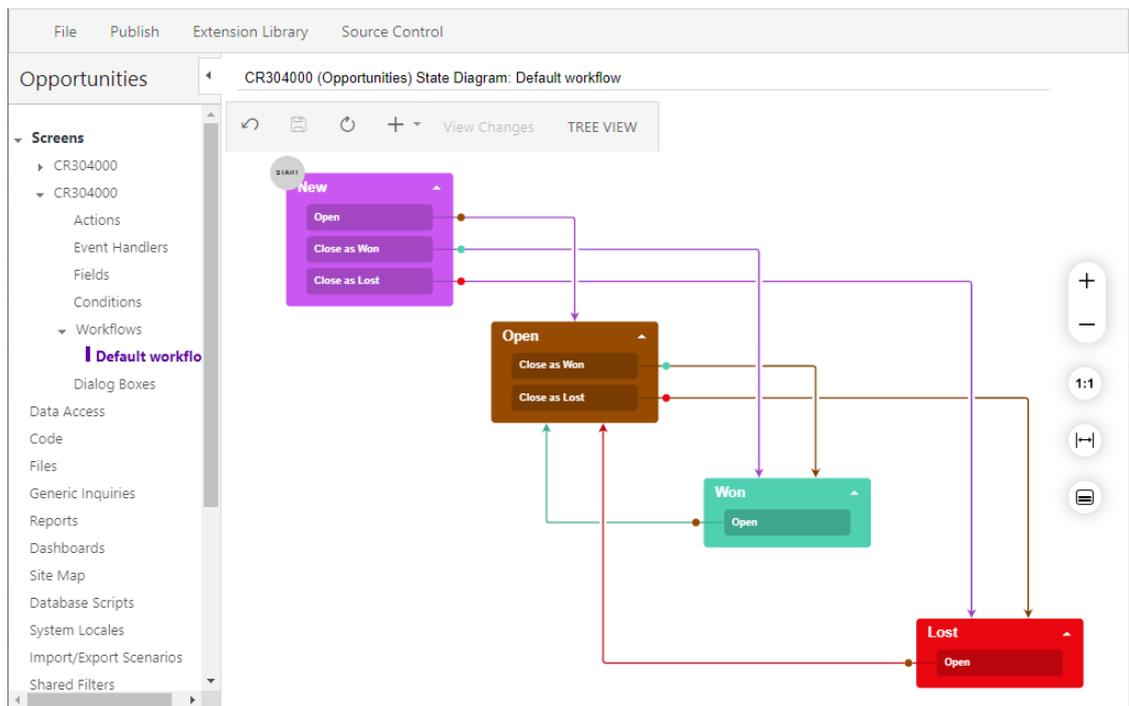
A developer can also use the workflow actions of these new workflows through the contract-based APIs.

The Workflow Visual Editor

A customiser can now define a workflow by using the new Workflow Visual Editor in the Customisation Project Editor.

The Workflow Visual Editor

To define a workflow, the customiser opens the Customisation Project Editor, clicks Workflows under the screen node that needs to be modified, selects the required workflow, and clicks **Diagram View** on the page toolbar. This opens the Workflow Visual Editor for the selected workflow, which is shown in the following screenshot.



Note: It is not possible to modify the default workflow. Instead, the customiser should create a new workflow based on the default one, or create a new workflow from scratch.

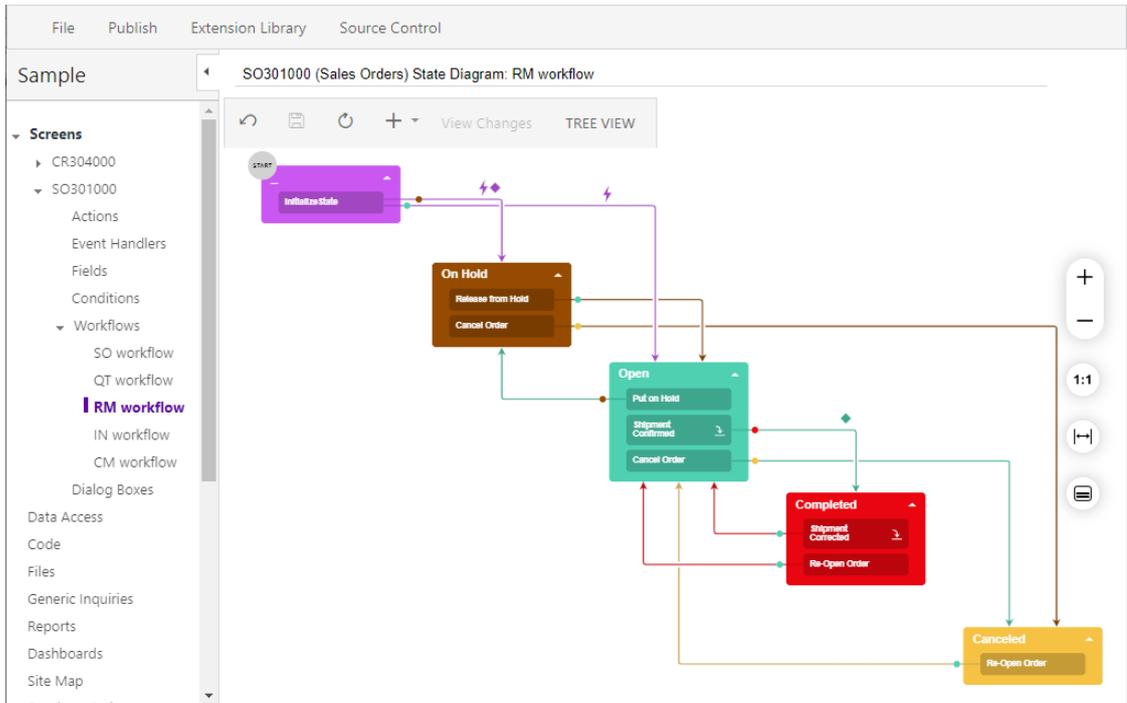
In the Workflow Visual Editor, the customiser adds boxes, which represent the states of an entity, and connects the boxes with arrows, which represent transitions between the states. Each box with a state contains smaller boxes with actions and event handlers that appear after the customiser creates a transition and specifies the source and target states.

Available actions and event handlers for the current state are not displayed if they do not trigger any transitions.

If a transition has a condition (that is, if the transition is performed only when the condition is fulfilled), a diamond is displayed above the transition (◆).

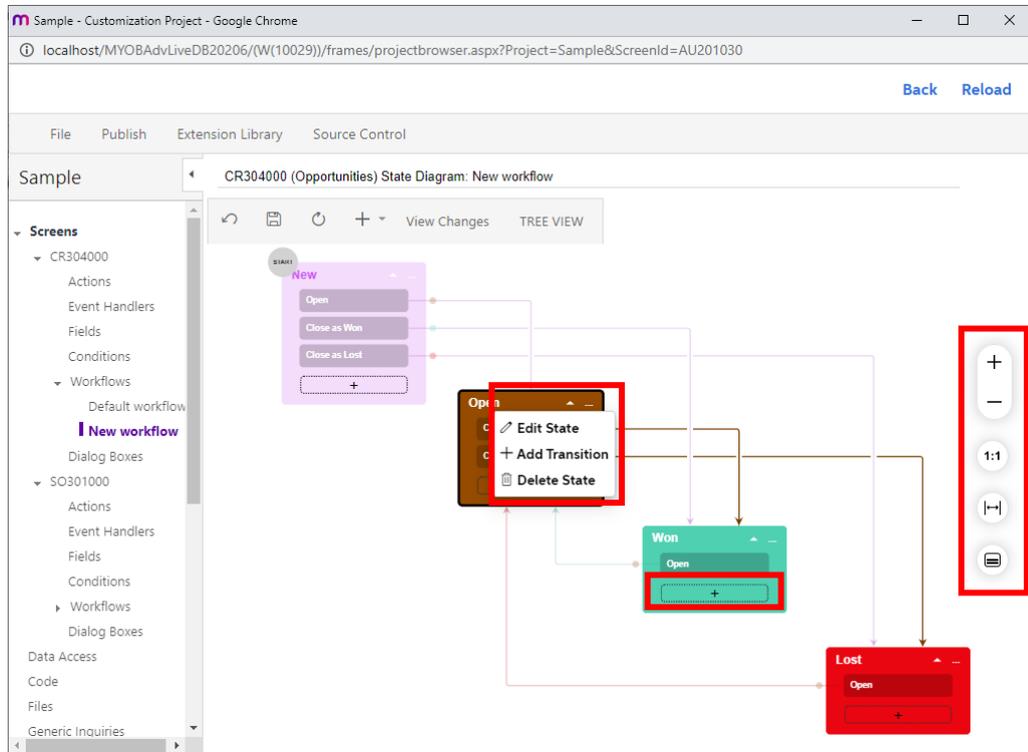
If an action with a transition contains an auto-run condition (that is, if the action is triggered automatically when the condition is fulfilled), a lightning rod is displayed above the transition (⚡).

The transition lines are of the same colour as the states they originate from, which makes it easier to distinguish between transitions. Also, each transition has a dot indicating the direction of a transition, which is of the same colour as the target state.



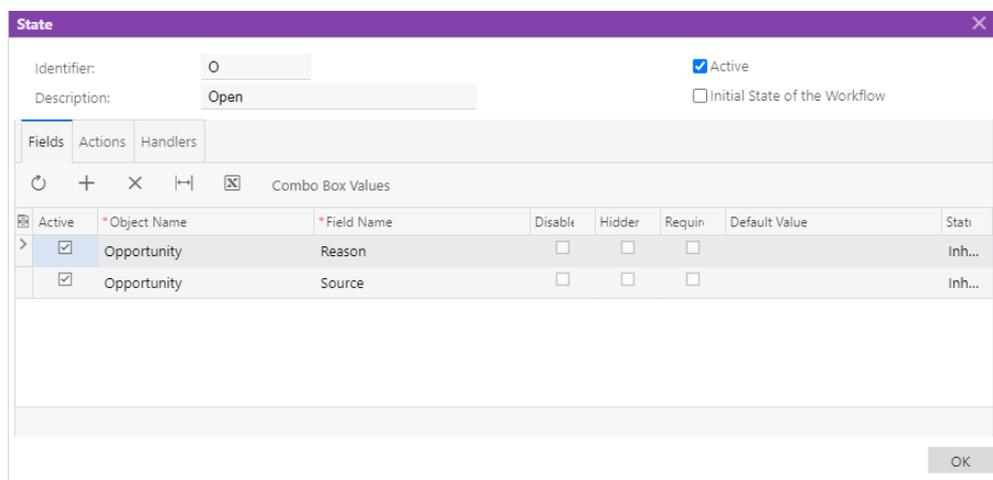
Elements of the Workflow Visual Editor

The Workflow Visual Editor contains buttons and control elements similar to those on the main Workflows page. Also, as needed, the customiser can click any of the following buttons on the right of the diagram: **Zoom In** or **Zoom Out** (+ or -), **Reset Scale to 100%** (1:1), **Fit Screen** (|←|), and **Collapse All/Expand All** (≡).



A box with a state contains the following elements:

- An arrow at the top right, which the customiser clicks to expand or collapse, respectively, the list of actions or event handlers that trigger transitions for this state.
- An ellipsis at the top right which the customiser clicks to invoke a context menu with the following commands:
 - **Edit State:** Opens the State dialog box, which the customiser can use to modify the state (see the screenshot below). The dialog box lists the fields, actions, and event handlers available for the state.



- **Add Transition:** Opens the Add Transition dialog box, which the customiser can use to add a transition from the current state to another state (see the following screenshot). In the dialog box, the customiser selects the cause of the transition (either an action or an event handler) and specifies the Trigger Name and the Target State.

- **Delete State:** Deletes the state.
- A plus button (Item 7 in the screenshot titled The Workflow Visual Editor elements), which the customiser clicks to manually draw a transition line for an action or an event handler that does not have any outgoing transitions from the current state yet. This opens the Add Transition dialog box with the Target State box already filled in

When the transition is created, the action or the event handler that triggers it is added to the box with the current state, with the name the customiser has specified in the **Trigger Name** box of the Add Transition dialog box.

To create a transition for an action or an event handler that already has some outgoing transitions for the current state, the customiser clicks the action or the event handler and draws a line from it to the required state.

Note: To add a new state to the workflow, the customiser uses the **Add State** button on the page toolbar.

The context menu of a transition, which is displayed when the customiser selects the transition, contains two commands:

- **Edit Transition:** Opens the Transition dialog box (see the following screenshot)

Active	* Field Name	From Schema	New Value	Status
<input checked="" type="checkbox"/>	Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Inherited

In the dialog box, the customiser can specify the fields that should be updated after the transition.

- **Delete Transition:** Deletes the selected transition.

Supporting Event Handlers in UI

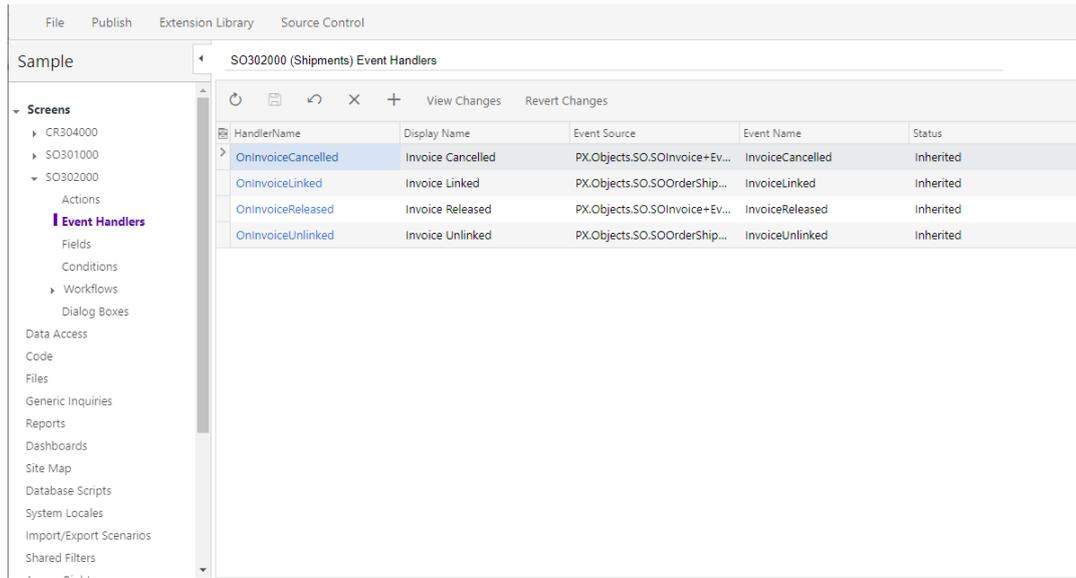
A customiser can now create and modify event handlers in the Customisation Project Editor.

Event Handler Editor

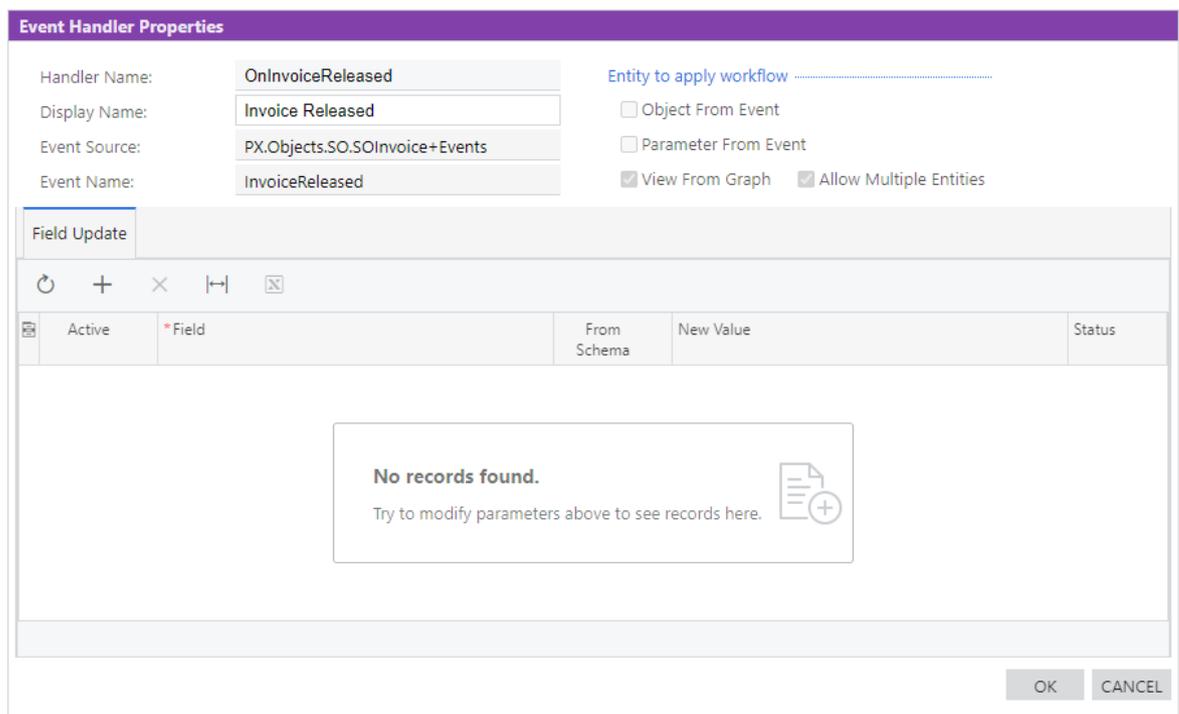
A customiser opens the Event Handler Editor by clicking Event Handlers under the screen ID (of the screen on which the customiser is adding or modifying event handlers) in the navigation pane of the Customisation Project Editor.

The Event Handler Editor contains the list of event handlers from the predefined workflows, as well as event handlers created by the customiser. Predefined event handlers have the Inherited status, and the event handlers that the customiser has added have the New status.

The following screenshot shows the event handlers of the Shipments screen (SO302000).

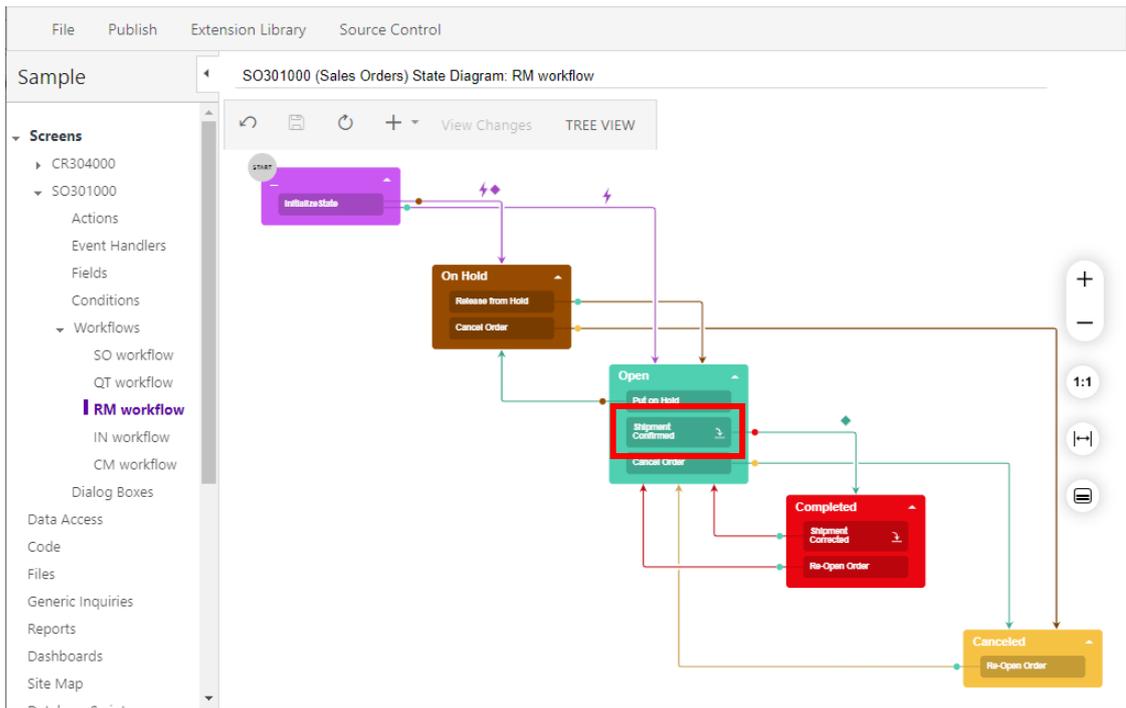


To create an event handler, the customiser clicks **Add New Record (+)** on the page toolbar. In the Event Handler Properties dialog box, which opens, the customiser specifies the parameters of the event handler (see the following screenshot).



For each event handler, the customiser can specify the **Display Name**, which is displayed in the Workflow Visual Editor. The customiser can also specify the fields that should be updated after an event has been processed.

The following screenshot shows the workflow of an order of the RM type created on the Sales Orders screen (SO301000), with the Shipment Confirmed event handler highlighted.



To add an existing event handler to a state in the Workflow Visual Editor, in the box with the required state, the customiser clicks **... > Edit State**. On the Handlers tab of the State dialog box, which opens, the customiser clicks **Add Row** and selects the event handler from the drop-down list (see the following screenshot).

Active	*Handler	Status
<input checked="" type="checkbox"/>	Shipment Linked	Inherited
<input checked="" type="checkbox"/>	Payment Requirements Violated	Inherited
<input checked="" type="checkbox"/>	(OnObtainedPaymentInPendingProcessing)	Inherited
<input checked="" type="checkbox"/>	Credit Limit Violated	Inherited
<input checked="" type="checkbox"/>	Shipment Creation Failed	Inherited

To add an existing event handler to a state in the tree view, the customiser selects the required state on the States and Transitions pane. On the Handlers tab, the customiser clicks **Add Row (+)** and selects the event handler from the drop-down list in the added row.

Splitting Combined Methods

The Action method of the Sales Orders (SO301000) and Shipments (SO302000) screens has been split into separate methods each performing its own function.

Action Improvements

In the previous releases, the SOOrderEntry and SOShipmentEntry graphs contained an Action method, which had the Switch operator in it. Depending on what action the user had selected, the Switch operator ran a certain code. In the new version, several actions have been added to replace this combined method for each operation the user performs (for example, Create Shipment, Create Invoice, and Create Purchase Order).

Note: If a customisation contains the combined method, it may not work as expected after the upgrade. We recommend that the developers rewrite the customisation to include the new dedicated methods instead.

Other Improvements

Customisation

- Microsoft Visual Studio 2017 is no longer supported. Developers can use Microsoft Visual Studio 2019 to create extension libraries.

Customer Management

- The phone type drop-down lists have been updated on the following screens that contain the Phone1Type, Phone2Type, Phone3Type, and FaxType fields:
 - Leads (CR301000)
 - Contacts (CR302000)
 - Business Accounts (CR303010)
 - Opportunities (CR304000)
 - Sales Quotes (CR304500)
 - Employees (EP203000)
 - Branch Locations (FS202500)
 - Manufacturers (FS204400)
 - Service Orders (FS300100)
 - Appointments (FS300200)
 - Project Quotes (PM304500)
- The drop-down lists now contain the following values in the specified order:
 - Business 1
 - Business 2
 - Business 3
 - Cell
 - Assistant
 - Fax
 - Home
 - Home Fax

The sizes of the boxes on the screens have been adjusted so that the selected values from the list always fit the box.

- A new **Leads** menu item has been added to the main menu of the MYOB Advanced mobile app. If a user taps **Leads**, the list of leads opens. If a user taps an item in the list of leads, the Leads screen, which corresponds to the Leads screen (CR301000), opens with the details of the lead the user tapped.

Integration Development

The latest version of an endpoint is now displayed by default when the user opens the Web Service Endpoints screen (SM207060) or changes the current endpoint on the screen.

Platform

- Dashboard widgets are now automatically updated at the specific period of time specified for each widget. Reload of the page does not affect the change of the data on the widget unless the “On Page Reload” option is selected in the **Refresh Data** box of the Widget Properties dialog box for the widget. With this option selected, the widget is not updated automatically. Currently, the following options are available in the **Refresh Data** box:
 - On Page Reload
 - 5 min
 - 15 min
 - 30 min
 - 1 hour
 - 4 hours
 - 12 hours
 - 1 day
 - 1 week

To forcibly refresh data for a specific widget, a user can hover over the widget and click **Update** or click the **Refresh All** button on the dashboard title bar to refresh all widgets at once.

- The system performance has been improved, especially during the process of opening a generic inquiry and the process of configuring and executing an import or export scenario; the performance of the MYOB Advanced mobile app has also been improved. The improvements also affect the Web Service Endpoints screen (SM207060) and the performance of contract-based API requests in case of a cold start of an application.
- For push notifications a user may now retrieve failed notifications with filtering by date, by means of generic inquiry or Contract-Based API. The `PushNotificationsFailedToSend.TimeStamp` data field should be used for filtering by a date of failure.
- Advanced filtering functionality has been added to the right pane of the Access Rights by Screen (SM201020) and Access Rights by Role (SM201025) screens.

Platform API

- The `PXDBLiteDefaultAttribute` class has been marked as obsolete; we recommend that the `PXDBDefaultAttribute` class be used in its place.

Project Accounting and Construction

- On the Summary tab (Billing and Allocation Settings section) of the following screens, the **WIP Account Group** box has been renamed to **Non-Billable WIP Account Group**:
 - Project Tasks (PM302000)
 - Project Template Tasks (PM208010)
 - Common Tasks (PM208030)
- The Project Attributes screen (PM202000) has been renamed from Attributes to Project Attributes.
- For integration between projects and other functional areas, on the Summary tab of the Projects screen (PM301000), the Site Address section with the following boxes has been added: Address Line 1, City, Country, State, Postal Code, Altitude, and Longitude. The site address is the address where the project work is performed.
- User-defined fields have become available on the Projects screen (PM301000). AC-164937: Although the document details of an unreleased accounts receivable document that originates from a pro forma invoice are displayed in read-only mode on the Document Details tab of the Invoices and Memos screen (AR301000), users can now override the salesperson in the Salesperson ID column.
- User-defined fields have become available on the following screens: Request for Information (PJ301000), Project Issue (PJ302000), Daily Field Report (PJ304000), Submittals (PJ306000), Drawing Log (PJ303000), and Photo Log (PJ305000).
- If the Construction feature is enabled on the Enable/Disable Features screen (CS100000), the Create Subcontract button is available on the table toolbar of the Commitments tab of the Projects screen (PM301000). When a user clicks this button, the system opens the Subcontracts screen (SC301000) with the new subcontract created for the project that was being viewed.

File Service Management

- An “All” option has been added to the **Branch** box to show information for all companies and branches on the following screens with maps:
 - Appointment History on Map (FS301200)
 - Routes on Map (FS300900)
 - Staff Appointments on Map (FS301100)
 - Staff Routes on Map (FS301000)
- Performance has been improved on the following screens:
 - Appointments (FS300200)
 - Create Purchase Orders (PO505000)
 - Service Orders (FS300100)
- The Latest Location Tracking screen (SM403000) has been renamed to Latest Location Tracking Distance. The related mobile app screen has been renamed in the same way.
- On the Appointments screen of the mobile app, if the currently signed-in user has not been added to the appointment as a staff member, when this user invokes the **Start Travel** or **Start Service** action and then taps **Process All for Me**, the system adds this user to the appointment and creates the related log line for this user on the Log tab.

Also, if no staff member has been added to the appointment, when the user taps the Start Travel or Start Service action and then taps Process All, the system adds

the currently signed-in user to the appointment and creates the related log line for this user on the Log tab.

- In the mobile app, on the Details tab of the Appointments screen, the actions that appear when a user selects a line have been changed as follows:
 - The **Start Service** and **Start Item** actions have been unified to the single **Start** action.
 - **Pause Service** has been renamed to **Pause**.
 - **Resume Service** has been renamed to **Resume**.
 - The **Complete Service** and **Complete Item** actions have been unified to the single Complete action.

Also, on the Staff tab of the Appointments screen, the actions have been renamed as follows:

- **Start Staff** has been renamed to **Start**.
- **Complete Service** has been renamed to **Complete**.
- On the Details tab of the Appointments screen (FS300200), when the user adds an item to an appointment with the In Process or Completed status and specifies the actual quantity for the item, the system now fills in the Estimated Quantity column with the same quantity.
- On the Service Management Preferences screen (FS100100), the values are now encrypted in the **License Key** box in the Schedule Optimisation Settings section of the General Setting tab and in the **Bing Map API Key** field in the Map Settings section of the Calendars and Maps tab.
- The Inventory ID column of the Details tab now supports the cross-reference search on the following screens:
 - Appointments (FS300200)
 - Service Orders (FS300100)
 - Service Contract Schedules (FS305100)
 - Route Service Contract Schedules (FS305600)

With this capability, a user can enter the alternate ID of an inventory item in this column, and the system inserts the associated inventory ID and item price in the line.

Web Services

- The retrieval of data using the OData interface based on the OData Version 3.0 protocol is changed as follows: Now values used in filters must be in the same format as they are retrieved. For example, in filters by fields containing the financial period, values must be in format MMYYYY, which is the same as retrieved by MYOB Advanced. In previous versions of MYOB Advanced, values had to be in format YYYYMM.

Resolved Issues

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

Finance

Problem ID	Description
CE00011012 CE00010233 CE00010624 CE00011516 CE00012003 CE00012435 CE00012561 CE00013356 CE00013413	The error message "'BankFeedsAllowed' cannot be empty" appeared when attempting to save a bank transaction on the Process Bank Transaction screen (CA306000) after changes were made on the Transaction Match Settings window. This has been resolved.
CE00011501 CE00010066 CE00011191 CE00011815 CE00012928	The error message "Error: The report does not contain parameters: OrganisationID." Appeared when running Summary or Detail reports from Release Tax Reports screen (TX502000). This has been resolved.
CE00012143 CE00012052	The error message "Object reference not set to an instance of an object" could appear when accessing the TPAR Summary screen (MBTX4010). This has been resolved.

Distribution

Problem ID	Description
CE00012319 CE00012210 CE00012366	The Credit Hold check box and Release From Credit Hold action were not available on the Sales Orders screen (SO301000) for users with the Warehouse User licence type. 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.

Problem ID	Description
CE00012176 CE00012157 CE00012158 CE00013126 CE00013934 CE00013994	The error message "Your leave request cannot be submitted. There is a problem with your agreed definition of week records. Please contact your payroll administrator"
CE00013199 CE00013098 CE00013175 CE00014173	An error occurred when a user attempted to enter more than 99.9999 hours of leave. This has been resolved.
CE00013199 CE00013098 CE00013175 CE00014173	An error occurred when a user attempted to enter more than 99.9999 hours of leave. This has been resolved.
CE00014090 CE00014036 CE00014196 CE00014553	When requesting a software ID on SBR Registration tab of the Payroll Preferences the screen (MPPP1100), after the user provided their MYOB login credentials, the popup that should show the software ID did not appear. This has been resolved.
CE00014372 CE00014295 CE00014424	After successfully processing a pay and generating journals, an error message appeared when trying to view the journals from the Manage Pay screen (MPPP4110).
CE00013472 CE00013432	Errors message saying that a Cash Account was missing could occur when exporting superannuation files. This has been resolved.
CE00013294 CE00013288	Entering a custom tax amount for an employee's pay did not affect the PAYG total on the header of the Employee's Current Pay screen (MPPP3130), and didn't reduce their Gross Pay. This has been resolved.
CE00013294 CE00013288	Entering a custom tax amount for an employee's pay did not affect the PAYG total on the header of the Employee's Current Pay screen (MPPP3130), and didn't reduce their Gross Pay. This has been resolved.
CE00014048 CE00013502	An error occurred when viewing the journals for a pay run, if the pay run included superannuation where the cash account belonged to another branch. This has been resolved.
CE00013357 CE00013321	When adding a superannuation fund, an error would occur if the selected Supplier used a payment method that did not have payment instructions. This has been resolved.
-	In some cases, timesheets would not bring in quantities if the related pay item was not included in the employee's Standard Pay. This has been resolved.
-	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.
-	The Super YTD Balances on the Employment Details screen (MPES3011) displayed incorrect figures. This has been resolved.
-	When Annual Leave was added to an employee's pay, the Employee Work Schedule screen (MPPP2260) did not update to show that the employee was on leave for those days. This has been resolved.
-	When an employee worked on a Public Holiday, the Employee Work Schedule screen (MPPP2260) would show that they were on leave that day. This has been resolved.

System and Platform

Problem ID	Description
CE00012713 CE00012681 CE00012633	Users with the "Finance User" licence type could not access the Recognise Input GST (TX503500) and the Recognise Output GST (TX503000) screens. This has been resolved; access to these screens has been added to the "Finance User" licence type.

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.

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 takes 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.