

MYOB Advanced

Release Notes

2020.8

myob

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Introduction

Welcome to the 2020.8 release of MYOB Advanced.

What's New in this Release?

The 2020.8 release adds features that enable MYOB Advanced People to integrate with the MYOB Advanced Workforce Management product. This release also addresses issues identified in previous releases.

Installing this Release

The 2020.8 release is automatically deployed to all production accounts.

New Features

Support for Workforce Management

This release adds support for integration between MYOB Advanced People and MYOB Advanced Workforce Management. Once this integration has been set up, timesheet data entered in Advanced Workforce Management can be imported into MYOB Advanced People and included in pay runs. For companies in New Zealand, where a record of employees' work schedules can be kept and used for leave calculations, employees' standard hours and scheduled hours can also be imported, so that their work schedules are updated automatically.

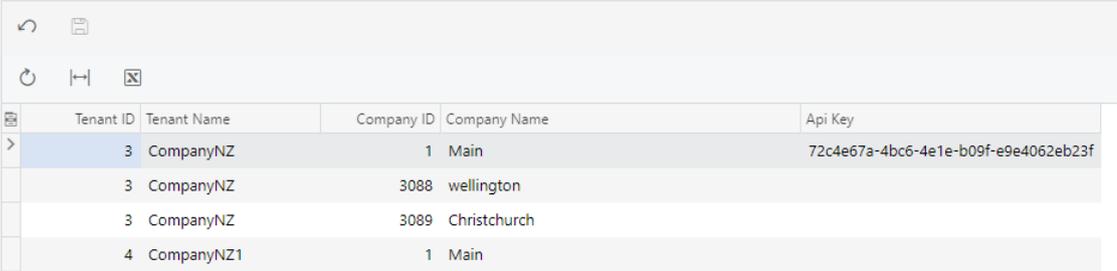
Enabling Workforce Management

Enable the "Work Force Management" feature on the Enable/Disable Features screen (CS100000).

Note: The "Work Force Management" feature can't be enabled if the "Employee Self Service" feature is currently enabled and vice versa.

The new Work Force Management Setup screen (MYSM2050) lets an administrator set up the integration details between MYOB Advanced companies and MYOB Advanced Workforce Management. This screen is available to the admin user only.

Work Force Management Setup ☆



Tenant ID	Tenant Name	Company ID	Company Name	Api Key
3	CompanyNZ	1	Main	72c4e67a-4bc6-4e1e-b09f-e9e4062eb23f
3	CompanyNZ	3088	wellington	
3	CompanyNZ	3089	Christchurch	
4	CompanyNZ1	1	Main	

Setting up MYOB Advanced People

Employees

You can export employees from the MYOB Advanced People system via an export scenario and import them into MYOB Advanced Workforce Management from the **Settings > Importers > Import Employees** screen. See ["Importing employees via Excel/CSV" on the MYOB Advanced Workforce Management Help Centre](#) for information on the import file specification.

Note: For Australian companies, the export file contains visible TFN numbers for the exported employees. It is important that you are aware of your obligations for handling sensitive employee information in Australia and that you have a process for the data transfer that ensures you meet these obligations. See ["Privacy \(Tax File Number\) Rule 2015" on the Federal Register of Legislation website](#) for more information.

Pay Items

A new Workforce Management section has been added to the Pay Items screen (MPPP2210):

The screenshot shows the 'Pay Items' screen in MYOB. The 'Additional Info' tab is selected. The 'Workforce Management' section is highlighted with a red box and contains the following options:

- Available to Workforce Management
- Indicates working day

The options in this section affect how the pay item will be used by Advanced Workforce Management:

- **Available to Workforce Management** – ticking this box indicates that the pay item will be available as a pay type in Advanced Workforce Management.
- **Indicates working day** – this check box is available for pay items with the “Income” type. Ticking this box indicates that any time associated with this pay item should be treated as a working day.

If you want to use the rate supplied by Advanced Workforce Management for this pay item (see page 5), select **Current Pay** under Override Value on the Additional Info tab, and select **Use Custom Rate** on the Calculation Method tab.

Entitlements

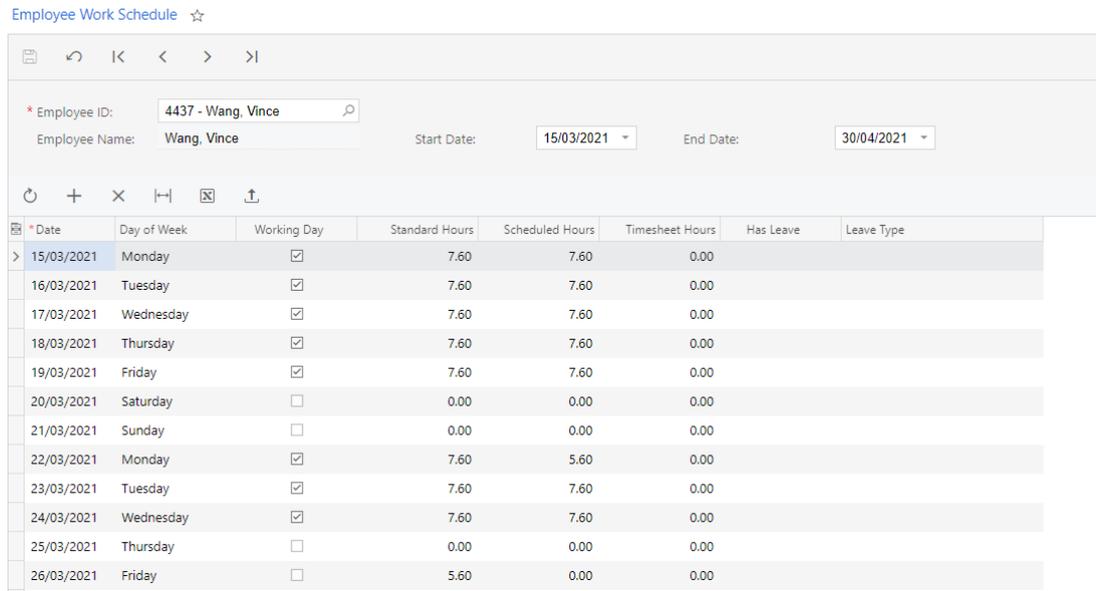
Entitlements in MYOB Advanced People can be made available to leave types in MYOB Advanced Workforce Management (see “Setting up MYOB Advanced Workforce Management” on page 5). The existing options available under Self Service on the Entitlements screen (MPPP3300) also apply to Advanced Workforce Management:

- **Show Leave Balances** – when this check box is ticked, the entitlement will be available for selection in Advanced Workforce Management.
- **Show Projected Leave Balances** – when this check box is ticked, employees will be able to see their projected balance for the entitlement when requesting leave in Advanced Workforce Management.

Employee Definition of a Week

NZ companies only

A new “Employee Schedule - Standard Hours” option is available in the **Definition of a Week** dropdown on the Pay Details screen (MPPP2310). When this option is selected for an employee, their definition of a week will be determined by their Standard Hours, which are set up in MYOB Advanced Workforce Management. A new **Standard Hours** column is visible on the Employee Work Schedule screen (MPPP2260) to show the Standard Hours for each employee (if there are any):



Employee Work Schedule ☆

* Employee ID: 4437 - Wang, Vince
Employee Name: Wang, Vince Start Date: 15/03/2021 End Date: 30/04/2021

* Date	Day of Week	Working Day	Standard Hours	Scheduled Hours	Timesheet Hours	Has Leave	Leave Type
> 15/03/2021	Monday	<input checked="" type="checkbox"/>	7.60	7.60	0.00		
16/03/2021	Tuesday	<input checked="" type="checkbox"/>	7.60	7.60	0.00		
17/03/2021	Wednesday	<input checked="" type="checkbox"/>	7.60	7.60	0.00		
18/03/2021	Thursday	<input checked="" type="checkbox"/>	7.60	7.60	0.00		
19/03/2021	Friday	<input checked="" type="checkbox"/>	7.60	7.60	0.00		
20/03/2021	Saturday	<input type="checkbox"/>	0.00	0.00	0.00		
21/03/2021	Sunday	<input type="checkbox"/>	0.00	0.00	0.00		
22/03/2021	Monday	<input checked="" type="checkbox"/>	7.60	5.60	0.00		
23/03/2021	Tuesday	<input checked="" type="checkbox"/>	7.60	7.60	0.00		
24/03/2021	Wednesday	<input checked="" type="checkbox"/>	7.60	7.60	0.00		
25/03/2021	Thursday	<input type="checkbox"/>	0.00	0.00	0.00		
26/03/2021	Friday	<input type="checkbox"/>	5.60	0.00	0.00		

Employees’ Standard Hours and Scheduled Hours values can be pulled into Advanced People from Advanced Workforce Management in one of two ways:

When importing timesheet data—see “Cost centres in Advanced Workforce Management can be mapped to subaccounts in Advanced People by setting up a data map on the Data Maps screen (MPPP7020). To make this process easier, you can use the **Export CSV** button on the Cost Centres screen in Advanced Workforce Management to export a list of cost centres. This list can then be edited to add columns for subaccount mappings and imported into the Data Maps screen. See the “Importing Timesheets” white paper on the MYOB Advanced Education Centre for more information on data mapping.

When setting up a cost centre, you can enter the ID of the subaccount that it maps to into the **External ID** field:

Edit Cost Centre

Name

External ID

Sales

Hidden

Future releases will use this field to map cost centres to subaccounts automatically—by entering an ID now, you will be prepared for this functionality when it becomes available.

- Importing Timesheet Batches” on page 7.
- By using the new Employee Work Schedule Import screen (MPPP2261):

Employee Work Schedule Import ☆

Import Work Schedules Import All Work Schedules ↻

Date From:

Date To:

⏪ + × ⏩ 🗑

<input type="checkbox"/>	Employee ID	Employee Name	Last Scheduled Date	Last Edited On	Last Edited By
<input checked="" type="checkbox"/>	APNZL0001	Stella Demetria Imogene, Miss	31/03/2021	30/03/2021	tester
<input type="checkbox"/>	APNZL0053	Penrose, Judith			

Select one or more employees and click **Import Work Schedules** (or click **Import All Work Schedules**) to import Standard Hours and Scheduled Hours from the specified date ranges for the selected employees.

You can use the **Schedules** button on this screen (⏪) to set up a schedule so that employees’ work schedules are updated automatically.

Setting up MYOB Advanced Workforce Management

To enable data to be imported from Advanced Workforce Management to Advanced People, records in Advanced Workforce Management must be set up with data that maps them to records in Advanced People

Pay Types

Pay types in Advanced Workforce Management are mapped to pay items in Advanced People. When setting up a pay type, enter the ID of the pay item that it maps to into the **External Mapping** field:

Edit pay type

Name

Description

External Mapping

Calculate in Payroll (NZ Holiday Act compatibility)

Fixed amount

- or -

Multiplier of base rate

The **Calculate in Payroll** option determines what rate will be applied to hours with this pay type when they are imported into MYOB Advanced People:

- If the option is ticked, any rate supplied by Advanced Workforce Management will be ignored; the rate associated with the pay item in Advanced People will always be used.
- If the option is not ticked, the rate supplied by Advanced Workforce Management will be used. (If no rate is supplied, the rate associated with the pay item in Advanced People will always be used.)

Note: For leave in Australian companies, the system will use the rate determined by the **Calculate in Payroll** setting; however, for NZ companies, the system will always use the leave rates set up in MYOB Advanced, regardless of whether **Calculate in Payroll** is ticked.

Leave Types

Leave types in Advanced Workforce Management are mapped to entitlements in Advanced People. When setting up a leave type, all entitlements that have the **Show Leave Balances** option ticked will be available for selection in the **Service Type** field. Select the entitlement that the leave type maps to here:

Leave Type

Name
Annual Leave

Service Type
AL - Annual Leave

Minimum Balance
Hours

Show Balance to Employee

Available

Auto Approve

Create Timesheet

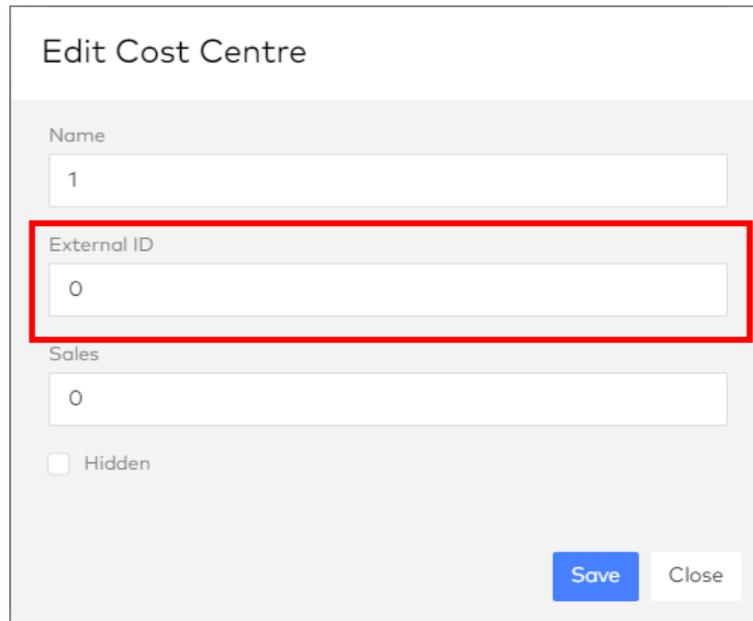
Save Delete Close

Note: For Australian companies, only entitlements with units in Hours are supported for integration with Advanced Workforce Management at present.

Cost Centres

Cost centres in Advanced Workforce Management can be mapped to subaccounts in Advanced People by setting up a data map on the Data Maps screen (MPPP7020). To make this process easier, you can use the **Export CSV** button on the Cost Centres screen in Advanced Workforce Management to export a list of cost centres. This list can then be edited to add columns for subaccount mappings and imported into the Data Maps screen. See the [“Importing Timesheets” white paper](#) on the MYOB Advanced Education Centre for more information on data mapping.

When setting up a cost centre, you can enter the ID of the subaccount that it maps to into the **External ID** field:



The screenshot shows the 'Edit Cost Centre' form with the following fields and values:

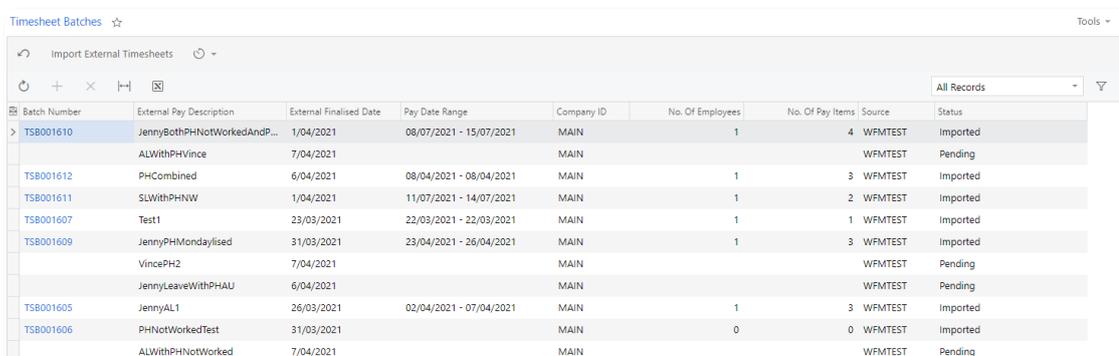
- Name: 1
- External ID: 0 (highlighted with a red box)
- Sales: 0
- Hidden:
- Buttons: Save, Close

Future releases will use this field to map cost centres to subaccounts automatically—by entering an ID now, you will be prepared for this functionality when it becomes available.

Importing Timesheet Batches

Importing from Advanced Workforce Management

A new Timesheet Batches screen (MPPP7060) is available for pulling timesheet data from Advanced Workforce Management:



Batch Number	External Pay Description	External Finalised Date	Pay Date Range	Company ID	No. Of Employees	No. Of Pay Items	Source	Status
TSB001610	JennyBothPHNotWorkedAndP...	1/04/2021	08/07/2021 - 15/07/2021	MAIN	1	4	WFMTEST	Imported
	ALWithPHVince	7/04/2021		MAIN			WFMTEST	Pending
TSB001612	PHCombined	6/04/2021	08/04/2021 - 08/04/2021	MAIN	1	3	WFMTEST	Imported
TSB001611	SLWithPHNW	1/04/2021	11/07/2021 - 14/07/2021	MAIN	1	2	WFMTEST	Imported
TSB001607	Test1	23/03/2021	22/03/2021 - 22/03/2021	MAIN	1	1	WFMTEST	Imported
TSB001609	JennyPHMondaylised	31/03/2021	23/04/2021 - 26/04/2021	MAIN	1	3	WFMTEST	Imported
	VincePH2	7/04/2021		MAIN			WFMTEST	Pending
	JennyLeaveWithPHAU	6/04/2021		MAIN			WFMTEST	Pending
TSB001605	JennyAL1	26/03/2021	02/04/2021 - 07/04/2021	MAIN	1	3	WFMTEST	Imported
TSB001606	PHNotWorkedTest	31/03/2021		MAIN	0	0	WFMTEST	Imported
	ALWithPHNotWorked	7/04/2021		MAIN			WFMTEST	Pending

Click **Import External Timesheets** to pull in timesheets from Advanced Workforce Management. Timesheets are imported from any pay runs in Advanced Workforce Management that are in the “Finalised” status and have not already been imported.

Importing timesheets from Advanced Workforce Management has the following effects:

- Timesheet data records appear on this screen, and can now be imported into the Advanced People system in the same way as other timesheet/time card data.
- For NZ companies, employee's schedules are updated on the Employee Work Schedule screen (MPPP2260) based on the imported data:
 - Data on employees' shifts is imported into the Scheduled Hours field on their schedules.
 - The **Working Day** checkboxes on employees' schedules are ticked or cleared as appropriate, according to the days they worked.

You can use the **Schedules** button on this screen () to set up a schedule so that timesheets are imported automatically.

Importing into Advanced People Pay Runs

Once imported from Advanced Workforce Management, the timesheet data can be imported into pay runs via the Import Timesheets screen (MPPP7030).

New columns have been added to the Import Timesheets screen to contain extra data that may be included in timesheets from Advanced Workforce Management:

- **Holiday start date** (NZ companies only) – this column is populated for Annual Leave requests.
- **Rate** – this column will be populated if the data from Advanced Workforce Management includes a rate (see page 5).

Once imported on this screen, you can bring the timesheet data into a pay run in the same way as any other timesheets—see the [“Importing Timesheets” white paper](#) on the MYOB Advanced Education Centre for details.

Resolved Issues

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

Finance

Problem ID	Description
CE00011897 CE00011539 CE00012933	The error message "Sequence contains no elements" could appear when attempting to process a document on the Generate GST Debit Adjustment screen (AP504500). This has been resolved.

Distribution

Problem ID	Description
CE00013434 CE00013225	In some cases, discounts did not populate correctly on the Sales Orders screen (SO301000). This has been resolved.

Payroll and Self-Service

Problem ID	Description
CE00015114 CE00015047 CE00015292 CE00015360 CE00015392 CE00015429	The error "Object Reference not set to an instance of an object" occurred when attempting to create an entitlement adjustment, if the "Subaccounts" feature was disabled on the Enable/Disable features screen (CS100000). This has been resolved.
CE00012509 CE00009124 CE00012194 CE00013408 CE00014446	The Pay Run Details report (MPPP6021) could show incorrect totals. This has been resolved.
CE00015206 CE00015158 CE00015195 CE00015232	This release corrects an error that could prevent superannuation batches from being submitted.
CE00013420 CE00013137	Imported leave that spanned a public holiday/calendar exception was not being split into rows in the Days Taken window to allow the date to be used by the public holiday Days Taken. This has been resolved.
CE00015269 CE00015182	The Tax Year on the Employee's Current Pay screen (MPPP3130) sometimes displayed incorrectly (this did not affect calculations). This has been resolved.
CE00015230 CE00015199	When leave is imported to a pay run, and there is no income pay item in the employee's Standard Pay, the import is unsuccessful. This has been resolved; the workaround is to add any pay item with Type = "Income" and ensure the value is 0.

Problem ID	Description
CE00014025 CE00013536	When an employee entered a leave request, it was recording against the branch that the user was logged in to at the time, rather than the branch that the employee belonged to. This has been resolved.
-	For Australian companies, when an employee had more than one pay item for superannuation (e.g. salary sacrifice), the system did not validate that all pay items with the same fund also have the same membership ID. This has been resolved.
-	On the Days Taken window, if a user entered a Unit amount that was greater than the employee's Ordinary Wage pay item amount, the resulting error was not displayed onscreen. This has been resolved.
-	If an employee's work calendar was changed, it was not possible to create a partial leave request for the employee. This has been resolved.

System and Platform

Problem ID	Description
-	The Full User (Full API) licence type was not available on new MYOB Advanced People sites. This has been resolved.

Known Issues

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

Issue Description	Workaround
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.
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.	No workaround needed; disabled users are correctly prevented from logging in, but the error message may cause confusion.
When a new licenced user receives an onboarding email and uses the link in 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.
<p>The following controls relating to credit cards are currently visible:</p> <ul style="list-style-type: none">• The Validate CC Payment option in the Actions Menu on the Payments and Applications screen (AR302000).• The CCEXPENOTE Notification Template on the Mailings tab of the Customers screen (AR303000). <p>Credit card features are not currently supported—these controls cannot be used.</p>	
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.	
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.
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.	

Issue Description	Workaround
<p>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.</p>	<p>The order type can still be changed on the Appointment screen once the appointment has been created.</p>
<p>The “Franchisee” user type is not currently associated with the Franchise Connector features.</p>	
<p>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.</p>	<p>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.</p>
<p>If two employees have a leave request covering the same date, and the leave is deleted in the Days Taken window of the Employee’s Current Pay screen (MPPP3130) for one employee, the leave link for both employees will be cleared instead of only for the employee whose leave was deleted. (The leave date remains in the other employee’s Days Taken and is therefore still paid.)</p>	
<p>The Tax Year on the Employee’s Current Pay screen (MPPP3130) sometimes displays incorrectly.</p>	<p>No workaround; the correct tax year is used in pay run calculations.</p>
<p>When the employee’s current pay has no income item, the Import Leave action does not import the leave.</p>	<p>Add an income pay item to the employee’s Standard or Current Pay with a zero amount.</p>
<p>Imported Leave does not process correctly when an employee has two or more pay items with a type of “Income”. The error “Invalid number of units or value entered in the entitlement payment pay item. Manual units assignment required.” occurs when you open the Days Taken window, the leave days have the wrong income pay item code and there is no calculated amount.</p>	<p>Manually reset each employee’s pay that has the issue and then manually re-enter the Days Taken.</p>
<p>Importing entitlement payment pay items via timesheets for entitlements that are configured as “non-leave” is not successful.</p>	<p>Configure the entitlement as leave, manually add the pay item in employees current pay and add dates into the Days Taken window to match the required quantity.</p>
<p>When a cash account is added to a superannuation fund or changed, and there are open super batches, the cash account is missing from the batch, preventing the batch from being exported.</p>	<p>A script to correct this issue is available from MYOB Support.</p>

Issue Description	Workaround
<p>The Set Pay Period Date button on the Leave Administration screen (MPPP5040) doesn't function correctly, resulting in leave requests not being imported to the correct pay run.</p>	<ol style="list-style-type: none"> 1. On the Pay Run Details screen (MPPP3120), click the Undo Imported Leave action, so that the affected leave request does not become stuck in the "Processing" status. 2. On the Leave Administration screen, for affected employee leave requests, click Set Pay Period Date and choose a date that is prior to the open pay run, so that the leave is not automatically brought into another pay run once this issue is resolved. 3. On the Pay Run Details screen, click Import Leave. 4. For affected employees, on the Employee's Current Pay screen (MPPP3130), manually add leave pay items and add leave dates using the Days Taken window.
<p>Public holidays from the exceptions tab of the Employee Calendar screen (MPES4001) do not display on the Team Calendar screen (MPES4003). Note that public holidays are being correctly considered in leave requests.</p>	<p>Refer to the Employee Calendar screen for public holidays.</p>
<p>For Australian companies, STP Submissions incorrectly populate the "R" code in the Lump Sum A Type field for non-termination completed pays. Similarly, the STP JSON request body incorrectly populates the "R" code. Note that the lump sum amount is correctly 0.</p>	
<p>If the cash account on pay item is updated, this change is not inherited by the pay item in the employee's current pay.</p>	<p>Remove the pay item from the employee's current pay and then add it back corrects Cash account for the pay item</p>
<p>When a pay run is adjusted for one or more employees, all termination batches in that pay run are reversed by the negative pay run. This doesn't reverse the pay run transactions or the STP reporting (including finalising the employee), but it does reverse all the other terminations tasks i.e.</p> <ul style="list-style-type: none"> • set the employee status to inactive • set the last day of employment as: <ul style="list-style-type: none"> ○ expiry date on employee pay groups ○ employment end date ○ employment history termination date, plus reason 	<p>Manually complete the termination tasks.</p>
<p>In Australian companies, importing a partial day leave request with the unit of Days would result in an incorrect rate for the request.</p>	<p>Either use the Hours unit type for the entitlement, or manually update the days taken in the Employee's Current Pay.</p>

Issue Description	Workaround
In NZ companies where Advanced People is integrated with Advanced Workforce Management, when a user is terminated, work schedule data for the employee is not imported after the termination date.	Manually enter schedule information into the Employee Work Schedule screen (MPPP2260), so the system can calculate the correct notional end date and unused leave balances.
If an employee has a leave taken pay item in their Standard Pay, then any imported leave for that pay item will not be removed if the Undo Timesheet Import pay run action is used.	Re-import the timesheet or reset the employee's pay from the Pay Run Details screen (MPPP3120).
In some cases, the tabs and filters on the All Emails screen (CO409070) are not available.	To make these controls visible again, click any button on the screen then refresh it in your web browser, or go into one of the emails listed on the screen, then return to the screen.

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.