

MYOB Advanced Franchise Connector

Last Updated: 14 August 2020



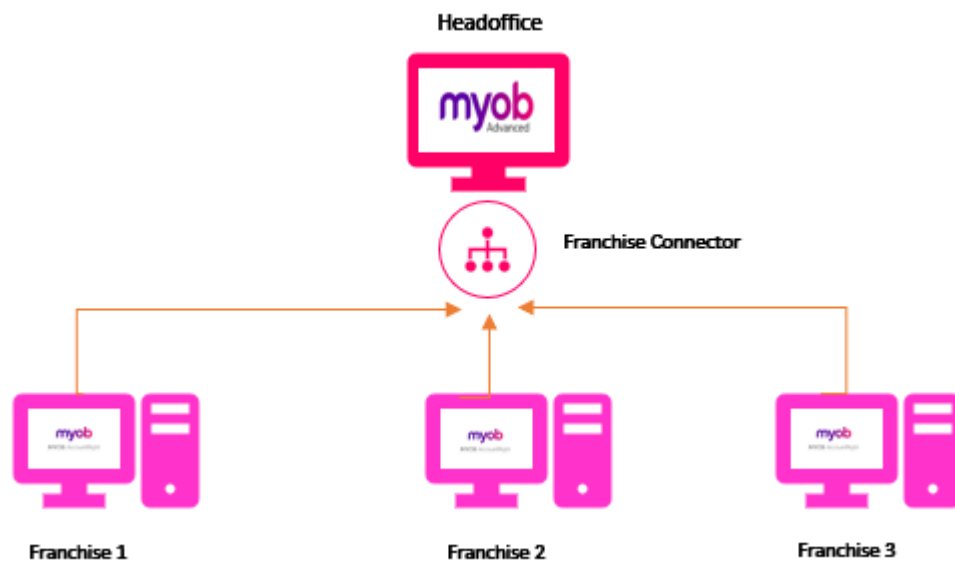
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Overview

The purpose of the franchise connector is to support franchise businesses structures where the primary franchisor is using MYOB Advanced to operate their business and the franchisees are using MYOB AccountRight or MYOB New Essentials to run their respective businesses.

The solution allows the franchisee to seamlessly share selected General Ledger data with the franchisor for the purposes of consolidated reporting.



Solution Design and Scope

The solution is composed of four main functions:

- Franchise user onboarding process,
- franchise GL account configuration,
- franchisor GL account configuration,
- and the import process.

Transaction logs are available to track incoming transaction status along with generic inquiries to track the data effectively both at franchisor and franchisee levels.

The franchise user onboarding process involves the creation of a new customer and an associated contact in MYOB Advanced who will act as the franchise admin user to set up the GL accounts in portal for data sharing. The contact needs to be authenticated in the customer portal using 2-factor authentications before a connection can be established between AccountRight/ essentials site to MYOB Advanced. Once the connection is established and successful the user will have the option to select the GL accounts from AccountRight/essentials chart of accounts. Once the information is saved and made active then the connection becomes available in MYOB Advanced ERP for franchisor (head office) configuration.

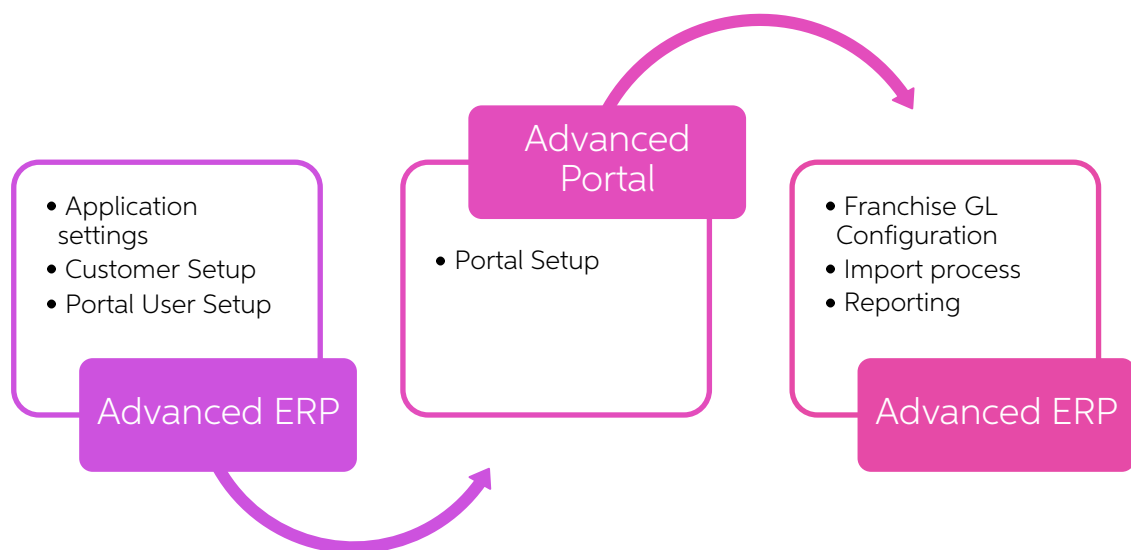
The Franchisor (Head office) should be able to see a connection from the GL configuration area which was created by franchise user and would be able to map the

AccountRight/Essentials GL account with MYOB Advanced GL account along with the company, Branch, ledger, and subaccount. It is solely individual franchisor choice that how they treat individual franchise financial dimension whether it is a branch, ledger or subaccount, the design will allow you to use any dimension for reporting purpose in MYOB Advanced using analytical report manager.

The import process will only run for active connections and will get the data from the data share date used in the franchise connection setup and will manage logs of all successful or unsuccessful imports. The import process can be automated using automation schedules. The Log is also available in the individual franchise connection setup as well which will allow individual franchisees to see their own specific logs.

There is a generic inquiry available which stores the account balances of the individual GL account which were shared and grouped by branch, ledger and period which can be used for data validation and reconciliation.

Process Workflow



Scope

- The connector is designed for MYOB AccountRight / New Essentials being used at the Franchisee level and MYOB Advanced being used at the Franchisor level.
- The connector extracts the data from AccountRight and imports it into Advanced.
- Import is one-way only: from AccountRight to Advanced.
- Only actual General Ledger data can be imported.
- Both the franchisee and franchisor local currency must be the same.
- Either all or some GL accounts can be used for data share.
- The chart of accounts structure of franchisee and franchisor can be different.
- The franchisee financial dimension can be set up as a combination of company, branch, ledger or subaccount.
- No rollback of the import process is available.
- The product is only available for AccountRight Live (Cloud) to MYOB Advanced (Cloud).
- The feature can be used for both AU and NZ regions separately.
- The feature is available in Plus and Enterprise editions of MYOB Advanced.

Availability and License Requirements

The franchise connector is available in the MYOB Advanced Plus and Enterprise editions and requires the following licenses:

- Each franchisor user requiring access to MYOB Advanced will require their own MYOB Advanced license.
- Each active connection between MYOB Advanced and a franchisor system will require a Franchise Connector license.
- Each Franchisee requiring access to the MYOB Advanced portal will require a portal access license.

Setting up Franchise Connector

Franchisor Setup

The franchisor setup goes through with the series of sequential procedures that need to be set up before the franchise can start sharing its data.

Prerequisites

Customer portal (MYOB Advanced)

- Request for a customer portal through MYOB Advanced support team advancedlivesupport@myob.com or through the partner portal

My.MYOB Credentials (MYOB AccountRight)

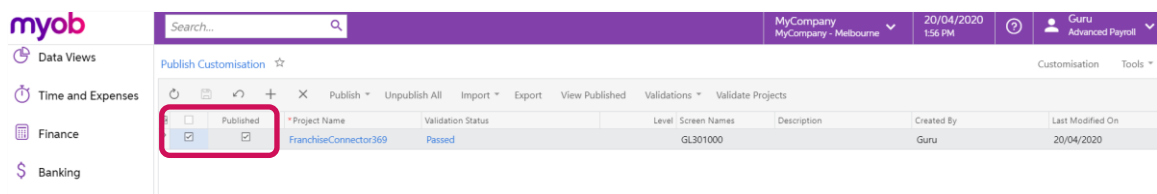
- Make sure AccountRight users have my.MYOB credentials available and in working state with Admin rights.
- If you are having issues with AccountRight or my.MYOB credentials then please call 1300045856 with the serial number

API Credentials

- Send the Client Archie ID, Client Name, Advanced URL and Advanced portal URL as per MYOB Advanced product account to our developer services team at advancedisvs@myob.com. You will receive the following information back:
 - MYOB AccountRight Client ID (Key)
 - MYOB AccountRight Client Secret (Secret)
 - Redirect URL

Setting up the Franchisor

- Enable the “Franchise Connector” feature on the Enable/Disable Features screen (CS100000), or for the Beta phase import the customization package received from MYOB.
- Validate and publish it in both MYOB Advanced and in the customer portal interface using the Publish Customisation screen (SM204505).



- Set up the application settings details on the Application Setting screen (MBFC2040):

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Application Setting

Modify

Application Name: Accountright

ClientID: *****

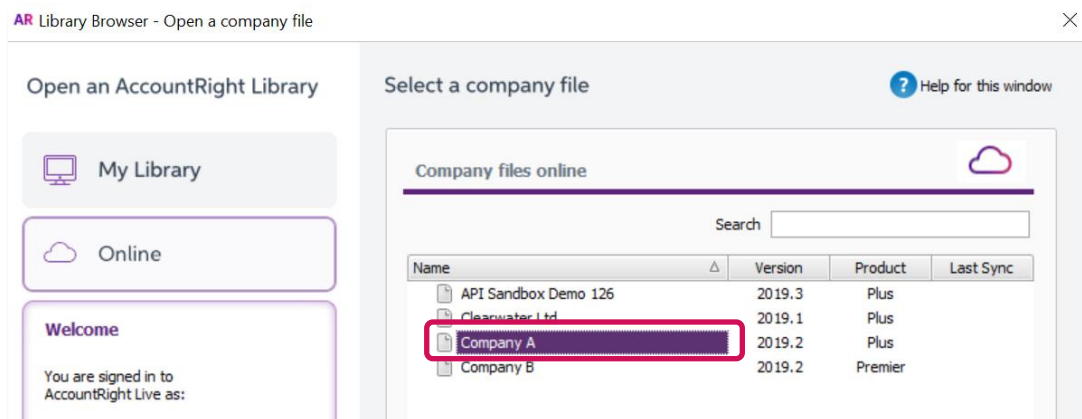
Client Secret: *****

Redirect Url: *****

Enter the details and save the information

- On the Customers screen (AR303000), create a customer in MYOB Advanced for each franchisee or AccountRight company.

In the example below, I have multiple AccountRight files (companies) and we would like to specifically make a connection with Company A and hence we need to create a customer in MYOB Advanced for this entity



Customers

Save & Close

Customer ID: ABCSTUDIOS - ABC Studios

Customer Name: ABC Studios Inc.

Status: Active

Balance: 0.00

Prepayment Balance: 0.00

Retained Balance: 0.00

General Info | Billing Settings | Delivery Settings | Locations | Payment Methods | **Contacts** | Salespersons | Attributes | Activities | GL Accounts | Mailing Settings

Add Contact

Active	Job Title	Name	City	Email	Phone 1
☒		Dunna Guru, Mr.		guru.dunna@myob.com	

5. Click the **Add Contact** button on the Contacts tab to open the Contacts screen (CR302000) and create an associated contact for the above customer who will be responsible for setting up the franchisee connection and sharing the GL accounts from AccountRight.

Contacts

Save & Close [Icons] Actions ▾

Contact ID: Dunna Guru, Mr. [Search] Business Account: ABCSTUDIOS - ABC Studios Inc. [Search] [Edit]

First Name: Mr. [Dropdown] Guru [Search] Owner: [Search]

* Last Name: Dunna Workgroup: [Search]

Type: Contact Job Title: [Search]

☒ Active Contact Class: DEFAULT - Default Contact & Lead Cl [Search] [Edit]

Details Additional Info Attributes Activities Relations Opportunities Cases Campaigns Marketing Lists Notifications User Info Sync Status

Contact

Email: guru.dunna@myob.com [Search] [Send]

Web: [Search] [Link]

Business 1 [Dropdown] [Search]

Cell [Dropdown] [Search]

Home [Dropdown] [Search]

Business Fax [Dropdown] [Search]

CRM

Duplicate: Validated

Contact Method: Any [Dropdown]

☐ Do Not Call ☐ Do Not Fax

☐ Do Not Email ☐ Do Not Mail

☐ No Mass Mail ☐ No Marketing

Last Incoming Activity: [Search]

Last Outgoing Activity: [Search]

Address

On the User Info tab, assign the “FRANCHISEE” User Type and “Franchise User” and “Portal User” roles to the contact

Contacts

Save & Close [Icons] Actions ▾

Contact ID: Dunna Guru, Mr. [Search] Business Account: ABCSTUDIOS - ABC Studios Inc. [Search] [Edit]

First Name: Mr. [Dropdown] Guru [Search] Owner: [Search]

* Last Name: Dunna Workgroup: [Search]

Type: Contact Job Title: [Search]

☒ Active Contact Class: DEFAULT - Default Contact & Lead Cl [Search] [Edit]

Details Additional Info Attributes Activities Relations Opportunities Cases Campaigns Marketing Lists Notifications User Info Sync Status

Status: Active [Disable User]

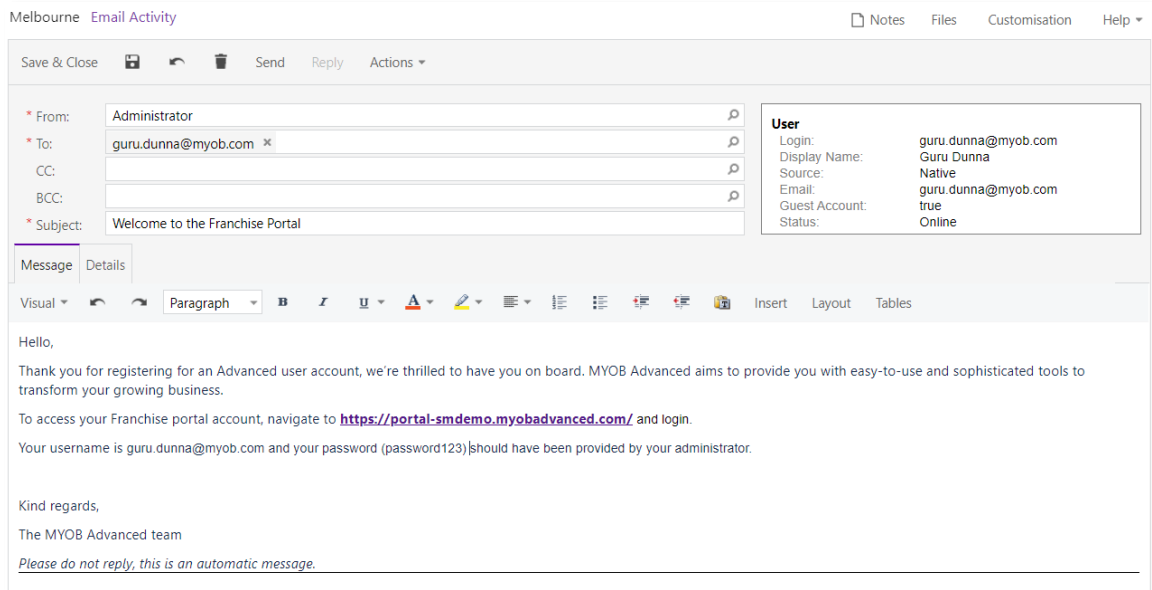
* User Type: FRANCHISEE [Search] [Edit]

Login: guru.dunna@myob.com [Reset Password]

Refresh [Icons]

	Role Name	Role Description
>	☒ Franchise User	Franchise user
	☒ Portal User	Portal user

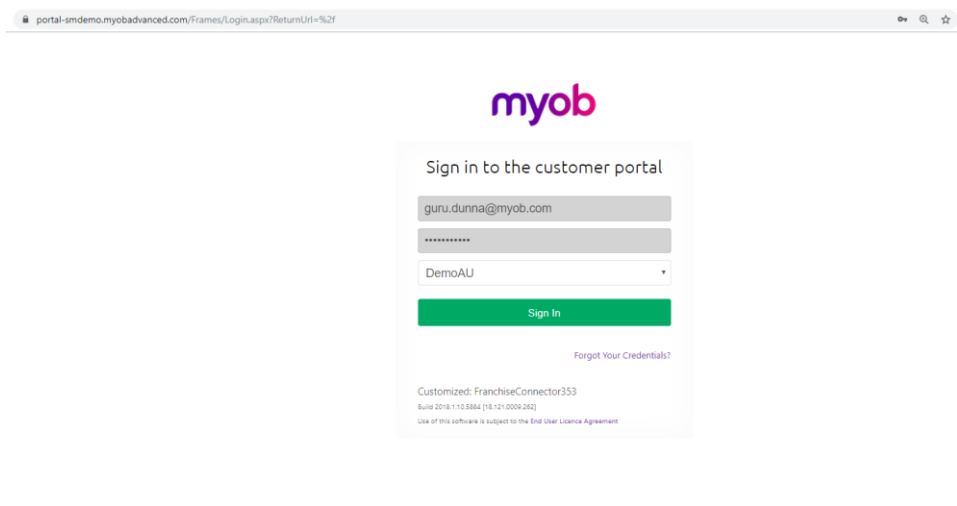
6. Send the franchisee details to the franchise user.



Franchisee Setup

The franchisee user should have received the email notification from the franchisor with their user credentials.

1. Log in to the portal and enter the username and password:



Note: The system might prompt for two-factor authentication, which you may want to set up. You should be able to skip this process by clicking **Remind me later**.

Safeguard your data with new security measures from MYOB Advanced

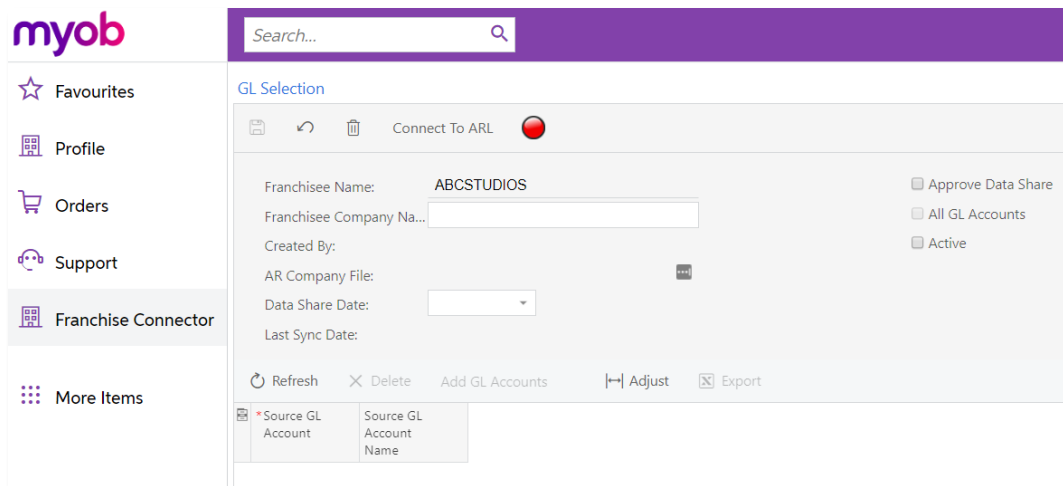
We're building an extra layer of security into our login process known as two-factor authentication or 2FA. In the future when you sign in, you'll be asked to enter a code sent to you separately which helps to protect your data even if your password has been compromised. You'll need to make this change very soon to ensure your data is kept safe.

You can learn more here <https://myob.com/advanced2fa>

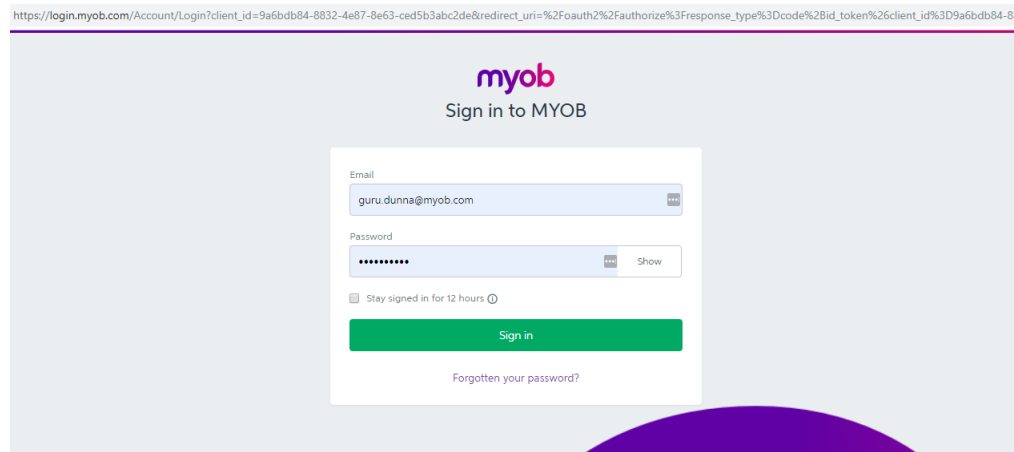
Sign Me Up!

Remind me later

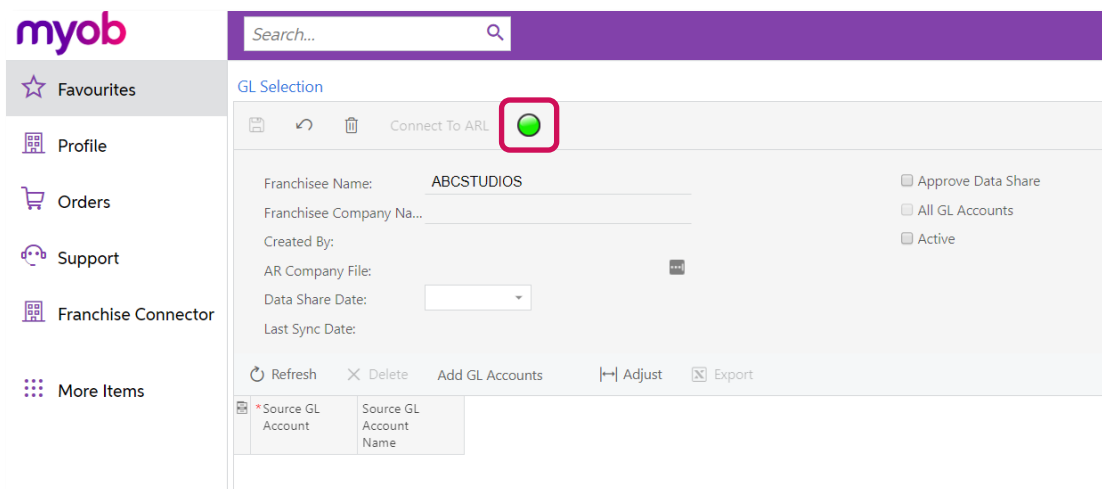
-
2. The initial screen will look like the following screenshot—it will automatically tag the franchise name from the Advanced business customer account.



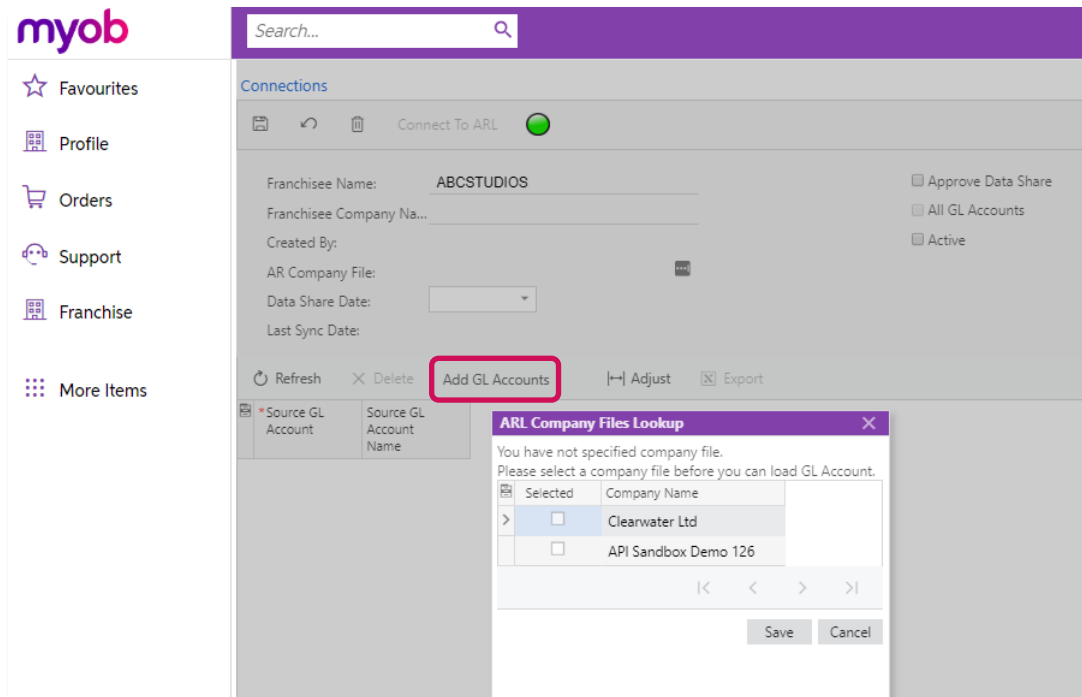
-
-
3. Click **Connect to ARL**.
4. Enter my.MYOB login credentials and click **Sign in**. (This is different to your portal login and it is the AccountRight)



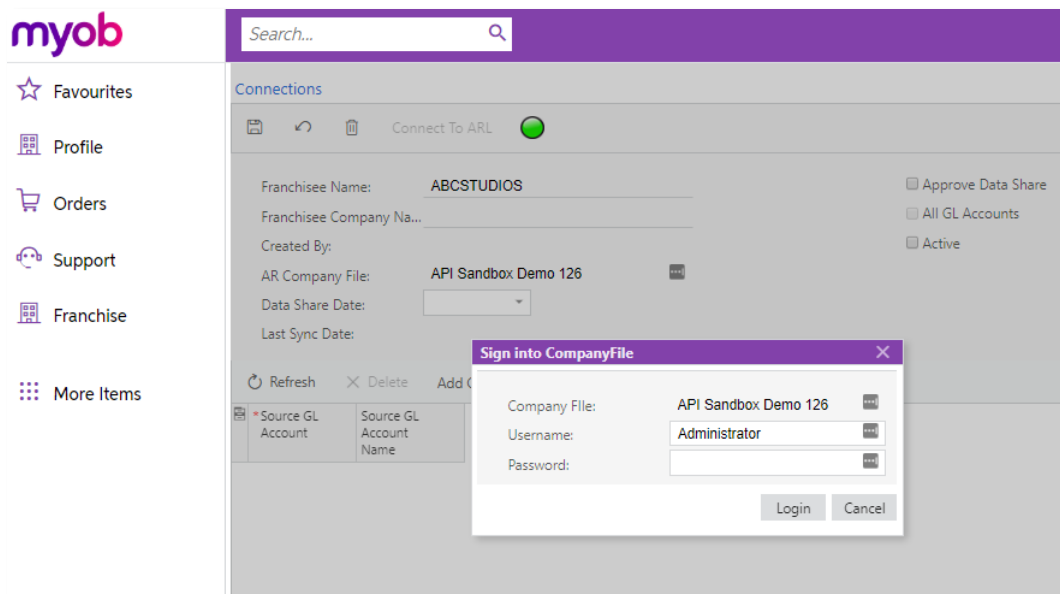
Once the sign-in is successful, the system will return to the franchisee connection screen. The status icon will turn green, indicating a successful connection.



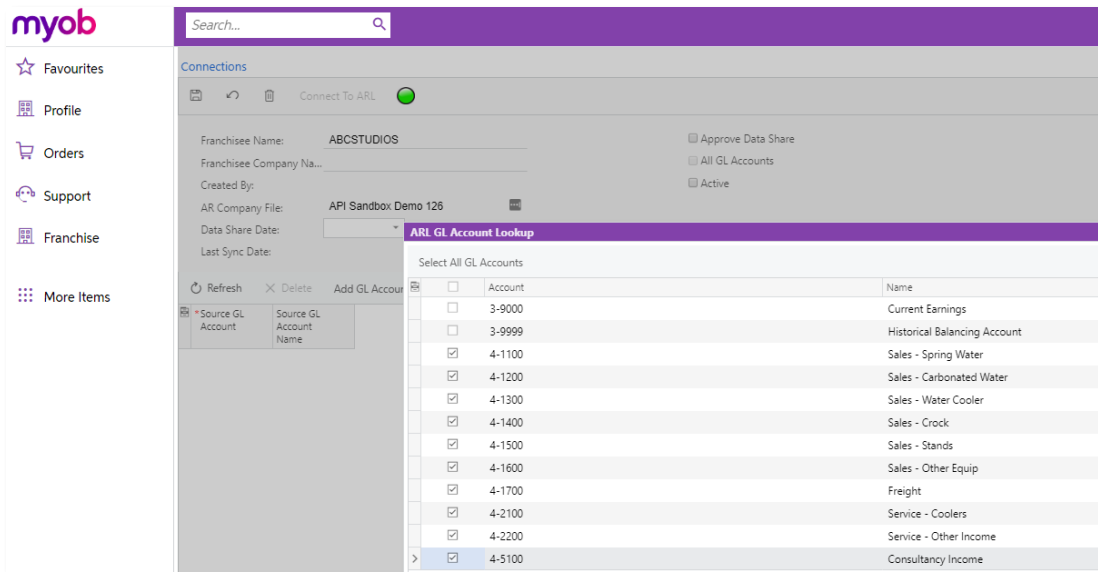
5. Click **Add GL Accounts** (if AccountRight has more than one company, the system will ask you to choose one company; otherwise the user can choose the default company GL accounts).



6. Enter the AccountRight live Username and Password:



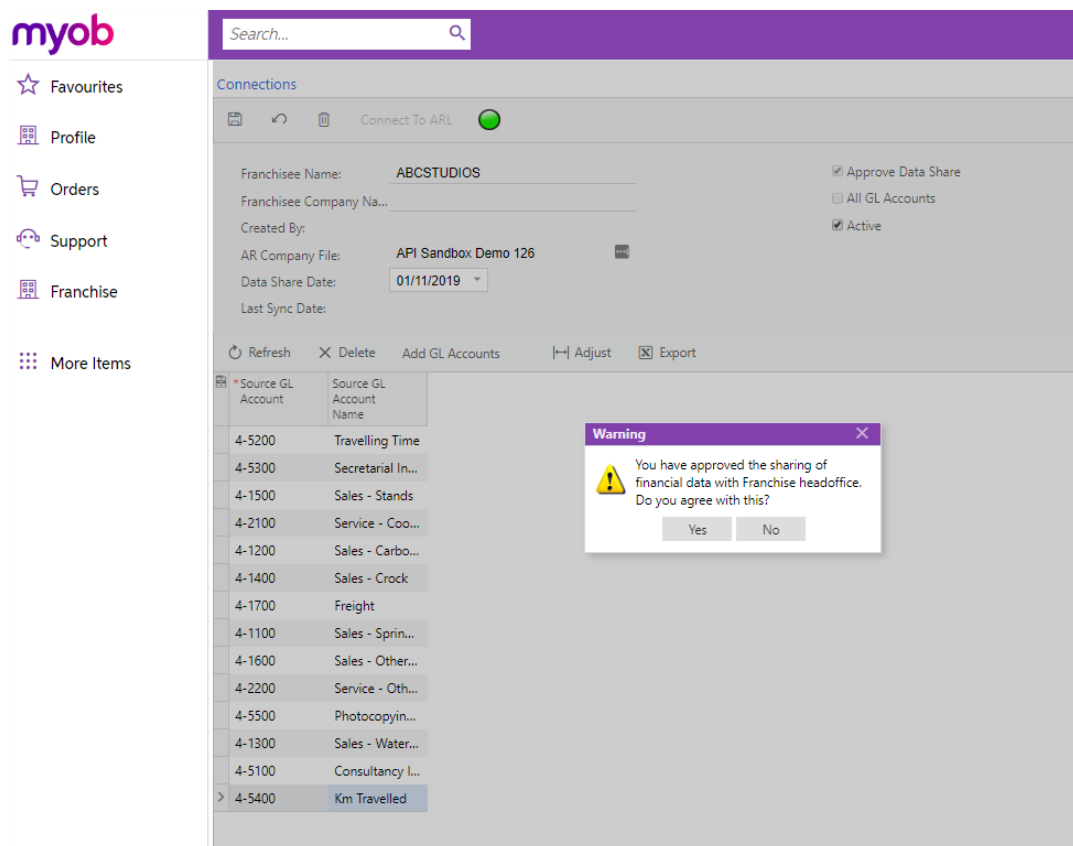
7. Select the GL accounts from the list, then click **Add & Close**.



8. Enter all the below details and save:

- **Data Share Date** – The import process will process all the data from this date onwards.
- **Approve Data Share** – An approval from the user that they authorize for data share.
- **All GL Accounts** – This is a read-only field that gives the logic for the import process if Debit or Credit will be in balanced or unbalanced.
- **Active** – Tick to make connection active.

9. One final approval message appears on saving. Click **Yes** to proceed further, or **No** to cancel.



The green icon confirms that validation is set up and successful. If this shows red, that would mean there are still issues with the connection or it hasn't been set up yet.

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Connections

Connect To ARL

Franchisee Name:

ABCSTUDIOS

Franchisee Company Na...:

ABC Studios Inc

Created By:

guru.dunnna@myob.com

AR Company File:

API Sandbox Demo 126

Data Share Date:

01/11/2019

Last Sync Date:

☒ Approve Data Share

☐ All GL Accounts

☒ Active

Refresh

Delete

Add GL Accounts

Adjust

Export

*Source GL Account	Source GL Account Name
4-5200	Travelling Time
4-5300	Secretarial Income
4-1500	Sales - Stands
4-2100	Service - Coolers
4-1200	Sales - Carbonated Water
4-1400	Sales - Crock
4-1700	Freight
4-1100	Sales - Spring Water
4-1600	Sales - Other Equip
4-2200	Service - Other Income
4-5500	Photocopying Income
4-1300	Sales - Water Cooler
4-5100	Consultancy Income
> 4-5400	Km Travelled

Franchisor GL Configuration

In the franchisor system, go to the Franchise GL configuration screen (MBFC3010).

The screenshot displays the MYOB Franchise GL Configuration screen. The sidebar on the left lists various modules, with 'Receivables' currently selected. The main panel is titled 'Franchisee GL Configuration' and includes a search bar at the top. Below the title, there are several input fields and checkboxes for configuring franchisee data. The 'Destination Settings' section includes fields for Destination Company, Branch, Ledger, Description, and Default SubAccount, each with a magnifying glass icon for selection. The 'Client Settings' section includes checkboxes for 'Approve Data Share', 'All GL Accounts', and 'Client Activated', along with a 'Data Share Date' field. An 'Active' checkbox is also present. At the bottom, there is a table for mapping Source GL Accounts to Destination GL Accounts and Subaccounts, with columns for 'Source GL Account', 'Source GL Account Name', 'Destination GL Account', 'Destination GL Account Name', and 'Subaccount'.

Select the company set up by the Franchisee. Enter the required details and save:

- **Destination Company** – Franchise transactions will post to this company.
- **Destination Branch** – Franchise transactions will post to this branch.
- **Destination Ledger** – Franchise transactions will post to this ledger.
- **Default Subaccount** – You can choose a default subaccount from the list which is then used in conjunction with the **Use Default Subaccount** button in the line area if any user wants to populate the subaccount column with default subaccount.
- **Destination GL account and subaccount** – The journals will post to the mapped GL account and subaccount.
- **Approve Data share** – Read-only field which confirms that franchisee has approved the data share.
- **Client Activated** – Read-only field that gives the information that the connection has been made active by franchisee.
- **Data Share Date** – Read-only field displaying the date from which the import process will bring transactions.
- **All GL accounts** – Read-only field that gives the logic if journals' Debit and Credit are balanced or not. If **All GL Accounts** is selected then you can choose both Actual and Statistical ledger for posting; if it is unmarked, then you can only choose the Statistical ledger.

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Franchisee GL Configuration

* Franchisee Name:

ABCSTUDIOS

Franchisee Company Name:

ABC Studios Inc

Destination Settings

Destination Company:

RAPIDBYTE

Destination Branch:

MAIN

Destination Ledger:

STATS

Description:

Accountright Right Company

Default SubAccount:

00-00-00-00-000

☒ Active

Client Settings

☒ Approve Data Share

☐ All GL Accounts

☒ Client Activated

Data Share Date:

01/11/2019

Clear Mapping

Auto Match

Use Default Subaccount

Source GL Account

Source GL Account Name

* Destination GL Account

Destination GL Account Name

Subaccount

4-5200	Travelling Time	400000	Sales - General	00-00-00-00-000
4-5300	Secretarial Income	401000	Sales - Hardware	00-00-00-00-000
4-1500	Sales - Stands	402000	Sales - Software	00-00-00-00-000
4-2100	Service - Coolers	403000	Sales - Consulting	00-00-00-00-000
4-1200	Sales - Carbonated Water	404000	Sales - Hosting	00-00-00-00-000
4-1400	Sales - Crock	405000	Interest Income	00-00-00-00-000
4-1700	Freight	408000	Other Income	00-00-00-00-000
4-1100	Sales - Spring Water	408006	IN.TS #06 Income	00-00-00-00-000
4-1600	Sales - Other Equip	454000	Finance Charge Income	00-00-00-00-000
4-2200	Service - Other Income	455000	Shipping Charges Reimbursed	00-00-00-00-000
4-5500	Photocopying Income	480000	Sales Returns and Allowances	00-00-00-00-000
4-1300	Sales - Water Cooler	490000	Discount Taken	00-00-00-00-000

ARM Reporting needs to be configured accordingly to show individual franchisee level reporting or in a consolidated way.

MYOB Advanced | Franchise Connector

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Transaction Processing and Flow

After all the setup and configuration is complete, run the import process from the Import Journal Transactions screen (MBFC5010):

1. Choose a connection.
2. Load the transactions.
3. Import transactions.

Source Batch Number	ARL Batch Status	Batch Document Date	Batch System Date	Description
WO-22	New	17-03-2020	17/03/2020 17:49:20	Sale; City Council
WO-28	New	18-03-2020	18/03/2020 13:19:30	Sale; Autotest Corp
WO-31	New	18-03-2020	18/03/2020 13:19:26	Sale; Autotest Corp
WO-29	New	18-03-2020	18/03/2020 13:19:28	Sale; Autotest Corp
WO-21	New	17-03-2020	17/03/2020 17:49:27	Sale; City Council

Once the transactions are posted, logs will be visible on the Import Logs screen (MBFC2020). Log files store the Advanced batch number, ARL batch number, batch date and other information:

*Customer CD	*Customer Company	Advanced Batch Number	Source Batch Number	Source Batch Description	Source Batch Document Date	Source Batch System Date	Source Batch Journal Type	LogTy	Status	Message	*Contact	Created Date
ABCSTUDIOS	ABC Studios Inc	00005786	21	Sale; City Council	17-03-2020	17-03-2020 17	Sale	Sync	Imported		guru.dunna@myob.com	23-04-2020
ABCSTUDIOS	ABC Studios Inc	00005785	22	Sale; City Council	17-03-2020	17-03-2020 17	Sale	Sync	Imported		guru.dunna@myob.com	23-04-2020
ABCSTUDIOS	ABC Studios Inc	00005784	23	Sale; Autotest ...	17-03-2020	17-03-2020 17	Sale	Sync	Imported		guru.dunna@myob.com	23-04-2020
ABCSTUDIOS	ABC Studios Inc	00005783	24	Sale; Autotest ...	17-03-2020	17-03-2020 17	Sale	Sync	Imported		guru.dunna@myob.com	23-04-2020
ABCSTUDIOS	ABC Studios Inc	00005782	WO-24	Sale; Autotest ...	17-03-2020	17-03-2020 17	Sale	Sync	Imported		guru.dunna@myob.com	23-04-2020
ABCSTUDIOS	ABC Studios Inc	00005781	WO-22	Sale; City Council	17-03-2020	17-03-2020 17	Sale	Sync	Imported		guru.dunna@myob.com	23-04-2020
ABCSTUDIOS	ABC Studios Inc	00005780	WO-23	Sale; Autotest ...	17-03-2020	17-03-2020 17	Sale	Sync	Imported		guru.dunna@myob.com	23-04-2020

Any batch that couldn't be posted will be recorded on the Suspended Batches screen (MBFC2030), which shows the reason for failure along with batch information:

Customer Name	Customer Company	*Source Batch Number	Source Batch Desc	Source Batch Journal Type	FailedReason	CreatedDate	LastModific
---------------	------------------	----------------------	-------------------	---------------------------	--------------	-------------	-------------

The posted journal becomes available on the Journal Transactions screen (GL301000) with audit tracking information like Source, Franchisee Name and a Description composed of the AccountRight batch ID and description.

Journal Transactions

Module: GL * Branch: RAPIDBYTE - Rapid Byte Solutions Inc.
 Batch Number: 00005753 * Ledger: STATS - STATS
 Status: Posted Currency: AUD 1.00 View base
 Transaction Date: 01/05/2019
 * Post Period: 04-2019
 Description: [GJ000002]

Type: Normal
 Source: Account Right
 Franchisee Name: ALPHABETLTD
 Orig. Batch Number:
 Debit Total: 0.00
 Credit Total: 127.00

* Branch	* Account	Description	* Subaccount	Project/Cont	Project Task	Ref. Number	Quantity	UOM	Debit Amount	Credit Amount	Transaction Description
> RAPIDBYTE	408000	Other Income	00-00-00-00-000	X			0.00		0.00	127.00	

Schedule Import Process

You can use the Import Schedule screen (MBFC5020) to set up a schedule for the import process—this can be set up for one or multiple connections. Refer to the Help information on automation schedules for the setup and configuration process. A sample setup process is shown below.

Import Schedule

Action: Import ARL Journals
☒ Active Connection Only

* Franchisee Name	Destination Company	Destination Branch	Destination Ledger	Active	Last Sync Date
> ABCSTUDIOS	RAPIDBYTE	MAIN	STATS	☒	18/03/2020

Automation Schedules

Schedule ID: <NEW> ☒ Active
 * Description: Import ABC
 * Screen ID: Import Schedule Action Name: Import All

Details Schedule Conditions Filter Values

* Field Name	* Condi	Relativ	Value	Value 2
> Franchisee Name	Equals	☐	ABCSTUDIOS	

Reconciliation

A Franchise Reconciliation generic inquiry is available to help users reconcile the data coming from AccountRight by individual franchisees. Generic inquiries can be further modified to show various data in a summary or a pivot view for further analysis.

GI Franchise GL Enquiry: This GI is specifically designed for a franchisor (head office) to see all the general ledger batches that originate from AccountRight for the various franchisees. The GI has fields like branch, ledger, posting period, GL account, subaccount, source (AccountRight/Essentials), Franchise name, Debit amount, credit amount and period to date total.

Branch	Ledger ID	Post Period	Account	Subaccount	Source	Franchise Name	Debit Amount	Credit Amount	PTD Amount	Source GL Account
MAIN	STATS	05-2020	400100	000-00	Account Right	ABCSTUDIOS	262.00	768.00	-506.00	4-1200
MAIN	STATS	05-2020	400300	000-00	Account Right	ABCSTUDIOS	282.00	282.00	0.00	4-1300

Possible causes of reconciliation errors between AccountRight and Advanced:

- Incorrect GL accounts have been selected for the data share.
- Incorrect report and date parameters are used in the AccountRight report when comparing values with the Advanced GL report.
- The import process hasn't been run for the appropriate period.
- The import process has been run but batches are listed in the Suspended Batches screen due to errors.
- The mapping of GL accounts at the franchisor level is incorrect.
- The data reconciliation period in AccountRight is the same as data reconciliation period of Advanced.

Frequently Asked Questions

What if the franchisor (head office) would like to change any of the previously configured settings in Franchisee GL configuration?

Yes, the system will allow you to change the configuration which is only related to franchisor and client settings cannot be changed by a head office user. For example, if there is a change in company, branch, ledger, GL account or subaccount then the user should make changes in the appropriate reporting sections to reconcile the values with the new changes. Also, user must make sure to make the changes before the next import process and not during the schedule import process otherwise it can have an impact.

What if a user would like to roll back the import process?

This feature is not available—if a user would like to cancel any GL batches on Advanced then they must reverse the GL journals manually.

What if some of the mapped GL accounts in the MYOB Advanced franchisor system are inactive, or a financial period is closed—how will the import process will manage these situations?

The import process will extract the data from AccountRight and park the batches in the suspended batches area. A user will need to make appropriate changes in the system for the next import process to make sure these batches are posted successfully:

- The user may choose to make the period active for posting
- The user may choose to either change the inactive GL accounts in configuration or make the GL account active for posting

How would a franchisor know what's happening with the import process and which batches came through and which got suspended?

The Import Log screen (MBFC2020) shows all process logs, including individual franchisee details, Advanced and source batch, log status and messages.

What happens when the import process is run?

The import process accumulates all the AccountRight batches from the data share date or last import date, based on whether it is first import or subsequent imports for all GL accounts which are mapped in the Franchisee Connection screen (MAFC3010) and will post it in the MYOB Advanced GL Journal screen.

How can a user know which batches in Advanced are AccountRight import-related?

Any GL journal in Advanced which has source as AccountRight/Essentials and has a Franchisee Name are the batches from ARL. Please also refer to the Franchisee GL inquiry GI for all ARL batches.

What should a user do if a franchisor user no longer wants to receive data from ARL franchisee(s)?

The user can go to the Franchisee GL Configuration screen (MBFC3010) and make the connection inactive by unticking the **Active** check box. This process will stop any future imports.

Each franchisee has a nominated administrator contact who sets up the franchisee connection and checks the data reconciliation—what if this user does not work for the franchisee anymore?

This situation should be reported to the franchisor (head office) so that a new user account can be created for the franchisee who is going to manage further administration work.

Can a franchisee add or delete GL accounts in the Franchisee Connections screen (MAFC3010)?

Yes, a user should be able to add additional or delete GL accounts after the initial setup and once this is done then it needs to be communicated to franchisor head office for validation and configuration purpose. The head office needs to make additional changes so that the additional GL accounts created by the franchisee can be linked to Advanced GL accounts and the deleted GL account is removed from configuration before the next import process.

Can a user change the Data Share Date once it is been set up and the import process has been run for that connection?

We do not recommend changing the Data Share Date once the connection is been established and import processes have been run.