

MYOB Advanced

Release Notes

2018.1.7



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Introduction

Welcome to the 2018.1.7 release of MYOB Advanced.

What's New in this Release?

The 2018.1.7 release adds bank feeds functionality to MYOB Advanced, and adds support for multiple, named Partner Support users.

Installing this Release

The 2018.1.7 release is automatically deployed to all production accounts.

Note: An updated licence is required to enable configuration options for the new features. While accounts in our managed environment will have their licences updated automatically, a local installation must be updated manually by navigating to the Licence Maintenance (SM.20.15.10) form and clicking the **Update Licence** button.

New Features

Bank Feeds

This release adds bank feeds functionality to MYOB Advanced. The bank feeds feature use MYOB's online services to import transactions from your bank account or credit card statement into a nominated Cash Account.

Note: See the “Bank Feeds” white paper on [the MYOB Advanced Education Centre website](#) for detailed information on setting up and using bank feeds.

Setting up Bank Feeds

User Authorisation

Before you can begin the setup process, you must nominate one or more MYOB Advanced users to be able to apply for bank feeds. These users will need:

- **A Secure Authentication login**, if they do not already have one. If the user can log in to MYOB Advanced using the **Sign in with Secure Authentication** button on the login screen, then they are already set up. Secure Authentication was introduced in the 2018.1.2 release of MYOB Advanced—once your site is using this version, onscreen messages will appear when users log in, prompting them to sign up for Secure Authentication. Users can follow these prompts to set up a Secure Authentication login for themselves. More information on Secure Authentication is available [on the MYOB website](#).
- **Authorisation to apply for bank feeds**. To authorise a user to apply for bank feeds, an MYOB Advanced administrator with access to the Users screen (SM201010) selects the user who requires authorisation and clicks the new **Authorise MYOB Admin** toolbar button. This sends an authorisation request on behalf of the user to MYOB Sales Operations. An automated email will be sent to the user when they have been authorised.
- **Access to bank feeds screens**. Any user who will be applying for bank feeds should have access rights to the following screens:
 - Apply for Bank Feeds (MBCA2010)
 - Track Bank Feed Applications (MBCA2015)
 - Manage Bank Feeds (MBCA2020)

Setup Process

Once a user has been authorised to apply for a new bank feed, they can navigate to the new Apply for Bank Feeds screen (MBCA2010) to begin the application process.

The first step is to click the **+** button, then select the **Financial Institution** that the bank feed will be imported from.

Note: The institutions available in the Financial Institution field's search window are restricted based on the company's jurisdiction—only Australian institutions are available in Australia and only New Zealand institutions are available in New Zealand.

There are two types of application: Paper and Online.

- **Online** – For financial institutions that offer online bank feed applications, MYOB Advanced generates a passcode, which you copy down and supply when setting up the bank feed at the institution's website.
- **Paper** – Where online applications are not available, MYOB Advanced generates a printable Client Application Form (CAF) containing details of the account you want to set up a bank feed for. The CAF must be printed out, signed, uploaded and sent for processing (all of these actions are performed in MYOB Advanced).

Which type of application you create depends on the financial institution that you selected—in most cases, institutions only offer one method, in which case the **Application Type** options will be read-only. In cases where an institution offers both methods, the options are editable, and you can select the method you prefer.

Paper Applications

When the **Paper** option is selected under **Application Type**, extra fields become available on the Apply for Bank Feeds screen. These fields let the user enter the information required by the institution—usually an account name and number, and possibly other details like a BSB number in Australia. Fill in these fields, then save the application.

Note: The Account Name is **the name that appears on statements for the account**, not the name of the account holder or the type of account (Cheque, Savings, etc.)

You can also nominate the Cash Account that the bank feed will import transactions into, but this is not necessary at this point. Only one bank feed can exist for each Cash Account.

Main ▾ Apply for Bank Feed ★

Ref. Number: BF000084 Cash Account: Status: * Open

ACCOUNT INFORMATION

Financial Institution: 1-VDJ3A3 - Alliance One Credit Union

Application Type

☒ Paper ☐ Online

Account Name: RapidByte

Account Number: 123456789

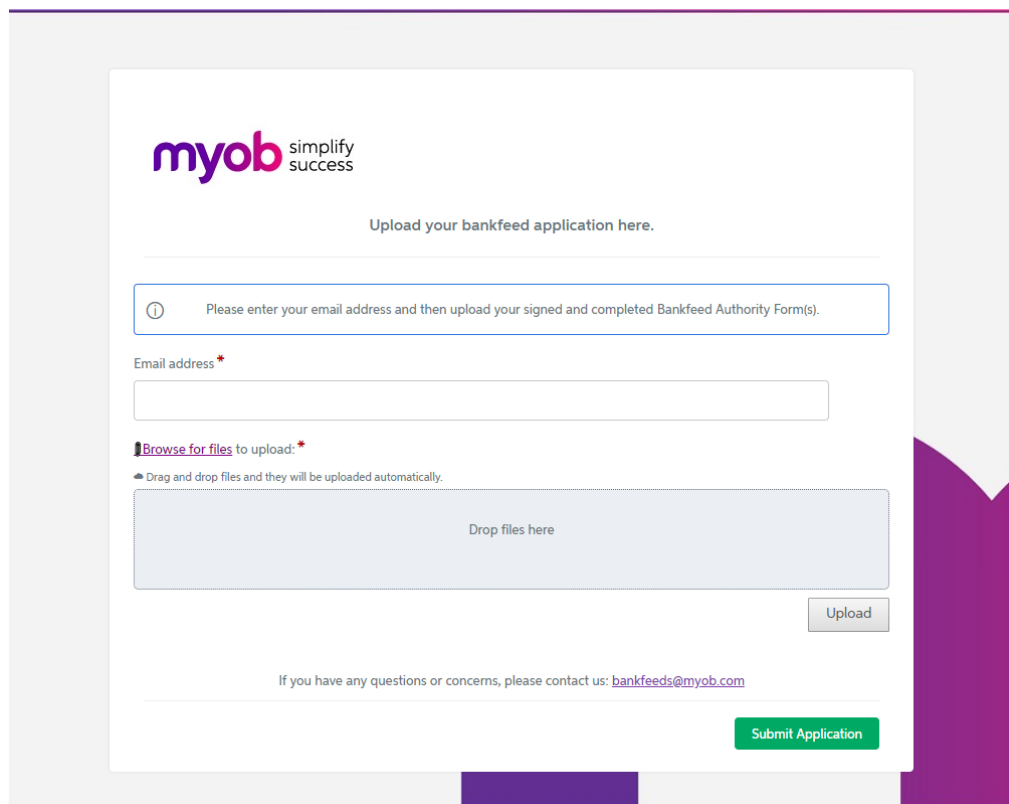
APPLICATION STEPS

1. Complete the form and submit.
2. Download and print the Application form.
3. Sign the form and scan as a PDF.
4. Upload the signed form.
5. Activate the bank feed.

Once the application has been saved, the user selects **Submit** from the Actions dropdown to register the application with MYOB's online services. If the submission is successful, they can then select the **Download** action to receive a Client Application Form (CAF) in PDF format.

Note: Depending on data traffic, the CAF can sometimes take up to five minutes to download. You may need to try clicking **Download** again later.

The CAF must be printed out and signed by an approved signatory of the specified account; the signed form must then be scanned and uploaded. The user can upload the form by selecting the **Upload** action—this opens a popup window where the user can select the file to upload:

The screenshot shows a web interface for uploading a Bankfeed Authority Form. At the top is the MYOB logo with the tagline 'simplify success'. Below the logo is the heading 'Upload your bankfeed application here.' followed by a horizontal line. A blue-bordered box contains an information icon and the text 'Please enter your email address and then upload your signed and completed Bankfeed Authority Form(s)'. Below this is a text input field labeled 'Email address *'. Underneath the input field is a link 'Browse for files to upload: *' and a sub-instruction 'Drag and drop files and they will be uploaded automatically.' Below this is a large light-blue rectangular area labeled 'Drop files here'. To the right of this area is an 'Upload' button. At the bottom of the form area is a line of text: 'If you have any questions or concerns, please contact us: bankfeeds@myob.com'. At the bottom right of the entire form is a green 'Submit Application' button.

Note: The email address entered here will be used if MYOB needs to contact the user directly regarding the application.

Once the signed form has been uploaded, the user clicks **Submit Application** on this window to send it for processing.

Note: It's possible to upload and submit new versions of the CAF—this might be necessary if there was a mistake that needed to be corrected.

Online Applications

When the **Online** option is selected under **Application Type**, no other details are needed. You can nominate the Cash Account that the bank feed will import transactions into, but this is not necessary at this point. (Only one bank feed can exist for each Cash Account.)

Main ▾ Apply for Bank Feed ★

Ref. Number: BF000085 Cash Account: * Status: Open

ACCOUNT INFORMATION

Financial Institution: 1-VARK0E - ANZ

Application Type

☐ Paper ☒ Online

Online Passcode

Passcode: 43642024

Open Financial Institution Portal

APPLICATION STEPS

1. Complete the form and submit.
2. Copy the Passcode presented.
3. Complete the application online via your Financial Institution.

Once the application has been saved, the user selects **Submit** from the Actions dropdown to register the application with MYOB's online services and generate an online passcode.

The user then clicks the **Open Financial Institution Portal** to go to the financial institution's website to set up feeds for the accounts they require.

Note: Use this link to open the financial institution's website, rather than navigating to the website manually. In some cases, the URL launched by the button includes authorisation information required by the website.

The details of how to set up the bank feeds are specific to each financial institution—contact the institution if you need assistance for this stage. At some point in the process, you will need to specify that you are connecting each account to an MYOB product and supply the passcode generated on the Apply for Bank Feeds screen.

Note: The passcode can be used for the selected financial institution only; however, you can use it to set up feeds for multiple accounts from the same institution.

Tracking Bank Feed Applications

The new Track Bank Feed Applications screen (MBCA2015) shows the status of all bank feed applications, so their progress can be monitored.

Track Bank Feed Applications ★

Apply for Bank Feed Refresh

Ref. Number	Cash Account	Application ID	Cash Account Description	Account Name	Feed ID	Status
> BF000001	1001	1-J2ES7NK	Cash at bank 01	RB Trust	3090262845	Success - Active - Awaiting Transactions
BF000018	1005	1-JHX0UNQ	Cash at bank 05	RB Holding	3090264650	Pending - Awaiting Application Form
BF000019	1002	1-JWN7F9S	Cash at bank 02	RB Ltd	3090265830	Pending - Awaiting Application Form
BF000020				Rapidbyte		Open
BF000021		1-KEBY7WA		RB Online	3090266903	Pending - Awaiting Application Form

Note: See the “Bank Feeds” white paper on [the MYOB Advanced Education Centre website](#) for a list of all available application statuses and their meanings.

If the application is processed successfully, indicated by a “Success” status, the user can then activate the bank feed by selecting **Activate** from the Actions dropdown on the Apply for Bank Feeds screen. The bank feed is now ready for use.

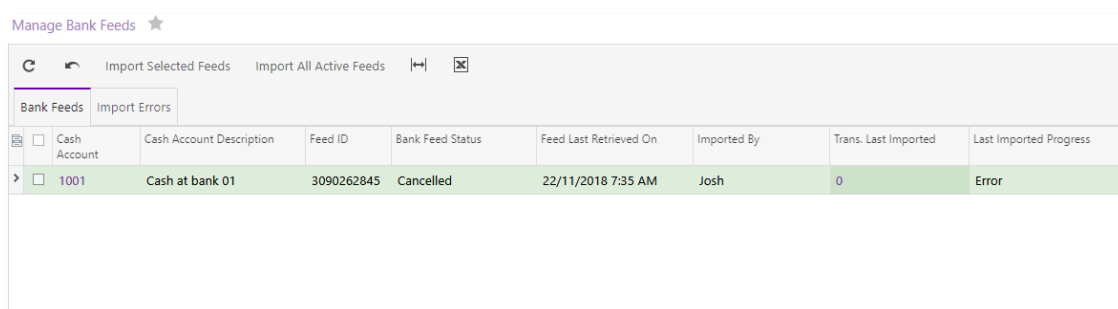
Note: If a Cash Account hasn’t been selected for the bank feed yet, it must be selected now—the feed can’t be activated until an account is chosen. Only one bank feed can exist for each Cash Account.

Multiple Online Bank Feeds from One Passcode

When applying for feeds online, the online passcode from the application in MYOB Advanced can be used to set up multiple bank feeds from the same financial institution. In these cases, separate bank feed records will be created automatically for each bank feed beyond the first. The records are created once MYOB Advanced receives notification from MYOB’s online services—click the **Refresh** button on this screen to check the online services for new bank feeds.

Importing Bank Feed Data

Once a bank feed has been activated, it will appear on the new Manage Bank Feeds screen (MBCA2020). This screen displays all Cash Accounts that have an active bank feed:



Manage Bank Feeds							
Import Selected Feeds Import All Active Feeds							
Bank Feeds Import Errors							
☐ Cash Account	Cash Account Description	Feed ID	Bank Feed Status	Feed Last Retrieved On	Imported By	Trans. Last Imported	Last Imported Progress
☐ 1001	Cash at bank 01	3090262845	Cancelled	22/11/2018 7:35 AM	Josh	0	Error

The screen displays the results of the most recent import, including the date of the import, the user who initiated the import and the number of transactions imported.

Bank feed transactions can be imported by any user with access to the Manage Bank Feeds screen—the authorisation credentials needed to apply for a bank feed (see page 2) aren’t needed to import transactions.

To import transactions from a bank feed, either:

- Select one or more feeds and click **Import Selected Feeds**, or
- Click **Import All Active Feeds**.

Any warnings or errors encountered during an import will result in a warning or error icon at the left of the row—hover the mouse pointer over this icon for a short description of the problem. Detailed information on any errors appears on the Import Errors tab.

The **Trans. Last Imported** column displays the number of transactions imported in the last import operation. Clicking on this value opens the Import Bank Transactions screen (CA306500), showing the imported transactions:

Import Bank Transactions ★

Save & Close Upload File Manage Bank Feeds

* Cash Account: 123456 - Transaction Acc * Statement Date: 5/12/2018 * Start Balance Date: 28/11/2012 Beginning Balance: 0.00
 * Reference Nbr.: 000036 * End Balance Date: 10/09/2014 Ending Balance: 20,094.43
 Calculated Balance: -3,527.29

Unhide Transaction Unmatch View Matched Document

Proc	Ext. Tran. ID	Ext. Ref. Nbr.	* Tran. Date	Tran. Desc	Receipt	Disbursement	Invoice Nbr.	Applied Rule
1290047036	2374637	28/11/2012	FNDS TFR 28-NOV	5,000.00	0.00			
1290928731	1070502	29/11/2012	FNDS TFR 29-NOV	0.00	5,000.00			
1291809246	INT	30/11/2012	INTEREST PAID	82.46	0.00			
1292860202	1541961	3/12/2012	FNDS TFR 01-DEC	0.00	3,000.00			
1294469120	2273436	5/12/2012	FNDS TFR 05-DEC	10,000.00	0.00			
1300282143	2061218	18/12/2012	FNDS TFR 18-DEC	10,000.00	0.00			
1301177605	2218245	19/12/2012	FNDS TFR 19-DEC	10,000.00	0.00			
1306203255	INT	31/12/2012	INTEREST PAID	97.23	0.00			
1311021913	2689566	10/01/2013	FNDS TFR 10-JAN	10,000.00	0.00			

A new **Reference Nbr.** is assigned to each batch of imported transactions. From this screen, users can continue to reconcile the imported transactions as usual.

An **Import Feed** button is also available on the Process Bank Transactions screen (CA306000), if the selected Cash Account has a bank feed set up for it. Click this button to import transactions from the bank feed.

Process Bank Transactions ★

Auto-Match Process Match Settings Upload File Manage Bank Feeds **Import Feed** Tools

* Cash Account: 7575 - ANZ Account

Match to Payments Match to Invoices Create Payment Attach file

Create Clear Rule Create Rule

Ext. Ref. Nbr.	Tran. Date	Receipt	Disbursement	Tran. Desc
8/07/2011	325.00	0.00	Virginia wages a/c 0208...	
8/07/2011	0.00	54.78	FINANCE NOW AUTO P...	
8/07/2011	0.00	150.00	Homeloan Offset a/c 02...	
8/07/2011	0.00	84.76	Vets on Alabama Millie ...	
11/07/2011	0.00	155.67	AMI INSURANCE LTD D...	
12/07/2011	3,148.58	0.00	0600/6000000000/002 ...	
12/07/2011	100.00	0.00	RUSSELL T A a/c 020874...	
12/07/2011	0.00	115.62	BNZ Classic Visa phone ...	
9090578...	14/07/2011	0.00	40.85	RUSSELL TA&VSM LOA...
1000418...	14/07/2011	0.00	1,800.00	0600/6000000000/001 ...

Transaction is not matched.

Partner Support Named Users

In previous release, a single Partner Support user was created for each MYOB Advanced site. As of this release, multiple named users can be set up as Partner Support users and managed in MYOB Advanced. This change increases security and auditability, and allows multiple partners to work on a site at the same time when necessary.

Partner Support users use the “MYOB_Partner” licence type. Where previously only a single MYOB_Partner licence type was used for each site, sites now have up to 20 users with this licence type. New Partner Support user accounts must be set up by an existing Partner Support user.

Setting up Partner Support Users

New Partner Support users are set up on the Users screen (SM201010). Existing Partner Support users can select the MYOB_Partner licence type for a new user—when this licence type is chosen, a new **Partner Support** section becomes available:

The screenshot shows the 'Users' screen in MYOB Advanced. The 'License Types' tab is active, displaying a list of license types. The 'MYOB_Partner' license is selected, which is highlighted with a red box. Below the license list, the 'Partner Support' section is visible, also highlighted with a red box. It contains a 'Partner Company' field set to 'PartnerCo' and a checked 'Allow access to MYOB Advanced' option. The 'User Type' is set to 'Partner Support user'.

License Type	Description	Available
☐ Finance User(API)	Access to all administration & finance features ...	9
☐ Executive User(API)	Access to reports and employee self-service fe...	9
☐ Employee User(API)	Access to employee-self service features such ...	0
☐ External Accountant User(API)	Access to general ledger and tax features for e...	0
☐ Field Service Technician	Access to some Service Management features	9
☐ Field Service Technician(API)	Access to some Service Management features	0
☒ MYOB_Partner	Partner Support user	5
☐ People User(API)	Access to all Advanced People Features(API On...	0
☐ Portal Access	Licence Types for Portal Usage	0
☐ Service Manager	Access to all Service Management features	9
☐ Service Manager(API)	Access to all Service Management features(API...	0

Enter the new user's email address and the name of the partner company, then save the user. When a new user with the MYOB_Partner licence type is created, an email is sent to their address; this email contains a link that allows the user to sign up for a Secure Authentication login account, which they can then use to log in to MYOB Advanced.

Note: The **Allow access to MYOB Advanced** tick box is read-only on this screen—it displays the setting for this user's access, which can be changed on the Partner Support screen (see page 9)

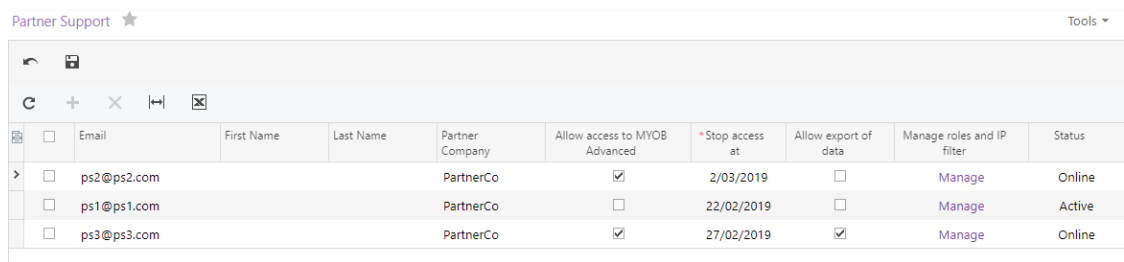
Partner Support users are not visible on user selection screens, dropdowns and search windows, unless the logged in user is a Partner Support user.

Managing Partner Support Users

While Partner Support users must be created by an existing Partner Support user, they are managed inside MYOB Advanced by administrators with the “Full User” licence type.

Note: A user cannot have the MYOB_Partner and the Full User licence types at the same time, so that Partner Support users cannot manage themselves.

The Partner Support screen (MYSM2010) has been updated to display multiple Partner Support users:



The screenshot shows the 'Partner Support' screen with a table of users. The table has columns for Email, First Name, Last Name, Partner Company, Allow access to MYOB Advanced, Stop access at, Allow export of data, Manage roles and IP filter, and Status. There are three rows of data.

Email	First Name	Last Name	Partner Company	Allow access to MYOB Advanced	Stop access at	Allow export of data	Manage roles and IP filter	Status
ps2@ps2.com			PartnerCo	☒	2/03/2019	☐	Manage	Online
ps1@ps1.com			PartnerCo	☐	22/02/2019	☐	Manage	Active
ps3@ps3.com			PartnerCo	☒	27/02/2019	☒	Manage	Online

Only users with the Full User licence type are permitted to access this screen.

From this screen, an administrator can manage access to the MYOB Advanced system, in the same way that access was managed for the single Partner Support user in previous releases. Management functions include:

- Granting or removing access to the MYOB Advanced system as a whole.
- Setting a date at which access will be automatically removed.
- Allowing the user to make company snapshots via the **Export Snapshot** button on the Companies form (SM203520).
- Assigning or removing MYOB Advanced user roles.
- Restricting a Partner Support user to a specified IP address range.

AU Flat Tax Rates in Payroll

Australia only

This release updates the Payroll module to provide support for a flat tax rate, which can be used for contractors on a voluntary agreement, and for a downward withholding variation issued by the ATO. See the ATO website for more information on these situations:

- [Payments under a voluntary agreement](#)
- [Withholding variations](#)

A new **Flat Tax Rate** option is available on the Taxation tab of the Pay Details screen (MPPP2310). Entering a rate here **overrides all other taxation settings**, with the exception of termination payments, which are taxed as per the normal ATO rules.

Licensing Updates

This release includes updates to the Employee User and Executive User licence types.

Executive User

The Executive User licence type now gives full access to the Purchase Orders screen (PO301000), where previously it allowed read-only access. Users with this licence type can now create and edit orders using this screen.

Employee User

Access to various screens has been updated for the Employee User licence type:

- Employee Users can now approve or reject documents on the following screens:
 - Bills and Adjustments (AP301000)
 - Sales Orders (SO301000)
 - Quotes (CR304500)
- Employee Users now have read-only access to the Invoices and Memos screen (AR301000).
- Employee Users now have full access to the Purchase Orders screen (PO301000) and the Purchase Order report (PO641000).

Resolved Issues

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

Organisation

Problem ID	Description
-	When a user specified any notification template in the TemplateID box of MailSettings in the Report Designer, this template wasn't processed correctly on the report processing forms in MYOB Advanced. This has been resolved.
-	The message "The record has been processed successfully." was not localized on the Validate Account Balances (CA503000) form. This has been resolved.
-	When a user of a Self-Service Portal searched for any string in the Search box, the search results could display cases, sales orders, contracts, and projects related to other business accounts. This has been resolved.

Finance

Problem ID	Description
-	In some cases, after a user edited tax report settings and selected the check box in the Detail by Tax Zones column on the Reporting Settings form (TX205100), the related tax groups became associated with incorrect lines which led to incorrect amounts in the tax report. This has been resolved.
-	The FA Balance by GL Account report (FA643000) displayed a double balance of an asset which had been previously transferred. This has been resolved.
-	If the Inter-Branch Transactions feature was deactivated, the system allowed users to apply a bill created under one branch to a debit adjustment from another branch when the branches were linked to different actual ledgers, or to the same ledger but the consolidating branch was not specified for the ledger. This led to a discrepancy between Accounts Payable and General Ledger in each of the branches involved in the transaction. A similar issue happened in the Accounts Receivable module. This has been resolved.

Distribution

Problem ID	Description
168928656340 168545286731	It was possible for a Purchase Order raised from a Sales Order to become read-only and default to "Dropship" instead of "Purchase to Order". This has been resolved.

Projects

Problem ID	Description
-	The following error message was displayed when a user attempted to approve a purchase order on the Purchase Orders form (PO301000): "Cannot insert the value NULL into column 'Type', table 'PMBudget'; column does not allow nulls. INSERT fails. The statement has been terminated." This has been resolved.

System and Platform

Problem ID	Description
-	The data from the extension tables of the BAccount table was deleted when a customer location was deleted. This has been resolved.

Payroll

Problem ID	Description
168960361392 168604053858 165443174701 165327624251	STP batches could become stuck in the "Approved" status due to an authentication timeout. This has been resolved.
163215684985 162989370262	Certain pay item/payment method configurations could result in the error message "Payment method for (pay item) has multiple cash accounts for the employee (employee) branch. Please check the payment method configuration." when attempting to create a pay. This has been addressed; updating the configuration of affected pay items prevents the error from occurring.
145725060309 145725060036	The default sort order of employees in a pay run is now by the visible employee ID instead of the internal employee code. This applies to the Pay Run Details form (MPPP3120) and when navigating between employees on the Employee's Current Pay form (MPPP3130).

Problem ID	Description
165443174701 165327624251	In some cases, an error during the completion of a pay run could leave the pay run's STP batch in the invalid status "Approved", which meant that it could not be submitted to the ATO. This has been resolved; the error will no longer occur in new STP batches. Note: Existing batches are not affected; because STP submissions contain year-to-date values, each submission effectively overwrites the submissions before it. As the ATO are not penalising for non-compliance this financial year, there is no need to correct even the latest batch, as the first pay run completed after this release will make you compliant again.
160505059185 160082545176	Changing a rate on the WorkCover Rates form (MPPP3010) did not update any pay items that used that rate. This has been resolved.
167708503424 167705575337	In some cases, custom tax amounts or rates did not work WHM employees. This has been resolved.
165402702942 165106970350	The error message "Entitlement failed to update Standard Pay. - Error: An error occurred during processing of the field Pay Details for value 35 Error: 'Pay Details for' cannot be found in the system." could appear when saving entitlement records. This has been resolved.
-	This release updates the validation rules for STP to comply with changes from the ATO: if a pay item has the "Allowance Other" reporting category, the item's description can now contain only A to Z, a to z, 0 to 9, ! @ \$ % & * () - = [] ; : ' " , . ? / and the space character.

Known Issues

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

Partner users visible on some forms

User accounts with the licence type MYOB_Partner and the Admin account used exclusively by MYOB are hidden from all other users; they do not appear on user selection lists. However, these user accounts will appear in selection lists on the following forms:

- Event > Attendees (CR.30.60.30)
- Role List (SM.65.10.00)

Switching between tenants with different UIs

When switching tenants from the User dropdown at the top right of the screen, the system retains the UI (classic vs. new) of the first tenant, i.e. if a user switches from a tenant where they use the new UI to a tenant where they use the classic UI, the second tenant will still display the new UI.

Error message when a my.MYOB login is required

Certain actions, such as submitting an STP batch in the Payroll module, require that the current user is logged in with a my.MYOB/Secure Authentication account—if this is not the case, an error message will appear. To avoid the error message, the user must log out, then log in again using their my.MYOB/Secure Authentication login and perform the action again.

Secure Authentication signin button unavailable

If a user logs in with a Secure Authentication account that has not been associated with an MYOB Advanced login, they will be redirected to the MYOB Advanced login screen, where a message informs them that they must log in with their Advanced details so that the two accounts can be associated with each other. At this point, the **Sign in with Secure Authentication** button cannot be used—clicking it just redirects back to the Advanced login screen. In the rare case that another user who uses the same Secure Authentication account tries to log in on the same PC, the **Sign in with Secure Authentication** button will not work for them either.

ANZ Transactive bank feeds not available

Bank feeds are not currently available for ANZ Transactive accounts—these accounts are not currently compatible with MYOB bank feeds.

Expired links in onboarding emails to Partner Support users

The first time a user is assigned the Partner_Support licence type, the onboarding email sent to them contains an expired link. An administrator must use the **Resend Onboarding Email** button on the Users form to generate a new email. Any subsequent onboarding emails sent to this user or any other users will contain working links.