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# Overview

**MYOB Accountant Enterprise (AE)** — also known as **Practice Manager (PM)** — and **MYOB Accountants Office (AO)** are powerful yet easy to use systems for managing professional service businesses. MYOB AE/AO has all the functions of a comprehensive practice management system, plus additional tools to automate and improve productivity.

MYOB AE/AO offers a personalised experience for every user. Whether you are a partner wanting to see WIP and debtors or an accountant working on compliance services, MYOB AE/AO delivers information that is relevant to you.

For important information about your MYOB AE/AO software, see:

- (AE) “About Practice Manager” (see page 16)
- (AO) “About MYOB AO” (see page 15)

## Related topics

[Using Practice Manager](#)

[About the Page tabs](#)

[Clients and contacts](#)

## About MYOB AO

### *Accountants Office only*

**MYOB AO** provides the common tools you need in a powerful client and contact management system. It provides all the functionality of a contact system, plus additional productivity tools to manage the client relationship and other vital practice data, e.g., employee and reporting information. These features are designed to help manage client and contact information, organise CRM tasks and manage practice resources.

For Australian users, **MYOB AO** also provides the ability to prepare and submit tax returns for your clients.

The main features of **MYOB AO** are its ability to:

- Create and maintain central contact and client information.
- Store multiple addresses such as Postal, Business and Home.
- Maintain contact history for CRM purposes.
- Maintain employee permissions and security.
- Manage contact and client relationships with one another.

## Related topics

[Using Practice Manager](#)

[Clients and Contacts](#)

## About Practice Manager

### ***Accountants Enterprise only***

**Practice Manager** is a powerful and easy to use professional service automation system. It provides all the functionality of a comprehensive practice management system, plus additional productivity tools such as resource scheduling and monitoring, document management and practice workflow automation. All these features are designed to boost the productivity and profitability of your practice, improve your cash collections and help you schedule client work and manage resources. It is designed to suit the individual needs of all levels of employees in the practice.

**Practice Manager's** main features are:

- The homepage gives instant access to key performance indicators, contact and client details, including WIP and debtor balances and tasks that need completing or require attention. The graphical presentation of real time information makes it easy to keep on top of the practice's performance. From here it is possible to drill down into individual clients, assignments, timesheets, bills and employees. See "Using Practice Manager" on page 31 for more information.
- Timesheets provide fast and flexible time and expense(s) recording for all practice members. It enables data entry to be adapted to the needs of the practice and to individual preferences so that chargeable time is captured easily. See "Timesheets and Disbursements" on page 186 for more information.
- Contact and client relationship management is made easy with quick access to detailed information. As well as the standard contact details, including multiple addresses and phone numbers, there is the ability to capture interactions with clients, record relationships between clients and contacts and store many forms of documentation within a client's profile. See "Using the Client and Contact pages" on page 267 for more information.
- A streamlined billing system which enables a fast turnaround of WIP into bills making it easier for you to keep on top of your practice's exposure. See "Billing" on page 460 for more information.
- Improved and flexible reporting engine from which you can monitor where and how the practice is making money. Selected information can be extracted to Microsoft Excel for extended analysis and the **AE Reporting** functionality delivers timely, relevant and comprehensive information on all aspects of the practice's performance. See the Reports help topics for more information.
- Assignment and task management means you have control over the workflow and can manage project milestones to ensure things stay on track. See "Assignments" on page 332 for more information.
- Resource planning and management — track actual time versus budget and report on the profitability of each task. Project steps to be completed can be

easily viewed and employees selected for them based on their skills and ability. See “Job management” on page 660 for more information.

### **Related topics**

[Using Practice Manager](#)

[About the Page tabs](#)

[Creating new clients, contacts and suppliers](#)

[Clients and contacts](#)

# Logging into MYOB AE/AO

When your practice has adopted **MYOB Logins** your employees will only need a single user name and password to access all MYOB products available to your practice, such as:

- AE/AO Live
- AccountRight
- Essentials
- my.MYOB
- MYOB online tools
- MYOB product downloads
- Knowledge Base
- Community Forums.

The person who has administrator or superuser privileges will be able to set up **MYOB Logins** for your practice. See “Getting ready for the next generation of MYOB software” on page 19 and “Setting up MYOB Logins for your practice” on page 20.

Employees without administrator or superuser privileges will continue to login as usual. Once **MYOB Logins** have been established the login screen will identify each employee by their email address.

Currently there are 2 ways to log into MYOB AE/AO:

## ***Using your user name and password***

1. Double-click the MYOB AE/AO icon on your desktop.  
The MYOB AE/AO Login window opens.
2. Enter your **User name**.
3. Enter your **Password**.
4. Ensure that the correct MYOB AE/AO database is selected from the **Database** drop-down.
5. Click **Login**.  
You are logged into MYOB AE/AO and the Practice Manager (AE) / Find Clients (AO) page appears.

## ***Using your MYOB Login details***

1. Double-click the MYOB AE/AO icon on your desktop.  
The MYOB AE/AO Login window opens.
2. Enter your **MYOB Login** details.  
This is an email address after the practice adopts the new **MYOB logins**.

3. Enter your MYOB Login **Password**.
4. Ensure that the correct MYOB AE/AO database is selected from the **Database** drop-down.
5. Click **Login**.  
You are logged into MYOB AE/AO and the Practice Manager (AE) / Find Clients (AO) page appears.

### Related topics

[Getting ready for the next generation of MYOB software](#)

[Setting up MYOB Logins for your practice](#)

[Login scenarios](#)

[Disabling employees from entering their own MYOB Logins](#)

## Getting ready for the next generation of MYOB software

To prepare for new services and to simplify accessing MYOB AE/AO, the number of passwords now required can be reduced to one MYOB Login.

Once MYOB Logins are activated for your practice, your employees will be identified for login by their email address and password. The process cannot be reversed.

---

**Note:** You need to have internet access so that your MYOB Logins can be validated.

---

### ***What is a valid MYOB Login?***

When logging in, you use a single user name and password, known as an MYOB Login, for accessing MYOB solutions such as AccountRight, Essentials, my.MYOB and Accountants Enterprise/Accountants Office. This MYOB Login will be the same details that you use to access my.MYOB.

### ***To prepare your practice in five steps***

1. Configure your Practice MYOB Logins.  
See “Practice MYOB settings” on page 811.
2. Identify which employees have an MYOB Login.  
To do this:
  - a. Access the **Find Employees** page.
  - b. Right-click on the table and select the **my.MYOB login** option from the Field Chooser.

- c. Drag and drop the option onto your column heading row.
- d. You are now able to print this list of employees.
- e. Edit your employee MYOB details.

See “Editing my.MYOB details” on page 309.

3. Review your Task Permissions.

At this stage, it may be an idea to check the task permissions associated with your employees. See “Disabling employees from entering their own MYOB Logins” on page 28.

We also advise that you review your employees details in my.MYOB using the **Maintain User** option and reconcile the employee login in MYOB AE/AO. See [Knowledge Base article 36703](#) for information on how to update your employees rights/permissions to the my.MYOB website.

4. Notify all your employees that there is a change in how they will access MYOB AE/AO.
5. Activate MYOB Logins for your practice.  
See “Setting up MYOB Logins for your practice” on page 20.

### Related topics

[Logging into MYOB AE/AO](#)

[Setting up MYOB Logins for your practice](#)

[Login scenarios](#)

[Disabling employees from entering their own MYOB Logins](#)

## Setting up MYOB Logins for your practice

See “Getting ready for the next generation of MYOB software” on page 19 for advice regarding MYOB Logins.

---

**Note:** The following information is relevant only if you have the following or later installed:

MYOB AE 5.4.7  
MYOB AO 2014.1a (Australia)  
MYOB AO 2014.2a (New Zealand)

If you are using MYOB AE 5.4.6, AO 2014.1 (Australia), or AO 2014.2 (New



Zealand), please see the [Knowledge Base article 36720](#) for details on setting up MYOB Logins for your practice.

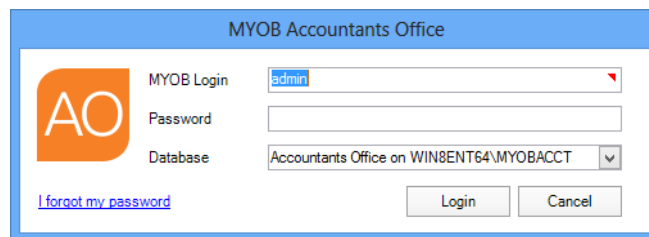
If you are using MYOB AE 5.4.5, AO 2014.0 (Australia), or AO 2014.1 (New Zealand), please see the [Knowledge Base article 36702](#) for details on setting up MYOB Logins for your practice.

---

### ***I am a new MYOB AO user (AO)***

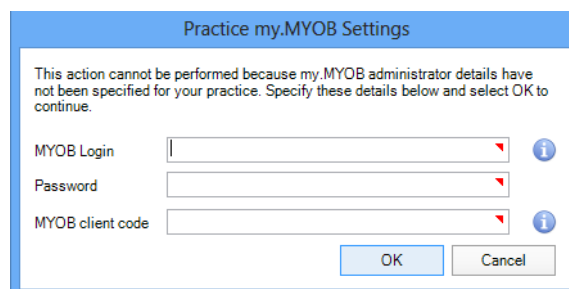
1. Open MYOB AO.

The **MYOB Login** window displays.



2. Enter your username and password and click **Login**.

The **Practice my.MYOB Settings** window opens.



See “Practice MYOB settings” on page 811 for more information.

3. Click **OK**.

The **Edit my.MYOB details** window opens.

See “Editing my.MYOB details” on page 169 for more information.

### ***To activate MYOB Logins for your practice***

---

**Note:** You will have the opportunity to enable MYOB Logins for your practice if you have superuser or administrator privileges. You will only need to set your practice up once.

---

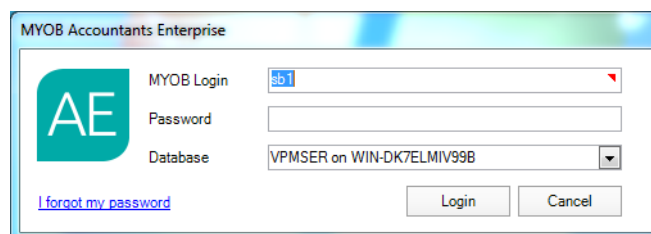
**Note:** Your practice administrator or superuser is prompted to implement MYOB Logins every time they log in. The **Remind me later** option on the **Setting up MYOB Logins** window can be selected by your practice administrator or superuser to postpone the implementation of MYOB Logins until your practice is ready to take up this feature.

When the **Remind me later** option is selected, another screen opens displays the number of employees still using an user name and password to log in. Your practice administrator or superuser acknowledges this and continues logging in.

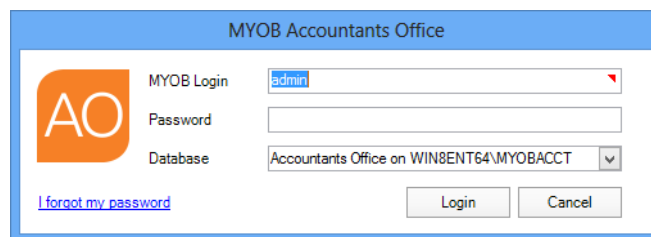
---

1. Open MYOB AE/AO.

The **MYOB Login** window displays.



*MYOB Accountants Enterprise*



*MYOB Accountants Office*

2. As you haven't set up MYOB Logins for your practice, just enter your username and password and click **Login**.
  - MYOB AE opens at the **Practice Manager** page. The **Set up MYOB Logins** window appears.

**Set up MYOB Logins**

We're simplifying the way your practice accesses MYOB solutions. To use online features and SBR lodgment, users will need to log into MYOB Accountants Enterprise with a valid MYOB Login.

The following screens will match your employees with their existing MYOB Logins. If one of your team members does not have an MYOB Login, we will help you set them up.

To start the process you need to provide the following details:

MYOB client code: 8244184

MYOB administrator login: practice8244184@gmail.com

Password: \*\*\*\*\*

Remind me later | Save & Proceed

*(Australia) MYOB AE Set Up MYOB Login screen*

**Set up MYOB Logins**

We're simplifying the way your practice accesses MYOB solutions. All employees will now require a valid MYOB Login to access MYOB Accountants Enterprise.

The following screens will match your employees with their existing MYOB Logins. If one of your team members does not have an MYOB Login, we will help you set them up.

To start the process you need to provide the following details:

MYOB client code: 8244184

MYOB administrator login: christine.munyard@myob.com

Password: \*\*\*\*\*

Remind me later | Save & Proceed

*(New Zealand) MYOB AE Set Up MYOB Login screen*

- MYOB AO opens at the **Find Clients** page. The **Set up MYOB Logins** window appears.

**Set up MYOB Logins**

We're simplifying the way your practice accesses MYOB solutions. To use online features and SBR lodgment, users will need to log into MYOB Accountants Office with a valid MYOB Login.

The following screens will match your employees with their existing MYOB Logins. If one of your team members does not have an MYOB Login, we will help you set them up.

To start the process you need to provide the following details:

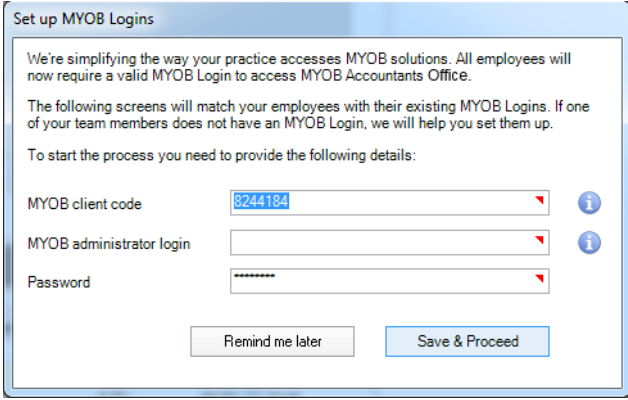
MYOB client code: 8244184

MYOB administrator login: practice8244184@gmail.com

Password: \*\*\*\*\*

Remind me later | Save & Proceed

*(Australia) MYOB AO Set Up MYOB Login screen*



*(New Zealand) MYOB AO Set Up MYOB Login screen*

3. All the fields in the **Set Up MYOB Login** window are mandatory.  
If you are a superuser or administrator and have previously entered an MYOB Login, the fields will be automatically filled. Proceed to **Step 7**.  
If you have not previously entered MYOB Login details, all fields are blank for superusers and administrators.

4. Enter your practice's **MYOB client code**.

5. Enter your **MYOB administrator login**.

You must enter an MYOB Login that has administrator access to the practice's MYOB account.

This is normally an email address which is limited to a maximum of 100 alphanumeric characters.

---

**Tip:** If you are using Client Accounting to integrate with your clients' AccountRight Live files, clients should be instructed to send all AccountRight Live invitations to this email address.  
Your clients will need to invite the MYOB Login that you have specified here, so that their AccountRight Live file(s) can be shared as an Administrator. This is required to enable MYOB AE/AO to manage your employee's access rights to the file.

---

---

**Note:** If you do not have a login with Administrator rights, you will need to use [my.myob.com](http://my.myob.com) to create a new login or edit an existing one.

---

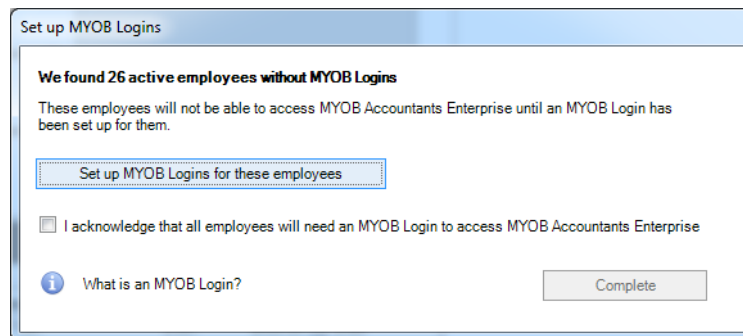
6. Enter the **Password** for the administrator login.

7. Click **Save & Proceed**.

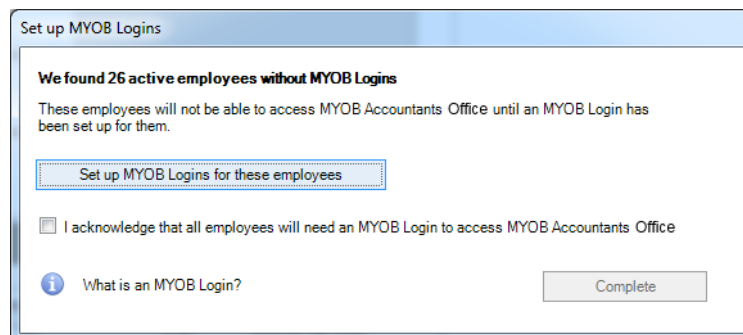
Your practice MYOB Login details are saved.

The system detects how many employees already have a valid MYOB Login.

The next **Set up MYOB Logins** window opens informing you of the number of employees who **do not** have MYOB Logins.



### *MYOB Accountants Enterprise*



### *MYOB Accountants Office*

---

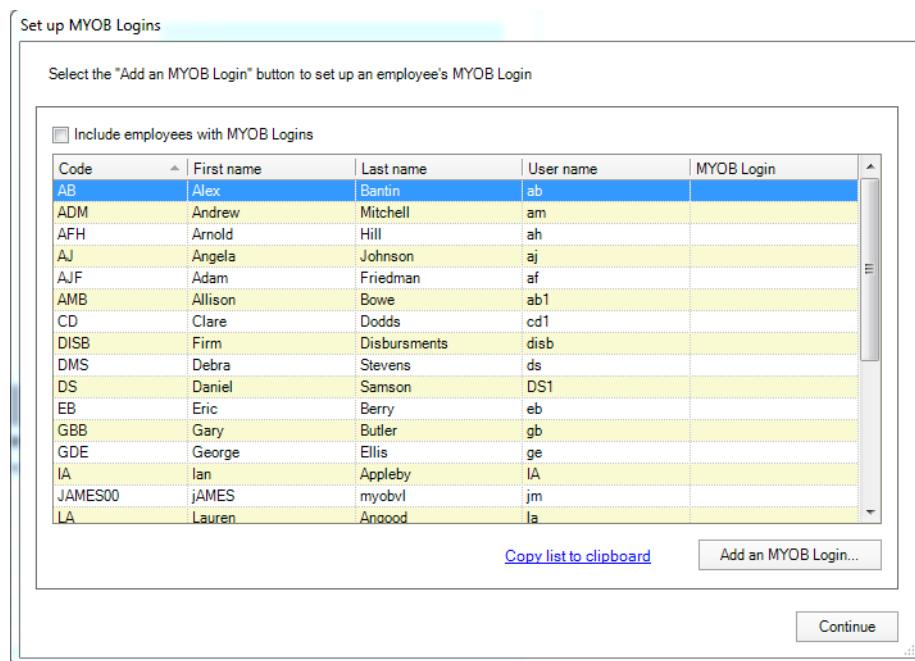
**Tip:** As the practice administrator you have the option to allow each employee to enter their own MYOB Login by selecting the **I acknowledge that all employees will need an MYOB Login to access MYOB (Accountants Enterprise/Accountants Office)** checkbox and selecting **Complete**.

Each employee will be prompted with the **Edit MYOB Login** window when attempting to access MYOB AE/AO. However, this will depend on their allowed task permissions. See "Disabling employees from entering their own MYOB Logins" on page 28.

---

8. To continue creating MYOB Logins for all employees in your practice, click **Set up MYOB Logins for these employees**.

The next **Set up my.MYOB logins** window opens listing all employees in your practice that do not currently have MYOB Logins and that will need to be created or edited.



9. Select the **Include employee with my.MYOB logins** checkbox to also list all employees who currently have an MYOB Login.
10. Select an employee from the list of employees who does not currently have a MYOB Login.  
The selected employee row is highlighted.
11. Click the **Add an MYOB Login** button.

The **Edit MYOB Login** window opens.

See “Editing my.MYOB details” on page 309.

If an employee does not have an existing MYOB Login you are able to create one. The employee’s new MYOB Login is created and linked to your practice’s MYOB account. The employee will receive an email containing a link to a web page that will help them set up their password for their MYOB account.

If an employee has an existing MYOB Login, you are able to enter this and link it to your practice’s MYOB account.

If an employee already has a MYOB Login linked to your practice’s MYOB account, simply enter the employee’s MYOB Login.

---

**Note:** An employee's MYOB Login must be unique within each MYOB database. You cannot have 2 employees with the same MYOB Login in the same database.

If an employee is required to access 2 different databases within the same practice (i.e., the MYOB Login window provides the choice of which database to access from the **Database** drop-down list), the employee can use the same MYOB Login for each database.

---

12. Click the **Copy list to clipboard** hyperlink to copy the listed table of employees and their details to the clipboard where it can be pasted into another document.

13. Click **Continue**.

Another **Set up MYOB Login** window opens.

If you have forgotten to add a MYOB Login for an employee, you have the opportunity to add a MYOB Login for your employee at this window as well, by clicking **Set up MYOB Logins for these employees**. Return to **Step 9**.

14. Click the **I acknowledge that all employees will need an MYOB Login to access MYOB Accountants Enterprise/Accountants Office** checkbox.

This is a reminder for you to inform your employees to use their MYOB Logins to log into MYOB AE/AO.

15. Click the **Complete** button.

---

**Note:** You must select the **I acknowledge that all employees will need an MYOB Login to access MYOB Accountants Enterprise/Accountants Office** checkbox for the **Complete** button to be activate.

---

Your employees will now use their MYOB Logins to log into MYOB AE/AO.  
Your practice is now set up to use MYOB Logins to access MYOB AE/AO.

### ***To postpone activation of your practice MYOB Logins***

---

**Note:** Only your practice administrator or superuser can postpone the implementation of MYOB Logins for your practice.

---

1. Open MYOB AE/AO.

The **MYOB Login** window displays.

2. As you haven't set up MYOB Logins for your practice, just enter your username and password and click **Login**.

MYOB AE/AO opens at the Practice Manager (AE) or Find Clients (AO) page and the **Set up MYOB Logins** window opens.

3. Click the **Remind me later** button.  
An information window displays the number of employees still using an user name and password to log into MYOB AE/AO.
4. Click **OK**.
5. Log on as normal.

### Related topics

[Logging into MYOB AE/AO](#)

[Getting ready for the next generation of MYOB software](#)

[Login scenarios](#)

[Disabling employees from entering their own MYOB Logins](#)

## Disabling employees from entering their own MYOB Logins

By default, all employees are able to create their own MYOB Logins.

If as a practice, you decide to control the creation of MYOB Logins then you should disable the task permission enabling employees to create their own MYOB Logins.

### *To disable an employee from entering their own MYOB Logins*

1. Log into MYOB AE/AO.
2. Select Maintenance > Security > **Task Permissions** on the main menu or Maintenance > Maintenance Map (AO) > Security > **Task Permissions**.  
The **Maintenance — Task Permissions** page opens.
3. Select **Central** from the **Product** drop-down.
4. Select the **Group** (security group) from the drop-down that you want to disable the MYOB Login task permission for.  
The **Group Descriptions** assigned to the **Group** are listed in the panel.
5. Click  beside the **Employee** Group Description to list the available task permissions.  
The list expands and displays a checkbox in the **Allow** column.
6. Deselect the checkbox in the **Allow** column for **#Employee #Edit my.MYOB details** to not allow an employee group to create MYOB Logins.
7. Click **OK**.  
To save the changes and close the **Maintenance — Task Permissions** page.



### Related topics

[Logging into MYOB AE/AO](#)

[Getting ready for the next generation of MYOB software](#)

[Setting up MYOB Logins for your practice](#)

[Login scenarios](#)

## Login scenarios

Once you have activated MYOB Logins, your employees will have to use MYOB Logins to log into MYOB AE/AO.

The following scenarios may occur while using MYOB Logins:

- If an employee has a MYOB Login, they will be able to enter their MYOB Login in the MYOB AE/AO login screen.
- If an employee has a MYOB Login, but they enter their old user name and password, they will be prompted to use their MYOB Login details.
- If an employee does not have a MYOB Login, but has permission to set one up in MYOB AE/AO, when they log into MYOB AE/AO using their user name and password, they will be prompted to create their MYOB Login using the **Edit MYOB Login** window.
- If an employee does not have a MYOB Login or superuser/administrator access, and they log into MYOB AE/AO using their user name and password, then they will be prompted to contact their system administrator to organise a MYOB Login.
- If an employee does not have a MYOB Login or a user name or password, then they should contact their system administrator to organise an MYOB Login.
- After 3 attempts of entering incorrect MYOB Login details, an employee will be locked out of MYOB AE/AO.

Your account will automatically unlock after 20 minutes.

Alternatively, you can reset your password to unlock your account.

To unlock your account by resetting your password:

- a. Access [my.myob.com](https://my.myob.com)
- b. Click the **Forgot your password** link.

You will then receive an email with a link to reset your password.

### **What if**

- If you restore a backup of your MYOB AE/AO database to a computer with a different name (e.g., when you are migrating a server), the existing Practice my.MYOB Settings will be removed and you will need to re-enter your Practice

my.MYOB Settings. Your individual employee MYOB Login details are not affected.

- If an employee leaves your practice:
  - Delete the employee's MYOB Login details from the **Edit MYOB Login** window which is accessed from Employee > Main tab > **Edit my.MYOB details** Tasks bar option.  
The employee will not be able to access MYOB AE/AO.
  - Make the employee inactive in [my.myob.com](https://my.myob.com)

### Related topics

[Logging into MYOB AE/AO](#)

[Getting ready for the next generation of MYOB software](#)

[Setting up MYOB Logins for your practice](#)

[Disabling employees from entering their own MYOB Logins](#)

# Using Practice Manager

**Practice Manager** provides the common tools you need in a powerful client and contact management system. It provides all the functionality of a contact system, plus additional productivity tools to manage the client relationship and other vital practice data, e.g., employee and reporting information. These features are designed to help manage client and contact information, organise CRM tasks and manage practice resources.

(AO Australia) **Practice Manager** also provides the ability to prepare and submit tax returns for your clients.

The main features of **Practice Manager** are its ability to:

- Create and maintain central contact and client information.
- Store multiple addresses such as Postal, Business and Home.
- Maintain contact history for CRM purposes.
- Maintain employee permissions and security.
- Manage contact and client relationships with one another.



When you first use Practice Manager:

- (AO) the view defaults to the **Find Client** page. This is the starting point each time you log on and the view displayed when you click **Home** unless you change your initial view.
- (AE) the view defaults to the **homepage**.

Practice Manager consists of four areas:

- “Main menu” (see page 40)
- “Toolbar” (see page 41)
- “Tasks bar” (see page 43)
- “Content area” (see page 44).

You navigate by making a selection from the toolbar or Tasks bar or by clicking the tab of any open page on the tab bar. The tab of the current page is **yellow**.

To view a page, click its tab to bring the page to the front. Click the scroll buttons  to view the tabs of any hidden pages on the tab bar. Close the current page by clicking .

## Homepage views

### *Accountants Enterprise only*

A number of standard homepage views are included in the installation. The number and type of these homepage views depends on which applications you have installed, but they generally cover all the basic homepage elements you require. They are not customisable, but the usual filters and sorting tools are available.

Your other homepage views — **My Homepage views** — can be **customised** to display and quickly access information that is appropriate to how **you** use the application. By default there are four homepage views that you can define with different names and view options. A configuration key can change the number of views available in the application for all users. See “Configuration” on page 856 for more details.

You can choose which page is displayed when you first log in from your list of homepage views and various **Find** pages. You can also set which of your homepages is displayed when you click **Home**.

### Related topics

[Setting up your homepage](#)

[Setting your initial view](#)

[Main menu](#)

[Toolbar](#)

[Content area](#)

[Toolbox options](#)

[Tasks bar](#)

[Keyboard shortcuts](#)

[Organising your data](#)

## Setting up your homepage

When you first use MYOB AE/AO, you are presented with a default **homepage**. This homepage is the default starting point each time you log on, but you can also set your own initial view.

The **Display Options** window is used to select one of your standard homepage views, one of your customised **My Homepage** views or another view such as Find Contacts, as the first page. You can also re-order the list of your customised homepages that are available on the **Home** drop-down menu on the toolbar.

The **Display Options** window has two tabs:

### **Default View**

The **Default View** tab enables you to:

- Select which view or page is displayed when you log in.
  - The **Reports** option is only available if you have the appropriate permissions.
- Select the default homepage to display when you click **Home**:
  - **Standard Homepages**, the MYOB standard homepages.
  - (AE) **My Homepages** views (your personal and practice homepages, as listed under **My Homepage** on the Tasks bar).

### ***My Homepage (AE)***

The **My Homepage** tab enables you to change the order in which your customised personal and practice homepage views are listed on the Tasks bar and the **Home** drop-down menu on the toolbar.

---

**Note:** Any changes to homepages will not take effect until MYOB AE is restarted.

---

### **Related topics**

[Setting your initial view](#)

[Main menu](#)

[Toolbar](#)

[Content area](#)

[Toolbox options](#)

[Tasks bar](#)

[Keyboard shortcuts](#)

[Organising your data](#)

### Setting your initial view

The **Display Options** window is used to select one of your standard homepage views, one of your customised **My Homepage** views or another view such as Find Contacts, as the first page. You can also re-order the list of your customised homepages that are available on the **Home** drop-down menu on the toolbar.

---

**Note:** Any changes made will not take effect until MYOB AE/AO is restarted.

---

### ***To set the first page displayed after login***

1. Select View > **Display Options...** on the main menu.  
The **Display Options** window opens at the **Default View** tab.
2. Select a **Default view** (e.g., Homepage View) from the drop-down.
3. (AE) Select either the **standard homepages** or **My Homepages** option as the default **Homepage view** displayed when **Home** is selected.
4. Choose a specific homepage from the appropriate drop-down for the selected view. The views will differ based on your licensed products.
5. Click **Apply** to save your settings.  
or  
Click **OK** to save and exit.

***To change the order of homepages in the toolbar drop-down menu (AE)***

1. Select View > **Display Options...** on the main menu.  
The **Display Options** window opens at the **Default View** tab by default.
2. Click the **My Homepage** tab.
3. Select one of the listed customised homepages.
4. Click **Up** or **Down** to move the page to where you want it in the list.
5. Repeat from **Step 2.** until the order is correct.
6. Click **OK.**  
To save and close the **Display Options** window.

***To change the number of homepages available (AE)***

1. Select Maintenance > User defined > **Configuration** from the main menu.
2. Select **Homepages** in the **Key Name** field.  
If Homepages is not available for selection, type **Homepages** in the first blank row of the table in the **Key Name** column.
3. In the **Key Value** column enter the number of homepages you want to make available.  
By default, four homepage views are available.
4. Click **OK.**

**Related topics**

[Standard homepage views](#)

[My Homepage views](#)

[Copying My Homepage graphs](#)

[To Do items on your homepage](#)

[Main menu](#)

[Toolbar](#)

[Tasks bar](#)

[Practice KPI](#)

[Keyboard shortcuts](#)

[Rich text spell checker](#)

[Integration with MS Office](#)

[Toolbox options](#)

[Organising your data](#)

### Standard homepage views

Several standard homepage views (standard, default homepage views supplied by MYOB) containing the most commonly used homepage elements are included with the installation. These homepage views reduce the amount of work required to set up customised homepages.

You can continue to add, use and modify your customised My homepages as required, but the standard homepages can only be partly modified.

---

**Tip:** You can change the views within the standard homepages, including the display options and data filters and select **Save homepage** from the Tasks bar to keep these changes. Select **Reset homepage** from the Tasks bar to revert to the previous settings.

---

**Note:** The views available are limited by your security access permissions — you may see only one view if you have only limited access. Your system administrator sets up security access permissions (see “Employee group security” on page 828).

---

#### Related topics

[My Homepage views](#)

[Copying My Homepage graphs](#)

[To Do items on your homepage](#)

### My Homepage views

#### *Accountants Enterprise only*

You can customise the **homepage** area to display and quickly access information to suit the way you work. There are four My Homepage views:

- **WIP + Debt** — displays the graphs for Aged WIP and Aged Debt along with the Top 10 WIP and Top 10 Debtors.
- **Manager Tools** — displays the Employee Budget, Employee Budget Analysis and Productivity.
- **Approvals** — displays the WIP Approvals.
- **My Work** — displays the To Do items for work assigned to you.

You can customise your **My Homepage** views to:

- change the information displayed on each of the **My Homepage** views.
- rename the view to make it more meaningful to the options you choose to display on it.

---

**Note:** Customisation does not apply to standard homepage views.

---

### *To customise a My Homepage view*

1. Select a homepage from **Home** on the toolbar.  
Your **homepage** opens.
2. Click **Customise homepage** on the Tasks bar.  
The **Toolbox** opens.
3. Drag a view option from the **Toolbox** to the content area.  
The selected option opens.
4. Repeat **Step 3.** for each option you want to add to your new My Homepage view.



---

**Note:** Any changes made to the views while the Toolbox is open are saved and displayed every time the homepage is accessed. Changes include display options and data filters.

---

**Tip:** If you want to change a view later **without** opening the Toolbox, make the changes required, then click **Save homepage** on the Tasks bar.

---

5. Resize and move the option window in the normal Windows way.
6. To remove an option window from the customised homepage, click .
7. To rename your customised homepage:
  - a. Click the homepage on the **Tasks bar** under **My Homepages**.  
The **Rename View** window opens.
  - b. Change the name of the view to something more meaningful to you (e.g., Employee Analysis).
  - c. Click **OK** or press **[Enter]** to save the new name.  
The name of your homepage is changed.
8. Click  on the **Toolbox**.  
This saves your selection for the **view** and exits the **Customise homepage** mode.
9. Repeat **Step 2.** to **Step 8.** for each **view** you want to customise.
10. Click **Home** on the toolbar.



Your customised homepage opens and its name is added to your list of My Homepage views on the Tasks bar.

11. Select other views to see the options you selected.

---

**Note:** What you see when you select an option in the **Toolbox** is limited by your security access permissions — you may see only blank windows if you have only limited access. The system administrator sets up security access permissions (see “Employee group security” on page 828).

---

### Related topics

[Main menu](#)

[Toolbar](#)

[Tasks bar](#)

[Standard homepage views](#)

[Copying My Homepage graphs](#)

[To Do items on your homepage](#)

[Job Sheet homepage layout](#)

## Copying My Homepage graphs

### *Accountants Enterprise only*

**My Homepage** graphs can be copied to applications such as Microsoft Excel, Word and other third party applications.

---

**Note:** This procedure is not applicable to standard homepage views.

---

### *To copy My Homepage graphs*

1. Select a homepage from **Home** on the toolbar.  
Your **homepage** opens.
2. Right-click the graph you want to copy and select **Copy Graph**.  
The graph is copied to the clipboard.
3. Open the application you want to import the graph to (e.g., Microsoft Excel or Microsoft Word).
4. Find and place the insertion point where the graph is to be pasted.
5. Paste in the graph.  
The graph is copied at the insertion point of the application or document.

### Related topics

[Main menu](#)

[Toolbar](#)

[Tasks bar](#)

[Standard homepage views](#)

[My Homepage views](#)



[To Do items on your homepage](#)

## To Do items on your homepage

### *Accountants Enterprise only*

To Do **Notes** enable you to add quick comments on your homepage.

If you have Practice Manager, To Do items are initially set up using Maintenance > Miscellaneous > **Code Types**. They can be created, edited and printed for **Clients, Contacts, Employees, Suppliers** and **Assignments**.

Notes added on your homepage are not stored in the To Do wizard. They are identified by a  in the  column of a task in your homepage. They can be viewed by placing your cursor over the icon or double-clicking an icon to open a **Notes** window.

---

**Note:** The following procedures are not applicable to standard homepage.

---

### *To list your To Do items on your homepage*

1. Select a homepage from **Home** on the toolbar.  
Your **homepage** opens.
2. Click **Customise homepage** on the Tasks bar.  
The **Toolbox** opens.
3. If necessary, click **Common Tools** to display the **Common Tools** options available.
4. If necessary, click **Practice Manager** to display the **Practice Manager** options available.
5. Click and drag the **To Do** option to your homepage.  
The **To Do not yet complete** table opens. By default, all your tasks that are not yet complete are listed.
6. Resize and move the **To Do not yet completed** table and the columns within the table.
7. Right-click the table and select one of the following options:

- The type of To Do items to be listed in the table: To Do not yet complete, To Do completed today, To Do due to end today, Tasks due to start today or My started tasks.
- **Show Non Chargeable**
- **Field Chooser** enables you to select additional columns to be displayed in the table.
- **Export** the table to excel.

---

**Note:** The **Tasks due to start today** and **My started tasks** options are valid **only** for schedule users. They are **not** valid for To Do users, although the options are displayed in the right-click menu.

---

8. Close the **Toolbox**.

---





**Note:** The Toolbox must be closed for you to open your To Do items.

---


### ***To open To Do items from your homepage***

1. Set up your **To Do** table on your homepage.  
See “To list your To Do items on your homepage” on page 38.
2. Click a hyperlink in the **Subject** column.  
This opens the associated item in the **To Do** wizard for review or editing.
3. View, edit or add notes to the To Do item as described in the **Clients, Contacts, Suppliers** and **Assignments** sections.
4. Click **Finish**.  
The **To Do** wizard closes.

### ***To add a To Do homepage note***

1. Open a homepage with the **To Do not yet completed** window displayed on it.  
The default **My started tasks** homepage is displayed unless you have customised it.
2. Highlight the To Do item to which you want to add a comment.
3. Double-click this To Do item’s  column.  
A **Notes** window opens.
4. Add the text of your note text.
5. Click  when finished.  
A  will be added to this item’s line in the  column.

---

**Note:** The comment can be quickly reviewed by placing your pointer over the . A small window will display the comment text.

---

### Related topics

[Standard homepage views](#)

[My Homepage views](#)

[Copying My Homepage graphs](#)

## Main menu

The **main menu** is displayed at the top of all pages and windows.

---

**Note:** The options available on the menu depend on which MYOB applications you have installed.

---

### Main menu options

Option	Description
File	Select <b>File</b> to create new contact, client and employee records, open recently opened pages, log off or exit Practice Manager.
View	Select <b>View</b> to switch the Tasks bar and Employee Planner (AE) on and off and set your default view.
Maintenance	Select <b>Maintenance</b> to access system maintenance settings and to use the back up facility.
Bookkeeping (AE)	Select Bookkeeping to access all your practice bookkeeping options. See “Bookkeeping” on page 600 for full details.
Window	Select <b>Window</b> to establish all currently open pages or bring a page to the front or close them all.
Help	Select <b>Help</b> to access the <b>Help Topics</b> and information <b>About MYOB AE</b> (e.g., versions, plugins).

### Related topics

[Using Practice Manager](#)

[Using the Contact page](#)

[Using the Client and Contact pages](#)

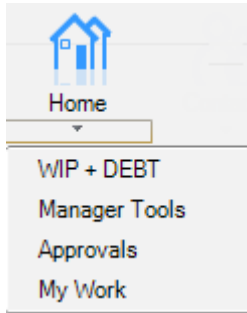
[Assignment Details page](#)

[Using the Employee page](#)

## Toolbar

The **toolbar**, which is situated below the main menu, consists of a row of buttons which you can use to access the main parts of the application.

The following toolbar buttons are available, depending on which applications you have installed. Some buttons have drop-down menu items available when you click the grey triangle under the button. For example:



### Toolbar options

Option	Description
Home	Click <b>Home</b> to go to your default homepage view. Click the grey arrow at the bottom of the button to open a drop-down menu that shows your My Homepage views.
Contacts	Click <b>Contacts</b> to open the <b>Find Clients</b> page. Click the grey arrow at the bottom of the button to open a drop-down menu that enables you to: <ul style="list-style-type: none"> <li>• create new contacts, clients, employees and suppliers (AE).</li> <li>• open the <b>Find Contacts</b>, <b>Find Clients</b>, <b>Find Employees</b>, <b>Find Suppliers</b> (AE) and <b>Find Assignment</b> (AE) windows.</li> <li>• access the reports for contacts and clients.</li> </ul>
Timesheet	Click <b>Timesheet</b> to open your <b>Timesheet</b> page. Click the grey arrow at the bottom of the button to open a drop-down menu that enables you to: <ul style="list-style-type: none"> <li>• create new Timesheets, Disbursement, Practice Disbursement and Expense Sheets (AE).</li> <li>• open the <b>Timesheet</b>, <b>Disbursement Sheet</b>, <b>Practice Disbursement Sheet</b> or <b>Expense Sheet</b> (AE).</li> <li>• import disbursements.</li> <li>• open the WIP transfer window.</li> <li>• access the Timesheet reports.</li> </ul>

Option	Description
Billing (Practice Manager)	<p>Click <b>Billing</b> to open the <b>Draft Bills</b> page. Click the grey arrow at the bottom of the button to open a drop-down menu that enables you to:</p> <ul style="list-style-type: none"> <li>• start the <b>Billing Wizard</b>.</li> <li>• open the <b>Draft Bills, Bulk Invoicing, Billing History, Billing History By Partner, Bills Ready To Print</b> and <b>Standing Order</b> windows.</li> <li>• access the Billing reports.</li> </ul>
Debtors	<p>Click <b>Debtors</b> to open the <b>Debtors Ledger</b>. Click the grey arrow at the bottom of the button to open a drop-down menu that enables you to:</p> <ul style="list-style-type: none"> <li>• open the <b>Debtors Ledger, Debtors Adjustments</b> or <b>Debtors Receipts</b>.</li> <li>• select and print an adjustment.</li> <li>• create a bank deposit slip.</li> <li>• open the <b>M-Powered Import</b> window.</li> <li>• select and print a tax receipt.</li> <li>• access the Debtors reports.</li> </ul>
Jobs	Click <b>Jobs</b> to open the <b>Job Manager</b> .
Tax	Click <b>Tax</b> to open <b>Tax</b> .
To Dos (AE)	Click <b>To Dos</b> to open your <b>To Do</b> list.
Reports	<p>Click <b>Reports</b> to open the <b>Reports</b> page. Click the grey arrow at the bottom of the button to open a drop-down menu that enables you to:</p> <ul style="list-style-type: none"> <li>• open the <b>Reports Favourites</b> window where you can organise and run the reports that you have designated as favourites.</li> <li>• open the <b>Reports List</b>.</li> <li>• export and import reports.</li> </ul>
Practice KPI	Click <b>Practice KPI</b> to open the <b>Practice Manager</b> homepage with the KPIs shown.
Help	Click <b>Help</b> to access the Help Centre where you can link to other support information and the Knowledge Base.

**Related topics**

[Using Practice Manager](#)

[Main menu](#)

[Tasks bar](#)

[Practice KPI](#)



[Keyboard shortcuts](#)

## Tasks bar




The **Tasks bar** lists common tasks that are relevant to the data displayed in the content area. It is a dynamic list that changes as you navigate through the tabs and pages of **Practice Manager**.

Click on a task in the list to perform it. For example, click **Clear Search** to clear the current search and results from the content area.

The tasks displayed on the list are grouped under headings.

- Click  to expand the tasks under the heading.
- Click  to hide the tasks.

There are three common buttons at the top of the Tasks bar:

Option	Meaning	Description
	Export to Excel	To export the search results as data for a new worksheet in Microsoft Excel.
	Refresh	To refresh the display in the content area.
	Print	To preview and print the information displayed in the content area. For example, the list of search results on the <b>Find Clients</b> page.


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**Note:** On some pages, these buttons may be greyed out. This means that the button is not applicable for that page.

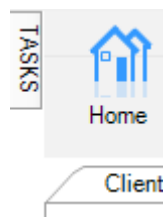
---

### *To hide the Tasks bar*

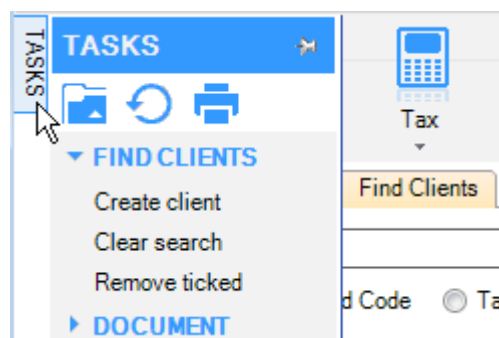
You can change the way the Tasks bar is displayed to allow more area for the content. There are two ways to do this:

1. Select View > **Task bar** on the main menu.  
This switches the display of the Tasks bar on and off.
2. Click  to temporarily auto hide the Tasks bar.

The Tasks bar is hidden from display and replaced by a Tasks button in the top left corner of the content area, as shown below.



- a. Click the **Tasks** button to show an auto hidden Tasks bar temporarily. The Tasks bar displays over the content area until you click anywhere in the content area.



- b. Click  to show an auto hidden Tasks bar as part of the display again.

---

**Note:** The options available on the Tasks bar depend on which MYOB applications you have installed.

---

### Related topics

[Setting up your homepage](#)

[Main menu](#)

[Toolbar](#)

[Keyboard shortcuts](#)

[Rich text spell checker](#)

[Integration with MS Office](#)

## Content area

The Content area takes up the major part of the application window. It displays your default view when you log on. Any other pages you open are also displayed here. Until you close a page, you will see its tab at the top of the display area.



Click a tab to navigate between the open pages.

### **Related topics**

[Setting up your homepage](#)

[Main menu](#)

[Toolbar](#)

[Tasks bar](#)

[Keyboard shortcuts](#)

[Rich text spell checker](#)

[Integration with MS Office](#)

## Toolbox options

### ***Accountants Enterprise only***

The **Toolbox** is used to select the view options you would like to be displayed on your **homepage**, e.g., Job Sheet, KPI Data, etc.

### ***To set up a display on your homepage***

1. Select a homepage from **Home** on the toolbar.  
Your **homepage** opens.
2. Click **Customise homepage** on the Tasks bar.  
The **Toolbox** opens.
3. Drag the option required (e.g., **Web browser**) from the **Toolbox** to the homepage.
4. Resize the option's display by dragging the sides and corners of the table to suit your needs.

### ***To refresh/update the data display***

1. Click **Refresh** on the Tasks bar.  
All data on your homepage is updated and re-displayed.

### ***Available options***

What you can select and do with the Toolbox may be limited by your security group.

See the following areas for full descriptions of each option:

- (Practice Manager) "Practice Manager Toolbox options" (see page 46)
- "AE Tax Toolbox options" (see page 67)

- (Practice Manager) “Job Manager Toolbox options” (see page 68)
- “Common Tools Toolbox options” (see page 70).

### Related topics

[Setting up your homepage](#)

[Main menu](#)

[Toolbar](#)

[Tasks bar](#)

[Keyboard shortcuts](#)

[Rich text spell checker](#)

[Integration with MS Office](#)

## Practice Manager Toolbox options

### ***Accountants Enterprise with Practice Manager only***

The following Toolbox options are used to display Practice Manager functions on your homepage. Some of these are also used in Practice KPI.

Click the following links for further details on each option:

- “Aged Creditors Toolbox option” (see page 47)
- “Aged Debt Toolbox option” (see page 47)
- “Aged WIP Toolbox option” (see page 48)
- “Approve Toolbox option” (see page 49)
- “Employee Budget Analysis Toolbox option” (see page 50)
- “Employee Budget Toolbox option” (see page 50)
- “Employee Leave Toolbox option” (see page 51)
- “KPI Data Toolbox option” (see page 52)
- “Portfolio Analysis Toolbox option” (see page 55)
- “Productivity Toolbox option” (see page 55)
- “Recent Activity Toolbox option” (see page 57)
- “Recoverability Toolbox option” (see page 57)
- “Schedule Details Toolbox option” (see page 58)
- “Staff Utilisation Toolbox option” (see page 59)
- “Standing Orders Toolbox option” (see page 60)
- “To Do Toolbox option” (see page 61)
- “Top Ten Toolbox option” (see page 62)

- “Twelve Month Data Toolbox option” (see page 63).

Aged Creditors Toolbox option

### ***Accountants Enterprise with Practice Manager only***

Drag **Aged Creditors** from the Practice Manager Toolbox to your homepage.

You can change the date to which the Aged Creditors is displayed by entering the date in the format dd/mm/yyyy or selecting the date using the drop-down calendar in the **Date** field.

Right-click the display to open an options menu that enables you to:

- Filter the graph by **Client Partner**, **Client Manager** or by **Practice**. By selecting Practice, the graph includes all clients for your practice.
- **Drill Down** to view the list of clients that comprise the Creditors balance for the age band selected.
- **Show Unposted** invoices.
- **Copy Graph** for use in other applications.
- Change the filter to another **Employee**. The filter defaults to the logged in employee.
- Filter the graph by selected **Billing Company**.

---

**Note:** Your security group dictates whether or not you will see this bar chart.

---

### **Related topics**

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Job Manager Toolbox options](#)

[Common Tools Toolbox options](#)

Aged Debt Toolbox option

### ***Practice Manager only***

(AE) To add this to your homepage, drag **Aged Debt** from the Practice Manager Toolbox to your homepage.

You can change the date to which the Aged Debt is displayed by entering the date in the format dd/mm/yyyy or selecting the date using the drop-down calendar in the **Date** field.

Right-click the display to open a menu that enables you to:

- Filter the graph by **Client Partner, Client Manager, Assignment Partner (AE), Job Partner (AO), Assignment Manager (AE), Job Manager (AO)**, or by **Practice**. By selecting **Practice**, the graph includes all clients for your practice.
- **Drill Down** to view the list of clients that comprise the Debtor balance for the age band selected.
- **Copy Graph** for use in other applications.
- Change the filter to another **Employee**. The filter defaults to the logged in employee.
- Filter the graph by selected **Billing Company**.

---

**Note:** (AE) Your security group dictates whether or not you will see this bar chart.

---

### Related topics

(AE) [Practice Manager Toolbox options](#)

(AE) [AE Tax Toolbox options](#)

(AE) [Job Manager Toolbox options](#)

(AE) [Common Tools Toolbox options](#)

[Practice KPI](#)

Aged WIP Toolbox option

### ***Practice Manager only***

(AE) To add this to your homepage, drag **Aged WIP** from the Practice Manager Toolbox to your homepage.

You can change the date to which the WIP is displayed by entering the date in the format dd/mm/yyyy or selecting the date using the drop-down calendar in the **Date** field.

Right-click the graph to open a menu that enables you to:

- Filter the graph by **Client Partner, Client Manager, Assignment Partner (AE), Job Partner (AO), Assignment Manager (AE), Job Manager (AO)**, or by **Practice**. By selecting Practice, the graph includes all clients for your practice.
- **Drill Down** to view the list of clients that comprise the WIP balance for the age band selected.
- (AE) **Show Unposted WIP**.
- **Copy Graph** for use in other applications.
- Change the filter to another **Employee**. The filter defaults to the logged in employee.
- Filter the graph by the selected **Company**.

---

**Note:** (AE) Your security group dictates whether or not you will see this bar chart.

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### Related topics

(AE) [Practice Manager Toolbox options](#)

(AE) [AE Tax Toolbox options](#)

(AE) [Job Manager Toolbox options](#)

(AE) [Common Tools Toolbox options](#)

[Practice KPI](#)

Approve Toolbox option

### *Practice Manager only*

(AE) To add this to your homepage, drag **Approve** from the Practice Manager Toolbox to your homepage.

This table shows the default list of WIP items to be approved with their WIP status.

Right-click the display to open an options menu that enables you to:

- Sort the **WIP Approval** items into:
  - **WIP items to Approve** and authorise (AE) / post (AO) them (see “Authorising and posting bills” on page 516).
  - **My Posted WIP items** and view or reverse them.
  - **My Unposted WIP items** and view or adjust them (see “Correcting posted timesheets in MYOB AE” on page 423).
  - **Posted WIP items.**
- View **Bills to Approve** and authorise (AE) / post (AO) them (see “Authorising and posting bills” on page 516).
- **Field Chooser** enables you to select additional columns to be displayed in the **Approve** table.
- **Show totals** of columns for both **WIP Approval** and **Bills** to approve. The totals are displayed at the base of the columns. They remain on or off until they are changed.
- **Export** the table to excel.

### Related topics

(AE) [Practice Manager Toolbox options](#)

(AE) [AE Tax Toolbox options](#)

(AE) [Job Manager Toolbox options](#)

(AE) [Common Tools Toolbox options](#)

### [Practice KPI](#)

Employee Budget Analysis Toolbox option

#### ***Practice Manager only***

(AE) To add this to your homepage, drag **Employee Budget Analysis** from the Practice Manager Toolbox to your homepage.

This bar graph contains the actual and budgeted chargeable and non-chargeable time for the logged-in employee.

Right-click the display and select whether to display:

- Information for the current month or for the year to date.
- Information in hours or charge amounts.
- (AE) **Show Unposted** WIP items.
- **Copy Graph** enables you to copy the graph to the clipboard from where it can be pasted into another application.

---

**Note:** Your security group dictates whether or not you will see this bar chart.

---

#### **Related topics**

[\(AE\) Practice Manager Toolbox options](#)

[\(AE\) AE Tax Toolbox options](#)

[\(AE\) Job Manager Toolbox options](#)

[\(AE\) Common Tools Toolbox options](#)

[Practice KPI](#)

Employee Budget Toolbox option

#### ***Accountants Enterprise with Practice Manager only***

Drag **Employee Budget** from the Practice Manager Toolbox to your homepage.

This table is used to track the performance of employees at the monthly and year-to-date levels.

The columns beside each employee are:

- **Target** — This is taken from the number of chargeable hours entered for an employee in the Employee page > **Budget** tab. The **Target** charge amounts are the number of budgeted hours multiplied by the employee's standard charge as entered in their **Charge Rates** tab.
- **Planned** figures — This figure is derived from the number of hours assigned to an employee for work on assignment schedules for the month or year. The

**Charge** amounts in the **Planned** columns are derived from the number of hours multiplied by the employee charge rate.

- **Actual** column — This column displays the number of hours posted in timesheets for the employee in the current month and for the year to date. The **Actual** amounts in the **Charge** columns display the amount of WIP generated by the employee from those posted hours.

Right-click the display to open an options menu that enables you to:

- Switch on the **Percentage Tracker** to set a percentage to measure employee performance. Any employees highlighted in red are below the percentage. The figures in the **Actual** columns are compared to the figures in the **Target** column to calculate whether employees are performing to the selected percentage or not.
- Switch on/off the **Show totals** display at the foot of the columns.
- **Field Chooser** enables you to select additional columns to be displayed in the **Employee Budget** table.

### Related topics

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Job Manager Toolbox options](#)

[Common Tools Toolbox options](#)

### Employee Leave Toolbox option

#### ***Accountants Enterprise only***

Drag **Employee Leave** from the Practice Manager Toolbox to your homepage.

This table displays the logged-in employee's annual leave entitlement, any booked leave and the remaining balance. You can also see whether the leave is productive or not.

The information displayed is each employee's entitlement and leave balance based on the employee's category. The employee category is determined by the employee's primary stationed record and the associated employee category hours are used in the calculation of both the **Days** and **Hours** columns.

### Related topics

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Job Manager Toolbox options](#)

[Common Tools Toolbox options](#)

KPI Data Toolbox option

**Practice Manager only**

(AE) To add this to your homepage, drag **KPI Data** from the Practice Manager Toolbox to your homepage.

The data can be viewed for selected date ranges and for the whole practice or by partner, manager, etc.

A description of the Key Performance Indicator (KPI) data:

**Average Hourly Rate (\$)**

$$\text{AverageHourlyRate} = \frac{\text{NetTimeFees}}{\text{TimeWithinTheseFees}}$$

where:

- NetTimeFees = sum of Net Time Fees posted to the clients in the selected data group and within the selected dates.
- TimeWithinTheseFees = Total hours included in the above fees.

---

**Note:** For any fees that partially bill a timesheet transaction, the total time entered for that transaction and not just the time billed is included in the value. This will skew the Time within these fees value and therefore the Average Hourly Rate.

---

Reporting cross reference for the Average Hourly Rate KPI is as follows:

KPI value description	Report area and sub-area	Report field
Net Time Fees	WIP and Debt > <b>Control by client</b> WIP and Debt > <b>Control by assignment</b>	<b>Time Fees \$ PTD</b> which displays as Time Fees in the WIP Control section of the MYOB Control Report by Client Company report.
Time within these fees	There is currently no report that provides this value.	

You will need to use the same date range selection and filter criteria in the reports as used in the KPI Data homepage to get the same result.

**Write Offs / On (%)**

$$\text{WriteOffs(On)} = \frac{\text{TotalWriteOff(On)}}{\text{TotalWriteOff(On)} + \text{TotalNetFees}} \times 100$$

where:



- TotalNetFees = sum of all Net Fees posted to the clients in the selected data group and within the selected dates.
- TotalWriteOff(On) = sum of all Write Offs/Ons posted to the clients in the selected data group and within the selected dates.

Reporting cross reference for the Write Offs/On (%) KPI is as follows:

KPI value description	Report area and sub area	Report field
Total Write Off/On	WIP and Debt > <b>Control by client</b> WIP and Debt > <b>Control by assignment (AE) / Control by job (AO)</b>	<b>Total WO \$ PTD</b> which displays as Write Offs in the Summary of WIP Balances section of the MYOB Control Report by Client Company report.
Total Net Fees	WIP and Debt > <b>Control by client</b> WIP and Debt > <b>Control by assignment (AE) / Control by job (AO)</b>	<b>Total Fees \$ PTD</b> which displays as Fees in the Summary of WIP Balances section of the MYOB Control Report by Client Company report.

You will need to use the same date range selection and filter criteria in the reports as used in the KPI Data homepage to achieve the same result.

**WIP Days, Debtor Days and Lockup Days**

$$\text{WIPDays} = \frac{\text{WIPBalance}}{12\text{MonthNetFees}} \times 365$$

$$\text{DebtorDays} = \frac{\text{NetDebtorsBalance}}{12\text{MonthNetFees}} \times 365$$

$$\text{LockupDays} = \text{WIPDays} + \text{DebtorDays}$$

where:

- WIPBalance = outstanding WIP Balance for the clients in the selected data group, as at the selected date.
- DebtorsBalance = outstanding Debtors balance for the clients in the selected data group, as at the selected date.
- 12MonthNetFees = sum of 12 months of Net Fees posted to the clients in the selected data group. The 12 months are calculated using the end date as the last date of the selected date range.

**Example 1:** If your KPI Data is selected for Current Month and today is 21 May 2009, then the date range for the KPI data is 01-05-2009 to 31-05-2009 and the date range for the 12 Month Net Fees is 01-06-2008 to 31-05-2009.

**Example 2:** If your KPI Data is selected for Year to Date and today is 21 May 2009, then the date range for the 12 Month Net Fees is 22-05-2008 to 21-05-2009.

Reporting cross references for the WIP Days and Debtor Days KPIs are as follows:

KPI value description	Report area and sub area	Report field
WIP Balance	WIP and Debt > <b>Control by client</b> WIP and Debt > <b>Control by assignment (AE) / Control by job (AO)</b>	<b>Total CB WIP YTD</b> which displays as Closing Balance in the Summary of WIP Balances section of the MYOB Control Report by Client Company report.
Debtor Balance	WIP and Debt > <b>Control by client</b>	<b>CB Debt Net PTD</b> which displays as Debtors Closing Balance in the Debtors Control section of the MYOB Control Report by Client Company report.
12 Month Net Fees	WIP and Debt > <b>Control by client</b> WIP and Debt > <b>Control by assignment (AE) / Control by job (AO)</b>	<b>Total Fees \$ PTD</b> which displays as Fees in the Summary of WIP Balances section of the MYOB Control Report by Client Company report.

**To define KPI data options**

1. Right-click in the KPI Data table and select **Define Filter**.  
The **KPI Data Options** window opens.
2. Select the **Data Range**.  
Click a listed option or enter an **Other Date Range** in the format dd/mm/yyyy or select it from the drop-down calendars.
3. Select a different **Company** from the drop-down.
4. Select a different **Data Group** and **Data sub-group** from the drop-downs.
5. Click **Refresh Data**.  
The table is updated to reflect the selections.
6. Click **OK**.  
To save the changes and close the **KPI Data Options** window.

**Related topics**

- [\(AE\) Practice Manager Toolbox options](#)
- [\(AE\) AE Tax Toolbox options](#)
- [\(AE\) Job Manager Toolbox options](#)
- [\(AE\) Common Tools Toolbox options](#)

### [Practice KPI](#)

Portfolio Analysis Toolbox option

#### ***Accountants Enterprise with Practice Manager only***

Drag **Portfolio Analysis** from the Practice Manager Toolbox to your homepage.

This table displays the financial situation of clients and client assignments attached to partners.

Right-click the display to open an options menu that enables you to:

- Filter the screen by **Client Partner**, **Assignment Partner**, **Assignment Manager** or by **Practice**. By selecting Practice, the graph includes all clients for your practice.
- Change the filter to another **Employee**. The filter defaults to the logged in employee.
- **Detail**
- **Navigate Up**
- **Drill Down** to view the list of clients that comprise the Portfolio Analysis for the age band selected.
- **Field Chooser** enables you to select additional columns to be displayed in the **Portfolio Analysis** table.

#### **Related topics**

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Job Manager Toolbox options](#)

[Common Tools Toolbox options](#)

Productivity Toolbox option

#### ***Practice Manager only***

(AE) To add this to your homepage, drag **Productivity** from the Practice Manager Toolbox to your homepage.

A pie chart is displayed that represents the productivity of the selected employee or selected group of employees. For exact figures, hover your mouse over the various segments of the chart.

The right-click menu options enable you to select:

- The date range. Available date ranges are:
  - Current Month
  - Prior Month

- Year To Date
- Last 12 Months.
- **Copy Graph** enables you to copy the graph to the clipboard from where it can be used in another application.
- **Options**, which opens the **Productivity Options** window.

The Employee **Productivity Pie Chart Options** window enables you to:

- View the productivity for another employee.
- View the productivity for a group of employees (by employee category).
- View the productivity for all the employees.
- Select which Time Categories are to be included in the productivity analysis.
- Select the number of time categories to be displayed separately in the graph. For example, if the Maximum number of Time Categories is entered as 6, then the 5 top time categories are listed by name and all other categories are displayed together as All Other.

### ***To change the productivity display***

1. Right-click anywhere in the **Productivity** graph and select **Options**.  
The **Productivity Pie Chart Options** window opens.
2. Select or de-select the **Time Categories** required.  
The Time Categories are defined for your practice in Maintenance > Maintenance Map (AO) > Time Setup > **Time Processing Categories**.
3. Select **Grouping** if you want to limit the number of Time Categories displayed and enter the maximum number (two is the minimum).
4. Select whether you want to display productivity for:
  - **One employee**. The default is you, but if you have the security permissions, click the ellipse button and select another individual.
  - **All employees with selected employee category**. If you have the security permissions, click the ellipse button and select an Employee Category.
  - **All employees**.
5. Click **OK**.  
To save and close the **Productivity Pie Chart Options** window.  
The updated **Productivity Pie Chart** is displayed.

### **Related topics**

[\(AE\) Practice Manager Toolbox options](#)

[\(AE\) AE Tax Toolbox options](#)

[\(AE\) Job Manager Toolbox options](#)  
[\(AE\) Common Tools Toolbox options](#)  
[Practice KPI](#)

Recent Activity Toolbox option

***Accountants Enterprise with Practice Manager only***

Drag **Recent Activity** from the Practice Manager Toolbox to your homepage.

This table displays all the activities of the selected employee. You can view the chargeable and non-chargeable hours in each timesheet and expense sheet, the current charge and the sheet status. Click a linked activity to view the entire timesheet or expense sheet.

**Related topics**

[Practice Manager Toolbox options](#)  
[AE Tax Toolbox options](#)  
[Job Manager Toolbox options](#)  
[Common Tools Toolbox options](#)

Recoverability Toolbox option

***Accountants Enterprise with Practice Manager only***

Drag **Recoverability** from the Practice Manager Toolbox to your homepage.

Recoverability is a measure of the fee value against the WIP written out.

This recoverability graph provides two options.

- Monthly recoverability values.
- Cumulative (i.e., 12 month running values).

For example, assume your date range is January to December of the current year.

- If the cumulative option is not selected from the right-click menu, then:
  - March figures would display information for March of the current year only (i.e., 1/3 to 31/3).  
and
  - April figures would display information for April of the current year only (i.e., 1/4 to 30/4).
- If the cumulative option is selected from the right-click menu:
  - March figures would display information for April of the previous year to March of the current year.  
and

- April figures would display information for May of the previous year to April of the current year, etc.

The cumulative option effectively enables you to track the trend of your practice's recoverability.

Right-click the display and select the **Define Filter** menu to open the **Recoverability Grouping Options** window:

The **Recoverability Grouping Options** window enables you to select the date range and data filters required.

- For the **Date Range**, select either YTD for the last 12 months or data, or enter another date range. The graph is limited to display a maximum of 12 months at any one time.
- For the **Data Filters**, leave the items in the grouping bar as displayed above to show all data for the practice together.
- To show the analysis of the recoverability by one of these areas, drag that item up to the Group bar.

You can analyse the data by:

- Company
- Partner
- Manager
- Department
- Office.

You can further select to include or exclude data in the selected filter by right-clicking that field in the Group bar to display the **Filter List**. For example, if you right-click the Department field, the system will display the list of departments. Click the checkbox and deselect the departments checkbox to be listed in the recoverability graph.

### Related topics

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Job Manager Toolbox options](#)

[Common Tools Toolbox options](#)

Schedule Details Toolbox option

### ***Accountants Enterprise with Practice Manager only***

Drag **Schedule Details** from the Practice Manager Toolbox to your homepage.

Right-click the display to open an options menu that enables you to:

- Filter the screen by **Client Partner**, **Client Manager**, **Assignment Partner**, **Assignment Manager** or by **Practice**. By selecting Practice, the graph includes all clients for your practice.
- **Show Unposted.**
- Show Non Chargeable.
- **Field Chooser** enables you to select additional columns to be displayed in the **Schedule Progress** table.
- **Export** the table to excel.
- Change the filter to another **Employee**. The filter defaults to the logged in employee.

### Related topics

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Job Manager Toolbox options](#)

[Common Tools Toolbox options](#)

Staff Utilisation Toolbox option

### ***Accountants Enterprise with Practice Manager only***

Drag **Staff Utilisation** from the Practice Manager Toolbox to your homepage.

This graph shows employee chargeable activity against total time and expected or available hours.

Right-click the display to open a menu that enables you to set the following **Define filter** option. You can select which criteria to be displayed on the graph. Click **Define filter** to open the **Staff Utilisation Grouping Options** window.

### ***Available selections***

Option	Description
Cumulative	If the box is left unselected, the graph shows calendar months, e.g., if January 2007 is requested, information for 1/1/07 to 31/1/07 is displayed. If you select the checkbox, the information is displayed for 1/1/06 to 31/1/07.
Date Range	Enables you to enter a start and end date for the graph for a 12 month period only.
Standard Hours or Target Hours	Displays the hours from the employee standard or target hours on the "Budget tab" on page 156.

Option	Description
YTD	Displays figures for the previous 12 months starting with today's date.

Right-click the title of a column header on the **Staff Utilisation Grouping Options** window to filter or limit what is displayed in the graph. Sort columns by dragging any combination of headers in the sort area as shown on the **Staff Utilisation Grouping Options** window.

**Right-click options**

Option	Description
Company	Select which Client Companies will display.
Copy Graph	Select to copy and paste the graph into another application.
Cumulative	Select to display the graph in calendar months.
Department	Select which Client Departments will display.
Manager	Select which Clients will display.
Office	Select which Client Offices will display.
Partner	Select which Partners will display.
% Target Hours	Select to show the graph as $\frac{\text{ActualChargeableHours}}{\text{BudgetChargeableHours}} \times 100$
% Total Hours	Select to show the graph as $\frac{\text{ActualChargeableHours}}{\text{StandardHours}} \times 100$
Show Gridlines	Select to switch on/off the gridlines on the graph.

**Related topics**

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Job Manager Toolbox options](#)

[Common Tools Toolbox options](#)

Standing Orders Toolbox option

**Accountants Enterprise with Practice Manager only**

Drag **Standing Orders** from the Practice Manager Toolbox to your homepage.



**Standing Orders** are generally used to automatically bill a client or supplier on a fixed and regular basis. Use existing client bills to create templates that will automatically generate a new bill for a particular client at regular time intervals (e.g., monthly).

Once a client or a supplier bill has been created, it can be used as a blueprint for future bills by including all the default information. This is very useful for customised billing because you do not need to replicate or regenerate the information each time you raise a bill for a client or supplier.

The list of standing orders is displayed in the **Standing Orders** window. The list allows you to view the current bills available on the system by Client Partner or by All Client Partners. It is used to create and maintain Standing Orders and Draft Bills and to perform bulk authorisation, de-authorisation and posting of bills.

### Related topics

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Job Manager Toolbox options](#)

[Common Tools Toolbox options](#)

To Do Toolbox option

### ***Accountants Enterprise only***

Drag **To Do** from the Practice Manager Toolbox to your homepage.

This table displays all the tasks assigned to you, with the current status and due date for each.

Right-click the display to open a menu that enables you to set the following filter options:

- Filter the screen by **To Do not yet complete, To Do completed today, To Do due to end today, Tasks due to start today** or **My started tasks**.
- **Show Non Chargeable** To Do items.
- **Field Chooser** enables you to select additional columns to be displayed in the **To Do** table.
- **Export** the table to excel.

By customising your homepage to show the To Do option, you can print a list of tasks allocated to you.

### ***To print a list of your tasks***

1. Customise your **homepage**, if you have not already done so, to show the **To Do** option.
2. Right-click the **Tasks** table.

3. Select **Export to Excel** from the right-click menu.  
Your tasks are displayed in a Microsoft Excel file.
4. Format the list of tasks as required.
5. Print the Microsoft Excel worksheet.

### Related topics

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Job Manager Toolbox options](#)

[Common Tools Toolbox options](#)

### Top Ten Toolbox option

#### ***Practice Manager only***

(AE) To add this to your homepage, drag **Top Ten** from the Practice Manager Toolbox to your homepage.

This displays a list of your Top Ten Debtors, Top Ten WIP and Top Ten Exposure.

Right-click the table to open a menu that enables you:

- Filter the table by **Client Partner**, **Client Manager** or by **Practice**. By selecting Practice, the graph includes all clients for your practice. If Top Ten WIP and List Clients are selected, the additional filter options of **Assignment Partner (AE) / Job Partner (AO)** and **Assignment Manager (AE) / Job Manager (AO)** are enabled.
- Filter the table by **Top Ten Debtors**, **Top Ten WIP** or **Top Ten Exposure**.
- Filter the table by **List Clients** or **List Client Groups**. A client who has no child clients will still display when the table is filtered by List Client Groups as it is considered its own client group. When List Client Groups is selected, the first column heading changes to Parent Group.
- **Show Totals**. A total balance for the Top Ten is displayed.
- **Export** the table to excel.
- Change the filter to another **Employee**. The filter defaults to the logged in employee.
- Filter the graph by selected **Company**.

Double-click an item to open the client or employee's page.

---

**Note:** (AE) Your security group dictates whether or not you will see this display.

---

### Related topics

[\(AE\) Practice Manager Toolbox options](#)

[\(AE\) AE Tax Toolbox options](#)

[\(AE\) Job Manager Toolbox options](#)

[\(AE\) Common Tools Toolbox options](#)

[Practice KPI](#)

Twelve Month Data Toolbox option

#### ***Practice Manager only***

(AE) To add this to your homepage, drag **Twelve Month Data** from the Practice Manager Toolbox to your homepage.

The **Twelve Month Data** graph provides data breakdown on a month-by-month basis and a graphical view of the values for:

- WIP Charged
- Fees Charged
- Write Offs
- Receipts
- Discounts
- Bad Debts
- Adjustments.

The data can be viewed for the whole practice or by partner, manager, and so on.

The graph shows 12 months of data. It can also include a comparison to the prior 12 months of data.

When you click one of the numeric values in the table (for example, Fees Charged for Dec 08), that item on the graph is highlighted.

#### ***To define twelve month data options***

1. Right-click in the Twelve Month Data graph and select **Define Filter**.

The **Twelve Month Data Options** window opens.

2. Select the **Date Range** option.

By default, the twelve month data homepage displays data for the last twelve months. You can enter any other 12 month date range required in the format dd/mm/yyyy or select it from the drop-down calendars.

Click the **Show previous 12 month data** checkbox to add a comparison line of the previous 12 months data.

3. Select to display either a **Line Graph** or **Column Graph**.

4. Select a different **Company** from the drop-down.
5. Select the **Data group(s)** and **Data sub-groups** from the drop-downs.
6. Select the **Data values** to be included by clicking the appropriate checkbox.  
If only one data group is selected (for example, Practice) or only one Partner, then more than one data value can be selected. But if more than one data group is selected (such as several partners), then only one of the data values can be selected.

---

**Note:** (AE) Debtor data (Receipts, Discounts, Bad Debts and Adjustments) is not available for the Assignment data groups.

---

7. Click **Refresh Data**.  
The graph is updated to reflect the selections.
8. Click **OK**.  
To save the changes and close the **Twelve Month Data Options** window.
9. (AE) If you are customising your homepage, click **Customise homepage** on the Tasks bar.

---

**Note:** (AE) Click **Customise homepage** on the Tasks bar **after** making changes. If you do not, any changes made will not be saved.

---

### Related topics

[Twelve month data values](#)  
[\(AE\) Practice Manager Toolbox options](#)  
[\(AE\) AE Tax Toolbox options](#)  
[\(AE\) Job Manager Toolbox options](#)  
[\(AE\) Common Tools Toolbox options](#)  
[Practice KPI](#)

Twelve month data values

#### ***Practice Manager only***

The Twelve month data values available are as follows:

#### ***WIP Charged, Fees Charged and Write Offs***

Reporting cross reference for the WIP Charged, Fees Charges and Write Offs Twelve Month Data values.

You will need to use the same date range selection and filter criteria in the reports as used in the Twelve Month Data homepage to achieve the same result.

12 Month Data value	Report area and sub area	Report field
WIP Charged	WIP and Debt > <b>Control by Client</b>	<p><b>Is the sum of the three fields:</b></p> <ul style="list-style-type: none"> <li>• Time Charge \$ PTD</li> <li>• Disb Charge \$ PTD</li> <li>• MC Charge \$ PTD</li> </ul> <p>which displays as:</p> <ul style="list-style-type: none"> <li>• Time +</li> <li>• Disb +</li> <li>• Misc. Charge</li> </ul> <p>in the Summary of WIP Balances section of the MYOB Control Report by Client Company report.</p>
Fees Charged	WIP and Debt > <b>Control by Client</b>	<p><b>Total Fees \$ PTD</b></p> <p>which displays as Fees in the Summary of WIP Balances section of the MYOB Control Report by Client Company report.</p>
Write Offs	<p>WIP and Debt &gt; Control by Client &gt; <b>MYOB Control Report by Client Company</b></p> <p>Note that this will total for the Practice.</p>	<p><b>Total WO \$ PTD</b></p> <p>which displays as Write Offs in the Summary of WIP Balances section of the MYOB Control Report by Client Company report.</p>
<p>Other Control Reports available for download from the MYOB Client Support site are:</p> <ul style="list-style-type: none"> <li>• Control Report by Client Department</li> <li>• Control Report by Client Manager</li> <li>• Control Report by Client Department</li> <li>• Control Report by Client Office.</li> </ul>		

**Receipts**

Reporting cross reference for the Receipts Twelve Month Data value.

You will need to use the same date range selection and filter criteria in the reports as used in the Twelve Month Data homepage to achieve the same result.

12 Month Data value	Report area and sub area	Report field
Receipts	Debtors > <b>Debtors Ledger Receipts</b>	<b>Gross</b> which displays as the Total Gross Amount in the MYOB – Receipts List by Company – ordered by Date report.
Other Receipts Lists reports available for download from the MYOB Client Support site are: <ul style="list-style-type: none"> <li>• Receipts List by Company – Department – ordered by Date</li> <li>• Receipts List by Company – Office – ordered by Date.</li> </ul>		

***Discounts, Bad Debts and Adjustments***

Reporting cross reference for the Discount, Bad Debts and Adjustments Twelve Month Data values.

You will need to use the same date range selection and filter criteria in the reports as used in the Twelve Month Data homepage (AE) / graph (AO) to achieve the same result.

12 Month Data value	Report area and sub area	Report field
Discounts	Debtors > <b>Adjustments</b>	<b>Gross</b> for Transaction Type of Discount which displays as Total for Transaction Type Client Discount in the MYOB Adjustments, Discounts and Bad Debts by Partner report.
Bad Debts	Debtors > <b>Adjustments</b>	<b>Gross</b> for Transaction Type of Bad Debts which displays as Total for Transaction Type Bad Debt in the MYOB Adjustments, Discounts and Bad Debts by Partner report.
Adjustments	Debtors > <b>Adjustments</b>	<b>Gross</b> for Transaction Type of Adjustment which displays as Total for Transaction Type Adjustment in the MYOB Adjustments, Discounts and Bad Debts by Partner report.
Debtors Adjustment reports available for download from the MYOB Client Support site are: <ul style="list-style-type: none"> <li>• Adjustments, Discounts and Bad Debts by Billing company</li> <li>• Adjustments, Discounts and Bad Debts by Partner.</li> </ul>		

### **Related topics**

[\(AE\) Practice Manager Toolbox options](#)

[\(AE\) AE Tax Toolbox options](#)

[\(AE\) Job Manager Toolbox options](#)

[\(AE\) Common Tools Toolbox options](#)

[Practice KPI](#)

## AE Tax Toolbox options

### ***Accountants Enterprise only***

AE Tax Classic or Profiles clients may create views in graph and table (or grid) form for lodgment and other workflow statistical reports extracted from the Tax database.

There is also a **Tax Returns** tab for each client which provides access to any year of tax from 2005 to the current year and also provides a summary of certain Lodgment and Assessment information applicable to the income year selected.

The following Toolbox options are used to display AE Tax functions on your homepage:

### ***Adding the Company Funds option***

Drag **Company Funds** from the AE Tax Toolbox to your homepage to create rolling 12 month data graphs.

### ***Adding the Returns Due by Month Graph option***

Drag **Returns Due by Month Graph** from the AE Tax Toolbox to your homepage to add a returns due by month graph.

This bar graph provides a monthly summary of when returns are due for lodgment and shows which of these returns have already been lodged.

**Pointing the mouse** at the lodged (green) part of any column will provide you with the number of returns that make up the lodged returns for that month. Pointing the mouse at the unlodged (red) part of any column will provide you with the number of returns that make up the unlodged returns for that month.

**Right-clicking** opens a menu of different criteria for the graph.

**Clicking a column** drills down and opens a table of returns constituting the month's lodged or unlodged returns.

When in a table, column headings may be dragged and dropped to a different position.

Right-click to **Print** the contents or some of the contents of the table.

All rows are hyperlinked and a single click opens the selected return.

### ***Adding the Returns Due For Lodgment option***

Drag **Returns Due for Lodgment** from the AE Tax Toolbox to your homepage to add a returns due for lodgment table.

This table lists the tax returns that are due within the selected tax year. All rows are hyperlinked and a single click will open a particular return.

### ***Adding the Workflow by employee option***

Drag **Workflow by employee** from the AE Tax Toolbox to your homepage to add a workflow by employee table.

This table provides a summary of lodged returns to date against the total overdue for the selected year, grouped by employee.

**Clicking the Employee name** in the table or anywhere in the row will collect all the returns making up that total and deposit them in the **Return List** tab. The **Return List** tab is automatically opened for you to view or print the list. You can also select a client or return and click to open it.

### **Related topics**

[Practice Manager Toolbox options](#)

[Job Manager Toolbox options](#)

[Common Tools Toolbox options](#)

## Job Manager Toolbox options

### ***Accountants Enterprise only***

The **Job Sheet** Toolbox option is used to display Job Manager functions on your homepage.

### ***To add a Job Sheet to your homepage***

1. Access a homepage view.
2. Click **Customise homepage** on the Tasks bar.  
The **Toolbox** opens.
3. Select **Job Management**.
4. Drag **Job Sheet** from the Job Manager **Toolbox** to your homepage.  
A table is displayed to monitor, track and filter jobs performed in the practice.



### ***A description of the Job Sheet table (Practice Manager)***


The default columns for the **Assignments and Schedules** job mode are: **Client/Assignment, Job/Schedule, Assigned To, Target Date, Days Left** and the milestones created.

The default columns in the **Assignments, Schedules and Jobs** and **Assignments, Schedules, Jobs and Job Time Recording** job modes are: **Client/Job Type, Job, Assigned To, Target Date, Days Left** and **Milestones**.

---

**Note:** Jobs or schedules are filtered and displayed by assignment types as the system allows the creation of different milestones for each assignment type using the Maintenance > Address/Phone > **Phone number and Email address...** and Maintenance > Assignment > **Milestones** main menu. The filter is located at the bottom right of the window.

---

If any milestones have comments attached to them, the milestone cell will display a . Place your cursor over the milestone to view the comment in a popup.

### ***More information (Practice Manager)***

For further information on Job Manager, see:

- “Using the Job Manager” (see page 669)
- “Milestones on the Job Sheet homepages” (see page 673)
- “Editing job details” (see page 682)
- “Adding job and schedule details” (see page 682)
- “Sorting, grouping and filtering jobs or schedules” (see page 685).

### **Related topics**

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Common Tools Toolbox options](#)

## Document Manager Toolbox options

### ***Accountants Enterprise only***

See [Document Manager Toolbox](#) for information about these options.

### **Related topics**

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Common Tools Toolbox options](#)

### Common Tools Toolbox options

#### ***Accountants Enterprise only***

The **Web Browser** Toolbox option is used to display the Common Tool function on your homepage.

#### ***To add the Web Browser Toolbox option to your homepage***

1. Access a homepage view.
2. Click **Customise homepage** on the Tasks bar.  
The **Toolbox** opens.
3. Select **Common Tools**.
4. Drag **Web Browser** from the Common Tools Toolbox to your homepage.  
A web browser is added to your homepage with the MYOB web site opening by default.
5. Select the appropriate right-click menu options to customise the web browser.

#### **Related topics**

[Practice Manager Toolbox options](#)

[AE Tax Toolbox options](#)

[Job Manager Toolbox options](#)

[Common Tools Toolbox options](#)

### Practice KPI

#### ***Not applicable for sites without Practice Manager***

Practice KPI provides an overview of the practice in a graphical format using the information in the database. You can see things at a glance at any point in time.

You can view the key performance indicators (KPI) associated with:

- an employee (personal)
- the partner/manager
- the practice as a whole.

These views show the following information:

#### **KPIs**

- “KPI Data Toolbox option” (see page 52)
- “Twelve Month Data Toolbox option” (see page 63)

### **Personal**

- “Productivity Toolbox option” (see page 55)
- “Employee Budget Analysis Toolbox option” (see page 50)
- “Approve Toolbox option” (see page 49)

### **Partner/Manager**

- “Top Ten Toolbox option” (see page 62)
- “Aged WIP Toolbox option” (see page 48)
- “Aged Debt Toolbox option” (see page 47).

### ***To view Practice KPI***

1. Click **Practice KPI** on the toolbar.  
The **Practice Manager** page opens.
2. **Select the Practice Manager view** from the drop-down.  
The associated graphs are displayed.
3. Use the right-click menu to customise the input data for the graph in the view.  
Each graph has an individual set of associated right-click menu options.

### ***Saving and resetting the Practice KPI***

#### ***Practice Manager only***

You can make some changes to the views within Practice KPI, such as selecting display options and data filters.

Click **Save homepage** from the Tasks bar to keep these changes for the view.

Click **Reset homepage** from the Tasks bar to revert to the previous settings for that view.

### **Related topics**

[\(AE\) Aged Debt Toolbox option](#)

[\(AE\) Aged WIP Toolbox option](#)

[\(AE\) Approve Toolbox option](#)

[\(AE\) Employee Budget Analysis Toolbox option](#)

[\(AE\) KPI Data Toolbox option](#)

[\(AE\) Productivity Toolbox option](#)

[\(AE\) Top Ten Toolbox option](#)

[\(AE\) Twelve Month Data Toolbox option](#)

## The Find page and Find window

Find pages and windows enable you to search for information stored in your database.

The **Find** page is displayed when you click the **Contacts** button on the toolbar or select any of the items from the **Contacts** menu:

- Clients
- Contacts
- Employees
- (AE Practice Manager) Suppliers
- (AE Practice Manager) Assignments.

Some fields have a **Find** window attached, identified by a magnifying glass button in the field. Click it to access the **Find** window associated with that field. The **Find** window works in the same way as the **Find** page.

### *To use the find function*

1. Enter the name (or part of the name) in the **Search for** field.

---

**Note:** To display all records, either leave the **Search for** field blank and click **Search** or type “%” in the **Search for** field and click **Search**. All records will be returned by the search.

---

2. Click **Search**.  
The results that match your search criteria are listed.
3. Double-click the record you want to open.

### *Tips for entering search text*

- When you are entering text in the **Search for** field, a list of suggested entries is displayed. You can select from this list by clicking the entry on the list.
- On a **Find** page, click **Search** with the **Search for** field blank to list all items.
- In a **Find** window, enter “%” in the **Search for** field and click **Search** to list all items.

### *Search options*

Select how the search results are organised from the drop-down next to the **Search for** field. You can select:

- **New search** — clears any currently listed search results and performs a new search on the criteria you enter.

- **Append to search** — keeps any currently displayed search results and adds records from a new search to the current records.
- **New search from reports** — enables you to search through information in specific reports instead of searching the database.
- **(AE) New search from lists** — enables you to search a list of saved searches, rather than the whole database.

### ***Special features on the Find page***

The **Find** page and the **Find** window mainly work the same way, but the **Find** page has more features, enabling you to:

- Group the results.
- Sort the results.
- Filter the results to show only items that match the criteria you specify.
- Remove selected records from the list temporarily.
- Click **Clear search** from the Tasks bar to clear the search criteria and results.

### ***Right-click menu options***

<b>Option</b>	<b>Description</b>
Copy name and address to Clipboard	Copies the selected name and primary address information from the search result to the clipboard so you can paste it into other applications.
Copy name to Clipboard	Copies the selected name from the search result to the clipboard so you can paste it into other applications.
Field Chooser	Enables you to select the fields of information you want to display with the listed records. Drag fields <b>to</b> the list area <b>from</b> the window to display them or <b>from</b> the list area <b>to</b> the window to remove them.
Show/Hide Preview Panel	A toggle option. Click to make or not make available the display area at the bottom of the list. The display area shows details about the selected contact or client.

### **Related topics**

[Setting up your homepage](#)

[Main menu](#)

[Toolbar](#)

[Tasks bar](#)

[Keyboard shortcuts](#)

[Rich text spell checker](#)

[Integration with MS Office](#)

## Organising your data

You can customise the information listed in display tables by sorting, grouping, filtering and removing and adding different columns of data according to your requirements.

### ***Sort by a column heading***

1. Click a column heading to sort the list by that column in **ascending** order based on the values in that column.
2. Click the column heading again to sort the list by that column in **descending** order.
3. **[Ctrl + click]** on the column heading to remove the sort from that column.

### ***Group by a column heading***


1. Drag the column heading to the **Group bar**.

Drag a column header here to group by that column.

This will group the items in the list by the heading(s) you have selected. For example, you can view the clients by partner or contact type rather than by code. When you drag the required group heading to the Group bar, the list will be updated to reflect your selection. You can add another group heading either before or after those already selected to further group the items. To view all items, remove all the grouping options from the Group bar.


### ***Filter columns***

1. Click on a column in the **Filter bar**.

The Filter bar is identified by the  in the left most column.



2. Use the drop-down to select from the list of values in the column.  
The list will now only show entries that match the value selected in the filter.  
You can use wildcards when entering filters:
  - a. To find all entries in the column beginning with D, enter **d\*** in the filter.

- b. To find all entries in the column containing the characters FAMILY, enter **\*family\*** in the filter.
  - c. To find all entries ending in D, enter **\*d** in the filter.
3. Click  to remove the filter.

### ***Removing select records from view***

1. Click the checkbox next to the record you want to remove from view.

---

**Note:** You can quickly select all entries by clicking on the checkbox in the column headings.

---

2. Click **Remove ticked** on the Tasks bar.  
The contacts are removed from the list.  
Click **Refresh** on the Tasks bar.

### **Related topics**

[Customising a display table](#)

[Keyboard shortcuts](#)

[Rich text spell checker](#)

## Customising a display table

You can add, remove and rearrange columns in any display table. Once you have customised the display table, the customisations will be retained for future use.

### ***To add columns to a display table***

1. Select **Field Chooser** from the right-click menu on the selected display table.  
A list of field chooser options are displayed.
2. Select an option listed in the Field Chooser menu.
3. Drag the selected option to the required location on the column heading row.

### ***To remove columns from a display table***

1. Select **Field Chooser** from the right-click menu on the selected display table.  
A list of field chooser options are displayed.
2. Select a column heading on the display table that is no longer required.
3. Drag the selected column heading to the Field Chooser menu.

***To rearrange columns on the display table***

1. Drag and drop selected column headings where required within the column heading row on the display table.
2. The column width of the fields can be resized by clicking and dragging the column divider in the heading row.

**Related topics**

[Organising your data](#)

[Merging contact records to and from Microsoft Outlook](#)

[Keyboard shortcuts](#)

[Rich text spell checker](#)

## Keyboard shortcuts

Keystroke	Description
[Ctrl + L]	Opens the <b>Create Client/Contact Wizard</b> to create a new client.
[Ctrl + O]	Opens the <b>Create Client/Contact Wizard</b> to create a new contact.
[Ctrl + E]	Opens the <b>Create Employee Wizard</b> to create a new employee.
[Ctrl + click] any column heading	If you have clicked a column heading on a page to sort the items by that heading, you can return the list to the original sort order with this keystroke.

**Related topics**

[Setting up your homepage](#)

[Main menu](#)

[Toolbar](#)

[Tasks bar](#)

[Rich text spell checker](#)

[Integration with MS Office](#)



## Rich text spell checker

The **Rich Text Spell Checker** enables you to spell check text entries as they are entered. If spelling errors are not highlighted, consult your system administrator as the Rich Text Spell Checker configuration key may have been disabled.

The Spell Checker is enabled by default and highlights spelling errors with a red underline.

### ***To correct a spelling error***

1. Right-click the word underlined in red.  
A menu is displayed listing suggested corrections.
2. Click the correct spelling on the menu to make the correction.

---

**Note:** If the desired word is not listed in the popup, then there are no recognised entries in the spell checker dictionary.

---

If the word you have entered is not found in the dictionary it will remain highlighted with a red underline. If the spelling is correct you can:

- add this word to the dictionary by right-clicking and selecting **Add**.  
or
- ignore the word (removing the underline) by selecting **Ignore** from the popup options.

### **Related topics**

[Setting up your homepage](#)

[Main menu](#)

[Toolbar](#)

[Tasks bar](#)

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## Integration with MS Office

### ***Accountants Enterprise only***

The integration with Microsoft Office improves performance and productivity in both MYOB and Microsoft products.

### **Using 'Save With Contact' in Microsoft Office**

The “Documents tab” on page 165 is used to create and maintain a database of documents that relate to clients and contacts.

You can create a document:

- while in Microsoft Word, Excel or Outlook and save it in the **Documents** tab of the “Using the Client and Contact pages” on page 267 or “Using the Contact page” on page 269.  
or
- while in the Contact/Client page > **Documents** tab, create and save with contact.

Storing links to documents this way gives the practice a central place to easily find information related to any one particular contact or client at any one time.

### **To save contact or client documents using Microsoft Office**

1. Create the document in Microsoft Word, Excel or Outlook.
2. When you are ready to save the document, click File > **Save With Contacts** in the drop-down menu in the Microsoft application.

The first time you use this, you will be asked to log on.

---

**Note:** If you are using a version of Microsoft Office that has the ribbon interface, the **Save with Contact** command will be on the Add-Ins ribbon instead of the File menu.

---

The **Save With Contact** window opens.

3. Enter a description to identify the document in the **Description** field.
4. Find the contact or assignment in the **Contact/Assignment** field.
5. Select the location where you want to save the document in the **Location** field.  
The default location for saving the document is specified in the MYOB AE application using Maintenance > Documents > **Mailing Settings** (see “Mailing settings” on page 762).
6. Click **OK**.
7. Close the application if you have finished.

### **Related topics**

[Adding documents](#)

[Merging contact records to and from Microsoft Outlook](#)

[Setting up your homepage](#)

[Main menu](#)

[Toolbar](#)

[Tasks bar](#)

[Keyboard shortcuts](#)

[Rich text spell checker](#)

## Merging contact records to and from Microsoft Outlook

### ***Accountants Enterprise only***

You can combine the contact records you hold in Microsoft Outlook with your database by merging. You are able to merge in both directions and filter the contacts to be merged.

You can merge your contacts with your Microsoft Outlook contacts using the **Merge Contacts — MYOB to Outlook** menu option available in Microsoft Outlook. You can also define which changed contact records are merged into Microsoft Outlook.

---

**Note:** For Microsoft Outlook 2010, the **Merge Contacts** menu option is on the Add-Ins ribbon.

---

Once you have specified the **Contacts** folder you want the contact database details to merge to, you are presented with a form to select the changed contact records you want to merge to Microsoft Outlook.

### ***Merge records — Date selection options***

After the initial merge of contact details, all subsequent merges will merge the **changed** records rather than the entire contact data set. The date when the contact record was last changed in the database is kept and used to compare versions when you merge the changed records back to Microsoft Outlook.

### ***Last Merged Date and Time***

The **Last Merged Date and Time** option is the default selection setting and detects the last time you merged the changed contacts to Microsoft Outlook. This entry is compared to the date stored and any changed records are then merged. Note that the first time the contacts are merged from the database into Microsoft Outlook, the **Last Merged Date and Time** will be set to **01/01/1900** to ensure that all relevant changed records are captured.

### ***Merge From Date***

The **Merge From Date** option is used to override the default **Last Merged Date and Time** setting so you can merge all contact records that have changed (irrespective of the last time they merged). For example, you might recently have merged your own personal contacts into a contact folder in Microsoft Outlook but then decide to merge the entire office/department's contacts into that contact folder.

The **Merge From Date** option merges all changed records since the selected date — irrespective of the last time you merged to Microsoft Outlook.

The relevant merge documents are displayed in the table.

### **All Dates**

The **All Dates** option merges all contacts irrespective of the date they were last modified.

As all contacts are merged, no records are displayed in the selection table.

### **Related topics**

[Filtering changed records for the merge to Microsoft Outlook](#)

[Merging contact records from Microsoft Outlook](#)

[Responsibility tab](#)

[Using 'Save With Contact' in Microsoft Office](#)

[To save contact or client documents using Microsoft Office](#)

[Setting up your homepage](#)

[Main menu](#)

[Toolbar](#)

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[Mail merge](#)

Filtering changed records for the merge to Microsoft Outlook

### **Accountants Enterprise only**

When you want to merge a specific set of contacts in their Microsoft Outlook folders (rather than merge the entire contact population), use the contact responsibility values assigned to the contact records through the **Responsibility** and/or **Team** tabs.

#### ***To filter changed records using the Team Responsibility checkbox***

When selecting the **Team Responsibility** filter, the merged contacts will be the ones where you are a member of any team assigned to the contact using the **Contact/Team** tab within the main database. Therefore, if you are a team member in any capacity on a contact team record, the contact is merged into your Microsoft Outlook contact folders.

#### ***To filter changed records using the Organisational Filter checkbox***

When selecting the **Organisational Filter**, you will see combination boxes of the available values from the **Contact/Responsibility** windows from the main application.

### Related topics

[Merging contact records to and from Microsoft Outlook](#)

[Merging contact records from Microsoft Outlook](#)

[Responsibility tab](#)

[Using 'Save With Contact' in Microsoft Office](#)

[To save contact or client documents using Microsoft Office](#)

[Setting up your homepage](#)

[Main menu](#)

[Toolbar](#)

[Tasks bar](#)

[Keyboard shortcuts](#)

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[Mail merge](#)

Merging contact records from Microsoft Outlook

### ***Accountants Enterprise only***

You can merge your database contacts with your Microsoft Outlook contacts using the **Merge Contacts — Outlook to MYOB** menu option available in Microsoft Outlook. You can also define which changed contact records are merged from Microsoft Outlook into the database.

---

**Note:** For Microsoft Outlook 2010, the **Merge Contacts** menu option is on the Add-Ins ribbon.

---

Once you have specified the Contacts folder you want the database contact details merged into, you will see a selection form to select with the changed contact records you want to merge from Microsoft Outlook. By default, all changed contact records are merged unless you click the checkbox in the **Merge** column to deselect a contact. When you have selected the contacts to merge and specified your log file, click **Merge**. Your contacts are merged into your database. A confirmation message is displayed when the merge is completed.

### Related topics

[Responsibility tab](#)

[Using 'Save With Contact' in Microsoft Office](#)

[To save contact or client documents using Microsoft Office](#)

[Setting up your homepage](#)

[Main menu](#)

[Toolbar](#)

[Tasks bar](#)

[Keyboard shortcuts](#)

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[Integration with MS Office](#)

[Mail merge](#)

## Mail merge

The powerful mail merge component enables you to use data stored in your database to create letters to send or email to clients, produce mailing labels, create marketing letters for the practice and generate regular newsletters to clients. Using Microsoft Word templates, you can generate multiple copies of the same letter and personally address the letter to each recipient. Using email templates you can effectively bulk email clients correspondences, such as, Christmas cards or reminders to pay invoices. You can send bulk emails with or without attachments to clients.

Variables (e.g., client names and addresses) are used to provide the personalised information for these letters. Within the Mail Merge Wizard you can also add mail merge fields for the Company details into the Word templates and email templates.

---

**Note:** We recommend using mailing names, as they give you more flexibility when presenting addressee details. If the mailing name field is added to a client or contact, it can be used in your letters and labels.

---

The mail merge feature uses a wizard which leads you through the process. The Mail Merge Wizard is accessed from the **Find Contact**, **Find Client**, and **Find Supplier** (AE) pages by clicking **Mail merge wizard** on the Tasks bar.

Document templates can be created in the Documents tab for a client, or in the Mail Merge Wizard. See “Creating new document templates” on page 173, or the mail merge sub-topics, for more information.

---

**Note:** The Microsoft Word templates that are available in the **Mail Merge Wizard** are located in the **Template Path** as defined in Maintenance > Maintenance Map (AO) > Documents > **Mailing Settings**. If you cannot see the template you require in the wizard, ask your system administrator. You can create new mail merge templates from within the wizard if the template you require does not exist. You will also need to save this in the correct directory. Email templates are maintained within the Mail Merge Wizard.

---

You can perform the following mail merge actions:

- “Creating a mail merge for a Microsoft Word document” (see page 83)
- “Creating a mail merge for emails” (see page 91)
- “Emailing Debtor Statements” (see page 101)
- “Editing Document Templates” (see page 105)

- “Append to Search Mail Merge” (see page 106)
- “Mail merge lists” (see page 107)
- “Label templates” (see page 108).

### Related topics

[Merging contact records to and from Microsoft Outlook](#)

[The Find page and Find window](#)

[Finding and opening clients and contacts](#)

[Viewing documents](#)

[Opening the Maintain Contact Addresses window](#)

[Adding associations to existing contacts](#)

[Adding associations to new contacts](#)

[Creating new clients, contacts and suppliers](#)

## Creating a mail merge for a Microsoft Word document

The process for creating a mail merge for a Microsoft Word document, i.e., a letter or a label is:

- “Selecting the mail merge method” (see page 83)
- “Selecting a Word template” (see page 84)
- “Address precedence” (see page 85)
- “Contact precedence” (see page 86)
- “Document options” (see page 88).

### Selecting the mail merge method

The first step of creating a mail merge is to select the method that will be used.

#### ***To select the mail merge method***

1. Find and select your contacts.  
See “Finding and opening a client” on page 271, “Finding and opening a contact” on page 273, or “Finding and opening suppliers” on page 326 (AE).
2. Click **Mail merge wizard** on the Tasks bar.  
The **Mail Merge Wizard — Select the mail merge method** window opens.
3. Select the **Word document mail merge - create letter or label** option.
4. Click **Next**.

The **Mail Merge Wizard — Select a Word template for the letters or labels** window opens ready for you to select the template.

Proceed to “Selecting a Word template” on page 84.

### Related topics

[Selecting the mail merge method](#)

[Selecting a Word template](#)

[Address precedence](#)

[Contact precedence](#)

[Document options](#)

[Merging contact records to and from Microsoft Outlook](#)

[The Find page and Find window](#)

[Finding and opening clients and contacts](#)

[Creating a mail merge for emails](#)

[Emailing Debtor Statements](#)

[Editing Document Templates](#)

[Append to Search Mail Merge](#)

[Mail merge lists](#)

[Label templates](#)

### Selecting a Word template

In this stage of creating a mail merge, you select the template.

#### ***To select a Word template***

1. You must have selected the mail merge method in “Selecting the mail merge method” on page 83.

The **Mail Merge Wizard — Select the Word template for the letters or labels** window is open.

2. Select the template from the list that will be used for the mail merge.
3. You can create a new template, if required, by clicking **Add New Template**.  
(AE) Alternatively, you can create a new template from the **Documents** tab – see “Creating new document templates” on page 173.  
Complete the creation of the template as you would normally.



---

**Note:** The templates in the **Mail Merge Wizard** are those located in the correct template directory as defined using the Maintenance > Maintenance Map (AO) > Documents > **Mailing Settings** window. If you cannot see the template you require, refer to your system administrator. You also need to save this new template in the correct directory.

---

4. To update a template, right-click a listed template and select **Edit template**.

5. Click **Next**.

The **Mail Merge Wizard — Select the address to be used** window opens ready for you to select the mailing address.

Proceed to “Address precedence” on page 85.

### Related topics

[Creating a mail merge for a Microsoft Word document](#)

[Address precedence](#)

[Contact precedence](#)

[Document options](#)

[Merging contact records to and from Microsoft Outlook](#)

[The Find page and Find window](#)

[Finding and opening clients and contacts](#)

[Creating a mail merge for emails](#)

[Emailing Debtor Statements](#)

[Editing Document Templates](#)

[Append to Search Mail Merge](#)

[Mail merge lists](#)

[Label templates](#)

### Address precedence

In this stage of creating a mail merge, you select the address types to be used and their order of use.

The system defaults to your primary address type which is usually Postal. This can be changed, if required, by selecting another available address which will become the first address in the list. This means that the system will use this address first. If this address does not exist for the client, then the system default address will be used, e.g. Postal.

---

**Note:** You cannot remove the system default address.

---

You can add several address types to the Address list and the first address found for each client will be used.

### ***To select address types***

1. Select the address type required for the letters or labels in the **Available** panel.

2. Click  to move the address type to the **Selected** panel.

The default, **Postal**, is used for any contact that may not have another type of address selected as their mailing address.

If a number of **Available** address types are **Selected** they can be ordered in the list using the up and down arrows.

3. Click **Next**.

The **Mail Merge Wizard — Select the contact precedence** window opens for you to select the **Contact Precedence**.

Proceed to “Contact precedence” on page 86.

### **Related topics**

[Creating a mail merge for a Microsoft Word document](#)

[Selecting a Word template](#)

[Contact precedence](#)

[Document options](#)

[Merging contact records to and from Microsoft Outlook](#)

[The Find page and Find window](#)

[Finding and opening clients and contacts](#)

[Creating a mail merge for emails](#)

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### **Contact precedence**

In this stage of creating a mail merge, you select the associated contact type to be used and the sequence. You can choose to send the Word document or email to a person at the company by using the contact precedence.

For example, to send a letter or email to a person at the company that has an association type of ‘has Mailing Contact’ or ‘has Director’, the system will address the letter or email to each contact that has this role (i.e., multiple letters or emails will be sent).

The system defaults to using the **Main** contact, who is the client selected from the **Find Clients** list. If you are not using mailing contact under Associations, leave the value as default and click **Next** to continue.

You can add several association types to the Contact list and the first association type found for each client will be used.

If no contacts are found with any of the selected association types, then the letter or email will be sent to the **Main** contact.

If you have selected an association at this Contact precedence stage, then the following merge fields are to be taken from the associated contact and not the main selected client:

<<AddresseeLine1>>  
<<Salutation>>  
<<AddresseeMailingName>>  
<<AssociatedAddress>>

### **To select contact types**

1. Select the **contact** precedence required as the addressee from the **Available** panel.

2. Click  to move the contact type to the **Selected** panel.

The contact types available for selection are those defined as **Relationship Types** in the system, for example 'Has director...' or 'Has wife...'

If a number of **Available** contact precedence types are **Selected** they can be ordered in the list using the up and down arrows.

---

**Note:** The default **Main** is used for any contact that may not have a specific contact precedence selected.  
The typical value used here is "has Mailing Contact", where the system will address the letter to a person at the company.

---

3. Click **Next**.

The **Mail Merge Wizard — Document filing options** window opens ready for you to select how you want the documents printed.

Proceed to "Document options" on page 88.

### **Related topics**

[Creating a mail merge for a Microsoft Word document](#)

[Selecting a Word template](#)

[Address precedence](#)

[Document options](#)

[Merging contact records to and from Microsoft Outlook](#)

[The Find page and Find window](#)

[Finding and opening clients and contacts](#)

[Creating a mail merge for emails](#)

[Emailing Debtor Statements](#)

[Editing Document Templates](#)

[Append to Search Mail Merge](#)

[Mail merge lists](#)

[Label templates](#)

## Document options

In this stage of creating a mail merge, you select how the document will be filed and what is included.

### *To select the document options (AO)*

1. Select the **Document** option:

○ **Single document, separate pages**

This option creates only one Microsoft Word document with each client or contact letter starting on a new page. You must select a contact whose details will be recorded for this document. All documents will be saved against this Main selected contact.

If you are creating an email, the **Single document, separate pages** option is disabled and cannot be selected.

○ **Multiple documents**

This option creates multiple Microsoft Word documents, one for each selected client or contact in the **Find Clients** list. Each document will be saved with each contact's profile in their **Documents** tab.

If you are creating an email, the **Multiple documents** option is selected by default.

2. If you have selected the **Multiple documents** option, enter a **Description**.

The **Description** field is mandatory. This is required so that you can access the document once it is filed.

3. Click **Finish**.

One of the two following options will occur:

- The mail merge documents open in Microsoft Word ready to be saved/ printed and sent.
- The mail merge email will be sent.

***To select options if you have Windows Explorer view set for documents (AE)***

The Windows Explorer view for documents is set from Maintenance > Documents > **Document Storage Settings** where you select the **Specify a documents folder for each client** option.

1. Select the **Document** option:

○ **Single document, separate pages**

This option creates only one Microsoft Word document with each client or contact letter starting on a new page. You must select a contact whose details will be recorded for this document. All documents will be saved against this Main selected contact.

If you are creating an email, the **Single document, separate pages** option is disabled and cannot be selected.

○ **Multiple documents**

This option creates multiple Microsoft Word documents, one for each selected client or contact in the **Find Clients** list. Each document will be saved with each contact's profile in their **Documents** tab.

If you are creating an email, the **Multiple documents** option is selected by default.

2. If you have selected the **Multiple documents** option, enter a **Description**.

The **Description** field is mandatory. This is required so that you can access the document once it is filed.

3. Click **Finish**.

One of the two following options will occur:

- The mail merge documents open in Microsoft Word ready to be saved/ printed and sent.
- The mail merge email will be sent.

***To select options if you have List view set for documents (AE)***

The List view for documents is set from Maintenance > Documents > **Document Storage Settings** where you select the **Create links to individual documents** option.

1. Select the **Document** and **Other Information** options:

○ **Single document, separate pages**

This option creates only one Microsoft Word document with each client or contact letter starting on a new page. You must select a contact whose details will be recorded for this document. All documents will be saved against this Main selected contact.

If you are creating an email, the **Single document, separate pages** option is disabled and cannot be selected.

- **Multiple documents**

This option creates multiple Microsoft Word documents, one for each selected client or contact in the **Find Clients** list. Each document will be saved with each contact's profile in their **Documents** tab.

If **Multiple documents** is selected, the **Add to document history** option is selected by default. Enter a meaningful **Description**.

---

**Note:** **History options** can only be used when **Multiple documents** in the **Document options** section is selected.

---

If you are creating an email, the **Multiple documents** and **Add to document history** options are selected by default. The **Description** field defaults to the Email subject entered in "Email details" on page 93. The **Description** field can be edited, if required. The **Description** field is mandatory.

2. Click **Finish**.

One of the two following options will occur:

- The mail merge documents open in Microsoft Word ready to be saved/printed and sent.
- The mail merge email will be sent.

### **Related topics**

[Creating a mail merge for a Microsoft Word document](#)

[Selecting a Word template](#)

[Address precedence](#)

[Contact precedence](#)

[Merging contact records to and from Microsoft Outlook](#)

[The Find page and Find window](#)

[Finding and opening clients and contacts](#)

[Viewing documents](#)

[Opening the Maintain Contact Addresses window](#)

[Adding associations to existing contacts](#)

[Adding associations to new contacts](#)

[Creating new clients, contacts and suppliers](#)

[Editing Document Templates](#)

[Append to Search Mail Merge](#)

[Mail merge lists](#)

[Label templates](#)

### Creating a mail merge for emails

You can use the Mail Merge Wizard to send bulk emails to clients. You can choose to email clients from either:

- the Company email address.
- your own email address (i.e., the team member currently logged into MYOB AE/AO).

The employee email address is entered from the Employee page > **Personal** tab.

See “Setting up your email” on page 109 for more information.

When you create your first mail merge for emails, you will need to create a new email template. This email template can be re-used. New email templates can be created using the Mail Merge Wizard as required.

You are able to send an email with or without attachments. Note that emails will be sent to the primary email address, not the user’s billing email address.

The documents generated by this process are saved with each client’s files and can be viewed from the Client page > **Documents** tab.

#### ***Mail merge process for emails***

The process for creating an email mail merge is:

- “Selecting the mail merge method” (see page 91)
- “Selecting the email template” (see page 92)
- “Email details” on page 93
- “Address precedence” (see page 96)
- “Contact precedence” (see page 97)
- “Document options” (see page 99).

#### Selecting the mail merge method

The second step of creating a mail merge is to select the method that will be used.

#### ***To select the mail merge method***

1. Find and select your contacts.  
See “Finding and opening a client” on page 271, “Finding and opening a contact” on page 273, or “Finding and opening suppliers” on page 326 (AE).
2. Click **Mail merge wizard** on the Tasks bar.  
The **Mail Merge Wizard — Select the mail merge method** window opens.
3. Select the **Email** option.

4. Click **Next**.

The email addresses of the selected clients and contacts will be verified.

If there are any clients or contacts that do not have an email address or the email address is not valid, then an error window will be displayed. The error window will list the number of clients that do not have a valid email address. An email cannot be created for these clients.

You can either:

○ Click **Continue**.

To continue to the next stage. The listed clients or contacts will not be sent an email.

○ Click **Cancel**.

To exit the Mail Merge Wizard so that you can correct or enter a valid email address, before restarting the mail merge procedure again.

The **Mail Merge Wizard — Select the email template** window opens ready for you to select the template.

Proceed to “Selecting the email template” on page 92.

### Related topics

[Setting up your email](#)

[Creating a mail merge for emails](#)

[Selecting the email template](#)

[Email details](#)

[Address precedence](#)

[Contact precedence](#)

[Document options](#)

[Creating new email templates](#)

[Editing an email template](#)

[Deleting an email template](#)

[Creating a mail merge for a Microsoft Word document](#)

[Emailing Debtor Statements](#)

[Editing Document Templates](#)

[Append to Search Mail Merge](#)

[Mail merge lists](#)

[Label templates](#)

### Selecting the email template

At this stage of creating a mail merge, you select the email template.



***To use an existing email template***

1. You must have selected the **Email** method in “Selecting the mail merge method” on page 91.

The **Mail Merge Wizard — Select the email template** window is open.

2. Select the email template from the list.

To create a new email template, click **Add new email template**. See “Creating new email templates” on page 110 for more details.

To edit an existing email template, right-click the required email template and select **Edit template**. See “Editing an email template” on page 112 for more details.

To delete an email template, right-click the required email template and select **Delete template**. See “Deleting an email template” on page 113.

3. Click **Next**.

The **Mail Merge Wizard — Email details** window opens ready for you to select the mailing address.

Proceed to “Email details” on page 93.

**Related topics**

[Setting up your email](#)

[Creating a mail merge for emails](#)

[Selecting the mail merge method](#)

[Email details](#)

[Address precedence](#)

[Contact precedence](#)

[Document options](#)

[Creating new email templates](#)

[Editing an email template](#)

[Deleting an email template](#)

[Creating a mail merge for a Microsoft Word document](#)

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**Email details**

In this stage of creating a mail merge, you confirm the email details.

***If you are sending an email without attachments***

1. The text in the **Email subject** field defaults to the content of the selected email template.  
The **Email subject** field is mandatory.
2. Select the **Email address to be sent from** option:
  - **Send email to each client from the Company email address**  
The email will be sent from the company email address of each client.  
Ensure that the company email address is valid. This is done in Maintenance > Maintenance Map (AO) > Internal > **Companies**.  
or
  - **Send email to each client from my email address**  
If you select this option, your email address will be displayed in the text field. The email address is taken from the current logged in employee.  
The employee email address is entered from the Employee page > **Personal** tab.  
  
The selected email address is validated against your email profile. For example, if you have selected to send bills from the Company email address, but your email profile has not been given access to that email address, then you will not be able to email bills using that email address.
3. Click **Next**.  
The **Mail Merge Wizard — Address precedence** window opens ready for you to select the mailing address.  
Proceed to “Address precedence” on page 96.

***If you are sending an email with attachments***

There are 2 attachment options:

- Create a mail merge document from your Word template and attach it to this email  
and / or
  - Attach a selected file to the email.
1. The text in the **Email subject** field defaults to the content of the selected email template. If you are not using a template, enter the **Email subject**.  
The **Email subject** field is mandatory.
  2. Select the appropriate attachment option.
    - If you select the **Create and attach a Word document to this email** option:
      - a. Select the Microsoft Word template.

See “Creating a mail merge for a Microsoft Word document” on page 83 for information on this process.

- If you select the **Attach a file to the email** option:
  - a. Click the ellipsis to find and select a file using the **Open** window. Click **Open**.

3. Select the **Email address to be sent from** option:

- **Send email to each client from the Company email address**

The email will be sent from the company email address of each client.

Ensure that the company email address is valid. The company email address is configured and edited in Maintenance > Maintenance Map (AO) > Internal > **Companies**.

or

- **Send email to each client from my email address**

If you select this option, your email address will be displayed in the text field. The email address is taken from the current logged in employee.

The employee email address is entered from the Employee page > **Personal** tab.

The selected email address is validated against your email profile. For example, if you have selected to send bills from the Company email address, but your email profile has not been given access to that email address, then you will not be able to email bills using that email address.

4. Click **Next**.

The **Mail Merge Wizard — Address precedence** window opens if you have selected to attach a Word document. See “Address precedence” on page 96.

The **Mail Merge Wizard - Contact precedence** window opens if you have selected to attach a file or you have no attachments.

Proceed to “Contact precedence” on page 97.

### Related topics

[Setting up your email](#)

[Creating a mail merge for emails](#)

[Selecting the mail merge method](#)

[Selecting the email template](#)

[Address precedence](#)

[Contact precedence](#)

[Document options](#)

[Creating new email templates](#)

[Editing an email template](#)

[Deleting an email template](#)

[Creating a mail merge for a Microsoft Word document](#)

[Emailing Debtor Statements](#)

[Editing Document Templates](#)

[Append to Search Mail Merge](#)

[Mail merge lists](#)

[Label templates](#)

## Address precedence

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**Note:** The **Mail Merge Wizard — Address precedence** window will only open if you have selected to attach a Microsoft Word document to your email.

---

In this stage of creating a mail merge, you select the address types to be used and their order.

The system defaults to your primary address type which is usually Postal. This can be changed, if required, by selecting another available address which will become the first address in the list. This means that the system will use this address first. If this address does not exist for the client, then the system default address will be used, e.g. Postal.

---

**Note:** You cannot remove the system default address.

---

You can add several address types to the Address list and the first address found for each client will be used.

### *To select address types*

1. Select the address type required for the email in the **Available** panel.

2. Click  to move the address type to the **Selected** panel.

The default, **Postal**, is used for any contact that may not have another type of address selected as their mailing address.

If a number of **Available** address types are **Selected** they can be ordered in the list using the up and down arrows.

3. Click **Next**.

The **Mail Merge Wizard — Select the contact precedence** window opens for you to select the **Contact Precedence**.

Proceed to “Contact precedence” on page 97.

## Related topics

[Setting up your email](#)

- [Creating a mail merge for emails](#)
- [Selecting the mail merge method](#)
- [Selecting the email template](#)
- [Email details](#)
- [Contact precedence](#)
- [Document options](#)
- [Creating new email templates](#)
- [Editing an email template](#)
- [Deleting an email template](#)
- [Creating a mail merge for a Microsoft Word document](#)
- [Emailing Debtor Statements](#)
- [Editing Document Templates](#)
- [Append to Search Mail Merge](#)
- [Mail merge lists](#)
- [Label templates](#)

### Contact precedence

In this stage of creating a mail merge, you select the associated contact type to be used and the sequence. You can select to send the Word document or email to a person at the company by using the contact precedence.

For example, to send a letter or email to a person at the company that has an association type of 'has Mailing Contact' or 'has Director', the system will address the letter or email to each contact that has this role (i.e., multiple letters or emails will be sent).

The system defaults to using the **Main** contact, who is the client selected from the **Find Clients** list. If you are not using mailing contact under Associations, leave the value as default and click **Next** to continue.

You can add several association types to the Contact list and the first association type found for each client will be used.

If no contacts are found with any of the selected association types, then the letter or email will be sent to the **Main** contact.

If you have selected an association at this Contact precedence stage, then the following merge fields are to be taken from the associated contact and not the main selected client:

- <<AddresseeLine1>>
- <<Salutation>>
- <<AddresseeMailingName>>
- <<AssociatedAddress>>

**To select contact types**

1. Select the **contact** precedence required as the addressee from the **Available** panel.

2. Click  to move the contact type to the **Selected** panel.

The contact types available for selection are those defined as **Relationship Types** in the system, for example 'Has director...' or 'Has wife...'

If a number of **Available** contact precedence types are **Selected** they can be ordered in the list using the up and down arrows.

---

**Note:** The default **Main** is used for any contact that may not have a specific contact precedence selected.  
The typical value used here is "has Mailing Contact", where the system will address the letter to a person at the company.

---

3. Click **Next**.

The **Mail Merge Wizard — Document filing options** window opens ready for you to select how you want the documents printed.

Proceed to "Document options" on page 99.

**Related topics**

[Setting up your email](#)

[Creating a mail merge for emails](#)

[Selecting the mail merge method](#)

[Selecting the email template](#)

[Email details](#)

[Address precedence](#)

[Document options](#)

[Creating new email templates](#)

[Editing an email template](#)

[Deleting an email template](#)

[Creating a mail merge for a Microsoft Word document](#)

[Emailing Debtor Statements](#)

[Editing Document Templates](#)

[Append to Search Mail Merge](#)

[Mail merge lists](#)

[Label templates](#)

### Document options

In this stage of creating a mail merge, you select how the document will be filed and what is included.

#### ***To select the document options (AO)***

The Windows Explorer view for documents is set from Maintenance > Maintenance Map > Documents > **Document Storage Settings** where you select the **Specify a documents folder for each client** option.

1. Select the **Document** option:
  - **Single document, separate pages** prints one Microsoft Word document file with each new letter on a new page.  
If you are creating an email, the **Single document, separate pages** option is disabled and cannot be selected.
  - **Multiple documents** prints one Microsoft Word document for each letter. It enables you to save each letter with each contact's profile in their **Documents** tab.  
If you are creating an email, the **Multiple documents** option is selected by default.
2. If you have selected the **Multiple documents** option, enter a **Description**.  
The **Description** field is mandatory. This is required so that you can access the document once it is filed.
3. Click **Finish**.  
One of the two following options will occur:
  - The mail merge documents open in Microsoft Word ready to be saved/printed and sent.
  - The mail merge email will be sent.

#### ***To select options if you have Windows Explorer view set for documents (AE)***

The Windows Explorer view for documents is set from Maintenance > Documents > **Document Storage Settings** where you select the **Specify a documents folder for each client** option.

1. Select the **Document** option:
  - **Single document, separate pages** prints one Microsoft Word document file with each new letter on a new page.  
If you are creating an email, the **Single document, separate pages** option is disabled and cannot be selected.

- **Multiple documents** prints one Microsoft Word document for each letter. It enables you to save each letter with each contact's profile in their **Documents** tab.

If you are creating an email, the **Multiple documents** option is selected by default.

2. If you have selected the **Multiple documents** option, enter a **Description**.

The **Description** field is mandatory. This is required so that you can access the document once it is filed.

3. Click **Finish**.

One of the two following options will occur:

- The mail merge documents open in Microsoft Word ready to be saved/printed and sent.
- The mail merge email will be sent.

### ***To select options if you have List view set for documents (AE)***

The List view for documents is set from Maintenance > Documents > **Document Storage Settings** where you select the **Create links to individual documents** option.

1. Select the **Document** and **Other Information** options:

- **Single document, separate pages** prints one Microsoft Word document file with each new letter on a new page.

If you are creating an email, the **Single document, separate pages** option is disabled and cannot be selected.

- **Multiple documents** prints one Microsoft Word document for each letter. It enables you to save each letter with each contact's profile in their **Documents** tab.

If **Multiple documents** is selected, the **Add to document history** option is selected by default. Enter a meaningful **Description**.

---

**Note:** **History options** can only be used when **Multiple documents** in the **Document options** section is selected.

---

If you are creating an email, the **Multiple documents** and **Add to document history** options are selected by default. The **Description** field defaults to the Email subject entered in "Email details" on page 93. The **Description** field can be edited, if required. The **Description** field is mandatory.

2. Click **Finish**.

One of the two following options will occur:

- The mail merge documents open in Microsoft Word ready to be saved/printed and sent.



- The mail merge email will be sent.

### Related topics

[Setting up your email](#)

[Creating a mail merge for emails](#)

[Selecting the mail merge method](#)

[Selecting the email template](#)

[Email details](#)

[Address precedence](#)

[Contact precedence](#)

[Creating new email templates](#)

[Editing an email template](#)

[Deleting an email template](#)

[Creating a mail merge for a Microsoft Word document](#)

[Emailing Debtor Statements](#)

[Editing Document Templates](#)

[Append to Search Mail Merge](#)

[Mail merge lists](#)

[Label templates](#)

## Emailing Debtor Statements

Debtor statements are emailed to your clients using the mail merge functionality. MYOB provides sample templates for you to use and customise for your practice. For more information on how to modify the sample templates, refer to [KB article 38402](#).

Emailing debtor statements are initiated from the client search screen, using the “search from reports” function. Debtor statements cannot be emailed by initiating a mail merge directly.

---

**Note:** Before starting this process, we strongly recommend closing Microsoft Outlook on your computer, and reopening it.

---

1. In the **Find Clients** page, select **New search from reports** from the dropdown, and click **Search**.
2. The list of reporting areas displays. Scroll down to “Debtors statements” or “Debtors statements balance forward”, and select the statement you would usually run via reports. Click **OK**.
3. The relevant filters from the statement will run. If there are any prompts for this filter, enter your desired filter values and click **OK**. The Client list returned to

your screen in the Find Clients page will display clients that meet your filter criteria.

---

**Note:** If additional debtor entries are processed after running the search, these will not be reflected in the statement.

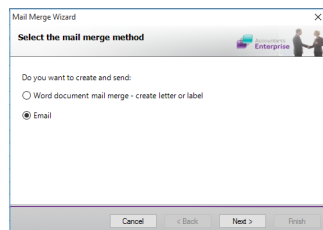
---

4. Select the clients that will be receiving the emailed statement by using the checkboxes to the left of the table. You can select individual clients, or you can select all clients by clicking the checkbox in the header of the table.
5. In the Task bar, click **Mail merge wizard**. The Mail Merge Wizard displays.
6. In the “Select mail merge method” screen, select **Email**, and then click **Next**.

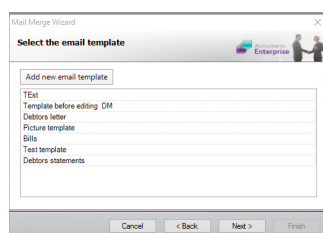
---

**Note:** Choosing **Email** will not give you the opportunity to preview the statement. To preview the statement, select **Word document mail merge - create letter or label**. After review, you can run through the wizard again using the **Email** option.

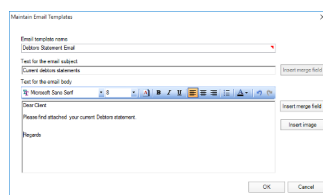
---



7. In the “Select the email template” screen, choose the email template you wish to use, and click **Next**.



If you have not created an email template for your debtors statements, click **Add new email template** (see Creating new email templates for more details). The newly created template will appear in the list afterwards.



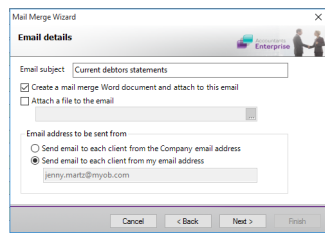
8. In the “Email details” screen, select **Create a mail merge Word document and attach to this email**.

In the section “Email address to be sent from”, select the email you wish to send the email from. Click **Next**.

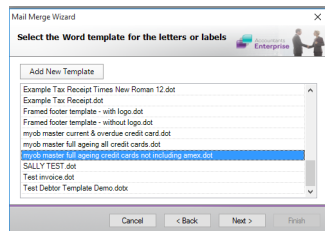
---

**Note:** The Company email address is defined in **Maintenance Map**. Each user’s personal email address is defined under the Employee > **Personal** tab.

---

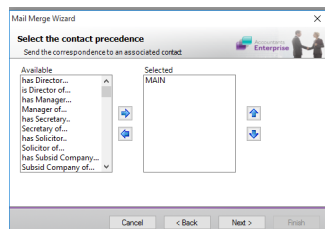


9. In the “Select the Word template for the letters or labels” screen, select the debtors statement Microsoft Word template you wish to use, and then click **Next**.



10. In the “Select the contact precedence” screen, select the contact precedence if you are using this functionality within email statements. For instance, selecting “has debtors statement contact” will email the statement to the email address of the associated person.

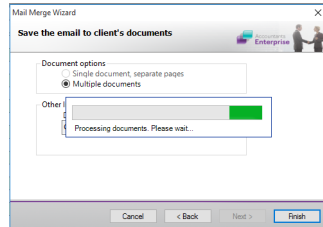
If you are not using contact precedence for debtor statements, leave the value as “MAIN” and then click **Next**.



11. In the “Save the email to client’s documents” screen, the option **Multiple documents** will be selected, as multiple documents will be created and saved against the client. The option **Add to document history** will also be

automatically selected. The **Description** field will be automatically populated from the email subject line.

Click **Finish** to complete the process. A progress bar displays while the documents are processed and sent to your email.



---

**Note:** Statement emails will be processed via your draft folder in Outlook. You will notice that this folder will increase in number and decrease as emails are being sent. All final emails can be viewed in your Sent folder. A copy of the email is also stored under the Documents tab in the client.

---

### ***Downloading Statement Templates***

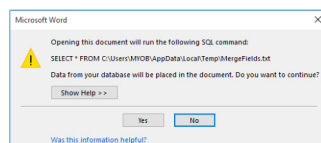
Statement templates can be found in [KB article 38402](#).

Save the template ZIP file from this page to a temporary location on your computer. After extracting the template you wish to use, copy it to your template directory, defined in Maintenance Map > Mailing Settings > **Template path**.

To ensure that the template works with your version of Microsoft Office, right-click the template in Windows Explorer, and click **Open**.

---

**Note:** You may see the following message when opening the template — click **No** if it displays.



---

Make any small change, and then save the document.

### ***Editing Statement Templates***

For further edits to the example statement template, you need to do so within the Mail Merge Wizard.

1. In the Find Clients page, select a client and click **Mail merge wizard** in the Tasks bar.

2. In the “Select the mail merge method” screen, click **Next**. The option **Word document mail merge - create letter or label** should be selected by default.
3. Select the Microsoft Word template from the list.
4. Right-click the template, and then select **Edit Template**. The template file opens.
5. Make the required changes and save them as a new template. Close the Mail Merge Wizard by clicking **Cancel**.

---

**Note:** For more information on editing templates, refer to the documentation [KB article 38402](#). This contains instructions on how to add your logo to the statement, update the footer contents, and other changes. You can also add additional merge fields by using **Insert merge fields** in Microsoft Word.

---

### Related topics

[Setting up your email](#)

[Selecting the mail merge method](#)

[Selecting the email template](#)

[Email details](#)

[Address precedence](#)

[Contact precedence](#)

[Creating new email templates](#)

[Editing an email template](#)

[Deleting an email template](#)

[Creating a mail merge for a Microsoft Word document](#)

[Creating a mail merge for emails](#)

[Editing Document Templates](#)

[Append to Search Mail Merge](#)

[Mail merge lists](#)

[Label templates](#)

## Editing Document Templates

To edit a document template, you need to do so within the Mail Merge Wizard.

1. In the Find Clients page, select a client and click **Mail merge wizard** in the Task bar.
2. In the “Select the mail merge method” screen, select **Email** and click **Next**.
3. In the “Select the email template” screen, right-click on the template you wish to modify and click **Edit Template**.

4. Make the required changes and then click **OK**. Close the Mail Merge Wizard by clicking **Cancel**.

### Related topics

[Creating a mail merge for emails](#)

[Selecting the mail merge method](#)

[Selecting the email template](#)

[Creating new email templates](#)

[Creating a mail merge for a Microsoft Word document](#)

## Append to Search Mail Merge

The “Append to Search” feature is very useful for creating envelopes or labels for a group of selected clients.

1. From the **Find Client** page, deselect **Hide form when only one item found** (located at the bottom of the view).
2. In the Tasks bar, click **Clear search**.
3. In the Search bar drop down, select “Append to search”.
4. In the Search field, type the first client you want in the list, and select the client from the auto-complete list.
5. The Find Contacts window displays. Ensure the correct contact is selected, and click **OK**.
6. The client is added to the list.
7. Repeat steps 4–6 until your list is complete.
8. Select the clients by selecting the checkbox in the table header, and then click **Mail merge wizard** in the Tasks bar.
9. Follow the steps detailed in “Creating a mail merge for emails” (see page 91).

### Related topics

[Selecting the mail merge method](#)

[Selecting the email template](#)

[Creating new email templates](#)

[Creating a mail merge for a Microsoft Word document](#)

[Creating a mail merge for emails](#)

[Mail merge lists](#)

[Label templates](#)

### Mail merge lists

Instead of searching for clients over and over again, you can save them into a list that can be reused. Lists can be used for regular mailing tasks, such as sending invitations to clients for marketing events or seminars, or mailing out newsletters and Christmas cards.

You can use **Save list** and **Open list** on the Tasks bar for a **Find** page to make the mail merge process even quicker.

---

**Note:** Mail merges can be prepared from saved lists, but this feature should only be used in certain circumstances.

If you are running a list of clients from a report (such as a Newsletter), we recommend not saving and reusing this list, as generating a list of clients from a report ensures you have the most up-to-date list of clients.

---

### Saving a list

A list of clients for a mail merge can be generated using **Find Clients**.

Once you have searched for the contacts or clients you want to include in a mail merge and have them listed in the **Find** page, click **Save list** in the Tasks bar, and enter a name for the list (e.g., 'Golf Invite Clients').

For more information, see "To save your client search list (AE)" on page 272.

### Using a saved list in a mail merge

To reuse a saved list, click **Open list** in the Tasks bar, and select the saved list to re-display all the required contacts.

You can then select which clients you wish to contact using the checkboxes on the left, and start the mail merge by clicking **Mail merge wizard** in the Tasks bar.

For more information, see "To use a saved client search list (AE)" (see page 273).

### Related topics

[Selecting the mail merge method](#)

[Selecting the email template](#)

[Creating new email templates](#)

[Creating a mail merge for a Microsoft Word document](#)

[Creating a mail merge for emails](#)

[Append to Search Mail Merge](#)

[Label templates](#)

### Label templates

Mail merge can also be used to generate mailing labels. This is similar to a standard mail merge, except that an address label template is used.

```
«Address«MailingName»
«MailingName»
«Address1»
«Address2»
«Address3»
«Town«County»«PostCode»

«Next Record»«Address«MailingName»
«MailingName»
«Address1»
«Address2»
«Address3»
«Town«County»«PostCode»
```

A sample address label format is included, which is a standard Avery Label 2x7; however, you can produce your own address label template for any label size.

---

**Note:** You can press Alt+F9 to show or hide the hidden fields in Microsoft Word.

---

#### *To create label templates*

1. Open a client, and click the **Documents** tab.
2. Click **New template** to open Microsoft Word to create a new template.
3. In the **Insert Merge Field** window, select the fields you wish to add to each label.
4. To define the label details in Microsoft Word (2016), click the **Mailings** tab in the Microsoft Word ribbon, and click **Labels**.

---

**Note:** Your version of Microsoft Word may have these options in a different location. Consult the online help for your version of Microsoft Word for more information.

---

5. Insert the required mail merge fields into the first label.
6. After completing the label layout in the first call, copy and paste the mail merge fields from the first table cell to the subsequent table cells.

---

**Note:** The <<Next Record>> merge field will appear at the start of each cell after the first cell. Paste the mail merge fields after this field.

---

7. Save the template.

#### **Related topics**

[Creating new email templates](#)

[Creating a mail merge for a Microsoft Word document](#)

[Creating a mail merge for emails](#)



[Append to Search Mail Merge](#)  
[Mail merge lists](#)

## Working with emails

Microsoft Outlook is set up to work as an integrated application with MYOB AE. Emails can be sent to clients using the Mail Merge Wizard and bills can be emailed to clients.

When working with emails, you can:

- “Setting up your email” (see page 109)
- configure “Email templates” (see page 110)
- use “Emailing tips” (see page 114).

### Related topics

[Selecting the email template](#)  
[Emailing bills](#)

## Setting up your email

You can choose to email clients from either:

- the Company email address.

The Company email address is entered from Maintenance > Maintenance Map (AO) > Internal > Companies > **Edit company details**.

or

- your own email address (that is, the team member currently logged into MYOB AE/AO).

The employee email address is entered from the Employee page > **Personal** tab.

The selected email address is validated against your email profile. For example, if you have selected to send bills from the Company email address, but your email profile has not been given access to that email address, then you will not be able to email bills using that email address.

When emailing, it is important to ensure that you have a valid and current email address for your:

- clients
- company
- employees.

### Related topics

[Selecting the email template](#)

[Emailing bills](#)

[Email templates](#)

[Emailing tips](#)

## Email templates

Email templates are used in the Mail Merge Wizard and when emailing bills to clients.

You can:

- “Creating new email templates” (see page 110)
- “Editing an email template” (see page 112)
- “Deleting an email template” (see page 113).

### Related topics

[Selecting the email template](#)

[Emailing bills](#)

[Emailing tips](#)

[Setting up your email](#)

## Creating new email templates

### *To create a new email template*

---

**Note:** When setting up a new email template, include the fields MailingName and AddresseeMailingName. MailingName comes from the client or contact, and AddresseeMailingName comes from the associated contact.



```
07 July 2006
+AddressedMailingName
+MailingName
+Address
+Address2
+Address3
+Form +Country +PostCode

Dear +Salutation

Please find enclosed the forms and documents to meet your
personal directory requirements.
```

- 
1. Open the **Maintain Email Templates** window.

You can open the **Maintain Email Templates** window from either the Mail Merge Wizard or the **Send via email** window.

See “Selecting the email template” on page 92 or “Emailing bills” on page 535.

2. Enter the **Email template name**.

This is a mandatory field. You must enter an Email template name.

3. Enter the **Text for the email subject**.

or

Click in the **Text for the email subject** field, then click the **Insert merge field** button at the end of the field to insert a merge field for the email subject text, if required.

The **Insert contact merge field** window opens.

- a. Select the required merge field from the **Available fields** scrollable list.
- b. Click **Insert**.

The **Insert contact merge field** window closes and the merge field displays in the **Text for the email subject** field.

4. Enter the **Text for the email body**.

Use the formatting toolbar to format the email content as required.

- Add merge fields to the email body, if required.
  - a. Place your cursor in the position of the email body where the merge field is to be inserted.
  - b. Click the **Insert merge field** button.

The **Insert contact merge field** window opens.

- c. Select the required merge field from the **Available fields** scrollable list.
- d. Click **Insert**.

The **Insert contact merge field** window closes and the merge field displays in the **Text for the email body** section at the cursor position.

- Add an image to the email body, if required.
  - a. Place your cursor in the position of the email body where the image is to be inserted.
  - b. Click the **Insert image** button.
  - c. Select the appropriate image from the **Open** window.
  - d. Click **Open**.

The image displays in the **Text for the email body** section at the cursor position.

5. Click **OK**.

## Related topics

[Selecting the email template](#)

[Emailing bills](#)

[Editing an email template](#)

[Deleting an email template](#)

[Emailing tips](#)

[Setting up your email](#)

## Editing an email template

### *To edit an email template*

1. Open the **Maintain Email Template** window.

You can open the **Maintain Email Templates** window from either the Mail Merge Wizard or the **Send via email** window.

See “Selecting the email template” on page 92 or “Emailing bills” on page 535.

2. Edit the **Email template name**.
3. Edit the **Text for the email subject**.

or

Click in the **Text for the email subject** field, then click the **Insert merge field** button at the end of the field to insert a merge field for the email subject text, if required.

The **Insert contact merge field** window opens.

- a. Select the required merge field from the **Available fields** scrollable list.
- b. Click **Insert**.

The **Insert contact merge field** window closes and the merge field displays in the **Text for the email subject** field.

4. Edit the **Text for the email body**.

Use the formatting toolbar to format the email content as required.

- Add merge fields to the email body, if required.

- a. Place your cursor in the position of the email body where the merge field is to be inserted.
- b. Click the **Insert merge field** button.

The **Insert contact merge field** window opens.

- c. Select the required merge field from the **Available fields** scrollable list.

- d. Click **Insert**.

The **Insert contact merge field** window closes and the merge field displays in the **Text for the email body** section at the cursor position.

- o Add an image to the email body, if required.
- a. Place your cursor in the position of the email body where the image is to be inserted.
- b. Click the **Insert image** button.
- c. Select the appropriate image from the **Open** window.
- d. Click **Open**.

The image displays in the **Text for the email body** section at the cursor position.

5. Click **OK**.

### Related topics

[Selecting the email template](#)

[Emailing bills](#)

[Creating new email templates](#)

[Deleting an email template](#)

[Emailing tips](#)

[Setting up your email](#)

### Deleting an email template

#### *To delete an email template when in the Mail Merge Wizard*

1. Find and select your contacts.  
See “Finding and opening a client” on page 271, “Finding and opening a contact” on page 273, or “Finding and opening suppliers” on page 326 (AE).
2. Click **Mail merge wizard** on the Tasks bar.
3. At the second stage of the wizard, select the email template from the list that will be deleted.
4. Right-click on the selected email template and select **Delete template**.  
A confirmation message is displayed.
5. Click **Yes** to delete.  
The selected email template is deleted and no longer displays in the list.

You are returned to the Mail Merge Wizard.

6. Click **Next**.

The **Mail Merge Wizard — Email details** window opens ready for you to select the mailing address. See “Email details” on page 93.

***To delete an email template when in the Send via email window***

1. Select Billing > **Ready to Print** from the toolbar.

The **Bills Ready To Print** page opens.

2. Find and select a bill.

3. Select **Send via email** on the Tasks bar.

The **Send via email** window opens.

4. Click the ellipsis at the end of the **Email template** field.

The **Email Templates** window opens.

5. Select the email template to be deleted from the displayed list on the **Email Templates** window.

6. Click **Delete**.

A confirmation message is displayed.

7. Click **Yes** to delete.

The selected email template is deleted and no longer displays in the list.

You are returned to the **Email Templates** window.

8. Click **Close**.

You are returned to the **Send via email** window.

### **Related topics**

[Selecting the email template](#)

[Emailing bills](#)

[Creating new email templates](#)

[Deleting an email template](#)

[Emailing tips](#)

[Setting up your email](#)

## Emailing tips

The selected email address is validated against your email profile. For example, if you have selected to send bills from the Company email address, but your email profile

has not been given access to that email address, then you will not be able to email bills using that email address. The error message is displayed, *The Send From email address is not setup in your email profile. You can only use this Send From email address if it is set up in your email profile.*

### Supported email account types

Mail Merge with emails supports full MAPI-compliant email applications such as Outlook versions 2007, 2010 and 2013.

The following email account types are supported:

- Microsoft Exchange
- POP3/SMTP
- HTTP/SMTP
- IMAP/SMTP
- Outlook Hotmail Connector - applicable to Office 2007 and Office 2010
- Exchange ActiveSync - which replaces Outlook Hotmail Connector in Office 2013.

If you are using IMAP or Outlook Hotmail Connector, you will need to ensure that your default data file is a personal Outlook Data File.

If your account type is IMAP and the default data file is the email address and not a personal Outlook Data File, then the mail merge feature can be used. But if you attempt to process more than 1 to 2 messages, an error message will result, *MYOB.Af.MApiServiceHost has stopped working". Emails will be lost.*

If your account type is MAPI, set up by the Hotmail Outlook Connector and the default data file is the email address and not a personal Outlook Data File, then the mail merge feature will not be able to validate your email address. The following error will result, *The Send From email address xxx@yyy.zzz is not setup in your email profile. You can only use this Send From email address if it is set up in your email profile.*

### To check the account type of your email account

1. For Office 2010 and Office 2013 — In Outlook, select File > **Account Settings**.  
For Office 2007 — In Outlook, select Tools > **Account Settings**.  
The **Account Settings** window opens.
2. Click the **Email** tab.

### To create an Outlook Data File

If you are using Microsoft Outlook 2013 and your email account type is Exchange ActiveSync, you will have issues opening emails, created using Mail Merge, from the Client page > **Documents** tab. This does not apply to sites with an Exchange server. This applies only where you are using, for example, Outlook with Hotmail or Gmail.

You will not be able to open the emails and may get the error, *Sorry, Exchange ActiveSync doesn't support what you're trying to do.*

To avoid this issue, you will need to edit your email profile and create a personal Outlook Data File. This personal Outlook Data File should be set as your default data file. An Outlook Data File is used to store email messages, calendar information, tasks, and other items on your computer.

If your email account type is IMAP, MAPI or Exchange ActiveSync you may also need to create an Outlook Data File.

1. For Office 2010 and Office 2013 — In Outlook, select File > **Account Settings**.

For Office 2007 — In Outlook, select Tools > **Account Settings**.

The **Account Settings** window opens.

2. Select the **Data Files** tab.

3. If the default data file is the email address itself and is not an Outlook data file, with the extension .pst, select the **Add** icon.

The **Create or Open Outlook Data File** window opens.

4. Enter a **File name** and select a location for your Outlook Data File (.pst).

5. Click **OK**.

You are returned to the **Account Settings** window.

6. Highlight the data file that you just created.

7. Select the **Set as Default** icon.

8. Select **Yes** on the confirmation message.

You are returned to the **Account Settings** window.

9. Click **Close**.

### **Related topics**

[Selecting the email template](#)

[Emailing bills](#)

[Setting up your email](#)

[Creating new email templates](#)

[Editing an email template](#)

[Deleting an email template](#)



# About the Page tabs

There are a number of tabs associated with the **Assignment Details**, **Client**, **Contact**, **Employee** (AE) and **Supplier** (AE) pages:

- “Addresses tab” (see page 118)
- (AE) “Assignments tab” (see page 133)
- “Associated tab” (see page 143)
- (AE) “Authorisation tab” (see page 149)
- “Bills tab” (see page 153)
- “Billing Group tab” (see page 155)
- “Budget tab” (see page 156)
- “Charge Rates tab” (see page 158)
- Client Accounting tab (see the [Client Accounting help](#))
- (AE) “Defaults tab” (see page 162)
- “Documents tab” (see page 165)
- “Extra tab” (see page 190)
- (AE) “Group tab” (see page 195)
- “Home tab” (see page 195)
- (AO) “Jobs tab” (see page 196)
- “Main tab” (see page 200)
- (AE) “Misc/Est tab” (see page 218)
- (AE) “Nominal tab” (see page 219)
- “Personal tab” (see page 220)
- (AE) “Provisions tab” (see page 221)
- (AE) “Rates tab” (see page 221)
- “Responsibility tab” (see page 221)
- (AE) “Salary/Cost tab” (see page 236)
- (AE) “Schedule tab” (see page 238)
- “Security Groups tab” (see page 239)
- “Tax Returns tab” (see page 240)
- (AE) “Timesheets tab” (see page 241)
- “Time Table tab” (see page 243)
- (AE) “To Do tab” (see page 244)
- (AE) “WIP tab” (see page 245).

Only certain tabs are displayed for each contact type. From these tabs you can edit and maintain information concerning your contact.

## Addresses tab

The **Addresses** tab is available on the:

- **Client** page
- **Contact** page
- (AE) **Supplier** page.

The **Addresses** tab is used to add, edit and maintain the various addresses and phone numbers associated with a client, contact or supplier (AE). The **Addresses** tab is used to enter:

- Various addresses, such as home, business, postal
- Various phone numbers, such as home, business, mobile
- Fax number
- Email address
- Any website addresses linked to the client, contact or supplier
- Other details.

You can maintain several types of addresses for each client, contact or supplier. For example, you can store a home address, a business address and a postal address. The primary address and contact numbers are listed on the **Main** tab — they can only be added, edited, linked, deleted, and so on from the **Maintain Contact Addresses** window. Additional addresses and phone numbers are displayed on the **Addresses** tab.

You can also store any extra contact details in the **Phone and Other Details** section. For example, you may want to record a website address or personal email. See “Phone and other details” on page 129.


The created addresses are listed in the **Addresses** section. If a number of address types are listed on the **Addresses** section, you can expand or contract the detailed information for each using the arrows associated with the address type.

---

**Note:** (AO) In **Practice Manager**, the **Postal** address is defined as the primary address. If you do not enter a Postal address, no address information is displayed on the **Main** tab for the client or contact.

---

For example, you may have a home address and a billing address defined for a client, contact or supplier. Each of the addresses are displayed by address type in the **Address Type** column. The types that can be added depend on the types created by your system administrator.

If you want to re-use the client or contact's name and address in another application, click on the address you want to copy and click  to copy the information to the clipboard. Open the application you want to copy to and press **[Ctrl + V]** to paste the name and address information.

---

**Note:** The **Addresses** and **Phone and Other Details** types must be created by your system administrator (using Maintenance > Address/Phone > **Address Type...** and **Phone number and Email address...**) before they can be accessed from the **Addresses** tab. Each address type can only be used once for a client, contact or supplier.

---

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Address types](#)

[Opening the Maintain Contact Addresses window](#)

[Adding a new address](#)

[Editing an address](#)

[Deleting an address](#)

[Sharing addresses](#)

[Viewing all who share an address](#)

[Unlinking shared addresses](#)

[Deleting a shared address](#)

[Phone and other details](#)

## Address types

Addresses are divided into two types:

- Primary
- Non Primary.

By default, the primary address is the one that is most commonly used by your practice as the client, contact or supplier's mailing address. Your system administrator can add new address types and nominate which of these are to be considered the primary address. The primary address details automatically populate the fields on the **Main** tab for a client, contact or supplier.

Examples of address types your practice may use are:

- Home
- Billing
- Business

- Registered.

Only one occurrence of each address type can be attached to a client, contact or supplier. Where more than one type of address is required (e.g., two branch addresses), two separate address types must be created (e.g., a **BRANCH1** and a **BRANCH2** address type).

---

**Note:** New address types and **Other Details** types must be created by the system administrator using Maintenance > Address/Phone > **Address Type...** and **Phone number and Email address...** before they can be accessed from the **Addresses** tab.

An address type can only be used once for each client, contact or supplier.

---

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Opening the Maintain Contact Addresses window](#)

[Adding a new address](#)

[Editing an address](#)

[Deleting an address](#)

[Sharing addresses](#)

[Viewing all who share an address](#)

[Unlinking shared addresses](#)

[Deleting a shared address](#)

[Phone and other details](#)

## Maintaining addresses

The **Maintain Contact Addresses** window lists all addresses for the selected client, contact, or supplier (AE), and enables you to perform the following actions:

- “Editing an address” (see page 123)
- “Adding a new address” (see page 121)
- “Sharing addresses” (see page 124)
- “Unlinking shared addresses” (see page 127)
- “Deleting an address” (see page 123)
- “Viewing all who share an address” (see page 126).

---

**Note:** The same **Maintain Contact Addresses** window is used for clients, suppliers and contacts. The procedures used are the same regardless of contact type.

---

### Related topics

[Opening the Maintain Contact Addresses window](#)

[Phone and other details](#)

Opening the Maintain Contact Addresses window

#### *To open the Maintain Contact Addresses window*

1. Find and open the client or contact or supplier.  
The **Client/Contact/Supplier** (AE) page opens.
2. Click the **Addresses** tab to display the existing address information.
3. Open the **Maintain Contact Addresses** window.  
This window can be opened in a number of ways:
  - Click **Add/maintain address** on the Tasks bar.  
or
  - Double-click an address field.  
or
  - Click the **Click here to add address or change address details** hyperlink.  
The **Maintain Contact Addresses** window opens.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Address types](#)

[Adding a new address](#)

[Editing an address](#)

[Deleting an address](#)

[Sharing addresses](#)

[Viewing all who share an address](#)

[Unlinking shared addresses](#)

[Deleting a shared address](#)

[Phone and other details](#)

Adding a new address

The **Maintain Contact Addresses** window lists all addresses for the selected client, contact or supplier, grouped by address type. It enables you to edit, add, share, unlink and delete each address.

---

**Note:** (AE) The same **Maintain Contact Addresses** window is used for clients, contacts and suppliers. The procedures used are essentially the same for all three contact types.

---

(AE) Your ability to add, delete and modify addresses using the **Maintain Contact Addresses** window is controlled by security settings configured in Maintenance > Security > **Task Permissions**.

### ***To add a new address to a client, contact or supplier***

1. Open the **Maintain Contact Addresses** window.  
See “Opening the Maintain Contact Addresses window” on page 121.
2. Click **Add new address**.
3. Select the required **Address Type** from the drop-down (for example, Postal).
4. Enter the address details.
5. Click **Save** to save the details and add the address to the table.  
or  
Click **Cancel** to discard the entries for this address without saving.
6. Repeat from **Step 2.** to add more addresses for the client, contact or supplier.
7. Click **Close** when finished.

### **Related topics**

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Address types](#)

[Opening the Maintain Contact Addresses window](#)

[Editing an address](#)

[Deleting an address](#)

[Sharing addresses](#)

[Viewing all who share an address](#)

[Unlinking shared addresses](#)

[Deleting a shared address](#)

[Phone and other details](#)

### Editing an address

#### *To edit existing address details for a client/contact/supplier*

1. Open the **Maintain Contact Addresses** window.  
See “Opening the Maintain Contact Addresses window” on page 121.
2. In the **Address** table, select the shared address to be edited.
3. Make the required changes in the address fields.
4. Click **Save** to save your changes for this address.  
or  
Click **Cancel** to discard the changes to this address without saving.
5. You can select and edit more addresses belonging to this client, contact or supplier while the **Maintain Contact Addresses** window is open. Click **Save** after completing each address type.  
Click **Close** when finished.

---

**Note:** (AE) Your system administrator configures address and phone settings using Maintenance > Address/Phone > **Address Type...** and Maintenance > Address/Phone > **Phone number and Email address...**

---

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Address types](#)

[Opening the Maintain Contact Addresses window](#)

[Adding a new address](#)

[Deleting an address](#)

[Sharing addresses](#)

[Viewing all who share an address](#)

[Unlinking shared addresses](#)

[Deleting a shared address](#)

[Phone and other details](#)

### Deleting an address

#### *To delete an unshared address*

1. Open the **Maintain Contact Addresses** window.

See “Opening the Maintain Contact Addresses window” on page 121.

2. In the **Address** table, select the address to be deleted.

---

**Note:** The number of contacts sharing the address are displayed above the address details if there is more than one (e.g., 3 contacts are sharing this address).

---

3. Click **Delete address**.

The **Delete Address** window opens displaying the selected address details.

4. Click **Yes** to permanently delete the address from all contacts who are sharing it and from the system.

or

Click **No** to cancel the deletion.

5. Click **Close** when finished.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Address types](#)

[Opening the Maintain Contact Addresses window](#)

[Adding a new address](#)

[Editing an address](#)

[Sharing addresses](#)

[Viewing all who share an address](#)

[Unlinking shared addresses](#)

[Deleting a shared address](#)

[Phone and other details](#)

## Sharing addresses

Sharing an address links your contact to an existing address in the system. For example, you may want to link your client’s postal address to their home address or a client’s address to their spouse’s address. By sharing the addresses, if you have to update the address at a later date, you will only have to do it once and the changes will show across all clients, contacts or suppliers (AE) who share that address.

### ***To link (share) to another client/contact/supplier’s existing address***

1. Open the **Maintain Contact Addresses** window.



See “Opening the Maintain Contact Addresses window” on page 121.

2. Click **Share Address**.

The **Select address to be linked** window opens.

3. Select the **Address Type** that you want to link an address to.

If there is an address for that type, it will be displayed under **Current address**.

4. If you want to link to another address type defined for the current contact/client/supplier:

- a. Select the address you want to share from the list of addresses displayed.

- b. Click **Select**.

The **Maintain Contact Addresses** window re-opens.

- c. Click **Save**. The newly shared/linked address is added.

5. If you want to link to an address and you know which client/contact/supplier (AE) is using it:

- a. Select an **Address Type** from the drop-down.

- b. In the **Select the address to be linked** section, click the magnifying glass button to search for the address.

The **Find Contacts** window opens.

- c. Find and open the contact.

- d. Click **OK**.

The **Select address to be linked** window re-opens listing the selected contact and their addresses listed by Address Type.

- e. Select the address in the table that is to be shared/linked.

- f. Click **Select**.

The **Maintain Contact Addresses** window re-opens.

- g. Click **Save**.

The newly shared/linked address is added.

6. If you want to link to a known address, but **do not know** which client/contact/supplier is using it:

- a. Select an **Address Type** from the drop-down.

b. Enter some address text in the **Search for address by text** field (for example, Warne St).

c. Click **Search**.

All addresses that match the entered criteria will be listed.

d. Select the address in the table that is to be shared/linked.

e. Click **Select**.

The **Maintain Contact Addresses** window re-opens.

f. Click **Save**.

The newly shared/linked address is added.

7. Click **Close** when finished.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Address types](#)

[Opening the Maintain Contact Addresses window](#)

[Adding a new address](#)

[Editing an address](#)

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Viewing all who share an address

### ***To view all clients/contacts/suppliers sharing an address***

1. Open the **Maintain Contact Addresses** window.

See “Opening the Maintain Contact Addresses window” on page 121.

The **Maintain Contact Addresses** window opens, with the address details of the selected client/contact/supplier (AE) displayed.

2. In the **Address** table, select the address you are interested in.

The address details are displayed.

3. Click **View Address Links**.

The **Contacts sharing address** window opens listing the address, the number of contacts using this address and details of its usage by contacts and address types.

4. Click **Close** when finished.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Address types](#)

[Opening the Maintain Contact Addresses window](#)

[Adding a new address](#)

[Editing an address](#)

[Deleting an address](#)

[Sharing addresses](#)

[Unlinking shared addresses](#)

[Deleting a shared address](#)

[Phone and other details](#)

### Unlinking shared addresses

Unlinking an address from a client/contact/supplier (AE) will remove the shared address from the client/contact/supplier only. The shared address will not be deleted from your system and all other clients/contacts/suppliers sharing this address will still be linked to it.

#### ***To unlink a shared address from a client/contact/supplier***

1. Open the **Maintain Contact Addresses** window.

See “Opening the Maintain Contact Addresses window” on page 121.

---

**Note:** The number of contacts sharing the address is displayed above the address details (for example, *3 contacts are sharing this address*).

---

---

**Tip:** Click **View address links** to open the **Contacts sharing address** window and display the Code and Name of each user and the Address Types being used. See “Viewing all who share an address” on page 126.

---

2. In the **Address** table, select the shared address to be unlinked.

3. Click **Unlink Address**.  
The **Unlink Address** message opens.
4. Click **Yes**.  
This will permanently unlink the address.

---

**Note:** If there are other links, including different address types for this contact, only this selected link is unlinked.  
If there are no other links, this will **delete** the address from the database.

---

5. Click **Close** when finished.

### Related topics

- [Using the Client and Contact pages](#)
- [Using the Contact page](#)
- [Using the Supplier page](#)
- [Address types](#)
- [Opening the Maintain Contact Addresses window](#)
- [Adding a new address](#)
- [Editing an address](#)
- [Deleting an address](#)
- [Sharing addresses](#)
- [Viewing all who share an address](#)
- [Deleting a shared address](#)
- [Phone and other details](#)

Deleting a shared address

### ***To delete a shared address from all contacts/clients/suppliers***

1. Open the **Maintain Contact Addresses** window.  
See “Opening the Maintain Contact Addresses window” on page 121.

---

**Note:** The number of contacts sharing the address is displayed above the address details (for example, *3 contacts are sharing this address*).

---

2. In the **Address** table, select the shared address to be deleted.
3. Click **Delete address**.  
The **Delete Address** window opens, listing every instance where this address is shared, by code (if applicable), contact and address type.

4. Click **Yes** if you want to permanently delete this address from **all** contacts who are sharing it and from the system.  
or  
Click **No** to cancel the deletion.
5. Click **Close** when finished.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Address types](#)

[Opening the Maintain Contact Addresses window](#)

[Adding a new address](#)

[Editing an address](#)

[Deleting an address](#)

[Sharing addresses](#)

[Viewing all who share an address](#)

[Unlinking shared addresses](#)

[Phone and other details](#)

## Phone and other details

You can add and edit phone, fax and email details for a client, contact or supplier (AE) using the **Addresses** tab:

---

**Note:** You can make only one entry for each phone and detail type.

---

- “Adding phone and other details” (see page 130)
- “Editing phone and other details” (see page 131)
- “Deleting phone and other details” (see page 132).

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Address types](#)

[Opening the Maintain Contact Addresses window](#)

[Adding a new address](#)

[Editing an address](#)

[Deleting an address](#)

[Sharing addresses](#)

[Viewing all who share an address](#)

[Unlinking shared addresses](#)

Adding phone and other details

### ***To add phone and other details for a client, contact or supplier***

1. Find and open the client, contact, or supplier (AE).
2. Click the **Addresses** tab.  
The existing address information for this client, contact or supplier is listed.
3. Click the first blank line in the **Description** column of the **Phone and Other Details** section.
4. Select the required type from the drop-down (e.g., Mobile, Email).

---

**Note:** (AO) These types are configured by your system administrator in Maintenance > Address/Phone > **Phone number and Email address...**  
See "Phone number and email address" on page 707.

---

Once a selection is made, it is not available for further use.

5. Enter the number or web/email address in the **Detail** column.

---

**Note:** (AO) Phone numbers/email addresses marked as Primary are displayed on the **Main** tab.

---

6. Click the checkbox in the **Primary** column if you have several phone numbers of this type (e.g., Business1, Business2) and you want this one to be the main phone number.
7. Press **[Enter]**.  
To move the entry into the table and create a new blank line for further entries.
8. Repeat from **Step 3.** to add more phone numbers or other details.
9. Click **OK**.  
To save the entered information and close the tab.

### **Related topics**

[Editing phone and other details](#)

[Deleting phone and other details](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Address types](#)

[Opening the Maintain Contact Addresses window](#)

[Adding a new address](#)

[Editing an address](#)

[Deleting an address](#)

[Sharing addresses](#)

[Viewing all who share an address](#)

[Unlinking shared addresses](#)

Editing phone and other details

### ***To edit phone and other details for a client, contact or supplier***

1. Find and open the client, contact or supplier (AE).
2. Click the **Addresses** tab.  
The existing address information for this client, contact or supplier is listed.
3. To change the description used for a phone number (for example, to change a Business phone number to a Business Fax), select the new description from the respective drop-down.
4. To edit an existing phone, fax or mobile number, overwrite the existing number in the **Detail** column.
5. To edit an email or website address:
  - a. Select a different **Description** that is **not** an email or website type from the drop-down.
  - b. Edit the address.
  - c. Re-select the original description.
6. Repeat the above steps for any other changes.
7. Click **OK**.  
To save the entered information and close the tab.

### **Related topics**

[Adding phone and other details](#)

- [Deleting phone and other details](#)
- [Using the Client and Contact pages](#)
- [Using the Contact page](#)
- [Using the Supplier page](#)
- [Address types](#)
- [Opening the Maintain Contact Addresses window](#)
- [Adding a new address](#)
- [Editing an address](#)
- [Deleting an address](#)
- [Sharing addresses](#)
- [Viewing all who share an address](#)
- [Unlinking shared addresses](#)

Deleting phone and other details

***To delete phone and other details for a client, contact or supplier***

1. Find and open the client, contact or supplier (AE).
2. Click the **Addresses** tab.  
The existing address information for this client, contact or supplier is listed.
3. Select the **Phone and Other Details** entry you want to delete.  
Ensure that the entire row is highlighted by clicking the grey box to the left of the selected row.
4. Press **[Delete]**.  
The **Confirm Delete Other Detail** window opens.
5. Click **Yes** if you want to permanently delete this information.  
or  
Click **No** to cancel the deletion.

**Related topics**

- [Adding phone and other details](#)
- [Editing phone and other details](#)
- [Using the Client and Contact pages](#)
- [Using the Contact page](#)
- [Using the Supplier page](#)
- [Address types](#)
- [Opening the Maintain Contact Addresses window](#)
- [Adding a new address](#)



[Editing an address](#)

[Deleting an address](#)

[Sharing addresses](#)

[Viewing all who share an address](#)

[Unlinking shared addresses](#)

## Generating a report showing all types of phone numbers and emails

### *Accountants Office only*

You may need to print out a list of all phone and email types attached to your clients.

The attached MS Excel spreadsheet 'AO All Phone Types.xls' can be downloaded and saved to a location on any workstation running AO.

---

**Note:** The spreadsheet is designed for the default database name of AODB1.

---

Double click to open the spreadsheet, then go to Data > **Refresh All**. If you are prompted with an SQL Server Login, you will need to enter your SQL password.

---

**Note:** This spreadsheet is designed to provide basic information catering for a broad range of requirements. If changes are needed to the spreadsheet, they may be undertaken as a chargeable service, in the same way as report customisations.

---

### ***To open the spreadsheet***

1. Open the spreadsheet.
2. Select Data > **Refresh All** and click **OK** to accept the Microsoft Excel Security Notice.

---

**Note:** If you are prompted with an SQL Server Login screen, you will need to enter your SQL password and click **OK**.

---

## Assignments tab

### ***Accountants Enterprise only***

The **Assignments** tab is only available on the **Client** page.

The **Assignments** tab is used to open, add, create and maintain assignments for clients. It shows a client's open assignments as well as **Unposted WIP**, **Posted WIP**, and **Total WIP**.

The assignments and all schedules or jobs associated with the assignments are displayed as **units**. When you order the information displayed (using the column headers or by grouping the information), the assignments and all associated jobs always move as a unit.

The page displays information in two tables. The top table lists assignments highlighted in light blue, accompanied by the jobs and schedules associated with each assignment.

---

**Note:** For sites with Practice Manager, you cannot delete an assignment from the **Find Assignment** page. You can only delete assignments from the Client page > **Assignments** tab.

---

### ***To view details of closed assignments***

1. Click the **Show Closed Assignments** checkbox.  
This adds closed assignments to the list.

### ***To view the details of a specific assignment***

1. Double-click the assignment row.  
The **Assignment Details** page opens.

### ***To view details of schedules (Practice Manager)***

1. Click the **Name** field.  
The details for the schedule are displayed on the Assignment Details page > **Schedule** tab.

---

**Note:** Rows with a pale blue background contain a job (or a schedule).

---

### ***Viewing jobs (Practice Manager)***

Jobs are listed in the Preview panel of the **Assignments** tab for the selected assignment.

### ***Assignments right-click menu (Practice Manager)***

Right-click anywhere in either table to open a right-click menu from which you can choose assignment field chooser options (see “Field Chooser options” on page 137) to add or remove columns from the list.

If you are using the **Assignments, Schedules or Jobs** or **Assignments, Schedules, Jobs and Job Time Recording Job** modes, the right-click menu also includes options to add or remove jobs.

### Related topics

[Using the Client and Contact pages](#)

[Assignments](#)

[Preview panel](#)

[Assignment tasks](#)

[Field Chooser options](#)

[Adding an assignment to a client](#)

[Adding jobs to existing assignments](#)

[Editing job details](#)

[Editing assignment details](#)

[Deleting job details](#)

## Preview panel

### ***Accountants Enterprise with Practice Manager only***

The lower table on the **Assignments** tab previews the assignment, job or schedule selected in the top table and includes milestone details. To preview the details of all schedules or jobs associated with an assignment, first select the assignment in the top table.

The preview panel is linked to the Job Management > **Job Sheet** homepage and enables you to update the milestone details for the selected job or schedule. All changes made to a schedule or job in the preview panel are visible on the homepage.

### ***To hide the preview panel***

1. Right-click the table.  
The right-click menu is displayed.
2. Select **Hide Preview Panel**.

### ***To display the preview panel***

1. Right-click the table.  
The right-click menu is displayed.
2. Select **Show Preview Panel**.

### Related topics

[Using the Client and Contact pages](#)

[Assignments](#)

[Assignment tasks](#)

[Field Chooser options](#)

- [Adding an assignment to a client](#)
- [Adding jobs to existing assignments](#)
- [Editing job details](#)
- [Editing assignment details](#)
- [Deleting job details](#)

### Assignment tasks

#### ***Accountants Enterprise with Practice Manager only***

When you click the **Assignments** tab, the available tasks are displayed on the Tasks bar. Different tasks are shown depending on which tab is selected on the **Client** page.

#### ***Assignment Tasks bar functions***

<b>Prebilling reports</b>	<b>Description</b>
By type	Generates the <b>Prebilling Report by Code Type</b> in the <b>Print Preview</b> window. The report displays the unbilled WIP entries against task codes for all the client's assignments. Unposted entries are denoted by an asterisk.
By employee	Generates the <b>Prebilling Report by Employee</b> in the <b>Print Preview</b> window. The report displays the unbilled WIP entries for each assignment by employee order.
By month	Generates the <b>Prebilling Report by Month</b> in the <b>Print Preview</b> window. The report displays the unbilled WIP entries for each assignment in month and employee order.
By group	Generates the <b>Prebilling Report by Group</b> in the <b>Print Preview</b> window. The report displays the unbilled WIP entries for each assignment based on billing groups.

<b>Billing</b>	<b>Description</b>
Post WIP	Post <b>Unposted WIP</b> lines selected in the <b>Assignments</b> table to make it billable. This can only be performed by employees with Post WIP Responsibility.

#### **Related topics**

- [Using the Client and Contact pages](#)
- [Assignments](#)
- [Preview panel](#)

[Field Chooser options](#)

[Adding an assignment to a client](#)

[Adding jobs to existing assignments](#)

[Editing job details](#)

[Editing assignment details](#)

[Deleting job details](#)

### Field Chooser options

#### ***Accountants Enterprise only***

The following fields are available on the **Assignments** tab from the right-click menu Field Chooser option:

Option	Description
Assigned To	The person responsible for the job or schedule.
Assignment Manager	The manager in charge of the assignment.
Budget	The budget value set up for the job or schedule.
Centre	The centre to which the assignment belongs.
Code	The assignment code.
Company	The company to which the assignment belongs.
Days Left	Target Date minus today's date.
Department	The department to which the assignment belongs.
Name	The assignment, schedule or job name.
Office	The office to which the assignment belongs.
Posted WIP	Total posted WIP on the assignment.
Status	The assignment status.
Total WIP	Sum of posted and unposted WIP.
Unposted WIP	Total unposted WIP on the assignment.

See "Customising a display table" on page 75 to add or remove a field on the **Assignments** tab.

#### **Related topics**

[Using the Client and Contact pages](#)

[Assignments](#)

[Preview panel](#)

[Assignment tasks](#)

[Adding an assignment to a client](#)

[Adding jobs to existing assignments](#)

[Editing job details](#)

[Editing assignment details](#)

[Deleting job details](#)

### Adding an assignment to a client

#### ***Accountants Enterprise only***

You can add an assignment to a client using the **Assignments** tab.

The rules for deciding if a schedule or a job is added to an assignment are:

- If a schedule template is added to an assignment template, a schedule is created and added to the assignment using the schedule template details.
- If **no** schedule template is associated to an assignment template, a job will be created and added to the assignment.

---

**Note:** To add an assignment without a job, select **None** from the **Job** field drop-down. Click the checkbox beside each template you want to include. **None** must be selected before selecting the assignment template — otherwise a job will be created.

---

Adding an assignment to a client is a two step process.

#### ***Step 1 — Add assignments and jobs to a client***

1. Click **Click here to add a new job** in the first row of the Job Sheet table or the Assignments table.

The **Add Assignment** wizard opens.

2. Click the magnifying glass button to find a **Client**.

A list of assignment templates that have been created in the system are displayed. You can use these templates to add assignments to the client.

---

**Note:** The **Job** field on the **Step 1 — Create Assignment for Client** contains the default name for the job. Job names must be unique. A message telling you that the job name is already in use is displayed if a newly created job name is not unique. Changing the Job name by overtyping the default year on **Step 1 — Create Assignment for Client** only flows through to **Step 2 — Job/**

**Schedule Details** if the change is made before you select the template name.

If the Template name is selected **before** you change the Job name on the **Step 1 — Create Assignment for Client** the Job name can only be overwritten in **Step 2 — Job/Schedule Details**.

---

3. Select the assignment template from the list in the table.  
New tabs are added for each selected template.  
These tabs contain the basic information that needs to be captured for a job being added to the client.
4. Click **Next** to go to the **Job/Schedule Details** tab.

### **Step 2 — Complete the job details**

5. Select the **Job**.  
It defaults to the current year but a different year can be selected from the drop-down. This is a mandatory field.
6. Select the employee **Assigned To** the job.  
This field is initially blank and is non-mandatory. Click the magnifying glass button to open the **Find Employees** window. Find and select an employee to whom the job will be assigned.
7. Enter the **Budget** for the job.
8. Enter the **Target** finishing date for the job.  
This field is used to specify an end date for the job. By default this field is blank. Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
9. Select the appropriate options for the **Assignment Responsibility**, if required.  
The **Assignment Responsibility** is derived from the assignment template. If no data has been provided on the assignments template, the information is derived from the client responsibility team.
10. Enter any supporting information concerning the job in the **Notes** section.
11. Click **Next** or select the next available tab.
12. Click **Finish** when you are satisfied with the information supplied.  
The **Assignment** tab displays the newly created assignments and jobs attached to them.

### Related topics

[Using the Client and Contact pages](#)

[Assignments](#)

[Preview panel](#)

[Assignment tasks](#)

[Field Chooser options](#)

[Adding jobs to existing assignments](#)

[Editing job details](#)

[Editing assignment details](#)

[Deleting job details](#)

## Adding jobs to existing assignments

### ***Accountants Enterprise only***

The **Assignment** tab is used to add more jobs to assignments.

---

**Note:** The names of jobs added to an existing assignment must all be different. You cannot use duplicate names.

---

### ***To add a job to an existing assignment***

1. Navigate to the Client page > **Assignments** tab.
1. Right-click the relevant assignment and select **Add Job**.  
The **Add Job/Schedule** window opens.
2. Select the appropriate **Job** from the drop-down.
3. Select the employee who will be **Assigned To** the job.  
This field is blank and is non-mandatory. Click the magnifying glass button to open the **Find Employees** window. Find and select an employee to whom the job will be assigned.
4. Specify a **Budget** for the job.
5. Enter the **Target** finishing date for the job.  
It is used to specify an end date for the job. By default this field is blank. Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
6. Enter any supporting information in the **Notes** section.
7. Click **Finish**.  
The **Add Job/Schedule** window closes.



### Related topics

[Using the Client and Contact pages](#)

[Assignments](#)

[Preview panel](#)

[Assignment tasks](#)

[Field Chooser options](#)

[Adding an assignment to a client](#)

[Editing job details](#)

[Editing assignment details](#)

[Deleting job details](#)

## Editing job details

### *Accountants Enterprise only*

The **Edit Job** window uses the same rules used to **add** a job — except that **Assignment Responsibility** information is not available. This information is only applicable when you are adding new assignments to clients.

### *To edit job details*

1. Navigate to the Client page > **Assignments** tab.
2. Double-click the job to be edited.  
The **Edit Job/Schedule** window opens.
3. Edit the information as required.
4. Click **Finish**.

### Related topics

[Using the Client and Contact pages](#)

[Assignments](#)

[Schedules](#)

[Preview panel](#)

[Assignment tasks](#)

[Field Chooser options](#)

[Adding an assignment to a client](#)

[Adding jobs to existing assignments](#)

[Editing assignment details](#)

[Deleting job details](#)

### Editing assignment details

#### ***Accountants Enterprise only***

You must have the appropriate security permissions to edit any assignment details.

#### ***To edit the details of an assignment***

1. Click the hyperlink on the Client page > **Assignments** tab.  
The **Assignment Details** page opens for the relevant assignment.
2. Edit the assignment details as required.
3. Click **OK**.

#### **Related topics**

[Using the Client and Contact pages](#)

[Assignments](#)

[Preview panel](#)

[Assignment tasks](#)

[Field Chooser options](#)

[Adding an assignment to a client](#)

[Adding jobs to existing assignments](#)

[Editing job details](#)

[Deleting job details](#)

### Deleting job details

#### ***Accountants Enterprise only***

Job details can only be deleted from the Client page > **Assignments** tab.

You can only delete a job from a client if you have permission to delete jobs.

The **Delete Jobs** task permission is set up using Maintenance > Security > **Task Permissions** page under the **Product Central** and the **Assignments** group.

---

**Note:** If you remove a job that has existing WIP, these will be reverted to the client/assignment level.

---

#### ***To delete a job from an assignment***

1. Navigate to the Client page > **Assignment** tab.
2. Select the job.
3. Right-click the job and select **Remove Job**.

The **Confirm Job Deletion** message is displayed requesting confirmation of the deletion.

4. Click **Yes**.

The job is deleted.

### Related topics

[Using the Client and Contact pages](#)

[Assignments](#)

[Preview panel](#)

[Assignment tasks](#)

[Field Chooser options](#)

[Adding an assignment to a client](#)

[Adding jobs to existing assignments](#)

[Editing job details](#)

[Editing assignment details](#)

## Associated tab

The **Associated** tab is available on the:

- **Client** page
- **Contact** page
- (AE) **Supplier** page.

The **Associated** tab is used to view and create links from the selected client, contact or supplier (AE) to an existing contact or create a new contact as you define the relationship.

For example, if you add an organisation to the database as a client, contact or supplier, you will probably want to add an association to an actual person who will be your contact point for that organisation or create a link to the director.

(AE) These associations will then be available for selection when you create a letter, bill or mail merge for the organisation.

When you set up an association with another client or contact in the database, a two-way relationship link is created between the two. When a link is made for a client/contact in this tab, a reciprocal entry is made in the **Associated** tab of the client/contact you have defined as an association. You can click the name of any listed associate to go to their **Client** or **Contact** page.

When viewing the associations in this tab you can filter the associations displayed by changing the selection in the **Show relationships of type** drop-down. For example, if there is a long list of associations, you may choose to select '**has Bank.../Is Bank of...**' link from this list to view only the associations that fall within this relationship

category. When you view an existing client or contact, the list of relationships shows all the associations linked to the client or contact.

---

**Note:** To view the addresses and notes you must expand the association.

---

---

**Tip:** Click the associate's hyperlinked name to open the associate's **Client/Contact/Supplier** page.

---

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[\(AE\) Using the Supplier page](#)

[Adding associations to existing contacts](#)

[Adding associations to new contacts](#)

[Removing associations](#)

[Editing existing associations](#)

## Adding associations to existing contacts

The **Associated** tab is used to view and create relationships between clients, contacts or suppliers (AE) in your database. You can create a link from the selected client, contact or supplier to an existing contact or client or create a new contact as you define the relationship.

### *To add an association to an existing contact or client*

1. Find and open the client, contact or supplier.
2. Click the **Associated** tab.
3. Click **Add** on the Tasks bar.  
The **Add Contact Relationship** window opens.
4. From the list of available relationships, select the one that applies to the association you want to add.  
The selected relationship is displayed in the **Relationship** field.
5. Click **Invert**, if required.  
This will change the type of association.
6. Select the **Contacts**.
  - a. Click the magnifying glass button.

The **Find Contacts** window opens.

- b. Enter the name of the contact to find in the **Search for** field.

---

**Note:** You can enter “%” in the **Search for** field and click **Search** to find all contacts.

---

- c. Click **Search** or press **[Enter]**.

The results are displayed in a list.

- d. Select the required contact from the list.
- e. Click **OK**.

The **Find Contacts** window closes. The selected contact is displayed in the **Contacts** field.

7. Enter the **Start Date** of the association.

Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

8. Enter the **End Date** of the association, if appropriate.

Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

9. Click **OK**.

The **Add Contact Relationship** window closes.

The new association is listed in the **Associated** tab.

---

**Note:** If you use **Add** to create a new contact for the association, the new contact will be added to the system. You can then click the contact's name in the **Associated** tab or search for the contact and fill in the details in their **Contact** page as you would with any other contact. You can then convert the new contact into a client or supplier if required.

---

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Adding associations to new contacts](#)

[Removing associations](#)

[Editing existing associations](#)

### Adding associations to new contacts

The **Associated** tab is used to view and create relationships between clients, contacts or suppliers (AE) in your database. You can create a link from the selected client, contact or supplier to an existing contact or create a new contact as you define the relationship.

#### ***To add an association to a new contact***

1. Find and open the client, contact or supplier (AE).

2. Click the **Associated** tab.

3. Click **Add** to add a link to a new contact.

The **Add Contact Relationship** window opens.

4. From the list of available relationships, select the one that applies to the association you want to add.

The selected relationship is displayed in the **Relationship** field.

5. Click **Add New Contact**.

The **Create Contact Wizard** opens for you to enter the **Contact Details**.

6. Select whether the new contact is a **Person** or an **Organisation**.

The fields in the window update appropriately.

7. Enter the name details:

- **Title** — Mr, Ms, Mrs, Miss, Dr, etc.
- **First, Middle and Last** names — These fields are available only if the contact is a person. The **Last Name** field is mandatory for contacts who are people.
- **Pre Name and Main Name** — These fields are displayed for organisations only. Use the **Pre Name** field if the organisation's name starts with 'A' or 'The'. Enter the main part of the name in the **Main Name** field. As searches are based on the main name, when results are displayed clients/contacts are listed in alphabetical order instead of them all listed under 'T'. The **Main Name** field is mandatory for clients/contacts who are organisations.
- **Salutation** — The name that the person or organisation is normally known by or prefers. For example, "Chris" or "Mrs Lee" (which will appear in mail as "Dear Chris" or "Dear Mrs Lee").
- **Suffix** — This field is displayed only for people. Suffixes such as orders and high academic qualifications (AO, PhD, etc.) can be entered here.
- **Mailing Name** — The name used for mailing addresses, alternative to the full name or salutation. If you do not enter a mailing name, the contact's full name is used.

- **Initials** — This field is displayed only for people. Enter the contact's initials, if required.
  - **Addressee** — Enter the name of the person to whom mail is usually addressed at this contact address (e.g., "Ms Christine Lee").
8. If the contact is a person, specify the **Gender** and enter the **D.O.B.** (date of birth).  
The **Age** is automatically calculated based on the date of birth.
  9. Select the practice **Partner, Office, Company** and **Department** who will serve the contact.
  10. Select a **Family Group** from the drop-down list, if required.  
Family groups are a convenient way of grouping together related clients or contacts for reporting purposes. Family groups may consist of individuals, companies, trusts or other organisations. They are defined using Maintenance > Client > **Family Groups**. See "Family groups" on page 745.
  11. Click **Finish**.  
The **Create Contact Wizard** closes and you are returned to the **Add Contact Relationship** window.
  12. Enter the **Start Date** of the association.  
Enter the date in the format dd/mm/yyyy or select if from the drop-down calendar.
  13. Enter the **End Date** of the association, if appropriate.  
Enter the date in the format dd/mm/yyyy or select if from the drop-down calendar.
  14. Click **OK**.  
The new association is listed in the **Associated** tab.

---

**Note:** If you use the **Add New Contact** to create a new contact as an association, that contact will be added to the system. You can then click their name in the **Associated** tab or search for them and complete the details in their **Contact** page like any other contact. You can then convert the new contact into a client or supplier, if required.

---

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Adding associations to existing contacts](#)

[Removing associations](#)

[Editing existing associations](#)

### Removing associations

The **Associated** tab is used to view, create and maintain links with contacts in your database. You can also remove a relationship to a contact if it is no longer valid for the selected client, contact or supplier (AE).

When you delete a relationship — and it is the only relationship attached to the associate — the relationship and the associate is removed from the list.

If there are multiple relationships attached to one associate, only the selected relationship is deleted. You need to delete each relationship individually to remove the associate from the list completely.

#### *To remove an association from a client, contact or supplier record*

1. Find and open the client, contact or supplier (AE).
2. Click the **Associated** tab.
3. Select the association to be deleted.
4. Click **Delete** on the Tasks bar.  
A **Confirm Delete** message is displayed.
5. Click **Yes**.  
The association is removed.

#### **Related topics**

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Adding associations to existing contacts](#)

[Adding associations to new contacts](#)

[Editing existing associations](#)

### Editing existing associations

Only the start and end dates of an association can be edited.



### ***To edit an existing association***

1. Find and open the client, contact or supplier.
2. Click the **Associated** tab.
3. Select the association to be edited.
4. Click **Edit** on the Tasks bar.  
The **Edit Contact Relationship** window opens.
5. Change the **Start** and **End Dates** of the association.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
6. Click **OK**.  
To save the changes and close the **Edit Contact Relationship** window.

### **Related topics**

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Adding associations to existing contacts](#)

[Adding associations to new contacts](#)

[Removing associations](#)

## Authorisation tab

### ***Accountants Enterprise with Practice Manager only***

The **Authorisation** tab is only available on the **Employee** page.

The authority permissions that you entered in **Step 8 — Authorisation** of the **Create Employee Wizard** are copied to this tab or they you can set up or changed here. See “Step 8 — Employee authorisation details” on page 303.

The **Authorisation tab** shows the permissions for:

- the employee to authorise bills and timesheets of others.
- who can authorise the employee’s bills and timesheets.
- who the employee can authorise on behalf of.
- who can authorise on the employee’s behalf.
- who can give secondary authorisation for an employee’s timesheets and bills.

### Related topics

[Using the Employee page](#)

[Setting up employees to authorise bills and timesheets](#)

[Setting up employees to authorise on behalf of other authorisers](#)

[Setting up employees as secondary authorisers](#)

## Setting up employees to authorise bills and timesheets

### *Accountants Enterprise with Practice Manager only*

Some employees require the permission to authorise the bills and timesheets of other employees. The authority is usually set up when you complete “Step 8 — Employee authorisation details” on page 303. You can also set up and modify employee authorities outside the wizard using the Employee page > **Authorisation** tab.

### *To set up an employee to authorise bills and timesheets for others*

1. Find and open the employee.  
The **Employee** page opens on the **Main** tab by default.
2. Click the **Authorisation** tab.
3. Ensure that **Can Authorise** option is selected in the **View type** section.
4. Select the **Billing** option in the **Authorisation Type** section.
5. Find and select the employee whose bills will be authorised by this employee in the **Can Authorise** panel.  
Click the ellipse button to find and select an employee from the **Find Employees** window if they are not listed in the **Can Authorise** panel.
6. Repeat **Step 5.** for each employee.
7. Select the **Timesheets** option in the **Authorisation Type** section.
8. Find and select the employee whose **timesheets** will be authorised by this employee in the **Can Authorise** panel.  
Click the ellipse button to find and select an employee from the **Find Employees** window if they are not listed in the **Can Authorise** panel.
9. Repeat **Step 8.** for each employee.
10. Click **OK.**  
To save the changes.

### Related topics

[Using the Employee page](#)

[Finding and opening employee records](#)

[Setting up employees to authorise on behalf of other authorisers](#)

[Setting up employees as secondary authorisers](#)

## Setting up employees to authorise on behalf of other authorisers

### *Accountants Enterprise with Practice Manager only*

Employees who are set up to authorise a bill or timesheet are not always available. To enable bills or timesheets to be processed, you must set up another employee to authorise on their behalf.

The authority is usually set up when you complete **Step 8** of the **Create Employee Wizard**. You can also set up and modify employee authorities outside the wizard using the Employee page > **Authorisation** tab.

### *To set up an employee to authorise on behalf of others*

1. Find and open the employee.  
The **Employee** page opens on the **Main** tab by default.
2. Click the **Authorisation** tab.
3. Select the **Authorised by** option in the **View type** section.  
The panel headings change.
4. Select the **Billing** option in the **Authorisation Type** section.
5. Find and select the employee who this employee will authorise **bills** on behalf of in the **Is Authorised On Behalf Of By** panel.  
Click the ellipse button to find and select an employee from the **Find Employees** window if they are not listed in the **Is Authorised On Behalf Of By** panel.
6. Repeat **Step 5.** for each employee.
7. Select the **Timesheets** option in the **Authorisation Type** section.
8. Find and select the employee who this employee will authorise **timesheets** on behalf of, in the **Is Authorised On Behalf Of By** panel.  
Click the ellipse button to find and select an employee from the **Find Employees** window if they are not listed in the **Is Authorised On Behalf Of By** panel.
9. Repeat **Step 8.** for each employee.
10. Click **OK**.

To save the changes.

### Related topics

[Using the Employee page](#)

[Setting up employees to authorise bills and timesheets](#)

[Finding and opening employee records](#)

[Setting up employees as secondary authorisers](#)

## Setting up employees as secondary authorisers

### *Accountants Enterprise with Practice Manager only*

The practice will probably require two authorisers on specific bills and timesheets. For example, for bills with a value over a certain amount or for timesheets with excess hours.

The authority for an employee to give secondary authorisation on a bill or timesheet is usually set up when you complete **Step 8** of the **Create Employee Wizard** (see “Step 8 — Employee authorisation details” on page 303). You can also set up and modify secondary authorisers outside the wizard, using the Employee page > **Authorisation** tab.

### *To set up an employee as a secondary authoriser to another*

1. Find and open the employee.  
The **Employee** page opens on the **Main** tab by default.
2. Click the **Authorisation** tab.
3. Select the **Secondary** option in the **Authorisation Type** section.
4. Select the **Can Authorise** option in the **View type** section.  
The panel heading changes to **Can Authorise**.
5. Find and select the employee who the current employee will give secondary authorisation to on **bills** and **timesheets** in the **Can Authorise** panel.  
Click the ellipse button to find and select an employee from the **Find Employees** window if they are not listed in the **Can Authorise** panel.
6. Repeat **Step 5.** for each employee.
7. Click **OK**.  
To save the changes.

### *To set up this employee as a secondary authoriser*

1. Find and open the employee.  
The **Employee** page opens on the **Main** tab by default.
2. Click the **Authorisation** tab.
3. Select the **Secondary** option in the **Authorisation Type** section.
4. Select the **Authorised by** option in the **View type** section.  
The panel heading changes to **Is Authorised By**.
5. Find and select the employee who the current employee will give secondary authorisation to on **bills** and **timesheets** in the **Is Authorised By** panel.  
Click the ellipse button to find and select an employee from the **Find Employees** window if they are not listed in the **Is Authorised By** panel.
6. Repeat **Step 5.** for each employee.
7. Click **OK**.  
To save the changes.

### **Related topics**

[Using the Employee page](#)

[Setting up employees to authorise bills and timesheets](#)

[Setting up employees to authorise on behalf of other authorisers](#)

[Finding and opening employee records](#)

## Bills tab

### *Not applicable for sites without Practice Manager*

The **Bills** tab is available on the:

- (AE) **Assignment Details** page
- **Client** page.

The **Bills** tab provides details of draft bills together with a full billing history of bills created for the selected assignment (AE) or client.

---

**Note:** All bills for the client, whether they have been created at an assignment level (AE) or client level, are displayed in the Client page > **Bills** tab.

---

Any draft bills created for the assignment or client can be accessed from here. Double-click a draft bill in the list to open the **Billing Main** page for the bill from where you can complete the billing process.


Once a bill has been posted it is displayed in the **Full Billing History** section. The **Full Billing History** section displays the assignment's or client's previous invoices. From here you can view previous bills.

(AE) You can also use previous invoices as a template for standing orders. Standing orders are template bills which are configured to be generated for particular clients (including automatic posting) at a pre-defined frequency.

Create bills by selecting **Billing wizard** on the Tasks bar. This task is available when the **Client** page or **Assignment Details** page (AE) is displayed.

(AE) Note that the page selected will determine whether the bill is raised at the client or assignment level.

### **Bills tab buttons**

Button	Description
Report	Produces a <b>Draft Internal Bill Report</b> of the selected bill, displayed in the <b>Print Preview</b> window. This report displays the relevant billed WIP entries.
S/O (AE)	Opens the <b>Create New Standing Orders Template</b> window where you can use an existing bill to create estimated repeat bill entries. For example, you could stipulate that a particular bill was required on a specific frequency (i.e., daily, weekly, fortnightly or monthly). If you want to create a standing order based on a bill created at the assignment level, you need to create the standing order from the Assignment Details page > <b>Bills</b> tab.
Reverse	Used to partially or fully reverse an invoice. You need to have the correct level of security to reverse bills.
	Click the <b>Preview Bill</b> button to display the invoice in Microsoft Word.

### **Related topics**

[Using the Client and Contact pages](#)

[Assignment Details page](#)

[Creating bills for clients using the Billing Wizard](#)

[Billing](#)

[Viewing bills](#)

[Managing bills](#)

[Modifying a bill](#)

## Billing Group tab

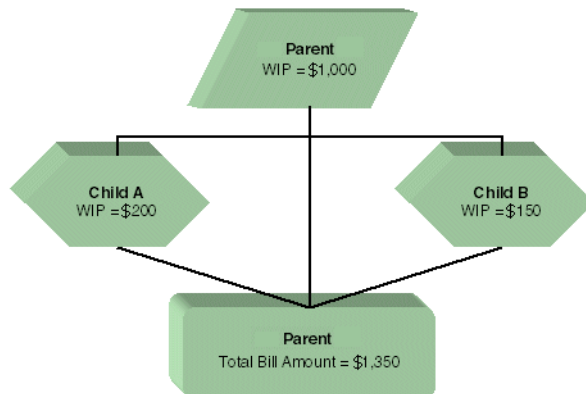
***Not applicable for sites without Practice Manager***

The **Billing Group** tab is only available on the **Client** page.

The **Billing Group** tab is used to view and create billing groups. This tab contains details of parent and child relationships between clients. From here it is possible to add child clients or a parent to the selected client. Double-click a child or parent client in the **Billing Group** tab to open the corresponding **Client** page.

Billing groups can be set up to allow a single bill to be raised for a group of related clients. Generally, any client who has WIP recorded against them can receive a bill. There are times, however, when clients have relationships with other clients in the system and require WIP to be re-directed between members of a particular group. This is achieved by setting up parent clients and corresponding child clients within the system.

Billing groups are composed of one parent and one or more child clients. A child client can have its WIP re-directed and invoiced to another client (the parent client). A parent client can have one or more child clients' WIP re-directed to them for billing purposes. A billing group is defined by allocating a parent client to a child client via the **Billing Group** tab of either the child's or parent's **Client** page.



Creating groups of clients allows for more than one client's WIP to be billed on the same invoice. You can also report on billing groups.

If the group option is being used when billing at the client level, the **Bill Amounts** page lists all the WIP for the parent client, along with any WIP attached to the child clients. In the same way, any WIP values and reports for the parent client also contain the WIP value for any child clients.


The bill for a group is generated via the **Bills** tab of the parent client. It will automatically include any WIP associated with any child clients that are attached to them. You can still invoice a child client directly, however, if required.

You can also remove a parent client or a child client from this tab.

---

**Note:** (AE) You can also create billing groups at the assignment level. This would then only include the WIP attached to a child assignment when a bill is raised for the parent client at the assignment level. Billing at the client level will not include any WIP of a child assignment unless the client attached to the child assignment is also a child client of the parent. This can be done on the Assignment Details page > **Group** tab.

---

(AE) If you do not want to set up a billing group you can add a client assignment as required by clicking **Add Assignment**  at the top of the **Bill Amounts** page. Remember, however, this will not be included in group billing report information.

**Related topics**

- [Using the Client and Contact pages](#)
- [Creating and removing billing groups](#)

## Budget tab

***Not applicable for sites without Practice Manager***

The **Budget** tab is only available on the **Employee** page.

The **Budget** tab displays the predicted budget for the employee for a financial period, broken down into the accounting periods set up for your practice. You can view information for a previous year or select a new year to define from the **Budget Year** drop-down.

The number of chargeable work hours that the employee is expected to do (as defined by the employee category they have been assigned to) are multiplied by the employee's standard charge rate. This allows for a yearly employee budget to be estimated and to be used to track performance throughout the year. This information is used in reporting to compare budgeted figures against actuals.

(AE) Each accounting period is split into two: one displays the budgeted hours, the other the budgeted values. The information in these fields can be entered automatically or manually.

- To enter the information automatically, click **AutoFill**. This fills the time fields based on the employee category assigned to the selected employee and the value fields based on the employee's standard charge rate.
- To enter information manually, click **Add** to add an accounting period, then enter the hours for the employee in the fields.

***Stored information for the accounting period in the financial year***

Field	Description
Period	This is the accounting period.



## About the Page tabs

---

Field	Description
Std Hrs (AE) Standard Hours (AO)	Enter the standard working hours per month for the employee. (Practice Manager only)
Chg Hrs (AE) Charge Hours (AO)	Enter the chargeable hours for the employee. (Practice Manager only)
N/Chg Hrs (AE)	<p>The non-chargeable hours per month. This is automatically calculated from the difference between the previous standard and chargeable hours.</p> <p>If the checkbox for an accounting period is selected, it means that reasons for the non-chargeable time have been entered. Click this field to access the <b>Reason for non-charge</b> window where you can view or enter the reason for the non-chargeable time (e.g., annual holiday or exam leave). The reasons available for selection are the assignment types set up by your system administrator which are marked as internal.</p> <p>(Practice Manager only)</p>
W/O Hrs (AE)	Enter the number of hours expected to be written off per month. (Practice Manager only)
Bill Hrs (AE)	The number of billable hours per month. This is automatically calculated from the other entered values, but can be overwritten. (Practice Manager only)
Rec Amt (AE)	<p>Enter the amount to be receipted for the month. This value is automatically calculated if the <b>Auto Fill</b> option is used. It is based on the number of chargeable hours multiplied by the employee's standard charge rate.</p> <p>This field can be used for each employee for the receipts to be collected from the time billed by them or it can be entered for each partner (e.g., the receipts to be collected for the clients belonging to the partner).</p> <p>(Practice Manager only)</p>
Standard Amount (AO)	The standard amount is automatically calculated based on the standard hours entered and the associated charge rates.
Charge Amount (AO)	The charge amount is automatically calculated based on the charge hours entered and the associated charge rates.
Totals	The year totals (in bold for MYOB AO) are calculated at the bottom of each column of the table. (Practice Manager only)

Field	Description
Delete (AE)	You can delete an accounting period by selecting any of the fields for a period and clicking <b>Delete</b> . (Practice Manager only)
Clear (AE)	You can delete all accounting periods in the selected year using <b>Clear</b> . (Practice Manager only)

### Related topics

[Using the Employee page](#)

[Charge Rates tab](#)

[Bills tab](#)

[Billing Group tab](#)

## Charge Rates tab

### *Practice Manager only*

The **Charge Rates** tab is only available on the **Employee** page.

The **Charge Rates** tab is where the various charge rates used in your practice are applied to an employee. All employees have an associated charge rate. These are usually selected when the employee is first set up using the **Create Employee Wizard** (see “Step 6 — Employee charge rates” on page 301).

Charge rates are used to calculate the billable amount for a client, based on the time entered against them by an employee, multiplied by the chargeable rate of that employee (time x charge rate = billable WIP). The system has a standard charge rate, but an employee can have multiple charge rates.

---

**Note:** (AE) You also can use special rates to allocate non-standard rates to specific assignments. This is done using the Assignment Details page > **Rates** tab.

---

The descriptions for these multiple charge rate types are configured by your system administrator. These charge rate types are then available for selection on the **Charge Rates** tab. The actual dollar amount attached to each charge rate is configured here on an employee by employee basis.

For example, the charge rate Premium could be set up as a charge rate type by your system administrator. This rate is then selected for an employee in their **Charge Rates** tab and their Premium rate is set to \$200. Another employee’s Premium rate could be set to \$250, while a partner’s Premium might be set to \$350. The charge rates set up for each employee are then available for selection when they enter their timesheets.

An employee's charge rates can be changed at any time. But, editing a rate in the **Charge Rates** tab will not update any timesheet entries that have already been created and are awaiting posting. These can be amended in the relevant timesheet, disbursement or expense by overwriting the previous rate or re-selecting a rate from the drop-down.

---

**Tip:** Use the **Start** and **End** date fields when editing an employee's charge rates to clearly define when they are to be used.

---

Use the **Notes** section (AE) / **Charge Rates Notes** area (AO) to record any additional information about the employee's charge rates. See "Notes on the Main tab" on page 210.

---

**Note:** (AE) The charge rates column is only displayed when entering timesheets if the setting to display it has been switched on. See "Timesheet User Settings" on page 388.

---

### Related topics

[Using the Employee page](#)

[Adding employee charge rates](#)

[Editing employee hourly rates](#)

## Adding employee charge rates

### ***Not applicable for sites without Practice Manager***

All employees have an associated charge rate. These charge rates are used to calculate the billable amount for a client.

The system has a standard charge rate, but an employee can have multiple charge rates. The actual dollar amount attached to these charge rates is defined on an employee by employee basis. The **Charge Rate Types** are defined and maintained by your system administrator.

---

**Note:** (AE) You can also use special rates to allocate non-standard rates to specific assignments. This is done on the Assignment Details page > **Rates** tab.

---

An employee's charge rates can be changed at any time. Editing a rate in this tab, however, will not update timesheet entries that have already been created and awaiting posting.

(AO) Before you change the hourly rate for an employee, you should first enter an End Date for the old rate. You can then enter a new hourly rate and a new start date. This maintains a record of previous rates for the employee.

### ***To add an employee's charge rate***

1. Find and open the employee.  
The **Employee** page opens on the **Main** tab by default.
2. Click the **Charge Rates** tab.
3. (AO) Enter an **End Date** for the old charge rate, if required.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
4. Click the first blank cell in the **Start Date** column.
5. Enter the date when this charge rate will start.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
6. Click the first empty cell in the **End Date** column.
7. Enter the date when this charge rate will end.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
8. Click the first cell in the **Charge Rate Type** column.
9. Select a **Charge Rate Type** from the drop-down.
10. Enter the employee's **Hourly Rate** for the selected Charge Rate.
11. Record any additional information about the employee's charge rates in the **Notes (AE) / Charge Rates Notes (AO)** section.  
The usual notes formatting options are available.
12. Click **OK**.  
To save and close the **Employee** page.

### **Related topics**

[Using the Employee page](#)

[Editing employee hourly rates](#)

[Charge Rates tab](#)

## Editing employee hourly rates

***Not applicable for sites without Practice Manager***

Before you change the hourly rate for an employee, you should first enter an **End Date** for the old rate. You can then enter a new hourly rate and a new start date. This maintains a record of previous rates for the employee.

---

**Note:** You can only have one open instance of each charge rate type at one time (i.e., only one standard rate or premium rate per employee). A warning message is displayed if you try to add the same **Charge Rate Type** twice. If you have current duplicate charge rates, reports and timesheets may be affected.

---

You should also ensure that:

- the employee has posted all their timesheets, and
- the change is made at the end of a period.

Any timesheets entered before the charge rate is changed will not be updated to use the new rate, so it is important to set up new rates in advance.

### ***To edit an employee's hourly charge rate***

1. Find and open the employee.  
The **Employee** page opens on the **Main** tab by default.
2. Click the **Charge Rates** tab.
3. Edit the **Start Date** entry as required.  
Overwrite the existing date in the format dd/mm/yyyy or select a different date from the drop-down calendar.
4. Edit the **End Date** entry as required.  
Overwrite the existing date in the format dd/mm/yyyy or select a different date from the drop-down calendar.
5. Change the **Charge Rate Type** entry as required.
6. Change the employee's **Hourly Rate** for the selected Charge Rate.
7. Enter any additional information about the employee's charge rates in the **Notes** section (AE) / **Charge Rates Notes** section (AO).  
The usual notes formatting options are available.
8. Click **OK**.  
To save and close the **Employee** page.

### **Related topics**

[Using the Employee page](#)

[Adding employee charge rates](#)

[Charge Rates tab](#)

[Bills tab](#)

[Billing Group tab](#)

## Defaults tab

### *Accountants Enterprise only*

The **Defaults** tab is available on the:

- **Client** page
- **Supplier** page.

The **Defaults** tab is used to view and maintain the client's or supplier's credit control and bank details. Depending on how the application has been configured in your practice, many of the credit control fields are populated by default values when a client or supplier is added to the system. These values can be changed on the **Defaults** tab to suit each client's or supplier's situation.

### *Defaults tab fields*

Field	Description
Terms Type	<p>Select the method to use when calculating the payment due date on bills raised for the client or supplier. The available options are:</p> <ul style="list-style-type: none"><li>• <b>Days</b> — Select this option to enter the number of <b>Days</b> from the invoice date when the payment is due. For example, if you enter '14' and the invoice date is 2 May, then the payment date will be calculated as 16 May.</li><li>• <b>Month End Days</b> — If payments are expected in the month following the billing month, enter the number of days after the invoice month end when payment is due. For example, if you enter '14' and the invoice date is 2 May, the payment date will be calculated as 14 June.</li><li>• <b>None</b> — Select this option if you do not want a payment day calculated for the client or supplier.</li><li>• <b>Payment Day</b> — Select this option if you want the payment due date to be on a specific date each month. When selected, the next field on the page will update to <b>Payment Date</b> rather than <b>Days</b>.</li></ul> <hr/> <p><b>Note:</b> The <b>Due Date</b> field on the <b>Debtors Ledger</b> displays the default due date as derived from the <b>Invoice Date</b> and client or supplier payment <b>Terms</b>.</p> <hr/>

## About the Page tabs

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Field	Description
Days / Payment Day	Enter the number of days from the invoice date when the payment is due. If you select <b>Payment Day</b> in the <b>Terms Type</b> field, you must enter the actual date in the month that payment is due (e.g., the 17th of each month).
Payment Type	Select the required payment method for the client or supplier, such as <b>Cash, Cheque, Direct Debit, Standing Order</b> , etc. This changes the description on the remittance advice section of the Bank Deposit Slip document. Your system administrator maintains the list of available payment types.
Credit Limit	Enter the credit limit set for the client or supplier, if applicable. This can then be used as a warning if they have reached the credit limit and work is still being done for them.
Account Status	Select the status of the client's or supplier's account. Certain selections prevent further transactions with this client or supplier account. Your system administrator is responsible for maintaining the selections. Examples of Account Status are <b>Exceeded Credit Limit</b> or <b>Open</b> .
Default Nominal Account	This field is only available for suppliers. Select the default nominal analysis code against which the expense is to be debited when an invoice is posted. A selection can be made from the <b>Find Nominal Codes</b> window which is opened when you click the ellipse button on the <b>Default Nominal Account</b> field. You can override this when you post an invoice.
Default Tax Rate	This field is only available for suppliers. Select the tax rate that applies to the supplier. This setting determines the default tax rate applied to the supplier's bills. The tax rate can be changed at the time of billing.
Approval Employee	This field is only available for suppliers. Select the name of the employee who can approve invoice payments to this supplier. A selection can be made from the <b>Find Employees</b> window which is opened when you click the ellipse button on the <b>Approval Employee</b> field.

Field	Description
Primary Bank Details	<p>Located in the right section of this page are the client's or supplier's bank details. This information can be used when payments are to be made to the client or supplier via direct bank transfers or to generate the Bank Deposit Slip.</p> <p>The fields are populated for you automatically when you select an existing associated bank contact in the <b>Bank Details</b> field.</p> <hr/> <p><b>Note:</b> The client's or supplier's bank association must be set up in the <b>Associated</b> tab before you can use this feature. Only the <b>Account Name</b> field is editable. The remaining fields are populated using the information entered for the associated bank contact.</p> <hr/>
Bank Name	This field displays the name of the bank selected from the <b>Bank Details</b> drop-down.
Address	This field displays the address of the bank selected from the <b>Bank Details</b> field.
Account Name	This field displays the name of the person or organisation holding the bank account as selected from the <b>Bank Details</b> drop-down. This field can be edited.
Bank Ref	This field displays the Bank Reference or Sort Code.
Account Number	This field displays the Account Number.
BACS/BPAY	This field displays the BACS or BPAY code for the bank.

### Related topics

[Using the Client and Contact pages](#)

[Using the Supplier page](#)

[Setting up or editing defaults](#)

## Setting up or editing defaults

The **Defaults** tab is used to configure and maintain your client's or supplier's credit control and bank details.

### *To set up defaults*

1. Find and open the client or supplier.
2. Click the **Defaults** tab.



3. Select or enter the settings available on the **Defaults** tab.  
Or edit the available fields on the **Defaults** tab as required.  
See “Defaults tab fields” on page 162.
4. Click **OK**.  
To save the information and close the **Client** or **Supplier** page.

### Related topics

[Using the Client and Contact pages](#)

[Using the Supplier page](#)

## Documents tab

The **Documents** tab is available on the:

- (AE) **Assignment Details** page
- **Client** page
- **Contact** page
- (AE) **Supplier** page.

---

**Note:** If you have Document Manager installed refer to the [Document Manager help](#) for more information.

The **Documents** and **Document Settings** tab are only displayed on the **Employee** page if Document Manager is installed.

---

The **Documents** tab enables you set up a document management system where links to documents are saved so that everyone can find information relating to an assignment (AE), client, contact or supplier (AE).

You can link to documents such as:

- Microsoft Word documents
- Microsoft Excel spreadsheets
- Internet web pages (HTML)
- PDFs
- Microsoft Access database files
- Bitmaps
- Microsoft PowerPoint presentations
- Movies and sound clips.

---

**Note:** Existing and new documents are only linked to contacts or clients; original copies of the files are not stored. These documents should be backed up separately using your system backup procedures.  
(AE) The system administrator sets up the path where the documents are saved and located.

---

### ***In MYOB AO:***

The **Documents** tab is opened in a Windows Explorer style view to enable easy navigation to documents and folders. Use the right-click menu to copy and paste, delete and rename documents. For further information on using this view refer to Windows Explorer documentation.

---

**Note:** No security settings are employed to prevent team members from adding, editing and deleting documents in the **Documents** tab. Your practice must set the appropriate security for the documents folder on the network.

---

You can create files at both the **contact** and the **client** level. Having files listed within the **Client** page encourages good document management and enables other team members to easily find information related to a client. You can store most types of files in this way.

### ***In MYOB AE:***

Your practice decides which function will be used so that everyone uses the document management system consistently.

The **Documents** tab provides you with the facility to set up links to documents created outside the system. When you click the link, the document automatically opens the application that was used to create the document.

## **Opening documents**

Once added, the documents are listed in the table with their names, descriptions and the dates they were created.

While documents and directories are listed in the same table, the following icons are displayed in the first column to differentiate the two:

 Document

 Directory

Double-clicking a document in the list opens the document in its application window, e.g., Microsoft Word or Excel.

You can also link to a folder within your system, saving time in accessing documents that may not be suitable for direct linking. Clicking the link opens **Windows Explorer**

at the linked directory, showing the contents in one step. A linked folder shows the directory path in the **Description** field.

---

**Note:** When you create a document in the **Documents** tab, it is saved according to the default setting for saved documents. The location is determined by the path configured by your system administrator in Maintenance > Documents > **Mailing Settings**.

---

### *Tasks bar options for the Documents tab*

Tasks bar selection		Description
Add document	Open a document based on a template.	Opens the <b>Add Document</b> window to enable you create a new document based on an existing Microsoft Word template.
Attach link (AE)	Link a document.	Enables you to search and select a document to link to.
Change documents folder	Change a document folder.	Opens the <b>Change documents</b> folder window to enable you to select a different folder for the selected client, contact or supplier's documents. This options is only available if you have the Windows Explorer view.
Delete document	Delete a document.	Prompts you to first delete the link to the document and, if you click <b>Yes</b> , then asks you if you want to delete the file <b>permanently</b> from your system.
Link folder	Link a folder.	Enables you to search and select a folder to link to.
New template	Add a new template.	Opens the Microsoft Word window to enable you create a new template which you can use to create client documents.

### **Related topics**

[Document views](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Selecting your document storage settings](#)

[Changing the documents folder](#)

[Adding documents](#)

[Creating new document templates](#)

[Adding new documents from templates](#)

[Linking documents and folders to contacts](#)

[Adding links to existing documents](#)

[Removing document links](#)

[Viewing documents](#)

[Deleting documents](#)

### Document views

#### ***Accountants Enterprise only***

You now have the option to select how to manage documents associated with assignments, clients, contacts or suppliers. The option selected is a practice-wide setting. To select your document storage settings, see “Selecting your document storage settings” on page 760.

The two available options are:

#### ***List view***

This is the default option for managing and viewing documents. You can create links to individual assignment, client, contact or supplier documents. Document links are listed for the selected assignment, client, contact or supplier. Additional data, such as a description, can be stored with each document link.

#### ***Windows Explorer view***

---

**Note:** This option is only available if you **do not** have Document Manager

---

This view enables you to specify a documents folder for each client, contact or supplier and manage documents within the folder using standard Windows features like drag and drop, cut, copy and paste.

You are not able to store any additional data relating to the documents in this view as you can with the List view.

---

**Note:** No security settings are employed to prevent team members from adding, editing and deleting documents in the Windows Explorer view. Your practice must set the appropriate security for the documents folder on the network.

---

If this view is selected for your practice:

- A default documents directory is set for each existing client and contact, based on the Document Startup Path and Client/Contact Algorithm currently defined for your practice. You can modify the default folder for each client, contact or supplier. See “Changing the documents folder” on page 169.
- The **Documents** tab displays a Windows Explorer view of the selected documents for each client, contact or supplier.

- Shortcuts are created under the default directory for any documents that are currently listed on the **Documents** tab but are not located within the default directory.
- All document descriptions are lost.
- You will not be able to add documents to assignments.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Selecting your document storage settings](#)

[Changing the documents folder](#)

[Adding documents](#)

[Creating new document templates](#)

[Adding new documents from templates](#)

[Linking documents and folders to contacts](#)

[Adding links to existing documents](#)

[Removing document links](#)

[Viewing documents](#)

[Deleting documents](#)

## Changing the documents folder

You can change the specified folder where client or contact documents are stored or create a new documents folder where they will be stored.

(AE) This is only available if you are using the Windows Explorer view.

---

**Note:** (AO) No security settings are employed to prevent team members from adding, editing and deleting documents. Your practice must set the appropriate security for the documents folder on the network.

---

### *To change the documents folder*

1. Find and open the client, contact or supplier.
2. Click the **Documents** tab.  
All the documents and document folders are displayed in the list.
3. Click **Change documents folder** in the Tasks bar.  
The **Change documents folder** window opens.

The **Client name** field is automatically filled with the client, contact or supplier name (AE).

4. Click the ellipse button on the **Client documents folder** field.

To find and select a folder from the **Browse For Folder** window. Or click **Make New Folder** to create a new folder for the client's, contact's or supplier's documents.

5. Click **OK**.

The **Browse For Folder** window closes and the selected folder is reflected in the **Client documents folder** field.

6. Click **OK**.

The **Change documents folder** window closes and the location of the documents folder is changed. The folder location is displayed at the bottom of the **Documents** tab.

### ***To modify document paths (AE)***

Once you have changed the documents folder you can:

1. Modify the Document Startup Path for your practice:
  - a. Select Maintenance > Documents > **Mailing Settings** on the main menu.  
The **Mailing Settings** page opens.
  - b. Select a new location for the **Document Startup Path** field.  
  
Use the ellipse button to find and select the appropriate location.

---

**Note:** Changes to the Document Startup Path will not affect existing client and their document folders. The changes will only apply to new clients.

---

2. Modify the Templates Path for your practice:
  - a. Select Maintenance > Documents > **Mailing Settings** on the main menu.  
The **Mailing Settings** page opens.
  - b. Select a new location for the **Templates Path** field.  
  
Use the ellipse button to find and select the appropriate location.
3. Modify the Client or Contact Algorithm for your practice:
  - a. Select Maintenance > Documents > **Document Creation Settings** on the main menu.  
  
The **Document Creation** page opens.

- b. Enter a new value in the **Contact Algorithm** or **Client Algorithm** field.

---

**Note:** Changes to the Client or Contact Algorithm will not affect existing clients and their document folders. The changes will only apply to new clients.

---

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Changing the documents folder](#)

[Adding documents](#)

[Creating new document templates](#)

[Adding new documents from templates](#)

[Linking documents and folders to contacts](#)

[Adding links to existing documents](#)

[Removing document links](#)

[Viewing documents](#)

[Deleting documents](#)

## Adding documents

---

**Note:** If you have Document Manager installed see [Creating new documents with the Create Document wizard](#) in the Document Manager help.

---

The **Documents** tab is used to create and maintain a database of documents that relate to an assignment (AE), contact, client or supplier (AE).

You can add a document:

- While in the **Documents** tab of a **Client**, **Contact** or **Supplier** page. You can create and save a link to a document.

or

- (AE) While in Microsoft Outlook. You can create and save a link to the document in the **Documents** tab.

Storing links to documents this way gives the practice a central place where all information about an assignment, client, contact or supplier can be found quickly and easily.

### ***To add a document***

1. Find and open the assignment (AE), client, contact or supplier (AE).
2. Click the **Documents** tab.
3. Click **Add document** on the Tasks bar.  
The **Add Document** windows opens.
4. If you want to address the document to an associate of the selected contact, click the **Addressee** drop-down and select the required associate.  
Otherwise you can accept the default addressee or type the addressee details directly in the **Addressee Line 1** and **Line 2** fields.
5. Click the ellipse button if you want to change the **Location** of where the document will be saved. The **Browse For Folder** window appears.  
(AE) This window will appear if you are in Windows Explorer view. The **Save As** window opens if you are in List view. Navigate to the required location and click **Save**.  
Navigate to the required location and select a folder. Or click **Make New Folder** to create a new folder for the client's or contact's documents.  

---

**Note:** The default location for saving the document is configured using Maintenance > Documents > **Mailing Settings**.

---

The selected location is reflected in the **Location** field.
6. Enter a unique **Document Name**. In MYOB AE, enter this if you are in Windows Explorer view.  
The **Document Name** is limited to a maximum of 50 alphanumeric characters.
7. (AE) Enter any notes about the document in the **Description** field, if you are in List view.
8. Select the template you want to use for the document in the **Templates** list.  
If the Template is not listed, click the ellipse button to find and select the template from the **Browse For Folder** window. Click **OK**.
9. Click **OK**.  
The new document opens in Microsoft Word.
10. Enter the contents of the document.
11. Save the document.
12. Close Microsoft Word when you have finished the document.



The new document is listed in the **Documents** tab. Click it to open the document for editing if required.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Changing the documents folder](#)

[Changing the documents folder](#)

[Creating new document templates](#)

[Adding new documents from templates](#)

[Linking documents and folders to contacts](#)

[Adding links to existing documents](#)

[Removing document links](#)

[Viewing documents](#)

[Deleting documents](#)

## Creating new document templates

You can create a new document template from the **Documents** tab. The new template is created using Microsoft Word merge features.

### *To create a new template*

1. Find and open the assignment, client, contact or supplier.
2. Click the **Documents** tab.
3. Click **New template** from the Tasks bar.

Microsoft Word opens with the **Insert Merge Field** window enabling you to add address and database merge fields into the new document template.

4. Select to insert **Address Fields**.
5. Select a **Field** from the available list.
6. Click **Insert**.  
The field is displayed in the document.
7. Repeat **Step 5.** and **Step 6.** for each additional field required.
8. Select to insert **Database Fields**.
9. Select a **Field** from the available list.

10. Click **Insert**.
11. Repeat **Step 9**. and **Step 10**. for each additional field required.
12. Click **Match Fields**.

The **Match Fields** window opens.

---

**Note:** Mail merge has special features to easily merge address fields into documents. You must select a database field that corresponds to the address field information expected.

---

13. Select the proper database field for each address field component.
14. Click **OK**.  
The **Match Field** window closes.
15. Click **Cancel** when you have finished inserting merged fields.
16. Format the document.
17. Use the **Control Toolbox** to add or remove buttons to the template.  
To customise any added buttons, you have to be in Design Mode.
18. Save the template to the Templates Path location, as specified in **Mailing Settings** (see “Mailing settings” on page 762).

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Changing the documents folder](#)

[Changing the documents folder](#)

[Adding documents](#)

[Adding new documents from templates](#)

[Linking documents and folders to contacts](#)

[Adding links to existing documents](#)

[Removing document links](#)

[Viewing documents](#)

[Deleting documents](#)

## Adding new documents from templates

***Accountants Enterprise only***

### ***To add a new document from a template***

1. Find and open the assignment, client, contact or supplier.
2. Click the **Documents** tab.
3. Click the **Add document** option on the Tasks bar.  
The **Add Document** window opens.
4. Select the **Addressee** from the drop-down.  
The drop-down includes all the relationships defined in the **Associated** tab for the Addressee.  
The client, contact or supplier's main address is displayed in the **Address** field.  
Click the drop-down to select another address, if required.
5. Select the template you want to use for the new document from the **Template** field ellipse button.  
The **Browse For Folder** window opens.
  - a. Find and select the template.
  - b. Click **OK**.

You are returned to the **Add Document** window.
6. Click **OK**.
7. Enter a **Description** for the document.
8. Ensure that the **Location** of the document is correct.  
To change the document location, click the ellipse button next to the **Location** field and select the location from the **Save As** window.
9. Click **OK**.  
The information is saved and the **Add Document** window closes. The document template is opened in Microsoft Word.

### **Related topics**

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Changing the documents folder](#)

[Changing the documents folder](#)

[Adding documents](#)

- [Creating new document templates](#)
- [Linking documents and folders to contacts](#)
- [Adding links to existing documents](#)
- [Removing document links](#)
- [Viewing documents](#)
- [Deleting documents](#)

### Linking documents and folders to contacts

#### ***Accountants Enterprise only***

From the **Documents** tab you can link files and folders at both the contact/client/supplier and assignment level, enabling other practice team members to easily find information related to a client or assignment.

The types of documents include Microsoft Word, Microsoft Excel, PDFs, emails and HTML pages. You open the files from the **Documents** tab by clicking the hyperlink which in turn, opens the document in the application it was created in.

The link can also be to a folder. In this case, clicking the link opens Window Explorer where you can select the file you want to view. A linked folder shows the directory path in the **Description** field.

#### ***To link a document or folder to an assignment client, contact or supplier***

1. Find and open an assignment, client, contact or supplier.
2. Click the **Documents** tab.
3. Click **Attach link** or **Link folder**.  
The **Open** window opens for a document link or the **Browse For Folder** window opens for a directory link.
4. Navigate to and select the required document or folder.
5. Click **Open** for a document or **OK** for a folder.  
The document or folder will be listed in the **Documents** tab where you can click the file to open it.

#### **Related topics**

- [Using the Client and Contact pages](#)
- [Using the Contact page](#)
- [Using the Supplier page](#)
- [Assignment Details page](#)
- [Changing the documents folder](#)
- [Changing the documents folder](#)

- [Adding documents](#)
- [Creating new document templates](#)
- [Adding new documents from templates](#)
- [Adding links to existing documents](#)
- [Removing document links](#)
- [Viewing documents](#)
- [Deleting documents](#)

### Adding links to existing documents

#### ***Accountants Enterprise only***

#### ***To add a link to an existing document***

1. Find and open the assignment, client, contact or supplier.
2. Click the **Documents** tab.
3. Click the **Attach link** option on the Tasks bar.  
The **Open** window opens.
4. Navigate to the document you want to link to the assignment, client, contact or supplier.
5. Click **Open**.  
The document is linked to the assignment, client, contact or supplier and added to the list of documents on the **Documents** tab.

#### **Related topics**

- [Using the Client and Contact pages](#)
- [Using the Contact page](#)
- [Using the Supplier page](#)
- [Assignment Details page](#)
- [Changing the documents folder](#)
- [Changing the documents folder](#)
- [Adding documents](#)
- [Creating new document templates](#)
- [Adding new documents from templates](#)
- [Linking documents and folders to contacts](#)
- [Removing document links](#)
- [Viewing documents](#)
- [Deleting documents](#)

### Removing document links

#### ***Accountants Enterprise only***

When you delete a document link, you can choose to delete the document from your system at the same time or simply remove the link enabling you to add another link to that document at a later time.

#### ***To remove a document link and delete the document from your files***

1. Find and open the assignment, client, contact or supplier.
2. Click the **Documents** tab.
3. Locate and select the document.

---

**Tip:** To select the document, click any field in the row containing the document except the **Name** field. If you click the **Name** field your document will open.

---

4. Click the **Delete document** option on the Tasks bar.  
The **Remove Document** message is displayed requesting whether to delete the selected document and link.
5. Click **Yes**.  
The document is deleted from your system and the document link is deleted from the list.

#### ***To remove a document link and leave the document in your files***

1. Find and open the assignment, client, contact or supplier.
2. Click the **Documents** tab.
3. Locate and select the document.

---

**Tip:** To select the document, click any field in the row containing the document except the **Name** field. If you click the **Name** field, your document will open.

---

4. Click the **Delete document** option on the Tasks bar.  
The **Remove Document** message is displayed requesting whether to delete the selected document and link.
5. Click **No**.  
The document link is deleted from the list, but it does not delete the document from your system. You can later add a link to the same document.

### Related topics

- [Using the Client and Contact pages](#)
- [Using the Contact page](#)
- [Using the Supplier page](#)
- [Assignment Details page](#)
- [Changing the documents folder](#)
- [Changing the documents folder](#)
- [Adding documents](#)
- [Creating new document templates](#)
- [Adding new documents from templates](#)
- [Linking documents and folders to contacts](#)
- [Adding links to existing documents](#)
- [Viewing documents](#)
- [Deleting documents](#)

## Viewing documents

You can view the documents added and linked (AE) to an assignment (AE), client, contact or supplier (AE) from the **Documents** tab.

### *To view documents attached to an assignment, client, contact or supplier*

1. Find and open the assignment, client, contact or supplier.
2. Click the **Documents** tab.  
All the folders, documents and document links (AE) are displayed in the list.
3. Double-click a file or link to open it.

### Related topics

- [Using the Client and Contact pages](#)
- [Using the Contact page](#)
- [Using the Supplier page](#)
- [Assignment Details page](#)
- [Changing the documents folder](#)
- [Changing the documents folder](#)
- [Adding documents](#)
- [Creating new document templates](#)
- [Adding new documents from templates](#)
- [Linking documents and folders to contacts](#)
- [Adding links to existing documents](#)
- [Removing document links](#)

### [Deleting documents](#)

## Deleting documents

Selected documents and their links can be deleted from the **Documents** tab. You must have permission to delete documents.

### ***To delete documents***

1. Find and open the assignment (AE), client, contact or supplier (AE).
2. Click the **Documents** tab.
3. Select the document to be deleted.
4. Click **Delete document** on the Tasks bar.  
(AE) The **Remove Document** window opens.  
or  
Navigate to the location of the file or folder you want to delete.  
The **Delete File** or **Folder** window opens requesting confirmation to move the document or folder to the Recycle Bin.
5. (AO) Click **Yes** to delete the document.  
The document is moved to the Recycle Bin. The document is no longer available in the **Documents** tab.
6. (AE) Click **Yes** to delete the document and the link.  
or  
Click **No** to delete the document link only.  
or  
Click **Cancel** to retain the document and the link.  
The document is moved to the Recycle Bin. The document is no longer available in the **Documents** tab.

### **Related topics**

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Changing the documents folder](#)

[Changing the documents folder](#)

[Adding documents](#)

[Creating new document templates](#)



- [Adding new documents from templates](#)
- [Linking documents and folders to contacts](#)
- [Adding links to existing documents](#)
- [Removing document links](#)
- [Viewing documents](#)

### Publishing documents to your portal

---

**Note:** You must have configured MYOB Accountants Enterprise/Office Live to see this option on the Tasks bar.  
(AE) The **Publish to Portal** option on the Tasks bar is only available on the **Client** page and if you are using Windows Explorer view.

---

The **Publish to Portal** option enables you to use MYOB's newest offering — Accountants Enterprise/Office Live to copy documents to the cloud.

To find out more about MYOB Portal, see [MYOB Portal](#).

Documents can now be published to a collaboration portal so that your clients can either digitally approve them or simply view and store the documents for their records.

You are able to publish documents that are:

- part of Document Manager with a status of Completed or Approved,  
or
- attached to your client and part of their Client > **Documents** tab

to your collaborative portal.

If you select to publish a document that it not in PDF format, then the file will be converted to PDF before it is copied to the portal. This is so that any documents you publish can, potentially, be digitally signed. The following file formats are currently supported and will be converted to PDF when you publish a document to your portal:

- Microsoft Office formats — doc, docx, ppt, pptx, rtf, xls, xlsx
- Graphic formats — bmp, gif, jpg, jpeg, png
- Others — htm, html, msg, tif, txt, xml.

---

**Note:** The maximum file size for a document that is to be published to the portal is 18MB.

If you are publishing multiple documents to the portal, then the file size can be more than 18MB. But please ensure that the file size for an individual document is not greater than 18MB, otherwise you will receive an error.

---

At this stage, documents that are published to the portal are not under any version control. You're able to publish the same file from the desktop to the portal multiple times and a separate copy is produced each time.

Whatever task associations or changes are made to the document in the portal, they are not relayed back to the Client > **Documents** tab on your desktop. If you would like to make the changes available for MYOB AE on your desktop, then you will have to download the file from MYOB Accountants Enterprise/Office Live and import the documents into your client's folder on your desktop.

---

**Note:** If a document possesses any security restrictions, you will not be able to publish it to the portal. You will receive the error  
*The document type is not a supported file type.*

---

### Related topics

[Sending documents to your client](#)

[Sending documents to your client with notification](#)

[Getting your client's digital approval on documents](#)

### Sending documents to your client

Easily send a document from the Client > **Documents** tab on your desktop to the cloud so that your client can view and download or print the document. For instance, send your client their financial statements, invoices, tax returns.

---

**Tip:** All clients that have been included as part of the portal will be able to view documents that you publish to the portal.  
Any contributors will only see what you allow them to.

---

You can choose to simply publish documents to the portal without notifying your client.

### ***To send documents to your client for them to view and file***

1. Open MYOB Accountants Enterprise/Office on your desktop.
2. Go to your Clients > **Documents** tab.
3. Select one or more documents to publish to your client portal.  
Use your **[Ctrl]** or **[Shift]** keys to multi-select documents as you normally would in a Windows Explorer view.  
A document that is not in PDF format will be converted to PDF before it is published to the portal.
4. Click **Publish to Portal** on the Tasks bar.


- a. If you've already created your client portal, then the **Publish to Client Portal Name Portal** page in MYOB Accountants Enterprise Live displays.
- b. If you haven't created a portal for your client, you'll be prompted to select whether to:

- create one for your client.

You'll be directed to the **Create Portal** page to create your client portal. See [Create your client portals](#) for more information.

- add them to an existing portal.

You'll then be prompted to select the portal to which you wish to add your client to and click **Add**. After confirming the addition to the selected portal, you can edit your portal details. See [Edit a client portal](#) for more information.

The client you've just added will be identified with a  symbol.

All existing full access users of the client portal will be able to see the new client's documents.

The **Publish to Client Portal Name portal** page in MYOB Accountants Enterprise/Office Live opens where *Client Portal Name* is the name of the client portal that you are publishing documents to. The client name is listed directly below the page heading. The documents you selected to publish from your desktop product are listed within a table.

5. For each document:

- a. classify it into an appropriate category in the **Tag** column.

Select the appropriate tag from the drop-down.

Selecting a tag for your document is like filing it in a specific folder, making it easier for you to search for it later.

---

**Tip:** Selecting a **Tag** for your document is optional.

---


- b. select the appropriate **Year** option for your document from the drop-down.

---

**Tip:** You must select a **Year** option.

---

- c. order it in the list, as required.

Click  in front of the document you wish to reorder. Drag it to the position in the list where you want it to be positioned.

As you're just sending documents to your client, ignore the **Signature required** column for now. See [Getting your client's digital approval on documents](#) for more details.

6. Click **Publish**.

A message will be displayed across the top of the page letting you know that the documents have been published successfully.

On your portal:

- The documents will be listed on the Documents > **Sent** page of your portal.
- The documents will be listed on the Documents > **Received** page of your client's portal.

---

**Tip:** Your client **will not** be notified that the documents have been published to their portal.

---

### Related topics

[Publishing documents to your portal](#)

[Sending documents to your client with notification](#)

[Getting your client's digital approval on documents](#)

### Sending documents to your client with notification

Easily send documents from your desktop to the cloud so that your client can view and download or print the documents. For instance, send your client their financial statements, invoices, tax returns.

---

**Tip:** All clients that have been included as part of the portal will be able to view documents that you publish to the portal.  
Any contributors will only see what you allow them to.

---

You can choose to publish documents to your collaborative portal and notify all or a select few members of the client portal that you have done so.

---

**Note:** Your selected portal users will only be notified with **1** email no matter how many documents you select to publish to the portal.

---

### *To send and notify your clients that you have published documents to their portal*

1. Open MYOB Accountants Enterprise/Office on your desktop.
2. Go to your Clients > **Documents** tab.
3. Select one or more documents to publish to your client portal.

Use your **[Ctrl]** or **[Shift]** keys to multi-select documents as you normally would in a Windows Explorer view.

A document that is not in PDF format will be converted to PDF before it is published to the portal.


4. Click **Publish to Portal** on the Tasks bar.
  - a. If you've already created your client portal, then the **Publish to Client Portal Name Portal** page in MYOB Accountants Enterprise Live displays.
  - b. If you haven't created a portal for your client, you'll be prompted to select whether to:

- create one for your client.

You'll be directed to the **Create Portal** page to create your client portal. See [Create your client portals](#) for more information.

- add them to an existing portal.

You'll then be prompted to select the portal to which you wish to add your client to and click **Add**. After confirming the addition to the selected portal, you can edit your portal details. See [Edit a client portal](#) for more information.

The client you've just added will be identified with a  symbol.

All existing full access users of the client portal will be able to see the new client's documents.

The **Publish to Client Portal Name portal** page in MYOB Accountants Enterprise/Office Live opens where *Client Portal Name* is the name of the client portal that you are publishing documents to. The client name is listed directly below the page heading. The documents you selected to publish from your desktop product are listed within a table.

5. For each document:
  - a. classify it into an appropriate category in the **Tag** column.

Select the appropriate tag from the drop-down.

Selecting a tag for your document is like filing it in a specific folder, making it easier for you to search for it later.

---

**Tip:** Selecting a **Tag** for your document is optional.

---


- b. select the appropriate **Year** option for your document from the drop-down.

---

**Tip:** You must select a **Year** option.

---

- c. order it in the list, as required.

Click  in front of the document you wish to reorder. Drag it to the position in the list where you want it to be positioned.

As you're just sending documents to your client with notification, ignore the **Signature required** column for now. See [Getting your client's digital approval on documents](#) for more details.

6. Select the **Send an email notification** option at the bottom of the table. More options will display in the **Notify by email** section on the page.

7. Select the full access users you wish to notify when the documents are published.

Only those full access users who are already part of the collaborative portal are listed for selection.

Select the checkbox next to the name of the full access user to select them.

---

**Tip:** At least **one** full access user must be selected.

---

8. Click **Add other contributors**, if required.

Select a contributor who is already part of the client portal, by clicking the checkbox next to their name, so that they can view the documents you're publishing to the portal.

If you wish to add another contributor who is currently not part of this portal but is one of your clients, click **+ Add contributor** and enter their name.

You can also add a new contributor, click **+ Create new user**. See [Create new users](#) for more information.

9. Enter a **Subject** for the email notification.

This forms the subject of the email that will be sent to your clients.

This field is mandatory. If you would like to change the default subject, delete the existing text and enter your own.

Enter a subject that is informative for both you and your clients.

10. Type a **Message**.

This forms the body of your email to your clients giving them more details concerning the documents you've published to their portal.

This field is optional.

The **Message** text box contains a simple rich text editor enabling you to format the email message to your clients. For example, you are able to enter a new line of text, bold text and retain all the formatting.

11. Click **Publish**.

A message will be displayed across the top of the page letting you know that the documents have been published successfully.

On your portal:

- The documents will be listed on the Documents > **Sent** page of your portal.
- The documents will be listed on the Documents > **Received** page of your client's portal.

---

**Tip:** Your clients will receive **1** email notifying them that documents have been published to their portal.

---

### Related topics

[Publishing documents to your portal](#)

[Sending documents to your client](#)

[Getting your client's digital approval on documents](#)

### Getting your client's digital approval on documents

Apart from sending documents to your clients for their records and for them to view, you can also send your client documents that require their digital approval. In doing so you will be creating a task associated with the documents.

In creating a task for the digital approval of documents, your selected clients will be notified by email. This email will let your clients know that documents are available for them to digitally approve or reject. A task entry appears on their Tasks > **Open Tasks** page.

All client users of that portal will be able to view the documents as they are listed on the Documents > **Received** page, but only the client users assigned to the task will be able to approve or reject the associated documents/task.

### *To get digital approval on documents*

1. Open MYOB Accountants Enterprise/Office on your desktop.
2. Go to your Clients > **Documents** tab.
3. Select one or more documents to publish to your client portal.  
Use your **[Ctrl]** or **[Shift]** keys to multi-select documents as you normally would in a Windows Explorer view.  
A document that is not in PDF format will be converted to PDF before it is published to the portal.
4. Click **Publish to Portal** on the Tasks bar.


- a. If you've already created your client portal, then the **Publish to Client Portal Name Portal** page in MYOB Accountants Enterprise Live displays.
- b. If you haven't created a portal for your client, you'll be prompted to select whether to:

- create one for your client.

You'll be directed to the **Create Portal** page to create your client portal. See [Create your client portals](#) for more information.

- add them to an existing portal.

You'll then be prompted to select the portal to which you wish to add your client to and click **Add**. After confirming the addition to the selected portal, you can edit your portal details. See [Edit a client portal](#) for more information.

The client you've just added will be identified with a  symbol.

All existing full access users of the client portal will be able to see the new client's documents.

The **Publish to Client Portal Name portal** page in MYOB Accountants Enterprise/Office Live opens where *Client Portal Name* is the name of the client portal that you are publishing documents to. The client name is listed directly below the page heading. The documents you selected to publish from your desktop product are listed within a table.

5. For each document:

- a. classify it into an appropriate category in the **Tag** column.

Select the appropriate tag from the drop-down.

Selecting a tag for your document is like filing it in a specific folder, making it easier for you to search for it later.

---

**Tip:** Selecting a **Tag** for your document is optional.

---


- b. select the appropriate **Year** option for your document from the drop-down.

---

**Tip:** You must select a **Year** option.

---

- c. order it in the list, as required.

Click  in front of the document you wish to reorder. Drag it to the position in the list where you want it to be positioned.



- d. select the document(s) which require a signature from your client(s) in the **Signature required** column.

You can do this by selecting the checkbox in the **Signature required** column for a document. A tick is displayed in the checkbox when it is selected.

More options will be displayed on the page when a **Signature required** checkbox is selected for a document.

6. Select the clients who you require to digitally approve the document(s). Only those clients who are part of the collaborative portal are listed for selection.

You will be able to choose from:

- full access users, who are listed in the **Request signature from** section, and

---

**Tip:** At least one full access user must be selected to create an approval task.

---

- contributors.

Click on **Add other contributors** to list all existing contributors of the client portal.

Click the **+ Create new user** to create a new contributor. See [Create new users](#) for more information.

---

**Tip:** (AE) If you include contributors, they will also be required to digitally approve the document(s) for this task only.

---

7. Enter a **Task name** for the email notification.

This forms the subject of the email that will be sent to your clients.

This field is mandatory. If you would like to change the default title, delete the existing text and enter your own.

Enter a subject that is informative for both you and your clients.


8. Enter a **Description**.

This forms the body of your email to your clients giving them more details concerning the documents you have published to their portal and what actions you require them to do regarding the documents.

This field is optional.

The **Description** text box contains a simple rich text editor enabling you to format the email message to your clients. For example, you are able to enter a new line of text, bold text and retain all the formatting.

9. Enter or select the **Due date**.

Enter a date in dd/mm/yyyy format or click the calendar  icon to select a due date when your client must complete the approval of the document(s).

This is a mandatory field.

### 10. Click **Publish**.

A message will be displayed across the top of the page letting you know that the documents have been published successfully.

On your portal:

- The documents will be listed on your portal's Documents > **Sent** page.
- A task will be created and listed on your portal's Tasks > **Open tasks** page.

If you have published a number of documents and requested a signature on more than one document, only one task will be created and associated with the documents. You can see all the documents you have published listed on the **Tasks details** page in the order that you published them.

- The documents will be listed on the Documents > **Received** page of your client's portal.
- A task will be created and listed on the Tasks > **Open tasks** page of your client's portal.

If you have published a number of documents, only one task will be created and associated with the documents. Your clients can see all the documents you have published for them listed on the **Tasks details** page in the order that you published them.

---

**Tip:** Your clients will receive **1** email notifying them that documents requiring their approval have been published to their portal.

---

### Related topics

[Publishing documents to your portal](#)

[Sending documents to your client](#)

[Sending documents to your client with notification](#)

## Extra tab

The **Extra** tab is available on the:

- (AE) **Assignment Details** page
- **Client** page
- **Contacts** page
- **Employee** page

- (AE) **Suppliers** page.








The **Extra** tab is used to maintain extra lists, types and field information. The extra list is used to store information that cannot be logically stored elsewhere in the contact, client, assignment (AE), employee or supplier (AE) areas.

Extra lists and fields are configured by the system administrator in **Maintenance**. Each Maintenance > Maintenance Map (AO) > User defined > **Extra** option contains all the available categories and fields for the **Extra** tab.

The information displayed in the **Extra** tab will depend on how the extra lists and fields have been configured. The **Extra** tab can also be used to create, edit and delete any of the information shown in the **Value** field.

Information displayed on the **Extra** tab can be grouped and sorted. See “Organising your data” on page 74.

**Extra tab fields**

Field	Description
Name	This field displays the name of the selected field or list. The top row of this column contains a drop-down for selection of the extra list or extra field.
Value	The <b>Value</b> column contains a drop-down for selection or a blank field where you enter information. Information is selected for the Field Type <b>List</b> from a drop-down. Information is entered for the Field Type <b>Field</b> .
Extra Type	The <b>Extra Type</b> field shows the type of extra information to enable grouping/filtering.
Data Type	The type of data to be entered as a value for the selected field or category.  <b>Text</b> denotes that a text value is required.  <b>Date</b> indicates a date selection from a drop-down calendar.  <b>Number</b> denotes that a numerical value is required.  <b>Flag</b> indicates a checkbox which is displayed as selected if the field is applicable to the record.
Field Type	The <b>Field Type</b> column identifies whether the information on the line is a extra field or extra list.  indicates an extra field.  indicates an extra list.
Required	This field contains a drop-down for selection of <b>No</b> or <b>Yes</b> .  in the column denotes a mandatory field in which you must enter a value. The <b>Name</b> will also be displayed in red. The default sort order is to display <b>Required</b> fields first in the list.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Entering extra field and list information](#)

[Extra fields](#)

[Extra lists](#)

[Extra types](#)

## Entering extra field and list information

The procedure for entering extra field and extra list information is the same for contacts, clients, suppliers (AE), assignments (AE) and employees. The **Extra** tab on each of these pages is used to do this.

Extra lists are used mainly as sort criteria for reporting. Extra fields are a useful way of storing information which does not logically fit elsewhere in the contact, client, supplier, assignment or employee's information.


(AE) You can enter extra information as part of the setup when using the **Create or Add New** wizard for contacts, clients, suppliers or employees.


You can sort, group or filter the fields to control the entries displayed in the table. See "Organising your data" on page 74.

Mandatory items are shown in red text. You need to select a value for these items before you can proceed. Extra information can be specified as mandatory in Maintenance > Maintenance Map (AO) > User defined > **Extra Fields/Lists/Types**. This is also where they are defined as being applicable for different contact types.

---

**Note:** The **Field Type** column displays whether the information on the row is an extra field or list.

 indicates an extra **field**.

 indicates an extra **list**.

New extra fields and categories are created in Maintenance > User defined > **Extra Fields/Lists/Types**. If you require new extra fields or categories to be available, ask your system administrator to set them up for you.

---

### *To enter values for extra information*

1. Find and open the contact, client, supplier (AE), assignment (AE) or employee.
2. Click the **Extra** tab.

The tab displays all the extra fields and lists that have been defined for use for the selected record.

3. Click the **Value** column against the item you want to enter a value for.  
For an extra list, select the required value from the drop-down. For an extra field, type the value in the **Value** field.
4. Click another area of the list or press **[Enter]** to save the entry.
5. Click **OK** to save the information and close the page.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Extra fields](#)

[Extra lists](#)

[Extra types](#)

## Changing a return type in AE Practice Manager when running Compliance Integration

*Accountants Enterprise with Practice Manager, AE Tax Series 6 & 8 only*

There are circumstances in Accountants Enterprise (AE) Practice Manager where you may need to change a return type for a client.

This can occur when a client type changes or has been incorrectly created, for example a company is now a partnership.

To allow you to create a return of the required type you need to change the return type on the client in AE.

The Return Type is displayed in AE Practice Manager on the **Extras** tab for clients. Return Type is one of the few data fields that is set by creating a Tax return, and it integrates from AE Tax to AE PM, and not the other way around. This Return Type extra field is not editable in AE PM.

AE Practice Manager has only 2 client types:

- Person; or
- Organisation.

An individual can only have an individual return type, whereas an organisation can be a Company, Partnership, Trust, and so on.

### ***How do I change a client's Return Type?***

If the return type on a client's tax return is incorrect, you can change it using the following methods:

- If you have just created the client in AE PM and the wrong return type was selected, you can delete the return, change the client to a contact, delete the contact and then recreate it with the correct return type.
- Edit the Return Type attribute from the Old Contacts interface accessed from a client's tax return.

### ***How do I delete a tax return and convert a contact to a client?***

1. Delete the tax return by following the steps in [KB 29581: How do I delete a tax return in Accountants Enterprise?](#)
2. In AE Practice Manager, open the client's page and click **Convert to Contact** in the Tasks bar.

---

**Note:** Clients cannot be deleted in AE Practice Manager if any WIP or debtor transactions have been posted to the client. If no transactions have been posted to the client, delete any assignments, convert the client to a contact then delete the contact following the steps below.

---

3. Click the **Delete Contact** link in the Tasks bar and confirm Yes to delete the contact.  
The contact is deleted.
4. Once completed, recreate the client with the correct Contact Type, then recreate the Tax return selecting the correct return type.

### ***How do I edit the Return Type attribute from the Old Contacts interface?***

1. Delete any currently created tax return for the problem client.
2. Open an AE Tax return for any client.
3. From the Preparation menu, select **Contact Profile**.  
The Old Contacts interface opens.
4. Search for and double-click on the required client.  
The client page opens.
5. Click the **Attributes** tab.  
The Attributes appear.
6. Change the Return Type attribute to be the required value, then press **[Tab]** past this field.

The change is saved.

7. Close the client page, the old Contacts interface, and the AE Tax return.

The applications are closed.

Open the relevant client page in AE Practice Manager, and create a new AE Tax return. It should now create a return with the correct return type.

---

**Note:** The return type on the Client Page > **Extras** tab will be updated to show the correct return type once the new tax return has been created, but sometimes it takes a little while to integrate through from AE Tax.

In addition, the Contacts interface should only be accessed by Administrator users for administrative purposes. It should not be used for general data entry, which must be done from AE Practice Manager.

---

## Group tab

### *Accountants Enterprise with Practice Manager only*

The **Group** tab is only available on the **Assignment Details** page.

The **Group** tab displays the relationship that one assignment has with another. It is also where you view and create billing groups.

Generally, a client will want one invoice billed to them; but there are times when a client will want an invoice billed to one or more of their subsidiary or associated entities. You can accommodate these client needs by using the **Group** tab to set up a **Parent Assignment** with one or more **Child Assignments** belonging to that client. Creating groups of assignments allows the WIP from other assignments to be billed to the parent assignment on the same invoice. You can also report on these billing groups.

### Related topics

[Assignment Details page](#)

[Assignments tab](#)

[Group tab](#)

## Home tab

The **Home** tab is available on the:

- **Assignment Details** page (AE)
- **Client** page.

The **Home** tab displays key performance indicators (KPIs) in a graphical format.

The graphical displays on this page can not be changed or adjusted.

### ***Assignment Details page (AE with Practice Manager)***

The Assignment Details page > **Home** tab displays key performance indicators (KPIs) for a selected client's assignment (e.g., compliance). The graphical displays on this page show the:

- Assignment Aged WIP
- Assignment Billing — Actual vs Budget
- **Recent Activity** listing the last WIP added, bill raised and receipt entered against the assignment
- **Tasks** that list any outstanding tasks planned for the assignment. Double-click on a task in this table to open the **Stage Details** window.

### ***Client page (Practice Manager)***

The Client page > **Home** tab displays key performance indicators (KPIs) for the selected client. The graphical displays on this page show the:

- Aged Debt
- (AE) Actual vs Budget
- Aged WIP
- **Recent Activity** listing the last WIP added, bill raised and receipts entered against the client
- (AE) **To Dos** lists any tasks that are planned or in progress for the client.

### **Related topics**

[Using the Client and Contact pages](#)

[Assignment Details page](#)

[Toolbox options](#)

[Aged Debt Toolbox option](#)

[Aged WIP Toolbox option](#)

[Viewing client WIP](#)

[To Dos](#)

## Jobs tab

***Accountants Office with Practice Manager only***



A **job** is defined as work delegated to an individual and managed on a divisional or practice basis. This work can relate to either a single entity or to an entity group. This type of work is often discussed at weekly team WIP meetings.

Job types are defined in Maintenance > Maintenance Map > Job type > **Job Type Templates**.

The **Jobs** tab is used to open, add (“Adding a job” on page 315), create and maintain (see “Editing job details” on page 317 and “Deleting jobs” on page 318) jobs for clients. The page displays information in two tables. The top table lists jobs highlighted in light blue, accompanied by the milestones associated with each job. The bottom table is the **Preview** panel which lists job details.

Right-click anywhere in either table to open a right-click menu from which you can choose field chooser options (see “Field Chooser options” on page 199) to add or remove columns from the list.

This tab shows a client’s open jobs as well as **Posted WIP** and **Total WIP**.

---

**Note:** You cannot delete a job from the **Find Jobs** results window. You can only delete jobs from the Client page > **Jobs** tab.

---

### *To view details of all jobs including completed jobs*

1. Open the Client page > **Jobs** tab.
2. Click the **Include Completed Jobs** checkbox.  
This adds all jobs to the list.

### *To view the details of a specific job*

1. Open the Client page > **Jobs** tab.
2. Double-click the job row.  
The **Edit Job** window opens.

## **Related topics**

[Preview panel](#)

[Jobs tasks](#)

[Field Chooser options](#)

[Adding a job](#)

[Editing job details](#)

[Deleting jobs](#)

### Preview panel

#### ***Accountants Office with Practice Manager only***

The lower table on the Client page > **Jobs** tab previews the job or schedule selected in the top table and includes any milestone details.

The preview panel is linked to the Job Management > **Job Sheet** and enables you to update the milestone details for the selected job. All changes made to a schedule or job in the preview panel are updated automatically to the Job Sheet.

#### ***To hide the preview panel***

1. Open the Client page > **Jobs** tab.
2. Right-click the table.  
The right-click menu is displayed.
3. Select **Hide Preview Panel**.

#### ***To display the preview panel***

1. Open the Client page > **Jobs** tab.
2. Right-click the table.  
The right-click menu is displayed.
3. Select **Show Preview Panel**.

### **Related topics**

[Jobs tasks](#)

[Field Chooser options](#)

[Adding a job](#)

[Editing job details](#)

[Deleting jobs](#)

### Jobs tasks

#### ***Accountants Office with Practice Manager only***

When you click the **Jobs** tab, the available tasks are displayed on the Tasks bar. Different tasks are shown depending on which tab is selected on the **Client** page.

### *Jobs Tasks bar functions*

Option	Description
<b>Practice Manager</b>	
WIP enquiry	Click this option on the Tasks bar to access the <b>WIP Enquiry</b> for the client.
Debtors ledger	Click this option on the Tasks bar to access the <b>Debtors Ledger</b> for the client.
<b>Prebilling Report</b>	
By type	Generates the <b>Prebilling Report by Code Type</b> in the <b>Print Preview</b> window. The report displays the unbilled WIP entries against task codes for all the client's jobs. Unposted entries have an asterisk.
By employee	Generates the <b>Prebilling Report by Employee</b> in the <b>Print Preview</b> window. The report displays the unbilled WIP entries for each job by employee order.
By month	Generates the <b>Prebilling Report by Month</b> in the <b>Print Preview</b> window. The report displays the unbilled WIP entries for each job in month and employee order.
By group	Generates the <b>Prebilling Report by Group</b> in the <b>Print Preview</b> window. The report displays the unbilled WIP entries for each job based on billing groups.

### **Related topics**

[Preview panel](#)

[Field Chooser options](#)

[Adding a job](#)

[Editing job details](#)

[Deleting jobs](#)

## Field Chooser options

### ***Accountants Office with Practice Manager only***

The following fields are available on the Client page > **Jobs** tab using the right-click menu Field Chooser option:

Option	Description
Code	The job code.

Option	Description
Name	The job name.
Status	The job status.
Company	The company to which the job belongs.
Department	The department to which the job belongs.
Office	The office to which the job belongs.
Job Manager	The manager in charge of the job.
Assigned To	The person responsible for the job management.
Budget	The budget value set up for the job.
Days Left	Target date minus today's date.

To customise the **Jobs** table, see “Customising a display table” on page 34.

### Related topics

[Preview panel](#)

[Jobs tasks](#)

[Adding a job](#)

[Editing job details](#)

[Deleting jobs](#)

## Main tab

The **Main** tab is available on the:

- (AE) “Assignment Details page” (see page 201)
- “Employee page” (see page 202)
- “Client, Contact and Supplier page” (see page 204).

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Notes on the Main tab](#)

[Aliases](#)

### Assignment Details page

#### ***Accountants Enterprise only***

The **Main** tab is the default tab that is displayed when you open a client's **Assignment Details** page (see "Assignment Details page" on page 350). It gives an overview of the selected assignment. From here you can view and amend:

- The **Assignment Type** (this cannot be changed, you can only view it).
- The Company, Office, Department and Centre to which the assignment belongs.
- The **Date Created** (when the assignment was created). This cannot be changed, it is for view only.
- The **Assignment Status** (open, held or closed).
- The **Maximum Fee** and **Maximum Rate**.
- The **Recovery Rate**.
- Any **Fixed Fee Type** that has been agreed with the client (this is a reminder field for when to raise a fee).
- (Practice Manager) The **Assignment Billing Timetable** which is used to enter budgets and amounts used in the assignment.

See "Setting up assignment billing timetables to track budgets" on page 384.

- The **Assignment Team** and the responsibility of each team member for the assignment.

An Assignment Team comprises employees who are assigned to the team automatically when their **Primary Station Record** matches that of the centre, company, office or department of the client's assignment.

- **Notes** for your own or a colleague's information.

For more information about adding or editing a note, see "Notes on the Main tab" on page 210.

#### **Related topics**

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Employee page](#)

[Client, Contact and Supplier page](#)

[Notes on the Main tab](#)

[Aliases](#)

## Employee page

The **Employee** page **Main** tab displays the Employee’s work location. In MYOB AE, it also defines the standard working hours. You can also create, edit and delete any information using this tab.

You will usually create the information on this tab using **Step 1** of the **Create Employee Wizard**. See “Step 1 — Employee personal details” on page 292.

### *Main tab fields*

Field or control	Description
<b>Stationed panel</b>	
Start Date	The date the employee started employment. Enter the start date in the format dd/mm/yyyy or select the date from the drop-down calendar.
End Date	The date the employee ended employment, e.g., in a department or office or their termination date. Enter the end date in the format dd/mm/yyyy or select the date from the drop-down calendar.
Company	The company the employee belongs to. Click the field, then click the ellipse button to find and select the company using the <b>Find Companies</b> window. If no company is selected, the field defaults to [Please enter the company name].
Office	The office the employee is allocated to. Click the field, then click the ellipse button to find and select the office using the <b>Find Offices</b> window. If no office is selected, the field defaults to -UNSPECIFIED-.
Department	The department the employee is allocated to. Click the field, then click the ellipse button to find and select the department using the <b>Find Departments</b> window. If no department is selected, the field defaults to -UNSPECIFIED-.
Centre (AE)	The centre the employee is allocated to. Click the field, then click the ellipse button to find and select the centre using the <b>Find Centres</b> window. If no centre is selected, the field defaults to -UNSPECIFIED-.

Field or control	Description
Category (AE)	The category the employee is allocated to. Click the field, then click the ellipse button to find and select the employee category using the <b>Find Employee Categories</b> window. If no category is selected, the field defaults to - UNSPECIFIED-.
Primary	The primary record for the employee. This record contains the current information for the employee. If you select the checkbox, this record becomes the employee's Primary Stationed Record. Only <b>one</b> Primary Stationed Record is allocated to each employee.
Inactive (AO)	If this checkbox is selected, it excludes the employee from certain employee performance, utilisation or productivity reports.
Notes panel (AE)	You can add notes to the employee's record. Each note must have a <b>Title</b> and <b>Date</b> . To open an existing note, double-click the <b>Title</b> and edit the note if required.
U/Name	The employee's user name to log on the database.
Code	A unique code (a maximum of eight digits) that identifies the employee in the database. It could be the employee's payroll number, etc.
Full Assignment Access (AE)	If this checkbox is selected, the employee has full assignment access. This field overrides the Assignment Data Security set for the practice, company, centre, office or department.
Cost/Hr (AO)	The cost per hour for this employee.
Inactive	If this checkbox is selected, it excludes the employee from certain employee performance, utilisation or productivity reports.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Client, Contact and Supplier page](#)

[Notes on the Main tab](#)


[Aliases](#)

## Client, Contact and Supplier page

The **Main** tab contains the primary contact details for the selected client, contact or supplier (AE), any aliases used for them and internal notes that have been attached to the client, contact or supplier.

The address and telephone details shown here are those that have been entered in the **Addresses** tab as the primary details. You cannot edit this information on the **Main** tab. There are **Edit** links on the **Main** tab to the **Addresses** tab to enable changes to the made to the primary contact details for the selected client, contact or supplier.

### *Main tab fields*

Field	Descriptions
Salutation	This is the greeting used to refer to the client, contact or supplier in any documents.
Addressee	The name of the person to whom correspondence is addressed.
Address, Phone, Fax, Mobile and Email	Displays the primary address and contact details as defined on the <b>Addresses</b> tab. To edit any fields, click the <b>Edit</b> hyperlink to access the information on the <b>Addresses</b> tab from where the information can be edited.
Family Group	This field is only available on for clients and contacts. To change the default Family Group, click the magnifying glass button to open the <b>Find Family Group</b> window to search and select a different Family Group.
Copy to clipboard 	Copies the address to the clipboard. It is displayed beside the <b>Address</b> field only when an address is available.
Aliases	Aliases are other names that your client, contact or suppliers (AE) may be known by (e.g., a business name or trading name). Aliases can be used as alternative search criteria when searching for clients, contacts or suppliers. (AE) Alias types are defined by your system administrator. See “Aliases” on page 216 for more information.



## About the Page tabs

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Field	Descriptions
Notes	<p>Double-click a note to open it. The contents of the note will be displayed in the <b>Notes</b> page. The note can be edited if required. To add a new note, click the blank line at the top of the table and add a new title and select a date. Formatting options are available on the <b>Notes</b> page. Highlight a note in the list and press <b>[Delete]</b> to remove it.</p> <p>See “Notes on the Main tab” on page 210 for more information.</p>
Created By	This field displays the employee who created the client, contact or supplier and is entered automatically by the system.
B/Supplier (AE)	<p>This field is only available for suppliers.</p> <p>This is the date when the supplier <b>Became a Supplier</b> for your business. The date is recorded using the system date when the supplier was created. It is usually the same as the <b>Date Created</b> date, but it could differ if a contact was converted to a supplier after they were created as a contact. Use the drop-down arrow to access the calendar and select a different date if necessary.</p>
D/Created	This field displays the date the client, contact or supplier (AE) was created, using the automatic system date.
Birth Place	This field is only available if the client, contact or supplier (AE) is a person.
D.O.B (Date of birth)	Enter the date of birth in the format dd/mm/yyyy or select it from the drop-down calendar. This field is only available if the client, contact or supplier (AE) is a person.
D.O.D (Date of death)	Enter the date of death in the format dd/mm/yyyy or select it from the drop-down calendar. This field is only available if the deceased client, contact or supplier (AE) was a person.
B/Client (Became Client)	This is recorded using the system date when the client was created. This will usually be the same as the <b>Date Created</b> date, but it could differ if a contact was converted to a client after being a contact. Enter the date that they became a client in the format dd/mm/yyyy or select it from the drop-down calendar.
Year End	A memo field to remind you of the client’s year end date. Enter the <b>Year End</b> date in the format dd/mm/yyyy or select it from the drop-down calendar. This is only available on the <b>Client</b> page.

## About the Page tabs

Field	Descriptions
Tax Type	Select the tax rate that applies to the client. This setting determines the default tax rate applied to the client's bills. (AO) This is only available on the <b>Client</b> page.
Tax Client (AO)	This is only available on the <b>Client</b> page. If the <b>Tax Client</b> checkbox is ticked, it indicates that the client requires a tax return to be lodged. (Australia) If the <b>Tax Client</b> checkbox is ticked and there are no tax returns for this client yet, a tax return for the current year with a status of Not Started is shown on the <b>Tax Returns</b> tab for this client.
Credit Limit (AO)	Enter the absolute credit limit value for the client's account. This can then be used as a warning if a client exceeds this level of credit and work is still being done for them. This is only available on the <b>Client</b> page.
Payment Terms (AO)	Select the client's default payment method. This affects the description on the remittance advice section of the Bank Deposit Slip document. This is used to calculate the payment due date on bills raised for the client. The available options are: <ul style="list-style-type: none"> <li>• <b>Days</b> — enter the number of days from the invoice date when the payment is due. For example, if you enter '14' and the invoice date is 2nd May, then the payment date will be calculated as 16th May.</li> <li>• <b>Month End Days</b> — if payments are expected in the month following the billing month, enter the number of days after the invoice month-end when payment is due. For example, if you enter '14' and the invoice date is 2nd of May, then the payment date will be calculated as 14th of June.</li> <li>• <b>Payment Day</b> — select this option if you want the payment due date to be on a specific day each month.</li> <li>• <b>None</b> — select this option if you do not want a payment day calculated for the client.</li> </ul>
Payment Days (AO)	Enter the number of days from the invoice date when the payment is due.
ABN (Australia)	Enter client's Australian Business Number. This field is only displayed for client records.
ACN (Australia)	Enter client's Australian Company Number. This field is only displayed for client records

Field	Descriptions
TFN (Australia)	Enter the client's tax file number. This field is only displayed for client records.
NZBN (New Zealand)	Enter the client's New Zealand Business Number. This field is only displayed for client records.
IRD Number (New Zealand)	Enter the client's Inland Revenue Department Number. This field is only displayed for client records.
Balance Month (New Zealand)	Enter the client's Balance Month.

**Main tab Tasks bar options**

When the Client page > **Main** tab is displayed, the available options on the Tasks bar are:

Option	Description
<b>Clients</b>	
Create client	Click this task to create a new client.
Edit client detail	Click this task to edit the client's name and code.
Close client	This task is only available for an open client. Click this task to close the client record. The client's details and history are still retained in the database, but the client is removed from client lists and the mail merge pool. If necessary the client can be re-opened at a later date.
Re-open client	This task is only available for a closed client. Click this task to re-open the closed client.
Delete client (Not available in AO New Zealand)	Click this task to delete the client. The client record is no longer available in the database and there is no way to retrieve the deleted information.
Convert to contact (Not available in AO New Zealand)	Click this task to convert the client into a contact. (AO Australia) If you are integrated with MYOB Classic you will not be able to convert a client to a contact as their tax record still exists and the client relationships still exist.
Link to AO Classic client (AO New Zealand)	If you are integrated with AO Classic, click this task to link or unlink the current MYOB AO client with the AO Classic client. See "Linking and unlinking to an AO Classic client" on page 282.

## About the Page tabs

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Option	Description
Link to AO Classic contact (AO New Zealand)	If you are integrated with AO Classic, click this task to link or unlink the current MYOB AO contact with the AO Classic contact. See “Linking and unlinking to an AO Classic client” on page 282.
<b>Family Group</b>	
View all clients and contacts in family group	This task opens a window that enables you to view all clients and contacts belonging to the same family group as this client and open them.
<b>Applications</b> Tasks related to the applications you have installed are listed here.	
Edit client’s tax details (AO New Zealand)	This task enables you to access the AO Classic <b>Clients</b> module for the selected client so that you can edit the client’s details in the <b>Tax</b> tab. This task is only available from the Client page > <b>Main</b> tab.
Return preparation (AO New Zealand)	This task enables you to access the AO Classic <b>Tax Preparation</b> module for the selected client. This task is only available from the Client page > <b>Main</b> tab.
Tax management (AO New Zealand)	This task enables you to access your AO Classic <b>Tax Management</b> module for the selected client. This task is only available from the Client page > <b>Main</b> tab.
E-File (AO New Zealand)	This task enables you to access the AO Classic <b>E-File</b> module for the selected client. This task is only available from the Client page > <b>Main</b> tab.
AO Classic GL (AO)	This task enables you to access your AO Classic General Ledger. This task is only available from the Client page > <b>Main</b> tab.
<b>Practice Manager</b>	
Billing wizard (AE)	Click this task to open the Billing wizard for this client.
Create timesheet entry (AE)	Click this task to create a timesheet entry for this client.
WIP enquiry	Click this task to open a WIP enquiry for this client.
Debtors ledger	Click this task to open the debtors ledger for this client.

## About the Page tabs

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Option	Description
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### To Do (AE)

You can quickly add To Do items for the client by selecting the appropriate task:

- Client visit
- Correspondence
- Documentation
- Email
- Inbound Telephone call
- Outbound Telephone call
- To do item.

---

When the Contact page > **Main** tab is displayed, the available options on the Tasks bar are:

Option	Description
--------	-------------

### Contacts

Create contact	Click this task to create a new contact.
Edit contact detail	Click this task to edit the contact's name.
Delete contact (Not available in AO New Zealand)	Click this task to delete the contact.
Convert to client	Click this task to convert the contact into a client.
Convert to supplier (AE Practice Manager)	Click this task to convert the contact into a supplier.

### Family Group

View all clients and contacts in family group	This task opens a window that enables you to view all clients and contacts belonging to the same family group as this client and open them.
---	---

Option	Description
<b>To Do (AE)</b>	
	You can quickly add To Do items for the client by selecting the appropriate task:
	<ul style="list-style-type: none"><li>• Client visit</li><li>• Correspondence</li><li>• Documentation</li><li>• Email</li><li>• Inbound Telephone call</li><li>• Outbound Telephone call</li><li>• To do item.</li></ul>

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### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Employee page](#)

[Notes on the Main tab](#)

[Aliases](#)

## Notes on the Main tab

The **Main** tabs on the **Contact, Client, Employee, Supplier** and **Assignment Details pages** have a **Notes** area where you can store multiple notes for the selected record. You can use notes to record dealings and communications with contacts or clients and to store information that will be easily accessed by others in your practice.

### Formatting tools for notes

The notes feature contains a formatting toolbar that enables you to customise the note.



You can apply:

- bold font
- underlining
- italics
- bullets

- different font family and text colour and size
- undo and redo changes
- left, centre and right alignment.

---

**Tip:** Use the **Copy to Clipboard** right-click option to copy the content of an open note to the clipboard. Once copied, you can paste the content — including the note title, date and text — in RTF format into another application such as Microsoft Excel or Word.

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### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

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### Adding notes

You can add Notes at any time concerning a client, employee, supplier, assignment details and contacts on the **Main** tab.

#### *To add a note*

1. Find and open an assignment, client, contact, employee or supplier.
2. Click the **Main** tab.
3. Click inside the first blank line at the top of the **Notes** section on the **Main** tab.  
The date in the first row is highlighted.
4. Enter a **Title** for the note that identifies the content for yourself and other users.  
The **Title** displays in the **Notes** list on the **Main** tab.

5. Press **[Enter]**.  
The **Note** page opens.
6. Type the contents of the note.
7. Use the formatting toolbar to apply any formatting to the note content.  
These options work in the normal Windows way.
8. Click **OK**.  
The note is saved and you are returned to the **Main** tab where the new note is listed.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

[Employee page](#)

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### Correcting spelling in notes

The **Rich Text Spell Checker** enables you to spell check text entries as they are entered. The Spell Checker is enabled by default and highlights spelling errors with a red underline.

If spelling errors are not highlighted, consult your system administrator as the Rich Text Spell Checker configuration key may have been disabled.

See “Rich text spell checker” on page 77 for more details.

### *To correct a spelling error*

1. Double-click a note on the **Main** tab.  
The **Note** page opens.



2. Right-click the word underlined in red to display a list of suggested corrections.
3. Select the correct spelling of the word.

---

**Note:** If a suggested spelling is not listed, it means that there are no recognised alternatives in the spell checker dictionary. The word remains underlined in red.

---

4. If the spelling is correct you can:
  - Add this word to the dictionary by right-clicking and selecting **Add**.  
or
  - Ignore the word (thus removing the underline) by selecting **Ignore** from the options.
5. Click **OK**.  
The note is saved and you are returned to the **Main** tab where the edited note is listed.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

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[Notes on the Main tab](#)

### Editing notes

You can edit an existing note on the **Main** tab at any time.

#### ***To edit a note***

1. Double-click a note on the **Main** tab.

The **Note** page opens.

2. Change the note by adding to or overtyping existing note text, title or date and/or by formatting as necessary.
3. Click **OK**.

The note is saved and you are returned to the **Main** tab where the edited note is listed.

### **Related topics**

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

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### Deleting notes

Existing notes can be quickly and easily deleted, but the whole title row must first be highlighted.

#### ***To delete a note***

1. View the list of notes on the **Main** tab.
2. Click the row containing the note you want to delete.
3. Press **[Delete]**.  
A **Confirm Delete** message opens requesting confirmation of the deletion.
4. Click **Yes**.  
The note is deleted.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

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[Correcting spelling in notes](#)

### Viewing notes

You can access and view any note at any time on the **Main** tab.

#### *To view a note*

1. Double-click a note on the **Main** tab.  
The **Note** page opens and displays the contents of the note.
2. View the note's content.
3. Click **OK**.  
To return to the **Main** tab where the note is listed.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

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Previewing and printing notes

### ***To preview and print a note***

1. Double-click a note on the **Main** tab.  
The **Note** page opens and displays the contents of the note.
2. Click **Print preview** on the Tasks bar.  
The note opens in the **Print preview** window.
3. Click **Print** on the Tasks bar.  
The note is directed to an office printer and printed.

### **Related topics**

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

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## Aliases

Aliases are other names that your contacts may be known by, such as a business name or trading name. The **Main** tabs on the **Contact**, **Client**, **Employee**, **Supplier** and **Assignment Details** pages have an area where aliases can be defined. Aliases can also be used as search criteria. Only the alias **Name** can be deleted and not the alias **Type**.

### ***To add an alias***

1. Click the **Main** tab of the entity you want to create an alias for.
2. Click the Aliases **Type** field to activate a drop-down arrow.
3. Click the drop-down arrow.  
A list of alias types is displayed.
4. Select an alias **Type** from the drop-down.
5. Click the **Name** field and enter the alias.
6. Press **[Enter]** to save the alias.  
The newly-added alias moves to the next row and a blank row is created at the top for you to enter further aliases. The Aliases **Type** drop-down updates to exclude the type already selected.

---


**Note:** (Practice Manager) There must be an available alias type for an alias to be added to the record. Alias types are set up in Maintenance > Client/Supplier > **Alias Type**.

---

### ***To edit an alias***

1. Open the **Main** tab of the entity you want to create an alias for.
2. If you want to change the alias **Type**:
  - a. Click the Aliases **Type** to activate a drop-down arrow in the field.
  - b. Click the drop-down arrow and select a new **Type** from the list.
3. If you want to change the alias **Name**:
  - a. Click the alias **Name** to highlight it.
  - b. Overtyping the current entry to change it.

### ***To delete an alias***

1. Open the **Main** tab of the entity for which an alias will be deleted.
2. Select the row containing the alias you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.  
The **Confirm delete alias** window opens for you to confirm the deletion.

4. Click **Yes**.

The alias is deleted.

---

**Note:** Only the alias **Name** not the alias **Type** is deleted.

---

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Employee page](#)

[Using the Supplier page](#)

[Assignment Details page](#)

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## Misc/Est tab

### *Accountants Enterprise with Practice Manager only*

The **Misc/Est** tab is only available on the **Assignment Details** page.

The **Misc/Est** tab contains information to review or create miscellaneous charges and estimates for a client's assignment.

A **miscellaneous charge** is a cost that you want to pass on to the client that cannot be entered onto a timesheet or recorded as a disbursement. It is often a fixed amount charge that you have been billed for on a client's behalf. They can also be used for entering opening WIP balances in the ledger.

There are two ways of applying a miscellaneous charge:

- The **Mis/Est** tab is used if you want to use a miscellaneous charge to increase the amount of WIP held against the client's assignment. Miscellaneous charges show on reports but do not increase the amount recorded for time or disbursements. You bill the charge as you would any other WIP amount.
- The **Bill** tab is used to increase the billable amount for a client without affecting their WIP total.

An **estimate** is added at the time of billing from the **Bill** tab and reviewed via the **Misc/Est** tab. The estimate is used to raise a bill for client work that has not yet been entered as WIP and puts a credit against the total WIP amount. There is no write-off/on required. Like a miscellaneous charge, you can apply an estimate against any client assignment, regardless of whether it has any billable WIP against it.

---

**Note:** Miscellaneous charges can also be raised using the **Bill Amounts** window. This method is used if you want to increase the billable amount without affecting the WIP total. Estimates to complete are used to raise an invoice for client work that has not been entered as WIP. They are also known as interim fees. An estimate is added at the time of billing from the **Bill Amounts** window and cannot be entered using the **Misc/Est** tab.

---

### Related topics

[Assignment Details page](#)

[Billing](#)

[Using estimates in billing](#)

[Using miscellaneous charges in billing](#)

## Nominal tab

### *Accountants Enterprise with Practice Manager only*

The **Nominal** tab is only available on the **Assignment Details** page.

---

**Note:** This tab is not used in countries/companies where there is integration with MAS for the General Ledger.

---

From the **Nominal** tab you can assign, maintain and/or delete the company's nominal account for the open assignment. This information is used when raising bills against the assignment for general ledger integration. All companies that have been set up in your system will be listed in this tab.

### *To add a new nominal account for a selected assignment*

1. Navigate to the Assignment Details page > **Nominal** tab.
1. Click the **Nominal** column beside the company you want to assign an account to.
2. Click the drop-down to display the available accounts.
3. Select the required account.

The entries in the **Nominal** tab can be edited by changing the selection in the **Nominal Accounts** area for a company.

### *To delete a nominal account*

1. Navigate to the Assignment Details page > **Nominal** tab.
2. Select the entry that will be deleted.
3. Press **[Delete]**.

The nominal account is removed from the field.

---

**Note:** Nominal accounts are used for integration with your general ledger application and as such, should match the account codes used for your financial statements. These nominal accounts default from your assignment configuration settings and should not be altered without consulting your system administrator.

---

### **Related topics**

[Assignment Details page](#)

## Personal tab

The **Personal** tab is only available on the **Employee** page.

The **Personal** tab displays the employee's name and contact information. It can also contain a photo of the employee and their personal information and details of the next of kin. You can create, edit and delete any of the employee information in the **Personal** tab.

In most cases, the information on this tab is created using **Step 1** of the **Create Employee Wizard**. See "Step 1 — Employee personal details" on page 292.

The fields on this tab are self-explanatory except for:

- **E-mail Address Goes Here** — Right-click to insert the email address by overtyping the existing text.
- **Photo panel** — Right-click to add or remove a photo. You can then browse to where an image is located on your network.
- **Next of Kin** details — If there is more than one next of kin, press **[Enter]** or **[Tab]** to create additional lines.

### **Related topics**

[Using the Employee page](#)



## Provisions tab

### *Accountants Enterprise with Practice Manager only*

The **Provisions** tab is only available on the **Assignment Details** page.

Provisions are made against an assignment if there is a doubt as to how recoverable the WIP and debtors might be on an assignment. The **Provisions** tab is used to create and view write-off provisions against the grand total of WIP. The information you enter is recorded as memo information and cannot be deleted.

When you create a new provision you need to select which provision type you are creating by selecting from the two options in the **Ledger** cell drop-down (i.e. WIP or Debtors). You also select the date, enter the expected write-off amount in the **Amount** field and any comments in the **Reason** field.

---

**Note:** To reverse a provision, an opposing negative entry must be made.

---

### **Related topics**

[Assignment Details page](#)

## Rates tab

### *Accountants Enterprise with Practice Manager only*

The **Rates** tab is only available on the **Assignment Details** page.

Each assignment defaults to the employee's standard charge out rate. You can change that rate on the **Rates** tab and assign an expiry date to it.

You can also use this tab to assign a rate type (e.g., contract rate) to a particular assignment so that time spent is charged using the contract rate rather than the standard rate when the employee completes their timesheet.

You can use the **-UNSPEC-** employee to assign the special rate to any employee working on the assignment.

### **Related topics**

[Assignment Details page](#)

## Responsibility tab

The **Responsibility** tab is available on the:

- **Client** page

- **Contact** page
- (AE) **Suppliers** page.

The **Responsibility** tab is used to create and maintain information about the people and areas within your practice that are responsible for a client, contact or supplier's (AE) work. You record the **Team** of people who will perform various functions for the client, as well as the **Partner Responsibility** and **Structure Responsibility** that have been allocated to particular clients. These responsibilities are attached to clients, contacts or suppliers for reporting purposes.

(AO) The roles available for selection in this tab are **Manager, Employee, and Team Member**. The team roles are setup as defaults in the system, and cannot be modified.

(AE) The team roles you define for your clients, contacts or suppliers are your choice. The roles available for selection in the **Responsibility** tab, however, are defined and maintained by your system administrator. Examples of different team responsibilities are Client Manager, Assignment Manager, Junior Accountant.

---

**Note:** (AE) The master list of team member responsibilities are set up by your system administrator using Maintenance > Internal > **Responsibility Types**. Only one of each team responsibility type can be used for each client, unless your system administrator has designated a role as being available for multiple use.

---

To add a new team member or partner, click the relevant entry field at the top of one of the lists, then click the ellipse button. Select the employee you require from the **Find** window. Allocate them a particular responsibility or role for the client, contact or supplier.

### ***Main areas of the Responsibility tab***

The **Responsibility** tab has the following areas:

- **Partner Responsibility**
- **Team**
- **Notes**
- **Structure Responsibility.**

The practice structure is divided into:

- Department
- Office
- Company.

Each of these fields has a magnifying glass button that opens a **Find** window to find and select the appropriate practice structure.

(AE Practice Manager) You can also define a team for a client’s assignment. This is done in the Assignment Details page > **Main** tab. Follow the steps in To add and maintain responsibilities, to define the team for an assignment.

**Note:** (AE) To amend current responsibilities, click the drop-down for an employee name or a selected responsibility and select an alternative.  
To delete an employee from a team, highlight the entry line for the employee and click **[Delete]**.

**Responsibility tab fields**

Field or Button	Description
<b>Partner Responsibility</b>	
Start Date	Enter the date in the format dd/mm/yyyy when the partner was assigned responsibility for the client, contact or supplier. Or select the date from the drop-down calendar.
End Date	Enter the date in the format dd/mm/yyyy when the partner stopped being responsible for the client, contact or supplier. Or select the date from the drop-down calendar.  <b>Note:</b> Enter an <b>End Date</b> when a client, contact or supplier’s partner changes, otherwise the client, contact or supplier will be displayed inaccurately in reports under the responsibility of multiple partners.
Partner	Select the partner allocated to this client, contact or supplier. Click the ellipse button to open the <b>Find Partners</b> window from where you can select a partner. This field will default to - UNSPEC- if no partner is selected. The field is not mandatory, but it is good practice to complete it.
<b>Team</b>	
Employee	Displays the name of the employee responsible for the attached role. Click the ellipse button to open the <b>Find</b> window and select an employee or to change the already selected employee.
Responsibility	Displays the role assigned to the attached employee. You can change the current responsibility using the drop-down to select another responsibility.

Field or Button	Description
Apply Team Security (AE Practice Manager)	<p>Select to limit access to this client or contact to team members only. Once selected, this client or contact becomes inaccessible to all employees outside the team members listed on this page. This means that the client or contact will not appear on the <b>Find Client</b> and <b>Find Contact</b> pages or any other windows unless the logged in user is a member of the team.</p> <hr/> <p><b>Note:</b> You need sufficient permissions to see and use this checkbox. See “Security” on page 824 and “Team security” on page 838 for more details about this feature.</p>

**Structure Responsibility**

Dept	Select the department of the partner from the <b>Find Departments</b> window which opens when you click the ellipse button beside the field. If this button is not displayed, click the field to display it. This field is not mandatory. The field defaults to -UNSPECIFIED- if no department is selected.
Office	Select the office of the partner from the <b>Find Office</b> window which opens when you click the ellipse button beside the field. If this button is not displayed, click the field to display it. This field is not mandatory. The field defaults to -UNSPECIFIED- if no office is selected.
Company	Select the company responsible for this client, or associated with this supplier, from the <b>Find Companies</b> window. This window opens when you click the ellipse button beside the field. If this button is not displayed, click the field to display it. This field is not mandatory. The field defaults to -UNSPECIFIED- if no company is selected.

**Notes**

Notes	Enter a maximum of 255 alphanumeric characters of additional information in this area. For more on notes see “Notes on the Main tab” on page 210.
-------	---

**Related topics**

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Adding and maintaining responsibilities](#)

[Adding new staff members](#)

[Adding and maintaining structure responsibility](#)

[Adding and maintaining team responsibility](#)

[Adding partner responsibility](#)

## Adding and maintaining responsibilities

### *To add and maintain responsibilities*

1. Find and open the client, contact or supplier.
2. Click the **Responsibility** tab.
3. In the **Partner Responsibility** panel:
  - a. Enter the **Start Date** when the partner will start being responsible for the client.  
Enter the date in the format dd/mm/yyyy or select the date from the drop-down calendar.
  - b. Click the **End Date** field if you know the date when the partner will end their responsibility with the client.  
Enter the date in the format dd/mm/yyyy or select the date from the drop-down calendar.

---

**Tip:** When you add a new partner to a client, there is no need to enter an **End Date**. A new partner would only be added when responsibility changes to another partner in the practice. When this happens, then enter an **End Date** for the previous partner 1 day prior to the **Start Date** of the new partner.

---

- c. Click the **Partner** field and click the ellipse button.  
The **Find Partners** window opens. Find and select a partner. See “The Find page and Find window” on page 72.
- d. Click **OK** to display the partner’s name in the **Partner** field.

---

**Note:** A client can only have one partner assigned to them at any one time. Enter a **Start Date** and **End Date**. If you do not enter a **End Date**, the date before the **Start Date** of the new partner is applied as the **End Date** for the previous partner.

---

4. (Practice Manager) In the **Team** panel: Select the Apply Team Security option, if necessary.
  - a. Click the **Employee** field and click the ellipse button.  
The **Find** window opens. Find and select an employee. See “The Find page and Find window” on page 72.
  - b. Click **OK** to display the employee’s name in the **Employee** field.
  - c. Click the **Responsibility** field.
  - d. Select a responsibility for that team member from the drop-down.
5. Repeat from **Step 3.** until you have allocated sufficient team members to the client or contact.
6. Type any notes in the **Notes** section.  
See “Notes on the Main tab” on page 210.
7. Click the magnifying glass button in the **Dept** field.  
The **Find Departments** window opens. Find and select the required department. See “The Find page and Find window” on page 72.
8. Click **OK** to display the selected department in the **Dept** field.
9. Click the magnifying glass button in the **Office** field.  
The **Find Office** window opens. Find and select the required office. See “The Find page and Find window” on page 72.
10. Click **OK** to display the selected office in the **Office** field.
11. Click the magnifying glass button in the **Company** field.  
The **Find Company** window opens. Find and select the required company. See “The Find page and Find window” on page 72.
12. Click **OK** to display the selected company in the **Company** field.
13. Click **OK**.

---

**Note:** The master list of team member responsibilities is set up by the system administrator using Maintenance > Internal > **Responsibility Types**. You can usually only assign one of each team responsibility type to each client unless your system administrator has set up so that a type can be used more than once.

---

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Adding new staff members](#)

[Adding and maintaining structure responsibility](#)

[Adding and maintaining team responsibility](#)

[Adding partner responsibility](#)

## Adding new staff members

### *To add a new team member or partner on the Responsibility tab*

1. Go to the **Responsibility** tab, **Team** area.
2. Click the relevant entry field at the top of the list.
3. Click the ellipse button.  
The **Find** or **Find Partners** window opens.
4. Search for and select the employee.
5. Allocate a particular responsibility or role for the employee.
6. Click **OK**.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Adding and maintaining responsibilities](#)

[Adding and maintaining structure responsibility](#)

[Adding and maintaining team responsibility](#)

[Adding partner responsibility](#)

### Adding and maintaining structure responsibility

The practice structure is divided into:

- Department
- Office
- Company.

#### ***To add and maintain structure responsibility***

1. Find and open the client, contact or supplier.
2. Click the **Responsibility** tab.
3. Click the magnifying glass button in the **Dept** field of the **Structure Responsibility** section.

The **Find Departments** window opens.

4. Search for a **Department**.

This can be done in a number of ways:

- Enter the name of the department in the **Search for** field and click **Search** to list departments with the search criteria in the names. Select a department from the resulting list.
- Select **Search any part** and enter the search criteria in the **Search for** field. Click **Search** and select a department from the resulting list.
- Click **Search** to display all the departments and select a department from the resulting list.

---

**Tip:** Double-clicking the department name in the **Find Departments** window selects the department and closes the window.

---

- a. Click **OK**.

This will select the department and close the window.

The name of the selected department is displayed in the **Dept** field on the **Responsibility** tab.

5. Click the magnifying glass button in the **Office** field of the **Structure Responsibility** section.

The **Find Office** window opens.

6. Search for an **Office**.

This can be done in a number of ways:



- Enter the name of the office in the **Search for** field and click **Search** to list offices with the search criteria in the names. Select an office from the resulting list.
- Select **Search any part** and enter the search criteria in the **Search for** field. Click **Search** and select an office from the resulting list.
- Click **Search** to display all the offices and select an office from the resulting list.

---

**Tip:** Double-clicking the office name in the **Find Office** window selects the office and closes the window.

---

- a. Click **OK**.  
This will select the office and close the window.  
The name of the selected office is displayed in the **Office** field on the **Responsibility** tab.

7. Click the magnifying glass button in the **Company** field of the **Structure Responsibility** section.

The **Find Companies** window opens.

8. Search for a **Company**.

This can be done in a number of ways:

- Enter the name of the company in the **Search for** field and click **Search** to list companies with the search criteria in the names. Select a company from the resulting list.
- Select **Search any part** and enter the search criteria in the **Search for** field. Click **Search** and select a company from the resulting list.
- Click **Search** to display all the companies and select a company from the resulting list.

---

**Tip:** Double-clicking the company name in the **Find Companies** window selects the company and closes the window.

---

- a. Click **OK**.  
This will select the company and close the window.  
The name of the selected company is displayed in the **Company** field on the **Responsibility** tab.

9. Enter additional information in the **Notes** section, if required.

10. Click **OK**.

This will save the structure **Responsibility** details and close the tab.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Adding and maintaining responsibilities](#)

[Adding new staff members](#)

[Adding and maintaining team responsibility](#)

[Adding partner responsibility](#)

## Adding and maintaining team responsibility

### *To add and maintain team responsibility*

1. Find and open the client, contact or supplier.
2. Click the **Responsibility** tab.
3. Click the ellipse button in the **Employee** field of the **Team** section.  
The **Find** window opens.
4. Search for an employee.  
This can be done in a number of ways:
  - Enter the name of the employee in the **Search for** field and click **Search** to list employees with the search criteria in the names. Select an employee from the resulting list.
  - Select **Search any part of name/code** and enter the search criteria in the **Search for** field. Click **Search** and select an employee from the resulting list.
  - Click **Search** to display all the employees and select an employee from the resulting list.
  - The employee can also be searched for based on their level of **Responsibility, Company, Departments, Centres** and **Offices**. Select the suitable option/s from the drop-down/s. Click **Search**.

---

**Tip:** Double-clicking the employee name in the **Find** window selects the employee and closes the window.

---

- a. Click **OK**.

This will select the employee and close the window.

The name of the selected employee is displayed in the **Employee** field of the **Team** section on the **Responsibility** tab.

5. Select the **Responsibility** from the drop-down in the **Team** area.

The responsibility is assigned to the selected employee.

6. Click outside the **Team** section to display a new blank row at the top of the table. Use this blank row to add another employee to the team.
7. Select other team members and assign responsibilities as required.

---

**Note:** To modify the team, you can either delete employees (see **Step 8.**) and then add employees or click the name of an employee and then replace the selected employee using the **Find** window. The procedure for selecting a replacement team member is the same as that for adding an employees except that you need to click the employee name you want to replace instead of clicking a blank **Employee** field.

---

You can edit team responsibilities by using the **Responsibility** drop-down at any point.

8. To delete an employee, click the employee name and then **[Delete]**. The name is deleted and no longer visible.
9. When you have finished setting up the team, enter additional information in the **Notes** section if required.
10. Click **OK**.  
This will save the **Team** details. The **Supplier** page closes and you are returned to the search results window.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Adding and maintaining responsibilities](#)

[Adding new staff members](#)

[Adding and maintaining structure responsibility](#)

[Adding partner responsibility](#)

## Adding partner responsibility

Defining **Partner Responsibility** is not mandatory, but it is advisable to complete it for reporting purposes.

### *To add partner responsibility*

1. Find and open the client, contact or supplier.

2. Click the **Responsibility** tab.
3. Click the ellipse button in the **Partner** field of the **Partner Responsibility** section. The **Find Partners** window opens.
4. Select a partner.

This can be done in a number of ways:

- Enter the name of the partner in the **Search for** field and click **Search** to list partners with the search criteria in the names. Select a partner from the resulting list.
- Select **Search any part** and enter the search criteria in the **Search for** field. Click **Search** and select a partner from the resulting list.
- Click **Search** to display all the partners and select a partner from the resulting list.

---

**Tip:** Double-click the name of a partner in the **Find Partners** window to select the partner and close the window.

---

- a. Click **OK**.

This will select the partner and close the **Find Partners** window.

The name of the selected partner is displayed in the **Partner** field on the **Responsibility** tab.

5. Enter the **Start Date** and **End Date**, if applicable.  
Enter the date in the format dd/mm/yyyy for the period the partner was assigned to the client, contact or supplier or select the date from the drop-down calendar.

---

**Note:** Enter an **End Date** when a client, contact or supplier's partner changes, otherwise the client, contact or supplier will be displayed inaccurately in reports under the responsibility of multiple partners.

---

6. Enter additional information in the **Notes** section, if required.
7. Click **OK**.  
The **Partner Responsibility** details are saved and the **Supplier** page closes.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Adding and maintaining responsibilities](#)

[Adding new staff members](#)

[Adding and maintaining structure responsibility](#)

[Adding and maintaining team responsibility](#)

[Editing partner responsibility](#)

[Allocating new partner responsibility](#)

[Deleting partner responsibility](#)

### Editing partner responsibility

Defining **Partner Responsibility** is not mandatory, but it is advisable to define it for reporting purposes.

#### *To edit partner responsibility start and end dates*

1. Find and open the client, contact or supplier.
2. Click the **Responsibility** tab.
3. Modify the **Start** or **End Dates** of the partner responsibility for the period the partner was assigned to the client, contact or supplier.  
Enter the dates in dd/mm/yyyy format or select the **Start** or **End Dates** from the drop-down calendar.
4. Enter additional information in the **Notes** section if required.
5. Click **OK**.  
The **Partner Responsibility** details are saved.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Using the Supplier page](#)

[Adding and maintaining responsibilities](#)

[Adding new staff members](#)

[Adding and maintaining structure responsibility](#)

[Adding and maintaining team responsibility](#)

[Allocating new partner responsibility](#)

[Deleting partner responsibility](#)

### Allocating new partner responsibility

#### ***To allocate a new partner responsibility***

1. Find and open the client, contact or supplier.
2. Click the **Responsibility** tab.
3. Enter the **End Date** for the current partner in dd/mm/yyyy format to allocate a different partner to the client, contact or supplier in the **Partner Responsibility** section.

Alternatively, select the **End Date** from the drop-down calendar.

---

**Note:** Enter an **End Date** when a client, contact or supplier's partner changes, otherwise the client, contact or supplier will be displayed inaccurately in reports under the responsibility of multiple partners.

---

4. Click the ellipse button in the first blank row of the **Partner** field.  
The **Find Partners** window opens.
5. Select a new partner.  
This can be done in a number of ways:
  - Enter the name of the partner in the **Search for** field and click **Search** to list partners with the search criteria in the names. Select a partner from the resulting list.
  - Select **Search any part** and enter the search criteria in the **Search for** field. Click **Search** and select a partner from the resulting list.
  - Click **Search** to display all the partners and select a partner from the resulting list.

---

**Tip:** Double-click the name of a partner in the **Find Partners** window to select the partner and close the window.

---

- a. Click **OK**.  
This will select the new partner and close the **Find Partners** window.  
The name of the new partner is displayed in the **Partner** field of the **Partner Responsibility** section.
6. Enter the **Start Date** for the period the partner was assigned to the client, contact or supplier.  
Enter the date in the format dd/mm/yyyy or select the **Start Date** from the drop-down calendar.

7. Enter additional information in the **Notes** section, if required.
8. Click **OK**.  
The modified **Partner Responsibility** details are saved and the **Supplier** tab closes.

### Related topics

- [Using the Client and Contact pages](#)
- [Using the Contact page](#)
- [Using the Supplier page](#)
- [Adding and maintaining responsibilities](#)
- [Adding new staff members](#)
- [Adding and maintaining structure responsibility](#)
- [Adding and maintaining team responsibility](#)
- [Editing partner responsibility](#)
- [Deleting partner responsibility](#)

### Deleting partner responsibility

#### *To delete a partner responsibility*

1. Find and open the client, contact or supplier.
2. Click the **Responsibility** tab.
3. Select the row containing the **Partner Responsibility** to be deleted.
4. Press **[Delete]**.  
The **Delete Partner Responsibility** message is displayed requesting confirmation for the deletion.
5. Click **Yes**.  
The partner responsibility details are deleted.
6. Enter additional information in the **Notes** section, if required.
7. Click **OK**.  
The modified **Partner Responsibility** details are saved and the **Supplier** tab closes.

### Related topics

- [Using the Client and Contact pages](#)
- [Using the Contact page](#)

- [Using the Supplier page](#)
- [Adding and maintaining responsibilities](#)
- [Adding new staff members](#)
- [Adding and maintaining structure responsibility](#)
- [Adding and maintaining team responsibility](#)
- [Editing partner responsibility](#)
- [Allocating new partner responsibility](#)

## Salary/Cost tab

### ***Accountants Enterprise only***

The **Salary/Cost** tab is only available on the **Employee** page.

The **Salary/Cost** tab displays each employee's salary, benefits and leave information. You can create, edit and delete any of this information within this tab.

The information on this tab is normally created using the **Create Employee Wizard**. See "Step 5 — Employee salary / cost" on page 298 for details.

### ***Salary/Cost tab fields***

Field	Description
<b>Salary/Benefit panel</b>	
Start Date	The start date of the benefit. Enter the start date in the format dd/mm/yyyy or select it from the drop-down calendar.
End Date	The end date for the benefit. Enter the end date in the format dd/mm/yyyy or select it from the drop-down calendar.
Benefit Type	Select one of the benefit types from the drop-down list that have been configured for the practice using Maintenance > Employee > <b>Employee Benefit Type</b> .
Details	Enter any information to be recorded with the benefit. This a text field which is limited to a maximum of 50 alphanumeric characters.
Annual Value	This is the annual salary. This figure can be used to calculate the employee's cost rate.
Include	Click the <b>Include</b> checkbox to include the salary amount in the employee's cost rate calculation.



Field	Description
Employee Total	This field displays the total cost of the employee calculated from the values entered in the <b>Salary/Benefit</b> section.
Hrs/Week	This field displays the employee's weekly work hours as defined by their employee category.
Hrs/Year	This field displays the employee's yearly work hours as defined by their employee category.
Cost/Hr	This field displays the cost per hour for the employee, calculated from the values entered in the <b>Salary/Benefit</b> section and the assigned number of working hours. You can alter this amount at any time.
Employee Total (current)	This field displays the total amount of the salary/benefits for the employee based on current or historical data provided. This is influenced by the <b>Show History</b> option at the bottom of the page.

**Leave panel**

Start Date	The first date of leave taken. Enter the start date in the format dd/mm/yyyy or select it from the drop-down calendar.
End Date	The final date of leave taken. Enter the end date in the format dd/mm/yyyy or select it from the drop-down calendar.
Days	Manually calculate the number of days leave and enter it in the field.
Leave Type	The type of leave taken. Click the field and select the type of leave from the drop-down list.
Productive	Click the checkbox to include the hours of leave in the productivity calculation.
Productive (Current)	This field displays the productive leave for the employee during a period.
Unproductive (Current)	This field displays the unproductive leave for the employee during a period
Show History	This field displays all (historical) entered data for salary/benefit and leave for the employee.

### Related topics

[Using the Employee page](#)

[Creating employees](#)

[Editing employee details](#)

## Schedule tab

### *Accountants Enterprise with Practice Manager only*

The **Schedule** tab is only available on the **Assignment Details** page.

The **Schedule** tab is used to manage, edit and add schedules, stages and tasks involved with a client's assignment. These actions are completed using the **Schedules** options on the Tasks bar.

Before you can use tasks and milestones, a schedule must be created within an assignment. It consists of a series of stages that must be completed in order to carry out the client assignment.

The first step is to add a schedule to an assignment and then define the work to be carried out by adding stages. You can choose to add pre-defined stages from a template or add custom stages appropriate to the schedule. See "Creating a schedule from a template" on page 362 and/or "Adding schedules to assignments" on page 353, appropriate to the schedule.

Once these steps are completed, you can add a task to a stage (see "Schedules" on page 352) and define the dates and budgets and tasks to be done.

### *Task Related checkbox*

By clicking the **Task Related** checkbox beside the **Schedule** description field drop-down, you can limit the **tasks** available for selection in timesheets for a particular client's assignment. When selected, only tasks in the client's schedule are displayed for the employee when the assignment and schedule are selected in their timesheet.

If you want all tasks to be available for selection, deselect the **Task Related** checkbox.

If you do not want to allocate tasks to specific employees you can still monitor and control the tasks entered against an assignment by allocating the tasks to the - UNSPECIFIED- category (see "Allocating stages to employee categories" on page 365). This enables any employee to enter time against the task.

### Related topics

[Assignment Details page](#)

[Schedules](#)

## Security Groups tab

The **Security Groups** tab is only available on the **Employee** page.

The **Security Groups** tab displays the employee's access rights to the database. You can modify and delete access rights using this tab.

The information on this tab is normally created using **Step 4** of the **Create Employee** wizard. See "Step 4 — Employee security group details" on page 296.

Each employee must be assigned to a security group in order to obtain the necessary access permissions to use the database and carry out certain functions.

### *To assign or modify an employee's security group*

1. Find and open the employee.  
See "Finding and opening employee records" on page 306.  
The **Employee** page opens on the **Main** tab by default.
2. Click the **Security Groups** tab.  
The **Group** field shows the default security group.
3. Click **OK** to accept the security group.  
or  
To assign a different security group:
  - a. Click the row containing the required security group.
  - b. Click the ellipse button at the end of the row.  
The **Find Security Group** window opens.
  - c. Click **Search**.  
**Security Groups** and their descriptions are displayed.
  - d. Select the **Security Group** required.
  - e. Click **OK**.
  - f. The **Security Group** is displayed in the **Security Groups** tab.
  - g. Click **OK**.

To save and exit the **Security Groups** tab.

The employee is assigned the security permissions connected with the **Security Group** selected.

### Related topics

[Employee group security](#)

[Using the Employee page](#)

[Creating employees](#)

[Editing employee details](#)

## Tax Returns tab

The **Tax Return** tab is only available on the **Client** page.

---

**Note:** (AE) This tab is only available if you have **AE Tax** integrated with Practice Manager.

---

The **Tax Return** tab provides access to tax returns and other associated information for any year of tax from 2005 to the current year. It also provides a summary of certain Lodgment and Assessment information applicable to the income year selected.

To open a tax return for data entry, click the particular year's return in the **Tax Returns** table.

To update values in the Return Details, click the **Refresh** button in the Tasks bar after:

- Setting the return to Complete
- Lodging or receiving an Assessment
- Calculating Tax.

### ***To create a new tax return***

1. (AO) Select the type of return you want to create on the **New Return** area.
2. Click **Create Return** in the Tasks bar.  
The **Create Tax Return** dialog opens.
3. Select the tax year for the return in the **Tax return year** field.
4. (AE) Select the type of return in the **Return Type** field.
5. Click **Create**.  
The tax return window opens with the new tax return.

### ***To create a new tax return (AE Tax Classic)***

To **create a return** for a particular year, select the **New Return** type by clicking the radio button, then select the year from the drop-down list or accept the default and then click the **Create** button which is on the bottom half of the window.

### Related topics

[Using the Client and Contact pages](#)

[Using the Contact page](#)

## Timesheets tab

### *Accountants Enterprise with Practice Manager only*

The **Timesheets** tab is only available on the **Employee** page.

The **Timesheets** tab is used to create and open:

- Timesheets (see “Working with timesheets” on page 402)
- Expense sheets (see “Working with expenses” on page 440)
- Disbursement sheets (“Working with disbursements” on page 432).

If you are a manager or partner you can also review the status of employees’ sheets.

If you are responsible for authorising employee timesheets, you can display the **Timesheets** by customising your homepage (see “Setting up your homepage” on page 32). You can then view a list of any timesheets that are ready for you to authorise. You can authorise and post the timesheets from your homepage with one click.

When you create a new sheet or open an existing one, the **Timesheet** or **Expenses** page opens. You can then enter or view the details.

You can create a new sheet using either **Create next timesheet** or **Create timesheet** option on the Tasks bar.

You can choose which type of sheet to view by selecting one of the options in the drop-down.

### *Timesheet fields*

Field	Description
Start Date	The start date of the timesheet.
End Date	The end date of the timesheet.
Submit Status	The Submit Status is determined by the employee entering the sheet. There are two states: <ul style="list-style-type: none"><li>• <b>Draft</b> — The sheet is not yet completed or ready for review.</li><li>• <b>Submitted</b> — The sheet has been finalised by the employee and submitted ready for review.</li></ul>

Field	Description
Authorise Status	The Authorise Status is determined by the reviewer. There are four states: <ul style="list-style-type: none"> <li>• <b>Unseen</b> — Submitted by the employee and awaiting review.</li> <li>• <b>Authorised</b> — Reviewed and approved ready for posting.</li> <li>• <b>Unauthorised</b> — Reviewed and requiring amendment, so the reviewer has chosen not to authorise at this point.</li> <li>• <b>Held Up</b> — Reviewed and held up by reviewer. This status could be used if the details need checking before the sheet can be authorised.</li> </ul>
Posted Date	This is the date the timesheet was posted.
Total Hours	The total hours entered into the timesheet.
Total Charge	The total charge calculated for the timesheet.

**Tasks bar options**

Option	Description
Create next timesheet	When you click this option, a sheet is created for you for the next available time processing period (e.g., the following day or week from the date of the last sheet).
Create timesheet	When you click this option, the <b>Create New Sheet</b> window opens enabling you to select an available time processing period for which a timesheet will be created.
Copy timesheet	This option on the Tasks bar is a quick way to create a new sheet when all or most of the details from a previous timesheet remain the same. You can copy time lines from one timesheet to another or to multiple timesheets. When selecting to copy the time lines from a timesheet, you are also given the opportunity of copying the total time, as well as the assignments, schedules and task details.
System settings	Click this option to open the Timesheet User Settings window.

**Time Processing Category**

The **Timesheets** tab also sets an employee’s **Time Processing Category** option. This setting determines the time period covered by a single time or expense sheet when it is created. For example, if an employee has a ‘Daily’ Time Processing Category, a new timesheet is generated every day. If an employee has a ‘Weekly’ Time Processing Category, a new timesheet is generated for each week.

---

**Note:** Once a sheet has been created for a time period, it will no longer be available for selection in the **Create New Sheet** window.

---

[Click this link to launch a self-paced online learning Show Me demonstration.](#) (Adobe Flash player required.)

Refer to “Timesheets, disbursements and expenses” (see page 386) for more information on timesheets.

### Related topics

[Timesheets, disbursements and expenses](#)

## Time Table tab

The **Time Table** tab is only available on the **Employee** page.

The **Time Table** tab includes time table information that you entered in “Step 7 — Time table” on page 302 (AE) / “Step 5 — Time table” (see page 300) (AO) of the **Create Employee** Wizard.

You can also enter any new or edit existing information on this tab.

The tab contains the hours worked each week by the employee. You can change the work hours for an employee at any time.

In MYOB AE, this table also defines the duration of their lunch break. The hours worked are either:

- standard hours that are linked to the category assigned to the employee or
- unique hours entered specifically for the employee.

Also in MYOB AE, if you select the standard hours by using the **Enforce Time Table** option, the employee must enter the standard hours on their timesheet. This is mandatory.

### *To enter an employee's work hours*

1. Find and open the employee.  
See “Finding and opening employee records” on page 306.  
The **Employee** page opens on the **Main** tab by default.
2. Click the **Time Table** tab.
3. (AO) Enter the total time the employee must work each day of the week.  
The **Total** weekly work hours is automatically calculated based on the daily entries made.

Enter the daily total time in the format 00.00. For example, for an eight hour work day, enter 08.00.

4. (AE) To specify unique hours, enter the total number of hours in the table for each day of the week that the employee works.

The daily work hours can include their **break** duration.

or

To select standard hours, select a frequency from the **Enforce Time Table** list and click **Category**.

5. Click **OK** to finish.

The information is saved.

### Related topics

[Using the Employee page](#)

## To Do tab

### *Accountants Enterprise only*

The **To Do** tab is available on the:

- **Assignment Details** page
- **Clients** page
- **Contacts** page
- **Employee** page
- **Suppliers** page.

The **To Do** tab enables you to create, view and amend the tasks or activities that are planned or completed for the selected contact, client, employee, supplier or assignment. From here you can click a task in the list to display the details in the **Task Details** page, from where you can view or amend the information.

---

**Note:** All current and outstanding tasks assigned to the logged-in employee are also listed in the To Do Toolbox option window on the homepage. See “To Do items on your homepage” on page 38.

---

When you are viewing the **To Do** tab you can filter the list of activities shown using the **Show** drop-down and **Due Date** drop-down.

From the **Show** drop-down you can filter the list of activities based on whether they are Not Started, Planned, In Progress, Complete, Risk or Problem. The default setting is In Progress. The items listed are also determined by the selection in the **Due Date**



field. If you only want to view tasks up to a certain date, select the date from the drop-down calendar or enter the date. Overdue schedules are displayed in red.

---

**Tip:** You can also access the activity tasks from the **Find** page when searching for a contact, client, supplier, employee or assignment. Click a record in the **Find** page then right-click to access the menu. You can then select the **New Task** option and the task to create for the selected record. The **Task Details** window opens for you to enter the details.

---

**Note:** The type of To Do items available for the To Do tab depend on the applications you have installed.

---

From here you can:

- Select the **Employee** to assign the task to. Click the field to access the **Find** window.
- Select the relevant contact, client, supplier or assignment. The record selected in the page where you accessed the **To Do** tab is selected by default. Click the field to access the **Find** window.
- Add, edit or delete the **Due** and **Actual** start and end dates.
- Add, edit or delete the current **Status** of the task.
- Add, edit or delete the **Task Duration**.
- Enter any notes in the **Notes** field at the bottom of the page.

When you click **OK** after creating a new task, the details are displayed in the relevant **To Do** tab and employee's **Tasks** on their homepage.

See "To Dos" (see page 695) for more information on how to create, edit and print To Do items.

### Related topics

[To Dos](#)

[Creating To Do items](#)

[Adding more notes to To Do items](#)

[Viewing To Do notes](#)

[Printing To Do items](#)

## WIP tab

### *Accountants Enterprise with Practice Manager only*

The **WIP** tab is only available on the **Assignment Details** page.

The **WIP** tab displays the transaction history of work done for a client. It shows the transaction totals broken up over the categories of **Time and Est**, **Disbursement** and **Miscellaneous**.

Click **WIP enquiry** on the Tasks bar to display detailed information about any of the categories.

### Related topics

[Assignment Details page](#)

# Clients and contacts

Every person or entity that the practice associates with should have a record created for them in the database. The database is made up of clients and contacts, all of whom have some sort of interaction with the practice.

The differences between clients and contacts are:

- **Clients** are individuals or companies that the practice carries out work for. They must have a client code assigned to them.

Clients can be divided into two types:

- chargeable clients who may be billed by the practice.
  - internal clients who are used to hold all non-chargeable costs of the practice such as annual leave, sick leave, study leave, training and administrative costs.
- **Contacts** are individuals or companies that the practice may come into contact with. They may be suppliers of products or services to the business — for example, banks, solicitors and tax agents — or prospective clients that the practice wants to keep in the database. The details might be their name, addresses, phone numbers, email addresses, and so on.

When you need to create new clients or contacts, you can access the **Create Client/Contact** wizard to guide you through the process.

## Related topics

[Creating clients and contacts](#)

[Finding and opening clients and contacts](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)



## Creating clients and contacts

New clients and contacts are created using the **Create Client/Contact Wizard (AO)**, the **Create Client Wizard (AE)**, or the **Create Contact Wizard (AE)**. These enable you to enter the basic details required to create the client or contact.

While using the wizard, the data is not saved until you have entered all the mandatory information and clicked **Finish**. Until then, clicking **Cancel** closes the wizard and your information is lost.

Once you have created your clients and contacts with the wizard, you can add or edit their details at any time by opening the specific tabs within the client or contact page.

### ***Mandatory fields***

Mandatory fields are identified by a  and must be completed before you can move to the next step in the wizard. If you attempt to move on without completing the field, the warning icon  will be displayed beside the field.

The mandatory information is:

- **Type** — Person or Organisation.
- **Code** — the client/contact (AO Australia) code used by the system.
- **Last Name** (where Type = Person).
- **Main Name** (where Type = Organisation).

---

**Note:** Additional mandatory fields can be set up by your system administrator to capture information required by your practice. They are set up from Maintenance > Maintenance Map (AO) > User defined > **Extra Fields**.

---

### Related topics

[Creating a new client/contact using the wizard](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

## Creating a new client/contact using the wizard

New client/contact's personal details and responsibility are added using the **Create Client/Contact Wizard** (AO), the **Create Client Wizard** (AE), and the **Create Contact Wizard** (AE).

The information you enter in this window is transferred to the Client page > **Main** tab of the client and the Contact page > **Main** tab of the contact.

### *To open the wizard to create a new client or contact*

There are a number of ways to open the wizard:

- Select File > New > **Client** or **Contact** on the main menu.
- Select Contacts > New > **Client** or **Contact** on the toolbar.
- Click **Create client** on the **Client** or **Find Clients** page Tasks bar.
- Click **Create contact** on the **Contact** or **Find Contacts** page Tasks bar.
- Press **[F4]** on a **Client/Contact** or **Find Clients/Find Contacts** page.
- Press **[Ctrl + L]** for Clients, or **[Ctrl + O]** for Contacts.

## Adding a new client/contact's personal details and responsibility (AO)

### *Accountants Office only*

1. Open the **Create Client/Contact Wizard**.  
See To open the wizard to create a new client or contact.
2. Select whether the new client/contact is a **Person** or an **Organisation**.  
The fields in the window update appropriately.  
If the new client/contact is a **Person**, the **Contact Type** field automatically fills with **Individual**.  
If the new client/contact is an **Organisation**, the **Contact Type** field drop-down offers a number of options.
3. If you are creating a client or contact that is an **Organisation**, select the appropriate **Contact Type** option from the drop-down, e.g., Company, Local Body and Trust.
4. Ensure that the **Contact** checkbox is **not** selected if you are creating a client.  
Ensure that the **Contact** checkbox is **selected** if you are creating a contact.
5. Enter a unique **Code** for the client.  
This is a mandatory field for all clients.  
This option is not available when you are creating contacts.

---

**Note:** The following characters must not be used for the **Code**:

~ ? \* | - + + , . : ; \ / [ ] " % # ' { } ^ < > \_

The **Code** must be unique. You cannot use a code that is already being used by another client.

---

6. Enter the name details:
  - **Title** — Mr, Ms, Mrs, Miss, Dr, etc.
  - **First, Middle and Last** names — These fields are available only if the client/contact is a person. The **Last Name** field is mandatory for clients/contacts who are people.
  - **Pre Name and Main Name** — These fields are displayed for organisations only. Use the **Pre Name** field if the organisation's name starts with 'A' or 'The'. Enter the main part of the name in the **Main Name** field. As searches are based on the main name, when results are displayed clients/contacts are listed in alphabetical order instead of them all listed under 'T'. The **Main Name** field is mandatory for clients/contacts who are organisations.
  - **Salutation** — The name that the person or organisation is normally known by or prefers. For example, "Chris" or "Mrs Lee" (which will be displayed in mail as "Dear Chris" or "Dear Mrs Lee").
  - **Suffix** — This field is displayed only for people.  
(New Zealand) Suffixes such as orders and higher academic qualifications (AO, PhD, etc.) can be entered here.

(Australia) For practices using MYOB Accountants Office, you will need to enter an ATO approved suffix if you wish to integrate with a tax return. Valid suffixes for individual tax returns are: ESQ, II, III, IV, JNR, JP, MHA, MLA, MLC, MP, QC and SNR. Any non-ATO approved suffix is appended to your client's Last Name, but if used will make the tax return invalid.

- **Mailing Name** — The name used for mailing addresses, alternative to the full name or salutation. If you do not enter a mailing name, the client/contact's full name is used.
- **Initials** — This field is displayed only for people. Enter the client/contact's initials, if required.
- **Addressee** — Enter the name of the person to whom mail is usually addressed at this client's/contact's address (e.g., "Ms Christine Lee").

---

**Note:** The name of the client/contact is limited to a maximum of 50 alphanumeric characters.

---

7. If the client/contact is a person, select the **Gender** from the drop-down.  
(New Zealand) You can select from blank (if the gender of the client/contact is unknown or not required), Male and Female.
8. Enter the **D.O.B.** (date of birth).  
The **D.O.B.** is entered in the format dd/mm/yyyy or selected from the drop-down calendar.  
The **Age** is automatically calculated based on the date of birth.
9. Select the practice **Partner**, **Office** and **Department** who will serve the client/contact.
10. Select a **Family Group** from the drop-down list, if required.  
Family groups are a convenient way of grouping together related clients or contacts for reporting purposes. Family groups may consist of individuals, companies, trusts or other organisations. They are defined using Maintenance > Maintenance Map > Client > **Family Groups**. See "Client - Family Groups" on page 738.
11. Enter the client's **TFN**, **ABN** and **ACN (Australia)**, or **IRD Number** and **Balance Month** (New Zealand).  
The values entered here will also be displayed on the Client page > **Main** tab and Client page > **Extra** tab.  
(New Zealand) For Balance Month, enter the month that will be used as the balancing month for this client. You can select a month from the drop down, or type the first letter of the month to auto-fill the field. If you do not enter a value, the balance month will default to March.

12. Select whether the client is a **Tax client** or not.

The checkbox is selected by default, click to deselect the checkbox.

13. Click **Finish**.

The client/contact is added to the database and the **Client** page or **Contact** page opens.

---

**Note:** Your client has been created with the minimum required information. Before you process the client's tax return, it is recommended that you enter a postal address for your client. See "Maintaining addresses" on page 120.

---

### Creating a new client / contact using the wizard (AE)

#### ***Accountants Enterprise only***

The **Create Client Wizard / Create Contact Wizard** is your starting point to add a client to the database. The steps involved in adding a new client or contact are:


- "Step 1 — Personal details and responsibility" (see page 252)
- "Step 2 — Extra details" (see page 254)
- "Step 3 — Address details" (see page 255)
- "Step 4 — Note details" (see page 259)
- "Step 5 — Associated contacts" (see page 260)
- (Creating Clients only) "Step 6 — Defaults" (see page 263)
- (Creating Clients only) "Step 7 — New clients' assignments" (see page 267)

**Step 1** and **Step 2** are the mandatory steps in the wizard. On completion of Step 2, click **Finish** to save the new client with any details entered up to that point. This creates the initial client record. Additional information can be added or edited at a later stage on the individual tabs of the **Client / Contact** page.

All clients created using the wizard can be searched for, opened and worked on at any time outside the wizard in the usual way.

Cancel the client creation at any time in the wizard by clicking **Cancel**. While adding a new client, you can modify information in previous steps by clicking **Back**.

---

**Note:** When working through the **Create Client Wizard**, you cannot leave the current step until the mandatory fields are completed. A warning icon  is displayed beside the mandatory fields. Complete these fields, then click **Next** to proceed.

---

### Related topics

[Using the Client and Contact pages](#)

[Working with clients and contacts](#)

### Step 1 — Personal details and responsibility

#### **Accountants Enterprise only**

New client and contact personal details and responsibility and supplier personal details are added using **Step 1** of the **Create Client Wizard**, **Create Contact Wizard** and the **Add New Supplier Wizard**.

The information entered in this step is transferred to the **Main** tab.

#### **To enter personal details**

1. Open the appropriate wizard to create the selected contact type.
2. Select whether the contact type is a **Person** or **Organisation**.  
The fields in the window update depending on the selection.  
Some fields will not be available depending on the **Type** selected.  
The selection is reflected in the **Contact Type** field.
3. Enter a unique **Code** for the contact type.  
This is a mandatory field for clients and suppliers.  
This field is limited to a maximum of 10 alphanumeric characters.

---

**Note:** The following characters cannot to be used for the **Code**:

~ ? \* | - + + , . : ; \ / [ ] " % # ' { } ^ < > \_

The **Code** must be unique. You cannot use a code that is already being used by another contact type.

---

4. Enter the **Name** details of the contact type:
  - **Title** — Mr, Mrs, Miss, Dr, etc.
  - **First, Middle and Last Names** — These fields are available only if the contact type is a person. The **Last Name** field is mandatory for contact types who are people.
  - **Suffix** — This field is displayed only for people.  
(New Zealand) Suffixes such as orders and higher academic qualifications (AO, PhD, etc.) can be entered here.  
(Australia) For practices using MYOB Accountants Enterprise PM Plus clients, you will need to enter an ATO approved suffix if you wish to integrate with a tax return. Valid suffixes for individual tax returns are: ESQ, II, III, IV, JNR, JP, MHA, MLA, MLC, MP, QC and SNR. Any non-ATO approved suffix is



appended to your client's Last Name, but if used will make the tax return invalid.

---

**Note:** (Australia) The suffix does not integrate to a return for those using MYOB AE Integrated Release or Vizpost integration. Suffixes can be entered on the front cover of the return.

---

- **Pre Name and Main Name** — These fields are displayed for organisations only. Use the **Pre Name** field if the organisation's name starts with 'A' or 'The'. Enter the main part of the name in the **Main Name** field. As searches are based on the main name, search results display contact types listed in alphabetical order instead of seeing them all listed under 'T' for The. The **Main Name** field is mandatory for contact types who are organisations.
  - **Salutation** — The name that the person or organisation is normally known by or prefers. For example, "Chris" or "Mrs Lee" (which will be displayed in correspondence as "Dear Chris" or "Dear Mrs Lee").
  - **Mailing Name** — The name used for mailing addresses, alternative to the full name or salutation. If you do not enter a mailing name, the contact type's full name is used.
  - **Initials** — This field is only displayed for people. Enter the initials of the contact type, if required.
  - **Addressee** — Enter the name of the person or position to whom mail is usually addressed at this contact type's address (e.g., "Ms Christine Lee" or "Sales Manager").
5. Select the practice **Partner, Department, Office** and **Company** who will service the contact type from the appropriate drop-downs.
- These are the details of the people or groups who will be dealing with the contact type.
6. Select the **Centre** and **Category** from the drop-downs.

---

**Note:** These fields are relevant only for client assignments.

---

7. Select a **Family Group** from the drop-down list, if required.
- This field is only available for clients and contacts.
- Family groups are a convenient way of grouping together related clients or contacts for reporting purposes. Family groups may consist of individuals, companies, trusts or other organisations. They are defined using Maintenance > Client > **Family Groups** or Maintenance > Maintenance Map > Client > **Family Groups**. See "Family groups" on page 745.
8. Select the **Gender** of the contact type, if the contact type is a person.

9. Enter the **D.O.B.** (date of birth) or select it from the drop-down calendar, if the contact type is a person.

The **Age** is automatically calculated based on the date of birth.

10. Enter the **Birth Place** of the contact type, if the contact type is a person.

11. Select the **Tax Type** from the drop-down.

This field is only available for clients.

12. Enter the contact type's **TFN**, **ABN** and **ACN (Australia)**, or **IRD Number** and **Balance Month** (New Zealand).

The values entered here will also be displayed on the **Extra** tab of the contact type. These fields are only available for clients and suppliers.

---

**Note:** If the **Finish** button is available (i.e., there are no mandatory items in the next wizard step) you may click it now and complete the other details on the **Client/Contact/Supplier** page later. The contact type is added to the database.

---

13. To continue using the wizard, click **Next**.

You proceed to “Step 2 — Extra details” on page 254. This is where you enter extra information for the contact type.

### Step 2 — Extra details

#### ***Accountants Enterprise only***

In this step of the Wizard you can enter additional information that the practice wants to collect. The fields represent extra lists and extra fields which have been set up by the system administrator. Details entered in the **Step 2 — Extra Details** are transferred to the **Extras** tab.

---

**Note:** You must complete all the mandatory fields which are displayed in red. You cannot proceed to the next step until all mandatory information has been entered.

---

#### ***To enter extra details***

1. Complete the mandatory steps in “Step 1 — Personal details and responsibility” on page 252.


2. Click **Next**.


or

Click the **Extra Fields** tab.


**Step 2 — Extra Details** is displayed on the **Wizard**.

3. Where relevant, enter or select a value for the **Extra Fields** and **Extra Lists**.

 indicates an extra field. Type or select the value in the **Value** field.

 indicates an extra list. Select a value from the drop-down that is displayed when you click the **Value** field.

---

**Note:** Mandatory fields, which are flagged by a red triangle , displayed in red or flagged as **Required**, must be completed before you can click **Next** or **Finish**.

---

4. Click **Finish** to complete creating the contact type.

The wizard closes and the contact type is created with the information that has been entered so far. The relevant **Client/Contact/Supplier** page is displayed for the new contact type. Click through the tabs to check, add or edit information.

---

**Note:** Entering information in the remaining windows (Steps 3 to 6) of the **Wizard** is optional. Once the contact type is created, further details can be entered and modified using the **Client/Contact/Supplier** page.

---

Alternatively, to continue entering details for the contact type using the **Wizard**, click **Next**.

Proceed to “Step 3 — Address details” on page 255 to enter address details.

### Step 3 — Address details

#### ***Accountants Enterprise only***

Details entered in **Step 3 — Address Details** of the **Wizard** are transferred to the **Addresses** tab.

Addresses can be entered by either:

- entering new addresses for the new contact type.
- entering and linking to a **new** address in the database.
- linking an **existing** address to the contact type.

#### ***To enter a new address for the new contact type***

1. Complete the mandatory steps in “Step 1 — Personal details and responsibility” on page 252 and “Step 2 — Extra details” on page 254.
2. Click **Next**.  
or  
Click the **Address** tab.  
**Step 3 — Address Details** is displayed.

3. Select the appropriate **Address Type** from the list.

---

**Note:** The **Address Type** options available in the drop-down list depend on the types set up in Maintenance > Address/Phone > **Address Type**.

---

4. Enter the **Address** details.
5. Enter the **Suburb/Town, State, Postcode** and **Country** details.

---

**Tip:** If an error is made when you enter the address details, click **Clear** to erase the current details and enter the correct details.

---

6. Repeat **Step 3.** to **Step 5.** if you want to add more address types for the contact type.
7. Enter the **Phone, Fax** and **Mobile** details of the contact type.

---

**Note:** These numbers and the email address apply to **all** addresses for this contact type.

---

8. Right-click the **Enter Email Address Here** hyperlink and overwrite the existing text with the contact type's email address.

---

**Note:** If you left-click the hyperlink, a new email message opens.

---

9. To complete creating the contact type, click **Finish**.

The wizard closes and the **Client/Contact/Supplier** page is displayed for the new contact type. Click through the tabs to check, add or edit information.

Alternatively, to continue entering details for the contact type using the **Wizard**, click **Next**.

Proceed to "Step 4 — Note details" on page 259 to enter notes associated with the contact type.

### ***To enter and link a new contact type address***

1. Complete the mandatory steps in "Step 1 — Personal details and responsibility" on page 252 and "Step 2 — Extra details" on page 254.
2. Click **Next**.  
or  
Click the **Address** tab.  
**Step 3 — Address Details** is displayed.

3. Select the appropriate **Address Type** from the list.

---

**Note:** The **Address Type** options available in the drop-down list depend on the types set up in Maintenance > Address/Phone > **Address Type**.

---

4. Click the ellipse button on either the **Address**, **Suburb/Town** or **Postcode** fields. The **Address Search and Maintenance** window opens.
5. Enter the address details into **Address Lines 1, 2** and **3** columns in the first blank row of the table.
6. Enter the **Suburb/Town**, **State**, **Post Code** and **Country**.
7. Click **Link**.
8. Click **Yes**.  
To confirm that you want to link the new address.
9. Click **OK**.
10. Click **Yes**.  
To reopen the **Wizard** which contains the details for the **Address Type** just entered.
11. Enter the **Phone**, **Fax** and **Mobile** details for the contact type.

---

**Note:** These numbers and the email address apply to **all** addresses for this contact type.

---

12. Right-click the **Enter E-Mail Address Here** hyperlink and overwrite the existing text with the contact type's email address.

---

**Note:** If you left-click the hyperlink, a new email message opens.

---

13. Repeat **Step 3. to Step 10.** for each **Address Type** required.  
The new address is added to the database and you can link it to other clients, contacts, suppliers and employees in the database.
14. To complete creating the contact type, click **Finish**.  
The wizard closes and the **Client/Contact/Supplier** page is displayed for the new contact type. Click through the tabs to check, add or edit information.  
Alternatively, to continue entering details for the contact type using the **Wizard**, click **Next**.

Proceed to “Step 4 — Note details” on page 259 to enter any notes about the contact type.

### ***To link an existing address to the new contact type***

1. Complete the mandatory steps in “Step 1 — Personal details and responsibility” on page 252 and “Step 2 — Extra details” on page 254.
2. Click **Next**.  
or  
Click the **Address** tab.  
**Step 3 — Address Details** is displayed.
3. Select the appropriate **Address Type** from the list.

---

**Note:** The **Address Type** options available in the drop-down depend on the types set up in Maintenance > Address/Phone > **Address Type**.

---

4. Click the ellipse button on either the **Address**, **Suburb/Town** or **Postcode** fields.  
The **Address Search and Maintenance** window opens.
5. Search for the existing address to link to:
  - a. Select the part of the address you want to search for from the **Search for** drop-down. For example, Any part of Address.  
You can search on Town, State, Postcode, Country, Surname/Company and Client/Supplier code. If you know the street name, select **Any part of Address**.
  - b. Enter the search text in the **which starts with** field.
  - c. Click **Search** or press **[Enter]**.

Addresses that match the search criteria are listed.

6. Click the address you want to link to the contact type.

---

**Tip:** Click **Show** if you want to see who or what is already linked to the selected address. The **Contacts/Clients/Suppliers Using Address** window opens listing all who are linked to the selected address.

---

7. Click **Link** to re-use this address for the contact type.  
A **Success** message is displayed.
8. Click **OK**.

To confirm that you want to link the selected address to the new contact type. The **Success** message and the **Address Search and Maintenance** window close. The address is displayed in the **Wizard**.

- Repeat **Step 3. to Step 8.** if you want to link to other types of addresses. You are returned to **Step 3 — Address Details** of the **Wizard**.
- Enter **Phone, Fax** and **Mobile** details of the contact type.

---

**Note:** These numbers and the email address apply to **all** addresses for this contact type.

---

- Right-click the **Enter Email Address Here** hyperlink and overtype the existing text with the contact type's email address.

---

**Note:** If you left-click the hyperlink, a new email message opens.

---

- To complete creating the contact type, click **Finish**.  
The wizard closes and the **Client/Contact/Supplier** page is displayed for the new contact type. Click through the tabs to check, add or edit information.  
Alternatively, to continue entering details for the contact type using the **Wizard**, click **Next**.  
Proceed to "Step 4 — Note details" on page 259 to enter notes related for the contact type.

### Step 4 — Note details

#### ***Accountants Enterprise only***

Note details entered in **Step 4 — Note Details** are transferred to the **Notes** section of the **Main** tab where it can be edited at a later stage.


#### ***To enter notes for a new contact type***

- Complete the mandatory steps in "Step 1 — Personal details and responsibility" on page 252 and "Step 2 — Extra details" on page 254.
- Click the **Notes** tab on the **Wizard** if it is not already selected.  
**Step 4 — Note Details** is displayed.
- Enter a **Title** for the note.  
This field is limited to a maximum of 100 alphanumeric characters.
- Select a different **Date** from the default current date displayed, if necessary.

Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

5. Enter your notes in the main text area.

Standard text formatting tools can be applied, e.g., text styles such as bold and italic, to the text in the **Notes** section or to change fonts, etc.

6. Click  to launch the spell checker and correct any spelling errors in the note. See “Rich text spell checker” on page 77.

7. To complete creating the contact type, click **Finish**.

The wizard closes and the **Client/Contact/Supplier** page is displayed for the new contact type. Click through the tabs to check, add or edit information.

Alternatively, to continue entering details for the contact type using the **Wizard**, click **Next**.

Proceed to “Step 5 — Associated contacts” on page 260 to enter details of the associations to the contact type.

### Step 5 — Associated contacts

#### ***Accountants Enterprise only***

Details entered in **Step 5 — Associated Contacts** are transferred to the **Associated** tab.

---

**Note:** One important association to set up is the contact’s bank. This information is needed to complete **Step 6** of the **Wizard**.

---

You can enter contacts to associate with the contact type by:

- creating an association to an **existing** contact whose details are already in the database.
- creating an association to a **new** contact whose details are not in the database.

#### ***To associate a new contact type with an existing contact***

1. Complete the mandatory steps in “Step 1 — Personal details and responsibility” on page 252 and “Step 2 — Extra details” on page 254.
2. Click the **Associated** tab on the **Wizard** if it is not already selected.  
**Step 5 — Associated Contacts** is displayed.
3. Click **Add**.  
This will add a relationship to a contact that already exists in the database.  
The **Associate Existing Contact** window opens.



4. Select a **Relationships** type from the table that applies to the association you want to add.

The selected relationship is displayed in the **Relationship** field.

5. Find and select the **Contact**.

- a. Click the magnifying glass button in the **Contacts** field.

The **Find Contacts** window opens.

- b. Enter the name or part of the name of the contact in the **Search for** field.

- c. Click **Search** or press **[Enter]**.

The search results are listed.

- d. Select the required contact from the displayed list.

- e. Click **OK**.

The **Find Contacts** window closes.

The selected contact is displayed in the **Contacts** field in the **Associate Existing Contact** window.

6. Enter the **Start Date** of the association.

Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

7. Enter the **End Date** of the association, if required.

Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

8. Click **OK**.

The **Associate Existing Contact** window closes.

The new association is displayed in **Step 5— Associated Contacts**.

9. To complete creating the contact type, click **Finish**.

The wizard closes and the **Client/Contact/Supplier** page is displayed for the new contact type. Click through the tabs to check, add or edit information.

---

**Note:** This is the final step for creating a contact.

---

Alternatively, to continue entering details for the contact type using the **Wizard**, click **Next**.

Proceed to “Step 6 — Defaults” on page 263 to add the contact type’s payment and bank details.

### ***To associate a new contact type with a new contact***

1. Complete the mandatory steps in “Step 1 — Personal details and responsibility” on page 252 and “Step 2 — Extra details” on page 254.
2. Click the **Associated** tab on the **Wizard** if it is not already selected.  
**Step 5 — Associated Contacts** is displayed.
3. Click **Add new**.  
To enter details of a new related contact (i.e., one that does not currently exist in the database).  
The **Associate New Contact** window opens.
4. Select a relationship that applies to the contact you want to add from the **Relationship** table.  
The selected option is displayed in the **Relationship** field.
5. Enter the **Start Date** of the association.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
6. Enter the **End Date** of the association, if required.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
7. Enter the details of the person in your practice who will be responsible for the new contact for the contact type in the **Partner, Department, Office** and **Company** fields using the drop-downs.
8. If the association is a person, select the **Type** to be **Person**.  
The selection is reflected in the **Contact Type** field.  
The **Associate New Contact** window changes to include only fields relevant to the person. Select and/or enter the information for the person association:
  - **Gender**
  - **Title**
  - **First, Middle** and **Last** name
  - **Suffix**
  - **Salutation**
  - **Mailing Name**
  - **Initials**
9. If the association is an organisation, select the **Type** to be **Organisation**.  
The selection is reflected in the **Contact Type** field.

The **Associate New Contact** window changes to include only fields relevant to the organisation. Select and /or enter the information for the organisation association:

- **Pre Name**
- **Main**
- **Salutation**
- **Mailing Name**

10. Click **OK**.

This will save the details and close the window.

The new association is listed in **Step 5 — Associated Contacts**.

---

**Note:** When you use **Add new** to create an association, the new contact is added to the database as a **Contact**. You can then click their name in the **Associated** tab or search for them and fill in the details in their **Contact** page as you would with any other contact. You can convert the new contact into a client or supplier, if required.

---

11. To complete creating the contact type, click **Finish**.

The wizard closes and the **Client/Contact/Supplier** page is displayed for the new contact type. Click through the tabs to check, add or edit information.

---

**Note:** This is the final step for creating a contact.

---

Alternatively, to continue entering details for the contact type using the **Wizard**, click **Next**.

To proceed to “Step 6 — Defaults” on page 263 to add the contact type’s payment and bank details.

### Step 6 — Defaults

#### ***Accountants Enterprise only***

---

**Note:** This step is only available for clients and suppliers.

---

**Step 6 — Defaults** is used to enter payment and bank details for the contact type and the information is transferred to the **Defaults** tab.

#### ***To enter payment and related details for a new contact type***

1. Complete the mandatory steps in “Step 1 — Personal details and responsibility” on page 252 and “Step 2 — Extra details” on page 254.
2. Click the **Defaults** tab on the **Wizard** if it is not already selected.

**Step 6 — Defaults** is displayed.

3. Enter the following details as required:

Field	Description
Terms Type	<p>Select the method to use when calculating the payment due date on bills raised by/for the contact type. The available options are:</p> <ul style="list-style-type: none"> <li>• <b>Days</b> — Select this option to enter the number of <b>Days</b> from the invoice date when the payment is due. For example, if you enter '14' and the invoice date is 2 May, then the payment date will be calculated as 16 May.</li> <li>• <b>Month End Days</b> — If payments are expected in the month following the billing month, enter the number of days after the invoice month end when payment is due. For example, if you enter '14' and the invoice date is 2 May, the payment date will be calculated as 14 June.</li> <li>• <b>None</b> — Select this option if you do not want a payment day calculated for the contact type.</li> <li>• <b>Payment Day</b> — Select this option if you want the payment due date to be on a specific date each month. When selected, the next field on the page will update to <b>Payment Date</b> rather than <b>Days</b>.</li> </ul> <hr/> <p><b>Note:</b> The <b>Due Date</b> field on the <b>Debtors Ledger</b> displays the default due date as derived from the <b>Invoice Date</b> and contact type payment <b>Terms</b>.</p>
Days / Payment Day	<p>Enter the number of days from the invoice date when the payment is due. If you select <b>Payment Day</b> in the <b>Terms Type</b> field, you must enter the actual date in the month that payment is due (e.g., the 17th of each month).</p>
Payment Type	<p>Select the contact type's default payment method, such as <b>Cash, Cheque, Direct Debit, Standing Order</b>, etc. This changes the description on the remittance advice section of the Bank Deposit Slip document.</p> <p>Your system administrator maintains the list of available payment types.</p>
Credit Limit	<p>Enter the credit limit set by/for the contact type, if applicable. This can then be used as a warning if the supplier has or the client/contact have reached the credit limit and work is still being done for them.</p>

Field	Description
Account Status	<p>Select the status of the contact type's account. Certain selections prevent further transactions with this contact type's account (e.g., where debtor balance is \$16,000 and credit limit is \$12,000, the Account Status becomes Exceeded Credit Limit).</p> <p>Your system administrator is responsible for maintaining the selections. Examples of Account Status are <b>Exceeded Credit Limit</b> or <b>Open</b>.</p>
Internal	<p>This field is only available for clients and contacts.</p> <p>Click the <b>Internal</b> checkbox if the client/contact is internal to the organisation. Timesheets entered for an internal client/contact would be non-chargeable. This is the only point where you can specify if the client/contact is internal. This checkbox is not available anywhere else. If you select this checkbox, the label <b>Internal</b> is displayed in the top left corner of the <b>Client/Contact</b> page &gt; <b>Defaults</b> tab.</p>
Default Nominal Account	<p>This field is only available for suppliers.</p> <p>Select the default nominal analysis code against which the expense is to be debited when an invoice is posted. A selection can be made from the <b>Find Nominal Codes</b> window which is opened when you click the ellipse button on the <b>Default Nominal Account</b> field. You can override this when you post an invoice.</p>
Default Tax Rate	<p>This field is only available for suppliers.</p> <p>Select the tax rate that applies to the supplier. This setting determines the default tax rate applied to the supplier's bills. The tax rate can be changed at the time of billing.</p>
Approval Employee	<p>This field is only available for suppliers.</p> <p>Select the name of the employee who can approve invoice payments to this supplier. A selection can be made from the <b>Find Employees</b> window which is opened when you click the ellipse button on the <b>Approval Employee</b> field.</p>

Field	Description
Primary Bank Details	<p>Located in the right section of this page are the bank details. This information can be used when payments are to be made to the contact type via direct bank transfers or to generate the Bank Deposit Slip.</p> <p>The fields are populated for you automatically when you select an existing associated bank contact in the <b>Bank Details</b> field.</p> <hr/> <p><b>Note:</b> The contact type’s bank association must be set up before you can use this feature. Only the <b>Account Name</b> field is editable. The remaining fields are populated using the information entered with the associated bank contact.</p> <hr/>
Bank Name	This field displays the name of the bank selected from the <b>Bank Details</b> drop-down.
Address	This field displays the address of the bank selected from the <b>Bank Details</b> field.
Account Name	This field displays the name of the person or organisation holding the bank account as selected from the <b>Bank Details</b> drop-down. This field can be edited.
Bank Ref	This field displays the Bank Reference or Sort Code.
Account Number	This field displays the Account Number.
BACS/BPAY	This field displays the BACS or BPAY code for the bank.

4. Click **Finish**.

The **Client/Contact/Supplier** page for the new contact type is displayed.

5. (Practice Manager) If you are creating a client, you will be asked if you would like to add an assignment to the client, click either:

- **Yes.**

To open the **Add Assignment Wizard** which guides you through the assignment creation process. You can choose either **Add from Template** or **Create a New Assignment**.

or

- **No.**

To dismiss the window and view the Client page > **Main** tab. You can add assignments later.

### Step 7 — New clients' assignments

#### ***Accountants Enterprise with Practice Manager only***

This step is only available if you are creating a client. The **Add Assignments from Template** window of the **Create Client Wizard** lists all the available assignment templates. The assignments you select are displayed on the Client page > **Assignments** tab of the new client.

Open the **Assignment Template Group** drop-down to list the assignments for a particular template group.

#### ***To select an existing assignment for a client***

1. Complete the mandatory steps in “Step 1 — Personal details and responsibility” on page 252 and “Step 2 — Extra details” on page 254.
2. Click **Finish**.  
The **Add Assignment** window opens.
3. Click **Yes**.

To add an assignment to this client.

The **Add Assignment Wizard** opens at **Step 1 — Create Assignment for Client** opens with the **Client** field automatically filled with the new client's name.

Refer to “Using the Add Assignment Wizard” on page 337 for more information on how to create an assignment for a client.

## Using the Client and Contact pages

The **Client** and **Contact** pages has a number of tabs which group information together so that details are easy to view and edit when necessary.

Click on the tabs to display the information for that tab on the page. The Tasks bar updates as you change tabs to show the tasks associated with the information on the tab.

### ***Client page***

The tabs and associated tasks on the **Client** page are:

- “Main tab” (see page 200)

This tab displays by default when you open a client and contains the information identifying the client and how to contact them along with any notes. The available functions are:

- “Creating a new client/contact using the wizard” (see page 248)
- “Changing client names and codes” (see page 277)

- “Phone and other details” (see page 129)
- “Closing a client” (see page 278)
- “Viewing all clients and contacts in a family group” (see page 283)
- “Changing contacts into clients” (see page 286)
- “Changing clients into contacts” (see page 281)
- “Deleting a client” (see page 279).

- (AE) “Assignments tab” (see page 133)

- (AO) “Jobs tab” (see page 196)

- “Responsibility tab” (see page 221)

This tab is where the people in your practice who are responsible for this client are recorded.

- (AE) “To Do tab” (see page 244)

- “Documents tab” (see page 165)

- Client Accounting tab

- (Practice Manager) “Bills tab” (see page 153)

- “Extra tab” (see page 190)

This tab contains any extra information that the practice wants to collect.

- “Associated tab” (see page 143)

This tab lets you define relationships between this client and other clients and contacts in the database.

- “Addresses tab” (see page 118)

This tab displays the client’s addresses and is where you edit them. The available tasks are:

- “Maintaining addresses” (see page 120)

- “Phone and other details” (see page 129).

- (Practice Manager) “Defaults tab” (see page 162)

This tab is used to view and maintain the client’s credit control and bank details.

- (Practice Manager) “Home tab” (see page 195)

- “Billing Group tab” (see page 155)

- “Tax Returns tab” (see page 240).

The information shown on these tabs can be created using the **Create Client/Contact wizard** (see “Creating new clients, contacts and suppliers” on page 232).

### Related topics

[Using the Contact page](#)



[Notes on the Main tab](#)

## Using the Contact page

The **Contact** page has a number of tabs which group contact information together so that details are easy to view and edit if necessary.

Click on the tabs to display the information for that tab on the **Contact** page. The Tasks bar updates as you change tabs to show the tasks associated with the information on the tab.

The tabs on the **Contact** page are:

- “Main tab” (see page 200)

This tab displays by default when you open a contact and contains the information identifying the contact and how to contact them along with any notes. The available functions are:

- “Creating new clients, contacts and suppliers” (see page 232)
- “Changing contacts’ names” (see page 284)
- “Deleting a contact” (see page 285)
- “Changing contacts into clients” (see page 286)
- “Viewing all clients and contacts in a family group” (see page 283).

- “Responsibility tab” (see page 221)

This tab is where the people in your practice who are responsible for this contact are recorded.

- (AE) “To Do tab” (see page 244)
- “Documents tab” (see page 165)
- “Extra tab” (see page 190)

This tab contains any extra information that the practice wants to collect.

- “Associated tab” (see page 143)
- “Addresses tab” (see page 118).

This tab displays the contact’s addresses, and is where you edit them. The available task is “Maintaining addresses” (see page 120).

The information shown in these tabs is created using the Create Client/Contact wizard (see “Creating new clients, contacts and suppliers” on page 232).

Once you do work for a contact you need to change that contact into a client. See “Changing contacts into clients” on page 286.

### Related topics

[Creating a new client/contact using the wizard](#)

[Deleting a contact](#)

[Changing contacts into clients](#)

[Notes on the Main tab](#)

## Working with clients and contacts

Client and contact records can be added, edited and maintained at any time using the **Client** and **Contact** page.

The following procedures can be done from the **Client** and **Contact** pages:

- “Creating a new client/contact using the wizard” (see page 248)
- “Finding and opening clients and contacts” (see page 270)
- “Changing client names and codes” (see page 277)
- “Closing a client” (see page 278)
- “Deleting a client” (see page 279) (Not available for AO New Zealand)
- “Changing clients into contacts” (see page 281) (Not available for AO New Zealand)
- “Viewing all clients and contacts in a family group” (see page 283)
- “Changing contacts’ names” (see page 284)
- “Deleting a contact” (see page 285) (Not available for AO New Zealand)
- “Changing contacts into clients” (see page 286)
- “Changing contacts to suppliers” (see page 287).

To view detailed information about a client or contact, open the **Client** and **Contact** page and select the relevant tabs.

## Finding and opening clients and contacts

You can quickly find and open any client record (**Client** page) or contact record (**Contact** page) in your practice database using **Find Client** or **Find Contact**.

The system enables you to:

- display all the client or contact records in your database.
- display only the client or contact records that match the name, code, tax file number (Australia) / IRD Number (New Zealand) or ABN (Australia) / Balance Month (New Zealand) you specify.
- group the results so that records with the same information are listed together.

- filter the list of records to display only those that match the information you require.
- change the information displayed on the list.

The settings you define during a search are saved automatically, ready to use the next time you want to find and open a client or contact. This enables you to set up a search and open routine which suits the way you work. You can change the settings at any time and the new settings become the default.

### Related topics

[Finding and opening clients and contacts](#)

[Finding and opening a contact](#)

[Finding and opening second records](#)

[The Find page and Find window](#)

[Using the Contact page](#)

[Using the Client and Contact pages](#)

[Clients and contacts](#)

### Finding and opening a client

The **Find Clients** page enables you search the client records in your database and open the **Client** page to view and change the details stored for each client.

#### *To find a client record*

1. Click **Contacts** on the toolbar.  
The **Find Clients** page opens.
2. Select whether you want to search by **Name and Code**, **Tax File Number (AU)**, or **ABN (AU)**, or **IRD Number (NZ)**.
3. Enter the data you want to find in the **Search for** field.

---

**Tip:** If you leave the **Search for** field blank all client records will be returned by the search.

---

4. Select your search options:
  - Select the **Hide form when only one item found** option, if required.
  - Select the **Search any part** option, if required.
  - Select the **Include closed clients** option, if required.

Additional search options in the drop-down at the top of the **Find** page are:

- **New search** — clears any currently listed search results and performs a new search on the criteria you enter.

- **Append to search** — keeps any currently displayed search results and adds records from a new search to the current records.
- **New search from reports** — enables you to search through information in specific reports instead of searching the database.
- (AE) **New search from lists** — enables you to search a list of saved searches, rather than the whole database.

5. Click **Search**.

The clients that match your search criteria are listed.

---

**Note:** If a single record matches your search criteria and you selected **Hide form when only one item found**, the **Client** page opens instead.

---

---

**Tip:** You can quickly select all the clients in the search results by clicking on the checkbox in the first column heading of the table.

---

6. Group or sort the search results.

Right-click the results table to access the **Field Chooser**. From the **Field Chooser** you can select the fields of information you want to be displayed with the listed records. Drag fields onto the list area from the window or vice versa.

You can also copy the selected client's name to the clipboard for use in other applications.

See "Organising your data" on page 74 and "Customising a display table" on page 75.

### ***To open a client record***

1. Click **Contacts** on the toolbar.

The **Find Clients** page opens.

2. Double-click the client or contact record you want to open.

You can double-click any information on the client name except for the email address.

The client's **Client** page opens.

---

**Note:** You can sort, group or filter the list of clients to make it easier to find the client you are looking for. See "Organising your data" on page 74.

---

### ***To save your client search list (AE)***

1. Find your client record(s).

See “To find a client record” on page 271.

2. Select **Save list** on the Tasks bar.  
The **Save List** window opens.
3. Enter a name for the list in the **Title** field.  
For example, Golf Invite Clients.
4. Enter a **Description** for the list.
5. Click **Save**.

### *To use a saved client search list (AE)*

1. Click **Contacts** on the toolbar.  
The **Find Clients** page opens.
2. Select **Open list** on the Tasks bar.  
The **Select List** window opens.
3. Use the drop-down to select the appropriate option:
  - **From Lists**
  - **From Reports.**
4. Select an appropriate list from the table.
5. Click **OK**.

### **Related topics**

[Finding and opening a contact](#)

[Finding and opening second records](#)

[The Find page and Find window](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Changing contacts into clients](#)

[Deleting a contact](#)

[Clients and contacts](#)

### Finding and opening a contact

The **Find Contacts** page lets you search all the contact and client records in your database and open the **Contact** or **Client** page to view and change the details stored for each contact.

**To find a contact record**

1. Select Contacts > Open > **Contact** from the toolbar.

The **Find Contacts** page opens.

2. Enter the name (or part of the name) in the **Search for** field.

---

**Tip:** If you leave the **Search for** field blank all contact records will be returned by the search.

---

3. Select your search options:

- Select the **Hide form when only one item found** option, if required.
- Select the **Search any part** option, if required.
- Select the **Include closed clients** option, if required.

Additional search options in the drop-down at the top of the **Find** page are:

- **New search** — clears any currently listed search results and performs a new search on the criteria you enter.
- **Append to search** — keeps any currently displayed search results and adds records from a new search to the current records.
- **New search from reports** — enables you to search through information in specific reports instead of searching the database.
- (AE) **New search from lists** — enables you to search a list of saved searches, rather than the whole database.

4. Click **Search**.

The contacts that match your search criteria are listed.

---

**Note:** If a single record matches your search criteria and you selected **Hide form when only one item found** the **Contact** page opens instead.

---

5. Group or sort the search results.

Right-click the results table to access the **Field Chooser**. From the **Field Chooser** you can select the fields of information you want to be displayed with the listed records. Drag fields onto the list area from the window or vice versa.

You can also copy the selected contact's name to the clipboard for use in other applications.

See "Organising your data" on page 74 and "Customising a display table" on page 75.

### ***To open a contact record***

1. Select **Contacts > Open > Contact** from the toolbar.  
The **Find Contacts** page opens.
2. Double-click the contact record you want to open.  
You can double-click any information on the contact name except for the email address.  
If the contact is a pure contact, the **Contact** page opens. If the contact is a client, the **Client** page opens.

---

**Tip:** You can sort, group or filter the list of contacts to make it easier to find the contact you are looking for. See “Organising your data” on page 74.

---

### ***To save your contact search list (AE)***

1. Find your contact record(s).  
See “To find a contact record” on page 274.
2. Select **Save list** on the Tasks bar.  
The **Save List** window opens.
3. Enter a name for the list in the **Title** field.  
For example, Golf Invite Contacts.
4. Enter a **Description** for the list.
5. Click **Save**.

### ***To use a saved contact search list (AE)***

1. Select **Contacts > Open > Contact** from the toolbar.  
The **Find Contacts** page opens.
2. Select **Open list** on the Tasks bar.  
The **Select List** window opens.
3. Use the drop-down to select the appropriate option:
  - **From Lists**
  - **From Reports.**
4. Select an appropriate list from the table.
5. Click **OK**.

### Related topics

[Finding and opening clients and contacts](#)

[Finding and opening second records](#)

[The Find page and Find window](#)

[Using the Contact page](#)

[Using the Client and Contact pages](#)

[Changing contacts into clients](#)

[Deleting a contact](#)

[Clients and contacts](#)

### Finding and opening second records

You can find and open second records for a contact, client, supplier (AE), assignment (AE) or employee. The procedure is the same for all.

There are two ways to open a second record:

- from the first page.
- using the **Find** window.

#### *To find and open a second record from the first page*

1. Find and open the first record.  
See “Finding and opening clients and contacts” on page 270 or “Finding and opening a contact” on page 273.
2. Enter the name (or part of the name) in the **Name** field.  
A drop-down list of matching names is displayed.
3. Select the name from the list.  
The second record opens on a new page.

#### *To find and open a second record using the Find window*

1. Find and open the first record.  
See “Finding and opening clients and contacts” on page 270 or “Finding and opening a contact” on page 273.
2. Click the magnifying glass button on the **Client/Contact Name** field.  
A **Find** window opens.
3. Enter the name (or part of the name) in the **Search for** field.
4. Click **Search**.  
The results that match your search criteria are listed in the window.



5. Double-click the record you want to open.

A new page opens for the selected client or contact. The new page opens on the same tab as the first. For example, if the first record is open on the **Responsibility** tab, the second record also opens on the **Responsibility** tab.

### Related topics

[Finding and opening clients and contacts](#)

[The Find page and Find window](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Changing contacts into clients](#)

[Deleting a contact](#)

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

## Changing client names and codes

Client names (both personal and organisational) and client codes can be changed using the **Client** page.

---

**Note:** (AO) You will not be able to change the client **Type**. Once a client is created as a Person you will not be able to change them to an Organisation in the **Amend Client Name** window and vice versa. The **Contact Type** field is disabled.

---

### *To change a client's name*

1. Find and open the client.  
See "Finding and opening clients and contacts" on page 270.
2. Click **Edit client detail** on the Tasks bar.  
The **Amend Client Name** window opens.
3. Overtyping the current information.
4. Click **OK**.  
To save the changes.

### Related topics

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

[Finding and opening a contact](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Closing a client](#)

[Deleting a client \(Not available in AO New Zealand\)](#)

[Changing clients into contacts \(Not available in AO New Zealand\)](#)

[Viewing all clients and contacts in a family group](#)

[Changing contacts' names](#)

[Deleting a contact \(Not available in AO New Zealand\)](#)

[Changing contacts into clients](#)

[Aliases](#)

[Notes on the Main tab](#)

[Phone and other details](#)

### Closing a client

If a client no longer requires your services you can close the client to prevent them appearing in your searches and current reports. Their details and history are still retained in your database.

If you need to access the client record again, you can include closed clients in your searches. Closed clients display in your search results with a line through the text. You can re-open a closed client to make them active again.

---

**Note:** (AO) Ensure that all jobs and WIPS for the client are finalised before closing a client.

---

#### ***To close a client***

1. Find and open the client you want to close.  
See "Finding and opening clients and contacts" on page 270.
2. Click **Close client** on the Tasks bar.  
The client is closed.  
(AO) A Closed sign will be displayed on the Client page.  
(AE) Ensure that all assignments and WIPs for the client are finalised.

#### ***To re-open a closed client***

1. Find and open the client you want to re-open.  
See "Finding and opening clients and contacts" on page 270.  
Ensure you click the **Include closed clients** checkbox as a search option.
2. Click **Re-open client** on the Tasks bar.  
The client is re-opened.

### Related topics

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

[Finding and opening a contact](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Changing client names and codes](#)

[Deleting a client \(Not available in AO New Zealand\)](#)

[Changing clients into contacts \(Not available in AO New Zealand\)](#)

[Viewing all clients and contacts in a family group](#)

[Changing contacts' names](#)

[Deleting a contact \(Not available in AO New Zealand\)](#)

[Changing contacts into clients](#)

[Aliases](#)

[Notes on the Main tab](#)

[Phone and other details](#)

## Deleting a client

### ***Not available in AO New Zealand***

A client can be removed from your system when you no longer require their details.

This feature is not available in AO New Zealand; you can close the client instead. See [Closing a client](#).

---

**Note:** We recommend you close a client instead of deleting it, as this process cannot be reversed! If you decide to delete a client from your database, ensure you retain copies of all relevant documents from Practice Management and Tax.

---

### ***To delete a client (without Practice Manager)***

1. Click on the **Main** tab of the client.
2. Click **Convert to contact** in the Tasks Bar.  
The message "Are you sure you want to convert this client to a contact" appears.
3. Click **Yes**.  
The **Main** tab of the contact is displayed.
4. Click **Delete contact** in the Tasks Bar.  
The prompt "Are you sure you want to delete this contact" appears.
5. Click **Yes**.

The **Find Clients** page appears and the client has been deleted.

### ***To delete a client (with Practice Manager)***

1. Find and open the client you want to close.  
See “Finding and opening clients and contacts” on page 270.
2. Click **Delete client** on the Tasks bar.  
The **Delete Client Confirm** message is displayed.
3. Click **Yes**.  
The client is removed from the database.

### ***Deleting clients with assignments***

You cannot delete a client if there are assignments assigned to it. If you wish to delete the client, you will need to remove the assignments from the client first.

1. Open the client and go to the **Assignments** tab.
2. Click on the **Name** hyperlink to open an assignment.  
The **Main** tab is displayed.
3. Click **Delete assignment** on the Tasks Bar.  
The message “Are you sure you want to delete this assignment” appears.
4. Click **Yes**.  
The **Assignments** tab appears.

---

**Note:** If the deleted assignment still appears, click the **Refresh** icon in the Tasks Bar.

---

5. Repeat 2 and 3 for any remaining assignments.
6. Go to the **Main** tab of the client.
7. Click **Delete client** on the Tasks bar.  
The **Delete Client Confirm** message is displayed.
8. Click **Yes**.  
The client is removed from the database.

### ***Deleting clients with WIP or debtor transactions posted to the client***

Clients cannot be deleted in AE Practice Manager (AE PM) if any WIP or debtor transactions have been posted to the client.

First, you need to deal with any outstanding transactions. Next, close both the assignment and client — see [Deleting clients with assignments](#) for more information.

### Related topics

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

[Finding and opening a contact](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Changing client names and codes](#)

[Closing a client](#)

[Changing clients into contacts \(Not available in AO New Zealand\)](#)

[Viewing all clients and contacts in a family group](#)

[Changing contacts' names](#)

[Deleting a contact \(Not available in AO New Zealand\)](#)

[Changing contacts into clients](#)

[Aliases](#)

[Notes on the Main tab](#)

[Phone and other details](#)

## Changing clients into contacts

### ***Not available in AO New Zealand***

Before you start doing work for a client, they can be converted to a contact in the database.

### ***To change a client into a contact***

1. Find and open the client.  
See “[Finding and opening clients and contacts](#)” on page 270.
2. Click **Convert to contact** on the Tasks bar.  
The **Convert Client Confirm** message opens.
3. Click **Yes**.  
The contact is changed to a client and the message closes. A **Contact** page displays the contact.

### Related topics

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

[Finding and opening a contact](#)

- [Using the Client and Contact pages](#)
- [Using the Contact page](#)
- [Changing client names and codes](#)
- [Closing a client](#)
- [Deleting a client \(Not available in AO New Zealand\)](#)
- [Viewing all clients and contacts in a family group](#)
- [Changing contacts' names](#)
- [Deleting a contact \(Not available in AO New Zealand\)](#)
- [Changing contacts into clients](#)
- [Aliases](#)
- [Notes on the Main tab](#)
- [Phone and other details](#)

### Linking and unlinking to an AO Classic client

#### ***AO New Zealand only***

The **Link to AO Classic client** option on the Tasks bar is only available if you are integrated with AO Classic. If you link a MYOB AO client to an AO Classic client, then changes made to the MYOB AO client are automatically updated to the AO Classic client. The information that is updated is only that which is required to complete tax preparation for the client.

You must have the appropriate task permissions set to be able to link a MYOB AO client to an AO Classic client.

---

**Note:** Only one MYOB AO client can be linked to one AO Classic client.

---

#### ***To link a MYOB AO client to an AO Classic client***

1. Find and open the client.  
See "Finding and opening clients and contacts" on page 270.
2. Click **Link to AO Classic client** on the Tasks bar.  
The **Link Client To AO Classic** window opens listing all of the clients available in AO Classic and their associated codes.
3. Click the **Show all linked clients** option.  
Another column is displayed showing the MYOB AO client that is linked to the AO Classic client.
4. Select the AO Classic client to link to.
5. Click **Link**.  
The MYOB AO client is linked to the AO Classic client.

If the selected AO Classic client is already linked to a MYOB AO client, an error message is displayed. Select another AO Classic client that is not already linked.

6. Close the **Link Client To AO Classic** window.

### ***To unlink a MYOB AO client from an AO Classic client***

1. Find and open the client.  
See “Finding and opening clients and contacts” on page 270.
2. Click **Link to AO Classic client** on the Tasks bar.  
The **Link Client To AO Classic** window opens. A list of all the clients available in AO Classic and their associated codes is displayed.
3. Click the **Show all linked clients** option.  
Another column is displayed showing the MYOB AO client that is linked to the AO Classic client.
4. Select the AO Classic client to unlink to.
5. Click **Unlink**.  
The MYOB AO client is unlinked from the AO Classic client.
6. Close the **Link Client To AO Classic** window.

### **Related topics**

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

[Finding and opening a contact](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Changing client names and codes](#)

[Viewing all clients and contacts in a family group](#)

[Changing contacts' names](#)

[Aliases](#)

[Notes on the Main tab](#)

[Phone and other details](#)

## Viewing all clients and contacts in a family group

This task opens a window that enables you to view all the clients and contacts belonging to the same family group and open them.

### ***To show the list of family group members***

1. Find and open the client or contact.  
See “Finding and opening clients and contacts” on page 270.
2. Click **View all clients and contacts in family group** on the Tasks bar.  
The **Find Contacts** window opens with all contacts and clients in the same family group listed.
3. Double-click the client or contact record you want to open.  
You can double-click any information except the email address.  
The **Client/Contact** page opens for the selected client/contact.

---

**Note:** You can group and sort the list of clients and contacts to make it easier to find the one you are looking for. See “Organising your data” on page 74.

---

### **Related topics**

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

[Finding and opening a contact](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Changing client names and codes](#)

[Closing a client](#)

[Deleting a client \(Not available in AO New Zealand\)](#)

[Changing clients into contacts \(Not available in AO New Zealand\)](#)

[Changing contacts' names](#)

[Deleting a contact \(Not available in AO New Zealand\)](#)

[Changing contacts into clients](#)

[Aliases](#)

[Notes on the Main tab](#)

[Phone and other details](#)

## Changing contacts' names

Contact names (both personal and organisational) can be changed using the **Contact** page.

### ***To change a contact's name***

1. Find and open the contact.



See “Finding and opening a contact” on page 273.

2. Click **Edit contact detail** on the Tasks bar.  
The **Amend Contact Name** window opens.
3. Overtyping the current information.
4. Click **OK**.  
To save the changes.

### Related topics

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

[Finding and opening a contact](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Changing client names and codes](#)

[Closing a client](#)

[Deleting a client \(Not available in AO New Zealand\)](#)

[Changing clients into contacts \(Not available in AO New Zealand\)](#)

[Viewing all clients and contacts in a family group](#)

[Deleting a contact \(Not available in AO New Zealand\)](#)

[Changing contacts into clients](#)

[Changing contacts to suppliers](#)

[Aliases](#)

[Notes on the Main tab](#)

[Phone and other details](#)

## Deleting a contact

### ***Not available in AO New Zealand***

A contact can be removed from your system when you no longer require their details.

### ***To delete a contact***

1. Find and open the contact you want to delete.  
See “Finding and opening a contact” on page 273.
2. Click **Delete contact** on the Tasks bar.  
The **Confirm Delete Contact** message is displayed.
3. Click **Yes**.  
The contact is removed from the database.

### Related topics

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

[Finding and opening a contact](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Changing client names and codes](#)

[Closing a client](#)

[Deleting a client \(Not available in AO New Zealand\)](#)

[Changing clients into contacts \(Not available in AO New Zealand\)](#)

[Viewing all clients and contacts in a family group](#)

[Changing contacts' names](#)

[Changing contacts into clients](#)

[Changing contacts to suppliers](#)

[Aliases](#)

[Notes on the Main tab](#)

[Phone and other details](#)

## Changing contacts into clients

Once you start doing work for a contact, they cannot remain as a contact in the database. They must be changed to a client so that the work you do for them can be tracked and charged.

### *To change a contact into a client*

1. Find and open the contact.  
See "Finding and opening a contact" on page 273.
2. Click **Convert to client** on the Tasks bar.  
The **Convert contact to client** window opens.
3. Enter a client code for the contact in the **Code** field.  
The code must be a unique entry in the database or an error message is displayed.
4. Click **OK**.  
The **Convert contact to client** window closes. The contact is changed to a client. A **Client** page displays the contact as a client.
5. Complete the information in each tab for the new client as required.

### Related topics

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

[Finding and opening a contact](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Changing client names and codes](#)

[Closing a client](#)

[Deleting a client \(Not available in AO New Zealand\)](#)

[Changing clients into contacts \(Not available in AO New Zealand\)](#)

[Changing contacts to suppliers](#)

[Viewing all clients and contacts in a family group](#)

[Changing contacts' names](#)

[Deleting a contact \(Not available in AO New Zealand\)](#)

[Aliases](#)

[Notes on the Main tab](#)

[Phone and other details](#)

## Changing contacts to suppliers

### ***Accountants Enterprise only***

Once contacts start to provide you with goods and services, they cannot remain as a contact in the database. They must be changed to a supplier so that the work they do for you can be tracked and charged.

### ***To change a contact into a supplier***

1. Find and open the contact.  
See "Finding and opening a contact" on page 273.
2. Click **Convert to supplier** on the Tasks bar.  
The **Convert contact to supplier** window opens.
3. Enter a supplier code for the contact.  
The code must be a unique entry in the database or an error message is displayed.
4. Click **OK**.  
The **Convert contact to supplier** window closes. The contact is changed to a supplier. A **Supplier** page displays the contact as a client.
5. Complete the information in each tab for the new supplier as required.

### **Related topics**

[Clients and contacts](#)

[Finding and opening clients and contacts](#)

[Finding and opening a contact](#)

[Using the Client and Contact pages](#)

[Using the Contact page](#)

[Changing client names and codes](#)

[Closing a client](#)

[Deleting a client \(Not available in AO New Zealand\)](#)

[Changing clients into contacts \(Not available in AO New Zealand\)](#)

[Viewing all clients and contacts in a family group](#)

[Changing contacts' names](#)

[Deleting a contact \(Not available in AO New Zealand\)](#)

[Changing contacts into clients](#)

[Aliases](#)

[Notes on the Main tab](#)

[Phone and other details](#)

# Employees

Practice Manager enables you to manage your employee records easily. You can store and update personal employee data and practice-specific items such as charge rates and employee team details. You can also apply security controls to limit access to sensitive data in the system.

When your practice employs additional staff it is necessary to add these new employees to your database.

You can store information about employees including:

- personal information and contact details
- their office and department
- standard working hours
- (AE) salary and leave figures
- (AE) employee benefits
- (AE) types and dates of leave
- (AE) permissions to authorise bills and timesheets
- their security access rights and login details to this database.

Most employee information is accessed and maintained through the tabs on the **Employee** page. When you need to add new employees to the database use the **Create Employee Wizard** to guide you through the process and ensure that all relevant data is captured.

Once the employee has been created, their details can be edited or added to at a later stage on the individual tabs of the **Employee** page.

You can also run an **Employee Detail** report to give you compiled information about employees. You can filter the report information to include/exclude selected categories, offices or departments, if required.

In MYOB AE, managers or employees can manage assigned tasks using the **Employee Planner**.

## Related topics

[Finding and opening employee records](#)

[Using the Employee page](#)

[Creating employees](#)

[Working with employees](#)

[Employee Planner](#)

# Creating employees

The **Create Employee Wizard** guides you through all the stages involved in creating an employee's record. The wizard is always your starting point to add an employee to the database.

If you prefer, you can use the wizard to create the employee's basic information and complete the remaining steps later using the various tabs on the **Employee** page. The only mandatory steps in the wizard are **Steps 1** and **2**. You may then click **Finish** at any time to save information about the employee and exit the wizard. While adding a new employee, you can modify information in previous steps by clicking **Back**.

To create a new employee, follow these steps:

- "Step 1 — Employee personal details" (see page 292)
- "Step 2 — Employee extra details" (see page 294)
- "Step 3 — Employee address details" (see page 295)
- "Step 4 — Employee security group details" (see page 296)
- (AE) "Step 5 — Employee salary / cost" (see page 298)
- (AO) "Step 5 — Time table" (see page 300)
- "Step 6 — Employee charge rates" (see page 301)
- (AE) "Step 7 — Time table" (see page 302)
- (AE) "Step 8 — Employee authorisation details" (see page 303).

### *An overview of creating an employee*

1. Open the **Create Employee Wizard**.

There are a number of ways to do this:

- a. Select File > New > **Employee** on the main menu.
- b. Select Contacts > New > **Employee** on the toolbar.
- c. Click **Create employee** on the Tasks bar.



2. Enter the employee's personal information into the wizard windows.

As a minimum you must enter the mandatory fields in Steps 1 and 2. For more details on entering this information refer to "Step 1 — Employee personal details" (see page 292) and "Step 2 — Employee extra details" (see page 294).

3. Click **Finish**.

The employee is added to your database and the **Employee** page opens.

### ***Mandatory fields***

Mandatory fields are identified by a  and must be completed before you can move to the next step in the wizard. If you attempt to proceed without completing the field, the warning icon  is displayed beside the field.

The mandatory information is:

- **Step 1 — Employee Personal Details**

- **Code** — the employee code.
- **Last Name** (where Contact Type = Person).
- **U/Name** — the user name the employee uses to login.

If your practice has activated MYOB Logins, then the employee's user name is automatically generated using the details of their name details. The **U/Name** field is therefore not a mandatory field nor is it available.

- **Step 2 — Extra Fields**

- Any **Extra Fields** that have been set to mandatory.

---

**Note:** Mandatory **Extra fields** are set up by your system administrator to capture information required by your practice. They are set up from Maintenance > Maintenance Map (AO) > User defined > **Extra Fields** and Maintenance > Maintenance Map (AO) > User defined > **Extra Lists**.

---

### **Related topics**

[Opening the Create Employee Wizard](#)

[Employees](#)

[Using the Employee page](#)

[Finding and opening employee records](#)

[Editing employee details](#)

[Extra fields](#)

[Extra lists](#)

## Opening the Create Employee Wizard

The **Create Employee Wizard** is a multi-step wizard. You must enter all the mandatory information before you finish the wizard and save the employee in your system.

As you progress through the **Create Employee Wizard** you can edit any previous steps in the wizard by clicking **Back**.

### ***To open the Create Employee Wizard***

There are three ways to open the **Create Employee Wizard**:

- Select File > New > **Employee** on the main menu.
- Select Contacts > New > **Employee** on the toolbar.
- Click **Create employee** on the Tasks bar.

The **Create Employee** wizard opens at “Step 1 — Employee personal details” on page 292.

### Related topics

[Step 1 — Employee personal details](#)

[Step 2 — Employee extra details](#)

[Step 3 — Employee address details](#)

[Step 4 — Employee security group details](#)

[\(AE\) Step 5 — Employee salary / cost](#)

[\(AO\) Step 5 — Time table](#)

[Step 6 — Employee charge rates](#)


[\(AE\) Step 7 — Time table](#)

[\(AE\) Step 8 — Employee authorisation details](#)

[\(AE\) Using the Employee page](#)

[Working with employees](#)

## Step 1 — Employee personal details

You must complete all the mandatory fields, which are flagged with . You cannot move to the next step until all mandatory information has been entered.

After you have entered the mandatory fields, you can move to the next step. Other data can be added and changed later using the **Personal** tab (see “Personal tab” on page 220). You can also use the **Back** button to modify any details in previous steps, once the mandatory fields have been entered.

---

**Note:** (AO) Each employee name must be unique.

---

### *To create a new employee and add personal details*

1. Open the **Create Employee Wizard**.  
See “Opening the Create Employee Wizard” on page 291.  
The **Create Employee Wizard** opens at **Step 1 — Employee Personal Details**.
2. Enter a **Code** for the employee.  
This is a mandatory field. The code must be a unique identifier or the employee’s payroll number, etc.  
This field is limited to a maximum of 8 alphanumeric characters.



---

**Note:** The following characters cannot be used for the employee **Code**:  
~ ? \* | - + + , . : ; \ / [ ] " % # ' { } ^ < > \_  
You cannot use a code that is already being used by another employee, client, or supplier (AE).

---

3. Enter the employee's name details:
  - **Title** — Mr, Ms, Mrs, Miss, Dr, etc.
  - **First Name** and **Last Name** — The **Last Name** field is mandatory.
  - **Salutation** — The name that the person is normally known by or prefers. For example, "Chris" or "Mrs Lee" (which will be displayed in correspondence as "Dear Chris" or "Dear Mrs Lee").
  - **Mailing Name** — The name used for mailing addresses, alternative to the full name or salutation. If you do not enter a mailing name, the employee's full name is used.
  - **Initials** — Enter the employee's initials, if required.
4. Enter the employee's user name in the **U/Name** field.

This is a mandatory field. Without a **U/Name** the employee will not be able to access the database.

If your practice has activated MYOB Logins, then the employee's user name is automatically generated using the details of their name details. The **U/Name** field is therefore not a mandatory field nor is it available.
5. Specify the employee's **Gender**, **D.O.B.** and **Birth Place**.

The **D.O.B.** is entered in the format dd/mm/yyyy or selected from the drop-down calendar.

The employee's **Age** is automatically calculated based on the date of birth.
6. Enter the employment starting date in the **Start Date** field.

Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
7. Use the drop-downs to allocate the employee to their:
  - Department
  - Office
  - Company
  - (AE) Centre
  - (AE) Category.
8. To continue using the wizard, click **Next**.

You proceed to “Step 2 — Employee extra details” on page 294. This is where you enter additional details for the employee.

### Related topics

[Step 2 — Employee extra details](#)

[Step 3 — Employee address details](#)

[Step 4 — Employee security group details](#)

[\(AE\) Step 5 — Employee salary / cost](#)

[\(AO\) Step 5 — Time table](#)

[Step 6 — Employee charge rates](#)

[\(AE\) Step 7 — Time table](#)

[\(AE\) Step 8 — Employee authorisation details](#)

[Personal tab](#)

[\(AE\) Using the Employee page](#)

[Working with employees](#)

## Step 2 — Employee extra details

**Step 2 — Employee Extra Details** enables you to enter additional information that the practice wants to collect. The fields represent extra lists and extra fields which have been set up by the system administrator.

The information entered in **Step 2 — Employee Extra Details** is transferred to the Employee page > **Extras** tab from where it can be edited at a later stage.

You must complete all the mandatory fields which are displayed in red. You cannot move to the next step until all mandatory information has been entered.

### *To enter employee extra fields details*

1. Complete the mandatory steps in “Step 1 — Employee personal details” on page 292.


2. Click **Next**.


or

Click the **Extra Fields** tab.

**Step 2 — Employee Extra Details** is displayed by the **Create Employee Wizard**.

3. Where relevant, enter or select a value for the Extra Fields and Extra Lists.

 indicates an extra field. Type or select the value in the **Value** field.

 indicates an extra list. Select a value from the drop-down that is displayed when you click the **Value** field.

---

**Note:** Mandatory fields, which are flagged by a red triangle ▼, displayed in red or flagged as **Required**, must be completed before you can click **Next** or **Finish**.

---

4. Click **Finish** to complete the process.

The wizard closes and the employee is created with the information that has been entered so far. The **Employee** page is displayed for the new employee. Click through the tabs to check, add or edit information.

---

**Note:** Entering information in the remaining windows (Steps 3 to 8) of the **Create Employee Wizard** is optional. Once the employee is created, further details can be entered and modified using the **Employee** page.

---

To continue entering details for the employee using the **Create Employee Wizard**, click **Next**.

Proceed to “Step 3 — Employee address details” on page 295 to enter the employee’s address details.

### Related topics

[Step 1 — Employee personal details](#)

[Step 3 — Employee address details](#)

[Step 4 — Employee security group details](#)

[\(AE\) Step 5 — Employee salary / cost](#)

[\(AO\) Step 5 — Time table](#)

[Step 6 — Employee charge rates](#)

[\(AE\) Step 7 — Time table](#)

[\(AE\) Step 8 — Employee authorisation details](#)

[Extra tab](#)

[\(AE\) Using the Employee page](#)

[Working with employees](#)

## Step 3 — Employee address details

Details entered in **Step 3 — Employee Address Details** of the **Create Employee Wizard** are transferred to the Employee page > **Personal** tab of the new employee.

### *To add employee address details*

1. Complete the mandatory steps in “Step 1 — Employee personal details” on page 292 and “Step 2 — Employee extra details” on page 294.

2. Click **Next**.

or

Click the **Address** tab.

**Step 3 — Employee Address Details** is displayed by the **Create Employee Wizard**.

3. Enter the address and contact information for the employee in the appropriate fields.
4. Right-click the **Enter Email Address Here** hyperlink and overwrite the existing text with the employee's email address.

---

**Note:** If you left-click the hyperlink, a new email message opens.

---

5. To complete creating the employee, click **Finish**.

The wizard closes and the **Employee** page is displayed for the new employee. Click through the tabs to check, add or edit information.

To continue entering details for the employee using the **Create Employee Wizard**, click **Next**.

Proceed to “Step 4 — Employee security group details” on page 296 to enter security group information regarding the employee.

### Related topics

[Step 1 — Employee personal details](#)

[Step 2 — Employee extra details](#)

[Step 4 — Employee security group details](#)

[\(AE\) Step 5 — Employee salary / cost](#)

[\(AO\) Step 5 — Time table](#)

[Step 6 — Employee charge rates](#)

[\(AE\) Step 7 — Time table](#)

[\(AE\) Step 8 — Employee authorisation details](#)

[Personal tab](#)

[\(AE\) Using the Employee page](#)

[Working with employees](#)

## Step 4 — Employee security group details

The information entered in **Step 4 — Employee Security Group Details** of the **Create Employee Wizard** is transferred to the Employee page > **Security Groups** tab where it can be edited at a later stage.

### ***To add employee security group details***

1. Complete the mandatory steps in “Step 1 — Employee personal details” on page 292 and “Step 2 — Employee extra details” on page 294.
2. Click the **Security Groups** tab of the **Create Employee Wizard** if it is not already selected.

**Step 4 — Employee Security Group Details** is displayed by the **Create Employee Wizard**.

3. To accept the default, **Basic1**, security:
  - a. Click **Next**.
4. To select a different security group for the employee:
  - a. Click the blank row under the **Group** heading.
  - b. Click the ellipse button.

The **Find Security Group** window opens.
  - c. Click **Search**.

All **Security Groups** and their descriptions are listed.
  - d. Select the **Security Group** you want for the employee.
  - e. Click **OK**.

The **Security Group** is displayed in **Step 4 — Employee Security Group Details** and the **Find Security Group** window closes.

5. To complete the process, click **Finish**.

The wizard closes and the **Employee** page is displayed for the new employee. Click through the tabs to check, add or edit information.

To continue entering details for the employee using the **Create Employee Wizard**, click **Next**.

For MYOB AE, proceed to “Step 5 — Employee salary / cost” on page 298 to enter the employee’s salary and benefits.

For MYOB AO, proceed to “Step 5 — Time table” (see page 300) to enter the employee’s hours of work.

### **Related topics**

[Step 1 — Employee personal details](#)

[Step 2 — Employee extra details](#)

[Step 3 — Employee address details](#)

[\(AE\) Step 5 — Employee salary / cost](#)

[\(AO\) Step 5 — Time table](#)

[Step 6 — Employee charge rates](#)

[\(AE\) Step 7 — Time table](#)

[\(AE\) Step 8 — Employee authorisation details](#)

[Security Groups tab](#)

[\(AE\) Using the Employee page](#)

[Working with employees](#)

### Step 5 — Employee salary / cost

#### ***Accountants Enterprise only***

**Step 5 — Employee Salary/Cost** of the **Create Employee Wizard** is used to record salary, benefits and leave details for an employee. This information is a basis for managing resources for the practice.

The salary ranges, benefits and leave are created in the system by your system administrator using Maintenance > Employee > **Employee Benefit Type**.

The information entered in **Step 5 — Employee Salary/Cost** of the **Create Employee Wizard** is transferred to the Employee page > **Salary/Cost** tab where it can be edited at a later stage.

#### ***Unavailable fields***

A number of fields are unavailable (“greyed out”) in this step of the wizard:

- **Salary/Benefit** section:
  - **Employee Total (Current)** — the total cost of the employee calculated from the figures entered in the **Salary/Benefit** area.
  - **Hrs/Week** — the employee’s weekly work hours as defined by their employee category.
  - **Hrs/Year** — the employee’s yearly work hours as defined by their employee category.
- **Leave** section:
  - **Productive** — the number of leave days that were productive.
  - **Unproductive (Current)** — the number of leave days that were unproductive.

#### ***To add employee salary/cost details***

1. Complete the mandatory steps in “Step 1 — Employee personal details” on page 292 and “Step 2 — Employee extra details” on page 294.

2. Click the **Salary/Cost** tab of the **Create Employee Wizard** if it is not already selected.

**Step 5 — Employee Salary/Cost** is displayed by the **Create Employee Wizard**.

3. Enter the employee's **Salary/Benefit** details:
  - a. Enter the employee's **Start Date**.  
Enter the date in format dd/mm/yyyy or select it from the drop-down calendar.
  - b. Enter the employee's **End Date** (if applicable).  
Enter the date in format dd/mm/yyyy or select it from the drop-down calendar.
  - c. Select the **Benefit Type** from the drop-down.
  - d. Enter any **Details** to be recorded with the benefit.  
This field is limited to a maximum of 50 alphanumeric characters.
  - e. Enter the **Annual Value** amount.  
This figure is used when calculating the employee's cost rate.
  - f. Click the **Include** checkbox.  
This includes the salary amount in the employee's cost rate calculation.
  - g. If necessary, overwrite the **Cost/Hr** amount.  
This is the cost per hour for the employee, calculated from the figures entered in the **Salary/Benefit** table and the assigned number of working hours.
4. Enter the **Leave** details for the employee:
  - a. Enter the employee's leave **Start Date**.  
Enter the date in format dd/mm/yyyy or select it from the drop-down calendar.
  - b. Enter the employee's leave **End Date**.  
Enter the date in format dd/mm/yyyy or select it from the drop-down calendar.
  - c. Enter the number of **Days** leave.
  - d. Select the type of leave from the drop-down.

- e. Click the **Productive** checkbox, if required.
5. To complete creating the employee, click **Finish**.

The wizard closes and the **Employee** page is displayed for the new employee. Click through the tabs to check, add or edit information.

Alternatively, to continue entering details for the employee using the **Create Employee Wizard**, click **Next**.

Proceed to “Step 6 — Employee charge rates” on page 301 to enter the employee’s charge rates.

### Related topics

- [Step 1 — Employee personal details](#)
- [Step 2 — Employee extra details](#)
- [Step 3 — Employee address details](#)
- [Step 4 — Employee security group details](#)
- [Step 6 — Employee charge rates](#)
- [Step 7 — Time table](#)
- [Step 8 — Employee authorisation details](#)
- [Salary/Cost tab](#)
- [Using the Employee page](#)
- [Working with employees](#)

## Step 5 — Time table

### ***Accountants Office only***

You enter the employee’s hours of work in **Step 5 — Time Table**. You can specify the individual hours of work for each day the employee works including their lunch breaks.

### ***To add employee time table details***

1. Complete the procedure in “Step 1 — Employee personal details” on page 292 and “Step 2 — Employee extra details” on page 294.
2. Click the **Time Table** tab of the **Create Employee Wizard** if it is not already selected.

**Step 5 — Time Table** is displayed by the **Create Employee Wizard**.
3. Enter the total time the employee must work each day of the week.

The **Total** weekly work hours is automatically calculated based on the daily entries made.

Enter the daily total time in the format 00.00, e.g., for an eight hour work day enter 08.00.



4. To complete creating the employee, click **Finish**.

The wizard closes and the **Employee** page is displayed for the new employee. Click through the tabs to check, add or edit information.

Click **Next** to continue entering details for the employee using the **Create Employee Wizard**.

Proceed to “Step 6 — Employee charge rates” on page 301 to enter the employee’s charge rates.

### Related topics

[Step 1 — Employee personal details](#)

[Step 2 — Employee extra details](#)

[Step 3 — Employee address details](#)

[Step 4 — Employee security group details](#)

[Step 6 — Employee charge rates](#)

[Time Table tab](#)

## Step 6 — Employee charge rates

The employee **Charge Rate** is the amount charged for the employee’s work.

The information entered in **Step 6 — Employee Charge Rates** of the **Create Employee Wizard** is transferred to the Employee page > **Charge Rates** tab where it can be edited at a later stage.

### *To add employee charge rate details*

1. Complete the mandatory steps in “Step 1 — Employee personal details” on page 292 and “Step 2 — Employee extra details” on page 294.
2. Click the **Charge Rates** tab of the **Create Employee Wizard** if it is not already selected.

**Step 6 — Employee Charge Rates** is displayed by the **Create Employee Wizard**.

3. Enter the **Start Date** of the employee charge rate.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
4. Enter the **End Date** (if applicable) of the employee charge rate.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
5. Select the **Charge Rate Type** from the drop-down list.  
The Hourly Rate displays automatically for the type you select. You can alter the amount, if required.

6. To complete creating the employee, click **Finish**.

The wizard closes and the **Employee** page is displayed for the new employee. Click through the tabs to check, add or edit information.

(AE) To continue entering details for the employee using the **Create Employee Wizard**, click **Next**. “Step 7 — Time table” on page 302 shows how to enter the employee’s weekly work hours.

### Related topics

[Step 1 — Employee personal details](#)

[Step 2 — Employee extra details](#)

[Step 3 — Employee address details](#)

[Step 4 — Employee security group details](#)

[\(AE\) Step 5 — Employee salary / cost](#)

[\(AO\) Step 5 — Time table](#)

[\(AE\) Step 7 — Time table](#)

[\(AE\) Step 8 — Employee authorisation details](#)

[Charge Rates tab](#)

[\(AE\) Using the Employee page](#)

[Working with employees](#)

## Step 7 — Time table

### *Accountants Enterprise with Practice Manager only*

You enter the employee’s hours of work in **Step 7 — Time Table**. You enter their timetable details in one of two ways:

- Apply the **Standard Hours** of work that apply to the category you assigned the employee to in Step 1. This action also makes it mandatory for the employee to enter the **Standard Hours** on their timesheet.

or

- You can specify individual hours of work for each day the employee works including their lunch breaks.

### *To add employee time table details*

1. Complete the mandatory steps in “Step 1 — Employee personal details” on page 292 and “Step 2 — Employee extra details” on page 294.
2. Click the **Time Table** tab of the **Create Employee Wizard** if it is not already selected.

**Step 7 — Time Table** is displayed by the **Create Employee Wizard**.

3. Enter the number of hours the employee will be working for each day of the week.  
Enter the hours in the format 00.00, including the duration of the employee's break, if applicable.
4. You can select to **Enforce Time Table** by selecting either **None**, **Weekly** or **Daily**.
  - a. Click **Category**.
5. To complete creating the employee, click **Finish**.  
The wizard closes and the **Employee** page is displayed for the new employee. Click through the tabs to check, add or edit information.  
Alternatively, to continue entering details for the employee using the **Create Employee Wizard**, click **Next**.  
Proceed to "Step 8 — Employee authorisation details" on page 303 to enter the employee's permissions.

### Related topics

- [Step 1 — Employee personal details](#)
- [Step 2 — Employee extra details](#)
- [Step 3 — Employee address details](#)
- [Step 4 — Employee security group details](#)
- [Step 5 — Employee salary / cost](#)
- [Step 6 — Employee charge rates](#)
- [Step 8 — Employee authorisation details](#)
- [Time Table tab](#)
- [Using the Employee page](#)
- [Working with employees](#)

## Step 8 — Employee authorisation details

### *Accountants Enterprise with Practice Manager only*

**Step 8 — Authorisation** of the wizard sets up the permissions for:

- the employee to authorise bills and timesheets of others.
- who can authorise the employee's bills and timesheets.
- who the employee can authorise on behalf of.
- who can authorise on the employee's behalf.
- who can give secondary authorisation to an employee's timesheets and bills.

The fields in this window are identical to those on the Employee page > **Authorisation** tab. If you know which permissions you want to give to the employee you can

complete this step now in the wizard. Alternatively, you can click **Finish** and create the permissions later using the Employee page > **Authorisation** tab.

Before clicking **Finish**, you can also edit any previous steps in the wizard by clicking **Back**.

The **Employee** page for the new employee opens.

### Related topics

[Setting up employees to authorise bills and timesheets](#)

[Setting up employees to authorise on behalf of other authorisers](#)

[Setting up employees as secondary authorisers](#)

[Step 1 — Employee personal details](#)

[Step 2 — Employee extra details](#)

[Step 3 — Employee address details](#)

[Step 4 — Employee security group details](#)

[Step 5 — Employee salary / cost](#)

[Step 6 — Employee charge rates](#)

[Step 7 — Time table](#)

[Authorisation tab](#)

[Using the Employee page](#)

[Working with employees](#)

## Using the Employee page

The **Employee** page has a number of tabs which group information together so that details are easy to view and edit when necessary.

Click on the tabs to display the information for that tab on the **Employee** page. The Tasks bar updates as you change tabs to show the tasks associated with the information on the tab.

The tabs on the **Employee** page are:

- (AE Practice Manager) “Timesheets tab” (see page 241)
- “Main tab” (see page 200)
- (Practice Manager) “Time Table tab” (see page 243)
- (Practice Manager) “Charge Rates tab” (see page 158)
- “Personal tab” (see page 220)
- (Practice Manager) “Budget tab” (see page 156)
- (AE Practice Manager) “Authorisation tab” (see page 149)
- (AO) “Extras tab” (see page 305)

- “Security Groups tab” (see page 239)
- (AE) “To Do tab” (see page 244)
- (AE) “Salary/Cost tab” (see page 236).

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**Note:** (AE) These tabs may vary according to the applications you have installed.

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### Related topics

[Working with employees](#)

[Finding and opening employee records](#)

[Editing employee details](#)

[Deleting employees](#)

[Making employees inactive](#)

[Changing an employee’s password](#)

[Employee Planner](#)

## Extras tab

The Employee page > **Extras** tab displays additional information about an employee that the practice wants to collect. The fields on the tab represent extra lists and extra fields that the system administrator sets up using the Maintenance > Maintenance Map > User defined > **Extra Fields** or **Extra Lists**.

You will usually create the information on this tab using **Step 2** of the **Create Employee Wizard** (see Step 2 — Employee extra details).

You can also use the **Extras** tab to create, edit and delete any of the information shown in the **Value** field.

Extra lists are used mainly as sort criteria for reporting. Extra fields are a useful way of storing information which does not logically fit elsewhere in the employee’s information. See Entering extra field and list information on the Extras tab.

Refer to Extra tab fields for descriptions on these fields.

### Related topics

[Working with employees](#)

[Finding and opening employee records](#)

[Editing employee details](#)

[Deleting employees](#)

[Making employees inactive](#)

[Changing an employee’s password](#)

[Employee Planner](#)

### Working with employees

Employee records can be added, edited and maintained at any time using the **Employee** page.

The following procedures can be done from the **Employee** page:

- “Creating employees” (see page 290)
- “Finding and opening employee records” (see page 306)
- “Editing employee details” (see page 308)
- “Editing my.MYOB details” (see page 309)
- “Deleting employees” (see page 313)
- “Changing an employee’s password” (see page 315).

To view detailed information about an employee, open the **Employee** page and select the relevant tabs.

#### Related topics

[Finding and opening employee records](#)

[Editing employee details](#)

[Deleting employees](#)

[Changing an employee’s password](#)

### Finding and opening employee records

The **Find Employee** page enables you to search the employee records in your database and open the **Employee** page to view and change the details stored for each employee.

You can:

- display all the employee records in your database.
- display only the employee records that match the name or code you specify.
- group the list of results so that records with the same information are grouped together.
- change the information displayed on the page using the right-click menu **Field Chooser** options.

#### *To find and open an employee record*

1. Select Contacts > Open > **Employee** on the toolbar.  
The **Find Employees** page opens.

2. In the **Search for** field, enter the employee's code, employee's name or part thereof.

---

**Tip:** To display all employees, either leave the **Search for** field blank and click **Search** or type "%" in the **Search for** field and click **Search**.

---

3. Select your search options:
  - Select the **Hide form when only one item found** option, if required.
  - Select the **Search any part of name/code** option, if required.
  - Select the **Include inactive employees** option, if required.

4. Click **Search**.

The results that match your search criteria are listed.

---

**Note:** If a single record matches your search criteria and you selected the **Hide form when only one item found** checkbox, then the **Employee** page opens.

---

5. Group or sort the search results.

Right-click the results table to access the **Field Chooser**. From the **Field Chooser** you can select the fields of information you want to be displayed with the listed records. Drag fields onto the list area from the window or vice versa.

You can also copy the selected employee's name to the clipboard for use in other applications.

See "Organising your data" on page 74 and "Customising a display table" on page 75.

6. Double-click the employee record you want to open.

You can double-click any information on the employee name other than the email address.

The **Employee** page opens.

### ***To find and open a second employee record***

You can keep an employee record open while you find and open more employee records.

1. With the first employee record open, hold **[Shift]** down and click **Employee search** on the Tasks bar.

The **Find Employees** window opens.

---

**Tip:** To display all employees, either leave the **Search for** field blank and click **Search** or type "%" in the **Search for** field and click **Search**.

---

---

**Note:** To keep the first record open, press and hold **[Shift]** while clicking **Employee search** on the Tasks bar. If you do not hold **[Shift]**, the first employee record will close as the second one opens.

---

2. In the **Find Employee** window **Search for** field, enter the name (or part of the name) of the record you want to find.
  - Select the **Hide form when only one item** found option, if required.
  - Select the **Search any part of name/code** option, if required.
  - Select the **Include inactive employees** option, if required.
3. Click **OK** or press **[Enter]**.

The results that match your search criteria are listed.
4. Double-click the desired record in the list.

The selected record is displayed, open to the same tab as the first record (e.g., **Responsibility** tab). If required, you can compare the details of the two records.

### Related topics

[The Find page and Find window](#)

[Employees](#)

[Using the Employee page](#)

[Editing employee details](#)

[Deleting employees](#)

[Changing an employee's password](#)

## Editing employee details

Each employee has an **Employee** page where all their information is stored and where you can edit the employee's details.

You can change the employee's name or code using the **Amend Employee Name** window. Other details are amended using appropriate tabs on the **Employee** page.

### *To edit an employee's name/code*

1. Find and open the employee.

See "Finding and opening employee records" on page 306.

The **Employee** page opens on the **Main** tab by default.
2. Click **Edit employee details** on the Tasks bar.


The **Amend Employee Name** window opens.



3. Overtyping the information you want to change.
4. Click **OK**.

The **Amend Employee Name** window closes.

---

**Note:**  is displayed if you enter a code that is already in use for another employee.

---

5. Click **OK**.  
To save and close the **Employee** page.

### ***To change other employee details***

1. Find and open the employee.  
See “Finding and opening employee records” on page 306.  
The **Employee** page opens on the **Main** tab by default.
2. Select the tab(s) containing the information you want to edit and make your changes within the tab.
3. Click **OK**.  
The **Employee** page is saved and closed.

### **Related topics**

[Finding and opening employee records](#)

[Deleting employees](#)

[Changing an employee’s password](#)

## Editing my.MYOB details

In order for an employee to access MYOB’s online services and AccountRight or Essentials files linked to clients in Client Accounting, they must have an MYOB Login.

To control employee access to the **Edit my.MYOB Details** window, change the **#Employee #Edit my.MYOB details** task permission in the **Employee** group for the **Central** product. By default, this task permission is granted to all users.

---

**Note:** For example, if an employee without an MYOB Login tries to access an AccountRight Live file using Client Accounting, they will be prompted to specify an MYOB Login before continuing.

---

---

**Note:** An employee's MYOB Login must be unique within each MYOB database. You cannot have 2 employees with the same MYOB Login in the same database. If an employee is required to access 2 different databases within the same practice, the employee can use the same MYOB Login for each database.

---

### ***To enter existing MYOB Login details for an employee***

1. Find and open the employee.  
See "Finding and opening employee records" on page 306.  
The **Employee** page opens on the **Main** tab by default.
2. Click **Edit my.MYOB details** on the Tasks bar.  
The **Edit MYOB Login** window opens.  
The **This employee has an MYOB Login** option is selected by default.
3. Enter the existing **MYOB Login** details.
4. Click **OK**.  
A message is displayed stating that the employee will be linked to your practice's MYOB account.
5. Click **Yes** to continue.  
The employee's MYOB details are saved to the database in encrypted format and will be linked to the practice's my.MYOB account.  
The employee can now login into MYOB using their MYOB Login details.

### ***To create a new MYOB Login for an employee***

1. Find and open the employee.  
See "Finding and opening employee records" on page 306.  
The **Employee** page opens on the **Main** tab by default.
2. Click **Edit my.MYOB details** on the Tasks bar.  
The **Edit MYOB Login** window opens.  
The **This employee has an MYOB Login** option is selected by default.
3. Select the **I would like to create an MYOB Login for this employee** option.
4. Enter the employee's **Email address**.  
The employee's email address is limited to a maximum of 100 alphanumeric characters.
5. Re-enter the employee's email address in the **Confirm email address** field.

A message will be displayed stating that a new MYOB user will be created with the following details and linked to your practice's MYOB account.

A confirmation email will be sent to the employee allowing them to set a password for the account.

6. Click **Yes** to continue.

The employee's MYOB details are saved to the database in encrypted format and will be linked to the practice's my.MYOB account.

The employee can now login into MYOB using their MYOB Login details.

---

**Note:** Each employee creating an MYOB Login will receive an email containing a link to a web page that will help them set up their password for their my.MYOB account. Passwords will need to be at least 8 characters long and contain both letters and numbers. This password will not expire.

Creating an MYOB Login from within MYOB AE/AO does not provide access to the my.MYOB website. See [Knowledge Base article 36703](#) for more information.

---

### ***To change existing MYOB Login details for an employee***

1. Find and open the employee.

See "Finding and opening employee records" on page 306.

The **Employee** page opens on the **Main** tab by default.

2. Click **Edit my.MYOB details** on the Tasks bar.

The **Edit MYOB Login** window opens.

The **This employee has an MYOB Login** option is selected by default and the MYOB Login details are displayed.

3. Delete the current MYOB Login details from the field.

4. Enter different MYOB Login details.

5. Click **OK**.

A message is displayed stating that the original employee will be removed as a file user from any AccountRight Live files that have been linked to clients in Client Accounting. The newly entered MYOB Login details will be linked to your practice's MYOB account.

6. Click **Yes** to continue.

The employee's MYOB details are saved to the database in encrypted format and will be linked to the practice's my.MYOB account.

The employee can now login into MYOB using their MYOB Login details.

### ***To create a new MYOB Login if there are existing details for an employee***

1. Find and open the employee.  
See “Finding and opening employee records” on page 306.  
The **Employee** page opens on the **Main** tab by default.
2. Click **Edit my.MYOB details** on the Tasks bar.  
The **Edit MYOB Login** window opens.  
The **This employee has an MYOB Login** option is selected by default and the MYOB Login details are displayed.
3. Select the **I would like to create an MYOB Login for this employee** option.
4. Enter the employee’s **Email address**.  
The employee’s email address is limited to a maximum of 100 alphanumeric characters.
5. Re-enter the employee’s email address in the **Confirm email address** field.  
A message will be displayed stating that a new MYOB user will be created with the following details and linked to your practice’s MYOB account. The original MYOB Login will be removed as a file user from any AccountRight Live files that have been linked to clients in Client Accounting.  
A confirmation email will be sent to the employee allowing them to set a password for the account.
6. Click **Yes** to continue.  
The employee’s MYOB details are saved to the database in encrypted format.

### ***To delete existing MYOB Login details for an employee***

1. Find and open the employee.  
See “Finding and opening employee records” on page 306.  
The **Employee** page opens on the **Main** tab by default.
2. Click **Edit my.MYOB details** on the Tasks bar.  
The **Edit MYOB Login** window opens.  
The **This employee has an MYOB Login** option is selected by default and the MYOB Login details are displayed.
3. Delete the **MYOB Login** details from the field.
4. Click **OK**.  
A message is displayed stating that the employee has been removed as a file user from any AccountRight Live files that have been linked to clients in Client Accounting.

5. Click **Yes** to continue.

### Related topics

[Practice MYOB settings](#)

[Finding and opening employee records](#)

[Deleting employees](#)

[Changing an employee's password](#)

[Editing employee details](#)

[Making employees inactive](#)

## Deleting employees

You can delete an employee from the database but only when there are no transactions on their record and if you have permission to do so.

If there are transactions, the system will not allow you to delete the record. In this situation, make the employee **Inactive** to maintain the accuracy of the transaction-based reports.

---

**Note:** (AE) You cannot delete a currently logged in employee.

---

### *To delete an employee using the Find Employees page*

1. Select Contacts > Open > **Employee** on the toolbar.  
The **Find Employees** page opens.
2. In the **Search for** field, enter the employee's code, employee's name or part thereof.

---

**Note:** If you leave the **Search for** field blank, all employee records are returned by the search.

---

3. Select your search options:
  - Select the **Hide form when only one item found** option, if required.
  - Select the **Search any part of name/code** option, if required.
  - Select the **Include inactive employees** option, if required.
4. Click **Search**.  
The results that match your search criteria are listed.

---

**Note:** If a single record matches your search criteria and you selected **Hide form when only one item found**, the **Employee** page opens instead.

---

5. Select the employee to be deleted.  
The employee entry row in the table is highlighted.
6. Click **Delete employee** on the Tasks bar.  
The **Delete Employee** message is displayed.
7. Click **OK**.  
The employee is deleted from the database and the **Delete Employee** message closes.

---

**Note:** If an error message is displayed, see “Making employees inactive” on page 314.

---

### *To delete an employee from the Employee page*

1. Find and open the employee.  
See “Finding and opening employee records” on page 306.  
The **Employee** page opens on the **Main** tab by default.
2. Click **Delete employee** on the Tasks bar.  
A **Delete Employee** message is displayed.
3. Click **OK**.  
The employee is deleted from the database and the **Delete Employee** message closes.

### **Related topics**

[Finding and opening employee records](#)

[Making employees inactive](#)

[Changing an employee’s password](#)

[Using the Employee page](#)

[Editing employee details](#)

## Making employees inactive

If you want to remove former employees from lists and so on, but not delete them completely from your database, make the employee **Inactivate**.

You can reactivate the employee at any time by deselecting the **Inactive** option.

### ***To inactivate an employee***

1. Find and open the employee.  
See “Finding and opening employee records” on page 306.  
The **Employee** page opens on the **Main** tab by default.
2. To make an employee inactive, click the **Inactive** checkbox.  
To make an inactive employee active, deselect the **Inactive** checkbox.  
(AE) This is located on the right hand side of the page.  
(AO) This is the last entry on the left hand side of the page.
3. Click **OK**.  
To save and close the **Employee** page.

### **Related topics**

[Finding and opening employee records](#)

[Deleting employees](#)

[Changing an employee’s password](#)

[Using the Employee page](#)

[Editing employee details](#)

## Changing an employee’s password

You can change your login password (or that of another employee, if you have permission to do so) to the system from the **Employee** page.

If your practice has activated MYOB Logins, then the **Change Password** option on the Tasks bar is not available.

### ***To change an employee’s password***

1. Find and open the employee.  
See “Finding and opening employee records” on page 306.  
The **Employee** page opens on the **Main** tab by default.
2. Click **Change Password** on the Tasks bar.  
The **Change Employee Password** window opens.
3. Enter the new password in both the **Enter new password** and **Confirm new password** fields.  
Take care to type the same string in each field.

4. Click **OK**.  
The password is changed.
5. Click **OK**.  
To save and close the **Employee** page.

### Related topics

[Finding and opening employee records](#)

[Deleting employees](#)

[Using the Employee page](#)

[Editing employee details](#)

## Employee Planner

### *Accountants Enterprise with Practice Manager only*

The **Employee Planner** is used in two ways:

1. Managers allocating tasks to specific employees.  
The manager decides whether specific staff will own and complete a particular stage or leave it unallocated so that any staff member fitting the selected criteria can perform the task.  
Some practices may decide that the overheads involved in allocating tasks to specific staff may be too costly. As a result, the manager may use the planner to allocate work to a staff category rather than a specific staff member.
2. Employees managing the work allocated to them.  
Staff members have their own planner which shows the work allocated to them. It is a 'read only' view to prevent editing. It is the central point around which staff members can plan and manage their workload.  
Staff members can update the progress of a task on the **Employee Planner** as well as raise a timesheet to record time spent.

Work can be allocated to employees using schedules or the Employee Planner.

### *To open the Employee Planner*

1. Select View > **Employee Planner** on the main menu.  
The **Employee Planner** opens in a separate page.  
When the planner is loaded from **View**, all allocations for all employees are loaded in the **Employee Planner** in the default **View Allocated Entries** mode.  
Assignment managers can optionally make allocations from **schedules** using the **Load Schedule** task. The **Load Schedule** window opens.



### Related topics

[Colours used in the Employee Planner](#)

[Skills Search window](#)

[Allocating work from schedules](#)

[Allocating work using the Employee Planner](#)

## Colours used in the Employee Planner

### *Accountants Enterprise with Practice Manager only*

The Employee Planner uses various colours to make a visual distinction between different types of allocations. The colours are:

**RED** The allocation belongs to the employee but is on a different schedule to the one being allocated. These allocations cannot be moved or edited except from the particular schedule or overall planner.

**YELLOW** The allocation is on the current schedule and the status of the stage category is either **Planned** or **Not started**.

**BLUE** The allocation is on the current schedule and the status of the stage category is **Complete**.

**GREEN** The allocation is on the current schedule and the status of the stage category is **In progress**. The stage details table displays information relating to the stage categories budgeted from the schedule screen.

### Related topics

[Skills Search window](#)

[Performing skills searches](#)

[Allocating work from schedules](#)

[Allocating work using the Employee Planner](#)

## Skills Search window

### *Accountants Enterprise with Practice Manager only*

The **Skill Search** window is used by assignment managers to find staff with particular skill sets and backgrounds.


Tabs on the **Skills Search** window enable you to filter employees by:

- **Availability** — View a list of employees available for a specified minimum number of hours within a date range based on department, office, company, centre and category.
- **Employee Skills** — Search for employees with a specified skill. Note that you need to have these skills set up as **Extra** fields in Maintenance > User defined >

**Extra Fields/Lists/Types** before you perform the search. Examples of skills are languages, education, professional certifications, culture, etc.

- **Work Experience/Client Attributes** — Identify employees who have worked in specific situations. The **Work Experience** filters include client, assignment type, assignment and tasks. They enable you to identify employees who have worked for particular types of client, such as advertising, engineering, law, etc.

### ***To open and close the Skills Search window***

1. Open the Employee Planner.  
See “To open the Employee Planner” on page 316.  
The **Employee Planner** opens.
2. Click **Skill Search** on the Tasks bar.  
The **Skill Search** window opens.
3. Click  to close the **Skills Search** window.

### **Related topics**

[Employee Planner](#)

[Performing skills searches](#)

[Allocating work from schedules](#)

[Allocating work using the Employee Planner](#)

Performing skills searches

### ***Accountants Enterprise with Practice Manager only***

You can search your employees for those who have the necessary skills to complete specific tasks.

### ***To find employees with specific skills***

1. Open the Employee Planner.  
See “To open the Employee Planner” on page 316.  
The **Employee Planner** opens.
2. Click **Skill Search** on the Tasks bar.  
The **Skills Search** window opens on the **Availability** tab by default.  
The window has three tabs which help you specify various criteria for your search.

---

**Note:** All the fields in this window are optional. You can click **Show** at any point.

---

3. Specify **Availability** criteria:
    - a. Enter the **From** and **To** dates for the **Date Range** in the format dd/mm/yyyy or select the dates from the drop-down calendar.
    - b. Enter the **Minimum Available Hours** that the employee must be available for work.
    - c. Specify the **Department, Office, Company** and **Centre** from the respective drop-downs.
    - d. Select the employee **Category**.
  4. Click the **Employee Skills** tab to specify skills criteria for the search.

The options available on this tab depend on the **Extra** employee fields and categories set up in the Maintenance > User defined > **Extra Fields/Lists/Types**.

    - a. Select the relevant skills criteria from the drop-downs or enter as text.

---

**Tip:** Press **[Tab]** to collapse drop-downs and to navigate between fields.

---
  5. Click the **Work Experience/Client Attributes** tab to find employees who have experience with specific client types.
    - a. Use the **Work Experience** fields assignment type, assignment and/or tasks to find employees who have worked for a particular client.
    - b. Use the **Client Attributes** fields to find employees who have worked for particular types of clients. The attribute options available depend on the **Extra** fields and categories set up in Maintenance > User defined > **Extra Fields/Lists/Types**. Client attributes include industry, company size, location, etc.
  6. Click **Show** to list the employees.

---

**Tip:** The number of employees found, based on the search criteria, is listed at the bottom of the **Skills Search** window.

---
- The **Skill Search** window remains open. The list of employees is displayed in the **Employee Planner**.
7. Modify the search criteria and perform further searches.
  8. Close the **Skills Search** window.

### Related topics

[Skills Search window](#)

[Allocating work from schedules](#)

### [Allocating work using the Employee Planner](#) [Employee Planner](#)

#### Allocating work from schedules

##### ***Accountants Enterprise with Practice Manager only***

Managers can allocate work using the **Assignment Schedule** window. Changes are made in the **Allocations** window and are displayed in the **Employee Planner**.


##### ***To allocate work from a schedule***

1. Find and open the assignment.  
See “Finding and opening assignments” on page 378.  
The **Assignment Details** page opens.
2. Click the **Schedule** tab.
3. Select the **Schedule** you want from the drop-down.
4. Select the **Stage** that you want to allocate resources to.
5. Click **Allocations** on the Tasks bar.  
The **Allocations - Planning** window opens.
6. Enter the **Employee Name**.  
To find and open the employee click the ellipse button in the **Employee Name** field to open the **Find Employees** window.  
See “Finding and opening employee records” on page 306.  
The selected employee’s name is displayed in the **Employee Name** field.
7. Press **[Tab]**.  
The remaining fields in the **Allocations** window update automatically.  

---

**Note:** If the employee’s category does not exist in a stage, the **Stage Category** will not be displayed for this employee.

---
8. Modify the allocated **Hours**, if necessary.
9. Modify the **Due Start** date if it is not the expected start date of the task.
10. Press **[Tab]** (or **[Enter]**) until the employee’s details are displayed below the current line.
11. Repeat **Step 6.** to **Step 10.** until all the work is allocated.

12. Click .  
The **Allocations** window closes.
13. Click **OK**.  
The **Schedule** window closes.

### Related topics

[Finding and opening assignments](#)

[Finding and opening employee records](#)

[Schedules](#)

[Skills Search window](#)

[Performing skills searches](#)

[Allocating work using the Employee Planner](#)

## Allocating work using the Employee Planner

### *Accountants Enterprise with Practice Manager only*

Managers can use the **Employee Planner** to allocate work to employees capable of completing the work associated with a task. It is used as a tool to manage the capacity of resources in the team.

The work allocated is displayed on the employee's own **Employee Planner**, enabling them to manage their workload.

### *To allocate work using the Employee Planner*

1. Find and open the assignment.  
See "Finding and opening assignments" on page 378.  
The **Assignment Details** page opens.
2. Click the **Schedule** tab.
3. Select the **Schedule** from the drop-down.
4. Click **Employee planner** on the Tasks bar.  
The **Employee Planner** opens with the **Stage Details** window of the schedule displaying in a separate window for reference.  

---

**Note:** The **Employee Planner** opens in the **default allocation mode**. This mode shows only those employees with existing allocations against a stage.

---
5. Click the **View All Allocated Employees** checkbox.  
To see all existing employees allocated to the **stage**.

6. Click **Add employee** on the Tasks bar.  
That is, if the employee you want to allocate the task is not listed.  
or  
Right-click the page and select **Add Employee**.  
The **Find Employees** window opens.
7. Find and open the employee you want to allocate work to.  
See “Finding and opening employee records” on page 306.  
The employee’s name is displayed in the **Employee Planner**.
8. Drag a task from the **Stage Details** to the date required on the **Employee Planner**.

---

**Note:** Clicking the [hyperlinked](#) text **opens** the link. Do not try to drag text that is hyperlinked.

---

9. Double-click the allocation.  
or  
Click **Edit Allocation** on the Tasks bar.  
The **Edit Allocation** window opens.
10. Modify the **Start date**.
11. Allocate the **Number of hours** to the allocation.
12. Click **OK**.
13. Click **Refresh** on the Tasks bar.  
The allocation colours are refreshed.
14. Close the window.

### Related topics

[Skills Search window](#)

[Performing skills searches](#)

[Allocating work from schedules](#)

[Allocating work using the Employee Planner](#)

[Finding and opening employee records](#)

[Finding and opening assignments](#)

# Suppliers

## ***Accountants Enterprise only***

Suppliers are individuals or organisations that provide your practice with goods or services. Suppliers might include stationers, specialist consulting services, courier services, maintenance contractors, etc.

When working with suppliers, your starting point is the **Supplier** page. From here you can view, edit and add information such as addresses, contact numbers, notes, activities, billing information and documents.

## ***Creating and adding suppliers to the database***

New suppliers are created using the **Add New Supplier Wizard** which enables you to enter the basic details required to create a supplier. **Steps 1** and **2** of the wizard are mandatory. After you have completed **Step 2**, you can save the supplier and close the wizard by clicking **Finish**. The supplier is created using the information entered in the wizard. You can cancel creating the supplier at any stage in the wizard process by clicking **Cancel**. Any information entered for the supplier is lost.

Once the supplier has been created, their details can be edited or added to at a later stage on the individual tabs of the **Supplier** page.

## **Related topics**

[Adding new suppliers](#)

[Creating and adding suppliers to the database](#)

[Finding and opening suppliers](#)

[Using the Supplier page](#)

[Closing suppliers](#)

[Re-opening suppliers](#)

[Deleting suppliers](#)

## Adding new suppliers

### ***Accountants Enterprise only***

The **Add New Supplier Wizard** is your starting point to add a supplier to the database. There are six steps involved in adding a new supplier:

- “To open the Add New Supplier Wizard” (see page 324)
- “Step 1 — Personal details and responsibility” (see page 233)
- “Step 2 — Extra details” (see page 236)
- “Step 3 — Address details” (see page 237)
- “Step 4 — Note details” (see page 242)
- “Step 5 — Associated contacts” (see page 243)


- “Step 6 — Defaults” (see page 247).

**Step 1** and **Step 2** are the mandatory steps in the **Add New Supplier Wizard**. On completion of Step 2, click **Finish** to save the new supplier with any details entered up to that point. This creates the initial supplier record. Additional information can be added or edited at a later stage on the individual tabs of the **Supplier** page.

All suppliers created using the wizard can be searched for, opened and worked on at any time outside the wizard in the usual way.

Cancel the supplier creation at any time in the wizard by clicking **Cancel**. While adding a new supplier, you can modify information in previous steps by clicking **Back**.

---

**Note:** When working through the **Add New Supplier Wizard**, you cannot leave the current step until the mandatory fields are completed. A warning icon  is displayed beside the mandatory fields. Complete these fields, then click **Next** to proceed.

---

### *To open the Add New Supplier Wizard*

The **Add New Supplier Wizard** can be opened in a number of ways:

- Select File > New > **Supplier** from the main menu.
- Select Contact > New > **Supplier** on the toolbar.
- Click **[Ctrl]+S**.
- Click the **Create supplier** option on the Tasks bar when the **Find Suppliers** page or a Supplier page > **Main** tab is open.

The **Add New Supplier Wizard** opens on **Step 1 — Supplier Personal Details**.

### **Related topics**

[Working with suppliers](#)

[Using the Supplier page](#)

## Using the Supplier page

### *Accountants Enterprise only*

The **Supplier** page has a number of tabs that are used to store specific information. These tabs group information together in a logical manner, so that details are easy to retrieve and edit when necessary.

Click on the tabs to display the information for that tab on the **Supplier** page. The Tasks bar updates as you change tabs to show the tasks associated with the information on the tab.

The tabs on the **Supplier** page are:



- “Main tab” (see page 200)
- “Responsibility tab” (see page 221)
- “To Do tab” (see page 244)
- “Documents tab” (see page 165)
- “Extra tab” (see page 190)
- “Associated tab” (see page 143)
- “Addresses tab” (see page 118)
- “Defaults tab” (see page 162).

### Related topics

[Working with suppliers](#)

[Finding and opening suppliers](#)

[Changing suppliers’ names and codes](#)

[Changing suppliers to contacts](#)

[Closing suppliers](#)

[Deleting suppliers](#)

[Re-opening suppliers](#)

## Working with suppliers

### *Accountants Enterprise only*

Supplier records can be added, edited and maintained at any time using the **Supplier** page.

The following procedures can be done from the **Supplier** page:

- “Creating and adding suppliers to the database” (see page 323)
- “Finding and opening suppliers” (see page 326)
- “Changing suppliers’ names and codes” (see page 327)
- “Changing suppliers to contacts” (see page 328)
- “Closing suppliers” (see page 329)
- “Deleting suppliers” (see page 329)
- “Re-opening suppliers” (see page 330).

To view detailed information about a supplier, open the **Supplier** page and select the relevant tabs.

### Related topics

[Finding and opening suppliers](#)

[Changing suppliers' names and codes](#)

[Changing suppliers to contacts](#)

[Closing suppliers](#)

[Deleting suppliers](#)

[Re-opening suppliers](#)

## Finding and opening suppliers

### *Accountants Enterprise only*

Finding and opening the correct supplier uses the same method as finding and opening clients, contacts or employees.

You can:

- display all the supplier records in your database.
- display only the supplier records that match the name or code you specify.
- group the list of results so that records with the same information are grouped together.
- change the information displayed on the list.

### *To find a supplier record*

1. Select **Contacts > Open > Suppliers** on the toolbar.  
The **Find Suppliers** page opens.
2. In the **Search for** field, enter the name (or part of the name) of the supplier you want to find.

---

**Tip:** To display all suppliers, either leave the **Search for** field blank and click **Search** or type “%” in the **Search for** field and click **Search**.

---

3. Select your search options:
  - Select the **Hide form when only one item found** option, if required.
  - Select the **Search any part** option, if required.
  - Select the **Include closed suppliers** option, if the supplier you want to access is a closed supplier.
4. Click **Search** or press **[Enter]**.  
The results that match your search criteria are listed.  
Select from a drop-down list to determine how the search results are organised:

- **New search** — clears any currently listed search results and performs a new search on the criteria you enter.
  - **Append to search** — keeps any currently displayed search results and adds records from a new search to the current records.
  - **New search from reports** — enables you to search through information in specific reports instead of searching the database.
  - **New search from lists** — enables you to search a list of saved searches, rather than the whole database.
5. Group or sort the search results.
- Right-click the results table to access the **Field Chooser**. From the **Field Chooser** you can select the fields of information you want to be displayed with the listed records. Drag fields onto the list area from the window or vice versa.
- You can also copy the selected supplier's name to the clipboard for use in other applications.
- See "Organising your data" on page 74 and "Customising a display table" on page 75.

### ***To open a supplier***

1. Select Contacts > Open > **Suppliers** on the toolbar.  
The **Find Suppliers** page opens.
2. Double-click the record you want to open.  
The **Supplier** page for the selected record is displayed.

### **Related topics**

[Changing suppliers' names and codes](#)

[Changing suppliers to contacts](#)

[Closing suppliers](#)

[Deleting suppliers](#)


[Re-opening suppliers](#)

## Changing suppliers' names and codes

### ***Accountants Enterprise only***

#### ***To change a supplier's name or type or code***

1. Find and open the supplier.  
See "Finding and opening suppliers" on page 326.  
The **Supplier** page opens on the **Main** tab by default.

2. Click **Edit supplier detail** on the Tasks bar.  
The **Amend Supplier Name** window opens.
3. Edit the current supplier information as required.  
A warning icon  is displayed if you enter a code that is already used by another supplier.
4. Click **OK**.  
To save the changes.

### Related topics

[Finding and opening suppliers](#)

[Changing suppliers to contacts](#)

[Closing suppliers](#)

[Deleting suppliers](#)

[Re-opening suppliers](#)

## Changing suppliers to contacts

### *Accountants Enterprise only*

Suppliers with unpaid bills cannot be converted to contacts. All bills must be fully paid before converting a supplier to a contact.

### *To convert a supplier to a contact*

1. Find and open the supplier.  
See “Finding and opening suppliers” on page 326.  
The **Supplier** page opens on the **Main** tab by default.
2. Click **Convert to contact** on the Tasks bar.  
The **Convert Supplier Confirm** message is displayed.
3. Click **Yes**.  
The supplier is converted to a contact. The **Contact** page for the converted supplier is displayed.

### Related topics

[Finding and opening suppliers](#)

[Changing suppliers' names and codes](#)

[Closing suppliers](#)

[Deleting suppliers](#)

[Re-opening suppliers](#)

### Closing suppliers

#### ***Accountants Enterprise only***

You can close suppliers you no longer use without deleting their records from your database. If you want to delete supplier records permanently, use “Deleting suppliers” on page 329.

You can re-open closed (but not deleted) suppliers. See “Re-opening suppliers” on page 330.

---

**Note:** A supplier with unpaid bills/invoices cannot be closed.

---

#### ***To close a supplier***

1. Find and open the supplier.  
See “Finding and opening suppliers” on page 326.  
The **Supplier** page opens on the **Main** tab by default.
2. Click **Close supplier** on the Tasks bar.  
The **Close Supplier** confirmation message is displayed.
3. Click **Yes**.  
The supplier is closed. They will be listed on the search results page only when you select the **Include Closed Suppliers** option on the **Find Supplier** page.

#### **Related topics**

[Finding and opening suppliers](#)

[Changing suppliers' names and codes](#)

[Changing suppliers to contacts](#)

[Deleting suppliers](#)

[Re-opening suppliers](#)

### Deleting suppliers

#### ***Accountants Enterprise only***

When a supplier is deleted, all records associated with the supplier are deleted from your database.

---

**Note:** A supplier with unpaid bills/invoices cannot be deleted.

---

If you think you may work with the supplier again in the future, but do not want the supplier's record to be displayed in current reports, you can close the supplier rather than deleting them. You can then open the record again in the future. This will also

close all the supplier's activities. You cannot close a supplier if they have any unpaid bills/invoices. See "Closing suppliers" on page 329.

### ***To delete a supplier***

1. Find and open the supplier.  
See "Finding and opening suppliers" on page 326.  
The **Supplier** page opens on the **Main** tab by default.
2. Click **Delete supplier** on the Tasks bar.  
The **Delete Supplier Confirm** message is displayed.
3. Click **Yes**.  
The supplier and all associated records are removed from the database.

### **Related topics**

[Finding and opening suppliers](#)

[Changing suppliers' names and codes](#)

[Changing suppliers to contacts](#)

[Closing suppliers](#)

[Re-opening suppliers](#)

## Re-opening suppliers

### ***Accountants Enterprise only***

Suppliers whose entries have been closed, but not deleted, may subsequently be re-opened.

### ***To re-open a supplier***

1. Find and open the supplier.

---

**Note:** Ensure that you select the **Include Closed Suppliers** option on the **Find Suppliers** page.

---

See "Finding and opening suppliers" on page 326.

2. Click **OK** or press **[Enter]**.  
The search results are displayed. The list includes closed suppliers.
3. Double-click the supplier record you want to re-open.  
The **Supplier** page opens.
4. Click **Re-open supplier** on the Tasks bar.

The supplier is re-opened.

### **Related topics**

[Finding and opening suppliers](#)

[Changing suppliers' names and codes](#)

[Changing suppliers to contacts](#)

[Closing suppliers](#)

[Deleting suppliers](#)

[Re-opening suppliers](#)

[Using the Supplier page](#)

# Assignments

## **Accountants Enterprise only**

**Assignments** help you to perform work for a client within a structured and organised way that allows for the descriptive and accurate capture of WIP. This benefits your practice by recording information encouraging a time-efficient and accurate billing process and increasing reporting flexibility. Clients benefit as they have a personalised workflow that meets their requirements. You can also easily keep your clients up-to-date because you know the type and cost of the work being performed.

You can also set up a standard set of **assignments** to use for each client when they ask for your services. Standard sets of assignments are called Assignment Templates.

## **In Practice Manager:**

The work performed is broken down into work units which have a time and cost associated with them. Work units enable you to accurately estimate the work to be done, the time involved and the associated costs. The information gives you the tools to better manage your business resources, cash collection and workflow.

---

**Note:** Time and expenses cannot be entered against a client without an assignment.

---

The work is broken down into:

## **Assignments**

All time and disbursements are recorded against assignments. **Assignments** enables you to logically group the different work types. When entering WIP and expenses, you select assignments to record against. The assignment can either be:

- A chargeable assignment linked to a client and therefore available to raise bills against.
- or
- Non-chargeable against which you will record annual leave, sick leave and training, etc.

Standard **assignments** save time and ensure a consistent practice workflow and estimation of costs.

## **Schedules**

Schedules are created within clients' assignments. Each schedule contains stages which consist of tasks and milestones. Use these two features if you want to track and monitor the work done for a client. Tasks and milestones are added to the schedule using the Assignment Details page > **Schedule** tab and can be added individually or from a pre-defined schedule template.

See "Schedules" on page 352 for complete details.



Schedules are divided into:

### **Stages**

A **stage** is a level that a practice might want to budget for and monitor work performed within a schedule. A stage groups various tasks essential to get work done for a client. The practice usually groups these tasks to:

- Allocate a cost to performing the stage so that management knows how much it will cost to perform the work — in other words, work out a budget.
- Set a period of time to complete a stage so that management can estimate how long it will take to perform work for a client. You can allot an end date to the completion of a stage so that you can monitor how work is progressing. If you enter a stage without a start or end date, it is seen as a **milestone** and is displayed in blue on your homepage (if it has been customised to show Schedule Details).
- Monitor the progress of work being performed so that the stage is completed in a timely manner to the expectations or timeframes agreed with a client.
  - Allocate employees (who have the skills and authority to do the work) to a group of tasks in one step

For example, the **stage** preparation could include the tasks of:

- data entry
- bank reconciliation
- prepare return.

### **Tasks**

A **task** is an activity or the basic step that each employee does when performing work for the practice. A task forms part of a stage allocated to an employee category as part of a schedule.

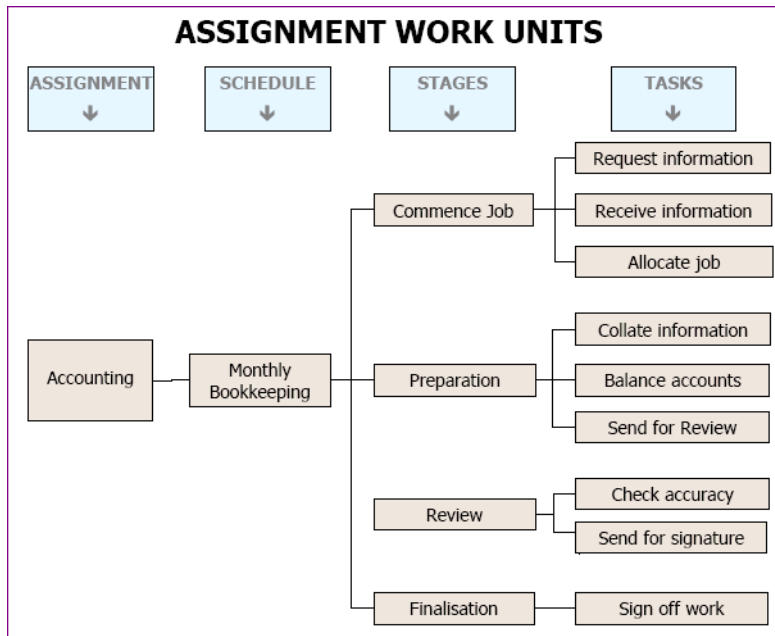
The time taken on a task or an expense associated with a task, is either chargeable or non-chargeable to a client. Time and expenses are accounted for by recording information on timesheets and expense sheets. Each task has a code associated with it and is maintained in the system under a Task Code.

You can set tasks and assign them to stages. You can also attach documents (using the **To Do** tab), define timeframes (schedules) and track progress. How simple or detailed the assignments become is up to you. The more detailed and structured the assignments, the more detailed the profit analysis per work type, enabling you to fully understand the profitability of the services offered to clients.

Some example tasks are:

- Allocate job
- Collate information
- Balance accounts

- Send for review
- Check accuracy
- Sign off work.



### Related topics

[Schedules](#)

[Find Assignments page](#)

[Assignments Field Chooser options](#)

## Job modes

### *Accountants Enterprise only*

The **Job Mode** window is available in Maintenance > Assignment > **Job Mode**. Practices can select the configuration setting that you wish to apply within the application. The default option in this window is set to **Assignments and Schedules**.

---

**Note:** The selected configuration setting is applicable **practice-wide**. You should therefore decide which of the three modes your practice will use **before** implementation. It is **not** advisable to change the setting once timesheet and billing entries have been posted to your system.

---

The **Job Mode** window displays the available options that a practice can use:

- Assignments and Schedules
- Assignments, Schedules and Jobs

- Assignments, Schedules, Jobs and Job Time Recording

### ***Assignments and schedules***

This mode enables practices to use the **Assignment and Schedule** structure/module within the application.

You can create **schedules** and attach them to assignments. All WIP is posted to the schedule/stage if the schedule is tagged as **Task Related**.

### ***Assignments, schedules and jobs***

This mode enables practices create a combination of schedules and jobs and attach them to an assignment.

Some assignments may require detailed analysis. If so, you may create **schedules** for that assignment. Other assignments may require only basic information for managing the job. If so, **jobs** will be created for those assignments.

For all schedules which have been marked as **Task Related**, all WIP will be posted to the schedule/stage.

In the Assignments, Schedules and Jobs mode, all WIP for a job is posted to the **assignment**. This mode is suitable for:

- Practices which want to track jobs solely for deadline management purposes and
- Practices which do not want to compare actual to budget figures on jobs.

### ***Assignments, schedules, jobs and job time recording***

This mode is similar to the Assignment, Schedules and Jobs mode. Both modes use a combination of schedules and jobs on an assignment.

The difference between the two modes is that in the Assignments, Schedules, Jobs and Job Time Recording mode, all WIP on jobs is posted to the **job** as opposed to the assignment. This requires you to select the client/assignment details as well as the job details before selecting the task code in timesheets.

This option also enables you compare actual to budget figures for jobs.

### **Related topics**

[Job modes](#)

[Assignments, templates and template groups](#)

[Using the Add Assignment Wizard](#)

[Assignment Details page](#)

[Schedules](#)

[Milestones](#)

[Working with assignments](#)

## Assignments, templates and template groups

### ***Accountants Enterprise only***

Assignments can be unique or derived from common templates. The templates can also belong to groups with similar characteristics or usage.

This section describes methods you can use to maintain assignments consistently and efficiently.

### ***Assignments***

An **assignment** is the chargeable or non-chargeable work performed by the practice.

**Chargeable assignments** are performed for a client. For example, compliance, tax, accounting, financial planning.

**Non-chargeable assignments** are associated with the practice. For example, sick leave, study leave, time adjustment — university, etc., public holidays.

All work done is recorded against an assignment whether performed for a client or associated with the practice. A client must have at least one assignment that you can record work against.

### ***Assignment templates***

**Assignment templates** save you time, maintain costs and ensure consistency in the workflow.

Each assignment template consists of assignments that are used repeatedly for many clients. You can select an assignment template that is applicable to the type of work required by the client. An assignment template is also set up to include practice overheads and practice non-chargeable time.

If you cannot find a suitable assignment template to do some special work for a client, you can create a unique assignment to suit your needs.

### ***Assignment template groups (Practice Manager)***

An **assignment template group** is used to create a logical group of assignment templates. The group may define templates by a particular business unit, by types of clients or perhaps by location. Your practice defines how to set up an assignment template group and the system administrator will maintain it.

Examples of assignment template groups are:

- A business unit assignment template group.

The practice has several business units, one of which, Financial Services, performs superannuation, financial planning and personal tax work.

If you have clients who frequently require this sort of work, you could create an assignment template group of:

- Superannuation

- Financial Planning
- Personal Tax.
- A client profile assignment template group.

The practice might have three types of clients — individual, company and trust. For individuals, the assignment template group could comprise:

  - Superannuation
  - Tax Planning
  - Personal Tax.

For companies, the assignment template group could comprise:

  - Financial Planning
  - Business Development
  - Business Tax.

For trusts, the assignment template group could comprise:

  - Business Tax
  - Audit.

### Related topics

[Find Assignments page](#)

[Job modes](#)

[Assignment Details page](#)

[Using the Add Assignment Wizard](#)

[Working with assignments](#)

## Using the Add Assignment Wizard

### *Accountants Enterprise only*

The **Add New Assignment** Wizard guides you through all the stages involved in creating an assignment. The wizard is your usual starting point to add a new assignment to the database.

If you prefer, you can use the wizard to create the basic assignment information and complete the remaining steps later using the **Assignment Details** page. There are no mandatory steps in the basic wizard. You can click **Finish** at any time to save information about the assignment and exit the wizard.

The appropriate Add Assignment Wizard is displayed for the job mode of the practice. See “Job modes” (see page 334).

### Related topics

[Opening the Add Assignment Wizard](#)

[Add Assignment Wizard — assignment and schedules mode](#)

[Add Assignment wizard — all other\\* modes](#)

## Opening the Add Assignment Wizard

### *Accountants Enterprise only*

You can open the **Add Assignment** Wizard in a number of ways.

- Create a new client with the **Create Client** Wizard. When the **Client** page opens for the first time, click **Yes** to open the **Add Assignment** Wizard.
- (Practice Manager) Click **Click here to add a new job** on the first row of the table on the **Job Manager** homepage.
- Click **Click here to add new...** on the first row of the table on the Client page > **Assignments** tab.
- Click **Create assignment** on the Tasks bar.

### *To open the Add Assignment Wizard after adding a new client or contact*

1. Create a new client or contact using the **Create Client** or **Create Contact** Wizard. See “Creating a new client/contact using the wizard” on page 248.
2. Click **Finish** after you have added information for all mandatory fields and other known information for the new client/contact.  
The client/contact is saved and the wizard closes.  
The **Add Assignment** message opens.
3. Click **Yes**.  
The **Add Assignment** wizard opens at **Step 1 Create Assignment for Client/Contact**.  
(Practice Manager) See “Add Assignment Wizard — assignment and schedules mode” on page 339 or see “Add Assignment wizard — all other\* modes” on page 342.

### *To open the Add Assignment Wizard from the Job Manager homepage (Practice Manager)*

1. Click **Jobs** on the toolbar.  
The **Job Manager** opens.
2. Click **Click here to add a new job** on the empty first row of the **Job Sheet** table.

The **Add Assignment** wizard opens at **Step 1 — Create Assignment for Client/Contact**.

See “Add Assignment Wizard — assignment and schedules mode” on page 339 or see “Add Assignment wizard — all other\* modes” on page 342.

### ***To open the Add Assignment Wizard from the Client page > Assignments tab***

1. Find and open the client.  
See “Finding and opening clients and contacts” on page 270.  
The **Client** page opens.
2. Click the **Assignments** tab.
3. Click **Click here to add new...** on the empty first row of the table under the **Code** column.  
The **Add Assignment** wizard opens on **Step 1 — Create Assignment for Client**.  
(Practice Manager) See “Add Assignment Wizard — assignment and schedules mode” on page 339 or see “Add Assignment wizard — all other\* modes” on page 342.

### **Related topics**

[Add Assignment Wizard — assignment and schedules mode](#)

[Add Assignment wizard — all other\\* modes](#)

[Find Assignments page](#)

[Assignments, templates and template groups](#)

[Schedules](#)

[Working with assignments](#)

[Assignment Details page](#)

## Add Assignment Wizard — assignment and schedules mode

### ***Accountants Enterprise with Practice Manager only***

---

**Note:** The following information is valid only for the **Assignments and Schedules** job mode.

---

### ***To add an assignment and schedule from a template***

1. Find and open the client.  
See “Finding and opening clients and contacts” on page 270.
2. Open the **Add Assignment** Wizard.  
See “Opening the Add Assignment Wizard” on page 338.

The **Add Assignment** wizard opens on **Step 1 — Create Assignment for Client**.

3. Ensure that the **Add From Template** option is selected.  
When selected, a list of existing templates is displayed. You can use these templates to add assignments and schedules. All available templates are displayed by default.
4. Select a **Job** from the drop-down or overtype the existing text.
5. Select the **Assignment Template Group** for the assignment to filter the list of displayed templates.  
**All** templates are listed by default.
6. Select the template(s) you would like to add to the client assignment from the list of existing templates.  
Click the checkboxes adjacent to the template **Name**.  
A new tab is created next to the **Client Details** tab on the wizard for every template selected. For example, if you select a template called **Audit**, an **Audit** tab is created.  
The window title updates from **Step 1 of 1** to **Step 2 of 2**. If a schedule template has been created for the assignment template, the schedule template details are also displayed.
7. Click the first newly created tab to enter the **Schedule** details.
8. Enter the **Description** for the schedule name.  
This field will default with the current year or the value from the **Job** field in **Step 1 — Create Assignment for Client**.
9. Enter the employee **Assigned To** the schedule.  
Type in the employee's name or find and select it from the **Find Employees** window which is opened by clicking the magnifying glass button on the field.
10. Enter the **Budget** for the schedule.
11. Enter the **Target** date of the schedule.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.  
You will not be able to change the schedule stage details. Once the assignment and schedule have been created you have the option of editing the schedule details on the Assignment Details page > **Schedule** tab.  
If the selected template does not have a schedule template, the assignment will be created without a schedule.
12. Enter **Notes**, if required.



Information displayed in the **Partner, Manager, Company** and **Centre** fields is derived from the assignment template. If no information was entered on the assignment template, the information will be derived from the client details. If no information is displayed in these fields, you can select the **Partner, Manager, Company** and **Centre**.

13. Select the **Department, Office** and **Nominal**.

14. Click **Finish**.

You are returned to the Client page > **Assignments** tab.

---

**Note:** You can click **Finish** at any point. It is not mandatory to view every tab.

---

### ***To add an ad hoc assignment and schedule***

1. Open the **Add Assignment** Wizard.

See “Opening the Add Assignment Wizard” on page 338.

2. If the name of the client is not displayed, click the magnifying glass button on the **Client** field.

The **Find Client** window opens.

3. Find and select the client.

The selected client’s name is reflected in the **Client** field.

4. Select the **Create New Assignment** option to create a unique assignment.

The table updates to display blank cells that you can enter information into. The **Assignment Template Group** list will be unavailable.

5. Enter the name of the **Assignment**.

6. Enter the unique assignment **Code** that will identify the assignment.

7. Select an Assignment **Type** from the drop-down list.

This attaches the new assignment to an assignment type.

---

**Note:** No job or schedule information is added for the assignment. You can add a job or a schedule to the assignment after it is created.

---

8. Click **Finish** to create the assignment.

The Client page > **Assignments** tab opens.

### **Related topics**

[Opening the Add Assignment Wizard](#)

[Step 7 — New clients' assignments](#)

[Assignments](#)

[Adding schedules to assignments](#)

[Working with assignments](#)

### Add Assignment wizard — all other\* modes

#### *Accountants Enterprise with Practice Manager only*

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**Note:** \* The following information is valid only for the **Assignments, Schedules and Jobs** and **Assignments, Schedules, Jobs and Job Time Recording** job modes.

---

#### *To add an assignment and schedule or job from a template*

1. Open the **Add Assignment** Wizard.  
See “Opening the Add Assignment Wizard” on page 338.
2. If the name of the client is not displayed, click the magnifying glass button on the **Client** field.  
The **Find Client** window opens.
3. Find and select the client.  
The selected client’s name is reflected in the **Client** field.
4. Ensure that the **Add from template** option is selected.  
When this option is selected, a list of existing templates is displayed in a table. You can use these templates to add assignments and schedules. All templates are displayed by default.
5. Select a **Job** from the drop-down list or overwrite the existing text.

---

**Note:** The **Job** field on the **Create Assignment for Client** window contains the default name for the schedule.  
Schedule names must be unique. A message informing you that the schedule name is already in use will be displayed if a newly created schedule name is not unique.  
Changing the schedule name in the **Job** field by overtyping the default year on the **Create Assignment for Client** (Step 1) window will only flow through to the **Job/Schedule Details** (Step 2) window if the change is made before you select the template name.  
If the Template name is selected **before** you change the schedule name on the **Create Assignment for Client** window (Step 1), the schedule name can only be overwritten on the **Job /Schedule Details** window (Step 2).

---

6. Select the **Assignment Template Group** for the assignment to filter the list of displayed templates.  
**All** templates are displayed by default.
7. From the list of existing templates, select the template(s) you would like to add to the client.  
For every selected template a new tab is created beside the **Client Details** tab. For example, if you select a template called **Audit**, a tab called **Audit** is created. The window title updates from **Step 1 of 1** to **Step 2 of 2**.
8. Click the newly created tabs to enter the **Job/Schedule** details.  
If a schedule template has been created for the assignment template, the schedule template details will be displayed.
9. Accept the default information displayed and click **Finish** to create the assignment.  
It is not mandatory to complete further details.  
The selected assignments, schedules or jobs are added to the client.

---

**Note:** If a schedule template has been added to the selected assignment template, a schedule will be created and added to the assignment using the schedule template details. If no schedule template is associated with an assignment template, a job will be created and added to the assignment.

---

### ***To add schedule or job details***

1. If no schedule template exists for the assignment, specify the following details for the job:
  - a. Enter the **Job** details.  
This field defaults to the current year but it can be overtyped or selected from the drop-down.

---

**Note:** The **Job** field contains the default name for the schedule. Schedule names must be unique. A message informing you that the schedule name is already in use will be displayed if a newly created schedule name is not unique.  
Changing the schedule name in the **Job** field by overtyping the default year on the **Create Assignment for Client** (Step 1) window will only flow through to the **Job/Schedule Details** (Step 2) window

if the change is made before you select the template name.  
If the Template name is selected **before** you change the schedule name on the **Create Assignment for Client** window (Step 1), the schedule name can only be overwritten on the **Job /Schedule Details** window (Step 2).

---

- b. Enter the employee **Assigned To** the job or schedule.

Click the magnifying glass button to find and select an employee from the **Find Employees** window.

- c. Specify the **Budget** for the job.
- d. Enter a **Target** completion date for the job.

You will have the option to add a schedule to the assignment or you can create a schedule template for the assignment type. The next time the assignment template is used to add a new assignment to a client, a schedule is automatically added.

2. If a schedule has been added:

- a. Enter a **Description** for the schedule.
- b. Enter a **Start Date** for the schedule.

Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

- c. Enter an **End Date** for the schedule.

Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

- d. Select a **Frequency** for the schedule from the drop-down.
- e. Enter the **Fee Budget** for the schedule.

You will not be able to change the schedule stage details. Once the assignment and schedule have been created you have the option of editing the schedule details on the Assignment Details page > **Schedule** tab.

3. Enter **Notes**, if required.

The responsibility details will be taken from the assignment template. If the template does not contain the information, the details will be taken from the client. You can enter or edit the details.

4. Specify the **Partner, Manager, Company** and **Centre**.

5. Select the **Department**, **Office** and **Nominal**.

6. Click **Finish**.

The Client page > **Assignments** tab opens where all the newly added assignments and schedules or jobs are displayed.

---

**Note:** You can click **Finish** at any point. It is not mandatory to view every tab.

---

### *To add an ad hoc assignment and schedule or job*

1. Open the **Add Assignment** Wizard.

See “Opening the Add Assignment Wizard” on page 338.

2. If the name of the client is not displayed, click the magnifying glass button on the **Client** field.

The **Find Client** window opens.

3. Select the **Create New Assignment** option if you want to create a customised assignment.

The table below updates to display blank cells that you can enter information into. The **Assignment Template Group** list will be unavailable.

4. Enter the name of the **Assignment**.

5. Enter the unique assignment **Code** that will identify the assignment.

6. Select the **Type** from the drop-down list.

This attaches the assignment to an assignment type.

---

**Note:** No job or schedule information is added for the assignment. You can add a job or a schedule to the assignment after it is created.

---

7. Click **Finish**.

The assignment is created.

The Client page > **Assignments** tab opens.

### **Related topics**

[Opening the Add Assignment Wizard](#)

[Step 7 — New clients' assignments](#)

[Assignments](#)

[Adding schedules to assignments](#)

[Adding jobs to assignments — other\\* modes](#)

Adding jobs to assignments — other\* modes

### ***Accountants Enterprise with Practice Manager only***

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**Note:** \* The following information is valid only for the **Assignments, Schedules and Jobs** or **Assignments, Schedules, Jobs and Job Time Recording** job modes.

---

#### ***To add a job to an assignment***

If a schedule template has been added to the selected assignment template, a schedule is created and added to the assignment using the schedule template details.

If no schedule template is associated with an assignment template, a job is created and added to the assignment.

1. Find and open the client.  
See “Finding and opening clients and contacts” on page 270.  
The **Client** page opens.
2. Click the **Assignments** tab.  
All existing assignments are listed.
3. Right-click the assignment to which you want to add the job and select **Add Job**.  
If no schedule template has been detected for the selected assignment, a job is created and the **Add Job/Schedule** window opens.
4. Enter/modify the following details if the selected template does not already display them:
  - a. Enter the **Job** details.  
This field defaults to the current year but it can be overtyped or selected from the drop-down.
  - b. Enter the employee **Assigned To** the job.  
  
Click the magnifying glass button to find and select an employee from the **Find Employees** window.
  - c. Specify the **Budget** for the job.
  - d. Enter a **Target** completion date for the job.

---

**Note:** The responsibility details are not available on this window (they are only applicable when adding **new** assignments to clients).

---

5. Enter **Notes**, if required.

6. Click **Finish**.

The Client page > **Assignments** tab opens with the newly created job attached to the assignment.

### Related topics

[Assignments](#)

[Adding schedules to assignments — other\\* modes](#)

[Schedules](#)

[Milestones](#)

[Working with assignments](#)

Adding schedules to assignments — other\* modes

### ***Accountants Enterprise with Practice Manager only***

---

**Note:** \* The following information is valid only for the **Assignments, Schedules and Jobs** or **Assignments, Schedules, Jobs and Job Time Recording** job modes.

---

If a schedule template has been added to the selected assignment template, a schedule is created and added to the assignment using the schedule template details.

If no schedule template is associated with an assignment template, a job is created and added to the assignment.

A **schedule** specifies the start and end date of the work to be performed. Schedules are usually cyclical because the nature of the work involved in them can be repeated time and time again for the same client or another client.

When specifying the start and end dates, consider deadline dates that could be involved. The dates are used as the basis for calculating the default project start and end date from the offset dates defined in the schedule template.

### ***To add a schedule to an assignment***

1. Find and open the client.

See “Finding and opening clients and contacts” on page 270.

The **Client** page opens.

2. Click the **Assignments** tab.

All existing assignments are listed.

3. Right-click the assignment you want to add the schedule to and select **Add Job**.

If a schedule template has been detected for the chosen assignment, a schedule is created.

If no schedule template has been detected for the assignment, a job will be created.

The **Add Job/Schedule** window opens.

The **Assignment Responsibility** information will not be made available as it is only applicable when adding new assignments to clients.

4. Enter details for the **Description** of the schedule.
5. Enter the **Start Date** and **End Date**.

Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

---

**Note:** You will not be able to change the schedule stage details. Once the assignment and schedule have been created you have the option of editing the schedule details on the Assignment Details page > **Schedule** tab.

---

The responsibility details are not available on this window as they are only applicable when adding new assignments to clients.

6. Click **Finish**.

The Client page > **Assignments** tab opens with the newly created schedule attached to the assignment.

### ***To edit a schedule***

You can access a schedule for editing through the following windows:

- Client page > **Assignments** tab or the **Find Assignment** window.
- Job Sheet homepage.

Click the **Schedule** hyperlink on either of these windows to open the Assignment Details page > **Schedule** tab where you can edit the schedule.

### ***To delete a schedule from an assignment***

1. Double-click the schedule on the Client page > **Assignments** tab.  
The **Assignment Details** page opens on the **Main** tab by default.
2. Click the **Schedule** tab.
3. Highlight the row containing the **Schedule** you want to delete.
4. Press **[Delete]**.
5. Click **Yes** to delete the schedule.
6. Click **OK**.  
To close the **Assignment Details** page.



---

**Note:** A schedule which has WIP entries posted against it cannot be deleted. A **Delete Failed** message is displayed.

---

### ***To edit a job***

1. Open the assignment that has the job you want to edit.  
See “Finding and opening assignments” on page 378.
2. On the Client page > **Assignments** tab or the **Find Assignment** window, click the job hyperlink you want to edit.
3. Edit the details as required.

---

**Note:** Your ability to edit job details will depend on the permissions assigned to you.

---

4. Click **OK**.  
To save and close the assignment.

### ***To delete a job***

Job details can only be deleted from the Client page > **Assignments** tab.

---

**Note:** Your ability to delete a job will depend on the permissions assigned to you.

---

1. Open the assignment that has the job you want to delete.  
See “Finding and opening assignments” on page 378.
2. Right-click the job you want to delete and select **Remove Job**.  
or  
Select the job to be deleted and press **[Delete]**.

---

**Note:** You will only be able to delete a job from a client if the job does not have any:  
WIP associated to the job  
Bills associated to the job

---

The **Confirm Job Deletion** window opens to prompt you to confirm the deletion.

3. Click **Yes**.  
To confirm and close the window. The job is deleted.

### Related topics

[Assignments](#)

[Finding and opening assignments](#)

[Editing assignments](#)

[Deleting assignments](#)

[Working with timesheets](#)

[Creating bills for clients using the Billing Wizard](#)

## Assignment Details page

### *Accountants Enterprise only*

The **Assignment Details** page displays information about assignments you are performing for a client.

The Client details, Assignment Name and Assignment Code are displayed across the top of the page. The page is broken into a number of tabs which enable you to quickly view and move between assignment information.

You can change the display of the table by right-clicking and choosing the **Field Chooser** option from the right-click menu to add or remove fields from the display.

The tabs on the **Assignment Details** page are:

- (Practice Manager) "Assignment Details page (AE with Practice Manager)" (see page 196)
- "Main tab" (see page 200)
- (Practice Manager) "Schedule tab" (see page 238)
- "Extra tab" (see page 190)
- (Practice Manager) "Rates tab" (see page 221)
- (Practice Manager) "WIP tab" (see page 245)
- (Practice Manager) "Misc/Est tab" (see page 218)
- (Practice Manager) "Provisions tab" (see page 221)
- "To Do tab" (see page 244)
- "Documents tab" (see page 165)
- (Practice Manager) "Group tab" (see page 195)
- (Practice Manager) "Bills tab" (see page 153)
- (Practice Manager) "Nominal tab" (see page 219).

The Tasks bar updates with tasks that are applicable to the selected tab.

### Editing assignments

#### ***Accountants Enterprise only***

You can edit assignments on the **Assignment Details** page if you have been assigned the appropriate permissions.

#### ***To edit an assignment***

1. Find and open an assignment.  
See “Finding and opening assignments” on page 378.
2. Select the assignment to be edited.  
The **Assignment Details** page opens.
3. Edit the details you want to change.
4. Click **OK**.  
To save and close the **Assignment Details** page.

#### **Related topics**

[Assignments Field Chooser options](#)

[Assignments](#)

[Find Assignments page](#)

[Assignments, templates and template groups](#)

[Deleting assignments](#)

[Schedules](#)

[Working with assignments](#)

[Milestones](#)

### Deleting assignments

#### ***Accountants Enterprise only***

Assignments can be deleted using the **Assignment Details** page.

#### ***To delete an assignment***

1. Find and open an assignment.  
See “Finding and opening assignments” on page 378.
2. Select the assignment to be edited.  
The **Assignment Details** page opens.
3. Click **Delete assignment** on the Tasks bar.

A **Delete Assignment Confirm** message is displayed.

4. Click **Yes**.

The assignment is deleted. Any schedules, stages and tasks associated with the assignment are also deleted.

### Related topics

[Assignments Field Chooser options](#)

[Assignments](#)

[Find Assignments page](#)

[Assignments, templates and template groups](#)

[Editing assignments](#)

[Schedules](#)

[Working with assignments](#)

[Milestones](#)

## Schedules

### *Accountants Enterprise only*

Schedules are created within clients' assignments. Each schedule contains stages which consist of tasks and milestones. Use these two features if you want to track and monitor the work done for a client. Tasks and milestones are added to the schedule using the Assignment Details page > **Schedule** tab. They can be added individually or from a pre-defined schedule template.

The rules for deciding if a schedule or a job is added to an assignment are:

- If a schedule template is added to an assignment template, a schedule will be created and added to the assignment using the schedule template details.
- If **no** schedule template is associated to an assignment template, a job will be created and added to the assignment.

The work performed is broken down into work units which have a time and cost associated with them. Work units enable you to accurately estimate the work to be done, the time involved and the associated costs. The information gives you the tools to better manage your business resources, cash collection and workflow.

A **schedule** lists commonly used steps in a sequence that will achieve the work that has to be done. A **schedule template** lists commonly used steps put into a sequence to provide a master workflow.

### **Schedules**

A **schedule** specifies the start and end date of the work to be performed. It is usually cyclical because the nature of the work involved can be repeated time and time again for the same client or another client.

An example of a schedule is work performed at different intervals:

- a yearly schedule — 2008, 2009, 2010, etc.
- a quarterly schedule — First Quarter, Second Quarter, etc.
- a monthly or weekly schedule — Bookkeeping, Wages, etc.

A schedule is part of an assignment and specifies stages and milestones.

### **Schedule templates**

A **schedule template** lists commonly used steps in a sequence to provide a master workflow. When creating a schedule template for an assignment, select steps from a list of task codes (activities performed to fulfil the steps required for the client's assignment).

A schedule template is created using the procedure described in "Setting up job type templates" on page 713. When saved, the schedule template can be used for many clients. A schedule template is flexible, enabling you to add unique stages or milestones to suit the particular needs of the work or a client.

You can swap between viewing schedule stages associated with an employee and viewing schedule stages by clicking **Swap axis** on the Tasks bar of the Assignment Details page > **Schedule** tab.

### **Related topics**

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

## Adding schedules to assignments

***Accountants Enterprise with Practice Manager only***

A **schedule** specifies the start and end date of the work to be performed. Schedules are usually cyclical because the nature of the work involved in them can be repeated time and time again for the same client or another client.

When specifying the start and end dates, you need to consider deadline dates that could be involved. The dates are used as the basis for calculating the default project start and end date from the offset dates defined in the schedule template.

The rules for deciding if a schedule or a job is added to an assignment are:

- If a schedule template is added to an assignment template, a schedule will be created and added to the assignment using the schedule template details.
- If **no** schedule template is associated to an assignment template, a job will be created and added to the assignment.

### ***To add a schedule to an assignment***

1. Find and open an assignment.  
See “Finding and opening assignments” on page 378.
2. Select the assignment to be edited.  
The **Assignment Details** page opens.
3. Click the **Schedule** tab.
4. Select **Add/Edit schedule** on the Tasks bar.  
The **Add/Edit Schedule details** window opens.
5. In the first blank row of the table enter the following information to add a schedule to an assignment:
  - a. Enter a **Description** for the schedule.  
For example:
    - a yearly schedule called 2007, 2008, etc.
    - a quarterly schedule called First Quarter, Second Quarter, etc.
    - a monthly or weekly schedule called Monthly Bookkeeping Schedule, Monthly Wages Schedule or similar.
  - b. Enter the **Start Date** for the schedule.  
  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
  - c. Enter the **End Date** for the schedule.  
  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

- d. Enter the budget amount for the schedule in the **Fee Budget** field.
- e. Select how often the schedule will be completed using the **Frequency** drop-down.

---

**Note:** Do not select the **Rolled Fwd** checkbox because the schedule is not being rolled forward **now** (see “Rolling forward schedules” on page 371).

---

6. Click **OK**.

The description is displayed in the **Schedule** field drop-down located in the top left-hand corner of the **Schedule** tab.

---

**Note:** The next step is to create a stage. Do this by adding a stage individually (see “Adding stages to schedules” on page 357) or by adding a stage from a schedule template (see “Adding stages from schedule templates to schedules” on page 363).

---

### Related topics

[Editing a schedule](#)

[Deleting schedules](#)

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

Editing a schedule

***Accountants Enterprise with Practice Manager only***

### ***To edit schedule details***

1. Find and open an assignment.  
See “Finding and opening assignments” on page 378.

2. Select the assignment to be edited.  
The **Assignment Details** page opens.
3. Click the **Schedule** tab.
4. Click **Add/Edit schedule** on the Tasks bar.  
The **Add/Edit Schedule details** window opens.
5. Select the schedule to be edited.
6. Edit the information as required by overtyping any current information or selecting a different option from the drop-downs.
7. Click **OK**.  
To save the information and close the **Add/Edit Schedule details** window.

### Related topics

[Deleting schedules](#)

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

Deleting schedules

### ***Accountants Enterprise with Practice Manager only***

---

**Note:** A schedule that has WIP entries posted against it **cannot** be deleted. An error message is displayed.

---

### ***To delete a schedule***

1. Find and open an assignment.  
See “Finding and opening assignments” on page 378.
2. Select the assignment to be deleted.



The **Assignment Details** page opens.

3. Click the **Schedule** tab.

4. Click **Add/Edit schedule** on the Tasks bar.

The **Add/Edit Schedule details** window opens.

5. Highlight the row containing the schedule you want to delete.

6. Press **[Delete]**.

A **Confirm Deletion** message is displayed.

7. Click **Yes**.

The schedule is deleted. The stages and tasks associated with the schedule are also deleted.

8. Click **OK** on the **Schedule** tab.

The **Assignment Details** page closes.

### Related topics

[Editing a schedule](#)

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

## Adding stages to schedules

### ***Accountants Enterprise with Practice Manager only***

A stage is a series of related tasks grouped around the skill requirements and level of authority of the person or area assigned to complete them.

### ***To add a stage to a schedule***

1. Find and open an assignment.

See “Finding and opening assignments” on page 378.

2. Select the assignment to which stages are to be added.  
The **Assignment Details** page opens.
3. Click the **Schedule** tab.
4. Select the schedule you want to add stages to from the **Schedule** drop-down.
5. Click **Click here to add a new stage** in the first row of the table.
6. Enter the next sequential number in the **Step** cell.
7. Enter a description in the **Stage Description** cell.  
For example, a stage description might be:
  - Commence** job and if it is typed as Step 1 the predecessor is **None**.
  - Preparation** and the predecessor is **Commence Job (1)**.
  - Review** and the predecessor is **Preparation (2)**.
  - Finalisation** and the predecessor is **Review (3)**.
8. Choose the **Predecessor** from the drop-down.  
This is the previous stage in the sequence.
9. Press **[Enter]**.  
The **Status** column displays **Not started**. The remaining columns remain blank.
10. Repeat **Step 6**. to **Step 9**. for each stage you are creating.
11. Click **OK**.  
To save the added stages.

### Related topics

[Adding schedules to assignments](#)

[Deleting stages from schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

### Deleting stages from schedules

#### ***Accountants Enterprise only***

You can delete stages from assignments using the Assignment Details page > **Schedule** tab.

#### ***To delete a stage from an assignment***

1. Find and open the assignment.  
See “Finding and opening assignments” on page 378.  
The **Assignment Details** page opens.
2. Click the **Schedule** tab.
3. Select the assignment you want to delete the stages from in the **Schedule** drop-down.  
The **Stages** are listed.
4. Highlight the row containing the stage you want to delete.

---

**Note:** You can only delete backwards because each stage has a predecessor.

---

5. Press **[Delete]**.  
A **Delete Stage** confirmation message is displayed.
6. Click **Yes**.
7. Repeat **Step 4.** to **Step 5.** for each stage you want to delete.
8. Click **OK**.  
To save and close the **Assignment Details** page.

#### **Related topics**

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

### [Milestones and schedules](#)

## Setting up schedule templates

### *Accountants Enterprise only*

---

**Note:** The information in this topic is only applicable if the selected **Job Mode** is **Assignment and Schedules** mode. See “Job modes” on page 334.

---

A schedule template is an efficient and quick aid to setting up a client-specific workflow that can be reused for different assignments.

A schedule template defines the sequence of stages necessary for performing a specific job or assignment. Each stage of work details the employee category that will be responsible for completing the stage, budget information on the work to be done, start and end dates and the task codes that are displayed on timesheets. Once created, a schedule template can be reused for various assignments.

Schedules allow for the planning and tracking of the steps or stages involved in assignments for clients.

Your system administrator usually creates and maintains schedule templates.

### *To create a schedule template*

1. Select Maintenance > Assignments > **Assignment Templates**.  
The **Maintenance - Assignment Templates** page opens.
2. Select the assignment you want to create a schedule template for from the list.
3. Click the **Schedules** tab.  
A table displays where you can enter the schedule details.
4. Set up the steps in the list:
  - a. Type the step number (e.g., 1) in the **Step** field.

---

**Tip:** Create steps in multiples of 10. This will allow you to insert more steps later.

---

- b. Enter a description for the stage (e.g., Commence Assignment or Prepare Draft Accounts) in the **Stage Description** field.
- c. Select the preceding step, if any, or select **None (0)** from the **Predecessor** drop-down.
- d. Enter the **Budgeted Time**.

- e. Click the **Milestones** cell and select the milestone from the drop-down.

If you have created milestones for the **Assignment Type** in the Maintenance > Assignment > **Milestones** page, they will be available for selection.

- f. Press **[Enter]**.

The step moves to the next row.

5. Click  beside the **Step** number.

The step expands to reveal the following columns:

- Employee Category
- Budgeted Time
- Sign Off
- Start Date Offset
- End Date Offset.

6. Click the **Employee Category** cell to access the drop-down and select the type of employee who will perform the stage.

7. Enter the number of hours the selected **Employee Category** will take to complete the stage in the **Budgeted Time** field.

This can later be compared with the actual time taken to complete the step.

8. Click the **Sign Off** checkbox to mark the stage as complete if the stage requires it. Note that **Sign Off** is usually performed by particular positions in the practice such as:

- Assignment Managers
- Assignment Partners
- Client Managers
- Client Partners.

If **Sign Off** is selected, only people who hold the particular positions selected can sign off or complete a stage.

9. Enter the **Start Date** and **End Date Offsets**.

The number of days will be used to calculate the **Projected Start** and **End Dates**.

10. Click **Tasks** to attach task codes to the stage.

The **Task Code Allocation** window opens.

11. Select the **Task Codes** to be associated with the stage.

Add or remove tasks as appropriate for the stage.

12. Click **OK**.  
To close the **Task Code Allocation** window.
13. Repeat **Step 4.** to **Step 12.** to set up additional stages for the assignment, entering the:
  - next sequential number in the **Step** field.
  - preceding step number in the **Predecessor** field.
14. Click **OK**.  
To save the **Maintenance - Assignment Templates** page when you have finished entering all stages.

### Related topics

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

Creating a schedule from a template

***Accountants Enterprise only***

---

**Note:** Templates can only be added to blank schedules.

---

### ***To create a schedule from a template***

1. Find and open the assignment.  
See “Finding and opening assignments” on page 378.  
The **Assignment Details** page opens.
2. Click the **Schedule** tab.
3. Add the schedule details.  
See “Adding schedules to assignments — other\* modes” on page 347.  
You are returned to the Assignment Details > **Schedule** tab page.

4. Select the newly created blank **Schedule** from the drop-down.
5. Click **Add from template** on the Tasks bar.  
The **Add from Schedule Templates** window opens.
6. Select the **Template** from the drop-down.  
The templates would already have been created. See “Setting up schedule templates” on page 360.
7. Select which stages from the template to include as part of the schedule.  
Click the relevant checkboxes adjacent to the listed stages.
8. Click **Add**.  
The schedule table is filled with the template information.
9. Edit the information as required.
10. Click **OK**.  
To save the information and close the **Assignment Details** page.

### Related topics

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

## Adding stages from schedule templates to schedules

### ***Accountants Enterprise with Practice Manager only***

The quickest way to add stages to a schedule is to attach stages from an existing schedule template.

Schedule templates contain commonly used steps that you can copy to an assignment that you are setting up. You can allocate any of the stages listed or add new ones to make the schedule suit client needs (see “Adding stages to schedules” on page 357).

### ***To add stages from a schedule template to a schedule***

1. Find and open an assignment.  
See “Finding and opening assignments” on page 378.  
The **Assignment Details** page opens.
2. Click the **Schedule** tab.
3. Add the new schedule details.  
See “Adding schedules to assignments” on page 353.  
You are returned to the Assignment Details > **Schedule** tab page.
4. Select the newly created blank **Schedule** from the drop-down.
5. Click **Add from template** on the Tasks bar.  
The **Add from Schedule Templates** window opens displaying the stages in the Schedule Template.
6. Select a **Template** from the drop-down.  
The window displays the stages in the **Schedule Template**. The templates would already have been created.
7. Review each stage.  
If you do not want to add a stage to a particular assignment, deselect the checkbox for that stage.
8. Click **Add**.  
The stages are added to the **Schedule** table on the Assignment Details page > **Schedule** tab.

### **Related topics**

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)



### Stage categories

#### ***Accountants Enterprise only***

The **stage category** is the employee category that the **stage** can be allocated to.

When initially preparing the high-level plan for a client, the manager/partner typically models the activity around a perceived skill requirement. They will have a reasonable idea of the degree of competency and management a job will require and what level of employee should undertake the work.

When a stage is created, it defaults to the **-Unspecified-** employee category. This category enables any employee, irrespective of their category, to enter time for that stage.

You can change the employee category from **-Unspecified-** to a more appropriate employee category at any time — but only if there is **no WIP** captured against it. Multiple employee categories may be added to one stage if necessary.

Assignment managers use stage categories for budgeting, monitoring progress and deadlines and for marking off stages as **Complete**.

Employee(s) allocated the work manage the particular timesheet codes (tasks) attached to the stage. They also use timesheet entries to capture all time spent on the task(s).

#### **Related topics**

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Allocating stages to employee categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

Allocating stages to employee categories

#### ***Accountants Enterprise only***

When you add a stage to a schedule, the employee category defaults to **-Unspec-**.

You can keep the default setting or, for better control over resourcing and reporting, allocate the stage to a specific employee category.


If you allocate the stage to:

- **Unspecified** — No specific person or employee type (e.g., manager, senior accountant, etc.) is assigned to complete the work. As a result, any employee can create a timesheet against the stage and tasks.

This is the system default. If your practice maintains this setting, there is no need to complete the procedure below.

- **A specific employee category** — For example, manager or administration. Only employees in the selected category can create a timesheet against the stage and tasks.

### *To allocate a stage to an employee category*

1. Find and open the assignment.  
See “Finding and opening assignments” on page 378.  
The **Assignment Details** page opens.
2. Click the **Schedule** tab.
3. Select the **Schedule** required from the drop-down.  
This is located in the top left of the tab. The **Schedule** list is displayed.
4. Click  beside the stage you want.  
The stage expands to show the **Employee Category** details.
5. Click the **Employee Category** cell to display the drop-down.
6. Select the **Employee Category** from the drop-down list.
7. Repeat **Step 3.** to **Step 6.** for each stage.
8. Click **OK**.  
This is located on the **Schedule** tab. The changes are saved.

### **Related topics**

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

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### Allocating employees to stages

#### *Accountants Enterprise only*

#### **To allocate an employee to a stage**

1. Find and open the assignment.  
See “Finding and opening assignments” on page 378.  
The **Assignment Details** page opens.
2. Click the **Schedule** tab.
3. Select a **Schedule** from the drop-down.
4. Select a stage from the list.  
The row is highlighted.
5. Click **Allocations** on the Tasks bar.  
The **Allocations** window opens.
6. Enter the **Employee Name**.  
Click the ellipse button to find and select the employee using the **Find Employees** window.  
The **Employee Category** is automatically filled when the employee is selected.
7. Select the **Stage Category** from the drop-down.
8. Enter the estimated **Hours** required to complete the stage.
9. Select the **Due Start** date from the drop-down calendar.
10. Close the **Allocations** window.  
The selected employee is allocated to the stage.

#### **Related topics**

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

### Adding tasks to stages

#### ***Accountants Enterprise only***

A task is the basic activity or step performed by an employee while working for the practice. Each task has a code associated with it and is maintained in the system under a Task Code.

Examples of tasks are:

- Allocate job
- Collate information
- Balance accounts
- Send for review
- Check accuracy
- Sign off work.


#### ***To add a task to a stage***

1. Find and open the assignment.  
See “Finding and opening assignments” on page 378.  
The **Assignment Details** page opens.
2. Click the **Schedule** tab.
3. Select the **Schedule** required from the drop-down.  
This is located in the top left of the tab. The **Schedule** list is displayed.
4. If you want time and disbursements recorded against specific tasks, click the **Task Related** checkbox.  
This is located adjacent to the **Schedule** drop-down.

---

**Note:** If you click the **Task Related** checkbox, the tasks you allocate to the stage will be displayed for selection when an employee completes a timesheet. It means that an employee can only choose the tasks you allocated to the stage when the client’s assignment and schedule are selected in their **Timesheet**.

---

5. Click  beside the **stage** you want to add a task to.  
The stage expands to show more details.
6. Click **Tasks** at the end of the **Employee Category** row.  
The **Review Accounts** window opens with the **Available Tasks** for the **Stage Description**.

7. Select a **Task** from the **Available Tasks** panel that you want to associate with the stage.
8. Move the **Tasks** to the **Selected Tasks** panel using the right-hand arrow.
9. Repeat **Step 7.** and **Step 8.** as appropriate.
10. Click **OK.**
11. Repeat for each **Stage** in the **Stage Listing.**
12. Click **OK.**  
To save and close the **Assignment Details** page.

### Related topics

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

[Deleting tasks from stages](#)

[Deleting stages from schedules](#)

Deleting tasks from stages

### ***Accountants Enterprise only***

Tasks can be deleted from the stages they are attached to using the Assignment Details page > **Schedules** tab.

### ***To delete a task from a stage***

1. Find and open the assignment.  
See “Finding and opening assignments” on page 378.  
The **Assignment Details** page opens.
2. Click the **Schedule** tab.
3. Select the schedule for which you want to delete stages using the **Schedule** drop-down.

The **Stages** are listed.

4. Expand the **Stage** containing the task you want to delete.

5. Click **Tasks** in the row.

The **Review Accounts** window opens.

6. Highlight the **Task** you want to delete in the **Selected Tasks** panel.

7. Click the left-hand arrow.

The **Task** is moved from the **Selected Tasks** panel to the **Available Tasks** panel.  
The task is no longer available to log time against on **Timesheets**.

8. Repeat **Step 4.** to **Step 7.** for each task you want to delete.

9. Click **OK**.

To save and close the **Assignment Details** page.

### Related topics

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

## Adding/changing milestone statuses on jobs/schedules

### ***Accountants Enterprise only***

Use the Client page > **Assignments** tab to change or add milestone statuses.

### ***To add or change the status using the Client page > Assignments tab***

1. Navigate to the Client page > **Assignments** tab.
2. If necessary, right-click the table and select **Show Preview Panel**.
3. Highlight the job in the top panel.
4. Right-click the appropriate milestone in the Preview Panel.

5. Select a status.

When you update a linked milestone in the Job Sheet homepage, the linked schedule stage is updated on the assignment schedule.

The reverse is also true. If a linked assignment schedule stage is updated, the linked milestone on the Homepage will be updated.

---

**Note:** Because milestone statuses and assignment schedule stage statuses are only linked to the status options **In progress**, **Complete**, **Problem** and **Risk**, updating a linked schedule stage with a user-created task status will **clear** the status of the milestone on the Job Sheet Homepage.

---

Using the **clear status** option for a linked milestone on the Job Sheet homepage will set the linked assignment schedule stage to **Not Started**.

### Related topics

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Rolling forward schedules](#)

[Milestones and schedules](#)

## Rolling forward schedules

### ***Accountants Enterprise only***

A schedule contains a vast amount of information about a job. When the job is complete, you can reuse (“roll forward”) the schedule information.

When rolling forward the schedule, you can use the existing information as-is or modify the values for actual, allocated or budget hours to account for an upcoming period. The process provides a quick method of re-creating schedules for recurring work.

### ***To roll forward a schedule***

1. Find the assignment that contains the schedule that you want to roll-forward.  
See “Finding and opening assignments” on page 378.  
The **Assignment Details** page opens.

2. Click the **Schedule** tab.
3. Select the **Schedule** you want to roll forward from the drop-down list.
4. Click **Roll Fwd Wizard** on the Tasks bar.

The **Schedule Roll Forward** wizard **Step 1 of 3** window opens.

5. Select the basis for the roll forward:

- a. If you select the option **Based on current schedules**:

- Select **Actual, Allocated or Budgeted** as per current schedule.
- Click the **Apply Uplift Percentage** checkbox and enter the percentage amount.

This applies a percentage figure to increase the actual, allocated or budgeted hours in the current schedule. If decreasing the hours, place a minus sign before the percentage.

- Click **Next**.

The **Schedule Roll Forward** wizard **Step 2 of 3 — Add Schedules to Assignments** opens.

- Select the **Schedule** you are rolling forward.
- Click the **Complete ALL** checkbox, if required.

You have the option to complete all the schedules in the window. By selecting this checkbox, it completes all the underlying stages of a category not already marked as Complete. You will see a confirmation message before the stages are completed.

- Click **Next**.

The **Schedule Roll Forward** wizard **Step 3 of 3 — Finalise Schedule Details** opens.

- If necessary, modify the **Description, Start and End Dates, Budget, Fee Budget and Frequency** fields.

The system presents the schedule again so that you can, optionally, revise any information before rolling it forward.

- Click **Finish**.

- b. If you select the option **Based on assignment schedule templates**:

- Click **Next**.

The **Schedule Roll Forward** wizard **Step 2 of 3 — Add Schedules to Assignments** opens.

- Select the **Schedule** you are rolling forward.



- Enter information into the **Description**, **Start** and **End Dates**, **Budget**, **Fee Budget** and **Frequency** fields.
- Click **Next**.  
The **Schedule Roll Forward** wizard **Step 3 of 3 — Finalise Schedule Details** opens.
- Click **Finish**.

If no assignment template exists for a particular schedule, an icon is displayed beside the entry in the wizard. The schedule is therefore **not** created and will not be displayed in the schedule listing.

### Related topics

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Setting up schedule templates](#)

[Creating a schedule from a template](#)

[Adding stages from schedule templates to schedules](#)

[Stage categories](#)

[Allocating employees to stages](#)

[Adding tasks to stages](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Milestones and schedules](#)

## Milestones

### *Accountants Enterprise only*

A **milestone** is a scheduled event signifying the completion of a major deliverable or a set of related deliverables.

A milestone can have a date applied which indicates when it should be reached or completed by.

You can apply four different statuses to a milestone (see “Milestone statuses” on page 674).

Milestones can be created for both jobs and schedules:

- To link milestones to schedules you need to link the milestones to the schedule template. The milestones will then be linked to the Job Sheet Homepage every time an assignment with the schedule template is created.
- Alternatively, you can edit existing schedules using the Assignment Details page > **Schedules** tab and assign milestones to stages. See “Milestones and schedules” on page 374 for a full description.

Milestones are created and tagged to a schedule or job to indicate whether certain targets have been reached.

---

**Note:** There is only one set of milestones for your practice — and the list of milestones is applicable to all jobs. If a milestone is not applicable to a certain job, the milestone still needs to be completed; otherwise your reporting will be inconsistent.

---

Milestones are created from Maintenance > Assignment > **Milestones**. See “Creating milestones” on page 726.

The **Milestones** page enables you add milestones which are then applied to schedules and jobs, if required. You can define the name, whether it is shown on the planner (Job Sheet homepage) and where it is placed on the planner.

---

**Note:** Historical reporting may be affected if you deselect a used milestone.

---

---

**Note:** To make use of reporting on milestones, a **Start** milestone and an **End** milestone must be flagged. A job is deemed as started when the status of the **start** milestone is set to **Complete**. A job is deemed to have ended when the status of the **end** milestone is set to **Complete**.

---

### Related topics

[Milestones and schedules](#)

[Milestones on the Job Sheet homepages](#)

[Adding milestones to schedule templates](#)

[Milestone display options](#)

[Milestone statuses](#)

[Milestone comments](#)

[Milestone due dates](#)

[Updating milestones on job sheets](#)

## Milestones and schedules

### *Accountants Enterprise only*

When creating milestones (in Maintenance > Assignment > **Milestones**) remember that the milestones can be used for jobs or schedules.

A **schedule** will be added to an assignment if the assignment template used has a schedule template attached.

If no schedule template is associated with an assignment template, a **job** will be created and added to the assignment — unless the **Job Mode** is set to **Assignments**

**and Schedules**, in which case jobs will never be added to an assignment. See “Job modes” on page 334 for more details.

When you add a new job to an assignment, the job is displayed automatically in the Job Sheet homepage. You can then complete milestone maintenance for that job on the Job Sheet homepage.

To track milestones against a schedule, link the milestones to the schedules stages. This can be done in two ways:

1. **Schedule** template — link the schedule stages to milestones when creating the schedule template. The milestones will be available for manipulation in the Job Sheet Homepage when you add a new assignment using an assignment template and a schedule template is attached to that assignment template.
2. Assignment Details page > **Schedule** tab — add or edit the milestones attached to schedule stages in the Assignment Details page > **Schedules** tab.

When linking schedule stages to milestones, note that:

- The links between schedule stages and milestones are distinct. You cannot link a milestone to more than one schedule stage.
- You need not link all milestones to schedule stages. You need only link those schedule stages to milestones that you want to track using the Job Sheet homepage.
- If no milestones are linked to schedule stages, the schedule will not appear on the Job Sheet homepage. Only schedules with linked milestones appear in the Job Sheet homepage.

### Related topics

[Milestones on the Job Sheet homepages](#)

[Adding milestones to schedule templates](#)

[Milestone display options](#)

[Milestone statuses](#)

[Milestone comments](#)

[Milestone due dates](#)

[Updating milestones on job sheets](#)

[Creating milestones](#)

### Adding milestones to schedule templates

#### **Accountants Enterprise only**

When a new assignment is added to a client, the schedule and milestones will be added to the assignment. You can then track the relevant milestones in the Job Sheet homepage.

Note the following when linking schedule stages to milestones:

- The links between schedule stages and milestones are distinct. You cannot link a milestone to more than one schedule stage.
- You do not have to link all milestones to schedule stages. You only need to link those that you want to track using the Job Sheet homepage.

### ***To add milestones to a schedule template***

1. Select Maintenance > Assignment > **Assignment Templates** from the main menu.  
The **Maintenance - Assignment Templates** page opens.
2. Select the relevant assignment template.
3. Click the **Schedules** tab to view the schedule details.  
This is located in the **Assignment Templates** section on the bottom part of the page.
4. Enter the schedule steps as required and, in the last column, select the milestone that corresponds to the relevant schedule stages.

---

**Note:** To add milestones to a schedule template, milestones must have been created using Maintenance > Assignment > **Milestones**. See “Creating milestones” on page 726.

---

5. Click **OK**.  
To save the information and close the **Maintenance - Assignment Templates** page.

### ***To add or edit milestones to existing schedule stages***

1. Open the Assignment Details page > **Schedule** tab for the relevant assignment.
2. Edit or add milestones to the schedule.  
This is done by clicking the **Milestone** drop-down beside each schedule stage and selecting the relevant milestone to link to it.

---

**Note:** You do not have to link all milestones to schedules and you can select which milestones to link.

---

If you do not link all the milestones to a schedule, the remaining milestones will be unavailable (“greyed out”) on the Job Sheet Homepage and you will be unable to use them.

### **Related topics**

[Milestones and schedules](#)

[Milestones on the Job Sheet homepages](#)

[Milestone display options](#)

[Milestone statuses](#)

[Milestone comments](#)

[Milestone due dates](#)

[Updating milestones on job sheets](#)

[Creating milestones](#)

## Working with assignments

### ***Accountants Enterprise with Practice Manager only***

Practice Manager enables you to set up and use assignments in a number of different ways. See:

- “Finding and opening assignments” (see page 378)
- “Setting up work using custom assignments” (see page 381)
- “Setting up work using assignment templates” (see page 382)
- “Adding employees to assignment teams” (see page 383)
- “Setting up assignment billing timetables to track budgets” (see page 384)
- “Amending an existing assignment” (see page 385).

### **Related topics**

[Assignment Details page](#)

[Using the Add Assignment Wizard](#)

## Find Assignments page

### ***Accountants Enterprise only***

The **Find Assignments** page displays assignment information for your practice.

The assignments, and all schedules or jobs (Practice Manager) associated with them, are displayed as units. When the order of the information displayed is changed using the column headers or by grouping the information, assignments and all associated jobs and schedules always move as a unit.

### ***Find Assignments page options***

- **Hide form when only one item found** — Select this option to open the **Assignment Details** page directly if the search results find only one assignment. If this option is deselected, you will have to either press **[Enter]** or double-click the relevant assignment to open it.

- **Search any part of name/code** — When selected this option returns all assignments that contain the search criteria provided in any part of the code or name. If this option is deselected, it will only return assignment information if the search criteria provided finds an exact match.
- **Include closed assignments** — When selected, assignment information for closed assignments is included in the search results. If this option is deselected, assignments with a closed status are excluded from the search results.

### **Assignments Field Chooser options**

Option	Description
Centre	The centre to which the assignment belongs.
Code	The assignment code.
Company	The company to which the assignment belongs.
Department	The department to which the assignment belongs.
Name	The assignment name. If any jobs or schedules (Practice Manager) exist for the assignment, they will be displayed below the assignment <b>Name</b> field.
Office	The office to which the assignment belongs.

See “Customising a display table” on page 75 to change the data displayed on the **Find Assignments** page.

### **Related topics**

[Customising a display table](#)

[Preview panel](#)

[Finding and opening assignments](#)

[Adding jobs to assignments — other\\* modes](#)

[Adding schedules to assignments — other\\* modes](#)

[Using the Add Assignment Wizard](#)

## Finding and opening assignments

### **Accountants Enterprise only**

You can find and open an assignment in two ways. You can either:

- Access it from the Client/Contact page > **Assignments** tab and view all assignments attached to a particular client/contact and open the one you want to work on.

or

- Select the required assignment in the **Find Assignments** page which opens the **Assignment Details** page.

You can also find and open more assignments without closing those open, using **[Shift]**.

### ***To find an assignment using a client or contact record***

1. Find and open a client or contact.  
See “Finding and opening clients and contacts” on page 270.  
The **Client** or **Contact** page opens.
2. Click the **Assignments** tab.  
The client’s or contact’s assignments are listed.
3. Double-click the assignment.  
The **Assignment Details** page opens for the client or contact.
4. Click **OK**.  
To save any changes and close the **Assignment Details** page.

### ***To find and open an assignment from the Find Assignment page***

1. Select **Contacts > Open > Assignments** on the toolbar.  
The **Find Assignments** page opens.
2. Type the name or search criteria for the assignment in the **Search for** field.

---

**Tip:** To display all the assignments in the database, either leave the **Search for** field blank and click **Search** or type “%” in the **Search for** field and click **Search**.

---

- Select the **Hide form when only one item found** option, if required.
  - Select the **Search any part of name/code** option, if required.
  - Select the **Include closed assignments** option, if required.
3. Click **Search** or press **[Enter]**.  
The search results are listed.
  4. Double-click the record in the list that you want to open.  
The **Assignment Details** page opens.
  5. Click **OK**.  
To save any changes and close the **Assignment Details** page.

### *To open assignments without closing those already open*

1. Find and open an assignment.  
The **Assignment Details** page opens on the **Main** tab by default.
2. Press and hold **[Shift]** and click **Assignment search** on the Tasks bar.  
The **Find Assignments** window opens.

---

**Note:** Because you held down **[Shift]**, the first assignment remains open.

---

3. Type the name or search criteria for the second assignment in the **Search for** field.

---

**Tip:** To display all the assignments in the database, either leave the **Search for** field blank and click **Search** or type “%” in the **Search for** field and click **Search**.

---

- Select the **Hide form when only one item found** option, if required.
  - Select the **Search any part of name/code** option, if required.
  - Select the **Include closed assignments** option, if required.
4. Click **Search** or press **[Enter]**.  
The search results are listed.
  5. Double-click the record in the list that you want to open.  
The **Assignment Details** page opens for the second assignment.
  6. Repeat from **Step 2**.  
If you want to open more assignments in separate pages.

---

**Note:** If you do not hold **[Shift]** when clicking **Assignment search** on the Tasks bar, any open assignment records will close when you open another.

---

7. Click **OK**.  
To save any changes and close the window.

### **Related topics**

[Assignments](#)

[Assignments, templates and template groups](#)

[Preview panel](#)

[Assignment Details page](#)

[Schedules](#)



[Setting up work using custom assignments](#)

[Setting up work using assignment templates](#)

[Adding employees to assignment teams](#)

[Setting up assignment billing timetables to track budgets](#)

[Amending an existing assignment](#)

### Setting up work using custom assignments

#### ***Accountants Enterprise with Practice Manager only***

You will sometimes want to create a **custom** assignment because existing assignment templates do not describe the work that is required for a client.

The new custom assignment will only be available for the client you are setting it up for. To make it available for use with other clients, see “Setting up job type templates” on page 713.

#### ***To set up a custom assignment***

1. Find and open the client.  
See “Finding and opening clients and contacts” on page 270.  
The **Client** page opens.
2. Click the **Assignments** tab.
3. Click the first blank row at the top of the Assignment/Schedule table.  
The **Add Assignment** Wizard opens.
4. Select the **Create New Assignment** option.
5. Enter the **Assignment Details**:
  - a. Enter an identifying name for the new assignment in the **Name** field.
  - b. Enter the code for the new assignment in the **Code** field.
  - c. Select an appropriate **Assignment Type** from the drop-down list.
6. Enter the **Assignment Responsibility**.  
This identifies the areas of the practice that will be responsible for performing the work. Use the magnifying glass button to search for the appropriate contacts or select a value from the drop-down.
7. Enter the **Job Details**.
  - a. Enter the employee **Assigned To** the assignment.  
Click the magnifying glass button to find and select an employee.

- b. Specify the **Budget** for the job.
  - c. Enter a **Target** completion date for the job.
8. Enter **Notes**, if required.
  9. Click **Finish**.

The Client page > **Assignments** tab opens with the newly created job attached to the assignment.

---

**Note:** The next step is to set up a schedule. See “Adding stages from schedule templates to schedules” on page 363.

---

### Related topics

[Assignments](#)

[Assignments, templates and template groups](#)

[Setting up job type templates](#)

[Adding stages from schedule templates to schedules](#)

[Preview panel](#)

[Assignment Details page](#)

[Schedules](#)

[Setting up work using assignment templates](#)

[Adding employees to assignment teams](#)

[Setting up assignment billing timetables to track budgets](#)

[Amending an existing assignment](#)

## Setting up work using assignment templates

### *Accountants Enterprise with Practice Manager only*

Assignment templates define day-to-day professional services work that a practice performs for clients. Assignment templates are maintained in the application so that they can be used to quickly set up work for clients.

You can set up work using an assignment template using the **Add Assignment** wizard from the Client page > **Assignments** tab. See “To open the Add Assignment Wizard from the Client page > Assignments tab” on page 339 for instructions on this task.

---

**Note:** The next step is to set up a schedule. See “Adding stages from schedule templates to schedules” on page 363.

---

### Related topics

[Assignments](#)

[Assignments, templates and template groups](#)

[Adding stages from schedule templates to schedules](#)

[Preview panel](#)

[Assignment Details page](#)

[Schedules](#)

[Setting up work using custom assignments](#)

[Adding employees to assignment teams](#)

[Setting up assignment billing timetables to track budgets](#)

[Amending an existing assignment](#)

### Adding employees to assignment teams

#### ***Accountants Enterprise with Practice Manager only***

You can setup the application to add employees to an **Assignment Team** automatically or you can select team members manually.

#### ***To manually add an employee to an assignment team***

1. Find and open the assignment.  
See “Finding and opening assignments” on page 378.  
The **Assignment Details** page opens.
2. Click the **Main** tab.
3. In the **Assignment Team** panel:
  - a. Find the employees you want assign to the team.
  - b. Select a responsibility for the employees from the **Responsibility** field drop-down.
4. Click **OK**.  
To save the changes on the Assignment Details page > **Main** tab.

#### **Related topics**

[Responsibility types](#)

[Assignments](#)

[Assignments, templates and template groups](#)

[Preview panel](#)

[Assignment Details page](#)

[Schedules](#)

[Setting up work using custom assignments](#)

[Setting up work using assignment templates](#)

[Setting up assignment billing timetables to track budgets](#)

### [Amending an existing assignment](#)

## Setting up assignment billing timetables to track budgets

### ***Accountants Enterprise with Practice Manager only***

If your practice wants to track budgets against actual figures:

- Enter monthly entries in the **Assignment Billing Timetable** on the Assignment Details page > **Main** tab to reflect expected billing levels.
- Customise the homepage to include the **Budget Variance** option to manage the budget variance information.
- Use the **Assignment Budget Variance Report** from **Reports** to compare the arbitrary fee analysis to the budgeted billing activity entered through the **Assignment Billing Timetable**.

The use of the functions is optional.

### ***To set up the assignment billing timetable***

1. Find and open the client's assignment.  
See "Finding and opening assignments" on page 378.  
The **Assignment Details Page** opens.
2. Select the **Main** tab.
3. In the **Assignment Billing Timetable**, enter the:
  - a. **Date** — You can enter multiple dates and amounts for a processing period. The budget figures are added together for the period.
  - b. **Amount** — This is the budget amount for the date entered. You can enter multiple dates and amounts for a processing period. The budget figures are added together for the period.
  - c. **Comment** — This is a description of each amount entered.
4. Click **OK**.  
To save the information.

### **Related topics**

[Setting up your homepage](#)

[Adding schedules to assignments](#)

[Assignments](#)

[Assignments, templates and template groups](#)

[Preview panel](#)

[Assignment Details page](#)

[Schedules](#)

[Setting up work using custom assignments](#)

[Setting up work using assignment templates](#)

[Adding employees to assignment teams](#)

[Amending an existing assignment](#)

### Amending an existing assignment

#### ***Accountants Enterprise only***

#### ***Editing existing assignment details***

1. Find and open the client.  
See “Finding and opening clients and contacts” on page 270.  
The **Client** page opens.
2. Click the **Assignments** tab.
3. Double-click the assignment Name that is to be edited.  
The **Assignment Details** page opens on the **Home** tab.
4. Click the **Main** tab.
5. Click **Amend assignment** on the Tasks bar.  
The **Amend assignment** window opens.
6. Edit the assignment **Name** and/or **Code** for the assignment.
7. Click **OK**.  
To save the changes and close the **Amend assignment** window.

#### **Related topics**

[Assignments](#)

[Assignments, templates and template groups](#)

[Preview panel](#)

[Assignment Details page](#)

[Schedules](#)

[Setting up work using custom assignments](#)

[Setting up work using assignment templates](#)

[Adding employees to assignment teams](#)

[Setting up assignment billing timetables to track budgets](#)

# Timesheets, disbursements and expenses

## ***Practice Manager only***

Practices use the information captured by **timesheets, disbursements** and **expenses** (AE) to charge time and costs spent working on tasks. Time and costs are charged to the client's work in progress (WIP) so that the client can be billed accordingly.

It is important that you record time, disbursements and expenses on a regular basis. This ensures that time and costs are accounted for and the client WIP is updated regularly. In turn, regular recording helps the practice to more accurately track where time and expenses are spent and helps to analyse productivity patterns and office processes.

(AE) Also consider the Timesheet Authorisation Mode for your practice. The appropriate mode can be configured using Maintenance > Time Setup > **Timesheet Authorisation Mode**. See "Timesheet authorisation" on page 430.

The three methods of capturing your practice's expenditure are:

## ***Timesheets***

A **Timesheet** captures time spent by an employee on tasks during a work day. Time is recorded against:

- Client assignments (AE) / jobs (AO) which are usually chargeable because they have a direct association with work performed for a client, for example, time spent on auditing a client's financial books.
- Internal assignments / jobs which are usually non-chargeable because they are not directly associated with any specific client, for example, time spent on administration.

(AE) You can set up a timesheet in one of three **time entry modes** (see "Time entry modes in MYOB AE" on page 399):

- Periodic
- Daily
- Calendar.

(AE) Depending on the time authorisation mode that your practice uses, you can:

- advance the timesheet in the process using the Entry Status buttons so that the timesheet is reviewed and subsequently authorised (see "Entry status and authorisation buttons for sheets" on page 446).

or

- if your practice uses the Simplified Authorisation, you can post the time to move it to the client's WIP.

## ***Expense Sheets (AE)***

An **Expense Sheet** captures costs incurred by an employee while performing work for a client. Costs are recorded against:

- Client assignments which are chargeable because they have a direct association with work performed for that client, e.g., costs for accommodation, lunch, etc. associated with a client visit.
- Non-chargeable costs (or overheads) associated with the practice but not directly associated with a task performed for a client, e.g., a personal expense incurred by an employee in relation to work, such as mobile phone charges.

The method of recording expense is almost identical to recording time for a timesheet — except that you do not have a choice of entry views as you do with timesheets — there is only one view.

If there are no more expenses to record, you advance the expense sheet in the process using the **Entry Status** buttons so that the expenses are reviewed and subsequently authorised (see “Entry status and authorisation buttons for sheets” on page 446 for details). Once an expense sheet has been posted you cannot alter it. If you need to change it, you must reverse the original expense sheet and raise another in its place as necessary (see “Reversing bills” on page 508).

### ***Practice Disbursement/Disbursement Sheets***

A **Practice Disbursement/Disbursement Sheet** captures costs incurred by an employee while performing work for a client that involves the practice directly. Such costs can include photocopying costs, court filing costs, couriers and taxi fares.

Before disbursements can be charged to clients, the practice must set up a disbursement employee to charge the amounts to clients. Employees either record a disbursement against the disbursement employee or their own disbursement sheet.

(AE) If there are no more disbursements to record, you advance the **Disbursement Sheet** in the process using the **Entry Status** buttons so that the disbursements are reviewed and subsequently authorised (see “Entry status and authorisation buttons for sheets” on page 446).

### **Entering time against tasks in a schedule (AE)**

If a schedule of tasks has been defined for a selected client assignment, the tasks available in the timesheet drop-down may only be those added to the assignment schedule within the **Client** page. This enables an employee to track the work required to complete a particular assignment. If you select an assignment that has a schedule attached, you must select a schedule/stage for the timesheet entry before you can enter time.

The schedule held will be inactive where there is no schedule attached.

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**Note:** Some procedures are common to timesheets, disbursements and expenses. Where this is the case, timesheets, disbursements and expenses are collectively referred to as sheets.

---

### Related topics

[Timesheet windows and settings](#)

[Working with timesheets](#)

[Working with disbursements](#)

[Working with sheets](#)

[Timesheet reports](#)

[Importing disbursements](#)

[Timesheet authorisation](#)

## Timesheet windows and settings

### *Practice Manager only*

This section includes a description of the fields and settings available within the various timesheet windows:

- “Timesheet User Settings” (see page 388)
- (AE) “Timesheet Time Entry window” (see page 392)
- (AE) “Daily timesheet fields” (see page 394)
- (AE) “Periodic timesheet fields” (see page 397)
- (AE) “Time entry modes in MYOB AE” (see page 399)
- (AO) “Timesheet modes in MYOB AO” (see page 401).

### Related topics

[Working with timesheets](#)

## Timesheet User Settings

### *Practice Manager only*

You can customise the way you view your timesheet using the **Timesheet User Settings** window.

If you have administrator permissions, you may be able to configure **Timesheet Settings** for another employee.

### *To change the Timesheet User Settings (AE)*

1. Select the Employee page > **Timesheet** tab.
2. Click **System settings** on the Tasks bar.  
The **Timesheet User Settings** window opens.



3. Select or deselect options as required.

4. Click **OK**.

The settings are updated for yourself and the **Timesheet User Settings** window closes.

### ***To change the Timesheet User Settings for another employee***

1. Select Contact > Open > **Employees** from the toolbar.

The **Find Employees** page opens.

2. Select the employee from the list or **Search** for them.

3. Click **System settings** on the Tasks bar.

The **Timesheet User Settings** window opens.

4. Select or deselect options as required.

5. Click **OK**.

The settings are updated for the selected employee and the **Timesheet User Settings** window closes.

### **Related topics**

[Timesheet User Settings window options](#)

[Timesheet Time Entry window](#)

[Daily timesheet fields](#)

[Periodic timesheet fields](#)

[Time entry modes in MYOB AE](#)

### Timesheet User Settings window options

Setting	Description
Use Task Codes	This option enforces the use of task codes in timesheet entries. If this option is not selected, the <b>Task</b> and <b>T/C</b> columns are removed from timesheets.
Use Cost Rates (AE)	This option enables the use of employee cost rates in timesheet entries. If this option is not selected, the <b>O/C</b> column is removed from timesheets.

Setting	Description
Use Overtime Rates (AE)	This option enables the employee to apply overtime rates to the time being entered. If this option is not selected, the <b>O/R</b> column is removed from timesheets.
Allow Selection of Employee Charge Rates	This option enables an employee to select from the different charge rates set up for them on their <b>Employee</b> page. The monetary value for each charge rate is defined for the selected employee.
Allow Editing of Employee Charge Rates	This option enables the employee to use an over-ride rate, i.e., you can enter any charge rate as well as select an existing rate.
Number of Characters to type in (2–9)	Specify the number of characters (between 2 and 9) that an employee must type before the possible options are displayed in the drop-down when locating the client and assignment by name or code.
Default Time Task Code	This option sets the default task code to be used for timesheet entries. For example, if you selected <b>Admin</b> in this list, when the time is entered on the Timesheet, <b>Admin</b> is automatically selected in the <b>Task</b> drop-down.
Show Charge Column	This option adds the <b>C/R</b> column to timesheets, enabling the employee to view the total cost of the entries to the client.
Show Company Column (AE)	This option adds the <b>Company</b> column to timesheets.
Show Office Column (AE)	This option adds the <b>Office</b> column to timesheets.
Show Department Column (AE)	This option adds the <b>Department</b> column to the timesheets.
Show Centre Column (AE)	If selected, this setting adds the <b>Centre</b> column to timesheets.

Setting	Description
Allow Edit of Total Column (AE)	For Periodic Timesheets only: If selected, this option enables the employee to edit one total time for a WIP item in the <b>Total</b> column rather than it being automatically calculated from the individual daily time entries. If the amount in the <b>Total</b> column is amended for an item, then all individual entries that made up that total are removed from the timesheet.
Display Task Description	If selected, the <b>Task</b> column displays the full name of the selected task (e.g., Administration). If you just want the code for the task displayed (e.g., 'ADM') do not click this checkbox.
Retain previously added Timesheet entry	If this option is selected a previous timesheet entry is retained. This is a repeat function which enables you to automatically retain the client name and code, task and description for input into another entry line. This data entry repeat function only applies to periodic entry timesheets.
Periodic Entry (AE)	Select this option if you want to enter data into your timesheets using the periodic entry mode. This means that the details are added directly in the fields in the timesheet and all days that fall within the selected time processing period are displayed in the one sheet. Therefore, each timesheet in periodic entry consists of a fixed number of days and has spreadsheet-style view. The main advantage of using this mode for data entry is that you enter all details using the same window. This can be useful when you have repeated the same activity over a number of days. Once the task is entered, you only need to add the number of daily hours to each day within the time period.

Setting	Description
Daily Entry (AE)	<p>Select this option if you want to enter data into your timesheets using the daily entry mode. This means that you are required to create new time entries using the <b>Add</b> button on the Timesheet. This opens the <b>Timesheet Daily Time Entry</b> window into which data is entered. However, a very useful feature available in this window is a timer that can automatically record how long you spend on a particular task. This enables you to leave the window open in the background while you work.</p> <p>Each timesheet in this entry mode displays one day's entries only. Units are entered for the day or the clock may be used to time each job. It is possible to have several <b>Timesheet Daily Time Entry</b> windows open with clocks running simultaneously for different jobs. This method is used to enter tasks as they are being worked on throughout the day. You can use the daily view regardless of your time processing period selection</p>
Calendar Entry (AE)	<p>This time entry mode is only available to record time spent on tasks. You cannot record disbursements in the <b>Calendar Entry</b> mode.</p> <p>When you select <b>Calendar Entry</b> you can choose to view the time period of your timesheet in a combination of different views. The views are available from the Tasks bar under <b>View</b> and <b>Time scale</b>.</p>
Time Format (AO)	<p>You can select either a 12 Hour or 24 Hour clock if working in background mode.</p>

**Related topics**

[Timesheet Time Entry window](#)

[Daily timesheet fields](#)

[Periodic timesheet fields](#)

[Time entry modes in MYOB AE](#)

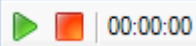
Timesheet Time Entry window

*Accountants Enterprise with Practice Manager only*

The **Timesheet Time Entry** window records information about the time you spend on tasks. There are separate windows for **Daily Time** and **Calendar Time**. There is no **Timesheet Time Entry** window for **Periodic Time**.

The window shows whether your timesheet is collecting **Calendar** or **Daily Time** and matches the view you chose to display your timesheet. If the window is for daily entry, only one date is shown and the words **Daily Time** replace the word **Calendar**.

**Timesheet Time Entry window fields**

Field	Description
Automatic timer 	Use these buttons to record the time you spend on a task. See “Using the automatic timer” on page 421.
Date	If you are using a Daily Timesheet, there is only one date field. It is automatically filled from the timesheet and based on the time entry mode (see “Time entry modes in MYOB AE” on page 399). If you are using a Calendar Timesheet, there are two date fields identifying the period when the timesheet starts and ends. They are automatically filled from the information based on the time entry mode.
Client	Select the client from the drop-down To quickly locate the client, type the client’s name (or the first three or more letters of the name) and press <b>[Enter]</b> .
Assignment	Select an assignment from the drop-down. To quickly locate the assignment, type the assignment name (or the first three or more letters of the name) and press <b>[Enter]</b> . If an assignment has already been associated with the selected client, then this field is automatically filled.
Search any part of name/code	Click this checkbox to search for an assignment using only part of the name or the code.
Job/Schedule	If this field is not required, it is greyed out. Otherwise, select a schedule from the drop-down. To quickly locate the schedule, type the scheduler’s name (or the first three or more letters of the name) and press <b>[Enter]</b> .
Task	Select the type of task you spent time on from the drop-down. To quickly locate the task, type the task name (or the first three or more letters of the name) and press <b>[Enter]</b> .
Search by task name	Click this checkbox to search for a task by its name. Deselect this checkbox to search for the task using other criteria.

Field	Description
Units (hrs, mins)	Type the amount of time spent on the task. or Click the <b>Stop</b> button on the <b>Automatic Timer</b> to record the end time (see “Using the automatic timer” on page 421).
Start Time	Enter the start time using 24-hour clock format.
End Time	Enter the finish time using 24-hour clock format.
Charge rate	Select the charge rates from the drop-down.
Comment	You can type supporting information about the time charged.
Apply	Click to save the time spent on the task to the timesheet and leave the window open.
OK	Click if you have no more items to add to the timesheet. The timesheet entry is saved and the window closes.
Cancel	Click to exit the window without saving changes.

**Related topics**

[Timesheet User Settings window options](#)

[Time entry modes in MYOB AE](#)

[Timesheet Time Entry window](#)

[Daily timesheet fields](#)

[Periodic timesheet fields](#)

Daily timesheet fields

***Accountants Enterprise with Practice Manager only***

Daily timesheet entries are made using the **Timesheet Daily Time Entry** window and the entered information is updated to the **Timesheet** page.

Field	Description
Employee	This field automatically displays the logged in employee who is creating their timesheet.
Time Period	This field displays the date for the timesheet.

Field	Description
TimeUnit	<p>This field displays a drop-down list of base time units or intervals for you to record the amount of time worked.</p> <p>Use the <b>TimeUnit</b> (intervals) when you enter a number or value in the day columns. For example, if you choose a <b>TimeUnit</b> of 15 minutes from the drop-down and you have worked 1 hour, then in the day column you would enter 4 to equal the time value for that hour.</p> <p><b>TimeUnits</b> are set up by the system administrator in Maintenance &gt; Employee &gt; <b>Time Units</b>.</p>
Date	<p>The date that the work is performed.</p> <p>This field is automatically updated from the <b>Timesheet Daily Time Entry</b> window where the details for daily tasks are entered.</p>
Client	<p>The client that the work is performed for.</p> <p>This field is automatically updated from the <b>Timesheet Daily Time Entry</b> window where the details for daily tasks are entered.</p>
Assignment	<p>The assignment attached to the client that the work is performed for.</p> <p>This field is automatically updated from the <b>Timesheet Daily Time Entry</b> window where the details for daily tasks are entered.</p>
Job/Schedule	<p>The job/schedule attached to the client assignment.</p> <p>This field is automatically updated from the <b>Timesheet Daily Time Entry</b> window where the details for daily tasks are entered.</p>
Task	<p>A description of the task associated with the client assignment.</p> <p>This field is automatically updated from the <b>Timesheet Daily Time Entry</b> window where the details for daily tasks are entered.</p>
Charge	<p>This field represents the amount being charged for the time you have worked on a task.</p> <p>This field is automatically updated from the <b>Timesheet Daily Time Entry</b> window where the details for daily tasks are entered.</p> <p>The charge is calculated based on the number of <b>TimeUnits</b> you worked for a particular <b>Date</b> multiplied by the <b>Charge Rate</b>.</p>

Field	Description
Time	This field represents the number of <b>TimeUnits</b> you worked that day on the task. The results of what you enter in these columns are multiplied by the charge rate. This field is automatically updated from the <b>Timesheet Daily Time Entry</b> window where the details for daily tasks are entered.
O/Time	This field at the bottom of the table displays the number of entered time units that have an overtime rate applied to them.
Target hours	This field at the bottom of the table displays the budgeted chargeable hours for the day.
N/chrg Time	This field at the bottom of the table displays the non-chargeable time entered.
Chg %	This field at the bottom of the table displays the chargeable percentage of the total hours for a day.
Chrg Time	This field at the bottom of the table displays the total number of <b>TimeUnits</b> entered in the timesheet.
Posting	Once posted, this area displays the name of the employee who posted the timesheet and the posting date. To post your daily timesheet, click <b>Post Now</b> .
Required	If a minimum number of hours are enforced per day, this field displays the total hours that must be entered before the timesheet can be posted successfully. An error displays if you try to submit a sheet which does not meet the minimum number of hours required for the selected employee. The timesheet hours must be changed to match the required number of hours and then resubmitted, authorised and posted. Your system administrator configures this setting.
Add	Click the <b>Add</b> button to add a timesheet entry using the <b>Timesheet Daily Time Entry</b> window. See “Timesheet Time Entry window” on page 392.
Edit	Click the <b>Edit</b> button to edit a selected timesheet entry using the <b>Timesheet Daily Time Entry</b> window. See “Timesheet Time Entry window” on page 392.
Delete	Click the <b>Delete</b> button to delete a selected timesheet entry.
Cancel	Click the <b>Cancel</b> button to close the <b>Timesheet</b> page.



**Related topics**

[Timesheet User Settings window options](#)

[Timesheet Time Entry window](#)

[Periodic timesheet fields](#)





[Time entry modes in MYOB AE](#)

Periodic timesheet fields

**Accountants Enterprise with Practice Manager only**

Field	Description
Employee	This field automatically displays the logged in employee who is creating their timesheet.
Time Period	This field displays the date range for the timesheet. You can change the date for the timesheet using the up-down arrows to navigate by one day at a time. Alternatively, click the <b>Calendar</b> button to select a date.
TimeUnit	This field displays a drop-down list of base time units or intervals for you to record the amount of time worked. Use the <b>TimeUnit</b> (intervals) when you enter a number or value in the day columns. For example, if you choose a <b>TimeUnit</b> of 15 minutes from the drop-down and you have worked 1 hour, then in the day column you would enter 4 to equal the time value for that hour. <b>TimeUnits</b> are set up by the system administrator in Maintenance > Employee > <b>Time Units</b> .
OK	Click <b>OK</b> to save the information in a timesheet in <b>Draft</b> status without posting it. You can add time during the day as you complete tasks. Click <b>OK</b> between each addition until you <b>Post Now</b> at the end of the day. Your draft timesheet is added to the Employee page > <b>Timesheets</b> tab.
Client/ Assignment	The first cell of this column on the table displays a drop-down for you to select the <b>Client/Assignment</b> you are working on.
A/Code	This cell of the table is automatically filled when you make a selection in the <b>Client/Assignment</b> field.
Job/Schedule	A cell of this column on the table displays a drop-down for you to select the schedule against which you will enter your time. An assignment can have multiple schedules attached to it.
Task	A cell of this column on the table displays a drop-down for you to select the task description.

Field	Description
Charge	This field of the table is automatically filled when you enter a value for the number of <b>TimeUnits</b> you worked in the <b>day date</b> column multiplied by the <b>C/R</b> . It represents the amount being charged for the time you have worked.
C/R	A cell of this column on the table displays a drop-down for you to select the charge rate for the type of work performed.
O/R	A cell of this column on the table displays a drop-down of <b>overtime rates</b> . You can select a rate that is used as a multiplier in the calculation charged to the client. This column is displayed only if it is set up by your system administrator.
Total	This column of the table is automatically calculated from the values you enter in the <b>day date</b> columns and the selected charge rates.
Time Entry Day Date columns	Enter a value to represent the number of <b>TimeUnits</b> you worked that day on the task. The results of what you enter in these columns are multiplied by the charge rate and the result is displayed in the <b>Total</b> field. For Daily time entry mode only one date column is displayed. For Periodic time entry mode a week of date columns is displayed.
Comments	This is a text field for any extra notes and supporting information.
O/Time	This field at the bottom of the table displays the number of entered time units that have an overtime rate applied to them.
Target hours	This field at the bottom of the table displays the budgeted chargeable hours for the day.
N/chrg Time	This field at the bottom of the table displays the non-chargeable time entered.
Chg %	This field at the bottom of the table displays the chargeable percentage of the total hours for a day.
Chrg Time	This field at the bottom of the table displays the total number of <b>TimeUnits</b> entered in the timesheet.

Field	Description
Authorisation Status	<p>This section at the bottom of the page displays the current state of the timesheet after the <b>Draft</b> and <b>Submit</b> buttons are clicked. The field displays:</p> <ul style="list-style-type: none"> <li> <b>Unseen</b></li> <li> <b>Authorised</b></li> <li> <b>Unauthorised</b></li> <li> <b>Held Up.</b></li> </ul> <p>The name of the employee who last created the state of the bill is displayed beside the status.</p>
Posting	<p>Once posted, this area displays the name of the employee who posted the timesheet and the posting date.</p>
Required	<p>If a minimum number of hours are enforced (either per day or per week), this field displays the total hours that must be entered before the timesheet can be posted successfully. An error displays if you try to submit a sheet which does not meet the minimum number of hours required for the selected employee. The timesheet hours must be changed to match the required number of hours and then resubmitted, authorised and posted. Your system administrator configures this setting.</p>
Search any part of name / code	<p>When this checkbox is selected, the search results contain any part of the search criteria within their name. For example, 'mit' in Smith.</p> <p>When this checkbox is deselected, the search results show only those names with the search criteria at the beginning of their names. For example, 'mit' at the beginning of Mitchell.</p>

**Related topics**

[Timesheet User Settings window options](#)

[Timesheet Time Entry window](#)

[Time entry modes in MYOB AE](#)

[Daily timesheet fields](#)

Time entry modes in MYOB AE

***Accountants Enterprise with Practice Manager only***

You can use a timesheet in one of the three modes. You can also choose to record times associated with tasks in these modes.

If you select **Periodic Entry**, you will not be able to display the timesheet in the **Daily Entry** view.

If you select **Daily Entry**, however, you are able to switch the timesheet display between the **Daily Entry** and the **Periodic Entry** views.

[Click this link to launch a self-paced online learning Show Me demonstration.](#) (Adobe Flash player required.)

The time entry modes are:

### ***Periodic Entry***

- This is the default view.
- You see all days included in your selected time processing period in one view.
- You see the **Timesheet** presented in a spreadsheet style comprising a fixed number of days.
- You see a weekly view with a table to enter time against a client/assignment for each day of the week.
- You must create a new row for each client/assignment and task code combination.

See “Recording periodic time” on page 418 for details.

### ***Daily Entry***

- You see each day individually, with the table displaying a list of tasks for a given client/assignment combination.
- You see the **Timesheet** presented in a spreadsheet style comprising a one day.
- You see a daily view with a table to enter time against a client/assignment.
- You must create a new row for each client/assignment and task code combination.
- You can record time and disbursements in the **Daily Entry** view.
- You can use the automatic timer (see “Using the automatic timer” on page 421).
- You see each day individually, with the table displaying a list of tasks for a given client/assignment combination.
- You can add an entry in this view by clicking **Add**. You are prompted for details such as **Client, Assignment, Schedule, Task** and **Time**.

See “Recording daily time in MYOB AE” on page 415 for details.

### ***Calendar Entry***

- You see a familiar calendar view in the MS Outlook style that enables you to drag and drop tasks into units of time within your calendar.
- You see 35 days which include the days of your selected time processing period.
- You can see each individual day of your selected time processing period or see the period as a 5 day week, 7 day week or part of a 35 day month.

- You can divide a day into different time scales of 5, 6, 10, 15, 30 and 60 minutes.
- You can use the automatic timer (see “Using the automatic timer” on page 421).
- You cannot use Calendar Entry mode to record disbursements — only time is recorded.

See “Recording calendar time in MYOB AE” on page 410 for details.

### Related topics

[Recording calendar time in MYOB AE](#)

[Recording daily time in MYOB AE](#)

[Recording periodic time](#)

[Using the automatic timer](#)

[Timesheet User Settings window options](#)

[Timesheet Time Entry window](#)

[Periodic timesheet fields](#)

[Working with timesheets](#)

## Timesheet modes in MYOB AO

### *Accountants Office with Practice Manager only*

In Accountants Office, you create timesheets to record time spent on client jobs and tasks on a daily basis. You can create a timesheet for another employee if you have the security permission to do so.

There are two timesheet modes:

- **Normal** — time is calculated based on the time unit selected.
- **Background** — time units are automatically calculated based on the **Start** and **End Time** entered. In Background mode you can leave your timesheet open in the background while you are working on a task. Once the task is complete you can record the **Start** and **End Time** for the **Client/Job**.

Chargeable and non-chargeable details are entered directly into your timesheet in the top row of the table.

---

**Tip:** Press **[Tab]** or **[Enter]** to move to the next time entry fields.

---

### Related topics

[Recording your time in MYOB AO](#)

[Working with disbursements](#)

[Recording disbursements or practice disbursements](#)

[Timesheet reports](#)

[WIP transfers](#)

[Importing disbursements](#)

[Adjusting errors to saved timesheets or disbursements in MYOB AO](#)

[Timesheet User Settings](#)

## Working with timesheets

You create timesheets to record time spent on client assignments and tasks. You can create them from the **Employees** page, (AE) **Employee Planner** or (AE) **Job Manager** .

You can also create timesheets for other employees on their **Employee** page, if you have the appropriate permission.

When working with timesheets you can:

- “Opening existing timesheets” (see page 406)
- “Creating new timesheets” (see page 402)
- “Recording calendar time in MYOB AE” (see page 410)
- “Recording periodic time” (see page 418)
- “Using the automatic timer” (see page 421)
- “Changing timesheet entry modes” (see page 422)
- “Assignment favourites with timesheets” (see page 427)
- “Adjusting periodic time” (see page 420)
- “Copying sheets” (see page 447)
- “Correcting posted timesheets in MYOB AE” (see page 423).

## Creating new timesheets

### ***Accountants Enterprise with Practice Manager only***

When you create a timesheet, the system automatically generates a sheet using the time processing category assigned to you by your system administrator. The category translates to a time period shown in the **Create New Sheet** window when you create a timesheet.

You can choose to display the timesheet in a Periodic, Daily or Calendar entry view and record time in that view. See “Timesheet User Settings” on page 388.

You can create a timesheet for yourself or, if you have the authority, one for another employee.

You can create a timesheet using the toolbar or the **Employee** page or, you can save time by creating your timesheet while working in the **Employee Planner** or **Job Manager**.

[Click this link to launch a self-paced online learning Show Me demonstration.](#) (Adobe Flash player required.)

### ***To create a timesheet using the toolbar***

1. Click **Timesheet** on the toolbar.  
By default, this week's timesheet opens.
2. Complete your timesheet.

### ***To create a timesheet from the Employee page***

If you are on the **Employee** page, you can create a timesheet for yourself and, if you have the authority, a timesheet for other employees.

1. Find and open the employee.  
Select your name or that of another employee you are creating the timesheet for. See "Finding and opening employee records" on page 306.  
The **Employee** page opens on the **Main** tab by default.
2. Click the **Timesheets** tab.
3. Click **Create timesheet** on the Tasks bar.  
The **Create New Sheet** window opens.
4. Select the **Time Period** from the list.
5. Click **OK**.  
The **Timesheet** opens in the view you selected for your timesheet.  
See "Timesheet User Settings" on page 388.  
You can create a timesheet in the next period by clicking **Create next timesheet** on the Tasks bar.
6. Complete your timesheet.

### **Related topics**

[Opening existing timesheets](#)

[Creating timesheets from the Employee Planner](#)

[Creating timesheets from Job Manager](#)

[Recording calendar time in MYOB AE](#)

[Recording periodic time](#)

[Using the automatic timer](#)

[Changing timesheet entry modes](#)

### Creating timesheets from the Employee Planner

#### ***Accountants Enterprise with Practice Manager only***

You can use the **Employee Planner** as a central point to plan and manage your workload. You can also create a timesheet from the planner so that you can keep track of time spent as you work.

When you complete work, select the assignment you have been processing on the **Employee Planner**. If the selected **assignment** has a **schedule** on it and the assignment has been marked as **Task Related**, the **Schedule** drop-down contains a list of **Schedules/Stages** that have not yet been marked as complete and are available to you.

A **stage** is available if the following criteria against the budgeted category are met:

- If the stage has been budgeted against the Unspecified category, the stage will be returned for all employees.
- If the stage has been left allocated to a particular employee category and this matches their primary stationed record.

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**Note:** Before starting a task, create a timesheet from the planner and use the automatic timer to record the time you spend automatically.

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#### ***To create a timesheet from the Employee Planner***

1. Click View > **Employee Planner** on the main menu.  
The **Employee Planner** page opens.

2. Click the task you are working on.

3. Click **Create timesheet entry** on the Tasks bar.

or

Right-click and select **Create Timesheet**.

The **Timesheet Time Entry** window opens and the automatic timer at the top of the window starts.

The title of the window shows whether you are using a daily or calendar timesheet. See "Using the automatic timer" on page 421.

4. Click  to stop the timer.

When you have completed your task maximise the **Timesheet Daily Time Entry** window to use the **Stop** button.

5. Enter information about the task you completed in the **Comments** field.

6. Click **Apply**.

The recorded time is added as an entry to your timesheet.



7. Click **OK**.

The **Timesheet Time Entry** window closes.

### Related topics

[Opening existing timesheets](#)

[Creating new timesheets](#)

[Creating timesheets from Job Manager](#)

[Recording calendar time in MYOB AE](#)

[Recording periodic time](#)

[Using the automatic timer](#)

[Changing timesheet entry modes](#)

### Creating timesheets from Job Manager

#### ***Accountants Enterprise with Practice Manager only***

You can use the **Job Manager** as a central point to plan and manage your workload. You can also create a timesheet from the Job Manager so that you can keep track of time spent as you work on various tasks.

#### ***To create a timesheet from Job Manager***

1. Click **Jobs** on the toolbar.

The **Job Manager** page opens.

2. Right-click on the selected job listed on the Job Sheet table and select **Create Timesheet**.

The **Timesheet Time Entry** window opens. The title of the window shows whether you are using a daily or calendar timesheet.

The **Timesheet Time Entry** fields are automatically filled with the details of the client and assignment.

3. Make any adjustments to the fields, as required.

4. Click  to start the timer clock.

The **Timesheet Daily Time Entry** window can be minimised while you are completing your task.

5. Click  to stop the timer.

When you have completed your task maximise the **Timesheet Daily Time Entry** window to use the **Stop** button.

6. Enter information about the task you completed in the **Comments** field.

7. Click **Apply**.  
The recorded time is added as an entry to your timesheet.
8. Click **OK**.  
The **Timesheet Time Entry** window closes.

### Related topics

[Opening existing timesheets](#)

[Creating new timesheets](#)

[Creating timesheets from the Employee Planner](#)

[Recording calendar time in MYOB AE](#)

[Recording periodic time](#)

[Using the automatic timer](#)

[Changing timesheet entry modes](#)

[Assignment favourites with timesheets](#)

[Adjusting periodic time](#)

[Copying sheets](#)

[Correcting posted timesheets in MYOB AE](#)

## Opening existing timesheets

### ***Accountants Enterprise with Practice Manager only***

Existing timesheets can be opened from a number of different pages.

[Click this link to launch a self-paced online learning Show Me demonstration.](#) (Adobe Flash player required.)

### ***To open a timesheet from the toolbar***

1. Click **Timesheet** on the toolbar.  
By default, today's timesheet opens.
2. Use the up and down arrows to select the date of a previous timesheet.  
You can also use the **Calendar** button to select the date of the timesheet.

### ***To open a timesheet from the Employee page***

1. Find and open the employee.  
See "Finding and opening employee records" on page 306.  
The Employee page opens on the **Main** tab by default.
2. Click the **Timesheet** tab.

3. Select **Timesheets** from the drop-down.  
All timesheets for this employee are listed.
4. Double-click the timesheet you want to open.  
The timesheet opens.

### ***To open a WIP timesheet***

1. Open your homepage.

---

**Note:** If your **Homepage** is customised to show the **Toolbox: Approve** option, you can open a timesheet that is awaiting approval (see “Approve Toolbox option” on page 49).

---

2. Right-click the table and select the appropriate view from the menu.
3. Filter, sort and group the records in the table.  
See “Organising your data” on page 74.
4. Double-click the hyperlinked employee name of the selected timesheet displayed in the table.  
The **Timesheet** page opens.

### **Related topics**

[Creating new timesheets](#)

[Recording calendar time in MYOB AE](#)

[Recording periodic time](#)

[Using the automatic timer](#)

[Changing timesheet entry modes](#)

[Assignment favourites with timesheets](#)

[Adjusting periodic time](#)

[Copying sheets](#)

[Correcting posted timesheets in MYOB AE](#)

## Recording your time in MYOB AO

### ***Accountants Office with Practice Manager only***

You can create your own timesheet and one for another employee if you have the permission.

---

**Tip:** Press **[Tab]** or **[Enter]** to move to the next timesheet entry field.

---

### ***To create your timesheet***

1. Configure your timesheet settings.  
See “Timesheet User Settings” on page 388.
2. Click **Timesheet** on the toolbar.  
By default, the **Timesheet Entry** page opens with today’s date.  
The **Employee** field automatically displays the name of the logged in employee who is creating the timesheet.
3. Select your timesheet mode from the Tasks bar.  
The default mode is **Background Mode**. Click **Normal Mode** on the Tasks bar to toggle to **Background Mode**.
4. The **Time Period** displays today’s date.  
You can change the date of the timesheet using the up-down arrows to navigate by one day at a time. Alternatively, click the **Calendar** button to select a date.
5. Select the **TimeUnit** applicable for your timesheet entries.  
The **TimeUnit** field displays a drop-down list of base time units or intervals for you to record the amount of time worked.  
Use the **TimeUnit** (intervals) when you enter a number or value in the **Units** columns. For example, if you choose a **TimeUnit** of 6 minutes from the drop-down and you have worked 1 hour, then in the **Unit** column you would enter 10 to equal the time value for that hour.
6. Enter the **Start Time** of the task in 24-hour clock format.  
This column is only available when in Background mode.
7. Enter the **End Time** of the task in 24-hour clock format.  
This column is only available when in Background mode.
8. Select the **Client/Job** from the drop-down in the first blank row at the top of the table.  
Or search for the **Client/Job**.  
When the **Select any part of name/code** checkbox is selected, the search results contain any part of the search criteria within their name. For example: ‘mit’ in Smith.  
When the **Select any part of name/code** checkbox is deselected, the search results show only those names with the search criteria at the beginning of their names. For example: ‘mit’ at the beginning of Mitchell.

---

**Note:** Clients display as either a client/job, e.g., BLA100/Audit, or as a client without a job, e.g., BLA100.  
Time spent on non-chargeable work (e.g., annual leave, sick leave, training) is recorded against the non-chargeable client (client code: NONCHG).

---

9. Select a Job **Year** (job description), if required.

---

**Note:** The **Year** automatically fills if there is only one job for the client, otherwise select the relevant job from the drop-down list.

---

10. Select the **Task** from the drop-down.
11. Select the charge rate for the type of work performed from the **C/R** drop-down.  
By default, your standard charge rate will be displayed.
12. Enter a value for the number of time **Units** taken to complete the task.  
This is based on the selected **TimeUnit**.  
The **Total** column is automatically calculated based on the **Units** value and the selected charge rates (**C/R**).
13. Enter supporting information about the task in the **Comments** column.
14. Press **[Enter]** until the cursor is in a blank line immediately below the table headings.  
This adds the entry to the table and creates a new line for more entries.
15. Repeat from **Step 8.** to **Step 14.** to continue adding more items to your timesheet.  
When you start to create a new entry on your timesheet you will notice that the row is automatically filled with the previous entry. If you are entering multiple time against the same Client/Job this is a time saving feature. If not, select the appropriate information for each field.
16. Review your timesheet.  
Make any corrections if necessary.
17. Click **Save** on the Tasks bar.  
or  
Close the timesheet.  
A **Timesheet** message is displayed requesting you to save the changes. Click **Yes**.  
The timesheet is saved and posted.
18. Close the timesheet.

### ***To create a timesheet for another employee***

1. Select Contacts > Open > **Employees** from the toolbar.  
The **Find Employees** page opens.
2. Find and select the employee.  
The **Employee** page opens.
3. Click **Open timesheet** on the Tasks bar.  
The **Timesheet Entry** page opens for the employee with today's date.
4. Complete the timesheet for another employee as you would your own.  
See "To create your timesheet" on page 408.

### **Related topics**

[Timesheets, disbursements and expenses](#)

[Working with disbursements](#)

[Recording disbursements or practice disbursements](#)

[Timesheet reports](#)

[WIP transfers](#)

[Importing disbursements](#)

[Adjusting periodic time](#)

[Timesheet User Settings](#)

## Recording calendar time in MYOB AE

### ***Accountants Enterprise with Practice Manager only***

The **Calendar Entry** method captures time depending on which view you have selected to display your timesheet in. With a calendar entry timesheet you can select to display your timesheet so that you can:

- See the days of the calendar month you have chosen.
- View the calendar month as a:
  - Daily Timesheet
  - Work Week Timesheet
  - Weekly Timesheet
  - Monthly Timesheet.
- Change the start and end date of the view you choose.
- Break down the view you choose into different time intervals or scales.

The time intervals or scales are set up by the system administrator in Maintenance > Employee > **Time Units**.

You can enter your time against these intervals or select to use the automatic timer (see “Using the automatic timer” on page 421).

- Customise the display to your personal preferences (see “Customising your calendar timesheet” on page 413).

When in a calendar entry timesheet, the right-click menu options can be used to edit, copy, paste, print and delete a timesheet entry. Select the timesheet entry to perform any of these functions. You can edit and delete entries in the timesheet if:

- it has not been posted. That is, the timesheet has a **Draft** status.
- the time processing period has not closed (or expired).
- you have access permissions to do so.

You can also open a selected assignment from the right-click menu.

[Click this link to launch a self-paced online learning Show Me demonstration on Time and Overheads.](#) (Adobe Flash player required.)

[Click this link to launch a self-paced online learning Show Me demonstration on Time Scale changes.](#) (Adobe Flash player required.)

### ***To record a timesheet using calendar time***

1. Select **Calendar Entry** mode in the **Timesheet User Settings** window.  
See “Changing timesheet entry modes” on page 422 and “Timesheet User Settings” on page 388.
2. Create or open a timesheet.  
See “Creating new timesheets” on page 402 or “Opening existing timesheets” on page 406, as appropriate.  
The **Timesheet** page opens in **Calendar** mode.
3. Select the appropriate **View** from the Tasks bar.  
The timesheet view changes to reflect the selection.
4. Select the appropriate **Time Scale** from the Tasks bar.
5. Select the date from the **Calendar** section of the page.
6. Right-click on the timesheet and select **Create Timesheet Entry** from the menu.  
The **Timesheet Calendar Entry** window opens.
7. Enter the end **Date** of the timesheet entry in the second date field.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

---

**Note:** The first **Date** field defaults to the selected date in **Step 5**. It **cannot** be changed from the **Timesheet Calendar Entry** window.

---

---

**Tip:** To select a different start date, close the **Timesheet Calendar Entry** window without saving it and select the date from the **Calendar** section of the **Timesheet** page.

---

8. Select the **Client** from the drop-down.  
Click the **Search any part of name/code** checkbox, if required, to make searching easier.
9. Select the associated **Assignment** from the drop-down.
10. If appropriate, select a **Job/Schedule** from the drop-down.

---

**Note:** If a selected assignment has a schedule/stage of tasks attached, you are able to select one from a drop-down.  
If the selected assignment **does not** have an attached schedule/stage of tasks, then this field is greyed out and not available.

---

11. Select the **Task** from the drop-down.

---

**Note:** If you deselect the **Search by task name** checkbox, you can search by the task code.

---

12. Type the amount of time spent on the task in the **Units** field or click the **automatic timer** to insert the time (in hrs).  
See "Using the automatic timer" on page 421.
13. Enter the **Start Time** using the 24-hour clock format.
14. Enter the **End Time** using the 24-hour clock format.
15. Select the **Charge Rate** from the drop-down.
16. Enter supporting information about the task you completed in the **Comments** area.
17. Click **Apply**.  
The information for this timesheet is saved.
18. Return to **Step 6**, if there are more timesheet entries to record.
19. Click **Apply**.
20. Click **OK**.  
You are returned to the **Timesheet** page.
21. Click the **Authorisation** tab.



This is located at the bottom of the **Timesheet** page.

22. Click **Post Now**.

---

**Note:** If you have enforced minimum hours, then the system will not allow you to post until the minimum hours are completed.

---

23. Close the timesheet.

### Related topics

[Creating new timesheets](#)

[Opening existing timesheets](#)

[Changing timesheet entry modes](#)

[Timesheet User Settings](#)

[Customising your calendar timesheet](#)

[Using the automatic timer](#)

[Assignment favourites with timesheets](#)

[Adjusting periodic time](#)

[Copying sheets](#)

### Customising your calendar timesheet

#### ***Accountants Enterprise with Practice Manager only***

You can personalise your view of a calendar entry timesheet by colour coding, selecting the displayed font and organising the date entries.

[Click this link to launch a self-paced online learning Show Me demonstration.](#) (Adobe Flash player required.)

#### ***To use the calendar/schedule settings***


1. Open your timesheet in calendar entry mode.  
See “Changing timesheet entry modes” on page 422, “Timesheet User Settings” on page 388 and “Opening existing timesheets” on page 406.
2. Click **Calendar/schedule settings** on the Tasks bar.  
The **Calendar/Schedule Settings** window opens.
3. In the **Calendar Options** section:
  - a. Select whether to **Show week numbers in the date navigator**.  
Click the checkbox.
  - b. Select the **First week of year** from the drop-down.

4. If working in the Daily view, in the **Day** section:
  - a. Select the colour of the Timesheet Daily view from the drop-down colour palette.
  - b. Select the font type and size from the drop-downs.


This applies to the text displayed in the timesheet.
  - c. Select the **Interval** for the timesheet entries from the drop-down.
  - d. Click the **Show minutes** checkbox, if required.
5. If working in the Weekly view, in the **Week** section:
  - a. Select the colour of the Timesheet Weekly view from the drop-down colour palette.
  - b. Select the font type and size from the drop-downs.

This applies to the text displayed in the timesheet.
  - c. Click the **Show time as clocks** checkbox, if required.
6. If working in the Monthly view, in the **Month** section:
  - a. Select the colour of the Timesheet Monthly view from the drop-down colour palette.
  - b. Select the font type and size from the drop-downs.

This applies to the text displayed in the timesheet.
  - c. Select the **Compress weekend days**, if required.
  - d. Click the **Show time as clocks** checkbox, if required.
7. Click **OK**.

Your changes are saved and you are returned to the timesheet.
8. You can auto-hide any panel of the Calendar Timesheet page, except for the Timesheet panel.
  - a. Click  to temporarily auto-hide the selected panel.

The panel is hidden from view and replaced by a button in the top right corner of the page.
  - b. Click the button to show an auto-hidden panel.

- c. Click  to show an auto-hidden panel as part of the display again.
  - d. Click **Restore default layout** on the Tasks bar to restore the default layout.
9. Close the timesheet.

### Related topics

[Changing timesheet entry modes](#)

[Timesheet User Settings](#)

[Opening existing timesheets](#)

[Recording daily time in MYOB AE](#)

[Recording periodic time](#)

[Using the automatic timer](#)

[Assignment favourites with timesheets](#)

[Adjusting periodic time](#)

[Copying sheets](#)

## Recording daily time in MYOB AE

### *Accountants Enterprise with Practice Manager only*

You can create a timesheet from the toolbar or from the **Employee** page. If you have the authority, you can also create a timesheet on behalf of another employee by opening their **Employee** page.

Enter the amount of time spent daily as you complete each task. You can also choose to display a timesheet in a Periodic or Calendar entry view so that you can record your time in that view. See “Changing timesheet entry modes” on page 422.

If there is no more time to record, advance the timesheet in the process using the **Post Now** button so that the time is reviewed and subsequently authorised.

See “Daily timesheet fields” on page 394 for more information when using **Daily Entry** timesheets.

You can edit and delete entries in the timesheet if:

- it has not been posted.
- the time processing period has not closed (or expired).
- you have access permissions to do so.

[Click this link to launch a self-paced online learning Show Me demonstration.](#) (Adobe Flash player required.)

### *To record daily time*

1. Select **Daily Entry** mode in the **Timesheet User Settings** window.

See “Changing timesheet entry modes” on page 422 and “Timesheet User Settings” on page 388.

2. Create a timesheet.

See “Creating new timesheets” on page 402 or “Opening existing timesheets” on page 406, as appropriate.

3. Click **Add**.

The **Timesheet Daily Time Entry** window opens.

4. Select the **Client** from the drop-down.

If the client is not available from the drop-down, enter the first three letters of the client’s name and press **[Enter]**. The client is then available from the drop-down for selection.

5. Select the **Assignment** from the drop-down.

The **Assignment** field is automatically filled with details once the client is selected. A different assignment can be selected from the drop-down, if necessary.

6. If appropriate, select a **Job/Schedule** from the drop-down.

---

**Note:** If a selected assignment has a schedule/stage of tasks attached, you are able to select one from a drop-down.  
If the selected assignment **does not** have an attached schedule/stage of tasks, then this field is greyed out and not available.

---

7. Select the **Task** from the drop-down.

The **Task** field is automatically filled with details once the client is selected. A different task can be selected from the drop-down, if necessary.

8. Type the amount of time spent on the task in the **Units** field or click the **automatic timer** to insert the time (in hrs).

See “Using the automatic timer” on page 421.

9. Enter the **Start Time** using 24-hour clock format.

10. Enter the **End Time** using 24-hour clock format.

11. Select the **Charge Rate** from the drop-down.

12. Enter supporting information about the task you completed in the **Comments** area.

13. Click **Apply**.

The information for this timesheet is saved.

14. Return to **Step 4**. if there are more timesheet entries to record.

15. Click **Apply**.

16. Click **OK**.

You are returned to the **Timesheet** page.

17. Click **Post Now**.

This is located in the **Posting** section.

---

**Note:** If you have enforced minimum hours, then the system will not allow you to post until the minimum hours are completed.

---

18. Close the timesheet.

### ***To edit daily time entries***

While in the daily entry timesheet:

1. Select an entry in the timesheet.

2. Click **Edit**.

The **Timesheet Daily Time Entry** window opens.

3. Make corrections and adjustments as required.

4. Click **Apply**.

The corrections to the timesheet are saved.

5. Click **OK**.

The timesheet entry is updated.

### ***To delete daily time entries***

While in the daily entry timesheet:

1. Select an entry in the timesheet.

2. Click **Delete**.

A **Delete Line** message is displayed requesting confirmation to delete the timesheet entry.

3. Click **Yes**.

The selected timesheet entry is deleted.

### **Related topics**

[Creating new timesheets](#)

[Opening existing timesheets](#)

[Changing timesheet entry modes](#)

[Timesheet User Settings](#)

[Using the automatic timer](#)

[Assignment favourites with timesheets](#)

[Adjusting periodic time](#)

[Copying sheets](#)

### Recording periodic time

#### ***Accountants Enterprise with Practice Manager only***

Time is entered directly into the Periodic timesheet. You can create a timesheet from the toolbar or from the **Employee** page. If you have the authority, you can also create a timesheet on behalf of another employee by opening their **Employee** page.

You should enter the amount of time spent progressively as you complete each task.

You can choose to display a timesheet in a Periodic, Daily or Calendar entry view so that you can record your time in that view. See “Changing timesheet entry modes” on page 422.

If there is no more time to record, advance the timesheet in the process using the **Post Now** button so that the time is reviewed and subsequently authorised.

See “Daily timesheet fields” on page 394 and “Periodic timesheet fields” on page 397 and for more information when using **Daily** or **Periodic** timesheets.

[Click this link to launch a self-paced online learning Show Me demonstration.](#) (Adobe Flash player required.)

#### ***To record periodic time***

1. Select **Periodic Entry** mode in the **Timesheet User Settings** window.  
See “Changing timesheet entry modes” on page 422 and “Timesheet User Settings” on page 388.
2. Create or open a timesheet.  
See “Creating new timesheets” on page 402 or “Opening existing timesheets” on page 406, as appropriate.  
The **Timesheet Entry** page opens in Periodic mode.
3. Select the **Time Period**, if required.
4. Select the **TimeUnit** appropriate to the task.
5. Select the **Client** from the first blank cell drop-down on the **Client/Assignment** column.

6. Press **[Tab]** to automatically display information in the **A/Code** and **C/R** columns or click within the a cell.
7. Select the **Task** from the drop-down.
8. Enter the number of time units spent on the task in the appropriate **Day Date** column.
9. Press **[Enter]** or **[Tab]** to move to the next **Day Date** column to record other time units.  
The amount in the **Total** column is calculated from the time units in the **Day Date** columns.
10. Enter supporting information about the task in the **Comments** column.
11. Press **[Enter]** until the cursor is in a blank line immediately below the table headings.  
This adds the entry to the table and create a new line for more entries.
12. To record more times, repeat **Step 5.** to **Step 11.**  
or  
Click **OK** if finished.
13. If there are:
  - a. more entries to add later, click **OK**.  
The information in the timesheet is saved in **Draft** status without posting it. You can add time during the day as you complete tasks. Click **OK** between each addition until you **Post Now** at the end of the day or week. Your draft timesheet is added to your Employee page > **Timesheets** tab.  
The **Timesheet Entry** page closes.
  - b. no more entries to add, click **Post Now**.  
The information in the timesheet is saved in **Submitted** status. Your submitted timesheet is added to your Employee page > **Timesheets** tab.  
The **Timesheet Entry** page closes.

---

**Note:** If you cannot see all days expected in the periodic entry mode, use the bottom scroll bar to scroll right until the missing days are revealed. You can also move the **Day**, **Total** and **Comments** columns by dragging their headings to another position.

---

### Related topics

[Creating new timesheets](#)

[Opening existing timesheets](#)

[Changing timesheet entry modes](#)

[Timesheet User Settings](#)

[Using the automatic timer](#)

[Assignment favourites with timesheets](#)

[Adjusting periodic time](#)

[Copying sheets](#)

### Adjusting periodic time

#### ***Accountants Enterprise with Practice Manager only***

You can edit entries in a periodic timesheet if:

- it has not been posted. That is, the timesheet is still in **Draft** status not **Submitted**.
- the time processing period has not been closed (or expired).
- you have access permissions to do so.

If it has been posted, see “Correcting posted timesheets in MYOB AE” on page 423 for information.

#### ***To adjust entries in daily or periodic timesheets***

1. Open the **timesheet** that you want to edit.  
See “Opening existing timesheets” on page 406.
2. Adjust the information in the columns on the timesheet as required.
3. Click **OK**.

The information in the timesheet is updated and the timesheet is saved in **Draft** status. The **Timesheet Entry** page closes.

or

Click **Post Now**.

Once all adjustments have been made the timesheet can be submitted.

### **Related topics**

[Creating new timesheets](#)

[Opening existing timesheets](#)

[Changing timesheet entry modes](#)

[Timesheet User Settings](#)

[Recording periodic time](#)

[Using the automatic timer](#)


[Assignment favourites with timesheets](#)



### [Copying sheets](#)

#### Using the automatic timer

##### **Accountants Enterprise with Practice Manager only**

You can use the **automatic timer**  on the **Timesheet Time Entry** window to record time spent on a task.

##### **To use the automatic timer**



1. Select **Calendar Entry** or **Daily Entry** mode in the **Timesheet User Settings** window.  
See “Changing timesheet entry modes” on page 422 and “Timesheet User Settings” on page 388.
2. Create or open a timesheet.  
See “Creating new timesheets” on page 402 or “Opening existing timesheets” on page 406, as appropriate.
3. Open the **Timesheet Time Entry** window.  
For Daily entry mode, click the **Add** button.  
For Calendar entry mode, right-click on the timesheet and select **Create Timesheet Entry** from the menu
4. Select the **Client** from the drop-down.
5. Select the **Assignment** from the drop-down.
6. If appropriate, select a **Job/Schedule** from the drop-down.

---

**Note:** If a selected assignment has a schedule/stage of tasks attached, you will be able to select one from a drop-down.

If the selected assignment **does not** have an attached schedule/stage of tasks, then this field is greyed out and not available.

---

7. Select the **Task** from the drop-down.
8. Click  to start the timer clock.  
The **Timesheet Time Entry** window can be minimised while you are completing your task.
9. Click  to stop the timer.

When you have completed your task maximised the **Timesheet Time Entry** window.

10. Enter any **Comments** about the task just completed.

11. Click **Apply**.

The task is added to your timesheet.

12. Click **OK**.

The **Timesheet Time Entry** window closes.

---

**Note:** You can have more than one **Timesheet Time Entry** window open with different clients and assignments in each window. All entries are dated with the Time Processing Period end date — rather than being dated daily. It means that the timesheet will be displayed with the Time Processing Period end date when they are listed under the employee's name in the **Timesheet**. For example, if the employee's time processing category is set to **weekly**, all timesheets are dated with the week end date. This does not apply to timesheets viewed in the Calendar mode.

---

### Related topics

[Timesheets tab](#)

[Timesheet authorisation](#)

[Timesheet windows and settings](#)

[Working with timesheets](#)

[Working with disbursements](#)

[Working with sheets](#)

## Changing timesheet entry modes

### *Accountants Enterprise with Practice Manager only*

You can change the timesheet entry mode to be Periodic, Daily or Calendar.

If you have the authority, you can also change the time entry mode for other employees.

### *To change your or another employee's timesheet Time Entry Mode*

1. Select Contacts > Open > **Employees** from the toolbar.
2. Select your name or that of another employee you are changing the timesheet entry modes for.
3. Click **System settings** on the Tasks bar.

The **Timesheet User Settings** window opens.

4. Select the appropriate **Time Entry Mode**.
5. Click **OK**.

The **Timesheet User Settings** window closes.

6. Close the **Find Employees** page.

When you open your **Timesheet** next, it is displayed in the view you selected.

---

**Note:** If you are viewing an existing Timesheet with entries, you will not see them if you choose a Periodic entry in a Calendar view. You need to post all periodic entries before changing to Calendar entry mode.

---

### Related topics

[Timesheet User Settings window options](#)

[Timesheet User Settings](#)

[Time entry modes in MYOB AE](#)

[Copying sheets](#)

[Correcting posted timesheets in MYOB AE](#)

[Assignment favourites with timesheets](#)

## Correcting posted timesheets in MYOB AE

### *Accountants Enterprise with Practice Manager only*

You can change details recorded in open timesheets, but the method used depends on where the timesheet is in the billing process. You can only make a correction to a timesheet if you have access permission to do so.

If the time period is closed or any of the transactions have been billed, you cannot correct the timesheet. Instead, you need to **reverse** it, using the method explained in “Reversing bills” on page 508.

[Click this link to launch a self-paced online learning Show Me demonstration.](#) (Adobe Flash player required.)

### *To correct a posted timesheet if the charges are incorrect*

1. Open the timesheet you want to correct.  
See “Opening existing timesheets” on page 406.  
The **Timesheet** page opens.
2. Click **Corrections** in the **Posting** panel.

---

**Note:** If the **Corrections** button is not available, then you cannot correct your timesheet as you do not have the authority to do so. Refer to your system administrator.

---

3. Select the entry you want to correct.  
The **Timesheet Time Entry** window opens enabling you to make corrections.

---

**Note:** You can only adjust the time units, charges and cost fields. You **cannot** alter the assignment.

---

4. Make the corrections to the timesheet.
5. Click **OK**.  
The changes to the timesheet are saved.
6. Close the timesheet.

### ***To correct a timesheet if the assignment is incorrect***

1. Open the timesheet you want to correct.  
See "Opening existing timesheets" on page 406.  
The **Timesheet** page opens.
2. Click **Corrections** in the **Posting** panel.

---

**Note:** If the **Corrections** button is not available, then you cannot correct your timesheet as you do not have the authority to do so. Refer to your system administrator.

---

3. Select the entry you want to correct.  
The **Timesheet Time Entry** window opens enabling you to make corrections.

---

**Note:** You can only adjust the time units, charges and cost fields. You **cannot** alter the assignment.

---

4. Zero the day field for that entry.
5. Select the correct **Client/Assignment** in the first blank row at the top of the table.
6. Select the correct **Task** from the drop-down.
7. Complete the remaining fields of the timesheet as required.
8. Enter a **Comment** explaining the reasons for the initial error.

9. Click **OK**.  
The changes to the timesheet are saved.  
The incorrect entry remains on the timesheet but it is not displayed in any reports.
10. Close the timesheet.

### Related topics

[Timesheet User Settings window options](#)

[Timesheet User Settings](#)

[Time entry modes in MYOB AE](#)

[Copying sheets](#)

[Assignment favourites with timesheets](#)

## Adjusting errors to saved timesheets or disbursements in MYOB AO

### *Accountants Office with Practice Manager only*

You can only adjust (edit) a saved timesheet or disbursement if:

- The time processing period has not closed (or expired).
- You have access permissions to do so.
- The time has not been fully or partially billed to the client.

---

**Note:** Entries in a saved timesheet cannot be deleted.  
Only the **C/R** and **Units** columns of a saved timesheet can be adjusted.

---

### *To adjust charge rate and unit errors on a timesheet*

1. Click **Timesheet** on the toolbar.  
By default, the **Timesheet Entry** page opens with today's date.
2. Select the date of the timesheet that is to be adjusted from the **Time Period** field.  
You can change the date for the timesheet using the up-down arrows to navigate by one day at a time. Alternatively, click the **Calendar** button to select a date.
3. Adjust the information in the **C/R** and **Units** columns.
4. Click **Save** on the Tasks bar.  
The changes to the timesheet are saved.
5. Close the timesheet.

### ***To adjust quantity and cost errors on a disbursement***

1. Select Timesheet > Open > **Practice Disbursement** on the toolbar.  
The **Disbursement Entry** page opens with today's date.
2. Select the date of the disbursement that is to be adjusted from the **Time Period** field.  
You can change the date for the disbursement using the up-down arrows to navigate by one day at a time. Alternatively, click the **Calendar** button to select a date.
3. Adjust the information in the **Quantity** and **Cost** columns.
4. Click **Save** on the Tasks bar.  
The changes to the disbursement are saved.
5. Close the disbursement.

### ***To adjust client/job or task errors on a timesheet or disbursement***

1. Click **Timesheet** on the toolbar.  
By default, the **Timesheet Entry** page opens with today's date.  
or  
Select Timesheet > Open > **Practice Disbursement** on the toolbar.  
The **Disbursement Entry** page opens with today's date.
2. Select the date of the timesheet or disbursement that is to be adjusted from the **Time Period** field.  
You can change the date for the timesheet or disbursement using the up-down arrows to navigate by one day at a time. Alternatively, click the **Calendar** button to select a date.
3. Select the incorrect entry.
4. For a timesheet, zero the **Units** field for the selected entry.  
For a disbursement, zero the **Quantity** and **Cost** fields for selected entry.
5. Select the correct **Client/Job** in the first blank row at the top of the table.
6. Select the correct **Task** from the drop-down.
7. Complete the remaining fields of the timesheet or disbursement as required.
8. Enter a **Comment** explaining the reasons for the initial error.
9. Click **Save** on the Tasks bar.  
The changes to the timesheet or disbursement are saved.

The incorrect entry remains on the timesheet or disbursement but it is not displayed in any reports.

10. Close the timesheet or disbursement.

### ***To change the client/job for a timesheet entry***

As you cannot edit the **Client/Job** code in a saved timesheet, you can either:

- move the entry using Timesheet > **WIP Transfer** on the toolbar.  
See “WIP transfers” on page 455 for more information.  
or
- enter two transactions in that timesheet (if still within a current accounting period or the timesheet lock date is not enabled for that date):
  - a negative entry line for the incorrect client, and
  - a positive entry line for the client/job to which you wish to change to.

### ***To change the task code for a timesheet entry***

As you cannot edit the task code in a saved timesheet, you can enter two transactions in that timesheet (if still within a current accounting period or the timesheet lock date is not enabled for that date):

- a negative entry line for the incorrect task code, and
- a positive entry line for the task/code to which you wish to change to.

### **Related topics**

[Timesheet reports](#)

[WIP transfers](#)

[Importing disbursements](#)

[Adjusting errors to saved timesheets or disbursements in MYOB AO](#)

[Timesheet modes in MYOB AO](#)

[Working with disbursements](#)

## Assignment favourites with timesheets

### ***Accountants Enterprise with Practice Manager only***

You can create a favourites list of commonly used assignments that are to be used for timesheets. There are a number of ways to do this.

[Click this link to launch a self-paced online learning Show Me demonstration.](#) (Adobe Flash player required.)

### ***To add an assignment to your favourites list from your timesheet***

1. Open your timesheet.
2. Select the assignment from your timesheet.
3. Right-click on the **Assignment** cell and select **Add to Favourites**.  
or  
Click **Add to favourites** on the Tasks bar.  
The assignments are added to the **Assignment favourites** list.

### ***To add assignments to your favourites list using the Tasks bar***

1. Open your timesheet.
2. Click **Add used assignments to favourites** on the Tasks bar.  
The **Add used assignments to favourites** window opens listing all of the used assignments.
3. Click the checkbox(es) adjacent to the selected assignment(s).  
These selected assignment(s) are added to the **Assignment favourites**.
4. Click **OK**.  
The **Add used assignments to favourites** window closes. The selected used assignments are added to the **Assignment favourites**.

### ***To view and organise your assignment favourites***

1. Open your timesheet.
2. Click **Assignment favourites** on the Tasks bar.  
The **Organise Favourites** window opens displaying a list of all the commonly used assignments that have been added to the favourites list.
3. Your assignment favourites can be reordered using the up and down arrows on the toolbar or deleted using the x.

### **Related topics**

[Using an assignment favourite in your timesheet](#)

[Using an assignment favourite in a calendar entry timesheet](#)

Using an assignment favourite in your timesheet

***Accountants Enterprise with Practice Manager only***



If you only use a few assignments when recording your timesheet, it is easier and quicker to set them up as favourites and use them from your favourites list.

### ***To use an assignment favourite in your timesheet***

1. Open your timesheet.
2. Click **Assignment favourites** on the Tasks bar.  
The **Organise Favourites** window opens displaying a list of all the commonly used assignments that have been added to the favourites list.
3. Double-click on the selected assignment or click the **Use Assignment** button (right arrow) on the toolbar of the **Organise Favourites** window.  
The information for the selected assignment automatically fills the appropriate fields.
4. Complete the remaining fields for the timesheet.
5. Click **Apply**.
6. Click **OK**.  
The **Timesheet Time Entry** window closes.

### **Related topics**

[Creating new timesheets](#)

[Opening existing timesheets](#)

[Assignment favourites with timesheets](#)

[Using an assignment favourite in a calendar entry timesheet](#)

Using an assignment favourite in a calendar entry timesheet

### ***Accountants Enterprise with Practice Manager only***

If you only use a few assignments when recording your timesheet, it is easier and quicker to set them up as favourites and use them from your favourites list.

### ***To use an assignment favourite in a calendar entry timesheet***

1. Open your timesheet.
2. Add used assignments to your favourites list.  
See “To add an assignment to your favourites list from your timesheet” on page 428 and “To add assignments to your favourites list using the Tasks bar” on page 428.
3. Click the **Favourites** tab under the **Tasks** panel.

A list of commonly used assignments are displayed in the **Favourites** panel.

4. Drag the selected assignment from the **Favourites** panel and drop it into the **Timesheet** panel.

The **Timesheet Calendar Entry** window opens with the information for the selected assignment automatically filling the appropriate fields.

5. Complete the remaining fields for the timesheet.
6. Click **Apply**.
7. Click **OK**.

The **Timesheet Calendar Entry** window closes.

### Related topics

[Creating new timesheets](#)

[Opening existing timesheets](#)

[Assignment favourites with timesheets](#)

[Using an assignment favourite in your timesheet](#)

## Timesheet authorisation

### ***Accountants Enterprise with Practice Manager only***

The **Timesheet Authorisation** modes enable practices to configure Practice Manager to best suit their business.

The modes are configured using Maintenance > Time Setup > **Timesheet Authorisation Mode**.

There are three timesheet authorisation modes:

- “Posting standard PM authorisation timesheets” (see page 430)
- “Posting simplified authorisation timesheets” (see page 431)
- “Posting project based authorisation timesheets” (see page 432).

[Click this link to launch a self-paced online learning Show Me demonstration.](#) (Adobe Flash player required.)

## Posting standard PM authorisation timesheets

### ***Accountants Enterprise with Practice Manager only***

If your practice uses Standard PM Authorisation mode, it requires an employee’s entire timesheet to be authorised and posted before any of the individual timeline entries can be billed. Each timesheet is likely to contain a number of different timeline

entries across a combination of different assignments (projects) and tasks (activities), but these can only be billed once the user has submitted the entire sheet for approval (authorisation) and posting.

Typically, timesheets are approved and posted by the employee's line manager.

### ***To open a Standard PM Authorisation timesheet***

1. Open the timesheet.  
See "Opening existing timesheets" on page 406.
2. Click **Submit** in the **Entry Status** panel.  
The status field changes to **Submit**.
3. Close the timesheet.  
This moves the entire timesheet to the next step so that it can be authorised.

### **Related topics**

[Timesheet authorisation](#)

[Authorising and posting sheets](#)

[Posting project based authorisation timesheets](#)

[Entry status and authorisation buttons for sheets](#)

## Posting simplified authorisation timesheets

### ***Accountants Enterprise with Practice Manager only***

If your practice uses Simplified Authorisation mode, you post the time to move it to the client WIP.

### ***To post a Simplified Authorisation timesheet***

1. Open the timesheet.  
See "Opening existing timesheets" on page 406.
2. Click **Post Now** in the **Posting** panel.  
Your name is displayed in the **By:** field.
3. Close the timesheet.

### **Related topics**

[Timesheet authorisation](#)

[Authorising and posting sheets](#)

[Posting standard PM authorisation timesheets](#)

### [Posting project based authorisation timesheets](#)

## Posting project based authorisation timesheets

### ***Accountants Enterprise with Practice Manager only***

If your practice uses Project Based Authorisation, timesheet entries are authorised and posted line by line without the necessity for an entire timesheet to be posted using the draft, submit, authorise and post process.

The timesheet entries are posted using the **Post WIP** function from the Client page > **Assignments** tab or from the **Billing** wizard.

### **Related topics**

[Timesheet authorisation](#)

[Posting standard PM authorisation timesheets](#)

[Assignments tab](#)

[Creating bills for clients using the Billing Wizard](#)

## Working with disbursements

Disbursements are recorded on a disbursement sheet by employees while performing work for clients. Examples of disbursements are photocopying, court filing cost, couriers and taxi fares.

Before disbursement can be charged to clients, the practice must set up a practice disbursement employee to charge the amounts to clients. Employees either record a disbursement against the disbursement employee or their own disbursement.

After the amounts are recorded, the disbursement sheet is submitted for approval and the client is charged for the disbursements.

### ***In MYOB AE:***

Generally, the same person in the practice who belongs to a security group with the appropriate task permission to authorise and post timesheets will also authorise and post disbursement sheets.

Disbursement or practice disbursement sheets can only be created for a week at a most. You can create a daily disbursement sheet for an employee by selecting **Daily** on the **Time Processing Category** field drop-down on the Employee page > **Timesheets** tab.

### ***To set up a practice disbursement employee***

In MYOB AO, a **practice disbursement** employee is created by default on installation of the software. Employees either record a disbursement against the practice disbursement or their own disbursement sheet.

In MYOB AE, to set up an employee who will be used for practice disbursements, first create an employee (see “Creating employees” on page 290) called **Practice Disbursement**. All disbursements are then charged to this employee. The system administrator can then set up the **Practice Disbursement** employee in Maintenance > Miscellaneous > **Miscellaneous**.

### **Related topics**

[Opening disbursements for an employee](#)

[Opening a practice disbursement](#)

[Recording disbursements or practice disbursements](#)

[Adjusting disbursements or practice disbursements](#)

[Correcting posted disbursement sheets](#)

[Copying sheets](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Authorising and posting sheets](#)

## Opening disbursements for an employee

### ***Accountants Enterprise with Practice Manager only***

A disbursement for an employee is available for the current day/week or for a selected day/week.

There are a number of ways to open a disbursement. You can open a disbursement sheet from your Homepage if it is customised to show the **Toolbox Approve** option.

### ***To open an existing Disbursement Sheet***

An existing disbursement sheet can be opened in a number of ways:

- Select Timesheet > Open > **Disbursement Sheet** from the toolbar.
  - Select the time period using the **From** and **To** calendar drop-downs.  
A list of disbursement sheets is displayed.
  - Double-click the disbursement you want to open.
- Select Employee page > **Timesheet** tab.
  - Select **Disbursement** from the drop-down menu at the top of the page.
  - Select the time period using the **From** and **To** calendar drop-downs.  
A list of disbursement sheets is displayed.

- Double-click the disbursement you want to open.

The **Disbursement Entry** page opens.

### ***To open a new Disbursement Sheet***

A new disbursement sheet can be opened in a number of different ways:

- Select Timesheet > Create New > **Disbursement Sheet** from the toolbar.
- Open an Employee page.
  - Click **Create disbursement sheet** on the Tasks bar.  
The **Create New Sheet** window opens.
  - Select a time period.
  - Click **OK**.
- Select the Employee page > **Timesheets** tab.
  - Select **Disbursement** from the drop-down menu at the top of the page.
  - Click **Create disbursement sheet** on the Tasks bar.  
The **Create New Sheet** window opens.
  - Select a time period.
  - Click **OK**.


---

**Tip:** You can create the next disbursement sheet by clicking **Create next disbursement sheet** on the Tasks bar.

---

The **Disbursement Entry** page opens for the current or selected day.

### ***To open a Disbursement Sheet from your Homepage***

1. Open your **Homepage**.
2. In the **Approve** option window, locate the **Disbursement Sheet**  you want to open.
3. Double-click the link in the **Employee** name.  
The **Disbursement Sheet** opens.

### **Related topics**

[Opening a practice disbursement](#)

[Recording disbursements or practice disbursements](#)

[Adjusting disbursements or practice disbursements](#)

[Correcting posted disbursement sheets](#)

[Copying sheets](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)  
[Authorising and posting sheets](#)

### Opening a practice disbursement

#### ***Accountants Enterprise with Practice Manager only***

You are able to input disbursements to a practice disbursement employee for the current week or a selected week.

#### ***To open a practice disbursement for the current week***

1. Select Timesheet > Open > **Practice Disbursement Sheet** from the toolbar.  
The **Disbursement Entry — Firm Disbursements** page opens for the current week.

#### ***To open a practice disbursement for a selected period***

1. Select Timesheet > Create New > **Practice Disbursement Sheet** from the toolbar.  
The **Create New Sheet** window opens.
2. Select a time period.
3. Click **OK**.  
The **Disbursement Entry — Firm Disbursements** page opens for the selected week.

#### **Related topics**

[Opening disbursements for an employee](#)

[Recording disbursements or practice disbursements](#)

[Adjusting disbursements or practice disbursements](#)

[Correcting posted disbursement sheets](#)

[Copying sheets](#)


[Authorising and posting sheets from your homepage or Practice KPI](#)

[Authorising and posting sheets](#)

### Recording disbursements or practice disbursements

Expenses incurred while you perform work for a client may be claimed by recording them on a **Disbursement Sheet**. Employees either record a disbursement against the practice disbursement employee or their own disbursement. Practice disbursements are set up by your system administrator.

### ***To record a disbursement***

1. Open a **Disbursement Sheet** or **Practice Disbursement Sheet**.  
See “Opening disbursements for an employee” on page 433 or “Opening a practice disbursement” on page 435.
2. Enter the **Date** when you incurred the expense.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
3. Enter the **Reference** number.  
The reference number is limited to a maximum of 25 alphanumeric characters.  
(AO) Details in the **Reference** field are not visible on the **Prebill** or **WIP Enquiry** windows. This field can only be viewed by opening the **Reports** page and selecting Time > **Disbursement** from the Tasks bar.
4. Select the client from the **Client/Assignment** (AE) or **Client/Job** (AO) column drop-down.  
(AE) The **A/Code** column is automatically filled.  
(AO) The **Year** column is automatically filled as you tab across the row.
5. Select the appropriate **Task** from the drop-down.
6. Enter the amounts in the **Quantity** and **Unit** (AE) / **Cost** (AO) columns.  
The **Cost** and **Charge** columns are automatically filled.  
(AE) The charge field is only automatically calculated if a charge rate has been set up for the Code Type. Otherwise, you will need to enter the charge rate.
7. Enter supporting information about the disbursement in the **Comments** column.  
Click the ellipse button to open a **Comment** window and enter explanatory text if required. Click **OK** to close the **Comment** window.
8. Press **[Enter]** until the cursor is in the blank line below the headings.  
This enables you to enter additional disbursements for another **Client** or **Assignment** (AE) / **Job** (AO).
9. Repeat **Step 2.** to **Step 8.** for other disbursements.
10. Click **Submit**  to submit the disbursement sheet or practice disbursement sheet for authorisation and posting.  
The **Entry Status** field changes to **Submitted**.
11. Click **OK**.  
To save and close the disbursement sheet or practice disbursement sheet.



### Related topics

[Opening disbursements for an employee](#)

[Adjusting disbursements or practice disbursements](#)

[Correcting posted disbursement sheets](#)

[Copying sheets](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Authorising and posting sheets](#)

## Adjusting disbursements or practice disbursements

### *Accountants Enterprise with Practice Manager only*

You can only adjust a disbursement or practice disbursement if:

- the time processing period has not closed (or expired).
- you have the access permission to do so.
- it has not been posted.


If it has been posted, see “Correcting posted disbursement sheets” on page 438.

### *To adjust a disbursement sheet*

1. Open the disbursement or practice disbursement to be edited.  
See “Opening disbursements for an employee” on page 433 or “Opening a practice disbursement” on page 435.
2. If a disbursement has been **Submitted**, change its status to **Draft**.  
See “Authorising and posting sheets” on page 449.
3. Edit the **Date**.  
Enter it the format dd/mm/yyyy or select it from the drop-down calendar.
4. Edit the **Reference** number.  
The reference number is limited to a maximum of 25 alphanumeric characters.
5. Change the client from the **Client/Assignment** column drop-down.  
The **A/Code** column is automatically filled.
6. Change the **Task** from the drop-down.
7. Edit the amounts in the **Quantity** and **Unit** cost columns.  
The **Cost** and **Charge** columns are automatically filled.  
The charge field is only automatically calculated if a charge rate has been set up for the Code Type. Otherwise, you will need to enter the charge rate.

8. Enter supporting information about the adjustment for the disbursement or practice disbursement in the **Comments** column.

Click the ellipse button to open a **Comment** window and enter explanatory text if required. Click **OK** to close the **Comment** window.

9. Click **Submit**  to submit the disbursement sheet or practice disbursement sheet for authorisation and posting.

The **Entry Status** field changes to **Submitted**.

10. Click **OK**.

To save and close the disbursement sheet or practice disbursement sheet.

### Related topics

[Opening disbursements for an employee](#)

[Recording disbursements or practice disbursements](#)

[Correcting posted disbursement sheets](#)

[Copying sheets](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Authorising and posting sheets](#)

## Correcting posted disbursement sheets

### *Accountants Enterprise with Practice Manager only*

Occasionally, you need to make adjustments to details recorded on disbursement sheets. The method used depends upon where the disbursement sheet sits in the billing process. You can only make adjustments to the disbursement sheets if you have the access permission to do so.

---

**Note:** If the time period is closed or any of the transactions have been billed, you cannot adjust the disbursement sheet. Instead, you need to **reverse** it (see “Reversing bills” on page 508).

---

### *To correct a posted disbursement sheet*

1. Open the disbursement or practice disbursement sheet you want to correct.  
See “Opening disbursements for an employee” on page 433 or “Opening a practice disbursement” on page 435  
The **Disbursement Entry** page opens.
2. Click **Correction**.  
This is located in the **Posting** section and enables you to make corrections.

3. Enter the changes you want to make.
4. Click **Correction** again.
5. Click **OK**.  
To save and close the **Disbursement Entry** page.

### Related topics

[Opening disbursements for an employee](#)

[Recording disbursements or practice disbursements](#)

[Adjusting disbursements or practice disbursements](#)

[Copying sheets](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Authorising and posting sheets](#)

[Opening a practice disbursement](#)

## Setting up a GST free Disbursement task code

In Practice Manager you may need to enter a GST free task code for a Disbursement entry. The steps below describe how to set up a Disbursement GST free task code.

To set up another type for example, Time, Misc Charge or Est To Complete, follow the details below, setting up the new code under the appropriate Code Type.

### *To set up a new GST free Disbursement task code*

1. Click Maintenance > Maintenance Map > **Code Types**.  
The **Code Types** screen appears.
2. Click the crosshair **[+]** for Disbursement.  
A list of codes for the code type appears.
3. In the new record row, complete the fields: Code, Description, Unit, Markup, Tax Rate and CRM Type/Availability.

---

**Note:** Ensure you select the relevant tax rate for example, GST Free Supplies (0.00%) at the **Tax Rate** field. It is recommended that you enter a Markup value of 1.00 (which is required for the importing of disbursement entries).

---

4. Click **OK** to save changes.

---

**Note:** (AE) You also need to add a Nominal account (manually if running AE PM 4.5 and below or if you don't have nominal defaults set up) under the **Nominal Column** for this new code type under Maintenance > Ledger Maintenance > Nominal Codes > **Data Entry Codes Available for Company**.

---

## Working with expenses

### *Accountants Enterprise with Practice Manager only*

An **Expense Sheet** captures costs incurred by an employee while performing work for a client. Costs can be chargeable or non-chargeable.

The method of recording expenses is almost identical to that of recording disbursements.

Your practice must be configured to use expense sheets, otherwise the option is not available for use.

If an expense sheet has been posted, you may only **reverse** the transaction. See “Reversing bills” on page 508.

### *To configure expense sheets for practice use*

---

**Note:** You must have system administrator privileges to configure expense sheets.

---

1. Select Maintenance > User defined > **Configuration** from the main menu.  
The **Maintenance — Configuration** page opens.
2. Locate the **DisbursementsOn** Key Name in the table.  
See “Miscellaneous” on page 810.
3. Change the Key Value to **2** to enable expenses and disbursements to be used.
4. Click **OK**.

You are now able to open and create expenses from **Timesheet** on the toolbar.

As a system administrator you can also configure different code types to be available for expenses and disbursements using Maintenance > Miscellaneous > **Code Types**.

### **Related topics**

[Miscellaneous](#)

[Creating expense sheets](#)

[Opening expense sheets](#)

[Recording expenses](#)

[Adjusting expense sheets](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Copying sheets](#)

[Deleting sheets](#)

[Exporting data to Microsoft Excel](#)

### Creating expense sheets

#### ***Accountants Enterprise with Practice Manager only***

You can create an expense sheet from your Homepage or from the **Employee** page. If you have the authority, you can create an **Expense Sheet** on behalf of another employee using their **Employee** page.

#### ***To create an expense sheet***

1. Select Timesheet > Create New > **Expense Sheet** from the toolbar.  
or  
On an Employee page or Find Employee page, click **Create expense sheet** on the Tasks bar.  
The **Create New Sheet** window opens.
2. Enter a company in the **Select Company** field.  
or  
Click the ellipse button in the **Select Company** field. The **Find Companies** window opens. Find and select a company. Click **OK**. The selected company is reflected in the **Select Company** field.
3. Select the **Time Period** from the list
4. Click **OK**.  
The **Expenses** page opens.

#### **Related topics**

[Working with expenses](#)

[Opening expense sheets](#)

[Recording expenses](#)

[Adjusting expense sheets](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Copying sheets](#)

[Deleting sheets](#)

[Exporting data to Microsoft Excel](#)

### Opening expense sheets

#### ***Accountants Enterprise with Practice Manager only***

There are a number of ways to open an expense sheet:

#### ***From the toolbar***

1. Select Timesheet > Open > **Expense Sheet** from the toolbar.  
An expense sheet opens.

#### ***From the Employee page***

1. Select the Employee page > **Timesheets** tab.
2. Select **Expenses** from the drop-down located in the top left-hand corner of the page.  
A list of expenses is displayed.
3. Double-click the select expense sheet to open it.

#### ***From the Tasks bar***

1. Select the Employee page > **Timesheets** tab.
2. Click **Create expense sheet** on the Tasks bar.  
The **Create New Sheet** window opens.
3. **Select Company** if necessary from the drop-down.
4. **Select the Time Period.**
5. Click **OK.**  
An expense sheet opens.

You can create the next expense sheet on the list while in the Employee page > **Timesheets** tab expense view.

1. Click **Create next expense sheet** on the Tasks bar.  
A new expense sheet is created on the list.

#### **Related topics**

[Working with expenses](#)

[Creating expense sheets](#)

[Recording expenses](#)

[Adjusting expense sheets](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Copying sheets](#)

[Deleting sheets](#)

[Exporting data to Microsoft Excel](#)


### Recording expenses

#### ***Accountants Enterprise with Practice Manager only***

Expenses incurred while you perform work for a client may be claimed by recording them on an expense sheet. Expense sheets are set up by your system administrator.

#### ***To record an expense***

1. Create or open an expense sheet.  
See “Creating expense sheets” on page 441 or “Opening expense sheets” on page 442, as appropriate.
2. Enter the **Date** when you incurred the expense.  
In the first blank row of the table, the **Date** can be entered in the format dd/mm/yyyy or selected from the drop-down calendar.
3. Enter the **Reference** number.  
The reference number is limited to a maximum of 25 alphanumeric characters.
4. Select the **Client** from the first blank cell drop-down on the **Client/Assignment** column.
5. Press **[Tab]** to automatically display information in the **A/Code** and **C/R** columns or click within the a cell.
6. If there is an associated **Job/Schedule**, select it from the drop-down.
7. Select the **Task** from the drop-down.
8. Enter the amounts in the **Quantity** and **Cost** columns.  
The **Tax**, **Total** and **Charge** columns are automatically calculated.  
The charge field only contains a value if you have a charge rate set up for the Code Type. Otherwise, you must enter the charge rate.
9. Enter supporting information about the expense in the **Comments** column.  
Click the ellipse button to open a **Comment** window and enter explanatory text if required. Click **OK** to close the **Comment** window.
10. Press **[Enter]** until the cursor is in the blank line below the headings if you want to enter additional expenses for another **Client** or **Assignment**.
11. Repeat **Step 2.** to **Step 10.** for other expenses for this date.

12. Click **Submit**  to submit the expense sheet for authorisation and posting.  
The **Entry Status** field changes to **Submitted**.
13. Click **OK**.  
To save and close the expense sheet.

### Related topics

[Working with expenses](#)

[Creating expense sheets](#)

[Opening expense sheets](#)

[Adjusting expense sheets](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Copying sheets](#)

[Deleting sheets](#)

[Exporting data to Microsoft Excel](#)

## Adjusting expense sheets

### *Accountants Enterprise with Practice Manager only*


You can only adjust an expense sheet if:

- it has not been posted.
- the time processing period has not closed (or expired).
- you have the access permission to do so.

### *To adjust an expense sheet*

1. Open the expense sheet to be edited.  
See “Opening expense sheets” on page 442.
2. If the expense sheet has been **Submitted**, change its status to **Draft**.  
See “Authorising and posting sheets” on page 449.
3. Edit the **Date**.  
Enter it the format dd/mm/yyyy or select it from the drop-down calendar.
4. Edit the **Reference** number.  
The reference number is limited to a maximum of 25 alphanumeric characters.
5. Change the client from the **Client/Assignment** column drop-down.  
The **A/Code** column is automatically filled.
6. Change the **Job/Schedule** from the drop-down, if necessary.



7. Change the **Task** from the drop-down.
8. Change the amounts in the **Quantity** and **Cost** columns.  
The **Tax**, **Total** and **Charge** columns are automatically re-calculated.
9. Enter supporting information about the adjustment for the expense in the **Comments** column.  
Click the ellipse button to open a **Comment** window and enter explanatory text if required. Click **OK** to close the **Comment** window.
10. Click **Submit**  to submit the expense sheet for authorisation and posting.  
The **Entry Status** field changes to **Submitted**.
11. Click **OK**.  
To save and close the expense sheet.

### Related topics

[Working with expenses](#)

[Creating expense sheets](#)

[Opening expense sheets](#)

[Recording expenses](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Copying sheets](#)

[Deleting sheets](#)

[Exporting data to Microsoft Excel](#)

## Working with sheets

### *Accountants Enterprise with Practice Manager only*

In this section, sheet refers collectively to a timesheet, disbursement sheet and expense sheet. There are a number of identical procedures that are performed across all sheet types:

- “Entry status and authorisation buttons for sheets” (see page 446)
- “Copying sheets” (see page 447)
- “Authorising and posting sheets from your homepage or Practice KPI” (see page 448)
- “Authorising and posting sheets” (see page 449)
- “Deleting entries from timesheets or disbursement sheets” (see page 450)
- “Deleting sheets” (see page 450)
- “Exporting data to Microsoft Excel” (see page 451).

## Entry status and authorisation buttons for sheets



### *Accountants Enterprise with Practice Manager only*

The Entry Status and Authorisation buttons described here are used with timesheets, disbursements and expenses through the various stages to billing.









The **Entry Status** is updated from **Draft** when you consider that the details on the sheet are ready for authorisation.

[Click this link to launch a self-paced online learning Show Me demonstration.](#) (Adobe Flash player required.)

### *Button descriptions*

Button	Location	Description
 Draft	<b>Entry Status</b> field	The <b>Draft</b> status is displayed when you create a new sheet and it remains while you add, edit and delete entries. It remains as <b>Draft</b> until you click <b>Submit</b> .
 Submit	<b>Entry Status</b> field	Click <b>Submit</b> to send the sheet for authorisation or approval. You can return to <b>Draft</b> status by clicking <b>Draft</b> when the sheet is in the <b>Submit</b> status.

Only those with the appropriate access permissions can update a sheet through the following stages:

 Unseen	<b>Authorisation Status</b> panel	The sheet has been submitted by the employee and is awaiting review.
 Approve	<b>Authorisation Status</b> panel	Click  <b>Approve</b> to send the sheet for posting.
 Unauthorised	<b>Authorisation Status</b> panel	Click  <b>Unauthorised</b> to change the status back to <b>Submitted</b> so that you can add detail.
 Held-up	<b>Authorisation Status</b> panel	Click  <b>Held-Up</b> to stop progress. To change from <b>Held-up</b> , click <b>Authorised</b> .
Post now or  Post	<b>Posting</b> panel and <b>Authorisation Status</b> panel	Click to send the sheet for billing.
Corrections	<b>Posting</b> panel	Click to return the sheet to the employee for corrections.

### Related topics

[Working with timesheets](#)

[Working with disbursements](#)

[Working with expenses](#)

## Copying sheets

### ***Accountants Enterprise with Practice Manager only***

A quick way to create a new timesheet or disbursement sheet is to copy another. The idea is to select the sheet which closely matches how you want your new sheet to be.

You can only use this method for daily entry and periodic entry timesheets. For a **Calendar entry** timesheet, you must create a new timesheet (see “Creating new timesheets” on page 402).

You can also copy sheet data on behalf of another employee, if you have the authority.

### ***To copy a timesheet or a disbursement sheet***

1. Navigate to Employee page > **Timesheets** tab.  
See “Finding and opening employee records” on page 306.
2. From the drop-down on the top left-hand corner of the page, select the appropriate sheet type.  
That is, **Disbursement** or **Timesheet**.
3. Click the relevant **Copy** option on the Tasks bar.  
That is, **Copy timesheet** or **Copy disbursement sheet**.

---

**Tip:** You can also copy a timesheet by selecting Timesheet > Open > **Copy Timesheet** from the toolbar.

---

The **Copy Sheet** window opens.

4. Select the date of the sheet you want to copy data **from** on the **Copy Sheet** panel.
5. Select the date of the sheet that you want to copy the data **to** in the **Create Sheet** panel.
6. Click the **Copy Total** checkbox.  
If you want to copy the totals in addition to the details of the previous sheet to the new sheet.
7. Click **Copy**.

A **Copy Sheet** message is displayed.

8. Click **OK**.
9. Click **Close**.  
The **Copy Sheet** window closes.
10. Click **Refresh** on the Tasks bar.  
The sheet is displayed in the appropriate table on the Employee page > **Timesheets** tab.
11. Make adjustments to the newly copied sheet.

### Related topics

[Time entry modes in MYOB AE](#)


[Working with timesheets](#)

[Working with disbursements](#)

## Authorising and posting sheets from your homepage or Practice KPI

### *Accountants Enterprise with Practice Manager only*

Once a sheet (timesheet, disbursement or expense) is submitted, it must be authorised and posted. This process moves the client WIP into debtors, enabling the practice to track its financial exposure. You can only approve and post a sheet if you have permission to do so.

If your homepage is customised to show **Approve** , you can authorise and post more than one sheet (timesheet, disbursement or expense sheet) at a time.

You can also authorise and post more than one sheet (timesheet, disbursement or expense sheet) at a time from the Practice KPI page Practice/Manager view.



---

**Note:** You must have the necessary permissions to authorise and post sheets.

---

### *To authorise and post a sheet from your homepage or Practice KPI*

1. Open your **Homepage**.  
or  
Click **Practice KPI** from the toolbar and select the **Practice/Manager** view.
2. Right-click the **WIP Approval** list and select **WIP Items to approve** from the menu.
3. Click the **Status** heading to group the **Submitted** items.

4. Select each **Submitted** item that you want to authorise and post.  
Click the checkbox.
5. Click **Approve** .  
The selected items are marked **Authorised**.
6. Click **Post** .  
The items are removed from the **WIP items to approve**. They are displayed in the **Aged WIP**.

### Related topics

[Working with timesheets](#)

[Working with disbursements](#)

[Working with expenses](#)

## Authorising and posting sheets

### *Accountants Enterprise with Practice Manager only*

Once a timesheet, expense or disbursement is submitted, it must be authorised and posted. This process moves the client WIP into debtors, enabling the practice to track its financial exposure. You can only approve and post a timesheet, expense or disbursement if you have access permission to do so.

You can authorise and post more than one timesheet, expense or disbursement from your homepage or the Practice KPI.



If you want to authorise more than one timesheet or disbursement, see “Authorising and posting sheets from your homepage or Practice KPI” on page 448.

---

**Note:** In order to authorise and post a timesheet, expense or disbursement sheet, it must have **Submitted** status.

---

### *To authorise and post a timesheet, expense or disbursement sheet*

1. Open the timesheet, expense or disbursement sheet.  
See “Opening existing timesheets” on page 406 or “Opening disbursements for an employee” on page 433 or “Opening a practice disbursement” on page 435.
2. Click **Approve** .  
The **Authorisation Status** changes to **Authorised**.
3. Click **Post** .  
The **Authorisation Status** changes to **Posted**.

### Related topics


[Working with timesheets](#)

[Working with disbursements](#)

[Working with expenses](#)

## Deleting entries from timesheets or disbursement sheets

### *Accountants Enterprise with Practice Manager only*

You can delete an entry from a timesheet or disbursement but only if it is in **Draft** status. If it is in **Submit** status, click **Draft**  to return it to **Draft** status, then delete the entry.

If the timesheet or disbursement is in any other status mode, see “Correcting posted timesheets in MYOB AE” on page 423 or “Correcting posted disbursement sheets” on page 438.

### *To delete an entry from a timesheet or disbursement sheet*

1. Select the entry to be deleted.
2. Press **[Delete]**.  
The **Delete Lines** message is displayed requesting confirmation of the deletion.
3. Click **Yes**.  
The item is deleted from the sheet.

---

**Tip:** To delete more than one entry at a time, hold down **[Ctrl]** while selecting the unwanted entries. When you press **[Delete]**, the **Delete Lines** message is displayed. Click **Yes** to delete each entry.

---

### Related topics

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Deleting sheets](#)

[Exporting data to Microsoft Excel](#)

[Copying sheets](#)

[Entry status and authorisation buttons for sheets](#)

## Deleting sheets

### *Accountants Enterprise with Practice Manager only*

You can delete entire timesheets, disbursement and expense sheets, but only if the record is in **Draft** status. If it has been **Submitted**, you must first revert it to **Draft**. If it has been **Posted**, you must reverse it (see “Reversing bills” on page 508).

### ***To delete a sheet***

1. Open the timesheet, disbursement sheet or expense sheet.  
See “Opening existing timesheets” on page 406, or “Opening disbursements for an employee” on page 433 or “Opening a practice disbursement” on page 435 or “Opening expense sheets” on page 442.
2. Click **Delete sheet** on the Tasks bar.  
A **Delete Lines** message is displayed requesting confirmation of the deletion.
3. Click **Yes**.  
The sheet is deleted.

### **Related topics**

[Working with timesheets](#)

[Working with disbursements](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Deleting entries from timesheets or disbursement sheets](#)

[Exporting data to Microsoft Excel](#)

[Copying sheets](#)

[Entry status and authorisation buttons for sheets](#)

## Exporting data to Microsoft Excel

### ***Accountants Enterprise with Practice Manager only***

Some practices use Microsoft Excel to analyse data, create reports and manage their information.

### ***To export data from a sheet to Microsoft Excel***

1. Open the timesheet, disbursement sheet or expense sheet.  
See “Opening existing timesheets” on page 406, or “Opening disbursements for an employee” on page 433 or “Opening a practice disbursement” on page 435 or “Opening expense sheets” on page 442.
2. Click **Export to excel** on the Tasks bar.  
Microsoft Excel opens displaying the information from the sheet.

**Related topics**

[Working with timesheets](#)

[Working with disbursements](#)

[Authorising and posting sheets from your homepage or Practice KPI](#)

[Deleting entries from timesheets or disbursement sheets](#)

[Deleting sheets](#)

## Importing disbursements

If your practice is using either **SoftLog** or **Billback** disbursements software, you can import that disbursement data into Practice Manager using Timesheet > Import > **Disbursements**.

***Import disbursement file format***

The format of the disbursement file to import is a .TXT file. Examples are:

```
30/5/2004 VALUE/ACC Fax 0.10 58 0.70
Photocopying
30/5/2004 VALUE/ACC AC 0.0 0 100.00
Accommodation
```

Each field is separated by a tab.

The table below represents the field columns from left to right. They must be in this order.

Column	Mandatory / Optional
Date in dd/mm/yyyy format	Mandatory
(AE) Client code / assignment code (AO) Client code / job code / Year	Mandatory (where Year is optional)
(AE) AE disbursement code (AO) AO disbursement code	Mandatory
Rate	Must contain a value of zero (0) as a minimum. It cannot be blank.
Quantity	Optional — but must be replaced with a tab if no value is entered.
Charge amount	Mandatory
Narration	Optional — but must be replaced with a tab if no value is entered.



At the end of the import disbursement file there must be a carriage return after the last line to create a blank record.

(AO) The format of the text file used to import disbursements allows the year of the client/job to be specified. The second field in the import file accepts a year. This year parameter is optional. For example, you can specify the client/job ABC123/TAX or the client/job/year ABC123/TAX/2013.

### ***Importing errors***

If the formatting of the import disbursement file is incorrect, the following errors may be displayed:

- Index was outside the bounds of the array.
- Importing Disbursements — Some of the transactions were not processed successfully. View log file?

The log file will list the details of the lines that failed to import and the reasons why.

If you receive any of these errors, review the import file formatting.

A suggested troubleshooting method, is to add only one line initially in the text file using the correct format and confirm that this file will import successfully. Then you can import multiple lines of transactions.

### ***Conditions on what data can be imported (AO)***

MYOB AO will only allow the following combination of data to be imported using an import file:

- only client code, e.g., CLIENT
- client code with none job, e.g., CLIENT/[NONE]
- client code with job name and job year, e.g., CLIENT/ASSGN/2015.

If an entry is rejected, then it will be noted in the log file.

### ***To import a disbursement***

1. Select Timesheet > Import > **Disbursement** from the toolbar.

The **Import Disbursements** page opens.

2. Enter the location of the file to be imported on the **File Name** field.

or

The file can be selected using the ellipse button on the **File Name** field. The **Open** window opens from where you can navigate to the location of the file within your system. Click **Open**.

The **File Name** field reflects the selection made.

3. Enter the name of the employee in the **Employee** field.

or

Search for the employee by clicking the magnifying glass button. The **Find Employees** window opens. Find and select the employee.

The **Employee** field reflects the selection made.

4. Press **[Tab]**.  
A list of the **Time Processing Categories** is displayed.
5. Select the date for the disbursement import entry.
6. Click **Import**.  
A message is displayed “Your file was imported successfully. View log file?”
7. Click **Yes** to view or **Close** to exit.

### Related topics

[Working with timesheets](#)

[Working with disbursements](#)

[M-Powered import](#)

[WIP transfers](#)

## Importing BankLink disbursements into AO Practice Manager

*Accountants Office with Practice Manager only*

In MYOB Accountants Office (AO) Practice Manager you have the ability to import BankLink disbursements.

First, you'll need to export the data from BankLink into a .txt file. This file is then imported into Practice Manager.

### **To export data from BankLink**

Data from BankLink is exported in .txt format.

1. In BankLink to go to **Practice Details**.
2. Go to the **Practice Management System** tab.
3. Using the **System Used** drop down, select “MYOB AE Practice Manager” and click **OK**.

---

**Note:** Do not select “MYOB Accountants Office” as this is the export for clients using MYOB AO Classic.

---

4. To export the entries, click System > Charges > **Export Charges**.

The Export Charges to MYOB AE Practice Manager screen appears.

---

**Note:** In earlier versions of Banklink MYOB AE Practice Manager is referred to as MYOB Viztopia.

---

**Note:** You need to make sure that each client displayed here has a valid Assignment Code and Disbursement Code Type. This information need only be entered once as it is saved for future exports.

---

The Assignment Code can be entered in 2 ways:

- to the None job attached to the client
  - to a specific job name, for example TAX/2013
- 

**Note:** Adding the entry to the job name is available in AO 2012.1 and above.

---

Firstly, copy the File code into the Assignment Code column and add /[None], or / and the job type code and job name. For example:

TESTCLIENT/[None] or TESTCLIENT/TAX/2013

- TESTCLIENT = client code
- [None] - will post the disbursement to the None job on the client
- TAX/2013 - will post the disbursement to the job name on the client/job type

To enter the Disbursement Code Type, copy it from the Cost Code column.

---

**Note:** Each time the export is run you need to enter the Assignment Code and Disbursement Code Type for any new clients added since the last export. To make this process easier, sort the client list by the Assignment Code column so that clients where this field is blank are at the top of the list.

---

### ***To import into AO Practice Manager***

See Importing disbursements for steps on importing this file into Practice Manager.

## WIP transfers

There will be times when you will need to transfer WIP from one client to another or from one job to another. For example, one of your clients might become part of another company that is also one of your clients. You might want to transfer the first client's WIP to the other company to enable you to close the first client's records in the system.

---

**Note:** Billed or partially billed entries cannot be transferred.

---

You can transfer WIP to another client/job if:

- the job type specifications are the same. For example, you cannot transfer WIP between chargeable and non-chargeable jobs.
- the transactions are unbilled.

If you cannot use the **WIP Transfer** function, you can manually correct WIP by:

- reversing the time/disbursements charged to the client by:
  - editing the existing timesheet/disbursement entry
  - or
  - entering a new negative timesheet/disbursement entry
- entering new timesheet entries against the correct client/job.

### ***To transfer a WIP journal***

1. Select Timesheet > **WIP Transfer** from the toolbar.

The **WIP Transfer** page opens.

2. Enter the name of the **Client** that you want to transfer WIP data from on the **Client** field.

or

Search for the client by clicking the magnifying glass button.

The **Find Clients** window opens. Find and select the client. The **Client** field reflects the selection made.

3. Select the **Assignment** (AE) or **Job** (AO) you want to transfer **from** on the **Assignment** field / **Job** field drop-down.

A list of **WIP** items appears in the table.

4. Select the WIP item(s) you want to transfer.

5. Enter the **Client** that you want to transfer **to** in the **To Client** field.

or

Search for the client by clicking the magnifying glass button.

The **Find Clients** window opens. Find and select the client. The **To Client** field reflects the selection made.

6. Select the **Assignment** / **Job** that you want to transfer **to** on the **To Assignment** field / **To Job** field drop-down.

7. Click **Transfer WIP**.

8. Click **OK**.  
The transferred WIP entries are removed from the list.
9. Click **Close**.  
The **WIP Transfer** page closes.

### Related topics

- [Timesheet reports](#)
- [Importing disbursements](#)
- [Timesheet authorisation](#)
- [Working with sheets](#)
- [Working with disbursements](#)
- [Working with timesheets](#)
- [Transferring WIP on jobs and schedules](#)

## Transferring WIP on jobs and schedules

### ***Accountants Enterprise with Practice Manager only***

The WIP Journal functionality enables you transfer WIP from jobs and schedules.

The transfer of WIP depends on the job mode set up by the practice. The general rules are:

- WIP can be transferred from one assignment to another once the entry is posted.
- Billed or partially billed entries cannot be transferred.

Specific rules depend on the job mode.

### ***Rules for Assignments, Schedules and Jobs Mode***

The following rules apply to practices running in Assignments, Schedules and Jobs mode:

From	To	Allowed	Comment
Assignment	Assignment	YES	
Schedule/Stage	Schedule/Stage	YES	
Assignment	Schedule/Stage <sup>A</sup>	YES	
Schedule/Stage	Assignment	NO	This is not allowed as there may be allocation records associated to the stage.

From	To	Allowed	Comment
Schedule/Stage	Job	NO	The <b>Job/Schedule</b> field will be unavailable (greyed out) because practices running in this mode will not post WIP to the job.
Job	Schedule/Stage	NO	In this mode, there will be no WIP entries tagged to a job.
Job	Assignment	NO	In this mode, there will be no WIP entries tagged to a job.
Job	Job	NO	In this mode, there will be no WIP entries tagged to a job.

**A:** When transferring to a schedule/stage with multiple employee categories associated with the stage, users are presented with a list of categories to post the WIP to.

WIP cannot be transferred to and from a schedule stage that is complete. In the Job/Schedule drop-down, the completed stage will not be displayed.

In this mode, as WIP is only posted to assignments and not jobs, you will not be presented with a list of jobs under the **Job/Schedule** name for an assignment which has jobs associated to it. In this case the **Schedule/Jobs** field will be unavailable (greyed out).

**Rules for Assignments, Schedules, Jobs and Job Time Recording Mode**

The following rules apply to practices running in Assignments, Schedules, Jobs and Job Time Recording mode:

From	To	Allowed	Comment
Assignment	Assignment	YES	
Schedule/Stage	Schedule/Stage	YES	
Assignment	Schedule/Stage <sup>A</sup>	YES	
Schedule/Stage	Assignment	NO	This is not allowed as there may be allocation records associated to the stage.
Schedule/Stage	Job	YES	
Job	Schedule/Stage	YES	

From	To	Allowed	Comment
Job	Assignment	YES	WIP will only be posted against the assignment to which the job belongs — i.e., not against the actual job.
Job	Job	YES	
Assignment	Job	YES	

**A:** When transferring to a schedule/stage with multiple employee categories associated with the stage, users are presented with a list of categories to post the WIP to.

WIP cannot be transferred to and from a schedule stage that is complete. The completed stage will not be displayed in the Job/Schedule drop-down.

---

### Related topics

[WIP transfers](#)

## Timesheet reports

There are a variety of timesheet reports available. These reports are described in the **Reports** help.

The reports which can be accessed from Timesheet > **Timesheet Reports** on the toolbar are:

- Employee Activity
- Employee Productivity
- Timesheet
- Aged WIP by Client
- WIP History by Client
- Client Summary
- Control by Client
- More Reports.

# Billing

## ***Practice Manager only***

There are a number of steps to be completed when raising a bill for a client. The process begins with an analysis of the clients' work in progress (WIP) to determine which clients are to be billed and for how much. Once WIP details are identified, a draft bill can be generated for the client using the **Billing Wizard**.

There are times when the value of WIP entered against a client is not the exact amount that will be billed. There are four types of WIP adjustments you can make:

- **Write-up/Write-on** — The write-up (or write-on) feature is used to add to the total billable amount. Write-up/on amounts do not need to be entered as time or expense entries in the system.
- **Write-off** — The write-off feature is used to reduce the total WIP billed to a client without the unbilled amount remaining as WIP for future billing.
- **Miscellaneous Charge** (also used for credit notes) — A miscellaneous charge is a cost that you want to pass on to a client but has not been raised as a timesheet or expense item. It is often a fixed charge amount that you have been billed for on a client's behalf or a one-off fee such as payment for registering a company.

A miscellaneous charge will not affect the WIP ledger, only the debtors ledger. While it increases the billable WIP total for the assignment, it will not increase the amount recorded as time and expenses. They are displayed as a miscellaneous charge on reports.

- **Estimate to complete** — An estimate is raised when the work performed for the client has not yet been entered as WIP or posted in the system or for work which has not yet been performed. You would raise an estimate when you want to produce a bill for your client quickly, then you could enter the WIP details in the system at a later time.

Once the bill has been completed, it must be submitted for review. Practice team members responsible for the review, authorise and post the bill in the system. Once posted, the bill is printed and sent to the client.

Bills are generated using the **Billing Wizard**. You can choose to bill at the assignment (AE) / job (AO) level for a client or at a more detailed task or employee level.

Any draft bills that have been prepared previously for a client can be viewed at any time from the Client page > **Bills** tab. A full billing history is also available for that client on the **Bills** tab.

---

**Note:** In MYOB AE, bills raised from the Assignment Details page > **Bills** tab by assignment are generated and modified in the same way as bills from the **Client** page.

---

## **Related topics**

[WIP and debtors](#)

[Viewing client WIP](#)



[Creating bills for clients using the Billing Wizard](#)

[Modifying a bill](#)

[Customising bill layouts](#)

[Master paragraphs](#)

[The Bill Amounts window](#)

[The Bill Paragraphs window](#)

[The WIP Enquiry page](#)

[Viewing bills](#)

[Managing bills](#)

[Billing reports](#)

## WIP and debtors

### ***Practice Manager only***

Understanding the concepts of work in progress (WIP) and debtors is fundamental to managing the billing process for any practice. When a practice performs work for a client, any time spent or expenses incurred while working on client assignments (AE) / jobs (AO) is recorded. This is then used to generate a bill for that client. These timesheet and expense sheet entries and their equivalent monetary value, enable practices to keep track of and report on financial information related to client work and business practices.

### ***WIP***

WIP is considered to be any work or out-of-pocket expense recorded in the system (either as time or as an expense (AE) or disbursement) that has not yet been billed to the client.

Client WIP can be divided into two different types:

- **Unposted** — When time, expense and disbursement sheets are entered, submitted or authorised (AE) / posted (AO), client WIP is saved in the system. This is unposted WIP and is displayed at the point of billing so that an accurate estimate can be made for interim bills.
- **Unbilled** — Posted time, expenses and disbursements are recorded in the WIP ledger and are available for billing. This is unbilled WIP.

A detailed breakdown of WIP is available at the point of billing. However, there are a number of ways WIP can be analysed before billing, if required. See “Viewing client WIP” on page 462 for more information about how to view WIP.

### ***Debtors***

Once a bill has been posted from outstanding WIP, the billed amount is moved from WIP into debtors. Once you have received payment from the client for the bill, you can enter the receipt of payment in the system. See “Debtors receipts” on page 577.

**Related topics**

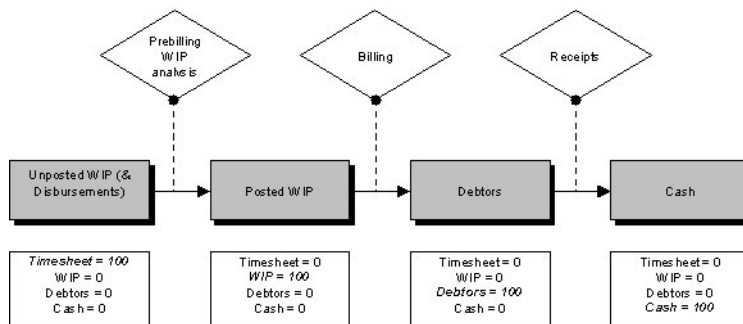
- [Billing](#)
- [Debtors](#)
- [Viewing client WIP](#)
- [Running prebilling reports for clients](#)
- [Viewing WIP summaries by assignment \(AE\) or client](#)
- [Using estimates in billing](#)
- [Using miscellaneous charges in billing](#)
- [Entering write-ons/offers when billing](#)
- [Pro-rata WIP entry method](#)
- [FIFO WIP entry method](#)

**Viewing client WIP**

**Practice Manager only**

The analysis of unposted and unbilled client WIP in your practice enables you to make informed billing decisions. Regular analysis of WIP ensures that the unbilled WIP amount is kept to a minimum. It also prevents WIP mounting up for your clients as you can easily see when it is time to bill them.

The following graphic shows what happens to a client’s WIP and debtors amounts as they progress through the billing process.



**To view client WIP**

1. Click **Contacts** on the toolbar.  
The **Find Clients** page opens.
2. Select the client from the list.
3. Click **WIP enquiry** on the Tasks bar.  
The **WIP Enquiry** page opens listing the WIP entries for the selected client.

### Related topics

[\(AE\) Viewing WIP status](#)

[Viewing Aged WIP](#)

[Prebilling reports](#)

[Practice WIP reports](#)

[Billing](#)

[WIP and debtors](#)

[Running prebilling reports for clients](#)

[Viewing WIP summaries by assignment \(AE\) or client](#)

[The WIP Enquiry page](#)

### Viewing WIP status

#### ***Accountants Enterprise with Practice Manager only***

Before raising a bill for a client you can review the status of their WIP. You can do this in a number of ways and from a number of places:

- If you have the **Practice** or **Partner** Homepage view, you can list your **Top Ten WIP** clients on your homepage and click any client in the list to go to that client's **Home** tab. From there you can view their WIP.
- The Client page > **Assignments** tab provides a basic WIP summary for each assignment and access to financial information relating to the assignments, including unposted and unbilled WIP amounts. You can click an assignment in the list to access detailed WIP information, history and billing potential. **Prebilling Report** options on the Tasks bar enable you to generate a number of reports.
- On the **Client** page, click the **WIP enquiry** option on the Tasks bar. This provides a detailed list of the outstanding unbilled WIP entries for the client. You can group and sort the entries. See "Organising your data" on page 74. Click the **Print** icon on the Tasks bar to print the WIP entries.
- Select an assignment from the Client page > **Assignments** tab to open the Assignment Details page > **WIP** tab and view a breakdown of the WIP amount for the selected assignment.

### Related topics

[Viewing client WIP](#)

[Viewing Aged WIP](#)

[Prebilling reports](#)

[Practice WIP reports](#)

### Viewing Aged WIP

#### ***Practice Manager only***

You can list all clients that have an unbilled WIP balance using the **Aged WIP** page.

#### ***To view aged WIP***

1. Click **Practice KPI** on the toolbar.  
The **Practice KPI** page opens.
2. Select **Partner/Manager** from the **Select the Practice Manager** view drop-down.
3. Double-click on the **Aged WIP** graph.

The **Aged WIP** page opens listing clients with aged WIP. The client list depends on where you clicked within the graph.

If you clicked on the white area surrounding the Aged WIP graph, then all clients with aged WIP are listed.

If you clicked on an aged band column in the graph, then all clients with aged WIP in the selected aged band are listed.

#### **Related topics**

[Viewing client WIP](#)

[Prebilling reports](#)

[Practice WIP reports](#)

## Prebilling reports

#### ***Practice Manager only***

Prebilling reports are used when a practice wants to view a printed report of the work completed to a specified date for a client. A practice may use a prebilling report as the basis of the bill raised for a client or as an alternative to making their allocations directly in the **Billing** window.

Prebilling reports are generated for a client and show all WIP for that client. If a client is a parent client, all WIP recorded for the associated child clients will also be included.

There are four prebilling reports available. You can access these from the Client page > **Assignments tab (AE) / Jobs tab (AO)**, or the Assignment Details page > **WIP tab (AE)**. They can also be accessed by drilling down in the Aged WIP report and selecting the prebilling report type from the Tasks bar.

Click one of the following **Prebilling** reports options according to how you want the client's WIP categorised:

- **By type** — This report is ordered by the task codes that the employees used when entering the timesheets for the client. This is useful when there may be a few people working on the assignments (AE) / jobs (AO).
- **By employee** — This report is ordered by the employee who entered the time for the individual client and then by task code.
- **By month** — This report is ordered by the months in which time was entered for the client. It is useful for practices that bill monthly or to ensure that there is no old WIP on the WIP ledger which should be written off.
- **By group** — This groups parent/child clients to show the total WIP liability for a group of clients.

### ***To prepare a prebilling report for a client***

1. Find and open a client.  
See “Finding and opening a client” on page 86.
2. Click the **Jobs** tab.
3. Select a **Prebilling Report** option from the Tasks bar.  
The **Report Fields** window opens.
4. Enter the **End Date**.  
The system will default to today’s date. It can be changed by entering a date in the format dd/mm/yyyy or selecting it from the drop-down calendar.
5. Click **OK**.  
The report runs and opens in a new window.
6. Select **Print** to print the report.

### **Related topics**

[Viewing client WIP](#)

[\(AE\) Viewing WIP status](#)

[Practice WIP reports](#)

## Practice WIP reports

### ***Practice Manager only***

Many practices produce the following WIP reports regularly (for example, at month-end) to review the current financial exposure of the practice and to monitor the status of client work, especially in preparation for billing.

Click **Reports** on the toolbar to open the **Reports** page and select the required report option from **WIP** on the Tasks bar.

**WIP Tasks bar options**

Report	Description
Total WIP Debtor Client Summary	On a client-by-client basis, the <b>Total WIP Debtor Client Summary</b> displays the practice's financial exposure by listing the WIP and debtors amounts allocated to each client.
WIP Summary by Client	On a client-by-client basis, the <b>WIP Summary by Client</b> displays the charges, billed, written on/off and unbilled WIP by department, office and partner.
Aged WIP by Client	Includes WIP totals for each client, aged according to the date range specified.
Control Totals	This report displays the WIP and billing information between specified date ranges.

**Related topics**

[Viewing client WIP](#)

[\(AE\) Viewing WIP status](#)

[Prebilling reports](#)

[Viewing WIP summaries by assignment \(AE\) or client](#)

## Viewing WIP summaries by assignment (AE) or client

**Practice Manager only**

Before raising a bill for a client you can review the status of their WIP. This can be done in several ways and from several places.

The easiest way is to:

- Click the **WIP enquiry** option on the Tasks bar when you are in a Client page > **Jobs tab (AO) / Assignments tab (AE)**.

The **WIP Enquiry** page opens.

This page displays the total balance and breakdown for the selected client or assignment/job.

- You can group the WIP transactions and print the information as a report.

---

**Note:** In MYOB AE, the **WIP Enquiry** page that opens from the **Assignment Details** page is identical to that opened from the Client page > **Assignments** tab. The first shows a single assignment breakdown of WIP, whereas the second shows all assignments for that client.

---

### ***To view the WIP summary for a single assignment (AE)***

1. Open the **Assignment Details** page for the assignment for which you want to view the WIP.  
See “Finding and opening assignments” on page 378.
2. Click **WIP enquiry** on the Tasks bar.  
The **Assignment Enquiry** window opens listing all the time and expense transactions as yet unbilled for the selected assignment.
3. Group the transactions.  
See “Organising your data” on page 74.  
The order of the transactions resets to reflect the grouping.
4. Click **Print** on the Tasks bar.  
The **Print Assignment Enquiry** window opens.
5. Enter a title in the **Page Header Center** field or accept the default heading.
6. Click **Options** to make further print decisions.
7. Click **Print** to print or **Preview** to preview the information.
8. Close the **Print Assignment Enquiry** window.

### ***To view the WIP summary for a client***

1. Find and open a client whose WIP you want to view.  
See “Finding and opening a client” on page 86.
2. Click **WIP enquiry** on the Tasks bar.  
The **WIP Enquiry** page for the client opens listing all the time and expense transactions as yet unbilled.
3. Group the transactions.  
See “Organising your data” on page 32.  
The order of the transactions resets to reflect the grouping.
4. Click **Print** on the Tasks bar.  
The **Print — WIP Enquiry** window opens.
5. Enter a title in the **Page Header Center** field or accept the default heading.
6. Click **Options** to make further print decisions.
7. Click **Print** to print or **Preview** to preview the information.

8. Click **OK** or **Close**.
9. Click **OK**.  
The **WIP Enquiry** page for the client closes.

### Related topics

- [The WIP Enquiry page](#)
- [\(AO\) Finding and opening a client](#)
- [\(AE\) Finding and opening clients and contacts](#)
- [\(AE\) Finding and opening assignments](#)
- [WIP and debtors](#)
- [Viewing client WIP](#)
- [Billing](#)

## The WIP Enquiry page

### *Practice Manager only*

Selecting the Tasks bar option, **WIP enquiry**, from the Client page > **Assignments tab (AE) / Jobs tab (AO)**, opens the **WIP Enquiry** page for the client. This page gives you the total WIP balance and the breakdown of that total by assignment (AE) / job (AO) and task code.

In MYOB AE, selecting the Tasks bar option, **WIP enquiry**, from the **Assignment Details** page opens the **Enquiry** window. This window only displays the WIP items for the selected assignment.

The **WIP Enquiry** page displays the following information for each WIP entry for a client:

- Date
- Employee
- Assignment/Job
- Code — this tells you whether the item is a time entry, expense, estimate or miscellaneous charge
- Units
- Hours
- (AE) Standard Charge
- Charge
- Unbilled WIP
- Status.



You can add extra fields to the transaction listing by right-clicking the table and selecting **Field Chooser**. Drag and drop the extra columns to display them on the page. If you are using MYOB AE, see “Customising a display table” on page 75.

The total amounts for the client are displayed in the totals fields at the bottom of the page.

You can organise the WIP transaction list to suit your viewing purposes. You can sort and group the list of transactions.

Click **Print** on the Tasks bar to open the **Print — WIP Enquiry** window where you can enter a title for the information and specify print requirements.

### Related topics

[\(AE\) Assignments tab](#)

[Viewing WIP summaries by assignment \(AE\) or client](#)

[Viewing client WIP](#)

## Using estimates in billing

### *Practice Manager only*

Estimates are used to raise a bill for client work that has not yet been entered as WIP. They are also known as interim fees. An estimate essentially puts a credit against the total WIP amount. There is no write-off/on required.

Like a miscellaneous charge, you can apply an estimate against any client assignment (AE) / job (AO), regardless of whether there is any billable WIP against it.

---


**Note:** In MYOB AE, estimates previously raised can be viewed in the relevant Assignment Details page > **Misc/Est** tab.

---

An estimate is added at the time of billing from the **Bill Amounts** window. You can add an estimate automatically or manually through:

- The **Bill Amounts** window > **Create new estimate to complete** window at the time of billing. Use this to create an estimate at the assignment/job level.
- The **Bill Amounts** window at the time of billing, using an automatic estimate. Use this to create an estimate at the more detailed employee and task level.

---

**Note:** The system creates an automatic estimate when a bill amount is entered that exceeds the amount of available WIP. The estimate is raised on allocation of the bill and the credited (or negative) amount is then automatically allocated to further WIP as it is posted. The system alerts you when an automatic estimate is created, by populating the **AE** (Automatic Estimate) column in the **Bill Amounts** window with a warning .

---

### Related topics

[Creating estimate fees for clients](#)

[Billing](#)

[Creating bills for clients using the Billing Wizard](#)

[The Bill Amounts window](#)


[Modifying a bill](#)

[Using miscellaneous charges in billing](#)

## Using miscellaneous charges in billing

### *Practice Manager only*

A miscellaneous charge is a cost that you want to pass on to a client and that has not been raised in a timesheet or as an expense item. It is often a fixed amount that you have been billed for on a client's behalf or a one-off fee such as payment for registering a company or a standard cost associated with the start of an assignment (AE) / job (AO). They can also be used for entering opening debtor balances in the ledger. You can apply a miscellaneous charge to any client assignment, regardless of whether it has billable WIP against it.

If you only want to increase the billable amount for a client without affecting their WIP total, raise the charge through the **Bill Amounts** window by clicking **Create a Miscellaneous Charge** . These charges are entered against the default system employee, -UNSPEC-.

In MYOB AE, you can also increase the amount of WIP held against the client's assignment. To do this, enter the charge on the Assignment Details page > **Misc/Est** tab. This displays as a miscellaneous charge on reports, but will not increase the amount recorded as time and expenses. You can then select this amount when billing, as you would any other WIP amount. These charges are entered against the logged in employee. The charge is entered in the tab and it can be submitted, authorised and posted in the same tab.

---

**Note:** The display of miscellaneous charges in the **Bill Paragraphs** window depends on the **Print Line Detail** selection in the **Misc** drop-down. For example, if **Summary** is selected, all miscellaneous charges for a client will be displayed as one item, whether entered before or during billing. If you select **Detailed**, they will display individually in the client's bill. Ensure that the individual item amounts match the total miscellaneous charge amount or you will not be able to post the bill.

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### Related topics

[Creating estimate fees for clients](#)

[Billing](#)

[Creating bills for clients using the Billing Wizard](#)

[The Bill Amounts window](#)

[Modifying a bill](#)

[Using estimates in billing](#)

[Adding miscellaneous charges to bills](#)

Adding miscellaneous charges to bills

### **Practice Manager only**

You can apply a miscellaneous charge to any client assignment (AE) / job (AO), whether it has billable WIP against it or not. A miscellaneous charge can be added at the time of billing from the **Bill Amounts** window.

In MYOB AE, you can also create them prior to billing from the Assignment Details page > **Misc/Est** tab for the relevant client.

---

**Note:** Miscellaneous charges previously raised can be viewed in the relevant Assignment Details page > **Misc/Est** tab.

---


### **To add a miscellaneous charge from the Assignment Details page (AE)**

1. Open the Client page > **Assignments** tab.  
See "Finding and opening assignments" on page 378.
2. Double-click the relevant assignment.  
The **Assignment Details** page opens for the selected assignment.
3. Click the **Misc/Est** tab.
4. Click the first blank line at the top of the table.  
The **Code Type**, **Employee**, **Date** and **Authorisation** fields are automatically filled.
5. Change the default **Date**, if required.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
6. Enter an amount to be billed in the **Charge** field.
7. Enter the cost to the practice in the **Cost** field.
8. Select the required **Code** from the drop-down.

---

**Note:** Miscellaneous charge types must be set up by your system administrator in order to be selected in the **Misc/Est** tab. This is done in Maintenance > Miscellaneous > Code Types > **Misc Charge**.

---

9. Enter any internal notes in the **Comments** field.
10. Click anywhere outside the line to save it or press **[Enter]**.  
The new charge is moved to the area below.
11. Click **Submit** .  
The charge is now ready for authorisation and posting.  
If you have permission to do this, click **Authorise** then **Post Now**.  
The charge is displayed in the **Bill Amounts** window in the **Posted WIP** field.



### ***To add a miscellaneous charge during billing***

1. Create a draft bill for the client or assignment/job you want to bill.  
See “Creating bills for clients using the Billing Wizard” on page 480.

---

**Note:** If you want to add the miscellaneous charge to an existing draft bill, double-click the draft bill in the list to open it in the **Billing Main** page. Ensure that you are in the **Edit Bill** mode (see “To edit a draft bill” on page 522).

---

2. Open the **Bill Amounts** window.  
This can be done in one of two ways:
  - Clicking **Bill Amounts**,  on the **Billing Main** page.
  - Working through the **Billing Wizard**.Ensure that you are in the **Edit Bill** mode (see “To edit a draft bill” on page 522).
3. Click **Create a Miscellaneous Charge**  on the **Bill Amounts** window toolbar.  
The **Select Client Assignment/Select Client Job** window opens.
4. Select the assignment/job to record the charge against from the list.  
If you require an assignment/job that is not listed, click **Find** to open the **Find Assignment/Find Jobs** window. From here you can search for any client assignment/job in the system.
5. Click **Add**.  
This will add the selected assignment/job and close the **Select Client Assignment/Select Client Job** window.  
The **Create new billing charge** window opens.
6. Select the required **Transaction Date**.  
This defaults to today’s date. The date can be changed by entering a date in the format dd/mm/yyyy or selecting it from the drop-down calendar.
7. Select the required **Type** from the drop-down.

---

**Note:** Miscellaneous charge types must be set up by your system administrator in order to be available here. This is done from Maintenance > Maintenance Map (AO) > Miscellaneous > Code Types > **Misc Charge**.

---

8. Enter the amount to be charged in the **Amount** field.

---

**Tip:** If you want to raise a credit note for a client, enter a **negative** amount in the **Amount** field.

---

9. Enter any internal notes to explain the reason for the charge in the **Notes** field.

---

**Note:** The **Implemented by** field defaults to the employee creating the miscellaneous charge and the **In Employee's Time Period** field defaults to the current time period selected for the employee.

---

10. Click **OK**.

The **Create new billing charge** window closes.

11. Click **Close**.

The **Select Client Assignment/Select Client Job** window closes.

The charge is displayed in the **Bill Amounts** page in the **Write-On (Off)** field in brackets, e.g., (200.00). The bill total increases to reflect the new charge. To view the miscellaneous charge in the **Bill Amounts** page, drill down through client/assignment/job or group the items by Code Type to show miscellaneous charges as their own item.

---

**Note:** All miscellaneous charges for a client are displayed as one item in the **Bill Paragraphs** window, whether entered before billing or during. You will need to manually create separate line items in the **Bill Paragraphs** window if you want them to display them individually in the client's bill. Ensure that the individual item amounts are amended to match the total miscellaneous charge amount or you will not be able to post the bill.

---

### Related topics

[Using miscellaneous charges in billing](#)

[Billing](#)

[Creating bills for clients using the Billing Wizard](#)

[The Bill Amounts window](#)

[Modifying a bill](#)

[Credit notes](#)

Credit notes

### ***Practice Manager only***

Miscellaneous charges can also be used to raise credit notes in the system. If a client has paid a bill and then requires a refund for payment or does not pay the bill, you can raise a credit note to remove the amount from the debtor's balance in the Debtors Ledger.

We recommend that you enter a brief explanation of why the credit note is being raised in the **Notes** field of the **Create New Billing Charge** window.

Credit Notes:

- WILL NOT affect the WIP Ledger
- WILL appear in the client Fee's report(s)
- WILL appear in the client's Bills tab.

This is a proven method in keeping the client Total Fees report as accurate as possible.

You must enter the credit amount as a **negative** for the credit note to be processed correctly in debtors. You should have a relevant **Type** set up ready for you to select to register the charge as a credit note.

### **Related topics**

[Adding miscellaneous charges to bills](#)

[Billing](#)

[Creating bills for clients using the Billing Wizard](#)

[The Bill Amounts window](#)

[Modifying a bill](#)

[Entering write-ons/offers when billing](#)

## Entering write-ons/offers when billing

### ***Practice Manager only***

Amounts to be billed are allocated in the **Bill Amounts** page. You can increase (write-on) or decrease (write-off) bill amounts at a number of different levels, such as:

- Total client amount/WIP amount.
- The amount for an assignment (AE) / a job (AO).
- The amount for each employee who worked for the client.
- The amount for individual time and expenses entries or transactions.

Write-offs are entered as **positive** amounts and displayed in **red**. Write-ons are entered as **negative** amounts.

The system will automatically display negative amounts (that is, write-ons) in parentheses. For example, –100 will be formatted to display as **(100.00)**.

---

**Note:** The system automatically calculates the **write-on** amount based on the difference between what you enter and the WIP amount. If the bill amount is greater than the WIP balance on the assignment/job, the write-on amount will be calculated automatically. If the bill amount is less than the WIP balance on the assignment/job and you want to write-off some or all of the remaining WIP, click the **Write-Off (On)** field and enter the amount you wish to write off. Otherwise, the WIP is carried forward.

The system does not calculate a **write-off** amount. It must be calculated and entered manually.

---

The system works on a First In First Out (FIFO) basis when allocating the billed amount against assignments/jobs (see “FIFO WIP entry method” on page 477). For more control over the allocations, drill down to individual transactions (including employee or time and, in MYOB AE, expenses or disbursements entered) within an assignment/job and make the allocations at that level. The system works on a **pro-rata** basis when allocating the billed amounts against individual transactions (see “Pro-rata WIP entry method” on page 476).

### ***To enter a write on or write off***

1. Open the **Bill Amounts** page.  
This can be done from either the **Billing Main** page by clicking **Bill Amounts** or if you are using the Billing Wizard, click **Next** on the **Stage One** window.
2. Drill down to the required level ready to allocate the write-on/off amounts.
3. Enter the write-on/off amount in the relevant WIP item’s **Write-Off/On** column.  
or  
Enter an amount in the **Bill** field.
4. Press **[Enter]** or click elsewhere on the page.  
As you enter the amounts, the total fields update.
5. Click **OK**.  
To close the page.
6. When all the amounts to be billed have been allocated, enter the billing address and check other details on the **Bill Address** page.  
Click **Bill Address** on the **Billing Main** page or click **Next** on the **Stage 3** window of the wizard.

**Raising a write up at transaction level**

To raise a write up at transaction level, you need to ensure at **Stage Two** of the **Billing Wizard**, that there are no fields on the Group bar (located above the headings). If there are no groupings, “Drag a column header here to group by that column” displays on the Group bar.

Alternatively, if using grouping, you will need to use the right click menu from under the **Unposted WIP** or **Posted WIP** columns for example, and select **Drill Down** until you can see the transaction/timesheet date.

Billing this way, you enter the write up against specific transactions.

**Related topics**

[Pro-rata WIP entry method](#)

[FIFO WIP entry method](#)

[Stage 2 — Add bill amounts](#)

Pro-rata WIP entry method

**Practice Manager only**

The pro-rata method allocates amounts against WIP entries, based on the percentage of the total WIP balance that the bill amount represents. This method is ideal if you are clearing the WIP balance totally.

This is illustrated in the table below where the bill amount is \$1,000 and the total WIP is \$1,500. Each WIP entry balance is reduced by two-thirds leaving one-third as the WIP entry balance.

The pro-rata method spreads a write-off across all employees who worked on the assignment (AE) / job (AO).

Date	Employee	Amount	Allocation	WIP Entry Balance
30-11-08	Tom	150.00	66.67	33.33
01-12-08	Dick	200.00	133.33	66.67
02-12-08	Harry	300.00	200.00	100.00
03-12-08	Tom	400.00	266.67	133.33
04-12-08	Dick	500.00	333.33	166.67
04-12-08	INVOICE 122	-1,000.00		
Bill		1,000.00		
Write off		0.00		



Date	Employee	Amount	Allocation	WIP Entry Balance
Total WIP		1,500.00		
Proportion		.67		
Closing WIP		500.00		

**Advantages**

The major advantage of using the pro-rata method is in measuring employee recoverability. If at the end of an assignment/job, 10% is written off, all employees will proportionately have 10% written off against their WIP contribution. Whereas, if the practice was billing at the assignment/job level and using the FIFO method, the employees who worked on the assignment/job last would have the write-off allocated against their entries.

**Disadvantages**

A disadvantage of using the pro-rata method is where the practice is partially billing a client on a regular basis. The table above illustrates this where two additional WIP entries have been input and a new bill is raised for \$1,125. As the WIP is being carried forward at the time of billing, the pro-rata allocation reduces each WIP entry balance by 75% (that is, \$1125/\$1500). This results in the previous partially billed WIP entries having a balance and still needing to either be billed or written off (on) in a future period.

**Related topics**

- [FIFO WIP entry method](#)
- [Entering write-ons/offers when billing](#)
- [Stage 2 — Add bill amounts](#)

FIFO WIP entry method

**Practice Manager only**

The FIFO (first in first out) method allocates amounts against the WIP entries incurred first, with the earliest entry at the head of the queue. This method is preferred if you are carrying forward WIP transactions. This is illustrated in the table below where the bill amount of \$1,000 is allocated against the oldest entries until all of the \$1,000 is allocated, with the remaining WIP entries being carried forward.

Date	Employee	Amount	Allocation	WIP Entry Balance
30-11-08	Tom	100.00	100.00	0.00
01-12-08	Dick	200.00	200.00	0.00

Date	Employee	Amount	Allocation	WIP Entry Balance
02-12-08	Harry	300.00	300.00	0.00
03-12-08	Tom	400.00	400.00	0.00
04-12-08	Dick	500.00	0.00	500.00
04-12-08	INVOICE 122	-1,000.00		
Bill		1,000.00		
Write off		0.00		
Closing WIP		500.00		

**Advantages**

The major advantage of this method is that it is very clean and simple to manage your WIP. It will not lead to the situation outlined with the pro-rata method whereby the practice needs to clean out WIP entries with small values.

**Disadvantages**

The disadvantage of the FIFO method is that if the practice determines the bill amount at the assignment (AE) /job (AO) level rather than the employee level, employee recoverability can be impacted. If employee recoverability is important, we would recommend billing at the employee level in which case the FIFO method will manage the WIP entries cleanly and simply while maintaining your reporting requirements.

---

**Note:** In writing off amounts, the system will allocate the bill amount using the FIFO method and the latest transactions will be used for the write off.

---

**Related topics**

- [Entering write-ons/offers when billing](#)
- [Pro-rata WIP entry method](#)
- [Stage 2 — Add bill amounts](#)

**Writing off WIP at the Practice Level**

There may be times when you want to write off work-in-progress (WIP) amounts but not allocate the write off to specific employees.

For example, a client has \$250 of unbilled WIP left over on their Tax assignment, due to a miscalculation in the amount quoted to the client for the work. You may not want

to write off the WIP against the employees as this will impact their employee productivity / billing figures for the year.

In this example, there may be the following amounts for each employee:

Employee 1 \$146.00

Employee 2 \$104.00

In Stage 2 of the Billing Wizard, you would bill out all of the time against the Tax assignment in the bill column (not the write off column). For instance:

- Bill the total of \$250.00, and
- Add a negative Miscellaneous Charge for -\$250.00 against the Tax assignment to offset the billed amount, effectively creating a zero invoice amount.

### ***To enter a negative miscellaneous charge***

1. Open the client and click on the **Bills** tab.
2. Click **Billing Wizard** in the Tasks Bar.  
The Billing Wizard opens.
3. Enter the required information, and then click **Next**.
4. Click the **[+]** icon (found in the top left-hand side of the screen) **Create miscellaneous charge**.  
The **Select Client Assignment/Job** screen opens.
5. Highlight the relevant assignment (in this case Tax) and click **Add**.  
The **Create new billing charge** screen appears.
6. Select a miscellaneous charge value from the **Type** drop-down list, enter the net amount as a negative value, and any notes required. Click **OK**.

---

**Note:** The “Type” of miscellaneous charge you select will determine if the amount you are entering will include tax or not. To check the tax rate set-up on the code, go to Maintenance > Miscellaneous > **Code Types** and expand the Misc Charge code type.

---

7. Click **Close**.  
The Stage Two screen appears with the miscellaneous charge total.
8. Click **Next**.  
Stage Three of the Billing Wizard is displayed.
9. Confirm the bill total is zero, then click **Next** and complete the rest of the Billing Wizard.

## Creating bills for clients using the Billing Wizard

### *Practice Manager only*

There is a **Billing Wizard** to guide you through all the stages in the billing process quickly and easily. This wizard will always be your starting point when you need to bill a client.

If you prefer, you can use the wizard to create a draft bill or to reach a certain stage in the billing process and then save the draft bill and complete it at a later time. All bills created with the Billing Wizard are listed on the client's **Bills** tab and can therefore be opened and worked on at any time outside the wizard in the usual way.

When you have analysed a client's WIP and are ready to create a bill for them, generate a new draft bill. Then define the contents of the bill and the amounts to be billed.

There are five stages in creating bills for clients:

- "Opening the Billing Wizard" (see page 480)
- "Stage 1 — Create a draft bill" (see page 481)
- "Stage 2 — Add bill amounts" (see page 483)
- "Stage 3 — Create billing paragraphs" (see page 485)
- "Stage 4 — Set billing address" (see page 488)
- "Stage 5 — Submit, authorise and post the bill (AE) / Confirm and post the bill (AO)" (see page 488).

## Opening the Billing Wizard

### *Practice Manager only*

The Billing Wizard can be started from a number of locations, including:

- the **Client** page,
- the **Find Clients** page, and
- **Aged WIP** page.

### *To open the Billing Wizard*

1. Select Billing > **Billing Wizard** on the toolbar.

or

Select **Billing Wizard** on the Tasks bar. In MYOB AO, this is done from the Client page > **Bills** tab.

The Billing Wizard opens at "Stage 1 — Create a draft bill" on page 481.

---

**Note:** If you cancel the Billing Wizard at any stage, the draft bill will not be created. If you click **Finish** at any stage the **Billing Main** page opens and the draft bill is displayed in the relevant **Client** or **Assignments (AE)** page. You can then complete the billing at any time by double-clicking the bill in the **Bills** tab and going through the usual billing process.

When the Billing Wizard is launched from either a client or an assignment (AE) that is linked to a parent, a message will give you the option to either continue billing against the client or assignment or to run the Billing Wizard for the parent client.

---

In MYOB AE, the page you choose to generate the draft bill from will depend on whether:

- You are billing for one of the client's assignments (in which case, select the Billing Wizard when the client's **Assignments** page is displayed).  
or
- You want to bill against multiple assignments (in which case, select the Billing Wizard when the **Client** page is displayed).

---

**Note:** The draft will be listed in both **Bills** tabs for the client. The main difference is that when you create the bill from the **Assignments** page, you will only see the WIP recorded against the selected assignment in the **Billing** window; whereas from the **Client** page you will see all WIP recorded against the client.

---

If you only enter bill amounts against one assignment while in the wizard, this is taken as an assignment level bill and the draft will be placed in the **Bills** tab of the relevant **Assignments** page, not in the **Client** page.

### Related topics

[Stage 1 — Create a draft bill](#)

[Stage 2 — Add bill amounts](#)

[Stage 3 — Create billing paragraphs](#)

[Stage 4 — Set billing address](#)

[Stage 5 — Submit, authorise and post the bill \(AE\) / Confirm and post the bill \(AO\)](#)

## Stage 1 — Create a draft bill

### *Practice Manager only*

The first step after you have analysed a client's WIP and are ready to create a bill for them, is to generate a draft bill. You can then define the contents and amounts to be billed through the subsequent billing windows.

### **To create a draft bill**

1. Open the Billing Wizard.

See “Opening the Billing Wizard” on page 480.

If the client you are creating a draft bill for is a child client, a Billing Wizard message window is displayed, asking you to select one of the following options before continuing:

- Continue billing the selected client — the Billing Wizard opens at Stage 1 — Create a draft bill and continue to bill the selected client (as defined in the Client page > **Billing Group** tab).
- Bill the parent client — the Billing Wizard opens at Stage 1 — Create a draft bill and continue to bill the parent of the selected client (as defined in the Client page > **Billing Group** tab).
- Cancel and close the Billing Wizard — the Billing Wizard closes and creating a draft bill is cancelled.

If opening the Billing Wizard from **Billing** on the toolbar:

- a. Select the **Client**.

Use the magnifying glass button to open the **Find Clients** window. Find and select the client.

- b. Select the **Company** from the drop-down.

If opening the Billing Wizard from the **Client** page, the **Client** and **Company** fields are automatically filled.

2. Select the required **Tax Type**.

In MYOB AE, you can change the default tax rate which is **Standard** from the drop-down.

In MYOB AO, the default tax type is **Taxable Supplies**. Select a different tax type from the drop-down if required.

If you are dealing with an overseas client, select the relevant tax type from the drop-down.

---

**Tip:** This field enables you to override the overall tax status of the bill. For example, whether a bill is tax free or taxable at a particular (usually standard) rate.

---

3. Select the bill template **Style** from the drop-down.

Select a different bill template if required from the pre-defined styles in the list. The templates available in this drop-down are Microsoft Word templates stored in a network directory. You are supplied with a number of default templates. In addition, practice-specific templates may be available. These are configured for

use by your system administrator in Maintenance > Maintenance Map (AO) > Documents > **Document Style Defaults**.

---

**Note:** This field will only be available if you have the required security rights. See your system administrator about your security level.

---

4. Enter the **Invoice Number**.

Leave the field blank to automatically allocate the next system invoice number when the bill is posted.

Type in a number if you do not want to accept the default invoice number.

5. The **Invoice Date** defaults to today's date.

If you want to change the date, enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

6. Click **Next** to go to **Stage 2** of the Billing Wizard.

or

Click **Finish** to close the Billing Wizard and save the draft bill.

If you click **Finish**, the **Billing Main** page opens for the client. The draft bill will be listed on Client page > **Bills** tab should you want to complete the billing at a later date.

Go to "Stage 2 — Add bill amounts" on page 483.

### Related topics

[Stage 2 — Add bill amounts](#)

[Stage 3 — Create billing paragraphs](#)

[Stage 4 — Set billing address](#)

[Stage 5 — Submit, authorise and post the bill \(AE\) / Confirm and post the bill \(AO\)](#)

## Stage 2 — Add bill amounts

### *Practice Manager only*

Bill amounts can be added using the Billing Wizard. Once a draft bill is created the amounts can be changed on the **Bill Amounts** window of the **Billing Main** page (see "Allocating amounts in bills using the Bill Amounts window" on page 493).

### *To add bill amounts using the Billing wizard*

1. Complete the steps in "Stage 1 — Create a draft bill" on page 481 of the Billing Wizard.
2. Click **Next**.

The **Stage Two — Add bill amounts** window opens.

3. Drill down to the required level to allocate the WIP.

Group the transactions or click WIP items in the list to drill down. See *Organising your data* to learn more about grouping.

It is suggested that you group by **Job (AO) / Assignment (AE)**, then **Code Type** (which is time and disbursement split) and then the **Code** (which is all your task codes). This makes it easier to bill at a higher level than individual transactions if not required.

The text above the WIP items tells you where you are when drilling into the information. For example, if you group by client, assignment/job and employee, then drill into one of the employees to view the individual transactions.

4. Click the yellow **Bill** column against the WIP item you want to allocate for billing and enter the amount to be billed for the item.

If you want to bill the entire WIP amount against the item, double-click the field and the amount will be entered automatically. You can also press **[Spacebar]** while in the **Bill** field to default to the total WIP amount.

As you enter the WIP amounts the total fields at the bottom of the page update.

---

**Note:** If you enter an amount in the **Bill** field other than the full WIP amount, the remaining unallocated WIP will be carried forward to be allocated to the next bill.

---

5. To write-on or write-off WIP, enter the write-on or write-off amount in the **Write-Off (On)** field against the required WIP item.

As with billing WIP, you can enter write-on or write-off amounts against the total bill amount or against specific assignments/jobs, employees or time, expense or transaction items.

The system will automatically calculate the write-off or write-on amount based on the difference between the WIP amount and the amount typed in the **Bill** field.

If the bill amount is greater than the WIP balance on the assignment/job, the write-on amount is calculated automatically.

If the bill amount is less than the WIP balance on the assignment/job and you want to write-off some or all of the remaining WIP, click the **Write-Off (On)** field and enter the amount you wish to write-off. Otherwise, the WIP is carried forward.

If you overbill the WIP amount and do not include a write-up, a warning (yellow triangle) is displayed against the item in the **A** column. Adjust the amount entered to reduce the bill or take a write-up.



---

**Note:** The system works on a First In First Out basis when allocating the billed amount against assignments/jobs (see “FIFO WIP entry method” on page 477). The system works on a **pro-rata** basis when allocating the billed amounts against individual transactions (see “Pro-rata WIP entry method” on page 476).

---

6. Click **Create miscellaneous charges** to add a miscellaneous charge to the bill. See “Adding miscellaneous charges to bills” on page 471.
7. Click **Create estimate** to add an estimated amount to the bill. See “Creating estimate fees for clients” on page 524.
8. Click **Next** to go to **Stage 3 — Create Bill Paragraphs**. Go to “Stage 3 — Create billing paragraphs” on page 485.

### Related topics

[Stage 1 — Create a draft bill](#)

[Stage 3 — Create billing paragraphs](#)

[Stage 4 — Set billing address](#)

[Stage 5 — Submit, authorise and post the bill \(AE\) / Confirm and post the bill \(AO\)](#)

[Errors when entering bill amounts](#)

[The Bill Amounts window](#)

[Pro-rata WIP entry method](#)

[FIFO WIP entry method](#)


[Entering write-ons/offers when billing](#)

[Adding miscellaneous charges to bills](#)

[Creating estimate fees for clients](#)

## Stage 3 — Create billing paragraphs

### *Practice Manager only*

In this stage of the Billing Wizard you can customise the text — billing paragraph — that is displayed in the bill. Once a draft bill is created the bill paragraphs can be further defined using **Bill Paragraphs**  on the **Billing Main** page. See “Defining billing paragraphs” on page 498.

### *To create billing paragraphs*

1. Complete “Stage 2 — Add bill amounts” on page 483 in the Billing Wizard.
2. Click **Next**.  
The **Stage Three — Create Billing Paragraphs** window opens.

3. Select the required amount of detail from the **Print Line Detail** drop-downs.  
Your user settings, taken from the last time you raised a bill, are displayed by default.  
When a new selection is made a message will ask you to confirm your action.  
Once confirmed the billing paragraphs regenerates.  
The four **Print Line Detail** drop-downs enable you to determine the amount of detail displayed for the various transactions you are billing: **Time**, **Disbursements**, **Miscellaneous** and **Estimate**. See “Bill Amounts window fields and buttons” on page 495 for more information on the options for each transaction type.
4. Select the paragraph from the table at the top of the window.  
The text is displayed in the edit section under the Paragraphs table.
5. Enter or edit billing paragraph text in the edit section.  
Format the text using the formatting options on the toolbar. All the usual options are available to change the colour and font or apply bold text, italics or underlining.
6. To add a new paragraph to the list, select the existing paragraph line that you want to precede the new line and click the **Add** button.
7. Click **Next** to go to **Stage 4 — Set billing address** where you can enter the billing address and check other details.  
Go to “Stage 4 — Set billing address” on page 488.

### ***To create billing paragraphs by copying***

1. Complete “Stage 2 — Add bill amounts” on page 483 in the Billing Wizard.
2. Click **Next**.  
The **Stage Three — Create Billing Paragraphs** window opens.
3. Search for the bill paragraph to be copied.  
This can be done in a number of ways:
  - Click **This Client**.  
The **Posted Bills** window opens listing previous bills for the current client.  
All posted bills for the client you are currently billing are listed.  
Find and open the bill content you want to copy.
  - Click **Other Client**.  
The **Find Client** window opens.  
Find and open the client whose bill content you want to copy.  
All posted bills for the selected client will be listed.

- (AE) Click **This Assignment**.

This button is only available if the Billing Wizard is accessed from the **Assignment Details** page.

The **Posted Bills** window opens.

All posted bills for the assignment you are currently billing will be listed. It will show the bill date and number, and the write off and billed amount.

Search for the assignment with the bill content you want to copy.

- (AE) Click **Other Assignment**.

This button is only available if the Billing Wizard is accessed from the **Assignment Details** page.

The **Find Assignment** window opens.

Search for the assignment with the bill content you want to copy.

Once selected, the **Posted Bills** window lists all posted bills for the selected assignment. It will show the bill date and number, the write off and billed amount.

4. Click a bill entry to display the paragraphs contained in it.
5. Copy one or more paragraphs to the current draft bill by dragging and dropping. Include multiple paragraphs by pressing **[Ctrl]** while selecting the particular paragraphs.

To copy the whole contents of the bill, select all paragraphs in the **Print Line Text** column. These will be added as new paragraphs which you can append to an existing paragraph by holding **[Shift]** while you drag them to the draft bill.

You can replace the existing paragraph text with new paragraph text. Highlight the new paragraph text and drag the arrow over the existing text you want to replace.

---

**Note:** Only the text of paragraphs is added. The values from the **Amount** or **Tax** fields must be entered manually after you have copied the paragraphs.

---

6. Reorder the billing paragraphs if required by clicking **Move Up** and **Move Down**. These are located at the bottom of the **Create Bill Paragraphs** window.
7. Click **Next** to go to **Stage 4 — Set billing address**.  
Go to “Stage 4 — Set billing address” on page 488.

### Related topics

[Stage 1 — Create a draft bill](#)

[Stage 2 — Add bill amounts](#)

[Stage 4 — Set billing address](#)

[Stage 5 — Submit, authorise and post the bill \(AE\) / Confirm and post the bill \(AO\)](#)

[Defining billing paragraphs](#)

[The Bill Paragraphs window](#)

### Stage 4 — Set billing address

#### ***Practice Manager only***

You can set the billing address using the Billing Wizard. Once a draft bill is created additional changes to the address can be made using **Bill Address** on the **Billing Main** page (see “Selecting billing addresses and editing other information” on page 513).

#### ***To set the billing address***

1. Complete “Stage 3 — Create billing paragraphs” (see page 485) in the Billing Wizard.
2. Click **Next**.  
The **Stage Four — Set billing address** window opens.
3. Select the address type from the **A/Type** field drop-down.  
In MYOB AO, the default address type is **Postal**.  
In MYOB AE, the default address type is **Business**.
4. Enter or edit the address fields.
5. Select a relationship to include on the billing address, if required.
6. Click **Next** to go to the **Stage Five — Submit, Authorise and Post the bill (AE) / Confirm and Post the bill (AO)** window.  
Go to “Stage 5 — Submit, authorise and post the bill (AE) / Confirm and post the bill (AO)” on page 488.

#### **Related topics**

[Stage 1 — Create a draft bill](#)

[Stage 2 — Add bill amounts](#)

[Stage 3 — Create billing paragraphs](#)

[Stage 5 — Submit, authorise and post the bill \(AE\) / Confirm and post the bill \(AO\)](#)

### Stage 5 — Submit, authorise and post the bill (AE) / Confirm and post the bill (AO)

#### ***Practice Manager only***

Bills can be submitted, authorised and posted (AE) / confirmed and posted (AO) using the Billing Wizard. Once a draft bill is created and further changes are made, the bill can be submitted, authorised and posted / confirmed and posted from the **Billing Main** page (see “Authorising and posting bills” on page 516 “Posting a draft bill” on page 518).

### ***To submit, authorise and post a bill / confirm and post a bill***

1. Complete “Stage 4 — Set billing address” (see page 488) in the Billing Wizard.

2. Click **Next**.

The **Stage Five — Submit, Authorise and Post the bill (AE) / Confirm and Post the bill (AO)** window opens.

3. Review the information entered for the bill.

4. (AO) Click **Finish** to leave the bill in a draft status.

The draft bill opens in the **Billing Main** page.

Go to step 8.

5. (AE) Click **Submit** .

---

**Note:** If the bill includes transactions already in another draft bill, a message window is displayed.

Click **Yes** to continue the billing or **No** to cancel.

---

6. (AE) Click **Authorise**.

---

**Note:** If the bill includes transactions already in another draft bill, then a message window is displayed.

Click **Yes** to continue the billing or **No** to cancel the authorisation.

---

The **Select Employee** window opens with the current user selected by default.

7. (AE) If the default employee who is to authorise the bill is incorrect, click the ellipse button to find and select the person who will authorise the bill.

Once a bill is authorised, the authorisation status changes from **Unseen** to **Authorised** and the responsible employee’s name is displayed beside it.

8. Click **Post**.

This finalises your bill by committing the transactions permanently and moving the client WIP into debtors.

---

**Note:** If the bill includes transactions already in another draft bill, then a message window is displayed.

Click **Yes** to continue the billing or **No** to cancel the posting.

---

9. Click **Yes**.

The **Bills Ready To Print** window opens. This lists all posted bills which have not been printed.

10. Preview and print the required bills.

11. Click **Close**.

The window closes.

The client's **Bills** tab displays the posted bill in the **Full Billing History** list.

### Related topics

[Creating bills for clients using the Billing Wizard](#)

[Opening the Billing Wizard](#)

[Stage 1 — Create a draft bill](#)

[Stage 2 — Add bill amounts](#)

[Stage 3 — Create billing paragraphs](#)

[Stage 4 — Set billing address](#)

[Modifying a bill](#)

[Managing bills](#)

[Authorising and posting bills](#)

## Modifying a bill

### *Practice Manager only*

Bills are modified using the **Billing Main** page.

The **Billing Main** page enables you to create a client's bill from billing decisions to printing of the bill. From here you can access the required screens for completing bill details. Use this page to create a bill for the client or to check, authorise (AE) /confirm (AO) and post a client's bill. In MYOB AE, you can do this after it has been submitted.

---








**Note:** If you are using the Billing Wizard, the **Billing Main** page is displayed at **Stage 1** (where you create the draft bill) and **Stage 5** (where you submit, authorise/confirm and post the bill).




In MYOB AE, at **Stage 5**, the **Back** and **Cancel** buttons will not be available once the bill has been submitted. If you need to go back or cancel you must return the bill to **Draft**.

---

The **Billing Main** page is accessed by opening a current draft bill for the client. See "To edit a draft bill" on page 522.

**Billing Main page fields and buttons**

Field or button	Description
 Bill Amounts	Opens the <b>Bill Amounts</b> window where WIP is allocated to the bill value and write-off/ons and carry forward amounts are determined.
 Bill Address	Opens the <b>Bill Address</b> window where you can select alternative addresses for the bill. The default address for the bill is the client's primary address, as shown on the Client page > <b>Addresses/Main</b> tabs.
 Bill Paragraphs	Opens the <b>Bill Paragraphs</b> window where you can define and format the paragraph content and figures required on the bill. Once the financial information for the bill has been decided in the <b>Bill Amounts</b> page and the appropriate address has been selected, the bill can be customised.
 Draft Bill (AE)	Returns a submitted bill to <b>Draft</b> status so that the allocation, address and/or paragraphs content can be amended.
 Submit Bill (AE)	Once a bill is completed, it needs to be submitted in the system for authorisation. This is a simple process of clicking <b>Submit Bill</b> which changes the status of the bill from <b>Draft</b> to <b>Submitted</b> . When you click <b>Submit Bill</b> , the authorisation toolbar buttons and the <b>Authorisation Status</b> field are enabled, so that the bill can be authorised and posted (if you have the necessary permissions). Once submitted, the contents of the bill cannot be amended. To make amendments, return the bill to <b>Draft</b> status.
<div style="border: 1px solid black; padding: 2px; display: inline-block;">DRAFT</div> Bill Status field	Displays whether the bill is <b>Draft</b> or <b>Submitted</b> .
 Return to Submitted (AE)	A submitted bill has an authorisation status of yellow <b>Unseen</b> . Once a bill has been authorised, the authorisation status changes to green <b>Authorised</b> . Click if you want to return the bill to yellow <b>Unseen</b> . This is only active when the bill has been authorised (and if you have the necessary permissions).
 Authorise Bill (AE)	Once a bill is submitted, <b>Authorise Bill</b> becomes active. Click to change the bill's authorisation status from yellow <b>Unseen</b> to green <b>Authorised</b> . Once a bill is authorised, <b>Post</b> becomes active and can be used to post the bill.

Field or button	Description
 Unauthorise Bill (AE)	Click to unauthorise a submitted bill (if you have the necessary permissions).
 Hold up Bill (AE)	Click to hold the submitted bill if it is not ready to be authorised (and if you have the necessary permissions).
<div style="border: 1px solid green; padding: 2px; display: inline-block; color: green; font-weight: bold;">AUTHORISED</div> Authorisation Status field (AE)	Displays the authorisation status of the bill, which will be either Unseen, Authorised, Unauthorised or Held Up. The name of the employee who last created the current state of the bill is displayed beside the status.
<div style="border: 1px solid gray; padding: 2px; display: inline-block;">Draft No. 32946</div> Draft Number field	Displays the draft number for the bill. It is a system-generated number and cannot be edited. It is different from the invoice number which does not get assigned until a bill is posted. The invoice number can be edited.  The invoice number and draft number are not linked and will be different.
<div style="border: 1px solid gray; padding: 2px; display: inline-block;">Style Fee Note</div> Style field	Select a different bill template if required from the pre-defined styles in the list. The templates available in this drop-down are Microsoft Word templates stored in a network directory. The system comes with a number of default templates. Practice-specific templates may also be available. These are configured for use by your system administrator from Maintenance > Maintenance Map (AO) > Documents > <b>Document Styles</b> .
<div style="border: 1px solid gray; padding: 2px; display: inline-block;">Standard</div> Tax Type field	Displays the overall tax status of the bill. For example, whether a bill is tax free or taxable at a particular rate.
 Bill status	Displays on the page if the balances allocated in the <b>Bill Amounts</b> window are incorrect.
Services, Tax & Total	The <b>Services, Tax</b> and <b>Total</b> amounts which have been invoiced on the current bill are displayed.
<div style="border: 1px solid blue; padding: 2px; display: inline-block; color: blue;">Post</div> Post a Bill	Click to post the bill. Only enabled when the bill has been authorised/confirmed. Once posted, the WIP is moved to the debtors ledger (if you have the necessary permissions).



The client name is displayed in blue. You can click the [hyperlinked](#) name to go directly to their **Client** page. The address fields will default with the content from the client's address as displayed on their **Main** tab.

### **Tasks bar options**

Option	Description
Delete	To delete the entire bill. The bill is removed from the <b>Draft Bills</b> list in the Client page > <b>Bills</b> tab.
Preview	To view the bill in Microsoft Word. The bill template used is the one selected in the <b>Style</b> field.
Draft report	Click to view the <b>Draft Internal Bill Report</b> for the selected client. This will display all the client's WIP information in a printable report format.

### **Related topics**

[Billing](#)

[The Bill Amounts window](#)

[Allocating amounts in bills using the Bill Amounts window](#)

[Creating bills for clients using the Billing Wizard](#)

[Viewing draft bills for the practice](#)

[\(AE\) Authorising and posting bills](#)

[\(AO\) Posting a draft bill](#)

[Defining billing paragraphs](#)

[Deleting draft bills](#)

[Reversing bills](#)

[Selecting billing addresses and editing other information](#)

[Creating estimate fees for clients](#)

[Editing and unlocking draft bills](#)

## Allocating amounts in bills using the Bill Amounts window

### **Practice Manager only**

The **Bill Amounts** window is accessed from within the **Billing Main** page by clicking **Bill Amounts**. Ensure that you are in **Edit Bill** mode (see "To edit a draft bill" on page 522). If you are using the Billing Wizard, it is displayed when you click **Next** on the **Stage 1** window.

The **Bill Amounts** window is where you allocate the amount to bill the client. You can view and allocate the client's WIP against specific assignments (AE) / jobs (AO), employees, tasks or time, expense (AE) and disbursement entries.

If you do not want to bill the client with the exact value of WIP entered against them in the system, you can make four types of WIP adjustments from the **Bill Amounts** window:

- Write-off
- Write-up/Write-on
- Miscellaneous Charge (also used for credit notes)
- Estimate to complete.

For detailed information about the options available in this window, see “The Bill Amounts window” on page 494 before allocating WIP.

To allocate WIP amounts to be billed, see “Stage 2 — Add bill amounts” on page 483. Ensure that you are in **Edit Bill** mode (see “To edit a draft bill” on page 522).

### Related topics

[Billing](#)

[Stage 2 — Add bill amounts](#)

[Creating bills for clients using the Billing Wizard](#)

[Selecting billing addresses and editing other information](#)

[Modifying a bill](#)

[The Bill Amounts window](#)

[Using estimates in billing](#)

[Using miscellaneous charges in billing](#)

[Viewing client WIP](#)


[Pro-rata WIP entry method](#)

[FIFO WIP entry method](#)

[Entering write-ons/offers when billing](#)

The Bill Amounts window

### **Practice Manager only**

The **Bill Amounts** window is accessed from within the **Billing Main** page by clicking **Bill Amounts** . You must be in **Edit Bill** mode (see “To edit a draft bill” on page 522). It is also the second step in the Billing Wizard.

This is where you decide the amount to bill the client and you can view and allocate the client’s WIP. You can view the amount of WIP held against specific assignments (AE) / jobs (AO), employees, code (tasks) or code types.








Group, sort and filtering features enable you to display the WIP in the most efficient format to make your billing decisions. This could be at the assignment/job, client or code type level. You can also drill down into a group, an employee or assignment/job, to the individual transaction level.


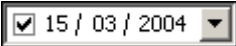
You can choose to bill the client for all time and expenses or only those entries associated with a particular assignment/job. For example, to charge the client for the work that has been done by a particular employee. You may choose to bill for certain activities or tasks that have been carried out. The level at which outstanding WIP amounts are allocated to the bill is flexible.

If you do not want to bill the client for the exact value of the WIP entered against them in the system, you can choose from four types of WIP adjustments in the **Bill Amounts** window:

- Write-off
- Write-up/Write-on
- Miscellaneous Charge
- Estimate to complete.

**Bill Amounts window fields and buttons**

Field or button	Description
 Navigate up	Click  to move back up through the WIP display levels after you have drilled down through the WIP items. The drill up and down path is determined by the order of the grouping as you have set it. You can also drill up and down by selecting the option from the right-click menu.
 Create estimate	Opens the <b>Create new estimate to complete</b> window where you can add a new estimate to the bill. See “Using estimates in billing” on page 469.
 Create miscellaneous charge	Opens the <b>Create new billing charge</b> window where you can add a new miscellaneous charge or credit note to the bill. See “Using miscellaneous charges in billing” on page 470.
 Add assignment (AE)	Click to open the <b>Find Assignments</b> window where you can select another assignment to add to the current bill. The outstanding WIP for the new assignment will be added to the current client’s WIP total.
 Add assignments for client (AE)	Click to open the <b>Find Clients</b> window where you can select another client to add to the current bill. The outstanding WIP for all the new client’s assignments will be added to the current client’s WIP total.
 Add Job (AO)	Click to open the <b>Find Jobs</b> window where you can select another job to add to the current bill. The outstanding WIP for the new job will be added to the current client’s WIP total.

Field or button	Description
 Add Jobs to Client (AO)	Click to open the <b>Find Clients</b> window where you can select another client to add to the current bill. The outstanding WIP for all the new client’s jobs will be added to the current client’s WIP total.
	If you only want to display WIP items up to a certain date, click the checkbox and use the drop-down calendar to select the required date or enter the date in the format dd/mm/yyyy. All WIP items entered after the selected date are removed from the list.
<input checked="" type="checkbox"/> Prorata allocation	Select the checkbox to allocate billed amounts using a Pro-rata basis (see “Pro-rata WIP entry method” on page 476). Deselect the checkbox to allocate billed amounts using a First In First Out basis (see “FIFO WIP entry method” on page 477).
Right-click menu	Right-click on a WIP entry. The right-click menu options (some of which are also on the Tasks bar) are: <ul style="list-style-type: none"> <li>• <b>WIP Inspector</b> — displays the <b>WIP Inspector</b> window where you can view more details and a graph of the WIP history for the selected item. Click <b>More</b> to display or remove the graphical area.</li> <li>• <b>Billing Explanation</b> — click to open the <b>Billing Explanation</b> window where you can enter internal notes for the bill. These notes can be displayed on practice billing reports.</li> <li>• <b>Navigate Up</b> — this is the same as the toolbar button.</li> <li>• <b>Drill Down</b> — this is the same as the toolbar button.</li> <li>• <b>Open Timesheet</b> — this will open the employee’s timesheet in which the selected item was entered.</li> <li>• <b>Billing History</b> — at the client level this displays all bills posted for that client. At the assignment/job level, it displays posted bills related to the assignment/job.</li> <li>• <b>(AE) Post WIP</b> — enables you to post unposted time displayed in the Billing Wizard. You must have Post WIP Responsibility and be a member of a Client/Assignment team.</li> <li>• <b>Field Chooser</b> — opens the <b>Field Chooser</b> window where you can drag and drop fields on to the page. This enables you to customise the information on display for the WIP items.</li> </ul>

### Related topics

[Billing](#)

[Modifying a bill](#)

[Allocating amounts in bills using the Bill Amounts window](#)

[Creating estimate fees for clients](#)

[Adding miscellaneous charges to bills](#)

[Grouping and filtering in the Bill Amounts window](#)

Grouping and filtering in the Bill Amounts window

### *Practice Manager only*

In the **Bill Amounts** window you can:

#### ***Group by assignment (AE) / job (AO)***

The default grouping is by assignment (AE) / job (AO). This means that you will see a list of all the client's assignments/jobs with billable WIP against them and the total WIP for each listed assignment/job. You can group by one or more of the other options available: client, code type, employee, code or schedule.

To group by assignment/job, drag the required group heading to the Group bar on the page and the WIP items will be reset to reflect your choice. What you select here determines how the WIP lines are displayed when you double-click a WIP line to drill down in the items.

To view all billable WIP items, remove all grouping options from the Group bar.

#### ***Filter displayed WIP Items***

You also have the option of filtering the WIP items for each group selected. If you right-click a group heading the **Filter** window is displayed. You can then deselect items in the window to only show those WIP items that fall within the selected filter options. For example, if you are viewing the client's WIP items by employee, you could access the **Filter Employee** window and choose to only display the WIP recorded by one employee, rather than all employees who have recorded WIP for the client.

### Related topics

[Billing](#)

[Modifying a bill](#)

[Allocating amounts in bills using the Bill Amounts window](#)

[Creating estimate fees for clients](#)

[Adding miscellaneous charges to bills](#)

[Errors when entering bill amounts](#)

### Errors when entering bill amounts

#### ***Practice Manager only***

The following are common error messages that may be displayed when entering bill amounts:

- Bill included transactions dated after invoice date.  

This error message indicates that the invoice date is earlier than the transactions you are billing. You can click **Yes** to continue, however, it is best practice not to include transactions from the next month in a bill dated in the current month. For example, including a timesheet dated in December for a bill dated in November. This may mean that you have reconciliation issues with month end reports. In this instance, it is best to change the invoice date to be December.
- Bill includes transactions already in another draft.  

This error message indicates that the transaction you are billing have already been included in another draft (unposted) bill. Click **Yes** if you are sure that you are not overbilling or double billing a WIP entry. Click **No**, if you want to change your bill amounts.

#### **Related topics**

[Billing](#)

[Modifying a bill](#)

[Allocating amounts in bills using the Bill Amounts window](#)

[Creating estimate fees for clients](#)

[Adding miscellaneous charges to bills](#)

[Stage 2 — Add bill amounts](#)

### Defining billing paragraphs

#### ***Practice Manager only***

The body of the text in a client bill is defined in the **Bill Paragraphs** window. This is where you determine the level of detail to be shown in the bill and allocate the billing paragraphs against the corresponding amounts. You can use a number of methods to add text and control the level of billing detail displayed.

You can:

- Change the **Print Line Detail** selection. This enables you to view different levels of time and expense detail and customise the bill to client requirements or practice standards.
- Use Master Paragraphs to include specific text. See “Master paragraphs” on page 560.
- Copy text from previous bills using the **Posted Bills** window.


- Enter or edit billing paragraph text in the **Edit** field.
- Preview and save the draft bill in Microsoft Word and, once approved (AE) / confirmed (AO), make further edits to the text if required.

---




**Note:** You can change the overall look of the bill by selecting another template from the **Style** drop-down in the **Billing Main** page. Ensure that you are in **Edit Bill** mode, see “To edit a draft bill” on page 522.

---

### *To define billing paragraphs*

1. Click **Bill Paragraphs**  on the **Billing Main** page after completing the amount to bill on the **Bill Amounts** page.  
The **Bill Paragraphs** window opens.
2. Select the required amount of detail from the **Print Line Detail** drop-downs.  
Your user settings, taken from the last time you raised a bill, are displayed by default.  
When a new selection is made a message will ask you to confirm your action. Once confirmed the billing paragraphs regenerates.  
The four **Print Line Detail** drop-downs enable you to determine the amount of detail displayed for the various transactions you are billing: **Time**, **Disbursements**, **Miscellaneous** and **Estimate**. See “Bill Paragraphs window fields and buttons” on page 501 for more information on the options for each transaction type.
3. Click **OK**.  
The **Bill Paragraphs** window closes.  
You are returned to the **Billing Main** page where you can submit the bill ready for authorisation (AE) / confirmation (AO) and posting.

### *To add a master paragraph*

1. Click **Bill Paragraphs**  on the **Billing Main** page after completing the amount to bill on the **Bill Amounts** window.  
The **Bill Paragraphs** window opens.
2. Click **Paragraphs**.  
The **Master Paragraphs** window opens.
3. Click  to expand the **Paragraph Types** and view the paragraph sub-types.
4. Click  to expand the sub-types until you see a list of paragraph names and text.
5. Click the paragraph you want to add to the current draft bill.

---

**Tip:** Press **[Ctrl]** to select several paragraphs.

---

6. Click **Insert** or drag the selected paragraph(s) to the **Para No** list on the **Bill Paragraphs** window.

The paragraph is added as a new paragraph at the end of the current draft bill. Any paragraphs already added are unaffected.


---

**Tip:** To add one or more paragraphs to an existing paragraph in the draft bill, press **[Shift]** when you drag and drop the paragraph(s) to the line you want to add them to.

---

7. Click **OK**.  
To save and close the **Master Paragraph** window.

#### ***To add a new paragraph***

1. Click **Bill Paragraphs**  on the **Billing Main** page after completing the amount to bill on the **Bill Amounts** window.  
The **Bill Paragraphs** window opens.
2. Select a **Para No** from the list where a new paragraph is to be added.  
The selected paragraph number is highlighted.
3. Click **Add**.  
The new blank line is added below the selected line.
4. Enter the text for the new line in the editing area of the page.
5. Edit the text, if necessary.
6. Use the formatting toolbar at the top of the page to apply standard formatting options.

---


**Note:** To remove your edits (either the text or default amounts), click **Regenerate** to reset the content. The **Regenerate Print Lines** message is displayed. Click **Yes**.

---

7. Select any paragraph to be reordered and click **Move Up** or **Move Down** to move the billing paragraphs.
8. Select any line to be removed and click **Delete**.
9. Enter values in the **Amount** and **Tax** fields.



---

**Note:** The **Users Total** and **Actual (Required) Total** amounts must match before you can proceed with billing. If the totals do not match you will see . It disappears once the two totals match.

---

---

**Tip:** Highlight and double-click an amount to automatically adjust it so that it creates the correct total required for the bill.

---

10. Click **OK**.

The **Bill Paragraphs** window closes.

You are returned to the **Billing Main** page where you can submit the bill ready for authorisation (AE) and posting.

**Related topics**

- [Customising bill layouts](#)
- [The Bill Paragraphs window](#)
- [Master paragraphs](#)
- [Copying billing paragraphs from previous bills](#)
- [The Find page and Find window](#)
- [The Bill Amounts window](#)

The Bill Paragraphs window

**Practice Manager only**


You can customise the bill layout and text that is displayed within a client bill. You can also allocate billing amounts to specific bill paragraphs at whatever level of detail you require. Once the bill amounts have been defined, customise the bill to suit client requirements or practice standards by adding and editing the text which will be displayed in the final bill. All this is done in the **Bill Paragraphs** window which is opened from the **Billing Main** page. Ensure that you are in **Edit Bill** mode (see “To edit a draft bill” on page 522).




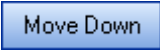




This window is the same as **Stage 3** of the **Billing** wizard.

**Bill Paragraphs window fields and buttons**

Fields and Buttons	Description
Formatting toolbar	Use the options on this toolbar to apply formatting to the selected text in the <b>Edit</b> field.

Fields and Buttons	Description
Billing Paragraphs area	<p>This is where you can view the included paragraphs, their order and the amounts allocated against each paragraph as they will be displayed in the bill. Type directly in the <b>Amount</b> and <b>Tax</b> column. Click the <b>Tax Rate</b> column to access a drop-down of the available tax rates.</p> <p>You can drag the column headings to put them in a different order. The column width can be amended by clicking and dragging the column dividers.</p>
Edit field	<p>The bottom half of the page contains the Edit area where you can type text that will be displayed on the bill or make changes to existing billing paragraphs. Select a billing paragraph in the list to display its contents in the edit area. This is where you apply formatting to the bill text.</p>
Right-click menu	<p>The right-click menu contains four options:</p> <ul style="list-style-type: none"> <li>• <b>Field Chooser</b> — From here you can select the columns of information you want to be displayed for each paragraph. Click the option to access the <b>Field Chooser</b> window, then drag fields from the window to the billing paragraphs area to display that field. You can also drag fields from the page to the <b>Field Chooser</b> window if you no longer want them displayed. See “Customising a display table” on page 75 (AE).</li> <li>• <b>Show/Hide Detail</b> — This is a toggle option. Click to turn on or off the edit area in the bottom half of the page. You can enter text directly in the edit area or make changes to existing paragraphs.</li> <li>• <b>Draft Report</b></li> <li>• <b>Preview.</b></li> </ul>

Fields and Buttons	Description
<p>Print Line Detail</p>	<p>The four drop-downs (Time, Disb, Misc and Est) enable you to determine the amount of detail displayed for the various transactions you are billing. For each transaction type you can choose from the following options:</p> <ul style="list-style-type: none"> <li>• <b>Summary</b> — shows one billing paragraph for the total amount being billed.</li> <li>• <b>(AE) Group by Assignment</b> — creates a billing paragraph for each assignment being billed, for example you may have one paragraph for personal tax and another for corporate tax.</li> <li>• <b>Group by Assignment Type / Group by Job Type</b> — creates a billing paragraph for each assignment (AE) / job (AO) type being billed, for example you may have one paragraph for compliance work (which would include both types of tax from the above example) and another for consultancy services.</li> <li>• <b>Group by Code</b> — creates a billing paragraph for each code type being billed, for example you may have one paragraph for meetings and another for administration.</li> <li>• <b>Group by Employee</b> — creates a billing paragraph for each employee against whom you are billing for the client.</li> <li>• <b>Detailed</b> — creates a billing paragraph for each transaction being billed.</li> </ul>
<p></p>	<p>The <b>Users Total</b> and <b>Actual (Required) Total</b> amounts in this page must match before you can proceed with billing. If the totals do not match you will see this icon.</p> <p>This icon disappears once the two totals match. These total fields are read only. You cannot edit the amounts in them. To make the totals match you need to amend the amounts against the individual billing paragraphs.</p> <p>You can highlight an amount and then double-click it to automatically adjust the selected amount so that it creates the correct total required for the bill.</p>

Fields and Buttons	Description
	<p>If you are billing at the client level (that is, from the Client page &gt; <b>Bills</b> tab) this will display as <b>This Client</b>. In MYOB AE, if you are billing at the assignment level (that is, from the Assignment Details page &gt; <b>Bills</b> tab) this will display as <b>This Assignment</b>.</p> <p>Click to access the <b>Posted Bills</b> window from where you can view the billing paragraphs used in previous bills and copy them in the current draft bill. See “Copying billing paragraphs from previous bills” on page 505 for more information.</p>
	<p>If you are billing at the client level (that is, from the Client page &gt; <b>Bills</b> tab) this will read <b>Other Client</b>. In MYOB AE, if you are billing at the assignment level (that is, from the Assignment Details page &gt; <b>Bills</b> tab) this will read <b>Other Assignment</b>.</p> <p>Click to access the <b>Posted Bills</b> window from where you can view the billing paragraphs used in previous bills and copy them in the current draft bill. See “Copying billing paragraphs from previous bills” on page 505 for more information.</p>
	<p>Click this button to move the selected billing paragraph line, up the list.</p>
	<p>Click this button to move the selected billing paragraph line, down the list.</p>
	<p>Click this button to access the <b>Master Paragraphs</b> window. From this window you can drag paragraphs onto the <b>Bill Paragraphs</b> window to add them to the bill. You can amend them if required using the edit field.</p>
	<p>If you want to remove your edits (either the text or default amounts), you can click <b>Regenerate</b> to reset the content to the default text and amounts. The <b>Regenerate Print Lines</b> message is displayed. Click <b>Yes</b> to return to the default text for all paragraphs.</p>
	<p>Click to add a new empty paragraph. Select the existing paragraph line that you want to precede the new line, then click <b>Add</b>. The new blank line is added below the selected line.</p>
	<p>Deletes the selected paragraph.</p>

### Related topics

[Billing](#)

[Modifying a bill](#)

[Customising bill layouts](#)

[Copying billing paragraphs from previous bills](#)

[Master paragraphs](#)

[The Bill Amounts window](#)

[Defining billing paragraphs](#)

[Creating bills for clients using the Billing Wizard](#)

[Allocating amounts in bills using the Bill Amounts window](#)

[Stage 3 — Create billing paragraphs](#)

[Viewing client WIP](#)

[Running prebilling reports for clients](#)

[Viewing WIP summaries by assignment \(AE\) or client](#)

Copying billing paragraphs from previous bills

#### ***Practice Manager only***

The **Bill Paragraphs** window is used to copy billing paragraphs from existing bills (see “The Bill Paragraphs window” on page 501).

#### ***To copy billing paragraphs from a previous bill***

1. Open the **Bill Paragraphs** window.  
See “The Bill Paragraphs window” on page 501.
2. Click one of following buttons:  
If accessing the **Bill Paragraph** window from the Client page > **Bills** tab, click either:
  - **This Client** to copy from a bill previously posted for the client you are currently billing.  
The **Posted Bills** window opens displaying all previous bills for the selected client.
  - **Other Client** to copy from a bill previously posted for a client other than the one you are currently billing.  
The **Find Clients** window opens.Alternatively, if you are using MYOB AE:  
If accessing the **Bill Paragraphs** window from the Assignment Details page > **Bills** tab, click either:
  - **This Assignment** to copy from a bill previously posted for the assignment you are currently billing.

The **Posted Bills** window opens displaying all previous bills for the selected assignment.

- **Other Assignment** to copy from a bill previously posted for an assignment other than the one you are currently billing.

The **Find Assignments** window opens.

The **Posted Bills** window lists the posted bills, showing the bill date and number, the write off and billed amount. Click a bill entry to display the paragraphs contained in it.

Browse to any bill previously raised on the system and copy the text straight to the current draft bill.

3. Click the bill that you want to copy content from in the **Posted Bills** window. All billing paragraphs contained in the selected bill are listed in the **Print Line Text** column.

4. From the list of available paragraphs, click the one you want to add to the current draft bill and drag it to the **Bill Paragraphs** window.

To select more than one paragraph at a time, press **[Ctrl]** while you make your selection.

5. Release your mouse button in the main area of the page.

The selected paragraph is added as a new paragraph at the end of the current draft bill. Any paragraphs already added are unaffected.

If you want to copy one or more paragraphs to an existing print line in the draft bill, press **[Shift]** when you drag and drop the paragraph(s) onto the line you want to add them to (the relevant paragraph will have its border highlighted as the mouse moves over it).

The paragraphs are added to the print line.

6. To recreate the content of a previous bill in the current draft, delete any current paragraphs in the draft bill, then **[Ctrl]** + click to select all the paragraphs in the **Print Line Text** column and drag them to the **Bill Paragraphs** window.

7. If you need to make any amendments to the copied text, select the print line and edit it in the edit area.

If you cannot see the edit area, right-click and select **Show Detail**.

8. Enter the required information in the **Amount** and **Tax** fields.

---

**Note:** Only the text content of the paragraphs is added, not the values from the **Amount** or **Tax** fields. Once you have copied the paragraphs you still need to enter the bill and tax amounts. You can reorder billing paragraphs using **Move Up** and **Move Down** on the **Bill Paragraphs** window.

---

9. Click **OK**.

### Related topics

[Copying billing paragraphs from previous bills](#)

[Customising bill layouts](#)

[The Bill Paragraphs window](#)

[Master paragraphs](#)

[The Find page and Find window](#)

## Deleting draft bills

### *Practice Manager only*

When a bill is created for a client it is held as a draft bill until it is posted. Draft bills can be viewed from:

- The **Draft Bills** page which lists all current draft bills for the practice.
- The Client page > **Bills** tab which lists all the draft bills for the selected client. (In MYOB AE, draft bills are listed whether raised at the client level or assignment level.)
- (AE) The Assignment Details page > **Bills** tab which lists all the draft bills raised for the selected assignment.

Draft bills on these tabs display the bill creation date and the entry and authorisation status. The **Draft Bills** page also displays the name of the employee who created the bill, the write-off and billed amounts.

You can delete a draft bill at any point until it is posted (once posted it will no longer be displayed in the **Draft Bills** list). Before deleting a **posted** bill, you must reverse the bill so that the amounts are returned to WIP (see “Reversing bills” on page 508).

### **To delete a draft bill**

1. Find and open the draft bill you want to delete.

See “To edit a draft bill” on page 522.

---

**Tip:** To delete a draft bill created at the **client** level, you must use the **Client** page. In MYOB AE, if you want to delete a draft bill created at the **assignment** level, you can use either the **Client** page or the **Assignment Details** page.

Alternatively, select **Billing** or Billing > **Draft Bills** from the toolbar to open the **Draft Bills** page. Click the Draft Bill number of the bill you want to delete. The **Billing Main** page for the draft bill opens.

---

---

**Note:** In Accountants Enterprise, if the status of the bill is “Submitted”, first click the **Draft Bill** icon to the left of the field where SUBMITTED is displayed. This returns the bill to draft status.

---

2. Click **Delete** on the Tasks bar.
3. Click **Yes** to confirm the deletion.  
The bill is removed from the system.

### Related topics

[Billing](#)

[Using the Client and Contact pages](#)

[\(AE\) Assignment Details page](#)

[Finding and opening clients and contacts](#)

[\(AE\) Finding and opening assignments](#)

[Reversing bills](#)

[Using estimates in billing](#)

[Creating bills for clients using the Billing Wizard](#)

[Using miscellaneous charges in billing](#)

[Defining billing paragraphs](#)

[Selecting billing addresses and editing other information](#)

[\(AE\) Authorising and posting bills](#)

[Editing and unlocking draft bills](#)

## Reversing bills

### *Practice Manager only*

The bill reversal feature on the **Bills** tab enables you to return billed amounts to WIP. This is handy, for instance, if you would like to correct bills that are raised for the wrong client.

Reversing a bill:

- Reduces the debtors balance by the exact amount of the fee. As the fee numbers and amounts are identical, both entries balance each other out.
- Reinstates the WIP time and disbursement entries associated with the original fee.

---

**Note:** The full amount of a receipt must be reversed.  
If the bill was partially or fully receipted, you should unallocate the receipt applied to the bill and allocate the negative bill to the original bill.

---



In MYOB AE, there are 3 stages to reversing a bill:

### ***Unallocate the payment (AE)***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.  
The **Payments** window opens.
2. Select the **Ledger** option.  
The **Payments** window changes to the **Ledger** window.

---

**Tip:** An alternative method is to open the client and click **Debtors ledger** on the Tasks bar.

---

3. Select the **Company** from the drop-down.
4. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.  
When one is entered correctly, the other displays automatically.  
A list of all outstanding invoices and unallocated cash for the selected supplier is displayed.
5. Click the **Show Zero** checkbox.  
A list of all transactions for the supplier are displayed, with invoices at the top and payments below.
6. Click the invoice you want to unallocate and press **[F2]**.  
The invoice and the associated cheque payment are displayed.  
To revert to the previous view, press **[F2]** again.
7. Select the cheque payment.
8. Click **Unallocate**.  
The **Tax on Unallocated Cash** window opens.
9. Select the tax rate.
10. Click **OK**.  
The invoice to which the cash was allocated now displays as **Unpaid** in the **Ledger** window.

---

**Note:** If the prompt, 'Failed to unallocate. You can not unallocate cash which is in a closed accounting period' appears, you will need to enter a negative receipt.

---

11. Click **Close**.  
The **Ledger** window closes.



### **Reverse the bill (AE)**

1. Open the **Client** page or **Assignment Details** page for the client or assignment against whom/which the bill was posted.

---

**Tip:** To reverse a bill created at the client level, open the **Client** page. To reverse a bill raised at the assignment level, do this through the **Client** page or the **Assignment Details** page.

---

2. Click the **Bills** tab.
3. In the **Full Billing History** area, select the bill you want to reverse.
4. Click **Reverse**.  
The **Bill Reversal** message is displayed requesting confirmation of the reversal.
5. Click **Yes**.  
A draft version of the bill is created with today's date in the **Draft Bills** list.
6. Double-click the new draft bill.  
The **Billing Main** page opens.
7. Click **Bill Amount** .  
The **Bill Amount** window opens and the previously billed amount is displayed as a negative amount in the **Billed** column.
8. Click **OK** to reverse the whole amount.  
or  
Adjust the negative billed amount to the amount you want to reverse before you click **OK**.
9. Click **Bill Paragraphs** .  
The **Bill Paragraphs** window opens and the amount to be reversed is displayed as a negative amount in the **Totals** fields. Add a comment to identify the reasons for reversing the bill.
10. Click **OK**.  
To save the information entered in the **Bill Paragraphs** window.
11. Change the **Invoice Date**, if required.  
If the original invoice is in a prior period; bill reversals are processed in the current open period so that the end of the month reports for the previous period(s) are not adversely affected.  
If the original invoice is in the current period; and you are reversing a bill in the same period in which it was created, the reversal date should not be before the original billing date.

12. Click **Submit** , then **Authorise** , then **Post**.

---

**Note:** You need the correct level of security to authorise and post the bill.

---

13. Click **Yes**.

To accept the **Confirm Posting** message to complete the reversal.

The **Bills Ready to Print** window opens.

You can preview or print the bill or click **Close** to exit the window.

A new bill is listed in the **Full Billing History** area of the **Bills** tab showing the reversed amount. The reversed WIP is available against the relevant assignmentsjobs when you next bill the client.

### ***Allocate the unallocated payment (AE)***


Allocate the reversed bill in the Debtors Ledger against the original invoice. You may issue a new invoice for the correct amount making appropriate write ups/off.

1. Access the Debtors Ledger in **Ledger** mode for the client.
2. Click on the unallocated receipt.
3. Press and hold **[Ctrl]** and click on the bill you want to allocate the receipt against.
4. Click **Allocate**.

The receipt is allocated to the bill.

In MYOB AO, follow these steps:

### ***To reverse a bill (AO)***

1. Open the **Client** page for the client against whom the bill was posted.
2. Click the **Bills** tab.
3. In the **Full Billing History** area, select the bill you want to reverse.
4. Click **Reverse**.  
The **Bill Reversal** message is displayed requesting confirmation of the reversal.
5. Click **Yes**.  
A draft version of the bill is created with today's date in the **Draft Bills** list.
6. Double-click the new draft bill.  
The **Billing Main** page opens.
7. Click **Bill Amount** .

The **Bill Amount** window opens and the previously billed amount is displayed as a negative amount in the **Billed** column.

8. Click **OK** to reverse the whole amount.

9. Click **Bill Paragraphs** .

The **Bill Paragraphs** window opens and the amount to be reversed is displayed as a negative amount in the **Totals** fields. Add a comment to identify the reasons for reversing the bill.

10. Click **OK**.

To save the information entered in the **Bill Paragraphs** window.

11. Change the **Invoice Date**, if required.

If the original invoice is in a prior period; bill reversals are processed in the current open period so that the end of the month reports for the previous period(s) are not adversely affected.

If the original invoice is in the current period; and you are reversing a bill in the same period in which it was created, the reversal date should not be before the original billing date.

12. Click **Post**.

---

**Note:** You need the correct level of security to post the bill.

---

13. Click **Yes**.

To accept the **Confirm Posting** message to complete the reversal.

The **Bills Ready to Print** window opens.

You can preview or print the bill or click **Close** to exit the window.

A new bill is listed in the **Full Billing History** area of the **Bills** tab showing the reversed amount. The reversed WIP is available against the relevant jobs when you next bill the client.

Allocate the reversal invoice in the Debtors Ledger against the original invoice. You may issue a new invoice for the correct amount making appropriate write ups/offers. See "Allocating unallocated receipts to a bill" on page 582.

### **Related topics**

[Bills tab](#)

[Viewing draft bills for the practice](#)

[Allocating unallocated receipts to a bill](#)

### Correcting an incorrectly posted bill

#### *Accountants Enterprise only*

In Practice Manager there are three (3) methods of correcting errors on posted bills:

**1. Reverse the bill completely and re-create it if necessary**

Reverse the bill in cases where the WIP is to be returned to the WIP ledger of the client(s). The WIP is then available to be re-billed. See Reversing bills.

**2. Make an adjustment to the bill through the adjustment process**

Adjust the bill in cases where the WIP is not be returned to the WIP ledger of the client(s) and where the amount of an existing bill is to be increased or decreased. Common adjustment reasons are bad debts and adjusting for small over or under payments. Adjustment entries do not affect fee reports. See Debtors adjustments.

**3. Create a credit note**

Create a credit note to record a credit against future work. These entries are not allocated against a specific bill until such time as that future work is done and the bill for that worked is posted. Credit notes can also be used to record discounts against existing bills where the fee reports are to be updated with the value of the discount. See Credit notes and Entering credit notes for clients.

### Selecting billing addresses and editing other information

#### *Practice Manager only*

When a draft bill is created, the address that is automatically selected by the system is stored in the Client page > **Main** tab. This is the main address, or if one has not been defined, the billing address. If a client has multiple addresses in the system, you can nominate a different address to be displayed on the client bill you are preparing from the **Bill Address** window (or from the **Stage 4** window in the Billing Wizard).

You may also need to add text to a bill to explain bill amounts or adjustments. **Billing explanation** on the right-click menu of the **Bill Amounts** window enables you to add internal notes which are not displayed on the client's bill. **Billing explanation** is also available from the right-click menu on Stage 2 of the Billing Wizard. The text typed into this field is displayed in the **Explanation** field of the **Draft Bill Report** displayed when **Draft report** is clicked. It is not a mandatory step in processing a bill, but can be used to clarify details for the practice team member who will review and authorise (AE) / confirm (AO) the bill.

Other details on the **Billing Main** page or **Stage One** of the **Billing Wizard** you may want to add or change are:


- **Invoice Date** — The system defaults the system date as the bill date. This can be changed by entering a date in the format dd/mm/yyyy or selecting it from the drop-down calendar.

- **Invoice Number** — The system will automatically allocate an **Invoice Number** when the bill transaction is posted and will continue to increment the invoice number as the process is repeated. Practices set up as a single entity, however, must enter an invoice number on the **first** bill generated by the system.

When a practice is set up as a multiple entity, the bill sequencing will be set up at configuration level and therefore employees will not need to complete an **Invoice Number**.

- **Tax type** — This field enables you to override the overall tax status of the bill. For example, whether a bill is tax free or taxable at a particular (usually standard) rate.

### ***To change the billing address and edit other details***

1. Open the **Billing Main** page.  
Ensure that you are in **Edit Bill** mode (see “To edit a draft bill” on page 522).
2. Click **Bill Address** .  
The **Bill Address** window opens.
3. Select the address type from the **A/Type** field drop-down.  
The address details change to display the selected address.
4. If associations have been added for the client, you can select one from the table to have the bill addressed to that contact.
5. Click **OK**.  
You will be returned to the **Billing Main** page and the new address is displayed.

---

**Note:** If there is only a MAIN address in the list for the client, you need to add a new address for them using the **Maintain Contact Addresses** window. (See “Maintaining addresses” on page 149 “Opening the Maintain Contact Addresses window” on page 121 for full details). You can type a bill addressee name and position directly in the bill if one is not currently stored on the system, but it will not be available for selection for this client at another time.



---

6. The **Invoice Date** will default to today’s date.  
If you want to amend the **Invoice Date**, enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
7. Enter a different number in the **Invoice Number** field to change the default bill number (which will be allocated when a bill is **posted**).
8. Select the required tax rate from the **Tax Type** drop-down.

---

**Note:** This field enables you to override the overall tax status of the bill.  
For example, whether a bill is tax free or taxable at a particular rate.

---

9. Click **Bill Amounts** .  
The **Bill Amounts** window opens.
10. Right-click and select **Billing Explanation**.
11. Enter any internal notes for the bill allocations.
12. Click **OK**.
13. Define the billing paragraphs by clicking **Bill Paragraphs**  on the **Billing Main** page.
14. Click **OK**.  
To save the draft bill and close the **Billing Main** page.

### Related topics

[Billing](#)

[Creating bills for clients using the Billing Wizard](#)

[Modifying a bill](#)

[Phone and other details](#)

## Managing bills

### *Practice Manager only*

Managing bills involves:

- (AE) “Authorising and posting bills” (see page 516)
- (AO) “Posting a draft bill” (see page 518)
- “Using the Draft Bills page” (see page 520)
- “Editing and unlocking draft bills” (see page 521)
- “Creating estimate fees for clients” (see page 524)
- “Creating and removing billing groups” (see page 527)
- “Entering credit notes for clients” (see page 530)
- “Printing bills” (see page 532)
- “Emailing bills” (see page 535)
- “Running prebilling reports for clients” (see page 541)

- “Bulk invoicing” (see page 543)
- “Viewing bills” (see page 549).

### Authorising and posting bills

#### ***Accountants Enterprise with Practice Manager only***

Once a draft bill for a client has been submitted, authorise and post the bill. This process moves the client WIP into debtors, enabling the practice to keep track of its financial exposure.

Bills can be authorised individually as they are submitted within the **Billing Main** page or you can use the batch authorisation function available on the **Homepage** for authorising multiple bills simultaneously.

---

**Note:** To authorise and post bills from the **Homepage**, the **Bills** window must be displayed. See “Setting up your homepage” on page 32 to learn how to display the **Bills** window.



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---

**Note:** If you are using the Billing Wizard, you can authorise and post a bill in the **Stage 5** window.

---

#### ***To authorise and post an individual bill from the Billing Main page***

1. Find and open the draft bill to be authorised.  
See “To edit a draft bill” on page 522.  
The **Entry Status** column will inform you whether the bill has been submitted or if it is still a draft.
2. Click **Submit**, , if the bill is in **Draft** status.
3. Click **Authorise Bill** .
- The **Select Employee** window opens with the current user selected by default.
4. Click the ellipse button and find the person who is to authorise the bill.  
You can do this if the displayed default name is incorrect.  
Once a bill has been authorised, the authorisation status changes from **Unseen** to **Authorised** and the responsible employee’s name is displayed beside it.
5. Click **Post**.
6. Click **Close** to confirm.  
The **Bills Ready to Print** window opens. This lists all posted bills which have not been printed.



7. Click **OK** to close the window.  
The client's **Bills** tab opens with the posted bill listed in the **Full Billing History** list.



### ***To batch authorise and post bills from the Homepage***

1. Click the **Homepage** tab.  
or  
Click **Home** on the toolbar.
2. Right-click the table at the bottom of the page and select **Bills to Approve**.
3. Sort the list to find the bill(s) required.
4. Select all the bills you want to authorise or post in the **Bills** window.  
Only those items which are selected will be affected by any actions you perform.

---

**Note:** A bill must have the status of **Submitted** before it can be authorised. Any bills selected for authorisation which are **Draft** will remain as draft.

---

5. Click **Approve** .  
All selected bills are marked **Authorised**.
6. Click **Post** .  
The posted bills are removed from the list.
7. Print the posted bills.  
Select Billing > **Ready to Print** from the toolbar.

### ***To batch submit, authorise and post bills from the Draft Bills page***

1. Select Billing > **Draft Bills** on the toolbar.  
The **Draft Bills** page opens.
2. Select the checkbox in the first column of the heading row.  
All the draft bills listed in the **Drafts Bills** table will be selected. A tick will appear in the checkbox in the first column for each listed bill.
3. Click **Submit** on the Tasks bar.  
The **Entry Status** changes from **Draft** to **Submitted**.
4. Click **Approve** on the Tasks bar.  
All the draft bills are now marked as **Authorised**.

An error message will be displayed if you do not have authority to approve these bills or if the selected bills have not been submitted.

5. Click **Post** on the Tasks bar.

All the authorised bills are now marked as **Posted**.

An error message will be displayed if you do not have authority to post these bills or if the bills have not been approved.

### Related topics

[Billing](#)

[Viewing bills ready to print](#)

[Modifying a bill](#)

[Editing and unlocking draft bills](#)

[Viewing standing orders and draft bills](#)

[Printing bills](#)

[WIP and debtors](#)

[Creating bills for clients using the Billing Wizard](#)

## Posting a draft bill

### *Accountants Office with Practice Manager only*

To finalise a draft bill, you need to post it. This finalises your bill by committing the transactions permanently and moving the client WIP into the debtors ledger. Once a bill is posted, you will be unable to edit it. To correct errors on a posted bill, see “Errors when entering bill amounts” on page 498.

### *To post an individual draft bill from the Billing Main page*

1. Open the relevant draft bill in the **Billing Main** page.
2. Click **Post**.  
A **Post Confirm** message is displayed.
3. Click **Yes**.  
The **Bills Ready to Print** window opens listing all the posted bills for all clients that have not been printed.
4. If you want to print the bill now:
  - a. Select the bill and click **Print** to open a print window and print the invoice.  
When the bill has successfully printed, you are returned to the **Bills Ready to Print** window with the bill still selected.
  - b. Click **Printed OK** to mark the bill as printed and remove it from the list.

---

**Note:** If you click **Preview**, the bill opens in Microsoft Word for you to review and print the bill. Close Microsoft Word when you have finished.

---

5. Click **Close**.

### ***To post an individual bill on the Drafts Bill page***

1. Select Billing > **Draft Bills** on the toolbar.  
The **Draft Bills** page opens.
2. Highlight the draft bill to be posted.  
Select the draft bill from the table listing all draft bills.
3. Click **Post** on the Tasks bar.  
The draft bill is finalised.  
An error message is displayed if you cannot finalise your draft bill.

### ***To post all draft bills from the Drafts Bills page***

1. Select Billing > **Draft Bills** on the toolbar.  
The **Draft Bills** page opens.
2. Select the checkbox in the first column of the heading row.  
All the draft bills listed in the **Drafts Bills** table will be selected. A tick will appear in the checkbox in the first column for each listed bill.
3. Click **Post** on the Tasks bar.  
The draft bills are finalised.  
An error message is displayed for any draft bill that cannot be finalised.

### **Related topics**

[Billing](#)

[Viewing bills ready to print](#)

[Modifying a bill](#)

[Editing and unlocking draft bills](#)

[Printing bills](#)

[WIP and debtors](#)

[Creating bills for clients using the Billing Wizard](#)

## Using the Draft Bills page

### *Practice Manager only*

The **Draft Bills** page enables you to view a list of all draft bills for a company for a specified period or by draft number. You can also bulk process your draft bills easily and quickly using the Tasks bar options.

### *Tasks bar options*

Option	Description
Run draft internal bill report	Produce a draft internal bill report for the selected bill in a highlighted row.
Preview	Preview the selected bill in a highlighted row.
Draft (AE)	Change the <b>Entry Status</b> of a selected bill(s) to draft. Selected bills are those that have the adjacent checkbox ticked.
Submit (AE)	Submit an individual bill or a number of selected bills at one time. Selected bills are those that have the adjacent checkbox ticked. The <b>Entry Status</b> of the bill(s) changes to Submitted. See "Authorising and posting bills" on page 516.
Approve (AE)	Approve an individual bill or a number of selected bills at one time. Selected bills are those that have the adjacent checkbox ticked. The <b>Entry Status</b> of the bill(s) changes to Approved. See "Authorising and posting bills" on page 516.
Post	Post an individual bill or a number of selected bills at one time. Selected bills are those that have the adjacent checkbox ticked. For MYOB AE, see "Authorising and posting bills" on page 516. For MYOB AO, see "Posting a draft bill" on page 518.

### *Other features of the Draft Bills page*

- Click the hyperlinked **Draft No.** of a selected draft bill to open the draft bill in the **Billing Main** page where you can make changes to the bill.
- Click the hyperlinked **Client** name of a selected draft bill to open the client's **Bills** tab.
- Click the hyperlinked **Parent** name of the selected draft bill to open the parent company's **Bills** tab.
- Click the hyperlinked **Partner** name of the selected draft bill to open the partner's Employee > **Main** tab.

**Related topics**

- [Editing and unlocking draft bills](#)
- [Bulk invoicing](#)
- [\(AE\) Authorising and posting bills](#)
- [\(AO\) Posting a draft bill](#)
- [Viewing bills](#)
- [\(AE\) Bills tab](#)
- [Main tab](#)


Editing and unlocking draft bills

**Practice Manager only**

When a bill is created for a client, it is held as a **draft** bill until it is posted. Draft bills can be viewed from the:

- **Draft Bills** page — which lists all current draft bills for the practice.
- Client page > **Bills** tab — which lists all the draft bills for the selected client, whether raised at the client level or assignment (AE) / job (AO) level.
- (AE) Assignment Details page > **Bills** tab — which lists all the draft bills raised for the selected assignment.

The **Draft Bills** area, within the Client page > **Bills** tab (and, in MYOB AE, the Assignment Details page > **Bills** tab) lists the draft bills that have been created. It displays the following columns:

Column	Description
Draft No.	This is a system-generated number that cannot be edited. It is different from the invoice number which does not get assigned until a bill is posted. The invoice number and draft number are not linked and will not be the same.
Date Created	This displays the date the draft bill was created.
Entry Status (AE)	This displays whether the bill is in Draft, Submitted or Authorised status.
Lock Status (no column title) (AE)	This displays whether the draft bill is locked by the current user (indicated by  ) or unlocked (no icon is displayed).

When you view a list of draft bills from any of these places, you also see the date when the bill was created. In MYOB AE, the entry and authorisation status are also displayed. The **Draft Bills** page also includes the name of the employee who created the bill, any write-off amount and the bill total.

---

**Note:** In MYOB AE, if you are responsible for authorising bills and are set up to have either the **Partner** or **Practice** view of the main homepage, you can choose to display the **Bills approval** window. This lists any bills that are ready for your authorisation and also shows the current status of each bill. From here you can click an item to go to the relevant client or employee homepage. You can also authorise the items directly from here using the buttons at the bottom of the window.

---

### ***To edit a draft bill***

1. Open the **Assignment Details** page (AE) or **Client** page for the client.  
See “Finding and opening clients and contacts” on page 86 “Finding and opening clients and contacts” on page 270 and “Finding and opening assignments” on page 378 (AE).

2. Click the **Bills** tab.

3. Double-click the draft bill in the list.

Alternatively, right-click the draft bill that you want to edit and select **Edit**.

The **Billing Main** page opens in **Edit Bill** mode.

or

If the draft bill includes transactions already in another draft bill, the **Bill includes transactions already in another draft bill** window opens displaying the draft bills that have already been allocated with the same transactions. Click **OK** to continue.

or

If the draft bill includes transactions that have been added after the creation date, the **Bill includes transactions dated after invoice date** window opens. Click **OK** to continue.

---

**Note:** You cannot open a draft bill in **Edit Bill** mode if it is locked and being edited by another user. When you open a draft bill in **Edit Bill** mode that is being edited by another user, the **Bill is already being edited** window opens. Click **Yes** to open the draft bill in **View Only** mode or click **No** to cancel.

If you want to unlock and edit or delete a locked bill, see “To unlock and edit a draft bill” on page 523.

---

4. Edit the draft bill as required.

Open the **Bill Amounts** window to allocate WIP to the bill value.



Open the **Bill Address** window to select the billing address.

Open the **Bill Paragraphs** window to modify the bill paragraphs.

5. Click **OK**.  
To save your changes and close the **Billing Main** page.  
or  
Click **Post**.  
To finalise your bill and open the **Bills Ready to Print** window.  
or  
Click **Cancel**.  
To close the **Billing Main** page without saving your changes.

**To unlock and edit a draft bill**

A draft bill is locked when a user opens it in **Edit Bill** mode (see “To edit a draft bill” on page 522).


Icon	Description
	This icon indicates that another user is editing the draft bill.
	This icon indicates that you are currently editing a draft bill.

If you need to edit a draft bill locked by another user, you can unlock it and then proceed with the edit.

---

**Note:** This may cause potential duplicates of billing information against the timesheet transactions.

---

1. Open the **Assignment Details** (AE) or **Client** page for the client.  
See “Finding and opening clients and contacts” on page 86 “Finding and opening clients and contacts” on page 270 and “Finding and opening assignments” on page 378 (AE).
2. Click the **Bills** tab.
3. Right-click the draft bill you want to unlock and click **Unlock**.  
The **Bill is already being edited** window opens.
4. Click **Yes**.  
This will unlock the draft bill.  
  
The  icon is no longer visible beside the draft bill, indicating that it is unlocked.  
  
The draft bill can be opened and edited or deleted.

### Related topics

[Billing](#)

[Using the Client and Contact pages](#)

[\(AE\) Assignment Details page](#)

[Finding and opening clients and contacts](#)

[\(AE\) Finding and opening assignments](#)

[Modifying a bill](#)

[Reversing bills](#)

[Viewing draft bills for the practice](#)

[Bulk invoicing](#)

## Creating estimate fees for clients

### ***Practice Manager only***

Estimates are used to raise bills for client work that has not yet been entered as WIP. They are also known as **interim fees**. An estimate essentially puts a credit against the total WIP amount. There is no write-off/on required. You can apply an estimate against any client assignment (AE) / job (AO), regardless of whether it has billable WIP against it.

The **Estimate to Complete** code must be set up in the system.

---


**Note:** In MYOB AE, estimates previously raised can be viewed in the **Misc/Est** tab of the relevant **Assignment Details** page.

---

An estimate can be added in one of two ways:

- The **Bill Amounts** window > **Create new estimate to complete** window at the time of billing. You can use this to create an estimate at the assignment/job level.
- The **Bill Amounts** window at the time of billing using an automatic estimate. You can use this to create an estimate at the more detailed employee and task level.

---

**Note:** An automatic estimate is created when a bill is raised in excess of the amount of available WIP. This is also known as overbilling. A WIP credit is applied against a specific employee and task. The estimate is raised on allocation of the bill and the credited (or negative) amount is then automatically allocated to further WIP as it is posted. The system alerts you when an automatic estimate is created (by adding  to the **AE** (Automatic Estimate) column on the **Bill Amounts** window).

---

### ***To add an assignment/job level estimate during billing***

1. Create a draft bill for the client or assignment/job you want to bill.





See “Creating bills for clients using the Billing Wizard” on page 480.

---

**Note:** If you want to add the estimate to an existing draft bill, double-click the draft bill to open it in the **Billing Main** page. Ensure that you are in **Edit Bill** mode, see “To edit a draft bill” on page 522.

---

2. Click **Bill Amounts**  from either the **Billing Main** page for the client or by working through the Billing Wizard.  
The **Bill Amounts** window opens.
3. Click **Create Estimate** .  
The **Select Client Assignment/Select Client Job** window opens.
4. Select the assignment/job to record the estimate against from the list.  
If you require an assignment/job that is not listed, click **Find** to open the **Find Assignments/Find Jobs** window. From here you can search for any client assignment/job in the system.
5. Click **OK**.  
The **Find Assignments/Find Jobs** window closes and the selected assignment/job is added to the **Select Client Assignment/Select Client Job** window.
6. Click **Add**.  
The **Create new estimate to complete** window opens.  
The **Implemented by** field defaults to the employee creating the estimate and the **In Employee’s Time Period** field defaults to the current time period selected for the employee.
7. The **Transaction date** field defaults to the current date.  
Change the **Transaction Date** by entering a date in the format dd/mm/yyyy or selecting it from the drop-down calendar.
8. Select the required **Type** from the drop-down.  

---

**Note:** Types must be set up by your system administrator in order to be available here. This is done from Maintenance > Maintenance Map (AO) > Miscellaneous > **Code Types**.

---
9. Enter the amount to be charged in the **Amount** field.
10. Enter internal notes to explain the charge in the **Notes** field.
11. Click **OK**.  
This will close the window.
12. Click **Close**.

The **Select Client Assignment** window closes.

The bill amount of the estimate is displayed in the **Bill Amounts** window in the **Bill** field against the relevant assignment/job as a future credit in the **Carried Forward** field. The bill total increases to reflect the new charge.

To view the estimate in the **Bill Amounts** window drill down through client/assignment/job or group the items by Code Type to show estimates as their own item.

---

**Note:** All estimates for a client will be displayed as one item in the **Bill Paragraphs** window, whether entered before or during billing. Manually create separate line items in the **Bill Paragraphs** window if you want them to display individually in the client's bill. Ensure that the individual item amounts are amended to match the total estimates amount or you will be unable to post the bill.

---

### ***To add an automatic estimate during billing***

1. Create a draft bill for the client or assignment/job you want to bill.  
See "Creating bills for clients using the Billing Wizard" on page 480.

---

**Note:** If you want to add the estimate to an existing draft bill, double-click the draft bill in the list to open it in the **Billing Main** page. Ensure that you are in **Edit Bill** mode, see "To edit a draft bill" on page 522.

---


2. Click **Bill Amounts**  on the **Billing Main** page for the client or work through the **Billing** wizard.

The **Bill Amounts** window opens.

3. Enter the amount to be billed in the **Bill** field against the assignment/job or transaction level you want it to apply to.

If there is already a WIP against the item, you must enter an amount that exceeds the WIP amount against that item or no automatic estimate will be created.

The **Write-Off (On)** field will display the excess WIP amount against the selected item (this is still only a write-on amount and not yet an estimate).

4. Delete the amount in the **Write-Off (On)** field.
5. Press **[Enter]** or click elsewhere on the page.  
The estimate amount will be displayed in the **Carried Forward** field in brackets and the automatic estimate icon  is displayed beside the item.

6. Click **Automatic Estimate** .

The **Automatic Estimates** window opens.

---

**Note:** When you create an automatic estimate, you will not be able to exit the billing area until the estimate has been completed. A warning message is displayed telling you to define the amount. If you accidentally create the estimate you will need to zero the **Bill** field to exit the billing page.

---

7. Select the employee and code for the estimate.

If the required employee or code is not in the list, select the **Other** option in the list to access the **Find Employees** or **Find Tasks** window. You can use these windows to find the employee and code for the estimate.

8. Enter any internal notes in the **Comments** field.

9. Click **OK**.

The **AE** field displays the completed icon , showing that the estimate has been applied.

The bill amount of the estimate is displayed in the **Bill Amounts** window in the **Bill** field against the relevant assignment/job and has a future credit in the **Carried Forward** field (displayed as (9,999.99)). The bill total increases to reflect the new charge.

To view the estimate in the **Bill Amounts** window, drill down through the client/assignment/job or group the items by Code Type to show estimates as their own item.

### Related topics

[Using estimates in billing](#)

[Billing](#)

[Creating bills for clients using the Billing Wizard](#)

[The Bill Amounts window](#)

[Modifying a bill](#)

## Creating and removing billing groups

### *Practice Manager only*

Billing groups are viewed, created and maintained through the Client page > **Billing Group** tab. In MYOB AE, it's also done in the Assignment Details page > **Group** tab. See "Client page Billing Group tab" on page 160 "Billing Group tab" on page 155 and "Group tab" on page 195. From these you can see any child clients attached to the selected client or assignment (AE) / job (AO) or view the parent client or assignment/job. Billing groups can also be used for reporting purposes.

Creating billing groups of clients or assignments/jobs allows for more than one client's WIP to be included on the one bill.

---

**Note:** In MYOB AE, if you do not want to set up a billing group, you can add a client assignment, if required, by selecting **Add Assignment** in the **Bill Amounts** window.

---

### *To create a billing group*

1. Open the **Client** page for the client who is to be the parent client in the billing group.  
(AE) If you want to create an assignment billing group, open the **Assignment Details** page for the assignment which is to be the parent.
2. Click the **Billing Group** or **Group** tab (AE).
3. Click **Add** under the **Child Clients** or **Child Assignments** (AE) area.  
The **Find Clients** or **Find Assignments** (AE) window opens.
4. In the **Search For** field, enter the name (or part thereof) of the client or assignment that you want to find.
5. Press **[Enter]**.  
Records that match your search criteria will be returned.
6. Click the client or assignment that is to be the child client and click **OK**.  
You will be returned to the **Billing Group** or **Group** tab and the child is listed in the **Child** area.
7. Repeat **Step 3.** to **Step 6.** to add further children.  
You can double-click a client or assignment in the **Billing Group** or **Group** tab to open the corresponding **Client** or **Assignment Details** page.

---

**Note:** You can also do this in reverse and add a parent through the child's **Billing Group** or **Group** tab.

---

### *To view a billing group*

1. Open the **Client** page for one of the clients in the billing group.  
(AE) If you want to view an assignment billing group, open the **Assignment Details** page for one of the assignments in the group.
2. Click the **Billing Group** or **Group** (AE) tab.  
If the client is a child client (or assignment in MYOB AE) you will see the parent listed in the **Parent Client** area (or **Parent Assignment** area in MYOB AE).  
If the client is a parent client (or assignment) you will see the children listed in the **Child Clients** area (or **Child Assignments** area in MYOB AE).

3. Double-click a client or assignment in the **Billing Group** or **Group** tab to open the corresponding **Client** or **Assignment Details** page.

### *To remove a client or assignment (AE) from a billing group*

1. Open the **Client** page for one of the clients in the billing group.  
(AE) If you want to delete an assignment billing group, open the **Assignment Details** page for one of the assignments.
2. Click the **Billing Group** or **Group** (AE) tab.
3. To remove a child from a group:
  - a. Select the child in the **Child Clients** or **Child Assignments** (AE) area.
  - b. Click **Delete** under the list of children.  
A **Delete child** confirmation message is displayed.
  - c. Click **Yes**.  
The child is removed from the list.
4. To delete a parent from a child:
  - a. Select the parent in the **Parent Client** or **Parent Assignment** (AE) area of the page.
  - b. Click **Delete** under the list of parents.  
A **Delete parent** confirmation message is displayed.
  - c. Click **Yes**.  
The parent is removed from the list.

---

**Note:** You can also do this in reverse and delete from either the parent's **Billing Group** or **Group** tab or the child's **Billing Group** or **Group** tab and the result will flow through to the other record.

---

### **Related topics**

[Finding and opening clients and contacts](#)

[\(AE\) Finding and opening assignments](#)

[Billing Group tab](#)

[Group tab](#)

[WIP and debtors](#)

[The Find page and Find window](#)

### Entering credit notes for clients

#### ***Practice Manager only***

When a client has paid a bill and then requires a refund or does not pay the bill at all, a credit note must be raised to remove the amount from the debtors balance in the debtors ledger. Credit notes can be used against existing bills or they can have a new reference.



Use the **Miscellaneous Charge** feature to raise a credit note for a client. Enter the credit amount as a negative amount in the **Create New Billing Charge** window so that the credit note is processed correctly in the debtors ledger.

---

**Tip:** Enter a brief reason for the credit note in the **Notes** field.

---

#### ***To enter a credit note***

1. Create a draft bill for the client or assignment (AE) / job (AO) you want to raise a credit note.  
See “Creating bills for clients using the Billing Wizard” on page 480.
2. Access the **Billing Main** page.  
Alternatively, work through the Billing Wizard to the **Stage Two - Add bill amounts** window.
3. Click **Bill Amounts** .  
The **Bill Amount** window opens. Ensure that you are in **Edit Bill** mode, see “To edit a draft bill” on page 522 or by working through the **Billing Wizard**.
4. Click  **Create miscellaneous charge** on the **Bill Amounts** window toolbar.  
The **Select Client Assignment (AE) / Select Client Job (AO)** window opens.
5. From the list, select the assignment/job to record the credit note against.  
If you require an assignment/job that is not listed, click **Find** to access the **Find Assignments (AE) / Find Jobs (AO)** window. From here you can search for any client assignment/job in the system.
6. Double-click the assignment/job.  
The **Create New Billing Charge** window opens.  
The **Implemented by** field defaults to the employee creating the miscellaneous charge.  
The **In Employee's Time Period** field defaults to the current time period selected for the employee.
7. Select the required **Transaction Date**.

This defaults to today's date. To change the date, enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

8. Select the required **Type** from the drop-down.

---

**Note:** Miscellaneous charge types must be set up by your system administrator in order to be available here. This is done from Maintenance > Maintenance Map (AO) > Miscellaneous > Code Types > **Misc Charge**. You should have a specific charge type for credit notes so they can be tracked in the system.

---

9. Enter the amount of credit for the client in the **Amount** field.

---

**Note:** This must be a **negative amount**.

---

10. Enter the reason for the credit in the **Notes** field.

11. Click **OK**.

To save and close the new billing charge.

12. Click **Close**.

The **Select Client Assignment/Select Client Job** window closes.

This credit amount is displayed in the **Bill Amounts** window in the **Write-On (Off)** field. The bill total shows a negative amount.

If other WIP is being invoiced on the same bill, the bill total will decrease to reflect the credited amount.

To view the credit amount in the **Bill Amount** window drill down through the client/assignment/job, or group the items by Code Type to show miscellaneous charges as their own item.

---

**Note:** All miscellaneous charges for a client are displayed as one item in the **Bill Paragraphs** window, whether entered before or during billing. Manually create separate line items in the **Bill Paragraphs** window if you want them to display individually in the client's bill. Ensure that the individual item amounts are amended to match the total miscellaneous charge amount or you will not be able to post the bill.

---

13. Add the appropriate bill paragraphs with Credit Note information as required.

14. Update the billing address information, if required.

15. Change the information on the **Billing Main** page, if required.

16. Check that the relevant template for credit notes is selected in the **Style** field.

### 17. Click **Post**.

To finalise and print the credit note. The credit note is listed as a new bill in the **Full Billing History** section of the Client page > **Bills** tab.

Allocate the credit note in the Debtors Ledger. See “Allocating unallocated receipts to a bill” on page 582.

### Related topics

[Billing](#)

[Creating bills for clients using the Billing Wizard](#)

[Viewing draft bills for the practice](#)

[The Bill Amounts window](#)

[Modifying a bill](#)

[Allocating unallocated receipts to a bill](#)

## Printing bills

### *Practice Manager only*

There are a number of methods you can use to print a bill. Draft and submitted bills are printed from the **Preview** window (accessed by clicking **Preview**) from the following pages during bill preparation:

- **Billing Main** page
- **Draft Bills** page.

Generally bills are printed once they are posted, using the **Bills Ready to Print** window. This window lists all posted bills and is automatically displayed when a bill is posted. It can also be accessed by selecting Billing > **Ready to Print** on the toolbar.

From the **Bills Ready To Print** page, you can either print or preview the bill using Microsoft Word. Once printed, the bills are generally removed from this list. To reprint a previously printed bill use the Client page > **Bills** tab, where the client’s previous bills are listed in the **Full Billing History** list.

### *To print an unposted bill*

1. Open the **Client** page or **Assignment Details** page (AE) for the client or assignment (AE) / job (AO) for whom/which the draft bill was created.

---

**Note:** To print a draft bill created at the **client** level, open the **Client** page. In MYOB AE, to print a draft bill created at the **assignment** level, do this through the **Client** page or **Assignment Details** page.

---

2. Click the **Bills** tab.



All current draft bills for the client or assignment/job are listed in the **Draft Bills** area.

3. Double-click the draft bill you want to print.

The **Billing Main** page opens showing the details of the selected bill.

Click the **Preview** option on the Tasks bar (this option is also available on the **Draft Bills** page).

Microsoft Word opens displaying the bill.

4. Within Microsoft Word, click the **Print** icon on the toolbar or select **Print** from the main menu.

The bill is printed to your default printer.

---

**Note:** No bill number is allocated until the bill has been **posted**.  
Therefore, bills printed before posting will not have a bill number.

---

### ***To print a posted bill***

1. Select Billing > **Ready to Print** from the toolbar.

The **Bills Ready To Print** page opens.

2. Search for the bill you would like to print or leave the **Inv No.** field blank and click **Search**.

---

**Note:** When you post a bill in the **Billing Main** page, this page is automatically displayed.

---

3. Select the bill to be printed.

4. Click the **Print** icon on the Tasks bar.

Alternatively, click **Preview** and print the bill from Microsoft Word.

The **Print** window opens.

5. Click **OK**.

The bill is printed to your default printer.

6. Click **Printed OK** while the printed bill(s) is still highlighted to mark it as having been printed and remove it from the list.

A message asks you to confirm this action.


### ***To print a posted bill from the Bills tab***

1. Open the **Client** page or **Assignment Details** page (AE) for the client or assignment (AE) / job (AO) for whom/which the bill was posted.

---

**Note:** In MYOB AE, to print a bill created at the client level, open the **Client** page. To print a bill created at the assignment level, do this through the **Client** page or the **Assignment Details** page.

---

2. Click the **Bills** tab.  
All previously posted bills for the client or assignment are listed in the **Full Billing History** section.
3. Search for the bill you would like to print or leave the **Inv No.** field blank and click **Search**.
4. Click the bill you want to print.
5. Click  beneath the list.  
Microsoft Word opens displaying the bill.
6. In Microsoft Word, click **Print** on the toolbar or select **Print** from the main menu.  
The bill is printed to your default printer.

### ***To bulk print draft bills***

1. Click **Billing** on the toolbar.  
The **Draft Bills** page opens displaying a list of your draft bills.
2. Select the bills that are to be printed.
  - a. To select multiple bills that are in sequential order, click the first bill, press and hold your **Shift** key and then click the last bill required. All the bill rows in the Draft Bills table will be highlighted.
  - b. To select multiple bill that are not in sequential order, click the first bill, press and hold your **Ctrl** key and then click each bill entry required. All the selected bill rows will be highlighted.

---

**Tip:** You cannot simply select the checkboxes associated with the bills. The bill row must highlighted in order to be selected for printing.


---

3. Click the **Printer** icon on the Tasks bar.

### ***To reprint a bill that has been marked as printed***

1. Open the **Client** page.
2. Click the **Bills** tab.

All previously posted bills for the client or assignment (AE) are listed in the **Full Billing History** section.

3. Select the relevant bill.
4. Click  to preview and print the bill in Microsoft Word.
5. In Microsoft Word, click **Print** on the toolbar or select **Print** from the main menu. The bill is printed to your default printer.

### ***To re-print a copy of all bills produced for the month***

1. Click the **Billing** icon drop-down arrow.
2. Select Billing History > **All** from the drop-down menu. The **Billing History** page opens.
3. Select the **Invoice Date** option.
4. Select the date range using the **From** and **To** fields' drop-down calendars. For example, to print bills for the month of July, select the date range 01/07/2013 to 31/07/2013.
5. Click **Search**.
6. Select all the required invoices.
7. Click the **Printer** icon on the Tasks bar.

### **Related topics**

[Billing](#)

[Viewing bills ready to print](#)

[Modifying a bill](#)

[The Bill Paragraphs window](#)

[Viewing draft bills for the practice](#)

[Reversing bills](#)

## Emailing bills

### ***Practice Manager only***

Instead of printing out bills and posting them to clients, you can email bills to clients.

You can choose to email clients from either:

- the Company email address.

The Company email address is entered from Maintenance > Maintenance Map (AO) > Internal > Companies > **Edit company details**.

or

- your own email address (i.e., the team member currently logged into MYOB AE/AO).

The employee email address is entered from the Employee page > **Personal** tab.

The selected email address is validated against your email profile. For example, if you have selected to send bills from the Company email address, but your email profile has not been given access to that email address, then you will not be able to email bills using that email address.

When you email bills, the bill is saved as a PDF file, and the bill is then marked as **Printed**. The documents generated by this process are saved with the client's files and can be viewed from the Client page > **Document** tab. Bills will be emailed to the client's invoice email address if it is present; otherwise, they will be emailed to the client's primary email address.

If you have Document Manager installed, see "Emailing bills if you have Document Manager" on page 538, to email bills to clients.

### **To email bills**

1. Select Billing > **Ready to Print** from the toolbar.

The **Bills Ready To Print** page opens.

2. Search for the bills to be emailed.

You can search for bills by invoice number, invoice date, company or partner.

3. Select the bills to be emailed.

To select a specific bill to email, click the checkbox that is in the first column of the selected bill row of the table.

To select all the bills listed in the table, click the checkbox in the first column/row of the header row. All the checkboxes will be ticked.

4. Select **Send via email** on the Tasks bar.

The **Send via email** window opens.

---

**Note:** If any clients of the selected bills do not have a valid email address, these will be displayed in a pop-up box, and an email will not be generated for these invoices. Click **Continue** to proceed, or click **Cancel** to close the box.

---

5. Select the required **Email template** from the drop-down list.

The **Email subject** field is automatically filled with the details from the selected email template and can be edited for this email.

- **To create a new email template:**
    - a. Click the ellipsis at the end of the **Email template** field.  
The **Email Templates** window opens.
    - b. Click **Add**.  
The **Maintain Email Templates** window opens.
    - c. See “Creating new email templates” on page 110 for more information.
    - d. See “Creating new email templates” on page 60 for more information.
  - **To edit an email template:**
    - a. Click the ellipsis at the end of the **Email template** field.  
The **Email Templates** window opens.
    - b. Ensure that the selected email template is highlighted in the displayed list of templates.  
  
Or you can select a different email template from the displayed list.
    - c. Click **Edit**.  
The **Maintain Email Templates** window opens.
    - d. See “Editing an email template” on page 112 for more information.
    - e. See “Editing an email template” on page 61 for more information.
  - **To delete an email template:**
    - a. See “Deleting an email template” on page 113 for more information.
    - b. See “Deleting an email template” on page 63 for more information.
6. Enter the **Document name**.  
A PDF of the bill will be saved to the client’s Client page > **Documents** tab.
7. Select the **Email address to be sent from** option:
- **Send email to each client from the Company email address**  
The email will be sent from the company email address of each client.  
Ensure that the company email address is valid. This is done in Maintenance > Maintenance Map (AO) > Internal > **Companies**.  
  
or
  - **Send email to each client from my email address**

The email address of the currently logged in employee automatically fills the field below, i.e., your email address, when the option is selected.

8. Click **OK**.

The bills are emailed to the client and the bills are marked as **Printed**.

The email message and a PDF copy of the bill are saved to the client's Client page > **Documents** tab.

### Related topics

[Creating new email templates](#)

[Editing an email template](#)

[Deleting an email template](#)

[Printing bills](#)

[Billing](#)

[Viewing bills ready to print](#)

[Modifying a bill](#)

[The Bill Paragraphs window](#)

[Viewing draft bills for the practice](#)

[Reversing bills](#)

### Emailing bills if you have Document Manager

#### ***Practice Manager only***

If you have Document Manager installed with Practice Manager, the procedure to email bills to clients is slightly different.

You can choose to email clients from either:

- the Company email address.

The Company email address is entered from Maintenance > Maintenance Map (AO) > Internal > Companies > **Edit company details**.

or

- your own email address (i.e., the team member currently logged into MYOB).

The employee email address is entered from the Employee page > **Personal** tab.

The selected email address is validated against your email profile. For example, if you have selected to send bills from the Company email address, but your email profile has not been given access to that email address, then you will not be able to email bills using that email address.

The bill is saved as a PDF file and attached to the email. The bill is also marked as **Printed**. The documents generated by this process are profiled into Document Manager and saved with each client's files. The documents can be viewed from all Document Manager list screens and from the Client page > **Documents** tab.

### ***To email bills***

1. Select **Billing > Ready to Print** from the toolbar.  
The **Bills Ready To Print** page opens.
2. Search for the bills to be emailed.  
You can search for bills by invoice number, invoice date, company or partner.
3. Select the bills to be emailed.  
To select a specific bill to print, click the checkbox that is in the first column of the selected bill row of the table.  
To select all the bills listed in the table, click the checkbox in the first column/row of the header row. All the checkboxes will be ticked.
4. Select **Send via email** on the Tasks bar.  
The **Send via email** window opens.
5. Select the appropriate **Email template** from the drop-down list.  
The **Email subject** field is automatically filled with the details from the selected email template.
  - **To create a new email template:**
    - a. Click the ellipsis at the end of the **Email template** field.  
The **Email Templates** window opens.
    - b. Click **Add**.  
  
The **Maintain Email Templates** window opens.
    - c. See “Creating new email templates” on page 110 for more information.
    - d. See “Creating new email templates” on page 60 for more information.
  - **To edit an email template:**
    - a. Click the ellipsis at the end of the **Email template** field.  
The **Email Templates** window opens.
    - b. Ensure that the selected email template is highlighted in the displayed list of templates.  
  
Or you can select a different email template from the displayed list.
    - c. Click **Edit**.  
  
The **Maintain Email Templates** window opens.
    - d. See “Editing an email template” on page 112 for more information.

- e. See “Editing an email template” on page 61 for more information.
- o **To delete an email template:**
  - a. See “Deleting an email template” on page 113 for more information.
  - b. See “Deleting an email template” on page 63 for more information.
6. Select the **Email address to be sent from** option:
  - o **Send email to each client from the Company email address**

The email will be sent from the company email address of each client.

Ensure that the company email address is valid. This is done in Maintenance > Maintenance Map (AO) > Internal > **Companies**.

or
  - o **Send email to each client from my email address**

The email address of the currently logged in employee automatically fills this field, i.e., your email address, when the option is selected.
7. Enter the appropriate **Document details**.
  - a. Enter the **Document name**.

This is a mandatory field. You must enter a **Document name**.
  - b. Enter the **Author**.

This is a mandatory field. The currently logged in employee’s name automatically fills this field.


or

Select the ellipsis to open the **Find Employees** window to find and select the appropriate employee. Click **OK**.
8. Click **Next**.
9. Enter the appropriate **Filing Cabinet details**.
  - a. Select the appropriate **Filing Cabinet** from the drop-down.

This is the Filing Cabinet in which the new email document will be stored.

This is a mandatory field. You must select a filing cabinet.
  - b. Ensure that you enter **Values** for any of the mandatory extra fields.

You can also edit the values of any existing extra fields, if required.
  - c. Additional extra fields can be included for this document.

Click  to add extra fields for this document.



The **Select extra fields** window opens.

Select the checkboxes against each of the required extra fields.

Click the very first checkbox in the heading row to select all of the available extra fields.

Click **OK**.

- d. Click  to remove any extra fields that are not required.

---

**Note:** You cannot remove any default extra fields for the selected **Filing Cabinet**. Only additional extra fields that have been added at this stage can be delete.

---

Select the additional extra field from the table that was added by you but that you would like to delete.

Click .

- e. If extra fields were added, enter the appropriate **Value** for each and edit the values of the existing categories, as required.

10. Click **Finish**.

The bills are emailed to the client and the bills are marked as **Printed**.

The email message and a PDF copy of the bill are saved to Document Manager and saved with each client's files. The emailed bills will be marked as sent and include the sent date. The documents can be viewed from all Document Manager list screens and from the Client page > **Documents** tab.

### Related topics

[Creating new email templates](#)

[Editing an email template](#)

[Deleting an email template](#)

[Printing bills](#)

[Billing](#)

[Viewing bills ready to print](#)

[Modifying a bill](#)

[The Bill Paragraphs window](#)

[Viewing draft bills for the practice](#)

[Reversing bills](#)

## Running prebilling reports for clients

***Practice Manager only***

Prebilling reports are used when a practice wants a printed report of the work completed for a client. A practice may use a prebilling report as the basis to raise a bill for a client or as an alternative to making their allocations on the **Billing Main** page.

Prebilling reports are generated at the individual client level (unless the client is a parent client, in which case all the WIP recorded for their child clients will also be included). There are four prebilling reports available on the Tasks bar of the **Client** page > **Assignments** tab (AE) / **Jobs** tab (AO):

- **By type** — This report is organised by the task codes that the employees used to code their timesheets for the individual client.
- **By employee** — This report is organised by the employee who coded the time for the individual client and then by task code. This is useful when there may be a few people working on the assignments/jobs.
- **By month** — This report is organised by the months in which time was coded for the individual client and by employees. It is useful for practices that bill on a monthly basis or to ensure that there is no old WIP on the WIP ledger which should be written off.
- **By group** — The report is organised by assignment/job and employees for the client. This is used to show the parent/child clients in a billing group and to display the total WIP liability for a group of clients.


---

**Note:** In MYOB AE, **Prebilling Report** on the Tasks bar is available on all tabs for assignments.

---

### ***To run a prebilling report for a client***

1. Open the Client page > **Assignments** tab/**Jobs** tab.
2. Select a **Prebilling Report** on the Tasks bar according to how you want the client's WIP categorised.  
The **Report Fields** window opens.
3. Enter an **End Date** to specify the end date to view WIP information.  
The default date shown is today's date. This will report on all WIP up to the current date. To change the date, enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
4. Click **OK**.  
The report is displayed in the report window. From here you can:
  - Print the report to the default printer using **Print**.
  - Select Export > **PDF**, Export > **Excel** or Export > **HTML** to save the report as the specified file type.
  - **Export** the report to open immediately in Microsoft Excel.

- Zoom in and out of the report view.
  - **Annotate** the report using **Annotations** .
5. Click **Close**.  
You are returned to the **Assignments** tab/**Jobs** tab.

### ***To run a prebilling report in bulk***

1. Click **Practice KPI** icon and change the view to **Partner/Manager**.  
The **Partner/Manager** view now displays.
2. Right click on the **Aged WIP homepage** and select **Practice**.
3. Right click and select Drill Down > **All**.  
The **Aged WIP** window appears.

---

**Note:** You can also select the clients by WIP age by selecting Drill Down and then the specific age.

---

4. Select the clients required by ticking the checkbox.
5. To print the report, select the **Prebilling Report** option from the **Tasks** bar on the left hand-side.
6. The prebilling reports are printed in client name order.

### **Related topics**

[WIP and debtors](#)

[Viewing client WIP](#)

[Viewing WIP summaries by assignment \(AE\) or client](#)

[\(AE\) Assignments tab](#)

[Billing](#)

## Bulk invoicing

### ***Practice Manager only***

The Bulk Invoicing Wizard enables you to create a batch of invoices based on client and / or WIP selection criteria.

### ***To create a batch of invoices***

- “Step 1— Select clients to be invoiced” (see page 544)
- “Step 2 — Select WIP to be invoiced” (see page 545)

- “Step 3 — Select the invoice style, paragraphs and text” (see page 546)
- “Step 4 — Billing client confirmation” (see page 548)
- “Step 5 — Confirm clients to be invoiced” (see page 549).

While using the wizard, the data is not saved until you have entered all the information and clicked **Finish**. Until then, clicking **Cancel** closes the wizard and you will lose any entered information. Use the **Back** button to go back to a previous step and change your input.

You can restrict access to Bulk Invoicing by setting a security task permission. The **[Bills][Bulk Invoicing]** task permission in the **Other** group for the **Practice Manager** product can be set via Maintenance > Maintenance Map (AO) > Security > **Task Permissions**.

### Step 1— Select clients to be invoiced

In Step 1 of the Bulk Invoicing Wizard, you will select clients to be invoiced.

#### *To select clients to be bulk invoiced*

1. Select Billing > **Bulk Invoicing** from the toolbar.  
The **Bulk Invoicing Wizard** opens.  
(AO) The **Company** field is automatically filled and greyed out. No selection is required for this field.
2. (AE) Select the required **Company** from the drop-down.  
If a company is selected, then only clients assigned to that company will be selected for invoicing.
3. Select the required **Partner** from the drop-down.  
If a partner is selected, then only clients assigned to that partner will be selected for invoicing.
4. Select the required **Manager** from the drop-down.  
If a manager is selected, then only clients assigned to that manager will be selected for invoicing.
5. Select the appropriate **Department** from the drop-down.  
If a department is selected, then only clients assigned to that department will be selected for invoicing.
6. Select the required **Office** from the drop-down.  
If an office is selected, then only clients assigned to that office will be selected for invoicing.
7. (AO) Select the required **Job Type** from the drop-down.

If a Job Type is selected, then only WIP entered against that Job Type will be included in the invoices.

8. (AE) Select the required **Assignment Template** from the drop-down.  
If an Assignment Template is selected, then only WIP entered against that Assignment Template will be included in the invoices.
9. You can further filter clients that will be selected for bulk invoicing by using the **Extra Field** table.
  - a. Select first cell of the table.
  - b. Select the appropriate **Extra Field Name** from the drop-down.
  - c. In the corresponding **Extra Field Value** field, select the required value.
    - If the extra field is a data entry field, then enter a value.
    - If the extra field is a date, select the appropriate date from the drop-down calendar.
    - If the extra field is a flag, select the appropriate Yes / No response from the drop-down.
    - If the extra field is a list, select the appropriate value from the drop-down.Only clients whose Extra Field Value matches the entered selection are included in the invoicing list.
10. Click **Next**.  
To proceed to “Step 2 — Select WIP to be invoiced” on page 545.

### **Related topics**

[Step 2 — Select WIP to be invoiced](#)

[Step 3 — Select the invoice style, paragraphs and text](#)

[Step 4 — Billing client confirmation](#)

[Step 5 — Confirm clients to be invoiced](#)

## Step 2 — Select WIP to be invoiced

### ***Practice Manager only***

You can select which WIP is to be invoiced based on:

- date
- WIP amount
- the employee who entered the WIP
- task code.

Only WIP for the selected task code and/or employee will be included in the created invoice.

### ***To select the WIP to be invoiced, by WIP amount and type***

1. Complete “Step 1— Select clients to be invoiced” on page 544.
2. Select the **Include WIP entered up the date** from the drop-down calendar.  
The default date is the Today’s date. WIP entered after the selected date will not be included in the invoices.
3. **Select clients with WIP amount** more than or less than an amount.  
If you select the more than option and enter a value in the field, then clients with outstanding WIP more than the amount entered, will be selected for invoicing.  
If you select the **less than** option and enter a value in the field, then clients with outstanding WIP less than the amount entered, will be selected for invoicing.
4. **Select WIP entered by employee** from the drop-down.  
The drop-down lists all the current employees. If an employee is selected, then only WIP entered by the employee is included in the invoices.
5. **Select WIP entered for task code** from the drop-down.  
If this option is used, then only WIP for the selected task code is included on the invoices.  
You can also select WIP entered from a task code range, by selecting the **to task code** checkbox and selecting a task code from the adjacent drop-down.
6. Click **Next**.  
Proceed to “Step 3 — Select the invoice style, paragraphs and text” on page 546.

### **Related topics**

[Step 1— Select clients to be invoiced](#)

[Step 3 — Select the invoice style, paragraphs and text](#)

[Step 4 — Billing client confirmation](#)

[Step 5 — Confirm clients to be invoiced](#)

## Step 3 — Select the invoice style, paragraphs and text

### ***Practice Manager only***

### *To select the invoice style, paragraphs and text to be used for the bulk invoice*

1. Complete “Step 1— Select clients to be invoiced” on page 544 and “Step 2 — Select WIP to be invoiced” on page 545.  
(AO) Your **Billing Company** is automatically filled and the field is not available for input.
2. (AE) Select the **Billing Company** from the drop-down.  
If you have only one billing company it is chosen by default and the field is disabled. If you have multiple billing companies, the **Billing Company** field is blank and you must select the appropriate billing company.  
All invoices created in this run of the Bulk Invoicing Wizard will be assigned against the selected Billing Company.
3. Select the **Invoice Style** from the drop-down.
4. Select the **Tax Type** from the drop-down.
5. Select the **Invoice Date** from the drop-down.  
The default date is the Today’s date.
6. Add a specific **Paragraph Type**.  
Additional paragraphs can be added to the invoice.
  - a. Click **Add**.  
The **Master Paragraphs** window opens.
  - b. Select the required **Paragraph Type** from those listed.  
  
Expand or contract the available folders, or use the **Search** field to locate the paragraph text(s).  
  
You can also view the available paragraphs using the **Table view**. Click the **Table view** checkbox to list the **Paragraph Name** and **Paragraph Text**.
  - c. Click **Insert**.  
  
The selected Paragraph will be displayed in the table.
7. You can edit a Paragraph.
  - a. Click the particular paragraph.
  - b. Make your changes.
8. Click **Delete** to delete any selected Paragraph that is not required.  
The Paragraph is removed from the those listed in the table.
9. The Paragraphs can be re-ordered using the **Move Up** and **Move Down** buttons.

- a. Select the appropriate Paragraph.
  - b. Click the **Move Up** or **Move Down** button as required.
10. Click **Next**.  
Proceed to “Step 4 — Billing client confirmation” on page 548.

### Related topics

[Step 1— Select clients to be invoiced](#)

[Step 2 — Select WIP to be invoiced](#)

[Step 4 — Billing client confirmation](#)

[Step 5 — Confirm clients to be invoiced](#)

## Step 4 — Billing client confirmation

### *Practice Manager only*

In Step 4 of the Bulk Invoicing Wizard you will confirm whether the listed clients will be invoiced to their Billing Client or to themselves.

---

**Note:** If none of the selected clients have a Billing Client, then Step 4 of the Bulk Invoicing Wizard will not be displayed.

---

### *To confirm the inclusion of the Billing Client*

1. Complete “Step 1— Select clients to be invoiced” on page 544, “Step 2 — Select WIP to be invoiced” on page 545 and “Step 3 — Select the invoice style, paragraphs and text” on page 546.
2. Go through the listed Billing Clients and deselect any checkbox in the **Use Billing Client?** column of the clients that will be invoiced to themselves rather than to their Billing Client.
3. Click **Next**.  
Proceed to “Step 5 — Confirm clients to be invoiced” on page 549.

### Related topics

[Step 1— Select clients to be invoiced](#)

[Step 2 — Select WIP to be invoiced](#)

[Step 3 — Select the invoice style, paragraphs and text](#)

[Step 5 — Confirm clients to be invoiced](#)



### Step 5 — Confirm clients to be invoiced

#### ***Practice Manager only***

In Step 5 of the Bulk Invoicing Wizard you will select the clients with matching WIP selections for whom draft invoices will be created.

#### ***To confirm the clients to be invoiced***

1. Complete “Step 1— Select clients to be invoiced” on page 544, “Step 2 — Select WIP to be invoiced” on page 545, “Step 3 — Select the invoice style, paragraphs and text” on page 546 and “Step 4 — Billing client confirmation” on page 548, if required.
2. Examine the listed clients.
3. Deselect the checkbox in the **Select** column that is adjacent to the client who will **not** be invoiced.

---

**Tip:** By default, all checkboxes are selected. So you only have to deselect the clients that will not be invoiced.

---

4. Click **Finish**.  
The **Invoices created** window opens which lists the number of draft invoices that have been created.
5. Click **OK**.  
The **Draft Bills** page opens so that you can manage these bills.

#### **Related topics**

[Using the Draft Bills page](#)

[\(AE\) Authorising and posting bills](#)

[\(AO\) Posting a draft bill](#)

[Step 1— Select clients to be invoiced](#)

[Step 2 — Select WIP to be invoiced](#)

[Step 3 — Select the invoice style, paragraphs and text](#)

[Step 4 — Billing client confirmation](#)

## Viewing bills

#### ***Practice Manager only***

Bills can be viewed for:

- “Viewing draft bills for the practice” (see page 550)

- “Viewing draft bills for a client” (see page 551)
- “Viewing existing bills for clients” (see page 552)
- “Viewing partners’ billing history” (see page 553)
- “Viewing bills ready to print” (see page 554)
- “Viewing standing orders and draft bills” (see page 555)
- “Viewing your practice’s full billing history” (see page 557).

### Viewing draft bills for the practice

#### *Practice Manager only*

#### *To view draft bills for the practice*

1. Click **Billing** on the toolbar.  
or  
Select Billing > **Draft Bills** from the toolbar.  
The **Draft Bills** page opens.
2. Search for the draft bill.  
You can search for the draft bill in a number of ways:
  - Enter a **Draft No.** (if known) or enter search criteria and click **Search**.
  - Enter a **Draft Date** range and click **Search**.
  - Click the ellipse button to open **Find Companies** window. Enter search criteria and click **Search**.Click **Search** with no search criteria to list all draft bills.  
Drafts that meet the search criteria are listed on the **Draft Bills** page.
3. Double-click the required draft bill’s **Draft No.**  
The bill opens in the **Billing Main** window for you to view.

#### **Related topics**

[Printing bills](#)

[Editing and unlocking draft bills](#)

[Using the Client and Contact pages](#)

[\(AE\) Assignment Details page](#)

[Finding and opening clients and contacts](#)

[\(AE\) Finding and opening assignments](#)

[Creating bills for clients using the Billing Wizard](#)

[Viewing draft bills for a client](#)

[Viewing draft bills for the practice](#)

[Viewing partners' billing history](#)

[Viewing bills ready to print](#)

[Viewing standing orders and draft bills](#)

### Viewing draft bills for a client

#### ***Practice Manager only***

#### ***To view a draft client bill***

1. Open the **Client** page.
2. Click the **Bills** tab.
3. Double-click the draft bill located in the **Draft Bills** table.  
The draft bill is displayed in the **Billing Main** page.
4. Select **Preview** on the Tasks bar.

#### ***Alternative method to view draft bills for a specific client or assignment (AE) / job (AO)***

1. Open the **Client** page or **Assignment Details** page (AE) for the client.  
See "Finding and opening a client" on page 86 "Finding and opening clients and contacts" on page 270 and "Finding and opening assignments" on page 378 (AE).
2. Click the **Bills** tab.
3. Right-click the draft bill in the **Draft Bills** table and select **View**.  
The **Billing Main** page opens in **View Only** mode.

or

If the draft bill includes transactions already in another draft bill, the **Bill includes transactions already in another draft bill** window opens displaying the draft bills that have already been allocated with the same transactions. Click **OK** to continue.

or

If the draft bill includes transactions that have been added after the creation date, the **Bill includes transactions dated after invoice date** window opens. Click **OK** to continue.

The **Billing Main** page opens in **View Only** mode.

---

**Note:** Opening a draft bill using the **View Only** mode does not allow you to edit any details. If you would like to view and edit a draft bill, see “To edit a draft bill” on page 522.

---

4. Select **Preview** on the Tasks bar.

### Related topics

[Printing bills](#)

[Editing and unlocking draft bills](#)

[Using the Client and Contact pages](#)

[\(AE\) Assignment Details page](#)

[Finding and opening clients and contacts](#)

[\(AE\) Finding and opening assignments](#)

[Creating bills for clients using the Billing Wizard](#)

[Viewing draft bills for the practice](#)

[Viewing draft bills for the practice](#)

[Viewing partners' billing history](#)

[Viewing bills ready to print](#)

[Viewing standing orders and draft bills](#)

## Viewing existing bills for clients

### *Practice Manager only*

Bills that have been raised and posted for a client or assignment (AE) / job (AO) are listed in the **Full Billing History** section of the **Bills** tab. From here you can run a **Draft Internal Bill Report** of the selected bill and view the bill in Microsoft Word.


### *To view an existing posted client bill*

1. Open the **Client** page or **Assignment Details** page (AE) for the client or assignment/job against whom/which the bill was posted.

---

**Note:** In MYOB AE, to view a bill created at the client level, open the **Client** page. To view a bill raised at the assignment level, do this through the **Client** page or **Assignment Details** page.

---

2. Click the **Bills** tab.
3. In the **Full Billing History** section, select the bill you want to view.
4. Click the Preview icon, .

The icon is located at the bottom right-hand side of the window.  
Microsoft Word opens displaying the bill.

### Related topics

[Printing bills](#)

[Editing and unlocking draft bills](#)

[Using the Client and Contact pages](#)

[\(AE\) Assignment Details page](#)

[Finding and opening clients and contacts](#)

[\(AE\) Finding and opening assignments](#)

[Creating bills for clients using the Billing Wizard](#)

[Viewing draft bills for the practice](#)

[Viewing draft bills for the practice](#)

[Viewing partners' billing history](#)

[Viewing bills ready to print](#)

[Viewing standing orders and draft bills](#)

## Viewing partners' billing history

### *Practice Manager only*

The **Billing History by Partner** page is used to view a summary of all the posted bills for a specific partner. By default, the list is sorted by bill number. From the **Billing History By Partner** page you can:

- report on the selected bill
- preview a bill
- sort by columns.

### *To view a partner's billing history*

1. Select Billing > Billing History > **By Partner** on the toolbar.  
The **Billing History By Partner** page opens.
2. Click the ellipse button in the **Partner** field to search for the partner whose bills you want to view.  
The **Find Partner** window opens.
3. Select a partner.  
A list of bills are displayed only for that particular partner's clients.
4. Select a bill.
5. From here you can:

- Click **Preview** on the Tasks bar to view the selected bill in Microsoft Word. From Microsoft Word the bill can be printed.
- Printed bills can be viewed and reprinted from the **Bills** tab of the relevant **Client** or **Assignment Details** page (AE) in the **Full Billing History** section, if required. If you click a client name in the list, the **Bills** tab for that client is displayed.
- You can refresh the list by clicking **Refresh** on the Tasks bar.  
You can also group bills that are listed on the page.

### Related topics

[Printing bills](#)

[Editing and unlocking draft bills](#)

[Using the Client and Contact pages](#)

[\(AE\) Assignment Details page](#)

[Finding and opening clients and contacts](#)

[\(AE\) Finding and opening assignments](#)

[Creating bills for clients using the Billing Wizard](#)

[Viewing draft bills for the practice](#)

[Viewing draft bills for the practice](#)

[Viewing draft bills for a client](#)

[Viewing bills ready to print](#)

[Viewing standing orders and draft bills](#)

## Viewing bills ready to print

### *Practice Manager only*

Once a client bill has been posted, most practices print the bill that will be sent to the client. The **Bills Ready To Print** page is used to either print or preview the bill using Microsoft Word. There are a number of tasks that can be performed from the **Bills Ready To Print** page:

- If an individual bill is posted by clicking **Post** on the **Billing Main** page, the **Bills Ready To Print** window is displayed automatically. For bulk printing of bills, the page can be opened using Billing > **Ready to Print** on the toolbar.
- Click the **Print** icon on the Tasks bar of the **Bills Ready To Print** page to send selected bills to the default printer for printing.
- Click **Preview** on the Tasks bar to view the bill using Microsoft Word. You can select File > **Print** or click **Print** on the toolbar in Microsoft Word.
- Select a **Client Partner Filter**, if required, by deselecting the **Show all partners** checkbox and clicking the ellipse button on the **Partner** field. This opens the **Find**

**Partner** window. Select a partner from this window to see only bills for that partner's clients.

- Any bills you print from the **Bills Ready To Print** page should be marked as **printed** so that printed items are removed from the list. Select the printed items in the list and click **Printed OK** on the Tasks bar. Printed bills can be viewed and reprinted from the **Bills** tab of the relevant **Client** page or **Assignment Details** page (AE) in the **Full Billing History** area if required.
- Click **Refresh** on the Tasks bar to refresh the list.
- If you click a client name, the **Bills** tab for that client is displayed. If you click a partner's name, the **Employee Details** page is displayed.
- Click the **Report** option on the Tasks bar to generate a report of the selected bill in the list, including all the timesheet entries billed on it.

You can also group bills that are listed on the page.

### Related topics

[Printing bills](#)

[Editing and unlocking draft bills](#)

[Using the Client and Contact pages](#)

[\(AE\) Assignment Details page](#)

[Finding and opening clients and contacts](#)

[\(AE\) Finding and opening assignments](#)

[Creating bills for clients using the Billing Wizard](#)

[Viewing draft bills for the practice](#)

[Viewing draft bills for the practice](#)

[Viewing draft bills for a client](#)

[Viewing partners' billing history](#)

[Viewing standing orders and draft bills](#)

## Viewing standing orders and draft bills

### *Practice Manager only*

The **Standing Order** and **Draft Bills** page is automatically displayed when you launch MYOB AE/AO if:

- you have sufficient authorisation and posting rights.
- there are draft bills or standing orders ready for authorisation (AE) and/or posting.

Standing orders are template bills which are configured to be generated for particular clients (including automatic posting) at a pre-defined frequency.

You can view the window at any time, by selecting Billing > **Standing Order** from the toolbar.

The **Standing Order** and **Draft Bills** page enables you to view the current bills in the system at a glance. You can:

- view the details for a standing order.
- change the details of a standing order.
- create a new standing order. You can use an existing client bill to create a template that will automatically generate a new bill for particular clients at a set time.
- click a number in the **Draft No.** column to open the **Billing Main** page for the selected bill.

---

**Note:** Draft bills are locked when they are being edited. If another user is editing the same draft bill you want to view, you can only open the draft bill in **View Bill** mode. If you need to edit a locked draft bill, see “To unlock and edit a draft bill” on page 523.

---

- Click a client name to open the Client page > **Bills** tab.
- Click an employee name to open their **Employee Details** page.
- Generate a **Draft Bill Report** for the selected bill by clicking **Report** on the Tasks bar.
- Preview the selected bill by clicking **Preview** on the Tasks bar.

You can change how the draft bills are listed in the **Standing Orders** and **Draft Bills** pages by grouping and sorting. You can also click the column headings to sort by that row.

### Related topics,

[Printing bills](#)

[Editing and unlocking draft bills](#)

[Billing](#)

[Standing orders](#)

[Using the Client and Contact pages](#)

[Assignment Details page](#)

[Finding and opening clients and contacts](#)

[Finding and opening assignments](#)

[Creating bills for clients using the Billing Wizard](#)

[Viewing draft bills for the practice](#)

[Viewing draft bills for a client](#)

[Viewing draft bills for the practice](#)

[Viewing partners' billing history](#)



[Viewing bills ready to print](#)

[Viewing your practice's full billing history](#)

### Viewing your practice's full billing history

#### ***Practice Manager only***

The **Billing History** page is used to view a summary of all the practice's posted bills. By default, the list is sorted by bill number.

Select Billing > Billing History > **All** on the toolbar to open the **Billing History** page.

You can:

- report on the selected bill using **Run draft internal bill report** on the Tasks bar.
- preview a bill using **Preview** on the Tasks bar.
- sort by columns.
- analyse the report with Microsoft Excel.
- export the report to another file format.

The **Billing History** page contains a **Preview** option on the Tasks bar that can be used to view the bill in Microsoft Word. From within Microsoft Word, the bill can be printed.

Printed bills can be viewed and reprinted from the **Bills** tab of the relevant **Client** page or **Assignment Details** page (AE) in the **Full Billing History** section, if required.

If you click a client name in the list, the **Bills** tab for that client will be displayed. You can refresh the list by clicking **Refresh** on the Tasks bar.

You can also group bills that are listed on the page.

#### **Related topics**

[Printing bills](#)

[Editing and unlocking draft bills](#)

[Using the Client and Contact pages](#)

[\(AE\) Assignment Details page](#)

[Finding and opening clients and contacts](#)

[\(AE\) Finding and opening assignments](#)

[Creating bills for clients using the Billing Wizard](#)

[Viewing draft bills for the practice](#)

[Viewing draft bills for the practice](#)

[Viewing draft bills for a client](#)

[Viewing partners' billing history](#)

[Viewing bills ready to print](#)

[\(AE\) Viewing standing orders and draft bills](#)

## Creating invoice templates

### *Practice Manager only*

You may need to create a new invoice template to enable billing for a new part of the business.

To do this, you will need to copy an existing template and make changes to it for the new business. After renaming it, you set up a new Document Style for the new template.

### **Locating your existing template**

1. Go to Maintenance > Maintenance Map > Documents > **Document Style Defaults**.  
The Document Style Defaults tab opens.
2. Make a note of the default style name used in the **Default Bill Type** field.
3. Go to Maintenance > Maintenance Map > Documents > **Document Styles**.  
The **Maintenance - Document Styles** tab displays.
4. Expand the **Word Template** column and note the path file location and the name of the template that you want to copy from the style name identified in Step 1.  
The location and name of the template is noted.

### **Editing your template**

1. Navigate to the location of the template as noted in “Locating your existing template” (see page 558).
2. Right-click the template file and select **Copy**.
3. Right-click on a blank space and select **Paste**.
4. Right-click the template copy and select **Rename**.
5. Type a new template name and press **[Enter]**.
6. Double click the renamed template to open it in your word processing software, then make your changes and save the file.

### **Creating a new Document Style**

1. Go to Maintenance > Maintenance Maps > Documents > **Document Styles**.  
The **Maintenance - Document Styles** tab displays.
2. On the top line, enter the details for the new template you created (as a result of “Editing your template” (see page 558)) and point to its location.

---

**Note:** Ensure that the **Enabled** check box is selected and the **Type** field is set to “Client Bill”.



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## Customising bill layouts

### *Practice Manager only*

You can customise the bill layout and text that is displayed within a client bill. Once the bill amounts have been decided in the **Bill Amounts** window, define the bill content. There are a number of ways to control the bill’s format.

### *To define bill layouts from the Bill Paragraphs window*

1. Open the **Bill Paragraphs** window.  
This window is accessed from the **Billing Main** page by clicking **Bill Paragraphs** .  

2. Ensure that you are in **Edit Bill** mode.  
See “To edit a draft bill” on page 522.
3. Change the **Print Line Detail** drop-down selections.  
This enables you to view different levels of detail with regard to time and expenses and customise the bill to client requirements or practice standards.  
The four **Print Line Detail** drop-downs enable you to determine the amount of detail displayed for the various transactions you are billing.  
See the “The Bill Paragraphs window” on page 501 for more information on the transaction types and the available options.
4. Use Master Paragraphs to include/remove specific text.  
See “Master paragraphs” on page 560.
5. Copy the contents of a previous bill for the current client or another client using the **Posted Bills** window.
6. Enter or edit text in the edit field bill lines.
7. Allocate billing amounts to the billing paragraphs.
8. Apply formatting to the text, such as bold, underline, colour and fonts.

### *To define bill layouts from the Billing Main page*

1. Open the **Billing Main** page.
2. Ensure that you are in **Edit Bill** mode.

See “To edit a draft bill” on page 522.

3. Select a different bill template from the **Style** drop-down.

### ***To define bill layouts using Microsoft Word***

1. Preview and save the draft bill in Microsoft Word.
2. Edit the text to customise the bill (once it has been approved).

---

**Note:** The templates available are Microsoft Word templates stored in a network directory. These can be configured for use by your system administrator using Maintenance > Maintenance Map (AO) > Documents > **Document Styles** (if you have the necessary permissions). Or ask your MYOB consultant about additional style templates which can be created for your bills to add a personal touch to your practice’s bills.

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### **Related topics**

[The Bill Amounts window](#)

[The Bill Paragraphs window](#)

[Defining billing paragraphs](#)

[Copying billing paragraphs from previous bills](#)

[Master paragraphs](#)

## Master paragraphs

### ***Practice Manager only***

**Master Paragraphs** are used in billing to add pre-defined text to a bill. The **Master Paragraphs** window is used to view and select the master paragraphs available for use when you are raising a bill for a client. The **Master Paragraphs** window is accessed from **Bill Paragraphs** window > **Paragraphs**.

Like bill templates, these masters are configured by your system administrator using Maintenance > Maintenance Map (AO) > Documents > **Master Paragraphs**. Master paragraphs are used to customise bills to suit different client and practice requirements. Most practices develop their own library of master paragraphs to suit their billing requirements.

Master paragraphs are grouped into **Types** which can contain a number of related paragraphs. For example, you may have a group of paragraphs under a **Type** heading of Tax and others that all relate to consultancy work under their own type.

Expand the types by clicking  to view the paragraphs below.

You can also attach paragraphs to specific assignments (AE) / jobs (AO) so that when a bill is created for that assignment/job, all bill content can be added in one step.

Use the drag and drop method to add master paragraphs to a bill quickly and easily. You can:

- drag and drop a single master paragraph onto the page. The paragraph will be added as a new paragraph.
- make multiple selections by holding down **[Ctrl]** while clicking the required paragraphs. Each selected paragraph is added as a new paragraph.
- add the content of one or more master paragraphs to an existing paragraph in the draft bill text (without overwriting) by holding **[Shift]** while you drag them to the draft bill.

---

**Note:** To add new master paragraphs using the **Maintenance** menu you need superuser access rights in the system. See your system administrator if you require this access.

---

### Related topics

[Defining billing paragraphs](#)

[The Bill Paragraphs window](#)

[Copying billing paragraphs from previous bills](#)

[Viewing draft bills for the practice](#)

[Customising bill layouts](#)

[Master paragraphs](#)

## Standing orders

### *Practice Manager only*

Standing orders are template bills used to automatically bill a client on a fixed and regular basis. For example, some clients may want to be billed monthly, while others want quarterly bills to prevent a large bill at the end of a set of work.

The **Standing Order** page enables you to edit or delete recurring client standing order bills.

To create standing orders, you must use an existing client bill, which has been created as an estimate to complete or miscellaneous charge, in the template that will automatically generate a new bill for the client at a regular interval.

### *Conditions for standing orders*

- All time processing periods must exist to cater for recurring invoices that fall on weekends (Saturdays and Sundays).

- A standing order can be created from an estimate to complete or a miscellaneous charge or a bill that includes both.
- A standing order cannot be created from a bill that includes any billed out timesheet or disbursement entries (i.e., no billed WIP entries).
- A recurring standing order will only be created using an estimate to complete or miscellaneous charge and will not bill out any WIP at all on the client.
- A standing order will be triggered by the first person who logs into MYOB AE/AO for the day. This is when MYOB AE/AO will check to see if any standing orders should be created for that day.
- Standing orders cannot be posted automatically. This is so that invoices are always available to be reviewed and checked before being posted to the client. You have the option to post in bulk from the **Draft Bills** page.
- AEOAEOIf you close a client, MYOB AE/AO will check to see if that client has an existing standing order and display a warning. It will not stop the client from being closed.
- The bill template and paragraphs used in the original standing order will be used for all subsequent standing order bills.
- The available frequency of standing orders are: daily, weekly, fortnightly, four weekly, monthly, 2 monthly, quarterly, 6 monthly, annual.
- Recurring standing orders will check for any changes to the client's address. The following logic is used:
  - MYOB AE/AO will check for the Address Type flagged as the Billing Address. If flagged, MYOB AE/AO will use this address.
  - If the billing address is not selected in the Address Types, MYOB AE/AO will check for the primary address. If available, MYOB AE/AO will use that address.
  - If both the billing and primary address are not available, MYOB AE/AO will use the address of the original bill.

---

**Note:** It is best to always select an address type when creating bills rather than manually entering an address.

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You can:

- "Creating a standing order" (see page 563)
- "Viewing the master standing orders" (see page 564)
- "Editing standing orders" (see page 565)
- "Deleting a current standing order" (see page 567)
- "Printing and exporting a list of standing orders" (see page 568).

### Creating a standing order

#### *Practice Manager only*

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**Tip:** All time processing periods for the month must exist if you are using standing orders, including Saturdays and Sundays. A standing order may fall on a Saturday or Sunday, and if it is not included in the processing period the standing order will not be created.

---

#### *To set up the Client's > Bills tab to view standing orders*

1. Open the Client page > **Bills** tab.  
The **Bills** tab displays any draft bills and a **Full Billing History** for the client.
2. Right-click on **Full Billing History** list to access the Field Chooser.
3. Drag the **S/O** option to the heading row of the **Full Billing History** list.  
This will allow you to see any bills that have been linked to standing orders. A standing order is identified by a tick in the checkbox of the **S/O** column.
4. Close the Field Chooser.

#### *To create a standing order*

1. Open the Client page > **Bills** tab.  
The **Bills** tab displays any draft bills and a **Full Billing History** for the client.
2. From the **Full Billing History** list on the client, highlight a bill that has been created as an estimate to complete or a miscellaneous charge.  
This will be the template for the standing order.

---

**Note:** You will need a previous estimate to complete or miscellaneous charge bill listed in the **Full Billing History** list to be able to create a standing order template. The bill you select will define the content and billing information for all the standing orders you base on it. If you need to confirm you are using the correct bill before you create the standing order, select the bill in the list and click the **Preview** icon below the **Full Billing History** list. This will allow to view the paragraphs within the original bill.  
To view the actual bill entries, click the **Report** button.

---

3. Click the **S/O** button.  
This is located below the client's **Full Billing History**.  
The **Create New Standing Order Template** window opens.

The **Client** field will automatically display the name of the client who is being billed.

4. Select the date of the next bill from the **Next Date** field drop-down calendar.
5. Select the **Frequency** of the standing order from the drop-down list.

6. In the **Entries** field, enter the number of the standing order bills that will be created.

If the **Entries** field is left blank then an unlimited number of standing order bills will be created.

For example, a year would be 11 entries, as the first month is the template bill.

7. Click **OK**.

### ***What happens next***

- The bill template defaults to the one used for the bill you based the standing order on.
- The paragraph text on the original client bill that you based the standing order on will be displayed on each subsequent standing order created. This can be changed, if required, if you open the bill before posting it.
- When the standing orders are generated each period, they will be displayed in the **Draft Bills** page. They are identified in the **Draft Bills** page by a tick in the **S/O** column. Standing orders are processed in the same way as any other bill.
- (AE) If for any reason, the standing order fails to be created, it will be displayed on the **Bills Approve** homepage with a status of 'Not Created'.

### **Related topics**

[Finding and opening clients and contacts](#)

[Standing orders](#)

[Defining billing paragraphs](#)

[Billing](#)

[Viewing the master standing orders](#)

[Bills tab](#)

[Editing standing orders](#)

[Deleting a current standing order](#)

[Printing and exporting a list of standing orders](#)

## Viewing the master standing orders

### ***Practice Manager only***



### ***To view the master standing orders for a client***

1. Select the Billing > **Standing Orders** on the toolbar.  
The **Standing Order** page opens.
2. Click on the type of standing order you want to view.
3. Filter the items shown in the tables.  
Use the drop-down list to refine your selection to a single client partner.
4. Click **OK**.  
To exit the **Standing Order** page.

### **Related topics**

[Standing orders](#)

[Creating a standing order](#)

[Editing standing orders](#)

[Deleting a current standing order](#)

[Printing and exporting a list of standing orders](#)

## Editing standing orders

### ***Practice Manager only***

There are a number of screens from which you can edit a standing order:

---

**Note:** We recommend that you edit a standing order from the **Standing Order** page.

---

### ***From the Standing Order page***

1. Select the Billing > **Standing Orders** on the toolbar.  
The **Standing Order** page opens.
2. Highlight **Client Bills** and click [+] to expand.  
The client bill standing orders display.
3. Select the standing order you want to edit.
4. To edit the date:
  - a. Click in the **Next Date** cell of the selected standing order.  
A drop-down appears at the end of the cell.
  - b. Select a different date from the drop-down calendar.

5. To edit the frequency:
  - a. Click in the **Frequency** cell of the selected standing order.  
A drop-down appears at the end of the cell.
  - b. Select a different frequency from the drop-down list.
6. To adjust the number of recurring entries of the standing order:
  - a. Edit the value in the **Entries** cell of the selected standing order.
7. Click **OK**.  
The **Standing Order** page closes.

### ***From the Client page > Bills tab***

1. Open Clients > **Bills** tab.  
The **Bills** tab displays any draft bills and a **Full Billing History** for the client.
2. From the **Full Billing History** table, select the bill on which the standing order is based.  
A standing order is identified by a tick in the checkbox of the **S/O** column.
3. Click the **S/O** button.  
The **Edit Standing Order Template** window opens.
4. Edit the standing order.  
You can edit the date, frequency and number of entries for the standing order. Select different options from the drop-downs or enter different values as required.
5. Click **OK**.  
The **Edit Standing Order Template** window closes.

### **Related topics**

[Finding and opening clients and contacts](#)

[Bills tab](#)

[Standing orders](#)

[Creating a standing order](#)

[Viewing the master standing orders](#)

[Deleting a current standing order](#)

[Printing and exporting a list of standing orders](#)

### Deleting a current standing order

#### ***Practice Manager only***

There are a number of screens from which you can delete a standing order:

#### ***From the Standing Order page***

1. Select the Billing > **Standing Orders** on the toolbar.  
The **Standing Order** page opens.
2. Highlight **Client Bills** and click [+] to expand.  
The client bill standing orders display.
3. Select the standing order you want to delete.
4. Press **[Delete]**.  
The **Confirm Delete** message is displayed.
5. Click **Yes**.  
The selected standing order is deleted. You are returned to the **Standing Order** page.
6. Click **OK**.  
The **Standing Order** page closes.

#### ***From the Client page > Bills tab***

1. Open Clients > **Bills** tab.  
The **Bills** tab displays any draft bills and a **Full Billing History** for the client.
2. From the **Full Billing History** table, select the bill on which the standing order is based.  
A standing order is identified by a tick in the checkbox of the **S/O** column.
3. Click the **S/O** button.  
The **Edit Standing Order Template** window opens.
4. Click the **Delete** button.  
A confirmation message is displayed.
5. Click **Yes**.  
The selected standing order is deleted. You are returned to the **Edit Standing Template** window.
6. Click **OK**.  
The **Edit Standing Order Template** window closes.

### Related topics

[Finding and opening clients and contacts](#)

[Bills tab](#)

[Standing orders](#)

[Creating a standing order](#)

[Viewing the master standing orders](#)

[Editing standing orders](#)

[Printing and exporting a list of standing orders](#)

## Printing and exporting a list of standing orders

### *Practice Manager only*

#### *To export and print a list of standing orders*

1. Select the Billing > **Standing Orders** on the toolbar.  
The **Standing Order** page opens.
2. Click the **Export to Excel** icon in the Tasks bar.  
All the standing orders are exported to Microsoft Excel.
3. Print the standing order list as usual from Microsoft Excel.

### Related topics

[Standing orders](#)

[Creating a standing order](#)

[Viewing the master standing orders](#)

[Editing standing orders](#)

[Deleting a current standing order](#)

## Billing reports

### *Practice Manager only*

The variety of reports available from Billing > **Billing Reports** on the toolbar are a quick link to Reports which are described in the **Reports** help.

The reports which can be accessed from Billing > **Billing Reports** on the toolbar are:

- Draft Bills
- Draft Reports
- Fee Recovery by Client
- Fee Recovery by Employee

- Debtors Invoices by Client
- More Reports.

# Debtors

## ***Practice Manager only***

Debtors are people or organisations who owe your practice money for goods and/or services that you have supplied to them.

The **Debtors Ledger** enables you to view the outstanding debtors transactions. These are in essence unpaid bills. Receipts and adjustment entries are entered in the Debtors Ledger. Receipts can be allocated to a specific bill item down to the employee level.

The **Style** and **Mode** fields of the Debtors Ledger change to reflect the selected view. The Ledger table incorporates additional columns depending on the selected view.

---

**Note:** Some options and buttons will not be available for use depending on the selected view.

---

By default, only unpaid debtors transactions are displayed in the Debtors Ledger. Click the **Show Zero** checkbox located at the bottom of the Debtors Ledger to show all transactions from a specified dated.

---

**Note:** Any entries in the debtors ledger in RED are overdue payments.

---

The Debtors Ledger has the following views which can be accessed from either the Tasks bar or the toolbar:

- **Adjustments** — this mode enables you to create an adjustment note for a particular debtor payment.  
For more information, see “Debtors adjustments” on page 575.
- **Receipt** — this mode enables you to enter receipts for payments received against outstanding client bills and unallocated cash.  
For more information, “Debtors receipts” on page 577.
- **Ledger** — this mode enables you to view the aged debt for the client and reverse receipts entered incorrectly.

You can also export the client bill data to a Microsoft Excel spreadsheet or preview or print it.

## **Related topics**

[Accessing the debtors ledger](#)

[Viewing debtors bills](#)

[Debtors adjustments](#)

[Debtors receipts](#)

[Adjustments to print](#)

[Bank deposit slip](#)

[\(Australia\) M-Powered import](#)

[Tax receipt to print](#)

[Debtors reports](#)

## Accessing the debtors ledger

### *Practice Manager only*

The Debtors Ledger can be accessed in two ways:

#### *From the toolbar*

1. Click **Debtors** on the toolbar.  
The **Debtors Ledger** opens.
2. Enter the **Client** name or **Code** for the client from whom payment was received.  
If you do not know the full client name, click the magnifying glass button to find and open a client. See “Finding and opening a client” on page 86 “Finding and opening a client” on page 271.  
The **Client Code** field is automatically filled with the client details when you enter or select the client name in the **Client** field.

#### *From the Client page Tasks bar*

1. Find and open a client.  
See “Finding and opening a client” on page 86 “Finding and opening a client” on page 271.  
The **Client** page opens on the **Main** tab by default.
2. Click **Debtors ledger** on the Tasks bar.  
The **Debtors Ledger** opens for the selected client. The **Source**, **Client** and **Code** fields are automatically filled with the client details.

### **Related topics**

[Accessing the debtors adjustment](#)

[Accessing the debtors receipt](#)

[Viewing debtors bills](#)

[Debtors adjustments](#)

[Debtors receipts](#)

[Adjustments to print](#)

## Accessing the debtors adjustment

### *Practice Manager only*

The Debtors Adjustment can be accessed in two ways:

### ***From the toolbar***

1. Select Debtors > **Debtors Adjustment** on the toolbar.  
The **Debtors Ledger** opens in **Adjustment** mode.
2. Enter the **Client** name or **Code** for the client from whom payment was received.  
If you do not know the full client name, click the magnifying glass button to find and open a client. See “Finding and opening a client” on page 271 “Finding and opening a client” on page 271.  
The **Client Code** field is automatically filled with the client details when you enter or select the client name in the **Client** field.

### ***From the Client page Tasks bar***

1. Find and open a client.  
See “Finding and opening a client” on page 86 “Finding and opening a client” on page 271.  
The **Client** page opens on the **Main** tab by default.
2. Click **Debtors ledger** on the Tasks bar.  
The **Debtors Ledger** opens for the selected client. The **Source**, **Client** and **Code** fields are automatically filled with the client details.
3. Click **Adjustments** on the Tasks bar.  
The **Debtors Ledger** changes to **Adjustment** mode.

### **Related topics**

- [Accessing the debtors ledger](#)
- [Accessing the debtors receipt](#)
- [Viewing debtors bills](#)
- [Debtors adjustments](#)
- [Debtors receipts](#)
- [Adjustments to print](#)

## Accessing the debtors receipt

### ***Practice Manager only***

The Debtors Receipt can be accessed in two ways:



### ***From the toolbar***

1. Select Debtors > **Debtors Receipt** on the toolbar.  
The **Debtors Ledger** opens in **Receipt** mode.
2. Enter the **Client** name or **Code** for the client from whom payment was received.  
If you do not know the full client name, click the magnifying glass button to find and open a client. See “Finding and opening a client” on page 86 “Finding and opening a client” on page 271.  
The **Client Code** field is automatically filled with the client details when you enter or select the client name in the **Client** field.

### ***From the Client page Tasks bar***

1. Find and open a client.  
See “Finding and opening a client” on page 86 “Finding and opening a client” on page 271.  
The **Client** page opens on the **Main** tab by default.
2. Click **Debtors ledger** on the Tasks bar.  
The **Debtors Ledger** opens for the selected client. The **Source**, **Client** and **Code** fields are automatically filled with the client details.
3. Click **Receipt** on the Tasks bar.  
The **Debtors Ledger** changes to **Receipt** mode.

### **Related topics**

[Accessing the debtors ledger](#)

[Accessing the debtors adjustment](#)

[Viewing debtors bills](#)

[Debtors adjustments](#)

[Debtors receipts](#)

[Adjustments to print](#)

## Viewing debtors bills

### ***Practice Manager only***

You are able to view all bills, receipts, adjustments and credit notes for a client and any specific details related to them.

### ***To view all bills, receipts, adjustments and credit notes***

1. Access the **Debtors Ledger**.

See “Accessing the debtors ledger” on page 571.

2. Click the **Show Zero** checkbox.  
All transactions are displayed.
3. Select the date from the drop-down calendar next to **Show Zero** from when the client transactions are to be displayed.  
The system defaults to display the last 12 months of transactions.  
The date can be adjusted to display prior transactions.

### ***To view details of an allocation against a specific bill, receipt or credit note***

1. Access the **Debtors Ledger**.  
See “Accessing the debtors ledger” on page 571.
2. Select a bill, receipt or credit note from the Ledger table.
3. Click **Allocations** on the Tasks bar.  
The **Allocations** window opens listing all the allocated transactions for the selected bill, receipt or credit note.

### ***To view details of a paid receipt or credit note***

1. Access the **Debtors Ledger**.  
See “Accessing the debtors ledger” on page 571.
2. Click the **Show Zero** checkbox.  
All transactions are displayed.
3. Select the date from the drop-down calendar next to **Show Zero** from when the receipts and credit notes are to be displayed.
4. Select the receipt or credit note from the Ledger table.
5. Click **Allocations** on the Tasks bar.  
The **Allocations** window opens listing all the allocated transactions for the selected receipt or credit note.

### **Related topics**

[Accessing the debtors ledger](#)

[Accessing the debtors adjustment](#)

[Accessing the debtors receipt](#)

[Debtors adjustments](#)

[Debtors receipts](#)

[Adjustments to print](#)

## Debtors adjustments

### *Practice Manager only*

Adjustments can be made to debtor amounts. Adjustments are used when a change is required to an existing bill. An adjustment note can then be printed.

Adjustments are used for:

- minor corrections to the bill to match a received payment
- bad debts
- applying a discount.

Discounts and bad debts are entered in the same way as adjustments.

Adjustments **do not**:

- affect the client WIP ledger in any way
- display in the client fee reports
- display on the Client page > **Bills** tab.

---

**Note:** Adjustments are matched to existing bills, whereas credit notes are not matched and are credited for future work only.

---

### *To make an adjustment to a debtor amount*

1. Access the Debtors Ledger in **Adjustment** mode for the client.  
See “Accessing the debtors adjustment” on page 571.
2. Select the **Company** from the drop-down to which the adjustment is be made.  
Once a company is selected, the **Account** and **Source** fields are automatically filled with the company’s details.
3. Accept or change the default **Date** of the adjustment.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.  
The default date is the current date.
4. Enter a unique **Receipt Number** to help track the adjustment.

---

**Tip:** It is recommended that you enter the original bill number. The entered number is prefaced with Adjustment, Bad Debt or Discount when it is stored in the system. This depends on where the adjustment is entered into the ledger; the **Adjustment** column, **Bad Debt** column or **Discount** column.

---

5. Enter a description for the adjustment in the **Description** field.
6. Select a different **Style** from the drop-down of pre-defined styles if you do not want to use the default Adjustment template.
7. Double-click the bill that you want to apply the adjustment to.
8. If you are making a minor correction to a bill, enter an amount in the **Adjustment** column for the bill.  
If you are reducing the bill, enter the amount as a positive value.  
If you are increasing the bill, enter the amount as a negative value.
9. If you are processing a bad debit for a client, enter an amount into the **Bad Debt** column for the bill.  
If you are reducing the bill, enter the amount as a positive value.
10. If you are processing a discount for a client, enter an amount into the **Discount** column for the bill.  
If you are reducing the bill, enter the amount as a positive value.
11. Press **[Enter]**.  
The **Gross Unpaid** amount is updated to reflect the amount entered in the **Adjustment** column.
12. Click **Post**.  
A **Posting** confirmation message is displayed.  

---

**Note:** If do you not click **Post** after making an adjustment, then the adjustment is not committed or saved.

---
13. Click **Yes**.  
To save your changes and update the system.  
The adjustment is automatically allocated against the respective bill(s).  
Minor corrections to bills can be then printed using “Adjustments to print” on page 589. There is no current provision to print a bad debt note or discount note.

### Related topics

[Adjustments to print](#)

[Debtors receipts](#)

[Bank deposit slip](#)

[\(Australia\) M-Powered import](#)

[Tax receipt to print](#)

[Debtors reports](#)

## Debtors receipts

### *Practice Manager only*

Debtor payments can be entered in the Debtors Ledger — Receipts mode. From here receipts and adjustments can be produced.

If payment is receipted against a client but not allocated against a bill, the amount remains **Unallocated**. You can process the client's receipt and use the unallocated amount as a credit note on the client's ledger which can be allocated against future bills. The money is allocated at the standard tax rate for your practice unless a different tax rate is selected.

If an over-payment is made by the client, any amounts not allocated against bills remain **Unallocated** on the debtors receipt.

### *Entering receipts against client bills*

1. Access the Debtors Ledger in **Receipt** mode for the client.  
See "Accessing the debtors receipt" on page 572.
2. (AE) Select the **Company** from the drop-down to which the receipt is to be paid.  
Once a company is selected, the **Account** and **Source** fields are automatically filled with the company's details. If required, they can be changed by selecting a different option from the respective drop-downs.  
(AO) The **Company**, **Account** and **Source** details will be automatically filled. If required, they can be changed by selecting a different option from the respective drop-downs.
3. Enter the **Date** of the receipt.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.  
The default date is the current date.
4. Enter the **Receipt Number**.  
You could use the bill number as the **Receipt Number** in order to assist with organising ledger data.
5. Enter a **Description** for the receipt.
6. Enter the **Amount** received from the client.
7. Select the **Style** of the receipt for printing.
8. Select the bill that the receipt is to be allocated against.

---

**Tip:** You can drill down to allocate the receipt against an item within the bill if required. Click the [+] beside the required bill in the Ledger table. The sub-items open, showing the breakdown of **Time** and **Disbursements** or **Miscellaneous** or **Estimate to Complete** charges that make up the selected bills. Keep clicking the [+] beside each level until you reach the desired sub-item. You can access bills at the individual employee level from the Ledger table.

---

9. Enter the amount in the **Allocate** column.

To allocate the receipt against the bill or bill item you have selected.

The receipt is allocated.

---

**Note:** If you offer an early payment discount to clients, the amount can be entered in the **Discount** column at this stage.

---

---

**Tip:** If the receipt is being allocated to a single invoice, double click in the **Allocate** column for that bill to automatically enter the amount.

---

10. Click **Post**.

To update the allocation to the database.

A **Posting** confirmation message is displayed.

---

**Note:** You must **Post** the allocation before moving on to another allocation or task.

---

11. Click **Yes**.

To continue the posting. The receipt is successfully posted and the updated figures are shown on the Debtors Ledger in Receipt mode.

or

Click **No** to cancel and return to the Debtors Ledger in Receipt mode.

---

**Note:** Do not select the **Cleared** checkbox unless you are using the **Bank Reconciliation** feature.

---

### Related topics

[Allocating receipts against multiple client bills](#)

[Entering unallocated receipts to clients](#)

[Reallocating receipts against client bills](#)

[Reversing receipts](#)

[Unallocating receipts allocated to incorrect bills](#)

[Unallocating unallocated receipts with incorrect tax levels](#)

[Exporting client's debtors ledger to Microsoft Excel](#)

[Adjustments to print](#)

### Allocating receipts against multiple client bills

#### ***Practice Manager only***

When clients send one cheque to cover a number of different fees, you can allocate the single payment to multiple bills.

Enter the total amount of the receipt and then allocate it against each of the bills until the unallocated amount is zero.

#### ***To allocate a single receipt against more than one client bill***

1. Access the Debtors Ledger in **Receipt** mode for the client.  
See "Accessing the debtors receipt" on page 572.
2. (AE) Select the **Company** from the drop-down to which the receipt is to be paid.  
Once a company is selected, the **Account** and **Source** fields are automatically filled with the company's details. If required, they can be changed by selecting a different option from the respective drop-downs.  
(AO) The **Company**, **Account** and **Source** details will be automatically filled. If required, they can be changed by selecting a different option from the respective drop-downs.
3. Enter the **Date** of the receipt.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.  
The default date is the current date.
4. Enter the **Receipt Number**.
5. Enter a **Description** for the receipt.
6. Enter the **Amount** being paid.
7. Select the **Style** of the receipt for printing.
8. Click one bill or bill item row from the Ledger table, that part payment should be allocated against.

---

**Tip:** You can drill down to allocate the receipt against an item within the bill if required. Click the [+] beside the required bill in the Ledger table. The sub-items open, showing the breakdown of **Time** and **Disbursements** or **Miscellaneous** or **Estimate to Complete** charges that make up the selected bills. Keep clicking the [+] beside each level until you reach the desired sub-item. You can access bills at the individual employee level from the Ledger table.

---

9. Enter the amount that is allocated to this bill in the **Allocate** column.

10. Click **Post**.

This will update the Ledger. The amount is allocated to the bill and the receipt is entered in the table.

A **Posting** confirmation message is displayed.

---

**Note:** You must **Post** the allocation before moving on to another allocation or task.

---

11. Click **Yes**.

To continue the posting. The receipt is successfully posted and the updated figures are shown on the Debtors Ledger in Receipt mode.

or

Click **No** to cancel and return to the Debtors Ledger in Receipt mode.

12. Repeat **Step 8**. to **Step 11**. until the **UnAllocated** field shows a zero amount.

The payment has been allocated to all bills.

### Related topics

[Entering unallocated receipts to clients](#)

[Reallocating receipts against client bills](#)

[Reversing receipts](#)

[Unallocating receipts allocated to incorrect bills](#)

[Unallocating unallocated receipts with incorrect tax levels](#)

[Exporting client's debtors ledger to Microsoft Excel](#)

[Adjustments to print](#)

## Entering unallocated receipts to clients

### *Practice Manager only*

An unallocated receipt is money received from a client for work which has not yet been billed. For example, when cash is received in advance of the work being billed.



You can receipt the payment from the client without allocating it against a bill. The amount remains in the Unallocated area. This enables you to process the client receipt and maintain the unallocated amount as a credit on the client's ledger to be allocated against future invoices.

Once the pre-payment has been entered, it is posted to update the Debtors Ledger. There is no matching at this stage as the bill has not been generated. When the bill is raised and posted, the unallocated receipt can then be matched.

### ***To enter unallocated receipts to a client***

1. Access the Debtors Ledger in **Receipt** mode for the client.  
See "Accessing the debtors ledger" on page 571.
2. (AE) Select the **Company** from the drop-down to which the receipt is to be paid.  
Once a company is selected, the **Account** and **Source** fields are automatically filled with the company's details. If required, they can be changed by selecting a different option from the respective drop-downs.  
(AO) The **Company**, **Account** and **Source** details will be automatically filled. If required, they can be changed by selecting a different option from the respective drop-downs.
3. Enter the **Date** of the receipt.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.  
The default date is the current date.
4. Enter the **Receipt Number**.
5. Enter a **Description** for the receipt.
6. Enter the **Amount** being paid.
7. Select the method of receipt from the **Source** drop-down.
8. Select the **Style** of the receipt for printing.
9. Click **Post**.  
The **Tax on Unallocated Cash** window opens.
10. Define the **Tax Rate** field.
11. Click **OK**.  
A **Posting** confirmation message is displayed.
12. Click **Yes** to continue the posting.  
or

Click **No** to cancel and return to the Debtors Ledger in Receipt mode.

### Related topics

[Allocating receipts against multiple client bills](#)

[Reallocating receipts against client bills](#)

[Reversing receipts](#)

[Unallocating receipts allocated to incorrect bills](#)

[Unallocating unallocated receipts with incorrect tax levels](#)

[Exporting client's debtors ledger to Microsoft Excel](#)

[Adjustments to print](#)

## Identifying unallocated cash amounts

### *Practice Manager only*

Towards the end of the month, you may want to identify if there is any unallocated cash receipt amounts and then allocate these amounts, if applicable. You will need to run an Aged Debtor Report to identify any unallocated cash amounts.

### ***To identify unallocated cash amounts***

1. Open Reports > Debtors > Aged Debtors > **Aged Debtor By Company - Partner Detailed**.
2. Run this report and check the unallocated cash column on the report to identify which clients have unallocated receipts. To review the amounts, open the client from the **Client Search** window and select the **Debtors Ledger** from the Task Bar.
3. From the Debtors Ledger window, select **Ledger** from the Task Bar to see the unpaid and unallocated items.
4. To allocate a receipt, see Allocating unallocated receipts to a bill.

## Allocating unallocated receipts to a bill

### ***Practice Manager only***

In some cases, clients may pay in advance, which leaves an unallocated amount on their Debtors Ledger and shows as Unallocated Cash entries on debtor reports.

Once the bill has been posted, the unallocated receipt entry can be allocated against the relevant bill.

If the receipt is to be allocated to more than one bill, you will need to repeat the procedure for each bill.

### ***To allocate an unallocated receipt***

1. Access the Debtors Ledger in **Ledger** mode for the client.  
See “Accessing the debtors ledger” on page 571.
2. Click on the unallocated receipt.
3. Press and hold **[Ctrl]** and click on the bill you want to allocate the receipt against.
4. Click **Allocate**.  
The receipt is allocated to the bill.

### **Related topics**

[Allocating receipts against multiple client bills](#)

[Reallocating receipts against client bills](#)

[Reversing receipts](#)

[Unallocating receipts allocated to incorrect bills](#)

[Unallocating unallocated receipts with incorrect tax levels](#)

[Exporting client’s debtors ledger to Microsoft Excel](#)

[Adjustments to print](#)

## Reallocating receipts against client bills

### ***Practice Manager only***

Payments should be matched against a bill as part of the receipt process. At times, however, an incorrect allocation may be made which needs to be corrected.

You can reallocate a receipt if the receipt and the two bills involved are for the same client and they are in the same open tax period.

### ***To reallocate a receipt against a client bill***

1. Access the Debtors Ledger in **Ledger** mode for the client.  
See “Accessing the debtors ledger” on page 571.
2. Ensure that the **Show Zero** option is selected.  
All transactions for the selected client are displayed.
3. Select the receipt that was allocated incorrectly.
4. Press **[Ctrl]** and select the bill to which the allocation should have been made.  
Both the bill and the incorrect receipt should be highlighted.
5. Click **Reallocate**.  
The correct bill is **paid** and the incorrect bill is **unpaid**.

### Related topics

[Allocating receipts against multiple client bills](#)

[Entering unallocated receipts to clients](#)

[Reversing receipts](#)

[Unallocating receipts allocated to incorrect bills](#)

[Unallocating unallocated receipts with incorrect tax levels](#)

[Exporting client's debtors ledger to Microsoft Excel](#)

[Adjustments to print](#)

## Reversing receipts

### *Practice Manager only*

You can reverse a receipt entry completely so that if an error was made in the original entry of the receipt or the payment was stopped, this transaction can be removed from the client's ledger.

Once you have reversed a receipt, it is no longer in the system and cannot be reallocated later. Receipts can be reversed across open or closed tax periods. The reversed receipt can be viewed in the Debtors Ledger when the client is selected.

When reversing a receipt you must date the reversal within an open accounting period.

---

**Note:** The receipt must first be unallocated before it can be reversed.

---

### *To reverse a receipt*

1. Access the Debtors Ledger for the client.  
See "Accessing the debtors ledger" on page 571.
2. Ensure that the **Show Zero** option is selected.  
All transactions for the selected client are displayed.  
By default, the previous 12 month transactions are displayed. You can change the date of which transactions are displayed by entering or selecting the date in the field adjacent to the **Show Zero** checkbox.
3. Select the receipt that requires reversal.
4. Click **Unallocate**.  
The **Unallocated Cash Tax Rate** window opens.
5. Select the appropriate tax rate from the drop-down **Select Tax Rate** field.
6. Click **OK**.  
The receipt is unallocated.

---

**Note:** You cannot unallocate cash which is in a closed accounting period. A negative receipt amount should be entered.

---

7. Select the receipt that requires reversal.
8. Click **Reverse**.
9. Enter the date to which the receipt is to be reversed.  
The receipt is reversed. An identical row with a minus amount is displayed in the Ledger table.

---

**Note:** You can only reverse the original receipt if the accounting period is open.

---

### Related topics

[Allocating receipts against multiple client bills](#)

[Entering unallocated receipts to clients](#)

[Reallocating receipts against client bills](#)

[Unallocating receipts allocated to incorrect bills](#)

[Unallocating unallocated receipts with incorrect tax levels](#)

[Exporting client's debtors ledger to Microsoft Excel](#)

[Adjustments to print](#)

## Unallocating receipts allocated to incorrect bills

### *Practice Manager only*

When an error has been made in allocating receipts to the correct bills, the receipt can be unallocate. The receipt can then be reversed or allocated to another bill.

### ***To unallocate a receipt that has been allocated to an incorrect bill***

1. Access the Debtors Ledger in **Ledger** mode for the client.  
See "Accessing the debtors ledger" on page 571.
2. Ensure that the **Show Zero** option is selected.  
All transactions for the selected client are displayed.  
By default, the previous 12 month transactions are displayed. You can change the date of which transactions are displayed by entering or selecting the date in the field adjacent to the **Show Zero** checkbox.
3. Select the receipt that was allocated incorrectly.

4. Click **Unallocate**.  
The **Unallocated Cash Tax Rate** window opens.
5. Select the appropriate tax rate for the unallocated cash receipt from the drop-down **Select Tax Rate** field, if necessary.
6. Click **OK**.  
The receipt is now identified as unallocated cash in the Ledger table.

---

**Note:** If the prompt “Failed to Unallocate. You cannot unallocate cash which is in a closed accounting period” is displayed, you must enter either a negative receipt or open the prior accounting period(s) for the receipt and re-run the month end reports for that month.

---

### Related topics

- [Allocating receipts against multiple client bills](#)
- [Entering unallocated receipts to clients](#)
- [Reallocating receipts against client bills](#)
- [Reversing receipts](#)
- [Unallocating unallocated receipts with incorrect tax levels](#)
- [Exporting client’s debtors ledger to Microsoft Excel](#)
- [Adjustments to print](#)

## Unallocating unallocated receipts with incorrect tax levels

### *Practice Manager only*

If an error is made in the tax rate for entry of an unallocated cash receipt, you can reallocate the receipt and correct the tax level.

### *To unallocate an unallocated receipt with incorrect tax level*

1. Access the Debtors Ledger in **Ledger** mode for the client.  
See “Accessing the debtors ledger” on page 571.
2. Ensure that the **Show Zero** option is selected.  
All transactions for the selected client are displayed.
3. Select the receipt which was allocated incorrectly.
4. Click **Unallocate**.  
The **Unallocated Cash Tax Rate** window opens.
5. Select the correct tax level from the **Select Tax Rate** field drop-down.

6. Click **OK**.  
The unallocated receipt shows the correct tax level.

### **Related topics**

- [Allocating receipts against multiple client bills](#)
- [Entering unallocated receipts to clients](#)
- [Reallocating receipts against client bills](#)
- [Reversing receipts](#)
- [Unallocating receipts allocated to incorrect bills](#)
- [Exporting client's debtors ledger to Microsoft Excel](#)
- [Adjustments to print](#)
- [Finding the client associated with an invoice](#)

## Finding the client associated with an invoice

### ***Practice Manager only***

At times you may get entries on your bank statements for receipts with just an invoice number and you do not know the client associated with the invoice. Follow the procedure below to find the client.

### ***To find the client associated with a particular invoice***

1. Select Billing > **Billing history** from the toolbar.
2. Select **All**.
3. Enter the invoice number.  
The client's details are displayed.
4. Click on the client's name hyperlink and go to Debtors ledger > **Receipts** to enter the client's name for the invoice.  
or  
You can go back into the receipt data entry window and type in the client name.

### **Related topics**

- [Allocating receipts against multiple client bills](#)
- [Entering unallocated receipts to clients](#)
- [Reallocating receipts against client bills](#)
- [Reversing receipts](#)
- [Unallocating receipts allocated to incorrect bills](#)
- [Exporting client's debtors ledger to Microsoft Excel](#)
- [Adjustments to print](#)

### Exporting client's debtors ledger to Microsoft Excel

#### ***Practice Manager only***

A debtors ledger can be exported to a Microsoft Excel spreadsheet to obtain a summary of the ledger and for further viewing and printing.

The client's debtors ledger can be exported to Microsoft Excel in one of two ways:

- using **Export ledger to excel** on the Tasks bar which produces a formatted summary report which can be viewed and printed.
- using the **Export to Excel** icon on the Tasks bar which exports the information into a Microsoft Excel worksheet so that further calculations and manipulations can be done. This is not a formatted report.

---

**Note:** Only those transactions displayed in the Debtors Ledger are exported.

---

#### ***To export the client Debtors Ledger to Microsoft Excel***

1. Access the Debtors Ledger for the client.  
See "Accessing the debtors ledger" on page 571.
2. Click **Export ledger to excel** on the Tasks bar.  
or  
Click the **Export to Excel** icon at the top of the Tasks bar.  
The **Export to Excel** window opens.
3. Enter a file name for the debtors ledger.
4. Click **OK**.  
The debtors ledger is exported to Microsoft Excel.

#### **Related topics**

[Allocating receipts against multiple client bills](#)

[Entering unallocated receipts to clients](#)

[Reallocating receipts against client bills](#)

[Reversing receipts](#)

[Unallocating receipts allocated to incorrect bills](#)

[Previewing client debtors ledger items](#)

[Adjustments to print](#)

### Previewing client debtors ledger items

#### ***Practice Manager only***



You can preview any item in the debtors ledger, e.g., adjustment, receipt, credit note. The debtor item is displayed in Microsoft Word using a template previously set up by the system administrator. The template is set up in Maintenance > Maintenance Map > Documents > **Document Styles**. The debtor item can then be printed and sent to clients.

### ***To preview an item in the client debtors ledger***

1. Access the Debtors Ledger in **Receipt** mode for the client.  
See “Accessing the debtors receipt” on page 572.
2. Select an item from the Ledger table.
3. Click **Preview debtor item** on the Tasks bar.  
The Debtors Ledger is displayed in a Microsoft Word template.

### **Related topics**

[Allocating receipts against multiple client bills](#)

[Entering unallocated receipts to clients](#)

[Reallocating receipts against client bills](#)

[Reversing receipts](#)

[Unallocating receipts allocated to incorrect bills](#)

[Exporting client’s debtors ledger to Microsoft Excel](#)

[Adjustments to print](#)

## Adjustments to print

### ***Practice Manager only***

The **Adjustment to Print** window is used to identify adjustments that are yet to be printed.

Select the **Mark as Printed** checkbox when you have finished to indicate that the adjustment has been printed or emailed and can be removed from the display.

You can sort and group the adjustments listed in this window.

---

**Note:** A document style must be set up for this task.

---

### ***To print adjustments***

1. Select Debtors > **Adjustment to Print** on the toolbar.  
The **Adjustment to Print** window opens.
2. Select one or more **Date/Client Name** combinations.

Click the checkbox in the column heading to select all listed adjustments.

3. Click the **Print Document** checkbox.
4. Click **OK**.

To send the adjustment for the selected client to your default printer. When the receipts have been sent to the printer, the **Adjustments to Print** window closes.

### ***To mark an adjustment as printed***

1. Ensure that the adjustments have been printed or emailed successfully.
2. Select Debtors > **Adjustment to Print** on the toolbar.  
The **Adjustment to Print** window opens.
3. Select the adjustments that have been successfully printed or emailed.
4. Click the **Mark as Printed** checkbox.  
This indicates that the adjustment has been successfully printed or emailed and can be removed from the table.  
This will ensure that the same adjustment is not reprinted.
5. Click **OK**.  
The **Adjustment to Print** window closes.

### **Related topics**

[Exporting client's debtors ledger to Microsoft Excel](#)

[Previewing client debtors ledger items](#)

[Bank deposit slip](#)

[M-Powered import](#)

[Tax receipt to print](#)

[Debtors reports](#)

[Debtors adjustments](#)

[Debtors receipts](#)

## Overpayments

You may experience a situation where you have received a payment from a client which is greater than the amount of the bill they are paying.

When a client makes an overpayment, any of the amount not allocated against a bill remains in the **Unallocated** area on the Debtors Ledger in the **Receipt** mode.

If you would like to adjust the bill to match the client's over payment amount, you should:

- Enter the amount as an unallocated receipt using the receipting process.
- Make the necessary adjustment to the bill using the adjustments process.
- Allocate the payment against the bill using the Debtors Ledger.

Listed below are some common scenarios, and how to resolve them:

Scenario	Resolution
Overpayment received and you are not refunding the extra amount back to the client	<ol style="list-style-type: none"> <li>1. Enter the receipt as <b>unallocated cash</b>. Do not allocate the amount received against the bill;</li> <li>2. Enter an <b>Adjustment</b> to increase the bill amount to match the total of the receipt and</li> <li>3. <b>Allocate the cash</b> against the bill.</li> </ol>
Overpayment on the account is identified and the accounting period in which the receipt was entered is still open	<ol style="list-style-type: none"> <li>1. Highlight the <b>cash entry</b> in the Debtors Ledger and select <b>Unallocate</b>;</li> <li>2. Enter an <b>Adjustment</b> to increase the bill amount to match that of the receipt and</li> <li>3. <b>Allocate the cash entry</b> against the bill.</li> </ol>
Overpayment on the account (or a credit debtor balance) and the accounting period in which the receipt was entered is now closed	<ol style="list-style-type: none"> <li>1. Create and Post a <b>Miscellaneous Charge Bill</b> for the gross amount of the receipt (or credit amount) and</li> <li>2. <b>Allocate the Miscellaneous Charge Bill</b> against the overpayment amount (credit) balance.</li> </ol>
Overpayment or credit debtor balance and you are going to refund the amount to the client	<ol style="list-style-type: none"> <li>1. Enter and Post a <b>negative receipt</b> dated in the <b>current accounting period</b>;</li> <li>2. Draw a <b>cheque</b> for the overpayment amount for the client and</li> <li>3. Allocate the <b>negative receipt and unallocated receipt</b> in the Debtors Ledger.</li> </ol>

Scenario	Resolution
Overpayment on the account and you are going to allocate it against a future bill for the client	<ol style="list-style-type: none"> <li>1. Leave the receipt as partially allocated, therefore leaving an <b>unallocated credit amount</b> and</li> <li>2. Once the next bill has been posted, assign the <b>unallocated credit amount</b> against this bill as a <b>receipt</b> in the Debtors Ledger.</li> </ol>
Overpayment on the account is to be transferred to a related client	<ol style="list-style-type: none"> <li>1. Enter and Post a <b>negative receipt</b> to the client with the excess funds, dated in the <b>current accounting period</b> and</li> <li>2. Enter and Post a <b>Receipt</b> with the <b>same date</b> to the client where the excess cash is to be transferred.</li> </ol>

### Related topics

[Entering receipts against client bills](#)

[Debtors adjustments](#)

[Allocating unallocated receipts to a bill](#)

[Unallocating receipts allocated to incorrect bills](#)

[Adding miscellaneous charges to bills](#)

## Bank deposit slip

### *Practice Manager only*


You can create an automatic deposit record for the bank when receipts are deposited. The deposit slips can be created for cheque receipts or for electronic payments. A Microsoft Excel template is used to merge the receipt details provided by the system into a pre-configured bank deposit record.

### *To create a bank deposit slip*

1. Select Debtors > **Bank Deposit Slip** on the toolbar.  
The **Create Bank Deposit List** window opens.
2. Accept the default **Deposit Number**.
3. Change the default **Deposit Date**, if necessary.  
For example, from today's date to the date the receipts were/will be deposited.

4. Enter the earliest date of these unbanked receipts in the **Date From** field.
5. Enter the latest date of these unbanked receipts in the **Date To** field.
6. Filter the list of receipts returned by selecting from the following drop-downs:
  - **Company**
  - **Bank**

The **Account Number** field is automatically filled when the **Bank** is selected.
7. Click **Next**.

The **Bank Deposit List** window opens displaying receipts that match your selected criteria, finding all receipts entered for these dates for the company.
8. Select the receipts.
9. Click  to create the bank deposit slip.
10. Read the warning message.
11. Click **OK** to continue.

---

**Note:** Once the deposits are exported to Microsoft Excel, they will not be displayed on this list again. A new deposit ID will be generated when this option is selected the next time.

---

Microsoft Excel opens with the bank deposit slip.

12. Check that the receipts are correct and print the deposit slip to your default printer.

---

**Tip:** If you need to create a second deposit slip on the same day, take care to select only **new** receipts to merge with Microsoft Excel.

---

13. Click **Close**.

The **Bank Deposit List** window closes.

### Related topics

[Debtors adjustments](#)

[Debtors receipts](#)

[Adjustments to print](#)

[Tax receipt to print](#)

[\(Australia\) M-Powered import](#)

[Debtors reports](#)

## M-Powered import

### *Practice Manager only*

**M-Powered Invoices** is a MYOB service that makes it easier for your customers to pay you, as well as giving you a convenient and secure method of receiving customer payments. M-Powered Invoices enables you to generate invoices and statements that offer your customers a range of payment methods, including:

- **Bpay** — customers can pay you using phone or internet banking services.
- **Credit Card by Phone** — customers can pay you by credit card using an automated phone system. Your customers can use VISA, MasterCard or Bankcard.
- **POSTbillpay in person** — customers can pay you at any Australia Post office. Your customers can pay in cash or by EFTPOS.

Payments made to these invoices and statements are deposited directly to your business bank account as cleared funds and you are notified about the transaction, including information about who paid, the amount of the payment and to which invoice and statement the payment was made.

Each customer payment must then be entered into your MYOB company file. You must also record a bank deposit. That is, enter a bank deposit transaction in your company file based upon the information sent to you by MYOB M-Powered Invoices. This is done using Debtors > **M-Powered Import** to import M-Power receipts into your system.

To configure the settings required to import M-Powered receipts use Maintenance > Maintenance Map (AO) > Documents > **Document Style Defaults**.

### *Importing M-Power receipts*

1. Select Debtors > **M-Powered Import** on the toolbar.  
The **M-Powered Import** page opens.
2. Enter or locate the **File Name** location.  
This is a mandatory field.
3. Select the **Company** from the drop-down.
4. Select the **Bank Account** name from the drop-down.
5. Enter the **Allocation Date**.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
6. Select the payment **Source** from the drop-down.
7. Select the template **Style** from the available drop-down templates.

The file information is displayed in the table. If the **Invoice Number** cannot be matched to appropriate bills in the system, the **Client Name** field will remain empty.

8. You can identify the appropriate client information using the client search functionality in the program.
9. If the **Unallocated Amount** is not zero, you must select a valid **Tax Rate** from the drop-down in the **Unallocated Cash Tax Rate** field.
10. When satisfied with the information entered, click **Post** to import the receipts.

### Related topics

[Tax receipt to print](#)

[Bank deposit slip](#)

[Debtors reports](#)

[Adjustments to print](#)

## Tax receipt to print

### *Practice Manager only*

The Debtors > **Tax Receipts to Print** option is used to identify tax receipts that are yet to be printed. Once you have printed the tax receipt successfully, click the **Mark as Printed** checkbox to specify that the receipt has printed correctly and can be removed from the display.

Tax receipts can be previewed before printing by clicking **Preview debtor item** on the Tasks bar.

To ensure that successfully printed tax receipts cannot be reprinted, click the **Mark as Printed** checkbox to remove tax receipts on the **Tax Receipt to Print** window.

### *To print a tax receipt*

1. Select Debtors > **Tax Receipt to Print** on the toolbar.  
The **Tax Receipt to Print** window opens.
2. Select the receipts you want to print.  
You can sort and group the receipts.
3. Click the **Print Document** checkbox.
4. Click **OK**.

The tax receipt(s) for the selected client(s) is/are generated through the Microsoft Word template which has been set up in Maintenance > Maintenance Map (AO) > Documents > **Document Styles** and printed on the default printer.

5. Click **OK**.  
A **Confirmation** message is displayed.
6. Click **Yes** to confirm the tax receipts are printed or **No** to cancel.

### ***To mark a tax receipt as printed***

1. Select Debtors > **Tax Receipt to Print** on the toolbar.  
The **Tax Receipt to Print** window opens.
2. Select each of the receipts that have successfully printed.
3. Click the **Mark as Printed** checkbox.
4. Click **OK**.  
The selected tax receipts that have successfully printed are removed from the list on the **Tax Receipt to Print** window.

### **Related topics**

[Debtors reports](#)

[Previewing client debtors ledger items](#)

## Debtors reports

### ***Practice Manager only***

There are a variety of debtors reports available. These reports are described in the **Reports** help.

The reports which can be accessed from Debtors > **Debtors Reports** on the toolbar are:

- Adjustments
- Aged Debtors
- Debtor Statements
- Debtors Ledger Receipts
- Outstanding Debtors Invoices
- Debtors Control by Billing Company
- More Reports.



### Filtering debtor statements greater than 30 days

*Practice Manager only*

You may want to only view debtor statements for debtors greater than 30 days.

To filter on clients greater than 30 days, you need to apply the filter “<>0” to these fields: Client Aged1, Client Aged2, Client Aged3, Client Aged4, and Client Aged5.

**To apply filters for debtors greater than 30 days**

1. Click Reports > Debtors > **Debtor Statements**.  
The **Reports** screen displays, listing your statement layouts.
2. Highlight the relevant statement and click **Edit**.  
The **Change Report** screen appears.
3. Highlight the field **Client Aged1** and type “<>0” in the **Filter** column.
4. Continue typing <>0 in the remaining Client Aged fields, as shown below:

Field	Filter	Or	Or	Or	Or
Client Aged1	<>0				
Client Aged2		<>0			
Client Aged3			<>0		
Client Aged4				<>0	
Client Aged5					<>0

5. Click **Save** and save as a new report.

**To apply a filter for a particular partner and debtors greater than 30 days**

To apply a filter for a particular partner in addition to debtors greater than 30 days, follow the same steps as above, but add a filter against the Partner field. See below for an example:

Field	Filter	Or	Or	Or	Or
Partner	(Partner code)	(Partner code)	(Partner code)	(Partner code)	(Partner code)
Client Aged1	<>0				
Client Aged2		<>0			
Client Aged3			<>0		
Client Aged4				<>0	
Client Aged5					<>0

### Printing debtor statements for clients with a current balance only

#### *Practice Manager only*

You may need to print out debtor statements within Practice Manager for clients with current balances only.

#### **To print debtor statements for clients with current balance only**

1. Click Reports > Debtors > **Debtor Statements**.  
The **Reports** screen displays, listing your statement layouts.
2. Highlight the relevant statement and click **Edit**.  
The **Change Report** screen appears.
3. Highlight the field **Client Aged0** and type ">0" in the **Filter** column.
4. Highlight the remaining fields **Client Aged1** to **Client Aged5** and type "=0" in the **Filter** column.
5. Click **OK** and save as a new report.

---

**Note:** This filtering will produce statements for clients with a current balance only. If they have a current balance and a balance in any other aging column, no statement will be generated.

---

### Editing debtor statements

#### *Accountants Office with Practice Manager only*

Debtor statements are found in Reports > Debtors > **Debtor statements**.

To edit a layout, highlight it and click **Edit**, located at the bottom of the view. The **Edit Layout** button is second from the left in the top left-hand corner between the **Save** button and the **Run Report** button.

---

**Note:** The **Edit Layout** option is available for 6 weeks after installation. After 6 weeks the button becomes hidden. Should you need to edit debtor statements or reports after the initial 6 week period, please contact MYOB Support.

---

#### **Invoice templates and debtors statements (Australia)**

We have provided some sample statement layouts and a guide explaining how to tailor these to your practice's requirements:

- Additional Templates.zip
- MYOB AO Invoice Templates and Debtors Statements Guide.pdf

### ***Learn more***

Online learning is available to help you edit your debtor statement layouts. See the following links to learn more:

- (Australia) [Running and Customising Debtor Statements](#)
- (New Zealand) [Reports and Editing Statements and Invoice Layouts](#)

---

**Note:** (Australia) If you require more personalised help with customising reports, please contact your Client Manager and ask about our chargeable consulting services.

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## Producing Debtor Letters

### *Practice Manager only*

In Practice Manager you cannot email a Debtor Statement directly to a client. However, you can produce and email a Debtors letter.

For more information, see the MYOB webinar on [Debtor Management using Emails](#).

# Bookkeeping

## ***Accountants Enterprise only***

The Bookkeeping menu enables you to select and use the various practice accounting features in Practice Manager:

- “Bank reconciliation” (see page 600)
- “Cheques to print” (see page 602)
- “Creditors” (see page 603)
- “Employee ledger” (see page 638)
- “Export” (see page 650)
- “GL cash posting” (see page 654)
- “Submitted purchase invoices” (see page 658).

## Bank reconciliation

### ***Accountants Enterprise only***

The **Bank Reconciliation** feature enables you to:

- View the receipts and payments that have been posted to the ledgers and cash book.
- Reconcile your banking statements against the receipts and payments.

You can select multiple receipts from Bookkeeping > **Bank Reconciliation** before reconciling them with your bank and other records.

### ***To select multiple receipts***

1. Select Bookkeeping > **Bank Reconciliation** on the main menu.  
The **Bank Reconciliation** page opens.
2. Select the **Company** from the drop-down.
3. Select the **Bank** account from the drop-down.
4. Change the default current date in the **Date to** field, if necessary.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

---

**Note:** The **Date To** field is not mandatory. The field displays the current date which you can edit. All unreconciled items are displayed in the table and you are then presented with the cashbook balance as available in the system on the date defined.

If you change the date in the **Date To** field, the system will display the cashbook balance for all entries up to and including the date entered. The table displays unreconciled items with a date up to and including the date provided in the **Date to** field. All information about the period after the defined date is ignored.

---

5. Enter the amount on your statement in the **Statement Balance** field. The **Reconciliation Difference** field shows the difference between the **Statement Balance** and the **Reconciled Balance** fields.

---

**Note:** The **Statement Balance** field lets you enter a physical statement balance to reconcile the bank account. When displaying the balance of the account in respect to the physical statement balance, you can identify any outstanding balances or differences between Practice Manager and the statement.

---

6. Work through the statement:
  - a. Select each receipt or payment in the statement that is also displayed in the table.
  - b. Press the **[Space Bar]** to select the receipt and enter it in the respective **Receipts Ticked** and **Payments Ticked** fields.

A **C** is displayed in the item row as it is confirmed against the statement.

Press the **[Space Bar]** again to remove the **C**. To quickly check several items, press **[Ctrl]** and click each item you wish to select. Press the **[Space Bar]** once to mark all as **Checked**.

7. Click **OK**.

To finalise the reconciliation and close the **Bank Reconciliation** page.

---

**Note:** If the accounts are not yet reconciled, you will be prompted to save your changes so that you can return later to complete the reconciliation.

---

or

Click **Close** to close the window **without** saving your changes.

### Related topics

[Cheques to print](#)

[Creditors](#)

[Employee ledger](#)

[Export](#)

[GL cash posting](#)


[Submitted purchase invoices](#)

## Cheques to print

### *Accountants Enterprise only*

The Bookkeeping > **Cheques to Print** window displays all employee/supplier cheques that have not been printed.

### *To preview cheque information*

1. Select Bookkeeping > **Cheques to Print** on the main menu.  
The **Cheques ready to print** window opens.
2. Select the cheque.
3. Click  to preview the cheque.  
The selected cheque opens for you to view.

### *To print selected cheques*

1. Select Bookkeeping > **Cheques to Print** on the main menu.  
The **Cheques ready to print** window opens.
2. Highlight the selected cheques by pressing **[Shift]** and clicking the relevant cheques.
3. Click the **Printer** icon.  
The selected cheques are printed on the default printer.

### *To mark cheques as printed*

1. Select Bookkeeping > **Cheques to Print** from the main menu.  
The **Cheques ready to print** window opens.
2. Highlight the cheques that have been printed, by pressing **[Shift]** and clicking the relevant cheques.
3. Click the **Printed** checkbox.

If the cheques have not been printed, a message asks you to confirm that the cheques are being marked as printed.

4. Click **OK**.

The cheques are marked as printed and are removed from the list of cheques to be printed.

### **Related topics**

[Bank reconciliation](#)

[Creditors](#)

[Employee ledger](#)

[Export](#)

[GL cash posting](#)

[Submitted purchase invoices](#)

## Creditors

### ***Accountants Enterprise only***

Creditors are people to whom you owe money. The available options for **Creditors** are:

- “Creditors invoices” (see page 603)
- “Creditors payments” (see page 615)
- “Creditors payment run” (see page 634).

## Creditors invoices

### ***Accountants Enterprise only***

The **Creditors Invoice** window enables you to enter supplier invoices in the system. When supplier or creditor invoices have been posted to the general ledger, payments can be allocated against them.

Click **Ledger** to open the **Payments** window.

Use the Bookkeeping > Creditors > **Creditors Invoices** on the main menu to complete the following tasks:

- “Authorising and posting invoices from Bookkeeping” (see page 604)
- “Authorising and posting invoices from Supplier pages” (see page 605)
- “Creating standing orders from purchase invoices” (see page 607)
- “Entering suppliers’ adjustments or credit notes” (see page 609)
- “Entering supplier invoices as disbursement entries to WIP” (see page 610)

- “Recording supplier invoices” (see page 613)
- “Authorising and posting supplier invoices” (see page 615).


### Authorising and posting invoices from Bookkeeping

#### ***Accountants Enterprise only***

You can authorise and post your invoices using Bookkeeping > Creditors > **Creditors Invoice**.

You can also authorise and post invoices from **Supplier** pages.

#### ***To authorise and post an invoice***

1. Select Bookkeeping > Creditors > **Creditors Invoice** on the main menu.  
The **Creditors Invoice** window opens.
2. Select the **Company** from the drop-down.
3. Find and open the supplier.  
See “Finding and opening suppliers” on page 326.  
The **Find Supplier** window closes and the selected supplier is displayed in the **Supplier** field of the **Creditors Invoice** window. The **Code** field is automatically filled with the supplier code.
4. Click **Ledger**.  
The **Payments** window opens by default.
5. Select the **Ledger** option.  
The **Payments** window changes to the **Ledger** window.  
The **Ledger** window lists all the invoices (both posted and draft) for the selected supplier.
6. Double-click the invoice you want to approve.  
The **Purchase Invoice** window opens for the selected invoice.
7. Click **Authorise** .
8. Click **OK**.  
To confirm and close the message window.
9. Click **Post**.  
To post the invoice.  
A message confirms that the invoice was successfully posted.
10. Click **Close**.



**Related topics**

- [Authorising and posting invoices from Supplier pages](#)
- [Creating standing orders from purchase invoices](#)
- [Entering suppliers' adjustments or credit notes](#)
- [Entering supplier invoices as disbursement entries to WIP](#)
- [Recording supplier invoices](#)

Authorising and posting invoices from Supplier pages

**Accountants Enterprise only**

You can authorise and post your invoices from the **Supplier** page.


You can also authorise and post invoices from Bookkeeping > Creditors > **Creditors Invoice**.

**To authorise and post an invoice from a Supplier page**



1. Select Contacts > Open > **Suppliers** from the toolbar.  
The **Find Suppliers** page opens.
2. Find and open the supplier.  
See "Finding and opening suppliers" on page 326.  
The **Supplier** page opens on the **Main** tab by default for the selected record.
3. Click **Purchase Invoices** on the Tasks bar.  
The **Creditors Invoice** window for the supplier opens. The **Supplier** and **Code** fields are automatically filled.
4. Click **Ledger**.  
The **Ledger** window opens.
5. Double-click an invoice.  
The **Purchase Invoice** window opens.  
The invoice details are displayed in the **Analysis** table.

Column	Description
Net	This field displays the net amount that the creditor will receive after tax has been deducted from the amount entered in the <b>Amount</b> field. If you make any changes to the <b>Gross</b> amount or change the Tax Rate, the amount in this cell updates automatically.

Column	Description
Tax Rates	The tax rate set up earlier on the <b>Supplier</b> page or the <b>Create New Supplier</b> wizard is displayed by default. Use the drop-down to update the tax rate if required. If you do change the tax rate, the amount displayed in the <b>Net</b> and <b>Tax</b> fields will update automatically to reflect the new tax rate.
Tax	This field displays the amount of tax that will be deducted from the gross amount. Changes made to the <b>Tax Rate</b> are automatically adjusted in this cell.
Gross	This field displays the amount entered in the <b>Amount</b> field. This field can be modified to reflect the break-up of a bill or different bills when you are paying for more than one bill through this invoice.
Nominal	This field displays the default nominal account for the supplier that was set up earlier on the <b>Supplier</b> page or the <b>Create New Supplier</b> wizard. You can click the field and select a nominal account from the drop-down if these accounts have been set up in the system.
Comment	Enter notes in this field if required. Click the ellipse button to open the <b>Comment</b> box in which you can enter text.
Assignment Description	Enter a description of the assignment, if required.

- Once you are satisfied with the details, click **Authorise** . A message confirms that the invoice has been authorised and the status changes to **Authorised**.

---

**Note:** To make modifications to an authorised invoice, click **Unauthorise** . The status reverts to **Unseen**. Make modifications as required and click **Authorised** . A message confirms that the invoice has been authorised and the status changes to Authorised.

---

- Click **Post**.  
To post the invoice to the supplier ledger. A message confirms that the purchase ledger invoice was successfully posted.
- Click **OK**.  
To close the message window. The invoice disappears from the **Purchase Ledger** window and is posted to the supplier’s ledger.
- Click **Close**.

The **Purchase Invoice** window closes.

### Related topics

[Authorising and posting invoices from Bookkeeping](#)

[Creating standing orders from purchase invoices](#)

[Entering suppliers' adjustments or credit notes](#)

[Entering supplier invoices as disbursement entries to WIP](#)

[Recording supplier invoices](#)

Creating standing orders from purchase invoices

### *Accountants Enterprise only*

You can use Bookkeeping > Creditors > **Creditors Invoice** to create standing orders from any of your purchase orders.

### *To create a standing order from a purchase invoice*

1. Select Bookkeeping > Creditors > **Creditors Invoice** on the main menu.  
The **Creditors Invoice** window opens.

2. Select the **Company** from the drop-down.

3. Find and open the supplier.

See "Finding and opening suppliers" on page 326.

Click the ellipse button on the **Supplier** field to open the **Find Supplier** window. The selected supplier is displayed in the **Supplier** field of the **Creditors Invoice** window.

4. Enter the **Date**.

Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

5. Enter the unique invoice **Number**.

---

**Note:** This step is mandatory. The **Number** must be unique.

---

6. Enter a brief **Description** for the invoice.

This field is limited to a maximum of 100 alphanumeric characters.

7. Click the **Standing Order** checkbox.

8. Enter the **Amount**.

9. Click the top row of the table.

The information entered so far is displayed automatically.

10. Click the **Nominal** cell and select the **Nominal Account** from the drop-down.  
If a default nominal account has been set up, it will be displayed in this cell.
11. Click **Post** to submit the invoice.  
A message is displayed confirming that the invoice was submitted successfully.
12. Click **OK**.  
To close the message window.  
The **Add Standing Order Template** window opens.
13. Enter the **Next Date** (dd/mm/yyyy) for the standing order to be generated.
14. Select the **Frequency** from the drop-down.
15. Enter the number of weeks that the standing order needs to be generated in the **Entries** field.

---

**Note:** If you need to generate **52** weekly standing orders, enter **51** in the **Entries** field, as the first standing order will have already been generated.

---

16. Click the **Auto Post** checkbox.  
This will post supplier invoices automatically.
17. Click **Yes**.  
To confirm the selection and close the message window.
18. Click **OK** on the **Add Standing Order Template** window.
19. Click **OK**.  
To confirm and close the template creation message window.
20. Click **Close**.  
The **Purchase Ledger Invoice** window closes.
21. To view the standing order you just created, click Billing > **Standing Order** on the toolbar, then click **Supplier Bills**.  
The **Standing Orders and Draft Bills** window is displayed with the relevant standing order invoice listed.
22. Click **Close**.

### Related topics

- [Authorising and posting invoices from Bookkeeping](#)
- [Authorising and posting invoices from Supplier pages](#)
- [Entering suppliers' adjustments or credit notes](#)
- [Entering supplier invoices as disbursement entries to WIP](#)
- [Recording supplier invoices](#)

### Entering suppliers' adjustments or credit notes

#### ***Accountants Enterprise only***

When goods are returned to a supplier after they have been invoiced in the system, the supplier may issue a credit note for the goods.

Enter the credit note as a negative invoice amount, then allocate the credit note against the relevant invoice.

#### ***To enter a supplier's adjustment or credit note***

1. Select Bookkeeping > Creditors > **Creditors Invoice** on the main menu.  
The **Creditors Invoice** window opens.
2. Select the **Company** from the drop-down.
3. Find and open the supplier.  
See "Finding and opening suppliers" on page 326.  
Click the ellipse button on the **Supplier** field to open the **Find Supplier** window. The selected supplier is displayed in the **Supplier** field of the **Creditors Invoice** window.
4. Enter the **Date**.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
5. Enter the credit note number in the invoice **Number** field.
6. Enter a **Description**.  
This field is limited to a maximum of 100 alphanumeric characters.
7. Enter the negative **Amount**.
8. Enter the **Net** amount.
9. Change the **Tax Rate**, if necessary.  
The default rate is displayed automatically.
10. Click the **Nominal** cell and change the account, if required.

11. Click **Post**.
12. Click **OK**.  
To confirm successful posting and close the message window.
13. Click **Ledger**.  
The **Ledger** window opens listing all outstanding invoices for the selected supplier.
14. Select the **Company** from the drop-down.
15. Click the credit note entry and select it.
16. Press **[Ctrl]** and click the invoice the credit note must be applied to.  
Both credit note entry and invoice should appear as selected.
17. Click **Allocate**.  
The credit note is allocated to the selected invoice and both items disappear from the **Ledger** window.
18. Click the **Show Zero** checkbox.  
This will allow you to view the status of the credit note.  
The window lists all allocated transactions.  
The invoice and credit note display as paid in the **Gross Unpaid** column.
19. Click **Close**.

### Related topics

- [Authorising and posting invoices from Bookkeeping](#)
- [Authorising and posting invoices from Supplier pages](#)
- [Creating standing orders from purchase invoices](#)
- [Entering suppliers' adjustments or credit notes](#)
- [Entering supplier invoices as disbursement entries to WIP](#)
- [Recording supplier invoices](#)

Entering supplier invoices as disbursement entries to WIP

#### ***Accountants Enterprise only***

Invoices may be entered as disbursement entries using the **Purchase Entry** window.

#### ***To enter a supplier invoice as a disbursement entry to WIP***

1. Select Bookkeeping > Creditors > **Creditors Invoice** on the main menu.  
The **Creditors Invoice** window opens.

2. Select the **Company** from the drop-down.
3. Find and open the supplier.  
See “Finding and opening suppliers” on page 326.  
Click the ellipse button on the **Supplier** field to open the **Find Supplier** window. The selected supplier is displayed in the **Supplier** field of the **Creditors Invoice** window.
4. Select the **Date** of the invoice.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
5. Enter the unique invoice **Number**.

---

**Note:** This step is mandatory. The **Number** must be unique.

---

6. Enter a brief **Description** of the goods or services you are paying for.  
This field is limited to a maximum of 100 alphanumeric characters.
7. Select the **Due Date** for the invoice.
8. Enter the **Amount** of the invoice.
9. Select the **Approval Employee** from the drop-down.  
When you post the invoice it will need to be approved by the employee you select here.
10. Double-click the top row of the **Analysis** table.  
The fields in this row are completed automatically using the information entered.

Column	Description
Net	This field displays the net amount that the creditor will receive after tax has been deducted from the amount entered in the <b>Amount</b> field. If you make any changes to the <b>Gross</b> amount or change the Tax Rate, the amount in this cell updates automatically.
Tax Rates	The tax rate set up earlier on the <b>Supplier</b> page or the <b>Create New Supplier</b> wizard is displayed by default. Use the drop-down to update the tax rate if required. If you do change the tax rate, the amount displayed in the <b>Net</b> and <b>Tax</b> fields updates automatically to reflect the new tax rate.

Column	Description
Tax	This field displays the amount of tax that will be deducted from the gross amount. Changes made to the <b>Tax Rate</b> are automatically reflected in this cell.
Gross	This field displays the amount entered in the <b>Amount</b> field. This can be modified to reflect the break-up of a bill, or different bills if you are paying for more than one bill through this invoice.
Nominal	This field displays the default nominal account for the supplier set up earlier on the <b>Supplier</b> page or the <b>Create New Supplier</b> wizard. Click the field and select a nominal account from the drop-down if such accounts have been set up in the system.
Comment	Enter notes in this field if required. Click the ellipse button in the field to open the <b>Comment</b> box to enter text.
Assignment Description	Enter a description of the assignment, if required.

11. Click the **Nominal Account** field and select the account.
12. Press **[Enter]** twice with the **Nominal Account** field still selected.  
The **Allocate Disbursements** window opens. Use this window to allocate the disbursement to the appropriate client assignment.
13. Click **Allocate**.  
The **Disbursement Allocation** window opens.
14. Find and open an assignment.  
Click the ellipse button in the **Assignment** field to open the **Find Assignments** window.  
The name of the selected assignment is displayed in the **Assignment** field on the **Disbursement Allocation** window.
15. Select the **Task** from the drop-down.
16. Enter or edit the **Comment**.  
The name of the supplier, the invoice number and invoice description entered on the **Creditors Invoice** window is displayed in this field by default.
17. Click **Post** to post the invoice to the purchase ledger.  
The **Allocated** and **Unallocated** fields display the net amount in the Analysis section of the **Creditors Invoice** window. You can modify the **Allocated** amount,



if required. For example, if you would like to allocate part of the amount to one assignment and the rest to another assignment.

18. Click **Allocate** when you have finished allocating the amount.

The **Disbursement Allocation** window closes and the **Allocate Disbursement** window displays the selected assignment, task, comment and allocated amount.

19. Click **Allocate** to allocate the amount to the selected assignment.

If you allocated part of the invoice amount, the **Disbursement Allocation** window opens again to allow you to disburse the remaining amount.

20. Repeat **Step 14.** to **Step 19.** to allocate the remaining amount.

21. Click **Allocate**.

22. Click **OK** when the full amount is allocated.

You are returned to the **Creditors Invoice** window where the disbursements are displayed in separate rows in the Analysis table.

23. Click **Submit**  to submit the draft invoice for authorisation.

The status changes to **Submitted**.

24. Click **Close** to close the invoice window.

This disbursement is recorded to the disbursement sheet which is waiting for approval. Once the disbursement sheet is approved and posted, this expense will be applied to the selected assignment's WIP total.

### Related topics

[Authorising and posting invoices from Supplier pages](#)

[Creating standing orders from purchase invoices](#)

[Entering suppliers' adjustments or credit notes](#)

[Entering supplier invoices as disbursement entries to WIP](#)

[Recording supplier invoices](#)

Recording supplier invoices

#### ***Accountants Enterprise only***

Record your supplier invoices using the **Creditors Invoice** window.

#### ***To record a supplier invoice***

1. Select Bookkeeping > Creditors > **Creditors Invoice** on the main menu.  
The **Creditors Invoice** window opens.
2. Select the **Company** from the drop-down.

3. Find and open the supplier.  
See “Finding and opening suppliers” on page 326.  
Click the ellipse button on the **Supplier** field to open the **Find Supplier** window. The selected supplier is displayed in the **Supplier** field of the **Creditors Invoice** window.
4. Select the **Date** of the invoice.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
5. Enter the unique invoice **Number**.  

---

**Note:** This step is mandatory. The **Number** must be unique.

---
6. Enter a brief **Description** of the goods or services you are paying for.  
This field is limited to a maximum of 100 alphanumeric characters.
7. Select the **Due Date** for the invoice.
8. Enter the **Amount** of the invoice.
9. Select the **Approval Employee** from the drop-down.  
When you post the invoice it will need to be approved by the employee you select here.
10. Double-click the top row of the **Analysis** table.  
The fields in this row are automatically completed, based on the information entered so far.
11. Click **Post**.  
To post the invoice to the purchase ledger.
12. Click **Ledger**.  
The **Ledger** window opens.
13. Click **Clear** to clear all fields of data.
14. Click **Close**.  
To close the **Creditors Invoice** window without saving.

### Related topics

- [Authorising and posting invoices from Supplier pages](#)
- [Creating standing orders from purchase invoices](#)
- [Entering suppliers' adjustments or credit notes](#)
- [Entering supplier invoices as disbursement entries to WIP](#)

[Recording supplier invoices](#)


[Authorising and posting supplier invoices](#)

Authorising and posting supplier invoices

### ***Accountants Enterprise only***

Authorise and post your supplier invoices using the **Purchase Ledger Invoices** window.

### ***To authorise and post a supplier invoice***

1. Select Bookkeeping > Creditors > **Creditors Invoice** from the main menu.  
The **Creditors Invoice** window opens.
2. Double-click the relevant unauthorised invoice, which will display **AuthStatus** of **UnSeen**.  
The **Purchase Ledger Invoice** window opens.
3. Click  **Authorise**.  
The **Authorise** message is displayed, confirming that the invoice has been successfully authorised.
4. Click **OK** to complete the authorisation.
5. Click **Post** to post the invoice to the supplier ledger.
6. Click **OK** to accept the **Post** confirmation message.  
The invoice will disappear from the **Purchase Ledger Invoice** window and be posted to the supplier's ledger to end the procedure.

### **Related topics**

[Recording supplier invoices](#)

[Entering supplier invoices as disbursement entries to WIP](#)

[Authorising and posting invoices from Bookkeeping](#)

[Authorising and posting invoices from Supplier pages](#)

[Creating standing orders from purchase invoices](#)

[Entering suppliers' adjustments or credit notes](#)

## Creditors payments

### ***Accountants Enterprise only***

Use the Bookkeeping > Creditors > **Creditors Payment** on the main menu to complete the following tasks:

- “Allocating unallocated payments” (see page 616)
- “Entering manual payments” (see page 617)
- “Entering manual payments for multiple invoices” (see page 621)
- “Entering manual payments using Allocate Multiple” (see page 619)
- “Exporting supplier purchase ledgers to Microsoft Excel” (see page 622)
- “Making manual part payments” (see page 623)
- “Making manual unallocated payments” (see page 625)
- “Modifying invoice details” (see page 626)
- “Putting invoices on hold” (see page 629)
- “Reallocating payments” (see page 630)
- “Reversing cheque payments” (see page 631)
- “Unallocating payments” (see page 632).

### Allocating unallocated payments

#### ***Accountants Enterprise only***

#### ***To allocate an unallocated payment***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.  
The **Payments** window opens.
2. Select the **Ledger** option.  
The **Payments** window changes to the **Ledger** window.
3. Select the **Company** from the drop-down.
4. Select an **Account** from the drop-down.
5. Select a payment method from the **Source** drop-down.
6. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.  
When one is entered correctly, the other displays automatically.  
The supplier details are displayed with a list of the outstanding invoices and unallocated cash.  
The unallocated cash is displayed in the **Cash** column.
7. Enter the **Date**.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
8. Press **[Ctrl]** and select the invoice and the unallocated cash.

9. Click **Allocate**.

If the invoice amount and the unallocated amount are identical, they both disappear from the **Ledger** window.

---

**Tip:** To view all the fully allocated invoices, click the **Show Zero** checkbox. All the fully allocated invoices, including the one just allocated, are listed. Deselect the checkbox to return to the list of unallocated invoices.

---

10. Click **Close**.

### Related topics

[Entering manual payments](#)

[Entering manual payments using Allocate Multiple](#)

[Entering manual payments for multiple invoices](#)

[Exporting supplier purchase ledgers to Microsoft Excel](#)

[Making manual part payments](#)

[Making manual unallocated payments](#)

[Modifying invoice details](#)

[Putting invoices on hold](#)

[Reallocating payments](#)

[Reversing cheque payments](#)

[Unallocating payments](#)

### Entering manual payments

#### ***Accountants Enterprise only***

This procedure describes how to make a one-off manual payment to a supplier rather than as part of the regular payment run. It is useful when an invoice must be paid immediately.

#### ***To enter a manual payment***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.  
The **Payments** window is displayed.
2. Select the **Ledger** option.  
The **Payments** window changes to the **Ledger** window.
3. Select the **Company** from the drop-down.
4. Select an **Account** from the drop-down.
5. Select a payment method from the **Source** drop-down.

6. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.  
When one is entered correctly, the other displays automatically.  
A list of all outstanding invoices for the selected supplier is displayed.
7. Enter the **Date**.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
8. Enter the cheque **Number**.
9. Enter a brief **Description** of the payment.
10. Enter the **Amount**.

---

**Note:** If you want to pay the supplier only **part** of the invoice amount, enter the amount you want to pay in the **Amount** field.

---

11. Select the invoice to be paid in the **Number** column.  
The **Allocation** window opens, with no amounts displayed in the **Amount** fields.
12. Click **Allocate** to allocate the relevant amount.  
The **Allocate** column in the **Ledger** window will show the amount entered as being allocated against the respective invoice.
13. Click **Post** to post the transaction.  
A message alerts you that posting these details will commit these transactions permanently.
14. Click **Yes** to post the transaction.  
If the default payment source for the supplier is Cheque or if Cheque is selected from the drop-down, the **Cheques ready to print** window opens.
15. Select the cheque to be generated.
16. Click **Print Preview** (or **Print**).  
Microsoft Word is launched with the relevant cheque displayed.
17. Once you have viewed the cheque details close Microsoft Word.  
The **Cheques ready to print** window is displayed.
18. Click the **Printed** checkbox.  
This will indicate that the selected cheque has been printed.
19. Click **Close**.  
The **Cheques ready to print** window closes.

The invoice originally selected for payment will disappear from the **Ledger** window.

20. Click **Close**.

The **Ledger** window closes.

---

**Note:** You can also use the **Payment Run** facility to prepare/print multiple cheques (see “Creditors payment run” on page 634).

---

### Related topics

[Allocating unallocated payments](#)

[Entering manual payments using Allocate Multiple](#)

[Entering manual payments for multiple invoices](#)

[Exporting supplier purchase ledgers to Microsoft Excel](#)

[Making manual part payments](#)

[Making manual unallocated payments](#)

[Modifying invoice details](#)

[Putting invoices on hold](#)

[Reallocating payments](#)

[Reversing cheque payments](#)

[Unallocating payments](#)

### Entering manual payments using Allocate Multiple

#### ***Accountants Enterprise only***

This procedure describes how to make a one-off manual payment for multiple invoices to a supplier. It is useful when invoices need to be paid immediately.

#### ***To enter a manual payment using Allocate Multiple***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.  
The **Payments** window is displayed.
2. Select the **Ledger** option.  
The **Payments** window changes to the **Ledger** window.
3. Select the **Company** from the drop-down.
4. Select an **Account** from the drop-down.
5. Select a payment method from the **Source** drop-down.
6. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.

When one is entered correctly, the other displays automatically.

A list of all outstanding invoices for the selected supplier is displayed.

7. Enter the **Date**.

Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

8. Enter the cheque **Number**.

9. Enter a brief **Description** of the payment.

10. Click the **Allocate Multiple** checkbox.

11. Press **[Ctrl]** and select the invoices.

The **Allocate Multiple** button becomes enabled.

12. Click **Allocate Multiple**.

The **Amount** field displays the total amount due for all the selected invoices.

13. Click **Post** to post the transaction.

A message alerts you that posting these details will commit these transactions permanently.

14. Click **Yes** to post the transaction.

15. If the default payment source for the supplier is **Cheque** or Cheque is selected from the drop-down, the **Cheques ready to print** window opens.

16. Select the cheque to be generated.

17. Click **Print Preview** (or **Print**).

Microsoft Word is launched with the relevant cheque displayed.

18. Close Microsoft Word after you have checked the details.

The **Cheques ready to print** window is displayed.

19. Click the **Printed** checkbox.

This will indicate that the selected cheque has been printed.

20. Click **Close**.

The **Cheques ready to print** window closes.

The invoices selected for payment will disappear from the **Payments** window.

21. Click **Close**.

The **Ledger** window closes.



---

**Note:** You can also use the **Payment Run** facility to prepare/print multiple cheques (see “Creditors payment run” on page 634).

---

### Related topics

[Allocating unallocated payments](#)

[Entering manual payments](#)

[Entering manual payments for multiple invoices](#)

[Exporting supplier purchase ledgers to Microsoft Excel](#)

[Making manual part payments](#)

[Making manual unallocated payments](#)

[Modifying invoice details](#)

[Putting invoices on hold](#)

[Reallocating payments](#)

[Reversing cheque payments](#)

[Unallocating payments](#)

Entering manual payments for multiple invoices

### *Accountants Enterprise only*

You can select a number of invoices to pay without knowing the total amount and have the system calculate the total amount of the multiple allocated invoices for you.

### *To enter a manual payment for multiple invoices*

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.  
The **Payments** window opens.
2. Select the **Ledger** option.  
The **Payments** window changes to the **Ledger** window.
3. Select the **Company** from the drop-down.
4. Select an **Account** from the drop-down.
5. Select a payment method from the **Source** drop-down.
6. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.  
When one is entered correctly, the other displays automatically.  
A list of all outstanding invoices for the selected supplier is displayed.
7. Enter a unique payment **Number**, if required.
8. Enter a brief **Description** of the payment.

9. Click the checkbox beside **Multiples**.
10. Press **[Ctrl]** and select the invoices.  
The system will calculate the amount of the payment from the invoices selected and populate the **Amount** field.
11. Click **Post**.  
The **Posting** confirmation message is displayed.
12. Click **OK**.  
If the payment source selected for this supplier was **Cheque**, the **Cheques ready to print** window opens.
13. Select the cheque to be generated.
14. Click the **Printed** checkbox.  
The **Confirmation** message is displayed.
15. Click **Yes**.  
The item selected in the **Cheques ready to print** message disappears and the relevant supplier cheque is printed. The invoice originally selected for payment will have disappeared from the **Ledger** window.

---

**Note:** You can also use the **Payment Run** facility to prepare/print multiple cheques (see “Creditors payment run” on page 634).

---

### Related topics

[Allocating unallocated payments](#)

[Entering manual payments](#)

[Entering manual payments using Allocate Multiple](#)

[Exporting supplier purchase ledgers to Microsoft Excel](#)

[Making manual part payments](#)

[Making manual unallocated payments](#)

[Modifying invoice details](#)

[Putting invoices on hold](#)

[Reallocating payments](#)

[Reversing cheque payments](#)


[Unallocating payments](#)

Exporting supplier purchase ledgers to Microsoft Excel

**Accountants Enterprise only**

This procedure is used to report on the current situation relating to a supplier. It will allow you to export information from their purchase ledger to Microsoft Excel.

### ***To export a supplier purchase ledger to Microsoft Excel***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.  
The **Payments** window opens.
2. Select either the **Ledger** option or the **Payments** option.
3. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.  
When one is entered correctly, the other displays automatically.  
A list of all outstanding invoices for the selected supplier is displayed.
4. Click  to export the supplier's purchase ledger to Microsoft Excel.  
The Microsoft Excel spreadsheet is displayed.  
You can save or print the Microsoft Excel sheet
5. Close Microsoft Excel when you have finished.

### **Related topics**

[Allocating unallocated payments](#)

[Entering manual payments](#)

[Entering manual payments using Allocate Multiple](#)

[Entering manual payments for multiple invoices](#)

[Making manual part payments](#)

[Making manual unallocated payments](#)

[Modifying invoice details](#)

[Putting invoices on hold](#)

[Reallocating payments](#)

[Reversing cheque payments](#)

[Unallocating payments](#)

Making manual part payments

### ***Accountants Enterprise only***

#### ***To make a manual part payment***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.  
The **Payments** window opens.
2. Select either the **Ledger** option or the **Payments** option.

3. Select the **Company** from the drop-down.
4. Select an **Account** from the drop-down.
5. Select a payment method from the **Source** drop-down.
6. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.  
When one is entered correctly, the other displays automatically.  
A list of all outstanding invoices for the selected supplier is displayed.
7. Enter a unique payment **Number**, if required.
8. Enter a brief **Description** of the payment.
9. Enter the allocated amount in the **Amount** field.
10. Select the invoices against which part of the payment should be applied.
11. Click the invoice row.  
The **Allocation** window opens. It enables you to allocate the appropriate amounts to the invoice.
12. Enter the amount of the part payment for the invoice in the **Allocation** field.
13. Click **Allocate**.  
The **Allocate** column in the **Payments** window now shows the amount entered as being allocated.
14. Click **Post**.  
The **Posting** confirmation message is displayed.
15. Click **OK**.  
The **Create Payment** message confirms that the payment was created successfully.
16. Click **OK**.  
If the payment source selected for this supplier is **Cheque**, the **Cheques ready to print** window opens.
17. Select the cheque to be generated.
18. Click the **Printed** checkbox.  
The **Confirmation** message is displayed.
19. Click **Yes**.  
The item selected in the **Cheques ready to print** window disappears and the relevant supplier cheque is printed. The invoice originally selected for payment disappears from the **Payments** window.

---

**Note:** You can also use the **Payment Run** facility to prepare/print multiple cheques (see “Creditors payment run” on page 634).

---

### Related topics

[Allocating unallocated payments](#)

[Entering manual payments](#)

[Entering manual payments using Allocate Multiple](#)

[Entering manual payments for multiple invoices](#)

[Exporting supplier purchase ledgers to Microsoft Excel](#)

[Making manual unallocated payments](#)

[Modifying invoice details](#)

[Putting invoices on hold](#)

[Reallocating payments](#)

[Reversing cheque payments](#)

[Unallocating payments](#)

Making manual unallocated payments

***Accountants Enterprise only***

### ***To make a manual unallocated payment***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.  
The **Payments** window opens.
2. Select either the **Ledger** option or the **Payments** option.
3. Select the **Company** from the drop-down.
4. Select an **Account** from the drop-down.
5. Select a payment method from the **Source** drop-down.
6. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.  
When one is entered correctly, the other displays automatically.  
A list of all outstanding invoices for the selected supplier is displayed.
7. Enter the **Date**.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
8. Enter the **Number** of the cheque.
9. Enter the **Amount**.

10. Click **Post**.  
The **Tax on Unallocated Cash** window opens.
11. Select the required **Tax Rate** from the drop-down.
12. Click **OK**.  
A message alerts you that posting will commit these transactions permanently.
13. Click **Yes** to post the transactions.  
If the selected payment source for the supplier was **Cheque**, the **Cheques ready to print** window opens.
14. Click the **Printed** checkbox.  
This will indicate that the cheques have been printed.
15. Click **Close**.  
The **Cheques ready to print** window closes.
16. Click **Close**.  
The **Payments** window closes.

### Related topics

[Allocating unallocated payments](#)

[Entering manual payments](#)

[Entering manual payments using Allocate Multiple](#)

[Entering manual payments for multiple invoices](#)

[Exporting supplier purchase ledgers to Microsoft Excel](#)

[Making manual part payments](#)

[Modifying invoice details](#)

[Putting invoices on hold](#)

[Reallocating payments](#)

[Reversing cheque payments](#)

[Unallocating payments](#)

Modifying invoice details

### ***Accountants Enterprise only***

Once an invoice has been authorised, only users with authorisation permission can modify it.

### ***To modify invoice details***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.

The **Payments** window opens.

2. Select the **Ledger** option.

The **Payments** window changes to the **Ledger** window.

3. Select the **Company** from the drop-down.


4. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.

When one is entered correctly, the other displays automatically.

A list of all outstanding invoices for the selected supplier is displayed.

5. Double-click the invoice you want to edit.

The **Purchase Invoice** window opens for the selected invoice.

6. If the invoice status says that it has already been authorised, click  **Unauthorise**.

A message confirms that the invoice has been successfully unauthorised and the status changes to **Unseen**.

---


**Note:** Clicking **Unsubmit** will display a message warning you that this will delete the invoice from the system. Click **No** to retain the invoice for editing. Click **Yes** to delete the invoice from the system.

---

7. Modify the details as required.

Column	Description
Net	This field displays the net amount that the creditor will receive after tax has been deducted from the amount entered in the <b>Amount</b> field. If you make any changes to the <b>Gross</b> amount or change the <b>Tax Rate</b> , the amount in this cell updates automatically.
Tax Rates	The tax rate set up earlier on the <b>Supplier</b> page or the <b>Create New Supplier</b> wizard is displayed by default. Use the drop-down to update the tax rate if required. If you change the tax rate, the amount displayed in the <b>Net</b> and <b>Tax</b> fields updates automatically to reflect the new tax rate.
Tax	This field displays the amount of tax that will be deducted from the gross amount. Changes made to the <b>Tax Rate</b> are automatically reflected in this cell.

Column	Description
Gross	This field displays the amount entered in the <b>Amount</b> field. This field can be modified to reflect the break-up of a bill or different bills if you are paying more than one bill through this invoice. In edit mode, you cannot increase the <b>Gross</b> amount.
Nominal	This field displays the default nominal account for the supplier that was earlier set up on the <b>Supplier</b> page or the <b>Create New Supplier</b> wizard. You can click the field and select a <b>nominal</b> account from the drop-down if such accounts have been set up in the system.
Comment	Enter notes in this field if required. Click the ellipse button to open the <b>Comment</b> box and enter text.
Assignment Description	In case of a disbursement against WIP, the description of the selected assignment is displayed here.

8. When finished, click **Authorise** .  
A message confirms that the invoice was successfully authorised and the status changes to **Authorised**.
9. Click **Close**.  
The invoice closes.  
You are returned to the **Ledger** window.
10. Click **Close**.  
The **Ledger** window closes.

**Related topics**

- [Allocating unallocated payments](#)
- [Entering manual payments](#)
- [Entering manual payments using Allocate Multiple](#)
- [Entering manual payments for multiple invoices](#)
- [Exporting supplier purchase ledgers to Microsoft Excel](#)
- [Making manual part payments](#)
- [Making manual unallocated payments](#)
- [Putting invoices on hold](#)
- [Reallocating payments](#)
- [Reversing cheque payments](#)
- [Unallocating payments](#)



Putting invoices on hold

### ***Accountants Enterprise only***

When a supply dispute arises, you can temporarily put affected invoices on hold using Bookkeeping > Creditors > **Creditors Payment**.

### ***To put an invoice on hold***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.  
The **Payments** window opens.
2. Select the **Ledger** option.  
The **Payments** window changes to the **Ledger** window.
3. Select the **Company** from the drop-down.
4. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.  
When one is entered correctly, the other displays automatically.  
A list of all outstanding invoices for the selected supplier is displayed.
5. Double-click the invoice you want to put on hold.  
The **Purchase Ledger Invoice** window for the selected invoice is displayed.
6. Click the **In Dispute** checkbox.  
The **Dispute Invoice** window opens.
7. Select a **Dispute Type** from the drop-down.
8. Enter a comment if required.  

---

**Note:** Use the comment to record any action taken or people contacted, etc.

---
9. Click **OK**.  
The **Dispute Invoice** window closes.
10. Click **Close**.  
The **Purchase Ledger Invoice** window closes.  
You are returned to the **Payments** window.  
The invoice now has **In Dispute** selected.
11. Click **Close**.

### **Related topics**

[Allocating unallocated payments](#)

[Entering manual payments](#)

[Entering manual payments using Allocate Multiple](#)

[Entering manual payments for multiple invoices](#)

[Exporting supplier purchase ledgers to Microsoft Excel](#)

[Making manual part payments](#)

[Making manual unallocated payments](#)

[Modifying invoice details](#)

[Reallocating payments](#)

[Reversing cheque payments](#)

[Unallocating payments](#)

Reallocating payments

### ***Accountants Enterprise only***

The following procedure is used to reallocate payments to the correct invoice after payments have been incorrectly allocated against another invoice.

#### ***To reallocate a payment***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.  
The **Payments** window opens.
2. Select the **Ledger** option.  
The **Payments** window changes to the **Ledger** window.
3. Select the **Company** from the drop-down.
4. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.  
When one is entered correctly, the other displays automatically.  
A list of all outstanding invoices and unallocated cash for the selected supplier is displayed.
5. Click the **Show Zero** checkbox.  
A list of all transactions for the supplier are displayed, with invoices at the top and payments below.
6. Click the invoice with the incorrect payment allocated to it and press **[F2]**.  
The invoice is displayed along with the associated cheque payment.  
To revert to the previous view, press **[F2]** again.
7. Select the cheque.
8. Click **Unallocate**.  
The **Tax on Unallocated Cash** window opens.

9. Select the tax rate.
10. Click **OK**.  
The invoice now displays as **unpaid**.
11. Press **[Ctrl]** and select the invoice you want to allocate the payment to, then select the cheque.
12. Click **Allocate**.  
The correct invoice is now paid.
13. Click **Close**.  
The **Ledger** window closes.

### Related topics

[Allocating unallocated payments](#)

[Entering manual payments](#)

[Entering manual payments using Allocate Multiple](#)

[Entering manual payments for multiple invoices](#)

[Exporting supplier purchase ledgers to Microsoft Excel](#)

[Making manual part payments](#)

[Making manual unallocated payments](#)

[Modifying invoice details](#)

[Putting invoices on hold](#)

[Reversing cheque payments](#)

[Unallocating payments](#)

Reversing cheque payments

***Accountants Enterprise only***

#### ***To reverse a cheque payment***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.  
The **Payments** window opens.
2. Select the **Ledger** option.  
The **Payments** window changes to the **Ledger** window.
3. Select the **Company** from the drop-down.
4. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.  
When one is entered correctly, the other displays automatically.

A list of all outstanding invoices and unallocated cash for the selected supplier is displayed.

5. Click the **Show Zero** checkbox.

A list of all the fully allocated invoices and payments is displayed.

If the invoice required is not visible, use the vertical scroll bar to locate the invoice.

6. Click the invoice and press **[F2]**.

The selected invoice and the cheque payment are displayed.

To revert to the previous view, press **[F2]** again.

7. Select the cheque row.

8. Click **Reverse**.

The invoice displays as **unpaid**.

The new reversal is displayed at the bottom of the list.

9. Click **Close**.

The **Ledger** window closes.

### Related topics

[Allocating unallocated payments](#)

[Entering manual payments](#)

[Entering manual payments using Allocate Multiple](#)

[Entering manual payments for multiple invoices](#)

[Exporting supplier purchase ledgers to Microsoft Excel](#)

[Making manual part payments](#)

[Making manual unallocated payments](#)

[Modifying invoice details](#)

[Putting invoices on hold](#)

[Reallocating payments](#)

[Unallocating payments](#)

Unallocating payments

### ***Accountants Enterprise only***

#### ***To unallocate a payment***

1. Select Bookkeeping > Creditors > **Creditors Payment** on the main menu.

The **Payments** window opens.

2. Select the **Ledger** option.  
The **Payments** window changes to the **Ledger** window.
3. Select the **Company** from the drop-down.
4. Enter the **Supplier Code** or the **Supplier Name**, then press **[Enter]**.  
When one is entered correctly, the other displays automatically.  
A list of all outstanding invoices and unallocated cash for the selected supplier is displayed.
5. Click the **Show Zero** checkbox.  
A list of all transactions for the supplier are displayed, with invoices at the top and payments below.
6. Click the invoice you want to unallocate and press **[F2]**.  
The invoice and the associated cheque payment are displayed.  
To revert to the previous view, press **[F2]** again.
7. Select the cheque payment.
8. Click **Unallocate**.  
The **Tax on Unallocated Cash** window opens.
9. Select the tax rate.
10. Click **OK**.  
The invoice to which the cash was allocated now displays as **Unpaid** in the **Ledger** window.
11. Click **Close**.  
The **Ledger** window closes.

### Related topics

[Allocating unallocated payments](#)

[Entering manual payments](#)

[Entering manual payments using Allocate Multiple](#)

[Entering manual payments for multiple invoices](#)

[Exporting supplier purchase ledgers to Microsoft Excel](#)

[Making manual part payments](#)

[Making manual unallocated payments](#)

[Modifying invoice details](#)

[Putting invoices on hold](#)

[Reallocating payments](#)

[Reversing cheque payments](#)

### Creditors payment run

#### ***Accountants Enterprise only***

The **Create Payment List** window (opened from Bookkeeping > Creditors > **Creditors Payment Run**) allows you select payments for creditors and create a list of payments for a cheque printing run or an electronic transfer run.

You can do:

- “Generating cheque payment runs for suppliers” (see page 634)
- “Editing saved payment runs” (see page 636)
- “Generating BACS/BPAY payment runs” (see page 637).

#### Generating cheque payment runs for suppliers

#### ***Accountants Enterprise only***

A payment term with specified **From** and **To** dates can be used to generate a cheque payment run for multiple supplier invoices. A range of filters can also be applied to facilitate the payment process including: company, office, partner or department.

---

**Note:** Ensure that the Supplier page > **Defaults** tab **Payment Type** option is set to **Cheque**. Otherwise no cheque transactions will be available for payment.

---

#### ***To generate a cheque payment run for a supplier***

1. Select Bookkeeping > Creditors > **Creditors Payment Run** on the main menu.  
The **Create Payment List** window opens.
2. Select **Cheque** from the **Select Payment Type**.
3. Select a **Payment Date** option.
  - Enter the **Due Date**, if you choose **Select by Due Date**.
  - Enter the **Date From** and **Date To**, if you choose **Select by Invoice Date**.  
Enter the date in the format dd/mm/yyyy.
4. Click the **Supplier/Employee Code** checkbox to filter by Supplier/Employee Code or Name.  
  
or  
Deselect the checkbox to filter by any combination of **Company, Office, Partner, Supplier** or **Employee, Department, Balance From, Balance To**.
5. Select your criteria from the relevant drop-downs or by entering amounts.
6. Click **Next**.

The **Payments To Print** window opens.

7. Select the **Company** from the drop-down.  
The invoices for the selected company are displayed.
8. Select the bank **Account** from the drop-down.
9. Enter the **Cheque Number** for the payment run.
10. Select the invoices to be paid by pressing **[Ctrl]** and clicking the invoices.
11. Click **Report** to generate a report of all transactions included in the payment run.  
The **Save As** window opens.
12. Navigate to the location you want to save the file in, enter an appropriate name and click **Save**.

---

**Note:** The cheque **Run** button remains inactive until the **Transactions Report** is produced.

---

13. Click **Run**.  
A message is displayed cautioning you that posting these transaction will commit them permanently and if you would like to continue.
14. Click **Yes**.  
To post the transactions and close the message window. Payments are posted against the relevant invoices.
15. Click **Remittance**.  
To view the remittance advice. The advice is displayed in a Microsoft Word document.
16. Click **Close**.  
The **Payments To Print** window closes.
17. Click **Close**.  
The **Create Payment List** window closes.

---

**Note:** Cheques are sent to your default printer and remittance advices produce a Microsoft Word document that you can print. If you have a combined remittance advice and cheque, you have the choice of selecting either cheque letters or remittance letters if you want a Microsoft Word document created. You do not need to choose both, unless you have cheques that are separate from the remittance advice.  
All selected suppliers must have a bank address attached if a cheque payment run is to be used.

---

### Related topics

[Editing saved payment runs](#)

[Generating BACS/BPAY payment runs](#)

[Creditors payments](#)

[Creditors invoices](#)

Editing saved payment runs

### ***Accountants Enterprise only***

You can modify a saved payment run by retrieving it and changing the details as necessary.

### ***To edit a saved payment run***

1. Select Bookkeeping > Creditors > **Creditors Payment Run** on the main menu.  
The **Create Payment List** window opens.
2. Select the **Payment Type** (Cheque or BACS/BPAY).
3. Click the **Saved Payment Runs** checkbox.  
The **Saved Payment Runs** drop-down displays all saved payment runs.  
Other optional filter criteria are provided.
4. Select the payment run from the drop-down list.
5. Click **Next**.  
The **Payment Run** window opens for the selected payment run.
6. Select the **Company** from the drop-down.
7. Select the **Bank** account from the drop-down.
8. Enter a unique **Payment Number**.  
All the qualifying outstanding payments are listed.  
You can change the detail in either a Cheque or BACS/BPAY payment run and then optionally enter a **Payment Number** and save the information.
9. Save the Payment Run when satisfied with the changes.

---

**Note:** The unique **Payment Number** entered above is used to access the payment run at a later stage.

---

### Related topics

[Generating cheque payment runs for suppliers](#)



### [Generating BACS/BPAY payment runs](#)

Generating BACS/BPAY payment runs

#### ***Accountants Enterprise only***

#### ***To generate a BACS/BPAY payment run***

1. Select Bookkeeping > Creditors > **Creditors Payment Run** on the main menu.  
The **Create Payment List** window opens.
2. Select the **BACS/BPAY** Payment Type.
3. **Accept** the defaults.  
or  
**Select by Due Date** or **Select by Invoice Date** and enter the date ranges to limit the run and filter by any or all of the following categories:
  - **Company** — Select a company from the drop-down to limit the payments generated to the selected company.
  - **Office** — Select an office from the drop-down to limit the payments generated to the selected office.
  - **Partner** — Select a partner from the drop-down to limit the payments generated to the selected partner.
  - **Department** — Select a department from the drop-down to limit the payments generated to the selected department.
  - **Balance From** — Enter a minimum payment amount for the payment run.
  - **Balance To** — Enter a maximum payment amount for the payment run.
4. Click **Next**.  
The **Payments To Print** window opens.
5. Select the **Company** from the drop-down.
6. Select the **Account** from the drop-down.
7. Enter the **BACS/BPAY** number, if appropriate.
8. Select either the **BACS** or **BPAY** option.
9. Click to highlight the payment lines you wish to pay.
10. Click **Report** to generate a report of all transactions included within the payment run.

---

**Note:** **Run** is inactive until the **Transactions Report** is produced.

---

11. Click **Run**.  
This will generate the BACS/BPAY run for the selected invoices.
12. Accept the messages and click **OK**.
13. Click **Remittance**.  
To print each remittance advice and complete the procedure.
14. Click **Close** to exit the window.

### Related topics

[Generating cheque payment runs for suppliers](#)

[Editing saved payment runs](#)

## Employee ledger

### *Accountants Enterprise only*

The **Employee Ledger** is used for creating payments to employees for expenses incurred on behalf of a client or business. You can make adjustments, enter payments and view the employee's ledger details.

The **Employee Expense Payments** or **Ledger** window can be accessed from the Bookkeeping > **Employee Ledger** menu or the Tasks bar option from the Employee page > **Main** tab.

The **Employee Expense Payments** or **Ledger** window contains options that control which window is shown and the tasks that can be performed in each:

- Select **Payments** to display the **Employee Expense Payments** window. In this window you can enter payment details for employee reimbursements.
- Select **Ledger** to display the **Ledger** window. In this window you can view payment history for the employee, with details such as the payment status and the status of any disputes about the payments.

You can:

- "Allocating payment for multiple invoices" (see page 639)
- "Manual employee payments" (see page 640)
- "Manual employee part payments" (see page 642)
- "Manual employee payments using Allocate Multiple" (see page 643)
- "Entering unallocated employee payments" (see page 645)

- “Exporting employee ledgers to Microsoft Excel” (see page 647)
- “Reallocating payments against employee invoices” (see page 647)
- “Reversing employee payments” (see page 649).

Allocating payment for multiple invoices

### ***Accountants Enterprise only***

The Allocate payment for multiple invoices feature enables you to select a number of invoices to pay, without knowing the total amount, then have the system calculate the total amount of the multiple allocated invoices.

### ***To allocate payment for multiple invoices***

1. Select Bookkeeping > **Employee Ledger** on the main menu.  
The **Employee Expense Payments** window opens.
2. Select a **Company** from the drop-down.  
The system uses the **Account** field to display the account from which the payment is drawn. Account details are maintained in Maintenance > Ledger Maintenance > **Nominal Codes**.
3. Select a bank **Account** from the drop-down.
4. Select the payment method from the **Source** drop-down.
5. Enter the **Employee Code**.  
The employee details and a list of all outstanding invoices is displayed.  
or  
Enter the **Employee Name**.  
When the employee’s name is entered, the **Employee Code** is displayed automatically.
6. Enter the payment **Number**, if required.
7. Enter the **Description**, if required.
8. Click the checkbox beside **Multiples**.
9. Click the **Bills** header in the tree.
10. Press **[Ctrl]** to multi-select and click the invoices to be paid.
11. Click **Multiples**.  
The system will calculate the amount of the payment from the invoices selected and populate the **Amount** field.

12. Click **Post**.  
The **Posting** confirmation message is displayed.
13. Click **OK**.  
The **Create Payment** window confirms that the payment was successfully created.
14. Click **OK**.  
The **Cheques ready to print** window opens if you selected **Cheque** from the payment **Source** drop-down.
15. Select the cheque you want to print.
16. Click the print icon.

---

**Note:** Alternatively, print multiple cheques in batches, as described in “Creditors payment run” on page 634.

---

### Related topics

[Employee ledger](#)

[Manual employee payments](#)

[Manual employee part payments](#)

[Manual employee payments using Allocate Multiple](#)

[Allocating payment for multiple invoices](#)

[Reallocating payments against employee invoices](#)

[Entering unallocated employee payments](#)

[Exporting employee ledgers to Microsoft Excel](#)

Manual employee payments

### ***Accountants Enterprise only***

You can manually process payments to employees using Bookkeeping > **Employee Ledger**.

### ***To make a manual employee payment***

1. Select Bookkeeping > **Employee Ledger** on the main menu.  
The **Employee Expense Payments** window opens.
2. Select a **Company** from the drop-down.  
The system uses the **Account** field to display the account from which the payment is drawn. Account details are maintained in Maintenance > Ledger Maintenance > **Nominal Codes**.

3. Select a bank **Account** from the drop-down.
4. Select the payment method from the **Source** drop-down.
5. Enter the **Employee Code**.  
The employee details and a list of all outstanding invoices is displayed.  
or  
Enter the **Employee Name**.  
When the employee's name is entered, the **Employee Code** is displayed automatically.
6. Enter the payment **Number**, if required.
7. Enter the **Description**, if required.
8. Enter the allocated **Amount**.
9. Click the invoice to be paid.  
The **Allocation** window opens, which enables you to allocate the appropriate amounts to the invoice.
10. Enter the full outstanding amount of the invoice in the **Allocation** field.
11. Click **Allocate**.  
The **Allocate** column in the **Employee Expense Payments** window will show the amount entered as being allocated.
12. Click **Post**.  
The **Posting** confirmation window opens.
13. Click **OK**.  
The **Create Payment** window confirms that the payment was successfully created.
14. Click **OK**.  
The **Cheques ready to print** window opens if you selected Cheque from the payment **Source** drop-down.
15. Select the cheque you want to print.
16. Click the print icon.

---

**Note:** Alternatively, print multiple cheques in batches. See "Creditors payment run" on page 634.

---

### Related topics

[Employee ledger](#)

[Allocating payment for multiple invoices](#)

[Manual employee part payments](#)

[Manual employee payments using Allocate Multiple](#)

[Entering unallocated employee payments](#)

[Exporting employee ledgers to Microsoft Excel](#)

[Reallocating payments against employee invoices](#)

[Reversing employee payments](#)

Manual employee part payments

### *Accountants Enterprise only*

You can manually process employee part payments from Bookkeeping > **Employee Ledger**.

### *To make a manual employee part payment*

1. Select Bookkeeping > **Employee Ledger** on the main menu.  
The **Employee Expense Payments** window opens.
2. Select a **Company** from the drop-down.  
The system uses the **Account** field to display the account from which the payment is drawn. Account details are maintained in Maintenance > Ledger Maintenance > **Nominal Codes**.
3. Select a bank **Account** from the drop-down.
4. Select the payment method from the **Source** drop-down.
5. Enter the **Employee Code**.  
The employee details and a list of all outstanding invoices is displayed.  
or  
Enter the **Employee Name**.  
When the employee's name is entered, the **Employee Code** is displayed automatically.
6. Enter the payment **Number**, if required.
7. Enter the **Description**, if required.
8. Enter the allocated **Amount**.
9. Select the invoices that payment should be made against.

10. Click the row.  
The **Allocation** window opens, where you can allocate the appropriate amounts to the invoice.
11. Enter the amount of the part payment for the invoice in the **Allocation** field.
12. Click **Allocate**.  
The **Allocate** column in the **Payments** window will show the amount entered as being allocated.
13. Click **Post**.  
The confirmation message is displayed.
14. Click **OK**.  
The **Create Payment** message confirms that the payment was created successfully.
15. Click **OK**.  
The **Cheques ready to print** window opens if you selected **Cheque** from the payment **Source** drop-down.
16. Select the cheque you want to print.
17. Click the print icon.

---

**Note:** Alternatively, print multiple cheques in batches. See “Creditors payment run” on page 634.

---

### Related topics

[Employee ledger](#)

[Allocating payment for multiple invoices](#)

[Manual employee payments](#)

[Manual employee payments using Allocate Multiple](#)

[Entering unallocated employee payments](#)

[Exporting employee ledgers to Microsoft Excel](#)

[Reallocating payments against employee invoices](#)

[Reversing employee payments](#)

### Manual employee payments using Allocate Multiple

#### ***Accountants Enterprise only***

You may want to send one cheque to cover a number of different invoices for an employee. If so, you will need to allocate the payment to multiple invoices.

To do this, enter the total amount of the payment and then allocate it against each of the invoices until the remaining unallocated amount is zero.

### ***To complete employee payments using Allocate Multiple***

1. Select Bookkeeping > **Employee Ledger** from the main menu.  
The **Employee Expense Payments** window opens.
2. Select a **Company** from the drop-down.  
The system uses the **Account** field to display the account from which the payment is drawn. Account details are maintained in Maintenance > Ledger Maintenance > **Nominal Codes**.
3. Select a bank **Account** from the drop-down.
4. Select the payment method from the **Source** drop-down.
5. Enter the **Employee Code**.  
The employee details and a list of all outstanding invoices is displayed.  
or  
Enter the **Employee Name**.  
When the employee's name is entered, the **Employee Code** is displayed automatically.
6. Enter the **Date** of the payment.  
Enter the date in the format dd/mm/yyyy.
7. Enter the payment **Number**.  
This could be the cheque number or a reference number.
8. Enter the payment **Description**, if required.
9. Enter the **Amount** for the current payment.
10. If the payment is being made by cheque, select the template to be used from the **Style** drop-down.
11. To create a **Standing Order** from the payment, click this field to open the **Standing Order** window.
12. Click the invoice or invoice item row.  
The **Allocation** window opens.
13. Enter the amount of the payment.
14. Click **Allocate**.  
The payment amount allocated to the invoice is displayed in the table.



15. Repeat **Step 12.** to **Step 14.** until you have allocated payments to all the relevant invoices and the unallocated amount is reduced to zero.
16. Click **Post** to update the ledger.

---

**Note:** You must post the allocation before moving on to other employee payments.

---

### Related topics

[Employee ledger](#)

[Allocating payment for multiple invoices](#)

[Manual employee payments](#)

[Manual employee part payments](#)

[Entering unallocated employee payments](#)

[Exporting employee ledgers to Microsoft Excel](#)

[Reallocating payments against employee invoices](#)

[Reversing employee payments](#)

### Entering unallocated employee payments

#### ***Accountants Enterprise only***

An unallocated payment is money paid by the practice to an employee who does not yet have an invoice against which to match the payment. For example, when cash is deposited in advance of the services being billed.

Once the prepayment has been entered, it is posted to update the employee's ledger. There is no matching at this stage because the invoice has not yet been received. When the invoice is received, entered and posted, the unallocated payment can then be matched.

#### ***To enter unallocated payments***

1. Select Bookkeeping > **Employee Ledger** from the main menu.  
The **Employee Expense Payments** window opens.
2. Select a **Company** from the drop-down.  
The system uses the **Account** field to display the account from which the payment is drawn. Account details are maintained in Maintenance > Ledger Maintenance > **Nominal Codes**.
3. Select a bank **Account** from the drop-down.
4. Select the payment method from the **Source** drop-down.
5. Enter the **Employee Code**.

The employee details and a list of all outstanding invoices are displayed.

or

Enter the **Employee Name**.

When the employee's name is entered, the **Employee Code** is displayed automatically.

6. Enter the **Date** of the payment.  
Enter the date in the format dd/mm/yyyy.
7. Enter the payment **Number**.  
This could be the cheque number or a reference number.
8. Enter the payment **Description**, if required.
9. Enter the **Amount** for the current payment.
10. If the payment is being made by cheque, select the template to be used from the **Style** drop-down.
11. Click **Post**.  
The **Tax on Unallocated Cash** window opens.
12. Select a **Tax Rate** from the drop-down to apply to the unallocated cash.
13. Click **OK**.  
The **Posting** confirmation message is displayed.
14. Click **Yes** to proceed with the posting of the unallocated cash or **No** to cancel the posting and return to the **Employee Expense Payments** window.  
The unallocated receipt is displayed in the **Employee Expense Payments** window.

### Related topics

[Employee ledger](#)

[Allocating payment for multiple invoices](#)

[Manual employee payments](#)

[Manual employee part payments](#)

[Manual employee payments using Allocate Multiple](#)

[Exporting employee ledgers to Microsoft Excel](#)

[Reallocating payments against employee invoices](#)


[Reversing employee payments](#)

### Exporting employee ledgers to Microsoft Excel

#### ***Accountants Enterprise only***

You can export data from single or multiple employee ledgers to Microsoft Excel, where you can display it in spreadsheet or graphical form for further manipulation.

#### ***To export the employee ledger to Microsoft Excel***

1. Select Bookkeeping > **Employee Ledger** from the main menu.  
The **Employee Expense Payments** window opens.
2. Click the **Ledger** option.  
The **Ledger** window opens.
3. Select a **Company** from the drop-down.  
The system uses the **Account** field to display the account from which the payment is drawn. Account details are maintained in Maintenance > Ledger Maintenance > **Nominal Codes**.
4. Enter the **Employee Code**.  
The employee details and a list of all outstanding invoices are displayed.  
or  
Enter the **Employee Name**.  
When the employee's name is entered, the **Employee Code** is displayed automatically.
5. Click  the **Microsoft Excel** icon.  
The Employee Ledger is transferred to an Microsoft Excel worksheet and displayed.

#### **Related topics**

[Employee ledger](#)

[Allocating payment for multiple invoices](#)

[Manual employee payments](#)

[Manual employee part payments](#)

[Manual employee payments using Allocate Multiple](#)

[Entering unallocated employee payments](#)

[Reallocating payments against employee invoices](#)

[Reversing employee payments](#)

Reallocating payments against employee invoices

#### ***Accountants Enterprise only***

As a part of the payment process, payments should be matched against an invoice. At times, however, an allocation may need to be changed or corrected. You can reallocate a payment if the payment and the two invoices involved are for the same employee and they are in the same open tax period.

### *To reallocate a payment against an employee invoice*

1. Select Bookkeeping > **Employee Ledger** from the main menu.  
The **Employee Expense Payments** window opens.
2. Click the **Ledger** option.  
The **Ledger** window opens.
3. Select a **Company** from the drop-down.  
The system uses the **Account** field to display the account from which the payment is drawn. Account details are maintained in Maintenance > Ledger Maintenance > **Nominal Codes**.
4. Enter the **Employee Code**.  
The employee details and a list of all outstanding invoices are displayed.  
or  
Enter the **Employee Name**.  
When the employee's name is entered, the **Employee Code** is displayed automatically.
5. Click the **Show Zero** checkbox.  
All transactions for the employee are listed, with invoices at the top and payments below.
6. Click the invoice with the incorrect payment allocated to it and press **[F2]**.  
The invoice is displayed with the associated cheque payment.
7. Press **[F2]** again to restore the earlier view.
8. Press **[Ctrl]** and select the invoice to which the allocation should be made.  
Both the incorrect payment (selected in the previous step) and the new invoice are highlighted.
9. Click **Reallocate**.  
The correct invoice is paid and the incorrect invoice is now unpaid.

### **Related topics**

[Employee ledger](#)

[Allocating payment for multiple invoices](#)

[Manual employee payments](#)

[Manual employee part payments](#)

[Manual employee payments using Allocate Multiple](#)

[Entering unallocated employee payments](#)

[Exporting employee ledgers to Microsoft Excel](#)

[Reversing employee payments](#)

### Reversing employee payments

#### ***Accountants Enterprise only***

You can reverse a payment entry. In case of an error in the original entry of the payment or if a cheque was cancelled, you can remove this transaction from the employee's ledger.

Once you have reversed a payment, it is no longer in the system and cannot be reallocated later. Payments can be reversed across open or closed tax periods. The reversed payment can be viewed in the **Ledger** window when the employee is selected.

#### ***To reverse an employee payment***

1. Select Bookkeeping > **Employee Ledger** from the main menu.  
The **Employee Expense Payments** window opens.
2. Click the **Ledger** option.  
The **Ledger** window opens.
3. Enter the **Employee Code**.  
The employee details and a list of all outstanding invoices are displayed.  
or  
Enter the **Employee Name**.  
When the employee's name is entered, the **Employee Code** is displayed automatically.
4. Click the **Show Zero** checkbox.  
All transactions for the employee are listed, with invoices at the top and payments below.
5. Select the payment that requires reversal.
6. Click **Reverse**.  
The payment is reversed. An identical row is displayed in the **Ledger** table, but with a minus amount

### Related topics

[Employee ledger](#)

[Allocating payment for multiple invoices](#)

[Manual employee payments](#)

[Manual employee part payments](#)

[Manual employee payments using Allocate Multiple](#)

[Entering unallocated employee payments](#)

[Exporting employee ledgers to Microsoft Excel](#)

[Reallocating payments against employee invoices](#)

## Export

### *Accountants Enterprise only*

The Bookkeeping > **Export** option allows you to export receipt and payment transactions and view export transaction history.

### **MYOB Premier**

You can export Sales Ledger Transactions such as bills, receipts and adjustments to **MYOB Premier**. The export is in a tab delimited format and based on a Cash or Accrual basis to match that used in **Premier**. Each batch of transactions exported is allocated an ID number.

You can also re-import transactions from **Premier** to **MYOB AE Practice Manager**.

Refer to:

- “Exporting transactions to MYOB Premier” (see page 650)
- “Re-exporting transactions to MYOB Premier” (see page 652)
- “Importing Practice Manager transactions into MYOB Premier” (see page 652).

Exporting transactions to MYOB Premier

### *Accountants Enterprise only*

The export creates three separate export files:

- one for bills
- one for receipts
- one for adjustments.

The files are exported to a holding folder configured externally to this application and **Premier**. The transactions are imported into **Premier** from this folder.

---

**Note:** Before you can export files, the application must be configured to enable the export to take place. Additionally, a folder needs to be configured outside of Practice Manager to hold the exported transactions. Contact MYOB Customer Care and Support for help in configuring your system and folder.

---

### *To export transactions for use with MYOB Premier*

1. Select Bookkeeping > Export > **Premier** on the main menu.  
The **Export** window opens.
2. Click the ellipse button in the **Company** field.  
The **Find Companies** window opens.
3. Click **Search**.
4. From the list, select the company you want to export transactions.
5. Click **OK**.  
The **Export** window opens displaying the name of the selected company.
6. Click the ellipse button in the **Export Folder** field.  
The **Browse For Folder** window opens.
7. Browse to the location of your Practice Manager Export Folder.
8. Click **Make New Folder**.
9. Right-click the **New Folder** and rename it with today's date to identify when the file is being exported.  
For example, use the date naming convention of **20120903** to identify '3 September 2012'.
10. Select the **From** and **To** dates of the period you want to export from the drop-down calendars.
11. Click **OK**.
12. Click **Yes**.  
The data is exported to the export folder that was created.

### **Related topics**

[MYOB Premier](#)

[Re-exporting transactions to MYOB Premier](#)

[Importing Practice Manager transactions into MYOB Premier](#)

Re-exporting transactions to MYOB Premier

### ***Accountants Enterprise only***



You may need to re-export a batch of exported transactions from MYOB AE Practice Manager.

---

**Note:** You can only repeat an export by ID number and you cannot alter the content of the batch.

---

### ***To repeat an export of transactions***

1. Select Bookkeeping > Export > **Premier** from the main menu.  
The **Export** window opens.
2. Click **Show History** .  
The **Export History** window opens.
3. Select the **ID** number related to the transactions you want to re-export.
4. Click **Regenerate Export** .
5. Click **Yes** to confirm the re-export  
The **Browse Folder** window opens.
6. Browse to the Practice Manager Export Folder.
7. Click **Make New Folder**.
8. Right-click the **New Folder** and rename it with a date to identify the export files.  
For example, use the date naming convention of **20120903** to identify '3 September 2012'.  
This will enable you to distinguish one folder from another by date.
9. Click **OK**.  
To re-export the batch of transactions.

### **Related topics**

[MYOB Premier](#)

[Exporting transactions to MYOB Premier](#)

[Importing Practice Manager transactions into MYOB Premier](#)

Importing Practice Manager transactions into MYOB Premier

### ***Accountants Enterprise only***



**MYOB Premier** has several methods of importing transactions. The following explains how to import transactions exported from MYOB AE Practice Manager into MYOB Premier.

The method used to import transactions depends on whether you have the **Cash** or the **Accrual** accounting method in MYOB Premier.

### *To import Practice Manager transactions into Premier*

1. Open **MYOB Premier**.
2. Select File > **Import Data**.
3. Select **General Journal Entries** if you use a **Cash** accounting method in Premier.  
or  
If you use an **Accruals** accounting method in Premier, select:
  - Transaction Journals for Premier\_Cash or Premier\_Adj files.
  - General Journal Entries for Premier\_Bills files.The **Import File** window opens.
4. Click **Continue** to accept the default values as displayed.  
The **Open** window opens.
5. Browse to your **Practice Manager Export Folder** and open it.
6. Select the sub-folder you exported the transactions to from Practice Manager (see “Exporting transactions to MYOB Premier” on page 650).  
Each time you export transactions from Practice Manager, you should export them to a new sub-folder with a date as part of its name.  
For example, **20120903** to identify ‘3 September 2012’.  
This folder contains the Practice Manager transaction files (i.e., **Premier\_Bills**, **Premier\_Cash** and **Premier\_Adj**).
7. Select the **Premier\_Bills.txt** file first.
8. Click **Open**.  
The **Import Data** window opens.
9. Click **Match All**.  
The transactions in the **Import** fields and **MYOB Premier** fields are matched.
10. Click **Import** to import the entries into **MYOB Premier**.  
The **Import General Journals Entries** window opens.

---

**Note:** The **Import General Journals Entries** window indicates the status of the import. If there is an error, follow the directions to open the log file and resolve the import error.

---

11. Click **OK**.
12. Repeat **Step 1.** to **Step 10.** until the remaining **.txt** files are imported.

### Related topics

[MYOB Premier](#)

[Exporting transactions to MYOB Premier](#)

[Re-exporting transactions to MYOB Premier](#)

[Importing Practice Manager transactions into MYOB Premier](#)

## GL cash posting

### *Accountants Enterprise only*

The **GL Cash Posting** menu has the following sub-menu options:

- “Cash book payments” (see page 654)
- “Cash book receipts” (see page 657).

### Related topics<sup>2010</sup>

[Employee ledger](#)

[Cash book payments](#)

[Cash book receipts](#)

## Cash book payments

### *Accountants Enterprise only*

The **Cash Book Payment** window is used to record payments made by the practice that are not allocated against clients or assignments. For example, office petty cash payments, which are not entered in the purchase ledger, but still have to be reconciled.

### *To raise a cash book payment*

1. Select Bookkeeping > GL Cash Posting > **Cash Book Payments** on the main menu. The **Cash Book Payment** page opens.
2. Select the **Company** for which the payment is being made.

3. Select the **Bank** account from the drop-down.
4. Select the payment **Source**.
5. Enter a unique reference **Number**.
6. Enter an expense **Description**.
7. Enter the **Amount**.
8. Enter the net amount of the payment in the **Net** column.
9. Select the **Tax Rate** from the drop-down.  
The **Tax** and **Gross** fields are populated with the relevant amounts.
10. Click the **Nominal** column and select the expense account.
11. Click the expense line.  
The **Choose Dimension** window opens, if **Dimensions** have been set up.
12. Select the relevant dimension from the **Dimension Name** column, if required.
13. Click **OK**.  
The **Allocate Disbursements** window opens.
14. Click **Allocate**.  
The **Disbursement Allocation** window opens.
15. Select the assignment and **Task** against which the expense will be charged from the respective drop-downs.  
If only a part of the expense amount is to be allocated to this assignment/task, the relevant amount may be entered in the **Amount to Allocate** field. The amount in the **Left to Allocate** field may then be allocated to additional assignments as required.
16. Click **Post**.  
The **Payment Created** window opens.
17. Click **OK**.  
The **Cash Book Receipt** window closes.

### Related topics

[Cash book payments](#)

[Raising cash book payments to disbursements](#)

[Cash book receipts](#)

[Cash book receipts](#)

Raising cash book payments to disbursements

### ***Accountants Enterprise only***

#### ***To raise a cash book payment to disbursements***

1. Select Bookkeeping > GL Cash Posting > **Cash Book Payment** on the main menu.  
The **Cash Book Payment** page opens.
2. Select the **Company** for which the payment is being made.
3. Select the **Bank** account from the drop-down.
4. Select the payment **Source**.
5. Enter a unique reference **Number**.
6. Enter an expense **Description**.
7. Enter the **Amount**.
8. Enter the net amount of the payment in the **Net** column.
9. Select the **Tax Rate** from the drop-down.  
The **Tax** and **Gross** fields are completed with the relevant amounts.
10. Click the **Nominal** column and select the expense account.
11. Click the expense line.  
The **Choose Dimension** window opens, if **Dimensions** have been set up.
12. Select the relevant dimension from the **Dimension Name** column, if required.
13. Click **OK**.  
The **Allocate Disbursements** window opens.
14. Click **Allocate**.  
The **Disbursement Allocation** window opens.
15. Select the **Assignment** and **Task** against which the expense will be charged from the drop-downs.  
If only a part of the expense amount is to be allocated to this assignment/task, the relevant amount may be entered in the **Amount to Allocate** field. The amount in the **Left to Allocate** field may then be allocated to additional assignments as required.
16. Click **Allocate**.  
The amount allocated against the assignment is now displayed in the **Allocate Disbursements** window.

17. Click **OK** to complete the procedure.  
The **Cash Book Receipt** window now displays the newly applied disbursement.
18. Click **Post**.  
The **Payment Created** window opens.
19. Click **OK**.  
The disbursement item will disappear from the **Cash Book Receipt** window to end the procedure.

### Related topics

[Cash book payments](#)

[Cash book receipts](#)

[Cash book receipts](#)

## Cash book receipts

### *Accountants Enterprise only*

The **Cash Book Receipt** window is used to enter money paid to the practice but not allocated against an assignment or task. For example, a refund on goods purchased with cash.

The window can be accessed by selecting Bookkeeping > GL Cash Posting > **Cash Book Receipt** from the main menu.

### *To raise a cash book office receipt (non sales ledger)*

1. Select Bookkeeping > GL Cash Posting > **Cash Book Receipt** on the main menu.  
The **Cash Book Receipt** page opens.
2. Select the **Company** for which you are making the payment.
3. Select a bank **Account**.
4. Select the payment method from the **Source** drop-down.
5. Enter a unique reference **Number**.
6. Enter an expense **Description**.
7. Enter the net amount of the invoice in the **Net** column.
8. Select the **Tax Rate**.  
The **Tax** and **Gross** fields will be populated with the relevant amounts.
9. Click the **Nominal** column and select the appropriate account code.

10. Enter the gross amount of the payment in the **Amount** field.
11. Click **Post**.  
The **Receipt Created** message is displayed.
12. Click **OK** to complete the procedure.  
The originally selected item disappears from the **Cash Book Receipt** window and the receipt is created.

### Related topics

[Cash book payments](#)

[To raise a cash book payment](#)

[Raising cash book payments to disbursements](#)

[Cash book receipts](#)

## Submitted purchase invoices

### *Accountants Enterprise only*

The **Submitted Purchase Invoices** feature enables you to enter supplier invoices to the system. When supplier or creditor invoices have been posted to the general ledger, payments can be allocated against them.

### *Enter and submit a supplier invoice*

1. Select Bookkeeping > **Submitted Purchase Invoices** on the main menu.  
The **Submitted and Authorised Invoices** window opens.
2. Double-click on any table heading.  
The **Creditors Invoice** window opens.
3. Select the **Company** from the drop-down.
4. Enter the **Supplier** in the **Supplier** field.  
The **Code** field will be populated based on the supplier entered.  
or  
Click the ellipse button to search for the supplier in the **Find Suppliers** window.  
or  
Enter the relevant supplier **Code** in the **Code** field.  
The **Supplier** field will be populated based on the code entered.
5. Enter a **Number**, **Description** and **LogRef** in the corresponding fields.  
The **LogRef** field is for internal reference, e.g., a filing number.

6. Enter the total amount of the invoice in the **Amount** field.
7. Enter the net amount of the invoice transaction in the **Net** field.
8. Select the appropriate employee from the **Approval Employee** drop-down.
9. In the table section, select the appropriate tax rate from the **Tax Rate** cell drop-down (if different to the Supplier's Default Tax Rate).  
The **Tax and Gross** fields will then be populated with the relevant amounts.
10. Click in the **Nominal** column and select the appropriate account code.
11. Click on the **Submit/Post** button.  
The **Invoice Submitted** dialogue box opens.
12. Click **OK** to complete the procedure.

### ***Authorise and post a supplier invoice***

1. Click Bookkeeping > **Submitted Purchase Invoices**.  
The **Submitted and Authorised Invoices** window opens.
2. Double-click on the relevant unauthorised invoice, which will possess an AuthStatus of UnSeen.  
The **Purchase Ledger Invoice** window opens.
3. Click on the **Authorise** button.  
The **Authorise dialog** opens, confirming that the Purchase Ledger invoice has been successfully authorised.
4. Click **OK** to complete the authorisation.
5. Click the **Post** button to post the invoice to the supplier ledger.  
The **Post dialog** box opens.
6. Click **OK**.  
The invoice will disappear from the **Purchase Ledger Invoice** window and be posted to the supplier's ledger to end the procedure.

### **Related topics**

[Bank reconciliation](#)

[Cheques to print](#)

[Creditors](#)

[Employee ledger](#)

[Export](#)

[GL cash posting](#)

# Job management

## ***Practice Manager only***

The **Job Manager** is a deadline management tool which enables you to track the progress of jobs using specified milestones. It is used to set up, monitor, track and filter jobs and schedules that are performed in your practice.

## ***In Accountants Enterprise***

The information displayed on the Job Manager depends on the job mode selected for the practice. See “Job modes” on page 334.

You can use one of the MYOB-supplied standard homepages or, if they do not suit your exact needs, you can configure and customise one or more My Homepages. See “Setting up your homepage” on page 32.

Several standard homepages (standard, default homepages supplied by MYOB) containing the most commonly used homepage elements are included with the installation. These homepages contain the most commonly required elements and they reduce the amount of work that is required to set up customised My Homepages.

You can continue to add, use and modify your My Homepages as required, but the standard homepages cannot be changed.

## ***In Accountants Office***

Jobs can be added and edited using the Job Manager — Job Sheet.

Two standard homepages are designed specifically for Job Manager:

- **All Jobs** — all active jobs for the practice
- **My Jobs** — jobs assigned to you.

## ***To open the Job Manager***

1. Click **Jobs** on the toolbar.  
The **Job Manager** opens.
2. Select the required view from the **Select the Job Manager view** drop-down.  
The selected view is displayed, ready for use.

## ***Definitions specific to AE***

These two terms have the following specific meanings:

- A **job** is work delegated to an individual and managed on a divisional or practice basis. This work can relate to either a single entity or to an entity group. This type of work is often discussed at weekly team WIP meetings.
- A **To Do** is work delegated to an individual and managed on a one-to-one basis by the individual and his/her manager. This work usually takes less than a day and can be as simple as returning a call or preparing a letter.



### **Related topics**

[Job modes](#)

[Using the Job Manager](#)

[Schedules](#)

[Milestones](#)

[Assignments tab](#)

[Transferring WIP on jobs and schedules](#)

[Job Sheet homepage layout](#)

[Milestones on the Job Sheet homepages](#)

[Adding job and assignment details](#)

[Adding job and schedule details](#)

[Sorting, grouping and filtering jobs or schedules](#)

[Roll forward jobs](#)

[Set or remove the target date for a job](#)

[Exporting data to Microsoft Excel](#)

[Copying and pasting Job Sheet data](#)

[Creating timesheets on the Job Sheet homepages](#)

[Assigning/reassigning bulk updates](#)

## Job Sheet homepage layout

### ***Practice Manager only***

The Job Sheet homepage can be used to monitor, track and filter jobs that are performed in the practice.

### ***Job Sheet homepage default display headings***

The default display headings are:

- Client/Assignment (AE) or Client/Job (AO)
- (AE) Job/Schedule
- (AO) Year
- Assigned To
- Target Date
- Days Left
- Budget
- Budget Left
- (AE) Milestones created.

### ***Job Sheet right-click menu***

The Job Sheet right-click menu provides the options available for the relevant column. For example, the right-click on the Assigned To column is different to the right-click menu on the Days Left column.

The right-click menu options enable you to:

- Delete, cut, copy or paste.
- (AE) Change and clear the status of a milestone for a job.
- (AE) Add comments.
- (AE) Include completed jobs.

By default closed jobs are not displayed in the table. Select the **Include Closed Jobs** option on the right-click menu to view closed jobs on the homepage control.

---

**Note:** When the **End** milestone of a job is marked as complete, the job is considered closed and is not displayed with the open jobs.

---

- Filter the jobs shown.
- (AE) Switch from using icons to dates.
- Switch between including and excluding closed jobs.
- (AE) Create Timesheets.

Right-click the job on the Job Sheet homepage and click **Create Timesheet**. See “Timesheets, disbursements and expenses” on page 386. The level of detail recorded in a timesheet is governed by the job mode. See “Job modes” on page 334.

- (AO) Add jobs.

See “Adding job and assignment details” on page 679.

- Create Bills.

Right-click the job on the Job Sheet homepage and click **Create Bill**. See “Billing” on page 460.

- Show Field Chooser.
- Roll forward jobs.
- Export to Excel (only available when the milestone dates are displayed, i.e. when **not** using the icon view).

### **Related topics**

[Changing the homepage window layout](#)

[Using multiple updates](#)

[Adding calculated columns for KPIs on the Job Sheet homepage](#)

- [Milestones on the Job Sheet homepages](#)
- [Adding job and assignment details](#)
- [Adding job and schedule details](#)
- [Sorting, grouping and filtering jobs or schedules](#)
- [Roll forward jobs](#)
- [Set or remove the target date for a job](#)
- [Exporting data to Microsoft Excel](#)
- [Copying and pasting Job Sheet data](#)
- [Creating timesheets on the Job Sheet homepages](#)
- [Assigning/reassigning bulk updates](#)

## Changing the homepage window layout

### **Practice Manager only**

You can amend your Job Sheet homepage to best suit your preferences and requirements.

### **To change the homepage layout**

1. Right-click on the Job Sheet homepage and select **Field Chooser**.
2. Click and drag the any of the following fields from the **Field Chooser** to the heading row of the **Job Sheet** table in the location where you would like it to be displayed.

Each job mode has its own selection.

---

**Tip:** The order of the fields added using the Field Chooser can be changed by dragging the headings to another location.

---

3. When you have finished setting up the Job Sheet, select **Save homepage** from the Tasks bar to save your changes.

---

**Tip:** You can reset your Job Sheet to the default settings using **Reset homepage** on the Tasks bar.

---

### **Available Field Chooser options for the Assignments and Schedules job mode (AE)**

Field	Description
Assigned To	This field indicates the person responsible for the job or schedule. For a job, this field can be set up either on the <b>Add Job</b> wizard or the <b>Job Sheet</b> homepage control. For a schedule, this field can only be entered from the <b>Job Sheet</b> homepage.

Field	Description
Assignment Department	This field displays the department details for the assignment to which the job or schedule belongs.
Assignment Manager	This field displays the manager details for the assignment to which the job or schedule belongs.
Assignment Office	This field displays the office details for the assignment to which the job or schedule belongs.
Assignment Partner	This field displays the partner details for the assignment to which the job or schedule belongs.
Assignment Type	This field displays the assignment type details of the assignment to which the job or schedule belongs.
Billing Parent	This field displays the parent client's name for the billing group.
Billing Parent Code	This field displays the parent client's code for the billing group.
Budget	This field displays the total budget available for the job or schedule.
Budget Left	This field displays the value calculated from <b>Budget</b> minus <b>Total WIP</b> .
Client/Assignment	This field is a hyperlink which opens the Assignment Details page > <b>Main</b> tab.
Client Code	The client code for the client associated with the job. It is a hyperlink which opens the Client page > <b>Main</b> tab.
Client Department	This field displays the department details for the client to whom the job or schedule belongs.
Client Manager	This field displays the manager's details for the client to whom the job or schedule belongs.
Client Name	The name of the client associated with the job. It is a hyperlink which opens the Client page > <b>Main</b> tab.
Client Office	This field displays the office details for the client to whom the job or schedule belongs.
Client Partner	This field displays the partner's details for the client to whom the job or schedule belongs.
Days Left	This field is the current date subtracted from the <b>Target Date</b> .
Family Group	This field displays the family group associated with the client.

Field	Description
Job/Schedule	The name of the job or schedule. When you create a new job or schedule, the field defaults to the current year. However, the field is a text field and you will be able to change the name as required. The <b>Job/Schedule</b> field is a hyperlink and will either open the <b>Edit Job/Schedule</b> window or it will open the Assignment Details page > <b>Schedule</b> tab.
Notes	This field contains information regarding the job which has been entered in the <b>Notes</b> field on the <b>Add/Edit Job</b> window. Note that the <b>Notes</b> column is only applicable to jobs and not available for schedules.
Target Date	This field displays the completion date of the job or schedule. Jobs that have not exceeded their target date are displayed in black. Jobs that have exceeded their target date are displayed in red.
Total WIP	This field displays the total posted and unposted WIP.

**Available Field Chooser options available for the Assignments, Schedules and Jobs and Assignments, Schedules, Jobs and Job Time Recording job modes (AE)**

Assigned To	This field indicates the person responsible for the job. For a job, this field can be set up either on the <b>Add Job</b> wizard or the <b>Job Sheet</b> homepage control. For a schedule, this field can only be entered from the <b>Job Sheet</b> homepage.
Billing Parent	This field displays the parent client's name for the billing group.
Budget	This field displays the total budget available for the job or schedule.
Budget Left	This field displays the value calculated from <b>Budget</b> minus <b>Total WIP</b> .
Client Code	The client code for the client associated with the job. It is a hyperlink which opens the Client page > <b>Main</b> tab.
Client Department	This field displays the department details for the client to whom the job or schedule belongs.
Client/Job Type	This field is a hyperlink which opens the <b>Job Type</b> window on the <b>Main</b> tab.
Client Manager	This field displays the manager's details for the client to whom the job or schedule belongs.

Client Name	The name of the client associated with the job. It is a hyperlink which opens the Client page > <b>Main</b> tab.
Client Office	This field displays the office details for the client to whom the job or schedule belongs.
Client Partner	This field displays the partner's details for the client to whom the job or schedule belongs.
Days Left	This field is the current date subtracted from the <b>Target Date</b> .
Family Group	This field displays the family group associated with the client.
Job	This field is the name of the job. When you create a new job the field defaults to the current year. However, the field is a text field and you will be able to change the name as required. The <b>Job</b> field is hyperlinked and will open the <b>Edit Job</b> window.
Job Type	This field displays the job type details to which the job belongs.
Job Type Department	This field displays the department for the job type to which the job belongs.
Job Type Manager	This field displays the manager for the job type to which the job belongs.
Job Type Office	This field displays the office for the job type to which the job belongs.
Notes	This field contains the information entered in the <b>Notes</b> field on the <b>Add/Edit Job</b> window. Note that the <b>Notes</b> column is only applicable to jobs and not available for schedules.
Target Date	This field displays the completion date of the job or schedule. Jobs that have not exceeded their target date are displayed in black. Jobs that have exceeded their target date are displayed in red.
Total WIP	This field displays the total posted and unposted WIP.

**Field chooser options (AO)**

Option	Description
Actual	The total value of posted and unposted WIP.
Assigned To	The person responsible for the job.
Billing Parent	The parent client's name for the billing group.
Billing Parent Code	The parent client's code for the billing group.

Option	Description
Budget	The total budget available for the job.
Budget Left	A calculated value derived from Budget minus Actual.
Client Code	The client code for the client associated with the job. It is a hyperlink which opens the Client page > <b>Main</b> tab.
Client Department	The department details for the client to whom the job belongs.
Client/Job	The job name.
Client Manager	The manager's details for the client to whom the job belongs.
Client Name	The name of the client associated with the job. It is a hyperlink which opens the Client page > <b>Main</b> tab.
Client Office	The office's details for the client to whom the job belongs.
Client Partner	The partner's details for the client to whom the job belongs.
Days Left	The current date subtracted from the <b>Target Date</b> .
Family Group	The name of the family group that the client belongs to.
Job Department	The department that the job is assigned to.
Job Manager	The manager that the job is assigned to.
Job Office	The office that the job is assigned to.
Job Partner	The partner that the job is assigned to.
Job Type	The job details.
Notes	Information regarding the job.
Target Date	Completion date of the job. The target date for jobs that have not exceeded their target date are displayed in black. Jobs that have passed their target date are displayed in red.
Year End	The client's year end.

**Related topics**

[Job Sheet homepage layout](#)

[Using multiple updates](#)

[Adding calculated columns for KPIs on the Job Sheet homepage](#)

[Milestones on the Job Sheet homepages](#)

[Adding job and assignment details](#)

[Adding job and schedule details](#)

[Sorting, grouping and filtering jobs or schedules](#)

[Roll forward jobs](#)

[Set or remove the target date for a job](#)

[Exporting data to Microsoft Excel](#)

[Copying and pasting Job Sheet data](#)

[Creating timesheets on the Job Sheet homepages](#)

[Assigning/reassigning bulk updates](#)

### Using multiple updates

#### ***Accountants Enterprise with Practice Manager only***

On the **Job Sheet** homepage, you have the option to bulk update the following fields:

- Assigned To

See “Assigning/reassigning bulk updates” on page 692.

- Target Date.

See “Set or remove the target date for a job” on page 689.

For example, on the **Job Sheet** table, right-click the **Assigned To** column heading to display the **Assign Employee for all jobs** option, where you can:

- Reassign all the jobs/schedules to the employee you select. This option opens the **Find Employee** window from where you can find and select the employee you want to assign the jobs/schedules to. The employee’s name is displayed for all of the jobs/schedules.
- Clear the **Assigned To** fields for all the assignments.

---

**Note:** If you use these functions, the **Assigned To** field for all the records displayed in table will be changed. Therefore, be careful to use the filters to ensure that the **Assigned To** information displayed is actually the information you want to change.

---

#### **Related topics**

[Job Sheet homepage layout](#)

[Adding calculated columns for KPIs on the Job Sheet homepage](#)

[Milestones on the Job Sheet homepages](#)

[Adding job and assignment details](#)

[Adding job and schedule details](#)

[Sorting, grouping and filtering jobs or schedules](#)

[Roll forward jobs](#)

[Set or remove the target date for a job](#)

[Exporting data to Microsoft Excel](#)



- [Copying and pasting Job Sheet data](#)
- [Creating timesheets on the Job Sheet homepages](#)
- [Assigning/reassigning bulk updates](#)

## Using the Job Manager

### *Practice Manager only*

The Job Manager can be used to performed a number of tasks:

- “Setting Job Manager security permissions” (see page 669)
- “Adding calculated columns for KPIs on the Job Sheet homepage” (see page 671)
- “Milestones on the Job Sheet homepages” (see page 673)
- “Adding job and assignment details” (see page 679)
- (AE) “Adding job and schedule details” (see page 682)
- “Sorting, grouping and filtering jobs or schedules” (see page 685)
- “Roll forward jobs” (see page 687)
- “Set or remove the target date for a job” (see page 689)
- “Exporting data to Microsoft Excel” (see page 690)
- “Copying and pasting Job Sheet data” (see page 691)
- (AE) “Creating timesheets on the Job Sheet homepages” (see page 692)
- “Assigning/reassigning bulk updates” (see page 692)
- (AO) “Adding notes to jobs” (see page 693)

## Setting Job Manager security permissions

### *Practice Manager only*

To manage permissions, go to Maintenance > Security > **Task Permissions**.

Product	Group Description	Task Permission	Description
Central	Maintenance	[Maintenance][Assignment][Job Mode]	Allows you to access and amend the configuration setup in the Job Mode window

Product	Group Description	Task Permission	Description
Practice Manager Note that in versions of AE Practice Manager prior to 5.0, the product is <b>Central</b> .	Other	#Homepage #Job Sheet Write Access	Those who do not have write access will not be able to make amendments on the Job Sheet homepage. This includes editing dates, formulas, status and comments. The only amendments that can be made are: <ul style="list-style-type: none"> <li>• Filtering using the right-click option</li> <li>• Hyperlinks</li> <li>• Show field chooser and drag on of other fields</li> <li>• Export to Excel</li> </ul>
Central	Client	#Client #Add New Assignment	Lets you add an ad-hoc assignment from the Add New Assignment wizard.
Central	Client	#Client #Add Assignment from Template	Lets you add a new assignment using an assignment template. If this permission is not activated, users cannot create an assignment.
Practice Manager Note that in versions of AE Practice Manager prior to 5.0, the product is <b>Central</b> .	Client	#Client #Edit Job	Lets you click the Job hyperlink from both the Job Sheet homepage and the Assignment tab and allows editing of the Job details.

Product	Group Description	Task Permission	Description
Practice Manager Note that in versions of AE Practice Manager prior to 5.0, the product is <b>Central</b> .	Client	#Client #Remove Job	Lets you delete a job using the Remove Job right-click option on the Client > Assignment tab.
Practice Manager Note: In versions of AE Practice Manager prior to 5.0, the product is <b>VPM</b>	Client	#Client #Create Timesheet	Lets you create a timesheet by using the right-click option on the Client > Assignment tab.
Practice Manager Note that in versions of AE Practice Manager prior to 5.0, the product is <b>Central</b> .	Client	#Client #Add Job	Lets you add a job to an assignment from the Client > Assignment tab using the right-click Add Job option.
Practice Manager Note that in versions of AE Practice Manager prior to 5.0, the product is <b>Central</b> .	Smart Reports	Smart Reports-Job-Management-Job Management	Lets you access/view this reporting area.

Adding calculated columns for KPIs on the Job Sheet homepage

***Practice Manager only***

Industry-standard key performance indicators (KPIs) are available to enable your practice to manage its business better. Complex calculations can be performed using information from your MYOB database.

**Calculated columns** enable you to calculate the days between two selected milestones.

### ***To add a calculated column to the Job Sheet homepage***

From the Job Sheet homepage:

1. Right-click anywhere on the milestone column headings and select **Add Calculated column**.

The **Calculated column** window opens.

2. Select:

- The two milestones to be used in the calculation from the drop-downs.
- Whether to **Exclude weekends from the calculation**.
- Enter the title for the **Calculated column**.

3. Click **OK**.

The new calculated column is added to the Job Sheet homepage.

---

**Note:** The calculated columns are always displayed after the **Milestone** columns. The calculated columns display the days between the supplied parameters. The calculated column uses the due date or the completion date in the calculation. If a milestone does not contain either a due date or a completion date, the result for the calculated column is blank. The **Total** column at the bottom of the sheet for a calculated column displays the **average** number of days, not the total number of days.

---

### **Related topics**

[Job Sheet homepage layout](#)

[Using multiple updates](#)

[Milestones on the Job Sheet homepages](#)

[Adding job and assignment details](#)

[Adding job and schedule details](#)

[Sorting, grouping and filtering jobs or schedules](#)

[Roll forward jobs](#)

[Set or remove the target date for a job](#)

[Exporting data to Microsoft Excel](#)

[Copying and pasting Job Sheet data](#)

[Creating timesheets on the Job Sheet homepages](#)

### [Assigning/reassigning bulk updates](#)

## Milestones on the Job Sheet homepages

### ***Practice Manager only***

Milestones are displayed on the Job Sheet homepage at the top right. In MYOB AO, they are also displayed on the preview panel of the Client page > **Job** tab. They identify a discrete step in a project that highlights when a particular project goal has been reached.

For full details about how to create milestones, see “Creating milestones” on page 726.

Note that:

- You can clear the status of a milestone by selecting the **Clear status** right-click option.
- (AO) There is only one set of milestones for your practice — and the list of milestones is applicable to all jobs. If a milestone is not applicable to a certain job, the milestone still needs to be completed; otherwise your reporting will be inconsistent.
- You can filter jobs or schedules being displayed on the **Job Sheet** homepage using the **Filter Jobs** right-click option. See “Sorting, grouping and filtering jobs or schedules” on page 685 for full details about how to filter jobs.

### **Related topics**

[Milestone display options](#)

[Milestone statuses](#)

[Milestone comments](#)

[Milestone due dates](#)

[Updating milestones on job sheets](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Milestones](#)

## Milestone display options

### ***Practice Manager only***

You can switch between date view and status view for milestones. Right-click the milestone and select or deselect the **Use icons** option.

When **Use Icons** is selected, the status of the milestone is displayed as an icon. If any comments are attached to the milestone, a red triangle is displayed in the top right hand corner of the cell.

To view milestone details, place your mouse cursor over the milestone icon. A pop-up window containing the detailed information is displayed.

When **Use Icons** is **not** selected the milestone dates display in different colours to indicate their status. **Due Date** can be set for all milestones (see “Milestone due dates” on page 676). Once a milestone has been marked as **Complete**, the **Due Date** is replaced by the **Completed Date**.

You can also place your cursor on these milestones to display their full details.

### Related topics

[Milestone statuses](#)

[Milestone comments](#)

[Milestone due dates](#)

[Updating milestones on job sheets](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Milestones](#)

### Milestone statuses

#### *Practice Manager only*

Applying a status to a milestone shows the current status and helps to easily identify the current state of the project.

#### *To apply a status to a milestone for a job/schedule*

1. Right-click the milestone cell on the **Job Sheet** homepage.
2. Select the appropriate option from the right-click menu:
  - **In progress** — This indicates that the milestone is proceeding according to the schedule and there are no problems with the milestone.
  - **Complete** — The milestone is finished. The complete date is then used in reporting to see when milestones have been completed. Today’s date is applied by default. This can be edited using **non-icon** mode.
  - **Risk** — This indicates that a milestone is running late or is in danger of missing the completion deadline. The job requires attention from a Partner/Manager to ensure it can be brought back into line if possible.
  - **Problem** — This indicates that there is a problem with a milestone. Add explanatory comments to the cell if necessary. See “Milestone comments” on page 675 to add comments to a milestone.
  - **Clear Status** — Removes any status from a milestone cell.

### Updating linked milestones (AE)

When you update a linked milestone on the **Job Sheet** homepage, the linked schedule stage is updated on the assignment schedule.

The reverse is also true. If a linked assignment schedule stage is updated, the linked milestone on the homepage will be updated.

---

**Note:** Because milestone statuses and assignment schedule stage statuses are only linked to the status options **In progress**, **Complete**, **Problem** and **Risk**, updating a linked schedule stage with a user-created task status will **clear** the status of the milestone on the Job Sheet homepage.

---

Using the **clear status** option for a linked milestone on the **Job Sheet** homepage will set the linked assignment schedule stage to **Not Started**.

### Related topics

[Milestone display options](#)

[Milestone comments](#)

[Milestone due dates](#)

[Updating milestones on job sheets](#)

[Milestones](#)

[Adding/changing milestone statuses on jobs/schedules](#)

### Milestone comments

#### *Practice Manager only*

You can create, edit and delete milestone comments. Comments attached to milestones are identified by a red triangle in the top right hand corner of the cell.

---

**Note:** Milestone comments are not included when exporting data to Microsoft Excel.

---

#### *To add comments to a milestone*

1. Right-click the milestone and select **Insert Comment**.  
The **Comment** window opens.
2. Type a comment regarding the milestone.
3. Click **OK**.

A red triangle is displayed in the top right hand corner of the milestone cell.

### ***To view a comment***

1. Place your cursor over a milestone.  
The comment is displayed in a small window.

### ***To edit a comment***

1. Right-click the cell containing the comment and select **Edit Comment**.  
The **Comment** window opens.
2. Edit the contents of the comment.
3. Click **OK**.

### ***To delete a comment***

1. Right-click the cell containing the comment and select **Delete Comment**.  
The comment is deleted.

### **Related topics**

[Milestone display options](#)

[Milestone statuses](#)

[Milestone due dates](#)

[Updating milestones on job sheets](#)

[Milestones](#)

[Adding/changing milestone statuses on jobs/schedules](#)

### Milestone due dates

#### ***Practice Manager only***

You can add due dates to a milestone by either:

- entering the due date information for the relevant milestone.
- using the default due dates functionality to do a bulk update.

Due dates are replaced with the current date when you mark a milestone as **Complete**. You can click the **Complete** date and change it if necessary.

Adding due dates or marking a milestone as **Complete** with the correct date enables you to use **calculated columns** to calculate the days between two milestones. See “Adding calculated columns for KPIs on the Job Sheet homepage” on page 671.

#### ***Due Dates***

To set up a due date for a milestone, click the milestone field and either enter the date or use the drop-down calendar to select the relevant due date.



This can only be done in **Non-icon mode**.

### **Default Due Dates**

When setting up default due dates, remember that you can overwrite the default due date with any date by clicking the default due date and entering the correct information.

---

**Note:** The Default Due Date is only relevant to the (AE) **Job Manager** homepage / (AO) Job Sheet and only for the user currently logged in. If a different user logs in, they will not be able to see that Default Due Date.

When saving a Default Due Date, you must ensure that you are in **Customise Homepage** mode.

Filter the appropriate jobs **before** setting up a default due date as the system will set the due date for all jobs within the filter criteria. See “Sorting, grouping and filtering jobs or schedules” on page 685.

---

### **To create a default due date**

1. Right-click the relevant milestone heading and select **Default due dates**.  
The **Default due dates** window opens.
2. Enter the formula to be used for calculating the default due dates.  
For example, enter the **Target Date** -6m which means the target date is calculated for the milestone minus six months.
  - a. Select the date field that the calculation is based on and then enter the field name in words (e.g., Target Date).
  - b. Enter the calculation required, using:
    - + for addition
    - for subtraction
    - / for division
    - \* for multiplication
  - c. Enter the time scale required, using:
    - d** or **days** to use days
    - w** or **weeks** to use weeks
    - m** or **months** to use months

---

**Note:** Changing the status of a milestone to **In Progress**, **Risk** or **Problem** does not change the due date supplied. The due date is only changed when the status is set to **Complete**. The due date will be overwritten by the completion date.

---

3. Click **OK**.

### Related topics

[Milestone display options](#)

[Milestone comments](#)

[Milestone statuses](#)

[Updating milestones on job sheets](#)

[Milestones](#)

[Adding/changing milestone statuses on jobs/schedules](#)

### Updating milestones on job sheets

#### ***Accountants Enterprise with Practice Manager only***

There is a direct link between the following status options and the assignment schedule stage status options:

- In progress
- Complete
- Problem
- Risk.

When you update a linked milestone in the **Job Sheet** homepage, the linked schedule stage is updated on the assignment schedule. The reverse is also true (i.e., if you update a linked assignment schedule stage, the linked milestone on the homepage is also updated).

You can add task statuses to the **Task Status** window and use them to update the status of schedule stages on the Assignment Details page > **Schedule** tab.

---

**Note:** While milestone statuses and assignment schedule stage statuses are only linked to the **In progress**, **Complete**, **Problem** and **Risk** status options, updating a linked schedule stage with a user-created task status clears the status of the milestone on the homepage.

---

When using **Clear Status** for a linked milestone on the homepage control, the status in the linked assignment schedule stage will be set to **Not Started**.

If you decide to change the description of the following task status options on the **Task Status** window — In progress, Complete, Problem, Risk — the homepage is

updated with the new description. These changes are displayed in the homepage next time you start the application.

### Related topics

[Milestone display options](#)

[Milestone comments](#)

[Milestone due dates](#)

[Milestone statuses](#)

[Milestones](#)

[Adding/changing milestone statuses on jobs/schedules](#)

## Adding job and assignment details

### *Practice Manager only*

You can add jobs and assignments (AE) to a client using the **Job Sheet** homepage.

### *Adding job and assignment details (AE)*

Adding job and assignment details is a two step process:

#### **Step 1 — Add assignments and jobs to a client**

1. Select **Jobs** on the toolbar.

The **Job Manager** page opens.

2. Click **Click here to add a new job** on the first row of the Job Sheet table.

The **Add Assignment** Wizard opens, ready for you to follow the steps to add assignments and jobs to the selected client.

A list of assignment templates that have been created in the system are displayed. You can use these templates to add assignments to the client.

---

**Note:** The **Job** field on **Step 1 — Create Assignment for Client** contains the default name for the job.  
Job names must be unique.

---

---

**Tip:** Changing the job name by overtyping the default year on **Step 1 — Create Assignment for Client** only flows through to **Step 2 — Job/Schedule Details** if the change is made before you select the template name.

If the template name is selected **before** you change the job name on **Step 1 — Create Assignment for Client**, the job name can only be overwritten in **Step 2 — Job/Schedule Details**.

---

3. Select the assignment template from the list in the table.

Click the checkboxes adjacent to the template name. New tabs are added for each selected template.

These tabs contain the basic information that needs to be captured for a job being added to the client.

4. Click **Next** to go to the **Job/Schedule Details** tab.

### Step 2 — Complete job details

5. Select the **Job**.

It defaults to the current year but can be overwritten. This is a mandatory field.

6. Select the employee **Assigned To** the job.

This field is initially blank and is non-mandatory. Click the magnifying glass button to open the **Find Employees** window. Find and select an employee to whom the job will be assigned.

7. Enter the **Budget** for the job.

8. Enter the **Target** finishing date for the job.

This field is used to specify an end date for the job. By default this field is blank. Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.

9. Select the appropriate options for the **Assignment Responsibility**, if required.

The **Assignment Responsibility** is derived from the assignment template. If no data has been provided on the assignment template, the information is derived from the client responsibility team.

10. Click **Finish** when you are satisfied with the information supplied.

The Client page > **Assignment** tab displays the newly created assignments and jobs attached to them.

### *Adding a job (AO)*

Creating jobs is a two-step process:

#### Step 1 — Add a job to a client

1. Access the **Add Job Wizard** by clicking **Click here to add a new job** in the first blank row of the jobs table.

2. Enter or select the **Client**.

If you access the **Add Job Wizard** from the Client page > **Jobs** tab, the **Client** field is automatically filled with the client's details.

If accessing the **Add Job Wizard** from other pages, click the magnifying glass button to open the **Find Clients** window. Find and select a client. Click **OK**. The selected client's details are updated to the **Client** field.

3. Select the **Year** from the drop-down.
4. Select the job types from the list in the table.  
Click the adjacent checkboxes for the selected job types.  
New tabs are added for each selected job type.  
These tabs contain the basic information that must be captured for a job being added to the client.
5. Click **Next** to go to the **Job Details** tab.

### Step 2 — Complete the job details

6. Select the **Year**.  
It defaults to the current year but a different year can be selected from the drop-down. This is a mandatory field.
7. Select the employee **Assigned To** the job.  
This field is initially blank and is non-mandatory. Click the magnifying glass button to open the **Find Employees** window. Find and select an employee to whom the job will be assigned.
8. Enter the **Budget** for the job.
9. Enter the **Target** finishing date for the job.  
This field is used to specify an end date for the job. By default this field is blank. Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
10. Select the appropriate options for the **Job Type Responsibility**, if required.  
The **Job Type Responsibility** is derived from the job type template. If no data has been provided on the job type template, the information is derived from the client responsibility team.
11. Enter any supporting information about the job in the **Notes** section.
12. Click **Next** or select the next available tab.
13. Repeat from **Step 6.** to complete other job details.
14. Click **Finish** when you are satisfied with the information supplied.  
The Client page > **Jobs** tab displays the newly created job(s) attached to them.

### Related topics

[Editing job details](#)

[Editing and deleting schedule details](#)

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Adding job and schedule details](#)

[Using the Add Assignment Wizard](#)

Editing job details

***Practice Manager only***

The **Edit Job** window uses the same rules used to **add** a job.

(AE) The difference here is that **Assignment Responsibility** information is not available. This information is only applicable when you are adding new assignments to clients.

***To edit job details***

1. Open the Job Sheet homepage.

2. Double-click the job to be edited.

The (AE) **Edit Job/Schedule** window / (AO) **Edit Job** window opens.

3. Edit the information as necessary.

4. Click **OK**.

Your changes are saved, and the window closes.

**Related topics**

[Editing and deleting schedule details](#)

[Using the Add Assignment Wizard](#)

[Adding schedules to assignments](#)

[Adding job and schedule details](#)

[Using the Add Assignment Wizard](#)

## Adding job and schedule details

***Accountants Enterprise with Practice Manager only***

You can add, edit and delete schedules for a client using the Job Sheet homepage.

---

**Note:** The following applies **only** to practices which have elected to use both jobs **and** schedules.

---

The rule for deciding if a schedule or a job is added to an assignment is:

- If a schedule template is added to an assignment template, a schedule is created and added to the assignment using the schedule template details.

- If **no** schedule template is associated with an assignment template, a job is created and added to the assignment.

---

**Note:** You can add more than one Job Sheet homepage to your homepages. Use the **Jobs Filter** option (see “To filter jobs or schedules” on page 686) on the homepage to amend the information displayed.

---

Adding job and schedule details is a two step process:

### **Step 1 — Add assignments and schedules to a client**

1. Select **Jobs** on the toolbar.

The **Job Manager** page opens.

2. Click **Click here to add a new job** on the first line.

The **Add Assignment** Wizard opens. See “Add Assignment Wizard — assignment and schedules mode” on page 339

You are now ready to follow the steps to add assignments and schedules to the selected client.

A list of assignment templates that have been created in the system are displayed. You can use these templates to add assignments to the client.

---

**Note:** The **Job** field on **Step 1 — Create Assignment for Client** contains the default name for the schedule.  
Schedule names must be unique.

---

---

**Tip:** Changing the schedule name in the **Job** field by overtyping the default year on **Step 1 — Create Assignment for Client** only flows through to **Step 2 — Job/Schedule Details** if the change is made before you select the template name.  
If the template name is selected **before** you change the schedule name on **Step 1 — Create Assignment for Client**, the schedule name can only be overwritten in **Step 2 — Job/Schedule Details**.

---

3. Select the assignment and schedule templates from the list in the table.
4. Click the checkboxes adjacent to the template name to add assignments and schedules to the client.

New tabs are added for each template selected.

These tabs contain the basic information that needs to be captured for a schedule being added to the client.

5. Click **Next** to go to the **Job/Schedule Details** tab.

### **Step 2 — Complete schedule details**

6. Enter the **Description** for the schedule name.  
This field will default with the current year or the value from the **Job** field in **Step 1 — Create Assignment for Client**.
7. Enter the **Start Date** of the schedule.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.
8. Enter the **End Date** of the schedule.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.  
  
You cannot update the **Stages** details on this window. The details are obtained from the schedule template. You may change the details once the schedule has been added to the assignment.  
  
The **Assignment Responsibility** is derived from the assignment template. If no data has been provided on the assignment template, the information is derived from the client.
9. Click **Finish** when you are satisfied with the information supplied.  
The Client page > **Assignments** tab displays the newly-created assignments and schedules attached to them.

### **Related topics**

[Editing job details](#)

[Editing and deleting schedule details](#)

[Adding schedules to assignments](#)

[Adding stages to schedules](#)

[Assignments](#)

[Using the Add Assignment Wizard](#)

Editing and deleting schedule details

***Accountants Enterprise with Practice Manager only***

### ***To edit schedule details***

1. Double-clicking the schedule on the Job Sheet homepage.  
The Assignment Details page > **Schedule** tab opens.
2. Edit the schedule details as required.
3. Click **OK**.



### ***To delete a schedule from an assignment on the Job Sheet homepage***

1. Double-click the schedule on the Job Sheet homepage.  
The Assignment Details page > **Schedule** tab opens.
2. Click at the start of the row containing the **Schedule** you want to delete.  
The row is highlighted.
3. Press [**Delete**].  
A **Delete** confirmation message is displayed.
4. Click **Yes**.  
To delete the schedule.
5. Click **OK** on the **Schedule** tab.  
The **Assignment Details** page closes.

---

**Note:** A schedule which has WIP entries posted against it cannot be deleted. A **Delete Failed** message is displayed. Click **OK** to continue.

---

### **Related topics**

[Editing job details](#)

[Using the Add Assignment Wizard](#)

[Adding schedules to assignments](#)

[Adding job and schedule details](#)

[Assignments](#)

## Sorting, grouping and filtering jobs or schedules

### ***Practice Manager only***

You can sort and group either jobs or schedules (AE) on the Job Sheet homepage.

The Job Sheet homepage incorporates intelligent grouping. Some fields such as the **Target Date** and **Year End** are not grouped on the values. The **Year End** field for instance is grouped by the month.

You can filter the information displayed on the Job Sheet homepage. The applied filter is displayed as a hyperlink at the top of the page. When there is no filter applied, "No Filter" is displayed.

---

**Note:** A milestone can be filtered by the status and the date of the milestone. Both these values are available in the **Field Chooser** for filtering. Each milestone will therefore be displayed twice in the Field Chooser: one for the date; and one for the status.

---



### *To filter jobs or schedules*

1. Click **Jobs** on the toolbar.  
The **Job Manager — Job Sheet** opens.
2. Right-click on the Job Sheet table and select **Filter jobs**.  
The **Filter jobs** window opens.

---

**Tip:** You can also click the filter hyperlink at the top of the page.

---

3. Click **Click here to add filter criteria**.
4. Select a field from the **Choose Field** drop-down.
5. Select an appropriate search condition from the **Equal** drop-down.
6. Enter the search terms in the search field.
7. Click  to add filter criteria, and click  to remove filter criteria. As you add filter criteria, the Job Sheet updates with your search results.  
Another level of filtering criteria is added to the original filter. It is a nested filter and the filter criteria are mutually inclusive.
8. Close the Filter jobs window.  
The filter criteria applied will display at the top of the control. It is a hyperlink and opens the filter window if selected.

---

**Note:** (AE) To make **permanent** changes to the display, ensure that the Job Sheet homepage is in **Customise** mode. Click **Customise homepage** on the Tasks bar, then use the **Field Chooser** to change the display settings. When finished, close the **Customise homepage** option to make the changes permanent.

---

9. To save your changes to the display, click **Save homepage** on the Tasks bar.  
If you want to revert to the default standard homepage, click **Reset homepage** on the Tasks bar.

### Related topics

[Adding job and schedule details](#)

[Job Sheet right-click menu](#)

[Updating milestones on job sheets](#)

[Roll forward jobs](#)

[Using multiple updates](#)

[Milestones on the Job Sheet homepages](#)

[Adding job and assignment details](#)

[Adding job and schedule details](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Exporting data to Microsoft Excel](#)

[Creating timesheets on the Job Sheet homepages](#)

[Assigning/reassigning bulk updates](#)

## Roll forward jobs

### *Practice Manager only*

To help you save time and improve forward planning, you can roll forward jobs by a defined amount of weeks or months. This will assist you manage regular tasks such as monthly reporting (NZ), GST Returns (NZ), and quarterly BAS (AU).

The roll forward function creates a new job for each client/assignment (AE) or client/job (AO) in the selected filter.

- Each job is given the same new name.
- Each new job has its **Target Date** incremented by the selected period.
- All of the milestones are cleared.
- The assigned employee can be cleared or left unchanged.
- The time budget can be cleared if left unchanged.
- Notes against the job can be cleared or left unchanged.

### *To roll forward jobs*

From the Job Sheet homepage:

1. Select the jobs you want to roll forward.  
This can be done by “Sorting, grouping and filtering jobs or schedules” on page 685.

---

**Note:** If the list of filtered jobs includes jobs that have the same client and assignment (AE)/job (AO), then only the job with the latest **Target Date** is rolled forward and the other jobs are ignored. Only one job can be created for each client/assignment or client/job per roll over.

---

2. Right-click on the list of jobs and select **Roll Forward Jobs**.  
Step 1 of the **Job/Schedule Roll Forward Wizard** (AE) or **Job Roll Forward Wizard** (AO) opens.  
The **Filter** section informs you of the number of jobs included with the filter selection.
3. (AE) Enter the name for the new jobs in the **Name for jobs** field.  
This is a mandatory field.  
(AO) Select the **Job Year** from the drop-down.
4. Enter the number of **Weeks** or **Months** you would like the original **Target Date** to be incremented.  
This is a mandatory field.  
When incrementing by months, jobs that have a target date that falls on the last day of the month will be rolled forward to the last day of the relevant month.
5. Select whether the information in the **Assigned To**, **Budget** and/or **Notes** fields will be retained or cleared in the new jobs.
6. Click **Next**.  
Step 2 of the **Job Roll Forward Wizard** opens.
7. Review the details of the roll forward and click **Finish** or click **Back** to change the roll forward options.  
If one or more jobs have the same name as existing jobs, an error message is displayed stating that "Jobs with the selected name already exist for the assignments and cannot be created by the Roll Forward Wizard".  
You can either:
  - Click **Yes**, to continue with the roll forward, although jobs with duplicate names will not be included.
  - Click **No**, to return to Step 1 of the Job Roll Forward Wizard.
  - Select the **Excel** button to export the list of affected jobs to a Microsoft Excel spreadsheet.
8. After clicking **Finish** (or **Yes** from the **Job names already exist** dialog) a confirmation is displayed.

---

**Note:** You will need to update the filter to view the new jobs.

---

### Related topics

[Adding job and schedule details](#)

[Job Sheet right-click menu](#)

[Updating milestones on job sheets](#)

[Using multiple updates](#)

[Milestones on the Job Sheet homepages](#)

[Adding job and assignment details](#)

[Adding job and schedule details](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Exporting data to Microsoft Excel](#)

[Creating timesheets on the Job Sheet homepages](#)

[Assigning/reassigning bulk updates](#)

[Set or remove the target date for a job](#)

[Copying and pasting Job Sheet data](#)

## Set or remove the target date for a job

### *Practice Manager only*

This function enables you to clear all of the dates for jobs displayed in a particular filter or change the date for all the jobs.

### *To set or remove the target date for a job*

From the Job Sheet homepage:

1. Select the jobs that require the target date to be removed or changed.  
You can do this by “Sorting, grouping and filtering jobs or schedules” (see page 685).
2. Right-click on the **Target Date** column heading and select **Set Target Date for all jobs**.  
The **Set Target Date for all listed jobs** window opens.
3. You can select to:
  - Set a new target date — select **Set Target Date** and enter the new date in the format dd/mm/yyyy or select it from the drop-down calendar.  
or
  - Remove target dates—select **Clear all Target Dates**.

4. Click **OK**.

Depending on your selection, the dates for the selected jobs are updated or removed.

### Related topics

[Adding job and schedule details](#)

[Job Sheet right-click menu](#)

[Updating milestones on job sheets](#)

[Using multiple updates](#)

[Milestones on the Job Sheet homepages](#)

[Adding job and assignment details](#)

[Adding job and schedule details](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Exporting data to Microsoft Excel](#)

[Creating timesheets on the Job Sheet homepages](#)

[Assigning/reassigning bulk updates](#)

[Copying and pasting Job Sheet data](#)

## Exporting data to Microsoft Excel

### *Practice Manager only*

**Export to Excel** enables you to export information displayed on the **Job Sheet** homepage to Microsoft Excel.

---

**Note:** Milestone comments are not exported. Only job notes are exported.

---

### *To export to Microsoft Excel*

1. Right-click the Job Sheet homepage and deselect **Use Icons**.  
The date view for milestones is displayed.
2. Right-click the Job Sheet homepage and select **Export to Excel**.  
Microsoft Excel opens with the information from the Job Sheet displayed in a spreadsheet.

### Related topics

[Adding job and schedule details](#)

[Job Sheet right-click menu](#)

[Updating milestones on job sheets](#)

[Using multiple updates](#)

- [Milestones on the Job Sheet homepages](#)
- [Adding job and assignment details](#)
- [Adding job and schedule details](#)
- [Adding/changing milestone statuses on jobs/schedules](#)
- [Creating timesheets on the Job Sheet homepages](#)
- [Assigning/reassigning bulk updates](#)
- [Set or remove the target date for a job](#)
- [Copying and pasting Job Sheet data](#)

### Copying and pasting Job Sheet data

#### ***Practice Manager only***

This function enables you to copy and paste individual cells in the **Assigned To** and **Target Date** columns on the Job Sheet.

#### ***To copy and paste Job Sheet data***

From the Job Manager — Job Sheet, right-click in the **Assigned To** or **Target Date** columns on the Job Sheet and select copy or paste from the menu. Alternatively, press **[Ctrl+C]** to copy or **[Ctrl+V]** to paste.

---

**Note:** The following data is validated after it has been pasted in the Job Sheet:

- For the **Assigned To field** — if the name entered does not match an employee in the system, the **Find Employees** window opens.
- For the **Target Date field** — if a non-valid date is entered an error message is displayed.

---

#### **Related topics**

- [Adding job and schedule details](#)
- [Job Sheet right-click menu](#)
- [Updating milestones on job sheets](#)
- [Using multiple updates](#)
- [Milestones on the Job Sheet homepages](#)
- [Adding job and assignment details](#)
- [Adding job and schedule details](#)
- [Adding/changing milestone statuses on jobs/schedules](#)
- [Exporting data to Microsoft Excel](#)
- [Creating timesheets on the Job Sheet homepages](#)
- [Assigning/reassigning bulk updates](#)
- [Set or remove the target date for a job](#)

### Creating timesheets on the Job Sheet homepages

#### ***Accountants Enterprise with Practice Manager only***

The level of detail recorded in a timesheet is governed by the following configuration modes:

- **Assignments and schedules** — This mode does **not** allow you to create **jobs**. You can record time against assignments and schedules as normal. Note that you may record time against a schedule only if it is marked as **task related**.
- **Assignments, schedules and jobs** — You can create jobs or schedules for an assignment. You can record time against assignments and task-related schedules — but not against a job. All time recorded for jobs is posted directly to the assignment and not the job.
- **Assignments, schedules, jobs and jobs time recording** — In this mode you can record time directly against jobs and schedules.

To create a timesheet, right-click the assignment on the **Job Sheet** homepage and select **Create Timesheet** from the menu. Follow the procedures outlined in “Working with timesheets” (see page 402).

#### **Related topics**

[Adding job and schedule details](#)

[Job Sheet right-click menu](#)

[Updating milestones on job sheets](#)

[Using multiple updates](#)

[Milestones on the Job Sheet homepages](#)

[Adding job and assignment details](#)

[Adding job and schedule details](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Exporting data to Microsoft Excel](#)

[Creating timesheets on the Job Sheet homepages](#)

[Assigning/reassigning bulk updates](#)

[Set or remove the target date for a job](#)

[Copying and pasting Job Sheet data](#)

### Assigning/reassigning bulk updates

#### ***Practice Manager only***

You can reassign all or some jobs or schedules (AE) from one employee to another by bulk updating the assignments.



### ***To update the Assigned To column***

1. From the Job Sheet homepage, select the jobs you want to assign to the employee.  
This can be done by “Sorting, grouping and filtering jobs or schedules” (see page 685).
2. Right-click on the **Assigned To** column heading and click **Assign Employee for all Jobs**.  
The **Assign Employee for all listed Jobs** window opens.
3. If you select the **Assign Employee** option:
  - a. Click the ellipse button to find and select the employee using the **Find Employees** window.
  - b. Click **OK**.  
  
The **Assigned To** column is automatically updated with the selected employee’s details.
4. If you select the **Clear all Assigned Employees** option:
  - a. Click **OK**.  
  
The employee details are removed from the **Assigned To** column.

### **Related topics**

[Adding job and schedule details](#)

[Job Sheet right-click menu](#)

[Updating milestones on job sheets](#)

[Using multiple updates](#)

[Milestones on the Job Sheet homepages](#)

[Adding job and assignment details](#)

[Adding job and schedule details](#)

[Adding/changing milestone statuses on jobs/schedules](#)

[Exporting data to Microsoft Excel](#)

[Creating timesheets on the Job Sheet homepages](#)

[Set or remove the target date for a job](#)

[Copying and pasting Job Sheet data](#)

## Adding notes to jobs

### ***Practice Manager only***

You can add extra notes to an existing job. The notes attached to a job can also be edited in a similar way.

### *To add notes to an existing job*

1. Click **Jobs** on the toolbar.  
The **Job Manager — Job Sheet** opens.
2. Right-click on the table and select **Field Chooser**.
3. Drag and drop **Notes** into a heading row of the Job Manager — Job Sheet.
4. Click the **Notes** cell for the Client/Job where notes are to be added.
5. Click the ellipse button in the **Notes** cell.  
A **Notes** window opens.
6. Enter information about the job.  
The notes are displayed in the **Notes** column.  
Edit any existing notes from the **Notes** column.
7. Close the **Notes** window.

# To Dos

## ***Accountants Enterprise only***

**To Dos** enable you to create, view and amend the tasks that are outstanding or completed for a contact (i.e., employee or assignment). Overdue schedules are displayed in red.

---

**Note:** To Do items are customisable.

---

To Do tabs are available for contacts, clients, employees, suppliers and assignments. To Dos associated with the contact type can be accessed from the To Do tab in the relevant page.

### ***To access the To Do page***

1. Click **To Dos** on the toolbar.

The **To Dos** page opens listing all of the To Do items associated with the practice for all contacts.

2. Filter, sort and group the records in the To Do table.

See “Organising your data” on page 74.

Click the **Show ALL outstanding tasks** checkbox, if required.

Use the right-click menu to select from the following views of To Do items to be displayed in the table:

- To Do not yet complete
- To Do completed today
- To Do due to end today
- Tasks due to start today
- My started tasks
- Show Non Chargeable.

Select the **Field Chooser** option in the right-click menu to add or remove columns of information. See “Customising a display table” on page 75.

The **To Do** table updates to reflect the changes.

To export the **To Do** table to Microsoft Excel, select **Export to excel** from the right-click menu.

### **Related topics**

[Working in the To Dos page](#)

[Creating To Do items](#)

[Viewing To Do notes](#)

[Adding more notes to To Do items](#)

[Viewing To Do notes](#)

[Printing To Do items](#)

[To Do tab](#)

## Working in the To Dos page

### ***Accountants Enterprise only***

Within the **To Dos** page you can open the Client/Contact page associated with a To Do item by double-click the hyperlinked **Name** in the table.

You can double-click a hyperlinked **Subject** in the table to open the To Do wizard for the associated To Do item.

From the **To Dos** page you can:

### ***Mark To Dos as complete***

1. Click **To Dos** on the toolbar.  
The **To Dos** page opens listing all of the To Do items associated with the practice for all contacts.
2. Filter, sort and group the records in the To Do table.  
See “Organising your data” on page 74.
3. Select a view from the right-click menu except the **To Do completed today** view.
4. Select the To Dos that have been completed.  
Click the checkboxes adjacent to To Do item in the first column.
5. Click the **Complete** button.  
This is located at the bottom of the To Do table in the left-hand corner.  
The To Do items are removed from the current view and are listed in the **To Do completed today** view.

### ***Access the Employee Planner***

1. Click **To Dos** on the toolbar.  
The **To Dos** page opens listing all of the To Do items associated with the practice for all contacts.
2. Filter, sort and group the records in the To Do table.  
See “Organising your data” on page 74.
3. Click the **View Planner** button.  
This is located at the bottom of the To Do table in the left-hand corner.  
The **Employee Planner** page opens.

### **Create a timesheet entry**

1. Click **To Dos** on the toolbar.  
The **To Dos** page opens listing all of the To Do items associated with the practice for all contacts.
2. Filter, sort and group the records in the To Do table.  
See “Organising your data” on page 74.
3. Click the **Create timesheet entry** button.  
This is located at the bottom of the To Do table in the left-hand corner.

### **Related topics**

[Creating To Do items](#)

[Viewing To Do notes](#)

[Adding more notes to To Do items](#)

[Viewing To Do notes](#)

[Printing To Do items](#)

[To Do tab](#)

## Creating To Do items

### **Accountants Enterprise only**

You can create new To Dos using the **To Do** wizard which can be accessed from various contact pages. The To Do wizard contains three tabs:

- **Main** — This tab is used to supply the details of the To Do item being created.
- **History** — This tab stores details about the practice team member who has been assigned the To Do item and when it was re-assigned to another team member. This information cannot be deleted and you cannot enter information directly here. It is the only record of changes made to the To Do item for the assigned practice team member.
- **Notes** — This tab displays all notes added to a To Do item.

### **To create a new To Do item**


1. Find and open the relevant client, contact, employee, assignment or supplier page.
2. Click the **To Do** tab.
3. Select the relevant To Do option on the Tasks bar.  
The **To Do** wizard opens on the **Main** tab by default.

**Note:** Options available in the **Actions** section depend on the To Do item selected.

If you are creating a new **Correspondence** or **Documentation** To Do item, then you must first select a file from the **Open** window to which the To Do item will link to. When the file has been selected and you click **Open**, the To Do wizard opens.

---

4. Add information in the following fields on the **Main** tab.

Field	Description
Subject	A short description of the To Do item used to identify it. This field is normally automatically filled with a description of the selected To Do item. This description should be edited to something more meaningful.
Actions	Some To Do items have actions associated with them. If an item has an action associated, click the hyperlink to activate the action (e.g., click <a href="#">Create Outlook Appointment</a> ).
Assigned	The default is the logged-in practice team member. You can assign the To Do item to a different person by clicking the magnifying glass button to open the <b>Find Employee</b> window to find and select a different employee.
Status	The default is <b>Not started</b> . Select the required status from the drop-down.
Priority	The default is <b>Medium</b> . Select the required priority from the drop-down.
Due End	This field is used to enter a completion date for the To Do item. The default is the system date. To change the date, enter a date in the format dd/mm/yyyy or select it from the drop-down calendar.
Contact/Assignment	Click to link the task to either a contact/client or a specific assignment. Click the magnifying glass button to locate the contact/client or assignment that the To Do item will be created for. The hyperlink opens the appropriate contact/client or assignment.
Notes	Enter a heading for the note. Enter details for the note or, if you want to use formatted text, click  to open the rich text editor.

5. Either:

- a. Click **Finish** if you do not need to view the **History** or **Notes** tab. The **To Do** wizard closes.
- b. Click **Next** or click the **History** tab to continue.

The **History** tab contents are displayed.

You will see, but cannot alter:

- **Date** — the date and time when the assigned-to team member was changed.
- **Assigned To** — the team member to whom the To Do item was assigned on that date.
- **Assigned By** — the team member who made the change.

6. Click **Next** or click the **Notes** tab.

The **Notes** tab contents are displayed.

---

**Note:** Notes are added and entered on the **Main** tab (see **Step 4.**, above).

---

You will see, but cannot alter:

- A list of note titles and their dates and times for this To Do item.
- The contents of each note, selected by clicking its title.

7. Click **Finish**.

To close the **To Do** wizard.

The To do details are displayed in the relevant **To Do** tab and the employee's **Task** window on their homepage.

### Related topics

[Working in the To Dos page](#)

[Viewing To Do notes](#)

[Adding more notes to To Do items](#)

[Viewing To Do notes](#)

[Printing To Do items](#)

[To Do tab](#)

## Viewing To Do items

### ***Accountants Enterprise only***

You can list and open all To Do items attached to each client, contact, employee, supplier or assignment.

### **To view To Do items**

1. Find and open the relevant client, contact, employee, assignment or supplier page.
2. Click the **To Do** tab.  
A list of the To Do items attached to this client, contact, employee, assignment or supplier under the **Subject** column is displayed.
3. Click the [hyperlinked](#) To Do item that you want to open.  
To display the details of the item.
4. You can view or add more details.

### **Related topics**

[Working in the To Dos page](#)

[Creating To Do items](#)

[Adding more notes to To Do items](#)

[Viewing To Do notes](#)

[Printing To Do items](#)

[To Do tab](#)

## Viewing To Do notes

### **Accountants Enterprise only**

You can view all the notes associated with a To Do item.

### **To view notes added to a To Do Item**

1. Find and open the relevant client, contact, employee, assignment or supplier page.
2. Click the **To Do** tab.
3. Identify the To Do item and click its [hyperlink](#) in the **Subject** column.  
The **To Do** wizard opens on the **Main** tab by default.
4. Click the **Notes** tab.  
All notes for this To Do item are listed, the latest at the top.
5. Click each **Title** to reveal its contents in the bottom pane.
6. Click **Finish**.  
The **To Do** wizard closes.



### Related topics

[Working in the To Dos page](#)

[Creating To Do items](#)

[Viewing To Do notes](#)

[Adding more notes to To Do items](#)

[Printing To Do items](#)

[To Do tab](#)

## Adding more notes to To Do items

### *Accountants Enterprise only*

New notes are added by changing the title of an existing note, then adding your new note text. The system saves both the new and the old note separately.

### *To add additional notes to a To Do item*

1. Find and open the relevant client, contact, employee, assignment or supplier page.
2. Click the **To Do** tab.
3. Locate the correct To Do item.
4. Click the **To Do** item's [hyperlink](#) in the **Code** column.

The **To Do** wizard opens on the **Main** tab, displaying the title and text of the last note entered for this item in the **Notes** area.

5. Replace the existing note title.
6. Replace the existing note text.
7. Click **Finish**.

The wizard closes, saving your title and text as an additional note.

When you re-open the To Do item and click the **Notes** tab, all notes are listed.

### Related topics

[Working in the To Dos page](#)

[Creating To Do items](#)

[Viewing To Do notes](#)

[Viewing To Do notes](#)

[Printing To Do items](#)




[To Do tab](#)

## Printing To Do items

### ***Accountants Enterprise only***

You can print a client, contact, employee, assignment or supplier's to do items by opening the **To Do** wizard from inside their page.

### ***To preview and print To Do items***

1. Find and open the relevant client, contact, employee, assignment or supplier page.
2. Click the **To Do** tab.
3. Identify the To Do item and click its [hyperlink](#) in the **Subject** column.  
The **To Do** wizard opens on the **Main** tab by default.
4. Click **Print**.  
The **Print Options** window opens.
5. Click the **History** checkbox.  
To include a list of the employees who were assigned the task and the person who assigned it to them, in the printed To Do item.
6. Click the **Notes History** checkbox.  
To include a chronological list of the changes (latest first) in the printed To Do item.
7. Click **Print Preview**.  
To view the output on-screen before sending it to a printer.  
Options at the top of this window allow you to:
  -  — zoom in or out for a better view.
  -  — view one, two, three, four or six page views.
  -  — print the preview.or  
Click **Print**.  
To open a standard Windows print selection window where you can select the destination printer and the options available for the selected printer.
8. Click **OK**.  
The To Do item is printed.
9. Click **Finish**.  
The **To Do** wizard closes.

**Related topics**

[Working in the To Dos page](#)

[Creating To Do items](#)

[Viewing To Do notes](#)

[Adding more notes to To Do items](#)

[Viewing To Do notes](#)

[To Do tab](#)

# Maintenance

The **Maintenance** menu enables you to configure and maintain the system to best fit how your practice works. You can configure the application to:

- Represent the structure of the practice.
- Extend the functionality of the application.
- (AE) Connect to other MYOB applications.

Configuring the application is essential for:

- Providing the correct settings to enable employees to perform their work.
- Keeping the application secure so that settings are not inadvertently changed.
- (AE) Launching MYOB compliant applications.

The system administrator is responsible for configuring and maintaining the system so that:

- Recorded information is structured correctly and is useful to the practice.
- (AE) Linked applications launch and operate correctly.

Configuring and maintaining the application covers such areas as:

- The practice structure — companies, offices, departments, centres, partners.
- (AE) Employee categories and leave types.
- Security groups, security permissions and adding employees to a security group.
- Extra fields and categories.
- Alias types and address, phone and email types.
- Document creation settings.

All information created and maintained within the Maintenance menu (AE) / Maintenance Map has an impact on the operating system of the application. As a result, if there is any doubt as to what needs to be done, please contact an MYOB Consultant.

## Related topics

[Using the Maintenance Map](#)

[\(AE\) Address/Phone](#)

[\(AE\) Assignments](#)

[\(AE\) Currency](#)

[\(AE\) Client/Supplier](#)

[\(AO\) Client - Family Groups](#)

[Documents](#)

[\(Practice Manager\) Employee](#)

[Internal](#)

[\(AE\) Ledger maintenance](#)

[\(Practice Manager\) Miscellaneous](#)

[Security](#)

[\(Practice Manager\) Time setup](#)

[User defined](#)

[AO Classic Settings](#)

[Tax](#)

## Using the Maintenance Map

Select Maintenance > **Maintenance Map** on the main menu to open the **Maintenance Map**.

The **Maintenance Map** provides a graphical view of the **Maintenance** menu. When the page opens, the **Search Name/Description** field is displayed at the top, while large icons are displayed under their respective sub-menu headings. The entire menu is displayed by default. All sub-menus are listed on the Tasks bar under **Groups**.

To use the Maintenance Map:

- Select a sub-menu on the Tasks bar to view the icons for a particular sub-menu. Note that when the window refreshes to display icons for the selected sub-menu, the **Search Name/Description** field does not display.
- Preview a window by placing your cursor over an icon to see a thumbnail of the actual window that the option opens. A tip is displayed at the top of the thumbnail image telling you what you can do using the window.
- Click an icon to open the **Maintenance** window.
- Use the **Search Name/Description** field to locate an option. Enter the text you are looking for. As you type the search criteria, the window dynamically updates to display icons that match your criteria. You can enter part or all of the word. You do not need to click or press **[Enter]**.

The **Search Name/Description** field is only displayed when all groups are listed on the Maintenance Map. Once an icon is selected this field does not display on the sub-menus.

### Related topics

[Maintenance](#)

[\(AE\) Address/Phone](#)

[\(AE\) Assignments](#)

[\(AE\) Currency](#)

[\(AO Practice Manager\) Job types](#)

[\(AO\) Client - Family Groups](#)

[\(AE\) Client/Supplier](#)

[Documents](#)

[\(Practice Manager\) Employee](#)

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[\(AE\) Ledger maintenance](#)

[Security](#)

[User defined](#)

[\(Practice Manager\) Miscellaneous](#)

[\(Practice Manager\) Time setup](#)

[Backup](#)

[AO Classic Settings](#)

[\(AE\) Tax](#)

## Address/Phone

### *Accountants Enterprise only*

Use Maintenance > **Address/Phone** to set up and maintain phone numbers and other address details.

There are two sub-menus:

- “Address type” (see page 706)
- “Phone number and email address” (see page 707).

### Related topics

[Assignments](#)

[Currency](#)

[Documents](#)

[Employee](#)

[Internal](#)

[Ledger maintenance](#)

[Miscellaneous](#)

[Security](#)

[Time setup](#)

## Address type

### *Accountants Enterprise only*

You can set up and edit the various addresses for clients and contacts so that their correct addresses are used for the primary, billing or statement mailing addresses.

### *To set up a new address type*

1. Select Maintenance > Address/Phone > **Address Type** on the main menu or Maintenance > Maintenance Map > Address/Phone > **Address Type**.

The **Maintenance — Address Type** page opens.

The table lists the address types in the first column with checkboxes in the remaining columns which enable you to define an **Address Type** as **Primary Type** and/or **Billing** and/or **Statement** address.

2. In the first blank row of the **Description** column, enter the Address Type.

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**Note:** The first 10 characters of the Address Type **Description** must be unique.

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3. Select the appropriate checkbox to make the new Address Type a **Primary** and/or **Billing** and/or **Statement** address.
4. Click **OK**.  
To save the new **Address Type** and close the page.

### ***To edit an address type***

1. Select Maintenance > Address/Phone > **Address Type** on the main menu or Maintenance > Maintenance Map > Address/Phone > **Address Type**.  
The **Maintenance — Address Type** page opens.
2. Click the **Address Type** you want to edit.
3. Edit the **Description**.
4. Select or deselect the appropriate Address Type checkboxes as required.
5. Click **OK**.  
To save the edited **Address Type** and close the page.

### **Related topics**

[Phone number and email address](#)

[Client/Supplier](#)

[Employee](#)

[Internal](#)

[User defined](#)

### Phone number and email address

#### ***Accountants Enterprise only***

On contact details pages, you can enter various numbers for contacts, clients and suppliers such as office phone, home phone, direct number, etc., provided that these phone number types have been set up in the system. Use the **Phone number and Email address** page to differentiate between the various numbers and email addresses that a contact may have.

### ***To set up phone, website and email details***

1. Select Maintenance > Address/Phone > **Phone number and Email address** on the main menu or Maintenance > Maintenance Map > Address/Phone > **Phone number and Email address**.

The **Maintenance — Phone number and Email address** page opens.

A table lists the descriptions in the first column and displays checkboxes in the remaining columns that enable you to define a phone number as the **Primary Tel**, **Primary Fax**, **Primary Mob** numbers.

2. In the first blank **Description** cell of the table, enter or edit the description for the contact information (such as Home Ph, Home Fax, Board number, etc).

The description provides you with additional information about the various phone and fax numbers, plus websites and email accounts that a contact may have.

3. Select the appropriate checkbox to define a phone number as the **Primary Tel**, **Primary Fax** or **Primary Mob** number.

If you have just entered the description for a website or email address, select the appropriate checkbox to define it as the **Primary Email**, **Web, Email**, **Invoice Email**, or **Tax Email** (New Zealand).

---

**Note:** Only one checkbox can be selected per **column**. While you cannot have more than one **Primary Tel**, **Primary Mob** or **Primary Email** numbers, the same **Description** can be defined as the **Primary Tel** and **Primary Fax**. Clients can only have one **Invoice Email**, and one **Tax Email** (New Zealand).

---

4. Click **OK**.

To save the information and close the page.

### **Related topics**

[Address type](#)

[Client/Supplier](#)

[Employee](#)

[Internal](#)

[User defined](#)

## Assignments

The Maintenance > **Assignment** menu has a number of sub-menus which are used to set up and refine assignments for your practice. These are:

- “Assignment types” (see page 710)
- “Change assignment type” (see page 722)



- “Assignment templates” (see page 716)
- “Assignment template groups” (see page 711)
- “Job mode” (see page 724)
- “Milestones” (see page 724)
- “Task status” (see page 732)
- “Template group type” (see page 733).

### Related topics

[Assignment types](#)

[Assignment templates](#)

[Deleting job type templates](#)

[Setting up job type templates](#)

[Assignment template groups](#)

[Setting up schedule templates for assignment templates](#)

[Setting up responsibility for assignment templates](#)

[Setting up billing for assignment templates](#)

[Adding assignments across clients](#)

[Change assignment type](#)

[Address/Phone](#)

[Assignments](#)

[Currency](#)

[Documents](#)

[Employee](#)

[Internal](#)

[Ledger maintenance](#)

[Miscellaneous](#)

[Security](#)

[Time setup](#)

## Job types

### ***Accountants Office with Practice Manager only***

The Maintenance > Maintenance Map > **Job Type** menu has a number of sub-menus which are used to set up and refine jobs for your practice. These are:

- **Job Type Templates**

A job type template comprises jobs that are used repeatedly for clients because the practice performs the same type of work for a number of clients.

Your system administrator usually creates **Job Type Templates**.

Maintenance > Maintenance Map > Job types > **Job Type Templates** is used when setting up and deleting job type templates for your practice.

- **Milestones**

When you add a new job, the job is automatically displayed in the Job Manager — **Job Sheet** and you will be able to maintain the milestones using the Job Manager — **Job Sheet**.

### Related topics

[Setting up job type templates](#)

[Deleting job type templates](#)

[Setting up billing for job type templates](#)

[Creating milestones](#)

### Assignment types

#### *Accountants Enterprise only*

Use the **Assignment Types** page to:

- Add and maintain the types of assignments.
- Specify whether each type is chargeable, external or inclusive of time.
- Nominate whether the type has a nominal account. The **Nominal Account** code indicates where the bill value of the time is posted to for the assignment type.

#### *To set up a new assignment type*

1. Select Maintenance > Assignment > **Assignment Types** on the main menu or Maintenance > Maintenance Map > Assignment > **Assignment Types**.  
The **Assignment Types** page opens.
2. In the blank **Description** cell in the first row of the table, enter the name of the new **Assignment Type**.
3. Select or deselect the checkboxes for the assignment types to be:
  - **Chargeable**, the assignment type is chargeable to a client.
  - **External** relates to assignments that are created to be used for client work as opposed to work performed internally within the company.
  - **Included Time** refers to chargeable and non-chargeable time for the assignment.
4. Click the **Default Paragraph** cell and then click the ellipse button.  
The **Master Paragraphs** window opens.
5. Select the paragraph name from the list.  
The paragraph text displays in the **Paragraph Text** area. Click **OK**.

The **Master Paragraphs** window closes and the selected paragraph is displayed in the **Assignment Types** page.

6. Click **OK**.

To save the newly created assignment type and close the **Assignment Types** page.

### Related topics

[Setting up job type templates](#)

[Assignment template groups](#)

[Adding assignments across clients](#)

[Assignment templates](#)

[Change assignment type](#)

[Template group type](#)

## Assignment template groups

### *Accountants Enterprise with Practice Manager only*

An **Assignment Template Groups** is a group of assignments that comprise a logical set. Groups make it quicker and easier for employees to add multiple assignments to a client's profile — all assignments in a group can be added simultaneously, rather than individually.

There is no limit to the number of assignment templates that can be included in a group and each template can be included in more than one group. How you group the assignments is a practice decision; it may be by client profile (sole traders, trust, individual etc) or by business units within your practice (Audit department, Tax department, etc.).

Assignment Template Groups are usually set up by your system administrator.


### *To add or remove a template from an assignment template group*

1. Select Maintenance > Assignment > **Assignment Template Groups** on the main menu or Maintenance > Maintenance Map > Assignment > **Assignment Template Groups**.

The **Assignment Templates Groups** page opens.


2. Select the **Assignment Template Group Type** you want to set up from the **Group** drop-down.

The **Not In Group** panel displays templates available for selection, while the **In Group** panel displays templates that already belong to the group.


3. To **add one** template to the template group, select the template in the **Not In Group** panel and click .

The selected template is moved from the **Not In Group** panel to the **In Group** panel.

4. To **add all** templates in the **Not In Group** panel to the group, click .

5. To **remove one** template from the group, select the template in the **In Group** pane and click .

The selected template is moved from the **In Group** panel to the **Not In Group** panel.

6. To **remove all** templates from the group, click .

7. Click **OK**.

To save the changes and close the page.

### Related topics

[Assignments](#)

[Setting up job type templates](#)

[Assignment templates](#)

[Template group type](#)

[Setting up schedule templates](#)

[To add, edit, hide or delete a Task Status](#)

### Adding assignments across clients

#### ***Accountants Enterprise with Practice Manager only***

You can add an assignment template to a number of different clients simultaneously using Maintenance > Assignment > **Add Assignment Across Clients**.

For example, you could apply an assignment template called Audit 2011 to all clients who currently have another assignment template attached called Audit 2010.

The Assignment Template must already exist. See “Setting up job type templates” on page 713.

#### ***To add an assignment template across clients***

1. Select Maintenance > Assignment > **Add Assignment Across Clients** on the main menu or Maintenance > Maintenance Map > Assignment > **Add Assignment Across Clients**.  
The **Add New Assignment To All Clients** page opens.
2. Select the existing **Assignment Template** attached to clients, on the **Create new assignment where client has following assignment** field drop-down.
3. Select the **Assignment Template** that you want to attach from the **Assignment to add to clients that already have above assignment** field drop-down.
4. Select the **Add Client Name to Code** checkbox.  
To add the client name to the **Assignment Code**.
5. Click **Add**.

A **Confirm Add** message is displayed.

6. Click **Yes**.

An **Add New Assignment to Clients** message is displayed stating that the assignment was successfully added.

7. Click **OK**.

8. Click **Close**.

The **Add New Assignment To All Clients** page closes.

### Related topics

[Assignment types](#)

[Assignment template groups](#)

[Assignment templates](#)

[Milestones](#)

[Task status](#)

[Setting up schedule templates for assignment templates](#)

[Setting up responsibility for assignment templates](#)

[Setting up billing for assignment templates](#)

[Change assignment type](#)

### Setting up job type templates

#### ***Accountants Office with Practice Manager only***

A job type template includes the name of the client's job and is linked to a job type so that the job properties are defined automatically. At least one job must be associated with a client before time or disbursements can be recorded for the client. You can either create a custom job type template specifically for the client or attach an existing job type template to the client.

#### ***To set up the job type template details***

1. Select Maintenance > Maintenance Map > Job type > **Job Type Templates**.

The **Maintenance — Job Types** page opens.

2. Enter the name of the template in the first blank **Name As** cell at the top of the table.

3. Enter the code in the first blank **Code As** cell at the top of the table.

4. Select or deselect the checkboxes for the job types to be chargeable, external and/or included time.

5. Click the **Default Paragraph** cell and then click the ellipse button.

The **Master Paragraphs** window opens.

6. Select the paragraph name from the list.  
The paragraph text displays in the **Paragraph Text** area.
7. Click **OK**.  
The **Master Paragraphs** window closes and the selected paragraph is displayed in the **Maintenance — Job Types** page.  
If you want to set up Billing for this new template, see “Setting up billing for job type templates” on page 715.
8. Click **OK**.  
To save the template and close the page.

### ***To set up a non-chargeable job type***

- 1.

### **Related topics**

[Deleting job type templates](#)

[Setting up billing for job type templates](#)

[Job types](#)

[Creating milestones](#)

### Deleting job type templates

#### ***Accountants Enterprise with Practice Manager only***

Individual Job Type Templates can be deleted from the system at any time, but only if it is not being used.

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**Note:** A job type template cannot be deleted if it is used elsewhere in the system.

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### ***To delete a job type template***

1. Select Maintenance > Maintenance Map > Job type > **Job Type Templates**.  
The **Maintenance — Job Types** page opens.
2. Select the row containing the job type template to be deleted.  
The row is highlighted.
3. Press **[Delete]**.  
An **Important System Information** message is displayed requesting confirmation of the deletion.
4. Click **Yes**.

To proceed with the deletion and to close the prompt.

The template is deleted.

5. Click **OK**.

To save the changes and close the **Maintenance — Job Types** page.

### Related topics

[Setting up job type templates](#)

[Setting up billing for job type templates](#)

[Job types](#)





[Creating milestones](#)

## Setting up billing for job type templates

### *Accountants Office with Practice Manager only*

Use the **Billing** tab to set up default billing details for the job type template.

#### *To set up billing for a job type template*

1. Select Maintenance > Maintenance Map > Job type > **Job Type Templates**.  
The **Maintenance — Job Types** page opens.
2. Select the job you want to set up billing information for from the table.  
Billing information is entered in the **Billing** tab at the bottom of the page.
3. Select a **Billing Paragraph** from the **Available** list.  
The content of the selected paragraph is displayed in the **Paragraph Text** box below the **Available** list.
4. Make your selections:
  - a. Click  to include the selected paragraph in the template.
  - b. Click  to include all the paragraphs listed from the **Available** list in the **Selected** list.
  - c. Click  to remove a paragraph from the **Selected** list and return it to the **Available** list.
  - d. Click  to remove all the paragraphs from the **Selected** list and return them to the **Available** list.

The billing details for the job are set up.

5. Click **OK**.

The **Maintenance — Job Types** page closes.

### Related topics

[Setting up job type templates](#)

[Deleting job type templates](#)

[Job types](#)

[Creating milestones](#)

## Assignment templates

### *Accountants Enterprise only*

An assignment template comprises work assignments that are used repeatedly for clients because the practice performs the same type of work for a number of clients.

Your system administrator usually creates **Assignment Templates**.

Maintenance > Assignment > **Assignment Templates** is used when setting up and deleting assignment templates for your practice. It is also used when setting up schedule templates for use with assignment templates.

### Related topics

[Setting up job type templates](#)

[Deleting job type templates](#)

[Setting up schedule templates for assignment templates](#)

[Setting up responsibility for assignment templates](#)

[Setting up billing for assignment templates](#)

[Change assignment type](#)

## Setting up assignment templates

### *Accountants Enterprise only*

An Assignment Template includes the name of the client's assignment and is linked to an Assignment Type so that the assignment properties are defined automatically. At least one assignment must be associated with a client before time or disbursements can be recorded for the client. You can either create a custom assignment template specifically for the client or attach an existing assignment template to the client.

### *To set up the assignment template details*

1. Select Maintenance > Assignment > **Assignment Templates** on the main menu or Maintenance > Maintenance Map > Assignment > **Assignment Templates**.

The **Maintenance — Assignment Templates** page opens.



2. Enter the name of the template in the first blank **Name As** cell at the top of the table.
3. Enter the code in the first blank **Code As** cell at the top of the table.
4. Select the **Assignment Type** from the drop-down.  
If you want to set up responsibility for the new template, see “Setting up responsibility for assignment templates” on page 721.  
(Practice Manager) If you want to set up Billing for this new template, see “Setting up billing for assignment templates” on page 721.  
(Practice Manager) If you want to set up a Schedule for this template, see “Setting up schedule templates for assignment templates” on page 718.
5. Click **OK**.  
To save the template and close the page.

### Related topics

[Assignment types](#)

[Deleting job type templates](#)

[Setting up schedule templates for assignment templates](#)

[Setting up responsibility for assignment templates](#)

[Setting up billing for assignment templates](#)

[Change assignment type](#)

Deleting assignment templates

### **Accountants Enterprise only**

Individual assignment templates can be deleted from the system at any time, but only if it is not being used.

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**Note:** An Assignment Template cannot be deleted if it is used elsewhere in the system.

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### **To delete an assignment template**

1. Select Maintenance > Assignment > **Assignment Templates** on the main menu or Maintenance > Maintenance Map > Assignment > **Assignment Templates**.  
The **Maintenance — Assignment Templates** page opens.
2. Select the row containing the assignment template to be deleted.  
The row is highlighted.
3. Press **[Delete]**.  
An **Important System Information** message is displayed requesting confirmation of the deletion.

4. Click **Yes**.  
To proceed with the deletion and to close the prompt.  
The template is deleted.
5. Click **OK**.  
To save the changes and close the **Maintenance — Assignment Templates** page.

### Related topics

[Setting up job type templates](#)

[\(Practice Manager\) Setting up schedule templates for assignment templates](#)

[\(Practice Manager\) Assignment types](#)

[\(Practice Manager\) Assignment template groups](#)

[\(Practice Manager\) Setting up responsibility for assignment templates](#)

[\(Practice Manager\) Setting up billing for assignment templates](#)

Setting up schedule templates for assignment templates

### *Accountants Enterprise with Practice Manager only*

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**Note:** The information in this section is applicable only if the selected **Job Mode** is **Assignments and Schedules**. For more information about Job Modes, see “Job mode” on page 724.

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### *To set up a schedule template for an assignment template*

1. Select Maintenance > Assignment > **Assignment Templates** on the main menu or Maintenance > Maintenance Map > Assignment > **Assignment Templates**.  
The **Maintenance — Assignment Templates** page opens.
2. Select the assignment you want to create a schedule template for from the list of assignments.
3. Click the **Schedules** tab.  
The tab page displays a table where you can enter the details for the schedule template.
4. Set up the steps in the list:
  - a. Enter the step number, for example 1, in the **Step** field.  
Create them in multiples of 10. This allows you to insert more steps later.
  - b. Enter a description of the stage (e.g., Commence Assignment or Prepare Draft Accounts) in the **Stage Description** field.
  - c. Select the preceding step if any, or select **None (0)**, from the **Predecessor** drop-down.
  - d. Select the **Milestone** from the drop-down.

Click the **Milestones** cell and expand the drop-down that is displayed. If you have created milestones for the **Assignment Type** in the Maintenance > Assignment > **Milestones** window, the milestones are available for selection.

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**Note:** You cannot link a milestone to more than one schedule stage.

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**Tip:** You do not have to link all milestones to schedule stages. You only need to link the schedule stages to milestones that you want to track using the Job Manager.

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e. Press **[Enter]**.

The step moves to the next row.

5. Click  beside the newly created **Step**.

The step expands to reveal the following columns:

- **Employee Category**
- **Budgeted Time**
- **Sign Off**
- **Start Date Offset**
- **End Date Offset**.

6. Click the **Employee Category** cell to access the drop-down and select the employee category that will perform the work for the stage.

7. In the **Budgeted Time** cell, enter the number of hours the selected **Employee Category** will take to complete the step.

This can be compared later with the actual time taken to complete the step.

8. Select the **Sign Off** checkbox if the stage requires it.

Sign Off is used to mark the stage as complete. This is usually performed by selected people in the practice such as a(n):

- Assignment Manager
- Assignment Partner
- Client Manager
- Client Partner.

Selecting the **Sign Off** checkbox means that only those who hold that particular position selected can sign off or complete a stage.

9. Enter the **Start Date** and **End Date** Offsets.

These are the number of days either side of the start and end dates that allow flexibility when starting a stage. The number of days in the offset are used to calculate the **Projected Due Start Date** and the **Projected Due Complete Date**.

10. Click **Tasks** to attach task codes to the stage.  
The **Prepare Accounts** window opens.
11. Select the **Task Codes** to be associated with the stage.  
Add or remove tasks as appropriate for the stage.  
Task codes are used to identify an activity or step that an employee does to complete a job.
12. Click **OK**.  
The **Prepare Accounts** window closes.
13. Repeat **Step 4.** to **Step 12.** to set up additional stages for the assignment entering:
  - the next sequential number in the **Step** field.
  - the preceding Step number in the **Predecessor** field.
14. Click **OK**.  
The **Maintenance — Assignment Templates** page closes.

---

**Note:** A milestone cannot be linked to more than one schedule stage.

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**Tip:** All milestones need not be linked to schedule stages. Link only those milestones that you would like to track using the Job Manager.

---

### *To revise time across steps*

1. Click **Create Uplift** to revise the budgeted time for all the steps by a certain percentage.  
The **Uplift** window opens.
2. Enter the change percentage in the **Apply Uplift Percentage** field.
3. Click **OK**.  
The budgeted time is revised by the specified percentage.  
For example, if you enter **10.00** in the **Apply Uplift Percentage** field, the **Budgeted Time** values for all the steps increase by 10%. To revise the time downwards, select the **Negative Uplift** checkbox and enter the reduced percentage for the time.

### **Related topics**

[Setting up job type templates](#)

[Deleting job type templates](#)

[\(Practice Manager\) Assignment types](#)

[\(Practice Manager\) Assignment template groups](#)

[\(Practice Manager\) Setting up responsibility for assignment templates](#)

[\(Practice Manager\) Setting up billing for assignment templates](#)

Setting up responsibility for assignment templates

### ***Accountants Enterprise only***

Use the **Responsibility** tab to assign the default partner, manager, Company, Office, Department and Centre to be responsible for the assignment template.

### ***To set up responsibility for an Assignment Template***

1. Select Maintenance > Assignment > **Assignment Templates** on the main menu or Maintenance > Maintenance Map > Assignment > **Assignment Templates**.

The **Maintenance — Assignment Templates** page opens.

2. Select the **Assignment** from the table.
3. Click the **Responsibility** tab.
4. Select the **Assignment Partner** and **Assignment Manager** from the respective drop-downs.
5. Select the **Company, Office, Department** and **Centre** from the respective drop-downs.

---

**Note:** The **Responsibility** details entered here for each template are used as the default values in the **Add Assignment** wizard. If details are not entered in the wizard, the values are derived from the client details.

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6. Click **OK**.

The **Maintenance — Assignment Templates** page closes.

### **Related topics**

[Setting up job type templates](#)

[Deleting job type templates](#)

[\(Practice Manager\) Setting up schedule templates for assignment templates](#)

[\(Practice Manager\) Assignment types](#)

[\(Practice Manager\) Assignment template groups](#)

[\(Practice Manager\) Setting up responsibility for assignment templates](#)

[\(Practice Manager\) Setting up billing for assignment templates](#)

Setting up billing for assignment templates





### ***Accountants Enterprise with Practice Manager only***

Use the **Billing** tab to set up default billing details for the assignment template.

### ***To set up billing for an assignment template***

1. Select Maintenance > Assignment > **Assignment Templates** on the main menu or Maintenance > Maintenance Map > Assignment > **Assignment Templates**.

The **Maintenance — Assignment Templates** page opens.

2. Select the assignment you want to set up billing information for from the table.
3. Click the **Billing** tab.  
To enter billing details for the selected assignment.
4. Select the **Nominal Account** from the drop-down.
5. Select a **Billing Paragraph** from the **Available** list.  
The content of the selected paragraph is displayed in the **Paragraph Text** box below the **Available** list.
6. Make your selections:
  - a. Click  to include the selected paragraph in the template.
  - b. Click  to include all the paragraphs listed from the **Available** list in the **Selected** list.
  - c. Click  to remove a paragraph from the **Selected** list and return it to the **Available** list.
  - d. Click  to remove all the paragraphs from the **Selected** list and return them to the **Available** list.

The billing details for the assignment are set up.

7. Click **OK**.  
The **Maintenance — Assignment Templates** page closes.

### Related topics

[Setting up job type templates](#)

[Deleting job type templates](#)

[\(Practice Manager\) Setting up schedule templates for assignment templates](#)

[\(Practice Manager\) Assignment types](#)

[\(Practice Manager\) Assignment template groups](#)

[\(Practice Manager\) Setting up responsibility for assignment templates](#)

[\(Practice Manager\) Change assignment type](#)

## Change assignment type

### **Accountants Enterprise only**

The **Assignment Type Change** function converts one assignment type to another to enable pooling a group of assignments under one report. You can also update the **Assignment Name** and **Code** using this function.

The assignment type generally describes the main types of both internal and external work performed in the practice and specifically the work carried out. For example, you may have 'Tax' as an assignment type.

### ***To change an Assignment Type***

1. Select Maintenance > Assignment > **Change Assignment Type** on the main menu or Maintenance > Maintenance Map > Assignment > **Change Assignment Type**.

The **Change Assignment Type** page opens.

2. Find and select the **Assignment** you want to change by clicking the magnifying glass button. See "Finding and opening assignments" on page 378.

The fields on the **Change Assignment Type** page update with information about the assignment.

3. Change the assignment detail field information:
  - a. **Name** — Change the name of the assignment, if required.
  - b. **Code** — Change the code, if required.
4. Select the assignment type you want to convert to in the **Available Assignment Type** table.

---

**Note:** You cannot change the **Chargeable**, **External** or **Included Time** fields.

---

5. Click **Change**.

The **Assignment Type** field in the **Current Assignment Type** table reflects the new **Assignment Type**.

6. Click **Close**.

The **Change Assignment Type** page closes.

### **Related topics**

[Finding and opening assignments](#)

[Assignments](#)

[\(Practice Manager\) Assignment types](#)

[\(Practice Manager\) Assignment template groups](#)

[Assignment templates](#)

[Deleting job type templates](#)

[Setting up job type templates](#)

[\(Practice Manager\) Setting up schedule templates for assignment templates](#)

[\(Practice Manager\) Setting up responsibility for assignment templates](#)

[\(Practice Manager\) Setting up billing for assignment templates](#)

[\(Practice Manager\) Adding assignments across clients](#)

### Job mode

#### **Accountants Enterprise with Practice Manager only**

Use the Maintenance > Assignment > **Job Mode** page to select the setting you want to apply to your system. These options are available only during implementation. Once a selection is made, the application displays the options available for the selected job mode throughout the practice.

For full details, see “Job modes” on page 334.

#### **Related topics**

[\(Practice Manager\) Assignments](#)

[\(Practice Manager\) Assignment types](#)

[\(Practice Manager\) Assignment template groups](#)

[\(Practice Manager\) Assignment templates](#)

[Deleting job type templates](#)

[Setting up job type templates](#)

[\(Practice Manager\) Setting up schedule templates for assignment templates](#)

[\(Practice Manager\) Setting up responsibility for assignment templates](#)

[\(Practice Manager\) Setting up billing for assignment templates](#)

[\(Practice Manager\) Adding assignments across clients](#)

[\(Practice Manager\) Change assignment type](#)

### Milestones

#### **Accountants Enterprise with Practice Manager only**

A **milestone** is an scheduled event signifying the completion of a major deliverable or a set of related deliverables.

A milestone can have a date applied which indicates when it should be reached or completed.

For full details, see “Milestones” on page 373.

#### **Milestones and Jobs & Schedules**

---

**Note:** The following applies **only** to practices which have elected to use both Jobs **and** Schedules.

---

- Milestones can be created for both Jobs and Schedules.
- To link milestones to schedules you need to link the milestones to the schedule template. The milestones are then linked to the **Job Manager — Job Sheet** every time an assignment with the schedule template is created.
- Alternatively, you can edit existing schedules using the Assignment Details page > **Schedules** tab and assign milestones to stages.



- Milestones are created and tagged to a schedule or job to indicate whether certain targets have been reached.

### Milestones and Schedules

When creating milestones remember that the milestones can be used for jobs or schedules.

A **schedule** will be added to an assignment if the assignment template used has a schedule template attached.

If no schedule template is associated with an assignment template, a **job** will be created and added to the assignment — unless the **Job Mode** is set to **Assignments and Schedules**, in which case jobs will never be added to an assignment. See “Milestones” on page 373 for more details.

When you add a new job to an assignment, the job is displayed automatically in the **Job Manager — Job Sheet**. You can then do milestone maintenance for that job using the **Job Manager — Job Sheet**.

#### *To track milestones against a schedule*

To link the milestones to the schedules stages, use either:

1. A **Schedule** template — link the schedule stages to milestones when creating the schedule template. The milestones will be available for manipulation in the **Job Manager — Job Sheet** when you add a new assignment using an assignment template and a schedule template is attached to that assignment template.
2. The Assignment Details page > **Schedule** tab — add or edit the milestones attached to schedule stages in the Assignment Details page > **Schedules** tab.

#### *When linking schedule stages to milestones*

- You cannot link a milestone to more than one schedule stage.
- You do not need to link all milestones to schedule stages. You need only link those schedule stages to milestones that you want to track using the **Job Sheet** homepage.
- If no milestones are linked to schedule stages, the schedule will not be displayed on the **Job Manager — Job Sheet**. Only schedules with linked milestones are displayed on the **Job Manager — Job Sheet**.

### Related topics

[Milestones](#)

[Creating milestones](#)

[Tracking milestones](#)

[Editing milestones in schedules](#)

[Deleting milestones](#)

[Adding milestones to schedule templates](#)

[Adding or editing milestones in existing schedule stages](#)

## Creating milestones

### **Accountants Enterprise with Practice Manager only**

Milestones are created from Maintenance > Assignment > **Milestones**.

The **Milestones** page enables you to add milestones which are then applied to schedules and jobs if required. You can define the name, whether it is shown on the **Job Manager — Job Sheet** and where it is placed on the planner.

---

**Note:** There is only one set of milestones for your practice — and the list of milestones is applicable to all jobs. If a milestone is not applicable to a certain job, the milestone still needs to be completed; otherwise your reporting will be inconsistent.

---

### **Available fields**

Field	Description
Short Description	This short description is displayed as the column label on the <b>Job Manager — Job Sheet</b> for the milestone. The short description is limited to a maximum of 15 characters.
Description	This longer description for the milestone may be used in reporting. The description is limited to a maximum of 50 characters.
Position	This field indicates the position of the milestone on the <b>Job Manager — Job Sheet</b> in order from left to right. <b>Position 1</b> is the first milestone column on the left.
Start Milestone	This field is used if the milestone is to be used as a <b>starting</b> milestone. When a milestone tagged as <b>Start Milestone</b> has been completed, the completion date on the <b>Start Milestone</b> is taken as the actual start date.
End Milestone	This field is used if the milestone is to be used as an <b>ending</b> milestone. When a milestone tagged as <b>End Milestone</b> has been completed, the completion date on the <b>End Milestone</b> is taken as the actual end date.
Show on Planner	This field indicates whether or not the milestone is shown on the <b>Job Manager — Job Sheet</b> . If this is <b>not</b> selected, the milestone will <b>not</b> be displayed on the Job Manager - Job Sheet.

---

**Note:** Historical reporting may be affected if you deselect a used milestone. To make use of reporting on milestones, a **Start** milestone and an **End** milestone must be flagged. A job is deemed as started when the status of the **start** milestone is set to **Complete**. A job is deemed to have ended when the status of the **end** milestone is set to **Complete**.

---

### ***To set up a milestone***

1. Select Maintenance > Assignment > **Milestones** on the main menu or Maintenance > Maintenance Map > Assignment > **Milestones**.  
The **Milestones** page opens.
2. Enter a short name for the milestone in the first blank row of **Short Description** at the top of the table.  
The description is limited to a maximum of 15 alphanumeric characters.  
The name is displayed on the **Job Manager — Job Sheet**.
3. Enter the milestone **Description**.  
The description is limited to a maximum of 50 alphanumeric characters.  
This information will be displayed in reports.
4. Indicate the **Position** of the milestone on the **Job Manager — Job Sheet** in order from left to right.  
For example, if you enter position 1 the milestone is displayed in the first column on the left.
5. Click the **Start Milestone** checkbox, if the milestone is to be used as the starting milestone.  
This will be the actual start date. You can have only one start milestone for an assignment type.
6. Click the **End Milestone** checkbox, if the milestone is to be used as the end milestone.  
The date this milestone is completed will be the actual end date. You can have only one end milestone for an assignment type.
7. Click the field and edit the text to modify an existing milestone.
8. Click **OK**.  
To save the changes and close the **Milestones** page.

---

**Note:** To use reporting on milestones, a start milestone and an end milestone must be flagged for each job. A job is **started** when the status of the start milestone is set to **Complete**. A job has **ended** when the status of the end milestone is set to **Complete**. When the status of the end milestone is set to **Complete**, the job/schedule will no longer be displayed on the **Job Manager — Job Sheet**.

---

### **Related topics**

[Milestones](#)

[Milestones and Jobs & Schedules](#)

[Milestones and Schedules](#)

[Tracking milestones](#)

[Editing milestones in schedules](#)

[Deleting milestones](#)

[Adding milestones to schedule templates](#)

[Adding or editing milestones in existing schedule stages](#)

[Employee](#)

[Time setup](#)

Tracking milestones

### ***Accountants Enterprise with Practice Manager only***

When you add a new job to an assignment, the job will automatically be displayed on the **Job Manager — Job Sheet** and you will be able to maintain the milestones using the **Job Manager — Job Sheet**.

To track milestones against a schedule, link the milestones to the schedules stages. You can link schedule stages to milestones in two ways:

- **Schedule template** — Link the schedule stages to milestones when creating a schedule template for an assignment template using Maintenance > Assignment > **Assignment Templates**. When you add a new assignment to a client and a schedule template is attached to the assignment, the milestones will be available on the homepage.
- Assignment Details page > **Schedule** tab — Add or edit the milestones attached to schedule stages in the Assignment Details page > **Schedules** tab.

---

**Note:** Create the milestones for the assignment type **before** you link schedule stages to milestones in a schedule template.

You cannot link a milestone to more than one schedule stage.

You do not have to link all milestones to schedule stages. You only need to link the schedule stages to milestones that you would like to track using the **Job Manager — Job Sheet**.

---

### **Related topics**

[Milestones](#)

[Milestones and Jobs & Schedules](#)

[Milestones and Schedules](#)

[Creating milestones](#)

[Milestones and Schedules](#)

[Editing milestones in schedules](#)

[Deleting milestones](#)

[Adding milestones to schedule templates](#)

[Adding or editing milestones in existing schedule stages](#)

Editing milestones in schedules

### ***Accountants Enterprise with Practice Manager only***

To edit a milestone you must first find the assignment using one of two methods below:

- Access it from the **Client** page and view all assignments attached to a particular client in the **Assignments** tab and open the one you want to work on.  
or
- Go straight to the **Assignment Details** page by selecting the required assignment in the **Find Assignments** window.

---

**Note:** You cannot link a milestone to more than one schedule stage.  
You do not have to link all milestones to schedule stages. You need only link the schedule stages to milestones that you want to track them using the homepage.

---

### *To edit a milestone for a schedule*

1. Find and open an assignment.
2. Click the **Schedule** tab.
3. Click the **Milestone** cell for the stage you want to edit.  
The drop-down becomes available.
4. Edit the existing milestone or add a milestone from the drop-down.

---

**Note:** If you do not link all milestones to a schedule, the remaining milestones are unavailable on the **Job Manager — Job Sheet**.

---

5. Select **None** from the **Milestone** drop-down to remove a milestone.
6. Click **OK**.  
To exit the window.

### **Related topics**

[Milestones](#)

[Milestones and Jobs & Schedules](#)

[Milestones and Schedules](#)

[Creating milestones](#)

[Tracking milestones](#)

[Deleting milestones](#)

[Adding milestones to schedule templates](#)

[Adding or editing milestones in existing schedule stages](#)

Deleting milestones

### **Accountants Enterprise with Practice Manager only**

Milestones can be deleted easily using Maintenance > Assignment > **Milestones**.

### ***To delete a milestone***

1. Select Maintenance > Assignment > **Milestones** on the main menu or Maintenance > Maintenance Map > Assignment > **Milestones**.  
The **Milestones** page opens.
2. Click the row containing the milestone you want to delete.  
The entire row is highlighted.
3. Press **[Delete]**.  
A **Delete Confirmation** message is displayed.
4. Click **Yes**.  
The milestone is deleted.
5. Click **OK**.  
To save the changes and close the **Milestones** page.

### **Related topics**

[Milestones](#)

[Milestones and Jobs & Schedules](#)

[Milestones and Schedules](#)

[Creating milestones](#)

[Tracking milestones](#)

[Editing milestones in schedules](#)

[Adding milestones to schedule templates](#)

[Adding or editing milestones in existing schedule stages](#)

Adding milestones to schedule templates

### ***Accountants Enterprise with Practice Manager only***

---

**Note:** The following applies **only** to practices which have elected to use both Jobs **and** Schedules.

---

To add milestones to a schedule template, milestones must have been created on the Maintenance > Assignment > **Milestones** page.

### ***To add milestones to a schedule template***

1. Select Maintenance > Assignment > **Assignment Templates** on the main menu or Maintenance > Maintenance Map > Assignment > **Assignment Templates**.  
The **Maintenance — Assignment Templates** page opens.
2. Select the relevant assignment template.

3. Click the **Schedules** tab to view the schedule details.
4. Enter the schedule steps as required and, in the last column, select the milestone that corresponds to the relevant schedule stages.

When a new audit assignment is added to a client, the schedule and milestones are added to the assignment. You can then track the relevant milestones in the **Job Manager — Job Sheet**.

---

**Note:** The link between schedule stages and milestones is unique. You cannot link a milestone to more than one schedule stage.  
You do not have to link all milestones to schedule stages. You only need to link to milestones that you want to track using the **Job Manager — Job Sheet**.

---

### Related topics

[Milestones](#)

[Milestones and Jobs & Schedules](#)

[Milestones and Schedules](#)

[Creating milestones](#)

[Tracking milestones](#)

[Editing milestones in schedules](#)

[Deleting milestones](#)

[Adding or editing milestones in existing schedule stages](#)

Adding or editing milestones in existing schedule stages

***Accountants Enterprise with Practice Manager only***

---

**Note:** The following applies **only** to practices which have elected to use both Jobs **and** Schedules.

---

### ***To add or edit milestones to existing schedule stages***

1. Open the Assignment Details page > **Schedule** tab for the relevant assignment.

2. Edit or add milestones to the schedule.

You can do this by selecting the drop-down next to each schedule stage and choosing the relevant milestone to link to it.

---

**Note:** You do not have to link all milestones to schedules and you can choose which milestones to link.

---

If you do not link all the milestones to a schedule, the remaining milestones will be unavailable (greyed out) and you will be unable to use them.

---

**Note:** The link between schedule stages and milestones is unique. You cannot link a milestone to more than one schedule stage.  
You do not have to link all milestones to schedule stages. You only need to link to milestones that you want to track using the **Job Manager — Job Sheet**.

---

### Related topics

[Milestones](#)

[Milestones and Jobs & Schedules](#)

[Milestones and Schedules](#)

[Creating milestones](#)

[Tracking milestones](#)

[Editing milestones in schedules](#)

[Deleting milestones](#)

[Adding milestones to schedule templates](#)

### Task status


#### *Accountants Enterprise with Practice Manager only*

The **Maintenance — Task Status** page enables you to add a new task status, define its display order and set the status to display on timesheets.

#### *To add, edit, hide or delete a Task Status*

1. Select Maintenance > Assignment > **Task Status** on the main menu or Maintenance > Maintenance Map > Assignment > **Task Status**.  
The **Maintenance — Task Status** page opens.
2. To **add** a new status:
  - a. Enter the new status name in the first blank **Status** cell at the top of the table.
  - b. Enter the **Display Order**.
3. To **hide** the status on the timesheet:
  - a. Click the checkbox in the **Hide in T/S** column.
4. To **display** the status on the timesheet:
  - a. Ensure that the checkbox in the **Hide in T/S** column is not selected.
5. Select a colour for the task status from the **Gnatt Colour** drop-down palette.
6. Click **OK**.



7. To **delete** a status:
  - a. Click the row containing the status you want to delete and click  to highlight the entire row.
  - b. Press [**Delete**].
  - c. Click **Yes** when prompted to confirm the deletion.
8. Click **OK**.

To save the changes and close the **Maintenance — Task Status** page.

### Related topics

[Assignments](#)

[Setting up job type templates](#)

[Milestones](#)

[Assignment template groups](#)

[Assignment templates](#)

[Template group type](#)

[To edit an assignment template group type](#)

[Deleting job type templates](#)

[Setting up schedule templates](#)

### Template group type

#### ***Accountants Enterprise with Practice Manager only***

Assignment Template Group Types are logical groups of assignments. They are set up, edited and deleted using the **Maintenance — Template Group Type** page, which is opened from Maintenance > Assignment > **Template Group Type**.

#### ***To set up a new assignment template group type***

1. Select Maintenance > Assignment > **Template Group Type** on the main menu or Maintenance > Maintenance Map > Assignment > **Template Group Type**.

The **Maintenance — Template Group Type** page opens displaying a table that lists the existing **Template Group Types**.
2. Enter the name of the new **Template Group Type** in the first blank cell at the top of the table.
3. Press [**Enter**].

The newly entered **Template Group Type** moves lower down the list and a new blank cell is created at the top of the table.
4. Enter another **Template Group Type** name in the new cell.

5. Click **OK**.

To save the changes and close the **Maintenance — Template Group Type** page.

### ***To edit an assignment template group type***

1. Select Maintenance > Assignment > **Template Group Type** on the main menu or Maintenance > Maintenance Map > Assignment > **Template Group Type**.

The **Maintenance — Template Group Type** page opens displaying a table that lists the existing **Template Group Types**.


2. Click the **Template Group Type** you want to edit and make your changes to the text.
3. Click **OK**.

To save the changes and close the **Maintenance — Template Group Type** page.

### ***To delete an assignment template group type***

1. Select Maintenance > Assignment > **Template Group Type** on the main menu or Maintenance > Maintenance Map > Assignment > **Template Group Type**.

The **Maintenance — Template Group Type** page opens displaying a table that lists the existing **Template Group Types**.

2. Click the row containing the template group type you want to delete.  
Click  to highlight the entire row.

3. Press **[Delete]**.  
A **Delete** confirmation message is displayed.

4. Click **Yes**.  
The cell contents are deleted.

5. Click **OK**.  
To save the changes and close the **Maintenance — Template Group Type** page.

---

**Note:** The Assignment Template Group Type cannot be deleted if it is used elsewhere in the system.

---

### **Related topics**

[Assignments](#)

[Assignment templates](#)

[To edit an assignment template group type](#)

[Assignment template groups](#)

## Currency

### ***Accountants Enterprise with Practice Manager only***

Currency is provided to help manage payments and invoices in multiple currencies. For example, if you deal with clients in different countries you can invoice them in their own currency while at the same time manage your own accounting in your home currency.

---

**Note:** Currency options are only available if your system has been licensed for multi-currency.

---

The **Currency** menu is opened by selecting Maintenance > **Currency**. It has sub-menu options which are used to set up and maintain:

- “Adding, editing and deleting currencies” (see page 735)
- “Currency rates” (see page 736).

### **Related topics**

[Adding, editing and deleting currencies](#)

[Currency rates](#)

### Adding, editing and deleting currencies

#### ***Accountants Enterprise with Practice Manager only***

To add and edit currency options open the **Currencies** page by clicking Maintenance > Currency > **Currencies**.

#### ***To add a new currency***

1. Select Maintenance > Currency > **Currencies** on the main menu or Maintenance > Maintenance Map > Currency > **Currencies**.

The **Currencies** page opens.

2. In the first blank row of the table enter:
  - Currency Code (**GBP** for British Pound, **JPY** for Japanese Yen, **USD** for US Dollars).
  - The currency Symbol (**£** for British Pound, **YEN** for Japanese Yen, **US\$** for US Dollars).
  - The description (British Pounds, Japanese Yen, US Dollars).
  - Number of decimal places required.
  - Reporting Currency — generally the currency used for the practice’s reporting requirements.

---

**Note:** There can be only one selected Reporting Currency. A warning message is displayed if multiple reporting currencies are selected.

---

3. Click **OK**.  
To save the information and close the **Currencies** page.

### ***To edit an existing currency***

1. Select Maintenance > Currency > **Currencies** on the main menu or Maintenance > Maintenance Map > Currency > **Currencies**.  
The **Currencies** page opens.
2. Edit the currency details as required.
3. Click **OK**.  
To save the information and close the **Currencies** page.

### ***To delete an existing currency***

1. Select Maintenance > Currency > **Currencies** on the main menu or Maintenance > Maintenance Map > Currency > **Currencies**.  
The **Currencies** page opens.
2. Select the currency to be deleted.
3. Press [**Delete**].  
A **Confirm Currency Deletion** message is displayed.
4. Click **Yes**.
5. Click **OK**.  
To save the information and close the **Currencies** page.

## **Related topics**

[Currency](#)

[Currency rates](#)

## Currency rates

### ***Accountants Enterprise with Practice Manager only***

To add or edit currency rates open the **Currency Rates** page by selecting Maintenance > Currency > **Currency Rates**.

### ***To add a new currency rate***

1. Select Maintenance > Currency > **Currency Rates** on the main menu or Maintenance > Maintenance Map > Currency > **Currency Rates**.

The **Currency Rates** page opens.

2. In the first blank row of the table enter the:
  - **Unit** — generally 1 (one), to represent the base currency.
  - **From Currency** — the code of the base currency.
  - Exchange **Rate** — the conversion rate in decimals.
  - **To Currency** — the currency you are converting to.
  - **Date** — when the exchange rate becomes effective.
3. Click **OK**.  
To save the information and close the **Currency Rates** page.

### ***To edit a currency rate***

1. Select Maintenance > Currency > **Currency Rates** on the main menu or Maintenance > Maintenance Map > Currency > **Currency Rates**.  
The **Currency Rates** page opens.
2. Edit the currency rate.
3. Click **OK**.  
To save the information and close the **Currency Rates** page.

### ***To delete a currency rate***

1. Select Maintenance > Currency > **Currency Rates** on the main menu or Maintenance > Maintenance Map > Currency > **Currency Rates**.  
The **Currency Rates** page opens.
2. Select the currency rate row to be deleted.
3. Press **[Delete]**.  
A **Confirm Currency Rate Deletion** message is displayed.
4. Click **OK**.  
To save the information and close the **Currency Rates** page.

## **Related topics**

[Currency](#)

[Adding, editing and deleting currencies](#)

## Client - Family Groups

### *Accountants Office only*

Family groups can be used to group together related clients and/or contacts for reporting purposes. Family Groups are a label that enables you select members to include in a consolidated report or mail-out.

Family Groups may consist of individuals, companies, trusts or other organisations. For example, Mrs Lee, Mr Lee, Lee's Supermarket Pty Ltd, A. A. Lee Superannuation and the A. A. Lee Family Trust might constitute the Lee Family Group.

Once a **Family Group** has been defined in the **Maintenance** area, you can assign it to a client on their **Client** page or a contact on their **Contact** page.

### *To define a family group*

1. Select Maintenance > Maintenance Map > Client > **Family Groups**.  
The **Maintenance — Family Groups** page opens displaying a table of Family Groups. The first row of the table is blank.
2. Enter the name of the new Family Group in the first blank row at the top of the table.
3. Press **[Enter]**.  
The Family Group is defined and added to the table.  
The new Family Group is now available to assign to clients and contacts.
4. Click **OK**.  
To save the information and close the **Maintenance — Family Groups** page.

### *To edit a family group*

1. Select Maintenance > Maintenance Map > Client > **Family Groups**.  
The **Maintenance — Family Groups** page opens.
2. Select the **Family Group** you want to edit.
3. Overtyping existing text with your changes.
4. Press **[Enter]**.  
All clients and contacts using this Family Group will be updated to show the edited Family Group.
5. Click **OK**.  
To save the changes and close the **Maintenance — Family Groups** page.

---

**Note:** If you have any **Client** or **Contact** pages open that belong to the Family Group you are editing, you will need to click **Refresh** on the Tasks bar to refresh the display to reflect the updated details.


---

### ***To delete a family group***

---

**Note:** You cannot delete Family Groups that are being used by the system. If you try to delete a Family Group that has clients and/or contacts assigned to it, an error message is displayed.

---

1. Select Maintenance > Maintenance Map > Client > **Family Groups**.  
The **Maintenance — Family Groups** page opens.
2. Select the row containing the Family Group you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.  
The **Confirm Delete** message is displayed.
4. Click **Yes**.
5. Click **OK**.  
To save the changes and close the **Maintenance — Family Groups** page.

### **Related topics**

[Creating clients and contacts](#)

[Viewing all clients and contacts in a family group](#)

[Using the Maintenance Map](#)

[Documents](#)

[Internal](#)

[Security](#)

[User defined](#)

## Client/Supplier

### ***Accountants Enterprise with Practice Manager only***

The **Client/Supplier** menu is opened by selecting Maintenance > **Client/Supplier**. It has sub-menu options which are used to set up and maintain the:

- “Account status” (see page 740)
- “Alias type” (see page 742)

- “Client tax rates” (see page 743)
- “Dispute types” (see page 744)
- “Family groups” (see page 745)
- “Payment type” (see page 747)
- “Remove client/supplier” (see page 748)
- “Tax rates” (see page 749).

### Related topics

[Address/Phone](#)

[Assignments](#)

[Documents](#)

[Employee](#)

[Internal](#)

[\(Practice Manager\) Ledger maintenance](#)

[\(Practice Manager\) Miscellaneous](#)

[Security](#)

[\(Practice Manager\) Time setup](#)

[User defined](#)

### Account status

#### ***Accountants Enterprise with Practice Manager only***

The **Account Status** is a descriptive addition to a status type and can be used by sites to differentiate between various situations and to monitor the movement between them over time.

There are two **Account Status** types for contacts:

- **Open**
- **On Hold.**

---

**Note:** The **Account Status** for a client or supplier is set on the Client/Supplier page > **Defaults** tab.

---

The **Maintenance — Account Status** page enables you to add and delete the **Account Status** for creditor accounts. The account status consists of the status (descriptive part) and the type (**Open** or **On Hold**) which is the effect of the status. For example, the account status **In Dispute** with the type **On Hold** associated with it will prevent a cheque or electronic banking run for the selected client or supplier.

The system allows all transactions to be posted to accounts that are **Open**.

For example, additional supplier invoices cannot be posted to accounts that are intrinsically **On Hold**.




### ***To set up a new account status***

1. Select Maintenance > Client/Supplier > **Account Status** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Account Status**.  
The **Maintenance — Account Status** page opens displaying a table with two columns, **Description** and **Account Status Type**. The first row of the table is blank.
2. Enter a unique status description in the first blank cell of the **Description** column.  
The **Description** must be unique and informative but brief. The description is limited to a maximum of 100 alphanumeric characters.
3. Click the first cell of the **Account Status Type** column to display the drop-down.
4. Select either **On Hold** or **Open** from the drop-down list.
5. Press **[Enter]**.  
The new status is added and a new blank row created at the top of the table. The newly added status is available on the **Default** tab of contact details pages.
6. Click **OK**.  
To save the information and close the **Maintenance — Account Status** page.

### ***To edit an account status***

1. Select Maintenance > Client/Supplier > **Account Status** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Account Status**.  
The **Maintenance — Account Status** page opens.
2. Click to highlight the status description you want to edit in the **Description** column.
3. Edit the text in the **Description** cell, as required.  
The **Description** must be unique.
4. Select a replacement **Account Status Type** from the drop-down.
5. Click **OK**.  
To save the changes and close the **Maintenance — Account Status** page.

### ***To delete an account status***

1. Select Maintenance > Client/Supplier > **Account Status** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Account Status**.  
The **Maintenance — Account Status** page opens.
2. Select the Account Status to be deleted.  
Click  beside the status to highlight the entire row.

3. Press **[Delete]**.  
A **Confirm Delete** message is displayed.
4. Click **Yes**.  
The **Description** and **Status Type** are deleted.
5. Click **OK**.  
To save the changes and close the **Maintenance — Account Status** page.

### Related topics

[Currency](#)

[Client tax rates](#)

## Alias type

### *Accountants Enterprise only*

If a contact or client has an alias it should be recorded to maintain a complete record of the contact or client in the database. The alias is defined by type and is available for selection when a user enters an alias for a contact or client on the Client or Contact page > **Main** tab.

Your system administrator defines the different alias types for selection using Maintenance > Client/Supplier > **Alias Types**.

### *To set up alias types*

1. Select Maintenance > Client/Supplier > **Alias Types** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Alias Type**.  
The **Maintenance — Alias Type** page opens displaying a description table.
2. Enter a description for the alias in the first blank **Description** cell at the top of the table.
3. Press **[Enter]**.  
To add another alias type.  
A blank row is created at the top of the table for you to enter another alias.
4. Click **OK**.  
To save the information and close the **Maintenance — Alias Type** page.

### Related topics

[\(Practice Manager\) Account status](#)

[\(Practice Manager\) Client tax rates](#)

[\(Practice Manager\) Dispute types](#)

[\(Practice Manager\) Payment type](#)

[\(Practice Manager\) Remove client/supplier](#)

[\(Practice Manager\) Tax rates](#)

### Client tax rates

#### **Accountants Enterprise with Practice Manager only**

Client Tax Rates are set up, maintained and deleted using Maintenance > Client/Supplier > **Client Tax Rates**.

#### **To set up a new client tax rate**

1. Select Maintenance > Client/Supplier > **Client Tax Rates** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Client Tax Rates**.

The **Maintenance — Client Tax Rates** page opens.

2. Enter a shortened name (such as an abbreviation or acronym) of the tax rate in the first blank **Short Name** cell at the top of the table.

3. Enter a descriptive name for the tax rate in the **Description** cell.

4. Enter a **Discount** multiplier.

The discount multiplier controls the calculations for the Client Tax Rate.

---

**Note:** If the value is not 1, you cannot enter a tax rate in the next field.

---

5. Select a **Tax Rate** from the drop-down.

6. From the **Scope** drop-down, select the type of contact the rate will apply to.

7. Press **[Enter]**.

To add more Tax Rates.

8. Click **OK**.

To save the changes and close the **Maintenance — Client Tax Rates** page.

#### **To delete a client tax rate**

1. Select Maintenance > Client/Supplier > **Client Tax Rates** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Client Tax Rates**.

The **Maintenance — Client Tax Rates** page opens.

2. Select the row containing the rate you want to delete.

Click  to highlight the entire row.

3. Press **[Delete]**.

A **Confirm Delete** message is displayed.

4. Click **Yes**.
5. Click **OK**.

To save the changes and close the **Maintenance — Client Tax Rates** page.

### Related topics

[Account status](#)

[Alias type](#)

[Dispute types](#)

[Payment type](#)

[Remove client/supplier](#)

[Tax rates](#)

### Dispute types

#### ***Accountants Enterprise with Practice Manager only***

The Maintenance > Client/Supplier > **Dispute Types** page enables you to add and delete dispute types for creditor accounts.

A dispute type could be a disagreement in terms or items that were charged for but not received. Dispute types are used to indicate why payments are being withheld from creditor accounts.

#### ***To add a dispute type***

1. Select Maintenance > Client/Supplier > **Dispute Types** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Dispute Types**.

The **Maintenance — Dispute Types** page opens.

2. Enter the type of dispute in the first blank line at the top of the table.
3. Press **[Enter]**.  
To add more dispute types.

4. Click **OK**.

To save the information and close the **Maintenance — Dispute Types** page.

#### ***To delete a dispute type***

1. Select Maintenance > Client/Supplier > **Dispute Types** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Dispute Types**.

The **Maintenance — Dispute Types** page opens.

2. Select the row containing the dispute type you want to delete.

Click  to highlight the entire row.

3. Press **[Delete]**.  
A **Confirm Delete** message is displayed.
4. Click **Yes**.  
The **Dispute Type** is deleted.
5. Click **OK**.  
To save the changes and close the **Maintenance — Dispute Types** page.

### Related topics

[Account status](#)

[Client tax rates](#)

[Alias type](#)

[Payment type](#)

[Remove client/supplier](#)

[Tax rates](#)

## Family groups

### ***Accountants Enterprise only***

Family groups can be used to group together related clients and/or contacts for reporting purposes. Family Groups are a label that enables you select members to include in a consolidated report or mail-out.

Family Groups may consist of individuals, companies, trusts or other organisations. For example, Mrs Lee, Mr Lee, Lee's Supermarket Pty Ltd, A. A. Lee Superannuation and the A. A. Lee Family Trust might constitute the Lee Family Group.

Once a **Family Group** has been defined in the **Maintenance** area, you can assign it to a client on their **Client** page or a contact on their **Contact** page.

### ***To define a family group***

1. Select Maintenance > Client/Supplier > **Family Groups** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Family Groups**.  
The **Maintenance — Family Groups** page opens displaying a table of Family Groups. The first row of the table is blank.
2. Enter the name of the new Family Group in the first blank row at the top of the table.
3. Press **[Enter]**.  
The Family Group is defined and added to the table.  
The new Family Group is now available to assign to clients and contacts.

4. Click **OK**.

To save the information and close the **Maintenance — Family Groups** page.

### ***To edit a family group***

1. Select Maintenance > Client/Supplier > **Family Groups** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Family Groups**.

The **Maintenance — Family Groups** page opens.

2. Select the **Family Group** you want to edit.

3. Overtyping the text changes.

4. Press **[Enter]**.

To update the Family Group. All clients and contacts using this Family Group will be updated to show the edited Family Group.

5. Click **OK**.

To save the changes and close the **Maintenance — Family Groups** page.

---

**Note:** If you have any client or contact pages open that belong to the Family Group you are editing, you will need to click **Refresh** on the Tasks bar to refresh the display to reflect the updated details.

---

### ***To delete a family group***

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**Note:** You cannot delete Family Groups that are being used by the system. If you try to delete a Family Group that has clients and/or contacts assigned to it, an error message is displayed.

---

1. Select Maintenance > Client/Supplier > **Family Groups** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Family Groups**.

The **Maintenance — Family Groups** page opens.

2. Select the row containing the Family Group you want to delete.

Click  to highlight the entire row.

3. Press **[Delete]**.

The **Confirm Delete** message is displayed.

4. Click **Yes**.

5. Click **OK**.

To save the changes and close the **Maintenance — Family Groups** page.

### Related topics

[\(Practice Manager\) Remove client/supplier](#)

[\(Practice Manager\) Account status](#)

[\(Practice Manager\) Client tax rates](#)

[\(Practice Manager\) Alias type](#)

[\(Practice Manager\) Dispute types](#)

[\(Practice Manager\) Payment type](#)

### Payment type

#### ***Accountants Enterprise with Practice Manager only***

The Maintenance > Client/Supplier > **Payment Type** page enables you to add and delete the payment types used in creditor payments.

Payment types could be Cheque, Cash, Direct Debit, Electronic Banking, etc.

#### ***To set up a payment type***

1. Select Maintenance > Client/Supplier > **Payment Type** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Payment Type**.  
The **Maintenance — Payment Type** page opens.
2. Enter the name of the new payment type in the first blank row at the top of the table.
3. Press **[Enter]**.  
To add more payment types.
4. To edit a **Payment Type**, click the **Description** field and overwrite the text.
5. Click **OK**.  
To save the information and close the **Maintenance — Payment Type** page.

### Related topics

[Setting up a new payment type for M-Powered invoices](#)

[Account status](#)

[Client tax rates](#)

[Alias type](#)

[Dispute types](#)

[Remove client/supplier](#)

[Tax rates](#)

### Setting up a new payment type for M-Powered invoices

#### ***Accountants Enterprise with Practice Manager only***

The following procedure only applies if you have purchased MYOB's M-Powered invoices.

Before using MYOB M-Powered invoices you need to set up some information to enable the system to print invoices with the **How To Pay** section on them.

### ***To set up a new payment type for M-Powered invoices***

1. Select Maintenance > Client/Supplier > **Payment Type** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Payment Type**.

The **Maintenance — Payment Type** page opens.

2. Enter [**M-Powered**] in the blank row at the top.

3. Click **OK**.

To save the information and close the **Maintenance — Payment Type** page.

### ***To delete a payment type***

1. Select Maintenance > Client/Supplier > **Payment Type** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Payment Type**.

The **Maintenance — Payment Type** page opens.

2. Select the row containing the Payment Type you want to delete.

Click  to highlight the entire row.

3. Press [**Delete**].

A **Confirm Delete** message is displayed.

4. Click **Yes**.

The **Payment Type** is deleted.

5. Click **OK**.

To save the changes and close the **Maintenance — Payment Type** page.

### **Related topics**

[Account status](#)

[Client tax rates](#)

[Alias type](#)

[Dispute types](#)

[Remove client/supplier](#)

[Tax rates](#)

Remove client/supplier

***Accountants Enterprise with Practice Manager only***



Clients /Suppliers can be deleted using the Maintenance > Client/Supplier > **Remove Client/Supplier** page.

---

**Note:** Identifying clients/suppliers to delete may take a long time.

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### ***To remove one or more clients/suppliers***

1. Select Maintenance > Client/Supplier > **Remove Client/Supplier** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Remove Client/Supplier**.  
A **List Client/Suppliers** message is displayed requesting confirmation to continue as it may take a long time.
2. Click **Yes** to continue.  
The **Remove Client/Supplier** page opens displaying a table listing your existing clients/suppliers that have no jobs or assignments associated with them.
3. Click the checkbox beside the clients and/or suppliers who are to be deleted.
4. Click **Delete** on the Tasks bar.  
A **Success** message is displayed confirming the deletion.
5. Click **OK**.

### **Related topics**

[Account status](#)

[Client tax rates](#)

[Alias type](#)

[Dispute types](#)

[Payment type](#)

[Tax rates](#)

### Tax rates

#### ***Accountants Enterprise with Practice Manager only***

Tax Rates are set up, maintained and deleted using the Maintenance > Client/Supplier > **Tax Rates** page.

#### ***To set up a tax rate***

1. Select Maintenance > Client/Supplier > **Tax Rates** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Tax Rates**.  
The **Maintenance —Tax Rates** page opens displaying a table listing your existing tax rates and a blank row at the top.

2. Enter a **Tax Rate** as a percentage in the first blank cell.
3. Enter a **Description** of the new tax rate.
4. Enter a **Short Description** of the new tax rate.
5. Enter a description of the tax rate (as it will be displayed on the bill when printed) in the **Print** cell.
6. Enter the Bookkeeping tax reference for the tax rate in the **BK No.** cell.  
The **ID No.** is generated by the system.
7. Click the checkbox in the **Exclude** column if you want to exclude this tax rate from the Exceptions report that is generated when an accounting period is closed.
8. Press **[Enter]**.  
To add more tax rates.
9. To edit any of the above fields, overwrite the existing text.
10. Click **OK**.  
To save the information and close the **Maintenance — Tax Rates** page.

### ***To set up MYOB Premier tax rates***

1. Select Maintenance > Client/Supplier > **Tax Rates** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Tax Rates**.  
The **Maintenance — Tax Rates** page opens displaying a table listing your existing tax rates and a blank row at the top.
2. Enter the tax rate percentage in the **Tax Rate** field.  
The tax rate must be created here before it can become available on the Client page > **Bills** tab.
3. Enter a description of the tax rate, in the **Description** field.
4. Enter a short description of the tax rate you are setting up in the **Short Description** field.  
This description should match the same description used in MYOB Premier.
5. Enter a description of the tax rate (as it will be displayed on the bill when printed) in the **Print** cell.
6. Enter the Bookkeeping tax reference for the tax rate in the **BK No.** cell.  
The **ID No.** is generated by the system.
7. Click the checkbox in the **Exclude** column if you want to exclude this tax rate from the Exceptions report that is generated when an accounting period is closed.
8. Click **OK**.

To save the information and close the **Maintenance — Tax Rates** page.

### ***To delete a tax rate***

1. Select Maintenance > Client/Supplier > **Tax Rates** on the main menu or Maintenance > Maintenance Map > Client/Supplier > **Tax Rates**.

The **Maintenance — Tax Rates** page opens.

2. Select the row containing the tax rate you want to delete.

Click  to highlight the entire row.

3. Press **[Delete]**.

A **Confirm Delete** message is displayed.

4. Click **Yes**.

The **Tax Rate** is deleted.

5. Click **OK**.

To save the changes and close the **Maintenance — Tax Rates** page.

### **Related topics**

[Remove client/supplier](#)

[Account status](#)

[Client tax rates](#)

[Alias type](#)

[Dispute types](#)

[Payment type](#)

[Family groups](#)

## Documents

In MYOB AO, the Documents menu is opened by selecting Maintenance > Maintenance Map > **Documents**. It is used to set up and maintain “Mailing settings” (see page 762).

Documents are any files which are prepared or relate to the work you are doing for a client. They include:

- Spreadsheets
- Word documents
- PDFs
- HTML pages
- Graphics

- Media files.

When you open a document from within a **Client** or **Contact** page, the application that created the document launches automatically.

Documents are set up, managed and maintained using the following sub-menus of Maintenance > **Documents:**

- Document creation settings
- (Practice Manager) Document style defaults
- (Practice Manager) Document styles
- (AE) Document storage settings
- Mailing settings
- (Practice Manager) Master paragraphs

### Related topics

[\(AE\) Document creation settings](#)

[\(Practice Manager\) Setting up remittance templates](#)

[\(AE\) Address/Phone](#)

[\(AE\) Assignments](#)

[\(AE Practice Manager\) Currency](#)

[\(AE\) Documents](#)

[\(AE\) Employee](#)

[\(AE\) Internal](#)

[\(Practice Manager\) Ledger maintenance](#)

[\(Practice Manager\) Miscellaneous](#)

[\(AE\) Security](#)

[\(Practice Manager\) Time setup](#)

[\(AE\) User defined](#)

[Mailing settings](#)

[Using the Maintenance Map](#)

[\(AO\) Client - Family Groups](#)

[Internal](#)

[Security](#)

[User defined](#)

[\(AE Practice Manager\) Tax](#)

[\(AO\) For Australian AO clients](#)

### Document creation settings

The **Document Creation Settings** window is used to define the location and format of client and contact documents.

**To define document creation settings**

1. Select Maintenance > Documents > **Document Creation Settings** on the main menu (AE) or Maintenance > Maintenance Map > Documents > **Document Creation Settings**.

The **Document Creation** page opens.

2. Enter or edit the following details:

Field	Description
Client Algorithm	The default client algorithm is displayed in this field. You can change the client algorithm.
Contact Algorithm	The default contact algorithm is displayed in this field. You can change the contact algorithm.
Assignment Algorithm (AE) / Job Algorithm (AO)	The default contact algorithm is displayed in this field. You can change the assignment/job algorithm.
Receipt Algorithm	Defines the manner in which the receipt reference is created.
Word Billing Algorithm	Defines the manner in which the billing reference is created.
Billing Startup Path	Defines the location on the network of the start location for billing.
Templates Path	Defines the location of the templates used by the system. You can change the templates path.
Document Startup Path	Defines the location of files that are used in the system. The default path is displayed in this field. You can change this path.
Mailing Salutation	Defines how an addressee is greeted in a letter.
Mailing Name	Defines the style used for names in letters.
Mailing Initials	Sets the initials to be used for mailing purposes.
Mailing Formal Name	Defines the formal name to be used in mail.
Mailing Name Separator	Defines the mail separator to be used.
Reset Mailing button	Resets mailing by returning to system defaults.

3. Click the ellipse button on the **Algorithm** cell.

The **Document Algorithm** window opens.

4. Enter the appropriate algorithm.
5. Select the appropriate **Characters** option.
6. Click **OK**.  
The **Document Algorithm** window closes.
7. Click **OK**.  
To save the changes and close the **Document Creation** page.

### Related topics

[\(Practice Manager\) Document style defaults](#)

[\(Practice Manager\) Document styles](#)

[Mailing settings](#)

[\(Practice Manager\) Master paragraphs](#)

[\(AE Practice Manager\) Selecting your document storage settings](#)

[\(AE Practice Manager\) Document storage settings](#)

[Mail merge](#)

### Document style defaults

#### ***Practice Manager only***

The **Document Style Defaults** page is used to set up and maintain the default document styles for tax invoices and bills.

When the window opens, the fields display the locations of the default templates.

#### ***To set document style defaults (AE)***

1. Select Maintenance > Documents > **Document Style Defaults** on the main menu or Maintenance > Maintenance Map > Documents > **Document Style Defaults**.  
The **Document Style Defaults** page opens.
2. Click the ellipse button on the **Tax Invoice Path** field.
3. Browse to the location of the replacement template.
4. Select the **Default Bill Type** from the drop-down, that the template will apply to.
5. Click the **Allowed** checkbox to highlight where the defaults will be applied.  
Bill types with the **Allowed** not selected will use the standard settings.
6. Click **OK**.  
To save the changes and close the **Document Style Defaults** page.

### ***To set document style defaults (AO)***

1. Select Maintenance > Maintenance Map > Documents > **Document Style Defaults**.  
The **Document Style Defaults** page opens.
2. Select the **Default Bill Type** from the drop-down, that the template will apply to.
3. Click the **Allowed** checkbox to highlight where the defaults will be applied.  
Bill types with the **Allowed** not selected will use the standard settings.
4. In the **Billing font defaults** section:
  - a. Enter a Microsoft compatible font type for the **Default billing font**.  
The default font is **Arial**. The font must have been previously selected for the invoice styles.  
Use a font that is valid on your system.
  - b. Enter the **Default billing font size**.  
The default font size is **10**.
5. In the **M-Powered invoice settings** section:
  - a. Enter the **Biller Name**.  
The field is limited to a maximum of 100 alphanumeric characters.
  - b. Enter the **Biller Code**.  
The field is limited to a maximum of 100 alphanumeric characters.
  - c. Enter the **Credit card limit**.  
The **Credit card payment phone number** is displayed by default.
6. Click **OK**.  
To save the changes and close the **Document Style Defaults** page.

### **Related topics**

[Document styles](#)

[Document creation settings](#)

[Mailing settings](#)

[Master paragraphs](#)

[\(AE\) Selecting your document storage settings](#)

[\(AE\) Document storage settings](#)

### Document styles

#### ***Practice Manager only***

The **Document Styles** page is used to add and maintain your own document styles. These styles can be used for tax invoices, credit notes, fee notes, adjustment notes and receipts. The system uses a set of default billing styles unless another style is selected.

#### ***To set up a document style***

1. Select Maintenance > Documents > **Document Styles** on the main menu (AE) or Maintenance > Maintenance Map > Documents > **Document Styles**.

The **Document Styles** page opens.

2. Enter the name of the new document style in the first blank **Description** field at the top of the table.

The **Description** field is limited to a maximum of 100 alphanumeric characters.

3. Click the checkbox in the **Enabled** column to make the style available for use.  
Deselecting the **Enabled** checkbox will make the style unavailable for use.

4. Enter or edit the path to the template that will be used for creating invoices on the **Word Template** field.

5. Click the ellipse button to browse to the location of the template and select it.

6. Select the document **Type** from the drop-down.

For example, Client Bill, Client Receipt, Supplier Payment (AE) or Adjustment Note.

7. Press **[Enter]**.

To add more styles.

8. Click **OK**.

To save the changes and close the **Maintenance — Document Styles** page.

#### ***To make a document style unavailable to users***

1. Select Maintenance > Documents > **Document Styles** on the main menu (AE) or Maintenance > Maintenance Map > Documents > **Document Styles**.

The **Document Styles** page opens.


2. Deselect the checkbox in the **Enabled** column for the selected document style to make the style unavailable for use.

3. Click **OK**.

To save the changes and close the **Maintenance — Document Styles** page.



### ***To delete a document style***

1. Select Maintenance > Documents > **Document Styles** on the main menu (AE) or Maintenance > Maintenance Map > Documents > **Document Styles**.  
The **Document Styles** page opens.
2. Click the row containing the document style you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.  
A **Confirm Delete** message is displayed.
4. Click **Yes**.  
The **Document Style** is deleted.
5. Click **OK**.  
To save the changes and close the **Maintenance — Document Styles** page.

### **Related topics**

[\(Australia\) Setting document styles for MYOB M-Powered invoices](#)

[Setting up remittance templates](#)

[Document creation settings](#)

[Mailing settings](#)

[Master paragraphs](#)

[\(AE\) Selecting your document storage settings](#)

[\(AE\) Document storage settings](#)

### Setting document styles for MYOB M-Powered invoices

#### *Australia only*

This procedure only applies if you have purchased MYOB's M-Powered invoices.

Before using M-Powered invoices you need to set up some information to enable the system to print invoices with the **How To Pay** section on them.

### ***To set up a document style for M-Powered invoices***

1. Select Maintenance > Maintenance Map > Documents > **Document Styles**.  
The **Document Styles** page opens.
2. Enter the name of the new M-Powered document style in the first blank **Description** field at the top of the table.  
The **Description** field is limited to a maximum of 100 alphanumeric characters.

3. Click the checkbox in the **Enabled** column to make the style available for use.  
Deselecting the **Enabled** checkbox will make the style unavailable for use.
4. Enter or edit the path to the template that will be used for creating M-Powered invoices on the **Word Template** field.
5. Click the ellipse button to browse to the location of the template and select it.
6. Select the document **Type** from the drop-down to be **M-Power Invoice**.
7. Press **[Enter]**.
8. Repeat **Step 2.** and **Step 7.** for each document.
9. Click **OK**.  
To save the changes and close the **Maintenance — Document Styles** page.

### Related topics

[Setting up remittance templates](#)

[Document styles](#)

[Document creation settings](#)

[Mailing settings](#)

[Master paragraphs](#)

[Selecting your document storage settings](#)

[Document storage settings](#)

### Setting up remittance templates

#### ***Practice Manager only***

Set up the remittance advice template using Maintenance > Maintenance Map (AO) > Documents > **Document Styles**.

---

**Note:** Use **vizcheque.dot** as the template for cheques.

---

#### ***To set up a remittance template***

1. Select Maintenance > Documents > **Document Styles** on the main menu (AE) or Maintenance > Maintenance Map > Documents > **Document Styles**.  
The **Document Styles** page opens.
2. Enter **Remittance Advice** in the **Description** field in the first blank row at the top of the table.
3. Click the checkbox in the **Enabled** column.

4. Enter or edit the path to the template that will be used for creating remittance advice on the **Word Template** field.
5. Click the ellipse button to browse to the location of the template and select it.
6. Select **Supplier Payment** from the **Type** column drop-down.
7. Click **OK**.  
To save the changes and close the **Maintenance — Document Styles** page.

### Related topics

[Document creation settings](#)

[Document style defaults](#)

[Mailing settings](#)

[Master paragraphs](#)

[\(AE\) Selecting your document storage settings](#)

[\(AE\) Document storage settings](#)

### Document storage settings

#### ***Accountants Enterprise only***

You now have the option to select how to access, store and manage documents associated with assignments, clients, contacts or suppliers. The option selected is a practice-wide setting. The two options available are:

#### ***List view***

List view is the default option for managing and viewing documents. You can create links to individual assignment, client, contact or supplier documents. Document links are listed for the selected assignment, client, contact or supplier. Additional data, such as a description, can be stored with each document link.

#### ***Windows Explorer view***

---

**Note:** This option is only available if you **do not** have Document Manager.

---

Windows Explorer view enables you to specify a documents folder for each client, contact or supplier and manage documents within the folder using standard Windows features like drag and drop, cut, copy and paste.

You are not able to store any additional data relating to the documents in this view as you can with the List view (i.e., no descriptions are stored with the documents).

---

**Note:** No security settings are employed to prevent team members from adding, editing and deleting documents in the Windows Explorer view. Your practice must set the appropriate security for the documents folder on the network.

---

### Related topics

[Mail merge](#)

[\(Practice Manager\) Document styles](#)

[\(Practice Manager\) Master paragraphs](#)

[\(Practice Manager\) To make a document style unavailable to users](#)

[\(Australia\) Setting document styles for MYOB M-Powered invoices](#)

[\(Practice Manager\) To delete a document style](#)

[\(Practice Manager\) Setting up remittance templates](#)

[Document creation settings](#)

[\(Practice Manager\) Document style defaults](#)

[Mailing settings](#)

[\(Practice Manager\) Master paragraphs](#)

[Selecting your document storage settings](#)

### Selecting your document storage settings

#### ***Accountants Enterprise only***

If you want to use Window Explorer with your documents and you do not have Document Manager installed, you must select the appropriate document storage settings.

When you create a new client, contact or supplier, the program will set a default documents folder for that client, contact or supplier based on a combination of your practice's Document Startup Path (Maintenance > Documents > **Mailing Settings**) and Client\Contact Algorithm (Maintenance > Documents > **Document Creation Settings**).

---

**Note:** Before you select the Windows Explorer view for documents make sure that you back up your database.

---

#### ***To use List view for your documents***

1. Select Maintenance > Documents > **Document Storage Settings** on the main menu or Maintenance > Maintenance Map > Documents > **Document Storage Settings**.

The **Document storage settings** window opens.

2. Select the **Create links to individual documents** option.
3. Click **Close**.

### ***To select Windows view for your documents***

1. Back up your database.
2. Select Maintenance > Documents > **Document Storage Settings** on the main menu or Maintenance > Maintenance Map > Documents > **Document Storage Settings**.  
The **Document storage settings** window opens.
3. Select the **Specify a documents folder for each client** option.
4. Click **Next**.  
The **Confirm your selection** window opens.
5. Read carefully through the **Confirm your selection**.
  - a. A default documents directory will be set for each existing client, contact and supplier based on the Document Startup Path (which is configured using Maintenance > Documents > **Mailing Settings**) and the Client/Contact Algorithm (which is configured using Maintenance > Documents > **Document Creation Settings**) currently defined for your practice. You will be able to modify the default folder for each client, contact or supplier.
  - b. The **Documents** tab will display a Windows Explorer style view of the selected documents folder for each client, contact or supplier.
  - c. Shortcuts will be created under the default directory for any documents that are currently listed on the **Documents** tab but are not located within the default directory.
  - d. All document descriptions will be lost.
  - e. You will no longer be able to add documents to assignments.

---

**Note:** Some of the above changes are not reversible. Switching back to the List view will **NOT** restore the individual document links that previously existed. Instead, it will display a single folder link to the client/contact/supplier's documents folder.

---

6. Select the **Yes, I have backed up my database** option.
7. Click **Finish**.  
A progress bar is displayed with the setting documents folder is created.  
A message is displayed informing you that the new document storage settings have been applied.
8. Click **OK**.

---

**Note:** No security settings are employed to prevent team members from adding, editing and deleting documents in the Windows Explorer view. Your practice must set the appropriate security for the documents folder on the network.

---

### Related topics

[Mail merge](#)

[\(Practice Manager\) Document styles](#)

[\(Practice Manager\) Master paragraphs](#)

[\(Practice Manager\) To make a document style unavailable to users](#)

[\(Australia\) Setting document styles for MYOB M-Powered invoices](#)

[\(Practice Manager\) To delete a document style](#)

[\(Practice Manager\) Setting up remittance templates](#)

[Document creation settings](#)

[\(Practice Manager\) Document style defaults](#)

[Mailing settings](#)

[\(Practice Manager\) Master paragraphs](#)

### Mailing settings

Use Maintenance > Maintenance Map (AO) > Documents > **Mailing Settings** to define your document mailing settings.

---

**Tip:** The default paths for files used in the system are stored in the \*.ini file. These paths can be changed.

---

#### *To define document mailing settings*

1. Select Maintenance > Documents > **Mailing Settings** on the main menu (AE) or Maintenance > Maintenance Map > Documents > **Mail Settings**.  
The **Mailing Settings** page opens.
2. Enter your practice's **Billing Startup Path**.  
or  
Click the ellipse button and browse to the correct location using the **Browse for Folder** window.  
Click **OK** to select the location.
3. The **Templates Path** field defines where your practice's document templates are stored. Enter your practice's **Templates Path**.  
or  
Click the ellipse button and browse to the correct location using the **Browse for Folder** window.  
Click **OK** to select the location.
4. Enter your **Document Startup Path**.  
or  
Click the ellipse button and browse to the correct location using the **Browse for Folder** window.  
Click **OK** to select the location.

5. Enter the **Mailing Salutation** you would like to use.  
This will be the basis on which the contact's salutation is created from the available contact name fields.  
Example: **[FN]**
6. Enter the **Mailing Name** you would like to use.  
This will be the Prefix, First Name, Middle Name and Last Name formats.  
Example: **[PR][FN-1/1][MN-1/1][LN]**
7. Enter the **Mailing Initials** you would like to use.  
This will be the additional algorithm used in preference to the standard.  
Example: **[FN-1/1][LN][Esq]**
8. Enter the **Mailing Formal Name** you would like to use.  
This will be the additional algorithm used in preference to the standard.  
Example: **[PR][FN-1/1][MN-1/1][LN]**
9. Enter the **Mailing Name Separator** you would like to use.  
This key determines the character that is used as the name or initial separator. The most commonly used are a full-stop or space.  
Example: **[.]**
10. Click **OK**.  
To save the changes and close the **Mailing Settings** page.

### Related topics

[Mail merge](#)

[\(Practice Manager\) Document styles](#)

[\(Practice Manager\) Master paragraphs](#)

[\(Practice Manager\) To make a document style unavailable to users](#)

[\(Australia\) Setting document styles for MYOB M-Powered invoices](#)

[\(Practice Manager\) To delete a document style](#)

[\(Practice Manager\) Setting up remittance templates](#)

[\(AE\) Document creation settings](#)

[\(Practice Manager\) Document style defaults](#)

[Mailing settings](#)

[\(Practice Manager\) Master paragraphs](#)

Master paragraphs

***Practice Manager only***


Master paragraphs are used in billing to add explanatory text to task codes. They can be set up as options that users can select from a list or they can be inserted as free-form descriptions of an item on the bill.

Like bill templates, master paragraphs are configured by your systems administrator and are a way of customising bills to different client and practice scenarios. Most practices develop their own library of master paragraphs best suited to their billing requirements. Only users with administrator permissions may add and delete master paragraphs.

### *To set up a new master paragraph*

1. Select Maintenance > Documents > **Master Paragraphs** on the main menu or Maintenance > Maintenance Map > Documents > **Master Paragraphs**.  
The **Master Paragraphs** page opens.
2. Enter the name of the paragraph in the first blank **Paragraph Name** field at the top of the table.
3. Press **[Enter]**.  
To add the **Paragraph Name**.
4. Select the Paragraph Name you just added and enter the paragraph text below the **Paragraph Name** list.
5. Edit the **Paragraph Name** and **Paragraph Text** by overtyping any existing text.
6. Use the available format options to format the paragraph text.
7. Click **OK**.  
To save the changes and close the **Master Paragraphs** page.

### *To delete a master paragraph*

1. Select Maintenance > Documents > **Master Paragraphs** on the main menu or Maintenance > Maintenance Map > Documents > **Master Paragraphs**.  
The **Master Paragraphs** page opens.
2. Select the row containing the Master Paragraph you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.  
An **Important System** Information message is displayed requesting confirmation of the deletion.
4. Click **Yes**.  
The **Master Paragraph** is deleted.
5. Click **OK**.



To save the changes and close the **Master Paragraphs** page.

### Related topics

[Documents](#)

[Document styles](#)

[Master paragraphs](#)

[To make a document style unavailable to users](#)

[\(Australia\) Setting document styles for MYOB M-Powered invoices](#)

[To delete a document style](#)

[Setting up remittance templates](#)

[\(AE\) Document creation settings](#)

[Document style defaults](#)

[Mailing settings](#)

### Document migration

#### ***Accountants Enterprise only***

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**Note:** This function is only available if you have **Document Manager** installed.

---

If you need help with this function contact MYOB Support.

### Intranet administration

#### ***Accountants Enterprise only***

---

**Note:** This function is only available if you have **Intranet** installed.

---

From the Intranet Administration main window click Help > **MYOB Intranet Help** for information on this functionality.

## Employee

#### ***Practice Manager only***

The Maintenance > Maintenance Map (AO) > **Employee** menu has the following sub-menu selections:

- “Charge rate type” (see page 766)
- “Time units” (see page 775)
- (AE) “Employee benefit type” (see page 767)

- (AE) “Employee categories” (see page 768)
- (AE) “Employee category timetables” (see page 770)
- (AE) “Employee leave type” (see page 771)
- (AE) “Employee budget import” (see page 772)
- (AE) “Employee budget export” (see page 773)
- (AE Practice Manager) “Over time type” (see page 774).

### Charge rate type

#### *Practice Manager only*

**Charge rates** are the rates at which clients are charged for work. Charge rates are applied to employee categories, so the actual cost to the client for an employee’s time is automatically calculated from the amounts entered for each rate by the specific employee. That is, **time x employee’s charge rate = billable WIP**.

The system contains a default Standard charge rate type, but you may have multiple rates available (e.g., discount rates or premium rates). When time is entered you select either the standard rate or another available rate. You can also use special rates to allocate non–standard rates to specific assignments (AE) / jobs (AO).

The available charge rate types for an employee can be selected when time is entered for work done.

#### *To set up a new charge rate type*

1. Select Maintenance > Employee > **Charge Rate Type** on the main menu (AE) or Maintenance > Maintenance Map > Employee > **Charge Rate Type**.

The **Maintenance — Charge Rate Type** page opens.

2. Enter the new charge rate in the **Description** column of the first blank row at the top of the table.

The **Description** field is limited to a maximum of 100 alphanumeric characters. There is no limit on the number of charge rate types you can create.

3. Press **[Enter]**.

To add more Charge Rate Types.

4. Click an existing charge rate type and edit the text if necessary.

The default type is **Standard**, which is defined when the system is installed.

5. Click **OK**.

To save the changes and close the **Maintenance — Charge Rate Type** page.

## Related topics

[\(AE\) Employee benefit type](#)

[\(AE\) Employee categories](#)

[\(AE\) Employee category timetables](#)

[\(AE\) Employee leave type](#)

[\(AE\) Employee budget export](#)

[\(AE\) Over time type](#)

[Time units](#)

[Internal](#)

[Miscellaneous](#)

[Time setup](#)

[User defined](#)

## Employee benefit type

### ***Accountants Enterprise with Practice Manager only***

The **Employee Benefit Type** page is used to add and maintain benefit types for employees. You can also search for benefit types. **Benefit Types** can be used to determine cost information for employees on the Employee page > **Salary/Cost** tab.

### ***To set up a new employee benefit type or editing an existing employee benefit type***

1. Select Maintenance > Employee > **Employee Benefit Type** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Benefit Type**.

The **Maintenance — Employee Benefit Type** page opens.

2. Enter the new benefit type in the first blank cell of the **Description** column at the top of the table.

The **Description** field is limited to a maximum of 100 alphanumeric characters.

To edit the **Description** field, overwrite the text.

3. Press **[Enter]**.

To add more benefit types.

A new blank row is created at the top of the table.


4. Click **OK**.

To save the information and close the **Maintenance — Employee Benefit Type** page.

### ***To delete an employee benefit type***

1. Select Maintenance > Employee > **Employee Benefit Type** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Benefit Type**.

The **Maintenance — Employee Benefit Type** page opens.

2. Click the row containing the benefit you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.  
A **Confirm Delete** message is displayed.
4. Click **Yes**.  
The Employee Benefit Type is deleted.
5. Click **OK**.  
To save the changes and close the **Maintenance — Employee Benefit Type** page.

### Related topics

[Charge rate type](#)

[Employee categories](#)

[Employee category timetables](#)

[Employee leave type](#)

[Employee budget export](#)

[Over time type](#)

[Employee](#)

## Employee categories

### *Accountants Enterprise with Practice Manager only*

The **Employee Categories** page is used to create and maintain the different groups or categories of employees in the practice. The employee categories form the basis of managing resources.

On this page, you can view all the current categories, the hours that are set for them as well as all the employees within each category.

The charge rate for work done is attached to different employee categories. When employees complete their timesheets, the rate attached to their **employee category** is the default amount charged to the client for the work done. A different rate is usually maintained for each of the different employee categories set up by the practice.

**Employee Category** charge rates are defaults used when calculating time allocated to schedules for the purpose of the schedule budget.

### *To set up an employee category*

1. Select Maintenance > Employee > **Employee Categories** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Categories**.

The **Maintenance — Employee Categories** page opens showing:

- an **Employee Category** panel — the default category displayed is -UNSPECIFIED-.


- **Notes** panel — you can add notes or other information relating to responsibilities of the group.
  - **Employees** panel — the default group displayed is -UNSPEC-. It lists the members of the category selected in the **Employee Category** panel.
2. Enter the category **Name** in the first blank row at the top of the **Employee Category** panel.
  3. Enter the **Charge Rate** for the employee category in the first blank cell.
  4. Click the checkbox in the **Unspecified** column, if required.
  5. Click the **Default Homepage** field and click the ellipse button.  
The **Find Employees** window opens.
  6. Find and open an employee.  
The employee's name is displayed in the **Default Homepage** field.
  7. Enter any notes you want to make about the employee category in the **Notes** panel.
  8. Press **[Enter]**.  
To add more employee categories.
  9. Click **OK**.  
To save the changes and close the **Maintenance — Employee Categories** page.

### *To delete an employee category*

---

**Note:** You cannot delete categories that are being used by the database. If you try to delete a category that is associated with clients or employees, an error message is displayed.

---

1. Select Maintenance > Employee > **Employee Categories** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Categories**.  
The **Maintenance — Employee Categories** page opens.
2. Select the **Employee Category** you want to delete.  
Click  beside the Employee Category row you want to delete. This will highlight the row.
3. Press **[Delete]**.  
A **System Information** message is displayed requesting confirmation of the deletion.
4. Click **Yes**.  
The category is deleted. If you try to delete a category that is in use, an error message is displayed.
5. Repeat from **Step 2.** to delete additional categories.

### ***To set up an employee category charge rate***

1. Select Maintenance > Employee > **Employee Categories** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Categories**.  
The **Maintenance — Employee Categories** page opens.  
Existing categories are listed in the **Employee Category** table.
2. Click the **Charge Rate** cell of the employee category you want to set up.
3. Enter the **Charge Rate**.
4. If you want to create a new employee category, click the first row and enter the desired details including the new **Charge Rate**.  
See “To set up an employee category” (see page 768).

### ***To delete an employee category charge rate***

1. Select Maintenance > Employee > **Employee Categories** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Categories**.  
The **Maintenance — Employee Categories** page opens.  
Existing categories are listed in the **Employee Category** table.
2. Select the charge rate cell that you want to delete.
3. Press **[Delete]**.  
The employee category charge rate is deleted.

### **Related topics**

[Employee category timetables](#)

[Employee benefit type](#)

[Employee categories](#)

[Employee leave type](#)

[Employee budget export](#)

[Over time type](#)

[Employee](#)

### Employee category timetables

#### ***Accountants Enterprise with Practice Manager only***

Use Maintenance > Employee > **Employee Category Timetables** to add start and finish times to the system for each category of employee.

### ***To set up employee category timetables***

1. Select Maintenance > Employee > **Employee Category Timetables** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Category Timetables**.  
The **Employee Category Timetables** page opens.
2. Select an **Employee Categories** from the drop-down.  
If no times have been entered previously, all times will be 00.00.
3. Overtyping the times to be changed.

### **Related topics**

[Charge rate type](#)

[Employee benefit type](#)

[Employee categories](#)

[Employee leave type](#)

[Employee budget export](#)

[Over time type](#)

[Employee](#)

### Employee leave type


#### ***Accountants Enterprise with Practice Manager only***

The **Employee Leave Type** page is used to add and maintain the leave types for employees. Leave types can include Annual, Sick, Maternity or Study. Leave types may be configured as productive or non-productive on the Employee page > **Salary/Cost** tab.

### ***To set up and edit an employee leave type***

1. Select Maintenance > Employee > **Employee Leave Type** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Leave Type**.  
The **Maintenance — Employee Leave Type** page opens.
2. Enter the name of the new leave type in the first blank cell of the **Description** column.  
The **Description** field is limited to a maximum of 100 alphanumeric characters.
3. Press **[Enter]**.  
To add another leave type. A new blank row is created at the top of the table.
4. Click **OK**.  
To save the changes and close the **Maintenance — Employee Leave Type** page.

### ***To delete an employee leave type***

1. Select Maintenance > Employee > **Employee Leave Type** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Leave Type**.  
The **Maintenance — Employee Leave Type** page opens.
2. Click the row containing the leave type you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.  
A **Confirm Delete** message is displayed.
4. Click **Yes**.  
The selected Employee Leave Type is deleted.
5. Click **OK**.  
To save the changes and close the **Maintenance — Employee Leave Type** page.

### **Related topics**

[Charge rate type](#)

[Employee benefit type](#)

[Employee categories](#)

[Employee budget import](#)

[Employee budget export](#)

[Over time type](#)

[Employee](#)

### Employee budget import

#### ***Accountants Enterprise with Practice Manager only***

Use Maintenance > Employee > **Employee Budget Import** to import employee budgets from a Microsoft Excel workbook.

#### ***To import employee budgets from a Microsoft Excel workbook***

1. Select Maintenance > Employee > **Employee Budget Import** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Budget Import**.  
The **Employee Budget Import** window opens.
2. Enter the location and file name you want to import in the **Excel workbook to import** field.  
or  
Click the ellipse button beside the **Excel workbook to import** field. The **Open** window opens.  
Find and select the location and file name you want to import.



The data in the selected Microsoft Excel workbook is displayed in the content area.

3. Click the checkbox beside the **First row contains column names** field if the workbook contains column names.

The import will then include the column names as the first row.

4. Scroll through the data within the content area and deselect any rows that you want to exclude from the import.
5. Click **Import**.

### Related topics

[Charge rate type](#)

[Employee benefit type](#)

[Employee categories](#)

[Employee category timetables](#)

[Employee leave type](#)

[Employee budget export](#)

[Over time type](#)

[Employee](#)

### Employee budget export

#### *Accountants Enterprise with Practice Manager only*

Use Maintenance > Employee > **Employee Budget Export** to export employee budgets.

#### *To export by employee category*

1. Select Maintenance > Employee > **Employee Budget Export** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Budget Export**.

The **Employee Budget Export** window opens.

2. Enter the file location on the **File Name** field.

or

Click the ellipse button and select the location and file name you want to export the data to from the **Save As** window.

3. Select the **Accounting Year** from the drop-down.

4. Enter the **Employee Category**.

or

Click the ellipse button on the **Employee Category** field to find and select the employee category you would like to export data for from the **Find Employee Categories** window.

5. Click **Export**.  
The **Employee Budget Export** message is displayed.
6. Click **Yes** to run the export.

### ***To export by employees***

1. Select Maintenance > Employee > **Employee Budget Export** on the main menu or Maintenance > Maintenance Map > Employee > **Employee Budget Export**.  
The **Employee Budget Export** window opens.
2. Enter the file location on the **File Name** field.  
or  
Click the ellipse button and select the location and file name you want to export the data to from the **Save As** window.
3. Select the **Accounting Year** from the drop-down.
4. Click the **Employees** checkbox.
5. Enter the **Employee**.  
or  
Click the ellipse button on the **Employee** field to find and select the employee you would like to export data for from the **Find Employees** window.
6. Click **Export**.  
The **Employee Budget Export** message is displayed.
7. Click **Yes** to run the export.

### **Related topics**

[Charge rate type](#)

[Employee benefit type](#)

[Employee categories](#)

[Employee category timetables](#)

[Employee leave type](#)

[Employee budget import](#)

[Over time type](#)

[Employee](#)

Over time type

***Accountants Enterprise with Practice Manager only***

Use Maintenance > Employee > **Over Time Type** to add and maintain the types of over time. A multiplier is specified to employees for selection in **Timesheets** enabling time to be charged at a different rate for over time work. For example, you may define an over time type for double time, which can be used for any work that has to be performed for a client over a weekend.

---

**Note:** Once created, **Over Time Types** cannot be deleted.

---

### *To set up over time types*

1. Select Maintenance > Employee > **Over Time Type** on the main menu or Maintenance > Maintenance Map > Employee > **Over Time Type**.  
The **Maintenance — Over Time Type** page opens.
2. Enter or modify the name of the over time type in the first blank **Description** field at the top of the table.
3. Enter or edit the amount by which the hours are multiplied to give the over time rate in the **Default Multiplier** field.
4. Enter or edit the **Code** of the over time type.
5. Press **[Enter]**.  
To add more Over Time Types.
6. Click **OK**.  
To save the changes and close the **Maintenance — Over Time Type** page.

### **Related topics**

[Charge rate type](#)

[Employee benefit type](#)

[Employee categories](#)

[Employee category timetables](#)

[Time units](#)

[Employee leave type](#)

[Employee budget export](#)

[Employee](#)

### Time units


#### ***Practice Manager only***

Use Maintenance > Maintenance Map (AO) > Employee > **Time Units** to add and maintain various time units that are available to users on the **Timesheets** window.

### ***To set up or edit a time unit***

1. Select Maintenance > Employee > **Time Units** on the main menu (AE) or Maintenance > Maintenance Map > Employee > **Time Units**.  
The **Maintenance — Time Units** page opens.
2. Enter the **Description** (e.g., 5 minutes, 30 minutes, etc.) in the first blank row at the top of the table.  
Overtyping the **Description** text if necessary.
3. Enter the value (in minutes to indicate how many units have to be accounted for each day) in the **Value** column.  
Overtyping the **Value** text if necessary.
4. Press **[Enter]**.  
To add more Time Units.
5. Click **OK**.  
To save the changes and close the **Maintenance — Time Units** page.

### ***To delete a time unit***

1. Select Maintenance > Employee > **Time Units** on the main menu (AE) or Maintenance > Maintenance Map > Employee > **Time Units**.  
The **Maintenance — Time Units** page opens.
2. Click the row containing the time unit you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.  
A **Confirm Delete** message is displayed.
4. Click **Yes**.  
The Time Unit is deleted.
5. Click **OK**.  
To save the changes and close the **Maintenance — Time Units** page.

### **Related topics**

[Charge rate type](#)

[\(AE\) Employee benefit type](#)

[\(AE\) Employee categories](#)

[\(AE\) Employee category timetables](#)

[\(AE\) Employee leave type](#)

[\(AE\) Employee budget export](#)

[\(AE\) Over time type](#)

[\(AE\) Employee](#)

[Time units](#)

[Internal](#)

[Miscellaneous](#)

[Time setup](#)

[User defined](#)

## Internal

The Maintenance > Maintenance Map (AO) > **Internal** menu is used for maintaining the practice structure. It has the following sub-menu options:

- (AE) “Association types” (see page 778)
- (AE) “Centres” (see page 779)
- “Companies” (see page 781)
- “Departments” (see page 783)
- “Offices” (see page 785)
- “Partners” (see page 786)
- (AE) “Responsibility types” (see page 788)
- “Responsibility update” (see page 790).

### Related topics

[\(AE\) Address/Phone](#)

[\(AE\) Assignments](#)

[\(AE Practice Manager\) Currency](#)

[\(Practice Manager\) Employee](#)

[\(AE Practice Manager\) Ledger maintenance](#)

[\(Practice Manager\) Miscellaneous](#)

[Security](#)

[\(Practice Manager\) Time setup](#)

[Using the Maintenance Map](#)

[\(AO\) Client - Family Groups](#)

[Documents](#)

[Internal](#)

[Security](#)

[User defined](#)

[\(AE Practice Manager\) Tax](#)

[\(AO\) For Australian AO clients](#)

## Association types

### **Accountants Enterprise only**

**Association Types** are used to create links between clients and contacts so that employees know where there are relationships between contacts or clients. For example, a company could be associated with its director or a husband with his wife. This allows employees to easily move from one client to another when they are working with related groups.

Each association type is defined by entering the relationship and its opposite association. This allows the relationship to be defined from both sides. Examples are:

Association	Opposite Association
Has Director...	Is Director of...
Husband of...	Wife of...

The application comes with a number of default association types.

Association Types are added, deleted or edited by the system administrator.

### **To set up association types**

1. Select Maintenance > Internal > **Association Types** on the main menu or Maintenance > Maintenance Map > Internal > **Association Types**.  
The **Maintenance — Association Types** page opens.
2. In the first blank row at the top of the table, enter the **Association**.
3. Enter the **Opposite Association**.
4. Press **[Enter]**.  
To add more Association Types.
5. Overtyping the text to modify an existing **Association** or **Opposite Association**.
6. Click **OK**.  
To save the changes and close the **Maintenance — Association Types** page.

### **To delete association types**

---

**Note:** You cannot delete an **Association Type** that is being used in the system. If you try to delete an association that is in use, an error message is displayed.

---

1. Select Maintenance > Internal > **Association Types** on the main menu or Maintenance > Maintenance Map > Internal > **Association Types**.

The **Maintenance — Association Types** page opens.

2. Click the row containing the association type you want to delete.

Click  to highlight the entire row.

3. Press **[Delete]**.

A **Confirm Delete** message is displayed.

4. Click **Yes**.

5. Click **OK**.

To save the changes and close the **Maintenance — Association Types** page.

### Related topics

[Centres](#)

[Companies](#)

[Departments](#)

[Offices](#)

[Partners](#)

[Responsibility types](#)

[Responsibility update](#)

[Internal](#)

### Centres

#### ***Accountants Enterprise only***

Centres are used if your practice wants more detailed reporting. A **centre** may be a geographically defined area (e.g., Europe or Australasia) or a business-related area such as Tax Processing.

Centres are set up and maintained by your system administrator using Maintenance > Internal > **Centres**.

#### ***To set up and edit a centre***

1. Select Maintenance > Internal > **Centres** on the main menu or Maintenance > Maintenance Map > Internal > **Centres**.

The **Maintenance — Centres** page opens.

2. Enter the **Centre Name** in the first blank row at the top of the table.

Overtyping the text to modify an existing name.

3. Enter the **Centre Code**.

The code must be unique.

Overtyping the text to modify an existing code.

4. Press **[Enter]**.

To add more centres.

5. Click **OK**.

To save the changes and close the **Maintenance — Centres** page.

### ***To delete a centre***

---

**Note:** You cannot delete centres that are being used by the system. If you try to delete a centre that is associated with clients or employees, an error message is displayed.

---

1. Select Maintenance > Internal > **Centres** on the main menu or Maintenance > Maintenance Map > Internal > **Centres**.

The **Maintenance — Centres** page opens.

2. Click the row containing the centre you want to delete.

Click  to highlight the entire row.

3. Press **[Delete]**.

A **Confirm Delete** message is displayed.

4. Click **Yes**.

The selected centre is deleted.

5. Click **OK**.

To save the changes and close the **Maintenance — Centres** page.

### **Related topics**

[Association types](#)

[Companies](#)

[Departments](#)

[Offices](#)

[Partners](#)

[Responsibility types](#)

[Responsibility update](#)

[Internal](#)



### Companies

In MYOB AO, your company details are set up and maintained by your system administrator using Maintenance > Maintenance Map > Internal > **Companies**.

In MYOB AE, the term **company** means the different entities within your practice. For example, you may have a company for the main business, one for the partnership and another for the financial advising division.

A number of financial reports are produced by company.

Companies are set up and maintained in MYOB AE by your system administrator using Maintenance > Internal > **Companies**.

---

**Note:** The **Company code** and **Company name** are mandatory fields. You must make an entry in these fields.

---

#### *To add a company (AE)*

1. Select Maintenance > Internal > **Companies** on the main menu or Maintenance > Maintenance Map > Internal > **Companies**.

The **Maintenance — Companies** page opens.

2. Select **Add company** on the Tasks bar.

The **Maintain Company Details** window opens.

3. Enter a unique **Company code**.

---

**Note:** The **Company code** is a mandatory field.

---

4. Enter the **Company name**.

---

**Note:** The **Company name** is a mandatory field.

---

5. Enter the Address and contact details for the company in the second column.

6. Enter the company's **TFN** and **ABN** (AU) or **IRD number** (NZ).

7. Enter a default location for exporting files for this company in the **Default export path** field.

---

**Tip:** If necessary, use the ellipse button to navigate to a suitable location and then enter the default name of the export file in the **Browse for Folder** window.

---

8. Enter the **M-Powered payee number** for the company.

9. Select **Dimension 1** from the drop-down.

The options are:

- None
- Partner
- Office
- Department.

Dimensions are used for reporting purposes.

10. Select **Dimension 2** from the drop-down, which displays the same options as above.
11. Enter an **M-Powered payee number**, if applicable.
12. Enter the **Bank name** for the company.
13. Enter the associated account number for the company's bank.
14. Click **OK**.

To save the changes for the new company.

### ***To edit a company's details***

1. Select Maintenance > Internal > **Companies** on the main menu (AE) or Maintenance > Maintenance Map > Internal > **Companies**.

The **Maintenance — Companies** page opens.

2. Select **Edit company details** on the Tasks bar.  
The **Maintain Company Details** window opens.

3. Edit the **Company code**, if required.

---

**Note:** The **Company code** is a mandatory field.

---

4. Edit the **Company name**, if required.

---

**Note:** The **Company name** is a mandatory field.

---

5. Edit any of the Address and contact details for the company, if required.
6. (Australia) Edit the company's **TFN** and **ABN**, if required.
7. (New Zealand) Edit the company's **IRD number**, if required.
8. Edit the default location for exporting files for this company in the **Default export path** field.

---

**Tip:** If necessary, use the ellipse button to navigate to another location and then enter the new default name of the export file in the **Browse for Folder** window.

---

9. (AO Practice Manager) Edit the **M-Powered payee number** for the company, if required.
10. Select a different **Dimension 1** from the drop-down, if required.  
Dimensions are used for reporting purposes.
11. Select a different **Dimension 2** from the drop-down, if required.
12. (AE Practice Manager) Edit the **M-Powered payee number**, if required.
13. Edit the **Bank name** for the company.
14. Edit the associated account number for the company's bank.
15. Click **OK**.  
To save the changes for the existing company.

### **Related topics**

[\(AE\) Association types](#)

[\(AE\) Centres](#)

[\(AO\) Client - Family Groups](#)

[Departments](#)

[Offices](#)

[Partners](#)

[Responsibility update](#)

[Internal](#)

## Departments

**Departments** are used to represent the different areas that perform work in the practice. You can set up departments in the system to identify them when you produce reports.

Departments are set up and maintained by your system administrator using Maintenance > Maintenance Map (AO) > Internal > **Departments**.

(AO New Zealand) If you are integrated with AO Classic, you can:

- edit the **Department Name**
- create a new department that did not exist in AO Classic
- not change the **Department Code**
- not delete a department.

### **To set up and edit a department**

1. Select Maintenance > Internal > **Departments** on the main menu (AE) or Maintenance > Maintenance Map > Internal > **Departments**.

The **Maintenance — Departments** page opens.

## Maintenance

---

2. Enter the **Department Name** in the first blank row at the top of the table.  
Overtyping the text to modify an existing name.
3. Enter the unique **Department Code**.  
(AO Australia) Overtyping the text to modify an existing code.  
(AO New Zealand) The **Department Code** is limited to a maximum of four alphanumeric characters. You cannot edit the **Department Code** after you press **[Enter]**.
4. Press **[Enter]**.  
A new blank row is created at the top of the table.
5. Repeat **Step 2.** to **Step 4.** to set up more departments.
6. Click **OK**.  
To save the changes and close the **Maintenance — Departments** page.

---

**Note:** In AO New Zealand, departments cannot be deleted.


---

### *To delete a department (AO Australia)*

---

**Note:** You cannot delete departments that are being used by the system. If you try to delete a department that is in use, an error message is displayed.

---

1. Select Maintenance > Maintenance Map > Internal > **Departments**.  
The **Maintenance — Departments** page opens.
2. Click the row containing the department you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.  
The **Confirm Delete** message is displayed.
4. Click **Yes**.
5. Click **OK**.  
To save the changes and close the **Maintenance — Departments** page.

### **Related topics**

[\(AE\) Association types](#)

[\(AE\) Centres](#)

[Companies](#)

[Offices](#)

[Partners](#)

[\(AE\) Responsibility types](#)

[Responsibility update](#)

[Internal](#)

### Offices

**Offices** are nominally the physical locations of your practice for example, branches of your practices. You can also assign clients, partners, employees, teams, managers and assignments to an office for reporting purposes. In MYOB AE, you can create a number of offices.

Offices are set up and maintained by your system administrator using Maintenance > Maintenance Map (AO) > Internal > **Offices**.

(AO New Zealand) If you are integrated with AO Classic, you can:

- edit the **Office Name**
- create a new office that did not exist in AO Classic
- not change the **Office Code**
- not delete an office.

---

**Note:** In MYOB AE, MYOB recommends that you do not rename the default, -UNSPECIFIED, office, as this may cause issues with data. This record is the default value when adding new clients and can impact on office-based reporting.

---

### *To set up and edit an office*

1. Select Maintenance > Internal > **Offices** on the main menu (AE) or Maintenance > Maintenance Map > Internal > **Offices**.  
The **Maintenance — Offices** page opens.
2. Enter the **Office Name** in the first blank row at the top of the table.  
Overtyping the text to modify an existing name.
3. Enter the **Office Code**.  
(AO Australia) Overtyping the text to modify an existing code.  
(AO New Zealand) The **Department Code** is limited to a maximum of four alphanumeric characters. You cannot edit the **Office Code** after you press **[Enter]**.
4. Enter the address in the **Address 1**, **Address 2** and **Address 3** fields.  
Entering address details is optional.
5. Enter the **Town**, **County (State)**, **Postcode** and **Country**.
6. Press **[Enter]**.  
A new blank row is created at the top of the table.

7. Repeat **Step 2.** to **Step 6.** to set up further offices.
8. Click **OK.**  
To save the changes and close the **Maintenance — Offices** page.

---

**Note:** In MYOB AO New Zealand, offices cannot be deleted.


---

### *To delete an office (AO Australia)*

---

**Note:** You cannot delete offices that are being used by the system. If you try to delete an office that is associated with clients or employees, an error message is displayed.

---

1. Select Maintenance > Maintenance Map > Internal > **Offices.**  
The **Maintenance — Offices** page opens.
2. Click the row containing the office you want to delete.  
Click  to highlight the entire row.
3. Press [**Delete**].  
A **Confirm Delete** message is displayed.
4. Click **Yes.**
5. Repeat **Step 2.** to **Step 4.** to delete additional offices.
6. Click **OK.**  
To save the changes and close the **Maintenance — Offices** page.

### **Related topics**

[\(AE\) Association types](#)

[\(AE\) Centres](#)

[Companies](#)

[Departments](#)

[Partners](#)

[\(AE\) Responsibility types](#)

[Responsibility update](#)

[Internal](#)

### Partners

Use the Maintenance > Maintenance Map (AO) > Internal > **Partners** to set up and maintain your practice's partners.

### ***To set up a partner***


1. Select Maintenance > Internal > **Partners** on the main menu (AE) or Maintenance > Maintenance Map > Internal > **Partners**.  
The **Maintenance — Partners** page opens.
2. Click the first blank row of the **Employee** field at the top of the table.  
A drop-down and an ellipse button are displayed.
3. Select a partner from the drop-down.  
or  
Click the ellipse button to find and select the partner required.
4. Click the blank **Gantt Colour** field.  
An ellipse button is displayed.
5. Click the ellipse button.  
A Color palette is displayed.
6. Select a colour to be used in the graphs for the Partner, if required.
7. Click **OK**.  
The Colour palette closes.
8. Press **[Enter]**.  
The partner's name is displayed in the list.
9. Repeat **Step 2.** to **Step 8.** to add more partners.
10. Click **OK**.  
To save the changes and close the **Maintenance — Partners** page.

### ***To delete a partner***

---

**Note:** You cannot delete partners who are being used by the system. If you try to delete a partner who is associated with clients, suppliers or employees, an error message is displayed.

---

1. Select Maintenance > Internal > **Partners** on the main menu (AE) or Maintenance > Maintenance Map > Internal > **Partners**.  
The **Maintenance — Partners** page opens.
2. Click the row containing the partner you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.

A **Confirm Delete** message is displayed.

4. Click **Yes**.
5. Repeat **Step 2.** to **Step 4.** to delete additional partners.
6. Click **OK**.  
To save the changes and close the **Maintenance — Partners** page.

### Related topics

[\(AE\) Association types](#)

[\(AE\) Centres](#)

[Companies](#)

[Departments](#)

[Offices](#)

[\(AE\) Responsibility types](#)

[Responsibility update](#)

[Internal](#)

### Responsibility types

#### ***Accountants Enterprise only***

The **Responsibility Types** function sets up the employees' responsibilities or job roles for completing work in the practice.

The responsibility type is used when assigning employees to their Assignment Team.

The system comes with a number of default responsibilities and levels. Any of these can be amended or new ones added to suit the practice. The description **Team Member** has the **Allow Multiple** checkbox selected. This default enables you to select more than one team member at one time when you add an employee to an **Assignment Team**.

#### ***To set up and edit a responsibility type***

1. Select Maintenance > Internal > **Responsibility Types** on the main menu or Maintenance > Maintenance Map > Internal > **Responsibility Types**.  
The **Maintenance — Responsibility Types** page opens.
2. Enter the **Description** of the responsibility or role in the first blank row at the top of the table.  
The **Description** field is limited to a maximum of 100 alphanumeric characters.  
Edit the text to modify an existing **Description**, if necessary.
3. Enter the **Level** of seniority in the organisation that the role would have.  
Edit the text to modify an existing **Level**, if necessary.




4. Click the checkbox in the **Allow Multiple** column.  
Click this checkbox if you want multiple instances of the responsibility type to be available for selection when you add employees to an Assignment Team.  
See “Adding employees to assignment teams” on page 383.  
The **Allow Multiple** checkbox is selected by default for the **Team Member** type.  
Deselect the **Allow Multiple** checkbox to keep the responsibility with a single employee.
5. Press **[Enter]**.  
The responsibility type is added to the list and more blank rows are added at the top of the table so you can enter more responsibility types.
6. Repeat **Step 2.** to **Step 5.** to set up more types if necessary.
7. Click **OK**.  
To save the changes and close the **Maintenance — Responsibility Types** page.

### *To delete a responsibility type*

---

**Note:** You cannot delete a responsibility type that is being used by the system. If you try to delete a type that is associated with clients, suppliers or employees, an error message is displayed.

---

1. Select Maintenance > Internal > **Responsibility Types** on the main menu or Maintenance > Maintenance Map > Internal > **Responsibility Types**.  
The **Maintenance — Responsibility Types** page opens.
2. Click the row containing the responsibility type you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.  
A **Confirm Delete** message is displayed.
4. Click **Yes**.
5. Repeat **Step 2.** to **Step 4.** to delete additional responsibility types.
6. Click **OK**.  
To save the changes and close the **Maintenance — Responsibility Types** page.

### **Related topics**

[Association types](#)

[Centres](#)

[Companies](#)

[Departments](#)

[Offices](#)

[Partners](#)

[Responsibility types](#)

[Responsibility update](#)

[Internal](#)

### Responsibility update

The **Responsibility Update** function enables you to update a client partner responsibility or contact/client team, or assignment team (AE).

These steps can also be followed to run a bulk Responsibility update to replace a client partner, contact/client team, or assignment team with a new client partner.

#### *To update partner history*

1. Select Maintenance > Internal > **Responsibility Update** on the main menu (AE) or Maintenance > Maintenance Map > Internal > **Responsibility Update**.  
The **Maintenance — Responsibility Update** page opens.
2. Click the **Update Partner History** checkbox.  
This will remove a partner responsibility and insert another partner to have responsibility.
3. Enter the date in the **Date Effect From** field that you want the update to take effect from.  
Enter the date in the format dd/mm/yyyy or select the date from the drop-down calendar. Do not select a prior date.
4. Click the magnifying glass button beside the **Partner To Remove** field.  
The **Find Partners** window opens.
5. Find and select the partner you would like to remove and click **OK**.
6. Click the magnifying glass button beside the **Partner To Insert** field.  
The **Find Partners** window opens.
7. Find and select the partner you would like to insert and click **OK**.
8. Click **Update**.  
The **Responsibility Update** confirmation window opens.
9. Click **OK**.
10. Click **Close**.  
To finish and close the **Maintenance — Responsibility Update** page.

---

**Note:** All reports in Practice Manager run off the current partner only. The partner history and start/end dates are not used when reports are generated.

If you need the financial information to stay with the old partner, we advise creating a new client for the new partner.

---

### ***To update the contact/client team***

1. Select Maintenance > Internal > **Responsibility Update** on the main menu (AE) or Maintenance > Maintenance Map > Internal > **Responsibility Update**.  
The **Maintenance — Responsibility Update** page opens.
2. Click the **Update Contact/Client Team** checkbox.  
This will remove an employee and insert another employee from a Contact/Client Team.
3. Click the magnifying glass button beside the **Employee To Remove** field.  
The **Find Employees** window opens.
4. Find and select the employee you would like to remove and click **OK**.
5. Click the magnifying glass icon beside the **Employee To Insert** field.  
The **Find Employees** window opens.
6. Find and select the employee you would like to insert and click **OK**.
7. Select the **Responsibility Type** from the drop-down for the employee you are inserting.

---

**Note:** The **Responsibility Type** must be equivalent to the employee you are replacing.

---

8. Click **Update**.  
The **Responsibility Update** confirmation window opens.
9. Click **OK**.
10. Click **Close**.  
To finish and close the **Maintenance — Responsibility Update** page.

### ***To update an assignment team (AE)***

1. Select Maintenance > Internal > **Responsibility Update** on the main menu or Maintenance > Maintenance Map > Internal > **Responsibility Update**.  
The **Maintenance — Responsibility Update** page opens.
2. Click the **Update Assignment Team** checkbox to remove an employee and insert another employee from an Assignment Team.

3. Click the magnifying glass button beside the **Employee To Remove** field.  
The **Find Employees** window opens.
4. Find and select the employee you would like to remove and click **OK**.
5. Click the magnifying glass button beside the **Employee To Insert** field.  
The **Find Employees** window opens.
6. Find and select the employee you would like to insert and click **OK**.
7. Select the **Responsibility Type** from the drop-down beside the employee you are inserting.

---

**Note:** The **Responsibility Type** must be equivalent to the employee you are replacing.

---

8. Click **Update**.  
The **Responsibility Update** confirmation window opens.
9. Click **OK**.
10. Click **Close**.  
To finish and close the **Maintenance — Responsibility Update** page.

### **Related topics**

[\(AE Practice Manager\) Timesheet authorisation](#)

[\(AE Practice Manager\) Setting up timesheet authorisation operation modes](#)

[\(AE\) Association types](#)

[\(AE\) Centres](#)

[Companies](#)

[Departments](#)

[Offices](#)

[Partners](#)

[\(AE\) Responsibility types](#)

[Responsibility update](#)

[Internal](#)

### Post WIP responsibility check

#### **Accountants Enterprise with Practice Manager only**

Post WIP Responsibility is used in conjunction with project-based authorisation to give certain users the ability to take unposted time entered by employees and make it Posted WIP and therefore billable.

To display the **Post WIP Responsibility** tab, select Maintenance > Internal > **Post WIP Responsibility** on the main menu.

---

**Note:** You will need to select a Project based Authorisation model under Maintenance > Time Setup > **Timesheet Authorisation Mode**, before the **Post WIP Responsibility** option is displayed in the Maintenance menu.

---

It is this responsibility attached to an employee in the Client or Assignment Team that will give them the opportunity to **Post WIP** from unposted time.

Employee Setup under the Client Team can post WIP belonging to that client, while Employee Setup under the Assignment Team can only post WIP belonging to that assignment.

### ***To set up a posting employee***

1. Add the employee to the Client/Assignment Team.  
See “Assignment Details page” on page 201.
2. Ensure that the **Responsibility Type** associated with the employee is selected as having **Post WIP** responsibility.
3. Ensure the employee has the permissions required to raise bills.
4. On the **Maintenance — Post WIP Responsibility** page, click the **Post WIP** checkbox for the employee category who will have Post WIP responsibility.

---

**Note:** Once time has been entered the Post WIP employee can post WIP from either the Client > **Assignments** page or in step 2 of the Billing Wizard.

---

### **Related topics**

[Association types](#)

[Centres](#)

[Companies](#)

[Departments](#)

[Offices](#)

[Partners](#)

[Responsibility types](#)

[Responsibility update](#)

[Internal](#)

## Ledger maintenance

### ***Accountants Enterprise with Practice Manager only***

The **Ledger Maintenance** menu has two sub-menus:

- “Ledger defaults” (see page 794) — enables you to set up the defaults for the Supplier > **Defaults** tab. These options define the following for all new suppliers created in the system:
  - Payment Terms
  - Payment Type
  - Nominal Account
  - Tax Rate.The default values can be overridden by choosing another value from the selected Supplier > **Defaults** tab.
- “Nominal codes” (see page 795) — where you can map timesheet codes to the general ledger for integrating applications which use general ledger values.

### Related topics

[Address/Phone](#)

[Assignments](#)

[Currency](#)

[Documents](#)

[Employee](#)

[Internal](#)

[Ledger maintenance](#)

[Miscellaneous](#)

[Security](#)

[Time setup](#)

### Ledger defaults

#### ***Accountants Enterprise with Practice Manager only***

Ledger defaults enable you to specify the defaults used for a supplier. These values can be changed for each individual supplier on the **Supplier** page. When set up or modified in the **Ledger Defaults** page they apply to all new suppliers. These settings affect how billing and payments are performed and can also have a carry-on effect with ledger calculations (e.g., for the tax rate applied).

Fields that must be defined are:

- **Nominal Account** — This defines the main nominal account that will be used for the supplier.
- **Payment Type** — The payment type relates to the manner in which a payment is made. Payments to a ledger may be made or received in a number of ways. This option creates a default type.
- **Supplier Terms** — This relates to the time at which payment is expected by the supplier.
- **Tax Rate** — Tax rate relates to the default amount of tax that is applied to the payment.

### ***To set up ledger defaults***

1. Select Maintenance > Ledger Maintenance > **Ledger Defaults** on the main menu or Maintenance > Maintenance Map > Ledger Maintenance > **Ledger Defaults**.  
The **Ledger Defaults** page opens.
2. Select the default **Nominal Account** from the drop-down.
3. Select the default **Payment Type** (e.g., BACS, Cash, Cheque, Direct Debit, Standing Order, Other) from the drop-down.
4. Select the default **Supplier Terms** (e.g., Days, Month End Day, Payment Day) from the drop-down.
5. Select the default **Tax Rate** (e.g., Discount Rate, Exempt, Standard, Zero) from the drop-down.
6. Click **OK**.  
To save the changes and close the **Ledger Defaults** page.

---

**Note:** The defaults set up here will be applicable to all new suppliers created from this point in time.

---

### **Related topics**

[Ledger maintenance](#)

[Ledger defaults](#)

[Nominal codes](#)

### Nominal codes

#### ***Accountants Enterprise with Practice Manager only***

Nominal Codes are used to map timesheet codes to the general ledger for integrating applications which use general ledger values.

The **Nominal Codes** page has four tabs:

- “Nominal Code Defaults tab” (see page 796)
- “Nominal Code List tab” (see page 797)
- “Nominal Codes Available for Company tab” (see page 801)
- “Data entry codes available for Company tab” (see page 803).

### **Related topics**

[Ledger maintenance](#)

[Ledger defaults](#)

### Nominal Code Defaults tab

#### ***Accountants Enterprise with Practice Manager only***

This tab on the **Nominal Codes** page lists the Data Entry Code Types and enables you to select which nominal code is mapped to each code type by default.

The four drop-downs list the nominal codes as defined in the “Nominal Code List tab” on page 797, plus a **-None-** default option (for use when you want to map nominal codes manually).

#### ***To select your default nominal code for each code type***

1. Select Maintenance > Ledger Maintenance > **Nominal Codes** on the main menu or Maintenance > Maintenance Map > Ledger Maintenance > **Nominal Codes**.  
The **Nominal Codes** page opens at the **Nominal Code Defaults** tab.
2. Select the most appropriate default code from the **Timesheet Codes** drop-down.
3. Select the most appropriate default code from the **Disbursement Codes** drop-down.
4. Select the most appropriate default code from the **Miscellaneous Charge Codes** drop-down.
5. Select the most appropriate default code from the **Estimate to Complete Codes** drop-down.
6. If you want to manually set up your Nominal Codes, select another tab (e.g., **Nominal Code List**).  
or  
Click **Close**.  
To complete Nominal Code set up and close the **Nominal Codes** page.

---

**Note:** Your default Nominal Codes may be edited later if necessary.

---

#### ***Creating new companies after setting up defaults***

When you create a new company (using Maintenance > Internal > **Companies**) :

- all defined nominal codes are mapped to the company.
- all data entry codes are mapped to the company using the default mapping defined on the **Data Entry Codes Available for Company** tab.
- the nominal code defaults are applied to the data entry codes.

#### ***Creating new data entry codes after setting up defaults***

When you create a new data entry code (using Maintenance > Miscellaneous > **Code Types**) after setting up your defaults, the default nominal code is mapped to the newly created data entry code according to the code’s type.



### Related topics

[Nominal codes](#)

[Nominal Code List tab](#)

[Nominal Codes Available for Company tab](#)


[Data entry codes available for Company tab](#)

Nominal Code List tab

### ***Accountants Enterprise with Practice Manager only***

This tab on the **Nominal Codes** page enables you to add, edit and delete nominal codes.



---


**Note:** You can also copy the details of an existing code to create a new one, using the  button. See “To add nominal codes by copying” on page 799.

---

**Nominal Code List tab fields**

Field	Description
Nominal Codes	Unique identifier used to map timesheet codes to the general ledger for integrating with applications that use general ledger values.
Short Name	Name of the nominal code (e.g., Fees Time). The <b>Short Name</b> is limited to a maximum of 20 alphanumeric characters.
Description	A description of the nominal code's purpose. The <b>Description</b> is limited to a maximum of 40 alphanumeric characters.
Nominal Code Type	A pre-defined list of nominal code types, used in exporting transactions using MAS Integration.
Currency	(Hidden by default). A drop-down list of currencies used by the practice.
Bank Account Number	(Hidden by default). This is required only if Nominal Code Type is set to "Bank". It is the account number used by the practice.
Bank Sort Code	(Hidden by default). This is required only if Nominal Code Type is set to "Bank". It sets the order of banks in the general ledger.
Bank Code	(Hidden by default). This is required only if Nominal Code Type is set to "Bank". It is the BSB number of the defined bank.
Process Reference	(Hidden by default). It is required only if Nominal Code Type is set to "Bank". It is the reference code displayed when using the bank in the general ledger.

Button	Action
	The <b>Add Nominal Code</b> button moves the cursor to the first field in the data entry row of the table.
	The <b>Copy selected nominal code information into a new code</b> button copies all data, except the nominal code, from a single highlighted row to the first field in the data entry row of the table.


Button	Action
	<p>The <b>Delete selected nominal code</b> button deletes the nominal code from the selected row after you confirm a prompt message.</p> <hr/> <p><b>Note:</b> Only unused nominal codes can be deleted.</p> <hr/>

**To add nominal codes**

---

**Note:** Any Nominal Codes that you add here are not automatically mapped to companies. The Nominal Codes are listed under the **Not in Company** area of the **Nominal Codes Available for Company tab** and must be moved to the **In Company** area before they will take effect. See “To add nominal codes to companies” on page 801 for details.

---

1. Select Maintenance > Ledger Maintenance > **Nominal Codes** on the main menu or Maintenance > Maintenance Map > Ledger Maintenance > **Nominal Codes**.  
The **Nominal Codes** page opens.
2. Click the **Nominal Code List** tab to display its contents.
3. Click  to move the cursor to a new, blank row at the top of the table.
4. Enter the **Nominal Code**, **Short Name** and **Description** text.
5. Select the appropriate **Nominal Code Type** from the drop-down.
6. Repeat from **Step 3.** to **Step 5.** to add more codes.
7. When finished, select another tab (for example, **Nominal Code Defaults**).  
or  
Click **Close**.


**To add nominal codes by copying**

---

**Note:** Any Nominal Codes that you add here are not automatically mapped to companies. The Nominal Codes are listed under the **Not in Company** area of the **Nominal Codes Available for Company tab** and must be moved to the **In Company** area before they will take effect. See “To add nominal codes to companies” on page 801 for details.

---


1. Select Maintenance > Ledger Maintenance > **Nominal Codes** on the main menu or Maintenance > Maintenance Map > Ledger Maintenance > **Nominal Codes**.  
The **Nominal Codes** page opens.
2. Click the **Nominal Code List** tab to display its contents.

3. Click to highlight the row you want to copy.
4. Click  to copy the contents of the selected row to the top of the table.
5. Enter a unique **Nominal Code**.
6. Edit the copied text as required.
7. Select a different **Nominal Code Type** from the drop-down, if necessary.
8. Repeat from **Step 3.** to **Step 7.** to add more codes.
9. When finished, select another tab (for example, **Nominal Code Defaults**).  
or  
Click **Close**.

### *To edit nominal codes*

1. Select Maintenance > Ledger Maintenance > **Nominal Codes** on the main menu or Maintenance > Maintenance Map > Ledger Maintenance > **Nominal Codes**.  
The **Nominal Codes** page opens.
2. Click the **Nominal Code List** tab to display its contents.
3. Click the table cell you want to change.
4. Overtyping the text or, for the Nominal Code Type, selecting a different code from the drop-down.
5. Repeat for each cell and row.
6. When finished, select another tab (for example, **Nominal Code Defaults**).  
or  
Click **Close**.

### *To delete nominal codes*

1. Select Maintenance > Ledger Maintenance > **Nominal Codes** on the main menu or Maintenance > Maintenance Map > Ledger Maintenance > **Nominal Codes**.  
The **Nominal Codes** page opens.
2. Click the **Nominal Code List** tab to display its contents.
3. Click to highlight the row you want to delete.
4. Click  to delete the row.

---

**Note:** Only unused nominal codes can be deleted.

---

- Repeat from **Step 3.** to **Step 4.** to delete more codes.
- When finished, select another tab (for example, **Nominal Code Defaults**).  
or  
Click **Close**.

**Related topics**

[Nominal codes](#)

[Nominal Code Defaults tab](#)

[Nominal Codes Available for Company tab](#)

[Data entry codes available for Company tab](#)

Nominal Codes Available for Company tab

**Accountants Enterprise with Practice Manager only**

This tab on the **Nominal Codes** page enables you to select each company from the drop-down, then add and/or remove nominal codes for each.

---

**Note:** You can add more Nominal Codes to the list using the **Nominal Code List tab**. See “To add nominal codes” on page 799 for details.



---

**Nominal Codes Available for Company tab fields**


Field	Description
Company	A drop-down list of companies defined for the practice.
Not In Company panel	A list of nominal accounts that are not available for the selected company.
In Company panel	A list of nominal accounts that are available for the selected company.
Nominal Account	These are nominal records defined in the Nominal Code List, displayed in the format <b>[Nominal Code] - [Short Name]</b> .


**To add nominal codes to companies**

- Select Maintenance > Ledger Maintenance > **Nominal Codes** on the main menu or Maintenance > Maintenance Map > Ledger Maintenance > **Nominal Codes**.  
The **Nominal Codes** page opens.

2. Click the **Nominal Codes Available for Company** tab to display its contents.
3. Select a **Company** from the drop-down.
4. To move **individual** accounts to the Company:
  - a. In the **Not in Company** panel, click to highlight the first Nominal Account to be added to the **In Company** panel.
  - b. Click  to move the selected account to the **In Company** panel.
  - c. Repeat from **Step a.** to move another account.
5. To move **all** accounts to the Company:
  - a. Click anywhere in the **Not in Company** panel.
  - b. Click  to move all accounts to the **In Company** panel.
6. Repeat from **Step 3.** to add Nominal Codes to other companies.
7. When finished, select another tab (e.g., **Nominal Code Defaults**).  
or  
Click **Close**.

### ***To remove nominal codes from companies***

1. Select Maintenance > Ledger Maintenance > **Nominal Codes** on the main menu or Maintenance > Maintenance Map > Ledger Maintenance > **Nominal Codes**.  
The **Nominal Codes** page opens.
2. Click the **Nominal Codes Available for Company** tab to display its contents.
3. Select a **Company** from the drop-down.
4. To remove individual accounts from a Company:
  - a. In the **In Company** table, click to highlight the first Nominal Account to be moved.
  - b. Click  to move the selected account back to the **Not in Company** panel.
  - c. Repeat from **Step a.** to remove another account.
5. To remove all accounts from the Company:
  - a. Click anywhere in the **In Company** panel.

- b. Click  to move all accounts to the **Not in Company** panel.
6. Repeat from **Step 3.** to remove Nominal Codes from other companies.
7. When finished, select another tab (for example, **Nominal Code Defaults**).  
or  
Click **Close**.

**Related topics**

[Nominal codes](#)

[Nominal Code Defaults tab](#)

[Nominal Code List tab](#)

[Data entry codes available for Company tab](#)

Data entry codes available for Company tab

**Accountants Enterprise with Practice Manager only**

This tab on the **Nominal Accounts** page enables you to select each of your companies from a drop-down, then assign the nominal accounts to:

- **Time** — Code types which could be in this group are meeting with clients, preparation of tax return, data entry and accountancy.
- **Disbursements** — This may include photocopying, travel and couriers.
- **Miscellaneous charges** — For example, credit note or start-up charge.
- **Estimates to complete** — Estimates are used to raise fees for clients before WIP has been entered or posted. You may want to define types for estimates for tax free estimate billing or one for exports.

---

**Note:** You can create more Data Entry Codes (using Maintenance > Miscellaneous > **Code Types**) for Time, Disbursement, Miscellaneous Charges and Estimate to Complete. The new data entry code then becomes available to each company using the default nominal code mapping and can be viewed using the **Data Entry Codes Available for Company** tab.

---

**Data entry codes available for Company tab fields**

Field	Description
Company	A drop-down list of companies defined for the practice.
Code Type	A drop-down list that filters the table according to the task code (Time, Disbursement, Miscellaneous Charge or Estimate to Complete).
Short Name	The name of the task code.

Field	Description
Description	The description of the task code.
Nominal	Nominal records defined in the Nominal Code List, displayed in the format <b>[Nominal Code] - [Short Name]</b> .

### ***To assign nominal accounts for companies***

1. Select Maintenance > Ledger Maintenance > **Nominal Codes** on the main menu or Maintenance > Maintenance Map > Ledger Maintenance > **Nominal Codes**.  
The **Nominal Codes** page opens.
2. Click the **Data Entry Codes Available for Company** tab to display its contents.
3. Select the first **Company** from the drop-down.
4. Select the first **Code Type** from the drop-down (e.g., Time).

---

**Note:** You can also select **(All)** to display all of the Code Types for this company.

---

The table changes to display the Short Names, Descriptions and Nominals for the selected Company/Code Type combination.

5. Review the table and select replacement **Nominals** from the drop-downs where necessary.
6. Repeat from **Step 4.** for each Code Type for this company.
7. Repeat from **Step 3.** for each of your companies.
8. When finished, select another tab or click **Close**.

### **Related topics**

[Nominal codes](#)

[Nominal Code Defaults tab](#)

[Nominal Code List tab](#)

[Nominal Codes Available for Company tab](#)

## Miscellaneous

### ***Practice Manager only***

The **Miscellaneous** option enables you to set up Bill Sequencing (AE), Code Types and other Miscellaneous items (e.g., Discount Rates, Nominal Splits).



You can access the following sub-menus from Maintenance > Maintenance Map (AO) >

**Miscellaneous:**

- (AE) “Bill sequencing” (see page 805)
- “Code types” (see page 807)
- “Miscellaneous” (see page 810).

**Related topics**

[\(AE\) Bill sequencing](#)

[Code types](#)

[Miscellaneous](#)

[\(AE\) Address/Phone](#)

[\(AE\) Assignments](#)

[\(AE\) Currency](#)

[Documents](#)

[Employee](#)

[Internal](#)

[\(AE\) Ledger maintenance](#)

[Miscellaneous](#)

[Security](#)

[Time setup](#)

## Bill sequencing

### ***Accountants Enterprise with Practice Manager only***

The **Bill Sequencing** page is used to add and maintain the bill sequencing process for your practice.

The following must be created before they can be assigned to the bill sequence:

- Companies (in Maintenance > Internal > **Companies**) — see “Companies” on page 781
- Offices (in Maintenance > Internal > **Offices**) — see “Offices” on page 785
- Departments (in Maintenance > Internal > **Departments**) — see “Departments” on page 783
- Partners (in Maintenance > Internal > **Partners**) — see “Partners” on page 786.

### ***To set up a new bill sequence***

1. Select Maintenance > Miscellaneous > **Bill Sequencing** on the main menu or Maintenance > Maintenance Map > Miscellaneous > **Bill Sequencing**.

The **Bill Sequencing** page opens.

2. Select the **Bill Sequence Type** you would like to set up.

If you are changing to a different Bill Sequence Type, a message will be displayed to confirm the change.

Click **Yes** to continue or **No** to cancel.

---

**Note:** Changing the **Bill Sequence Type** will delete all current sequences.

---

3. On the first blank row at the top of the table, select the **Subscriber** from the drop-down.
4. Select the **Company** for the bill sequence from the drop-down.

---

**Note:** Companies must first be created in Maintenance > Maintenance Map > Internal > **Companies**.

---

5. Select the **Department**, **Office** and/or **Partner** from the drop-downs.


---

**Note:** Departments, Offices and Partners must first be created in Maintenance > Maintenance Map > Internal > **Departments/Offices/Partners**.

---

6. Enter the start of the range of the bill sequence in the **Range Start** column.
7. Enter the end of the range of the bill sequence in the **Range End** column.
8. Press **[Enter]**.  
To add more Bill Sequences.
9. Click the **Unique Bill Number** checkbox, if you want the Bill Sequence numbers to be unique.
10. Deselect the **Unique Bill Sequence** checkbox, if you do **not** want the bill sequence ranges to overlap.
11. Click **OK**.  
To save the changes and close the **Bill Sequencing** page.

### ***To delete a bill sequence***

1. Select Maintenance > Miscellaneous > **Bill Sequencing** on the main menu or Maintenance > Maintenance Map > Miscellaneous > **Bill Sequencing**.  
The **Bill Sequencing** page opens.
2. Select the row containing the sequence you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.
4. Repeat **Step 2.** to **Step 3.** to delete other sequences.
5. Click **OK**.  
To save the changes and close the **Bill Sequencing** page.

### Related topics

[Code types](#)

[Miscellaneous](#)

### Code types

A **Task Code** is allocated to every task.


A number of default Task Codes are contained in the software but you can add more to suit your practice. Each task is represented by a short code in the system that represents a short name and description of the task. The task codes are used to define the allocation, completion, budgeting, milestones, time and expenses and reporting requirements of tasks involved with client assignments (AE) / jobs (AO).

Your system administrator usually adds task codes to the system.

#### *To create a task code*

1. Select Maintenance > Miscellaneous > **Code Types** on the main menu (AE) or Maintenance > Maintenance Map > Miscellaneous > **Code Types**.

The **Code Types** page opens.

2. Click the  beside the **Code Type** you want to add the new task code to, in order to expand the list.
3. Enter a **Code** for the new task in the first blank row at the top of the table.
4. Enter a **Short Name** and **Description** for the new task.
5. Enter a **Unit** description (e.g., hours or days) for the new task.

---

**Note:** Take care when entering or editing this field — the **Unit** is a global classification used **throughout** the system.

---

6. Enter a **Markup** for the new task.

This amount is displayed as a currency.

---

**Note:** Take care when entering or editing this field — the **Markup** is a global classification used **throughout** the system.


---

7. Enter the **Cost Per Unit** and **Charge Per Unit** for the new task.

These fields are only available when the code group **Disbursements** is selected. Enter the cost per unit for the disbursement code type. When this disbursement is entered in a Disbursement sheet, the charge for the client is automatically calculated based on these figures.

8. Select a **Tax Rate** from the drop-down for the new task.

The tax rate is displayed as a decimal containing four digits plus a description.

9. Enter a **CRM Type** and **Availability** for the new task.  
Each activity is assigned to a CRM type. There are five available in the system.
10. Press **[Enter]**.  
To add more Code Types.
11. Click the **Para** button beside the amended Code Type.  
The **Code Master Paragraphs** window opens.
12. Select the **Name** of a default paragraph that you want to associate with the task and which will be displayed on the client's bill.
13. Click  to move the selected paragraph from the **Name** panel to the **Selected** panel.
14. Click **OK**.  
To save and close the **Code Master Paragraphs** window.
15. Click **OK**.  
To save and close the **Code Types** page.

**Setting up To Do items (AE)**

The To Do items are set up in the **Time** section of Maintenance > Miscellaneous > **Code Types** using the following options in the **Availability** drop-down:

- **Timesheets** — the task code will only be available in timesheets. You cannot use this task to create a To Do item.
- **CRM** — a To Do item will be created which will only be available as a To Do in the Tasks bar for clients, contacts, suppliers and assignments.
- **Both** — the task will be available both in timesheets and as a To Do item.

If you mark the task as either **CRM** or **Both**, the task will be available for use in the **To Do** section of the Tasks bar.

After setting an item as **CRM** or **Both**, set up the task type.

You can link the following activities to the To Do items:

Item	Description
Appointment	You can use this link to create an appointment inside Microsoft Outlook. The appointment is created with today's date.

Item	Description
Document	<p>Link a document to the To Do item.</p> <hr/> <p><b>Note:</b> Use the file navigation window to locate the document you want to create the To Do item for.</p> <hr/>
E-Mail	<p>You can use the link to create an email for the selected client, contact or supplier with their primary email address added automatically to the email's <b>To...</b> field.</p>
Phone Call	<p>No activities are linked to a phone call task as yet.</p>
Task	<p>No activities are linked to a task as yet.</p>

**To remove old task codes**

If you have old Task Codes that are no longer required, you can disable these codes so that they are no longer visible in timesheet data entry. To do this, you need to remove the **Timesheets** selection from the **CRM Type/Availability** column.

---

**Note:** Task codes that have been used for data entry cannot be deleted.

---

1. Click Maintenance > Maintenance Map > Miscellaneous > **Code Types**.  
The **Code Types** window appears.
2. Click **[+]** for the relevant group.  
For example, select Time for Timesheet  
The list of codes for the group appears.
3. Locate the code type you do not want to appear in the timesheet.
4. Under the **CRM Type/Availability** column, click into the field displaying Timesheets and press **Delete**.  
The Timesheets selection is removed.
5. Click **OK** to save the changes.

---

**Note:** Do **not** remove the nominal code from the Task Code in Maintenance > Ledger Maintenance > Nominal Codes > **Data Entry Codes Available for Company**. If this code is removed, you will experience errors when posting any bills that includes time against that task code.

---

**Related topics**

- [\(AE\) Setting up To Do items \(AE\)](#)
- [\(Practice Manager\) Miscellaneous](#)

### [Security](#)

### [\(Practice Manager\) Time setup](#)

### [User defined](#)

### [Internal](#)

## Miscellaneous

### ***Practice Manager only***

The **Miscellaneous** settings are defined when the system is installed.

### ***To define miscellaneous settings***

1. Select Maintenance > Miscellaneous > **Miscellaneous** on the main menu (AE) or Maintenance > Maintenance Map > Miscellaneous > **Miscellaneous**.  
The **Miscellaneous** page opens.
2. Enter a discount (as a percentage) on the work performed by the practice in the **Discount Rate** field.
3. Select to split the General Ledger by **Assignment** (AE) / **Job** (AO) or by **Code** from the **Nominal Split By** field drop-down.
4. Select the **Disbursements Employee** from the drop-down.  
This forces disbursements to an employee so it is easier to track all disbursements when calculating disbursement payments to a client. You can select **Practice Disbursements** as the default.
5. Select the account code that is credited when the WIP movement is entered, from the **WIP Movement Credit Account** field drop-down.  
(AE) **Account Codes** are maintained in Maintenance > Ledger Maintenance > **Nominal Codes**.
6. Select the account code that is debited when the WIP movement is entered, from the **WIP Movement Debit Account** field drop-down.
7. Select a colour to identify **Assignment Chargeable** and **Assignment NonChargeable** fields.  
Click the ellipse button to display the **Color** palette and select a suitable colour.
8. Click **OK**.
9. Click **OK**.  
To save and close the **Miscellaneous** page.

## Related topics

### [Code types](#)

### [Miscellaneous](#)

[Security](#)

[Time setup](#)

[User defined](#)

[Internal](#)

## Online

MYOB AE/AO provides features to access MYOB's online services. Every employee in your practice will require an MYOB Login to access MYOB's online services like MYOB AE/AO Live.

For example, you can seamlessly manage each employee's access rights to your clients' AccountRight Live files. In order to access your clients' AccountRight Live and Essentials data files through Client Accounting, your employee's MYOB Login will need to be added as a File User to the selected AccountRight Live file.

### What is AE/AO Live?

The Live functionality extends the capabilities of the practice solution by using the cloud to collaborate with your clients. So now you can:

- Securely transfer documents.
- Have your clients digitally sign documents from their office or on the go using a mobile device.
- Builds a stronger relationship between you and your client by bringing your clients into your practice workflows.

See the [MYOB Portal online help](#) for more information on using AE/AO Live.

### Related topics

[Practice MYOB settings](#)

[Security](#)

[Task permissions](#)

[Security group maintenance](#)

[Activating contacts migration](#)

[Activating MYOB logins](#)

[Editing my.MYOB details](#)

[Restricting access to your Live icon](#)

### Practice MYOB settings

To enable MYOB AE/AO to perform tasks that require administrator access to MYOB's online services, you will need to specify MYOB administrator details for your practice on the **Practice my.MYOB Settings** window.

The **Login** field on the **Practice my.MYOB Settings** window requires a valid MYOB Login that has both administrator and partner administrator access rights to the client code specified in the **MYOB client code** field.

If you do not have a login with Administrator rights, you will need to use [my.myob.com](http://my.myob.com) to create a new login or edit an existing one. See “Identifying if you have administrator MYOB access” on page 814 for more information.

If you are working with online data you need to configure your MYOB settings to access your data. This will require your MYOB client code.

Once your Practice MYOB settings are configured you will be able to:

- create other MYOB Logins
- access AE/AO Live
- manage AccountRight 2013 or later file access rights.

### ***To allow/not allow editing of Practice MYOB Login details***

1. Select Maintenance > Security > **Task Permissions** on the main menu or Maintenance > Maintenance Map (AO) > Security > **Task Permissions**.

The **Maintenance — Task Permissions** page opens.

2. Select **Central** from the **Product** drop-down.

3. Select the **Group** (security group) from the drop-down that you want to set up the task permissions for.

The **Group Descriptions** assigned to the **Group** are listed in the panel.

4. Click  beside the **Maintenance** Group Description to list the available task permissions.

The list expands and displays a checkbox in the **Allow** column.

5. To control access to the **Practice my.MYOB Settings** window, select the checkbox in the **Allow** column for:

#Maintenance#Edit Practice my.MYOB Settings

To restrict access to this window, deselect the checkbox in the **Allow** column.

By default, this task permission is granted to members of the Super User security group.

6. Click **OK**.

To save the changes and close the **Maintenance — Task Permissions** page.

### ***To set up your MYOB settings***

1. Have the details of your MYOB client code handy.
2. Select Maintenance > Maintenance Map (AO) > Online > **Practice my.MYOB settings**.

The **Practice my.MYOB Settings** page opens.



3. Enter the **MYOB Administrator Login** details.

You must enter an MYOB Login that has administrator access to the practice's my.MYOB account.

This is normally an email address which is limited to a maximum of 100 alphanumeric characters.

---

**Tip:** Your clients should be instructed to send all AccountRight Live invitations to this email address.

Your clients will need to invite the MYOB Login that you have specified here, so that their AccountRight Live file(s) can be shared as an Administrator. This is required to enable MYOB AE/AO to manage your employee's access rights to the file.

---

4. Enter the **Password** for the practice's my.MYOB account.

The password must contain only letters and numbers and no other characters.

5. Enter your practice's **MYOB client code**.

The MYOB client code field only accepts numbers.

6. Click **OK**.

A message is displayed Informing you that the entered MYOB Login details have been validated.

7. Click **OK**.

The practice's MYOB Login details are saved in the database in an encrypted format.

An employee can edit their MYOB details. See "Editing my.MYOB details" on page 309. See "Editing my.MYOB details" on page 169.

### Related topics

[Online](#)

[Security](#)

[Task permissions](#)

[Security group maintenance](#)

[Activating contacts migration](#)

[Activating MYOB logins](#)

[Identifying if you have administrator MYOB access](#)

[Editing my.MYOB details](#)

[Restricting access to your Live icon](#)

### Identifying if you have administrator MYOB access

The **Login** field on the **Practice my.MYOB Settings** window requires a valid MYOB Login that has both administrator and partner administrator access rights to the client code specified in the **MYOB client code** field.

#### *To identify an administrator and practice administrator MYOB Login*

1. Log into <https://my.myob.com.au> (Australia) or <https://my.myob.co.nz> (New Zealand).  
Use an MYOB Login that has administrator rights to the client code specified in the **MYOB client code** field.  
If you do not know an MYOB Login that has administrator rights, you will need to contact MYOB Support for assistance.
2. If necessary, select the appropriate **MYOB client code** from the drop-down at the top of the page.
3. Select My Account > **Maintain Users**.  
The **View/Maintain Users** page opens.
4. Locate a user that has:
  - **Administrator** in the **User Type** column, and
  - **Yes** in the **Partner Administrator** column.This user has both administrator and partner administrator access rights to a particular MYOB client code.

#### *To make a selected Administrator user, a Partner Administrator*

1. Log into <https://my.myob.com.au> (Australia) or <https://my.myob.co.nz> (New Zealand).  
Use a MYOB login that has administrator rights to the client code specified in the **MYOB client code** field.
2. If necessary, select the appropriate **MYOB client code** from the drop-down at the top of the page.
3. Select My Account > **Maintain Users**.  
The **View/Maintain Users** page opens.
4. Locate a user that has **Administrator** in the **User Type** column.
5. Select the **Edit** link in the **Action** column for the selected Administrator user.
6. On the **Contact Details** page, select the **Contact is Partner Administrator** checkbox in the **my.MYOB Access** section.
7. Confirm that the following checkboxes are selected:
  - the **Contact has Access to my.MYOB**

- the **Contact is Partner Administrator**.
8. Confirm that the **Role of Contact** is set to **Administrator**.
  9. Select **Update**.

This user now has both administrator and partner administrator access rights to a particular MYOB client code.

### Related topics

[Online](#)

[Practice MYOB settings](#)

[Activating contacts migration](#)

[Activating MYOB logins](#)

[Security](#)

[Task permissions](#)

[Security group maintenance](#)

[Editing my.MYOB details](#)

[Restricting access to your Live icon](#)

### Activating contacts migration

You're able to migrate all your contact data to MYOB AEO Live enabling you access your data any time anywhere regardless of whether your practice server is on or off. The data on your practice server will remain the original source and the data migrated to your portal will be read-only (i.e., the online data can't be edited). Any changes that you make to your contacts on your desktop MYOB AE/AO will be automatically synchronized with the data in your portal.

Your contact data can be migrated from a workstation or server, at any time, by any person within your practice even if there are others working in your desktop MYOB AE/AO.

#### ***To activate contact migration***

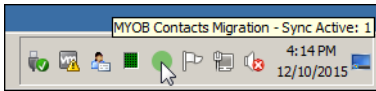
1. On your desktop MYOB AE/AO, go to Maintenance > Maintenance Map > Online > **Activate Contacts Migration**.

The following message displays:

*The process to migrate contact details online may take some time. Are you sure you want to continue?*

2. Click **Yes**.

If you're migrating your contact data from a server, an icon will appear in your system tray, similar to a traffic light, displaying the migration progress:



Red – sync inactive

Orange – migrating

Green – sync active.

If you haven't activated MYOB AE/AO Live as yet, the **Terms of use** will be displayed. Carefully read the Terms of use and then select the **I agree with the above terms of use** checkbox. After you click **OK**, your contact data will be migrated.

### Related topics

[Online](#)

[Practice MYOB settings](#)

[Security](#)

[Task permissions](#)

[Security group maintenance](#)

[Editing my.MYOB details](#)

[Restricting access to your Live icon](#)

### Activating MYOB logins

Your employees can use their MYOB Logins to access MYOB AE/AO.

See “Getting ready for the next generation of MYOB software” on page 19 for advice regarding MYOB Logins.

---

**Note:** Once you start using MYOB Logins for your practice, there is no option to reverse the process and go back to using your old logins.

---

You can enter an MYOB Login for an employee at any time by editing the employee in MYOB AE/AO. See “Editing my.MYOB details” on page 309. See “Editing my.MYOB details” on page 169.

---

**Note:** Ensure that you have internet access in order to validate MYOB Logins.

---

### *To enable a security group to activate MYOB Logins*

1. Select Maintenance > Security > **Task Permissions** on the main menu (AE) or Maintenance > Maintenance Map > Security > **Task Permissions**.  
The **Maintenance — Task Permissions** page opens.
2. Select **Central** from the **Product** drop-down.

## Maintenance

---

3. Select the **Group** (security group) from the drop-down that you want to set up the task permissions for.

The **Group Descriptions** assigned to the **Group** are listed in the panel.

4. Click  beside the **Maintenance** Group Description to list the available task permissions.

The list expands and displays a checkbox in the **Allow** column.

5. Select the checkbox in the **Allow** column for **[Maintenance][Online][Activate my.MYOB Logins]** to give permission to allow an employee group to activate MYOB Logins.

Deselect the checkbox in the **Allow** column for **[Maintenance][Online][Activate my.MYOB Logins]** to not allow an employee group to activate MYOB Logins.

By default, this task permission is granted to members of the super user / administrator security group.

6. Click **OK**.

To save the changes and close the **Maintenance — Task Permissions** page.

### **To activate MYOB Logins for your practice**

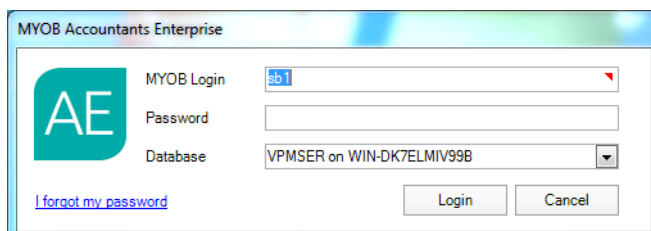
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**Note:** You must have superuser or administrator privileges to enable MYOB Logins for your practice.

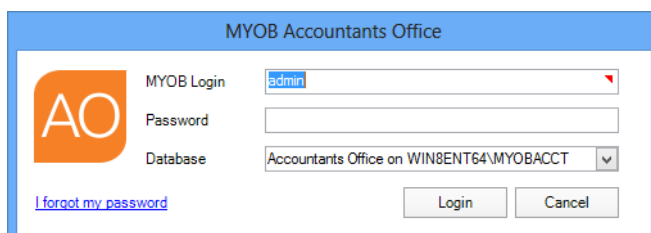
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1. Open MYOB AE/AO.

The **MYOB Login** window displays.



### *MYOB Accountants Enterprise*



### *MYOB Accountants Office*

2. As you haven't set up MYOB Logins for your practice, just enter your username and password and click **Login**.

## Maintenance

---

MYOB AE/AO opens at the **Practice Manager page (AE) / Find Clients page (AO)** and the **Set up MYOB Logins** window opens.

**Set up MYOB Logins**

We're simplifying the way your practice accesses MYOB solutions. To use online features and SBR lodgment, users will need to log into MYOB Accountants Enterprise with a valid MYOB Login.

The following screens will match your employees with their existing MYOB Logins. If one of your team members does not have an MYOB Login, we will help you set them up.

To start the process you need to provide the following details:

MYOB client code  ⓘ

MYOB administrator login  ⓘ

Password

### *Accountants Enterprise (Australia)*

**Set up MYOB Logins**

We're simplifying the way your practice accesses MYOB solutions. All employees will now require a valid MYOB Login to access MYOB Accountants Enterprise.

The following screens will match your employees with their existing MYOB Logins. If one of your team members does not have an MYOB Login, we will help you set them up.

To start the process you need to provide the following details:

MYOB client code  ⓘ

MYOB administrator login  ⓘ

Password

### *Accountants Enterprise (New Zealand)*

**Set up MYOB Logins**

We're simplifying the way your practice accesses MYOB solutions. To use online features and SBR lodgment, users will need to log into MYOB Accountants Office with a valid MYOB Login.

The following screens will match your employees with their existing MYOB Logins. If one of your team members does not have an MYOB Login, we will help you set them up.

To start the process you need to provide the following details:

MYOB client code  ⓘ

MYOB administrator login  ⓘ

Password

### Accountants Office (Australia)

Set up MYOB Logins

We're simplifying the way your practice accesses MYOB solutions. All employees will now require a valid MYOB Login to access MYOB Accountants Office.

The following screens will match your employees with their existing MYOB Logins. If one of your team members does not have an MYOB Login, we will help you set them up.

To start the process you need to provide the following details:

MYOB client code: 8244184

MYOB administrator login: [Empty]

Password: [Masked]

Remind me later | Save & Proceed

### Accountants Office (New Zealand)

All the fields in the **Set Up MYOB Login** window are mandatory.

3. Enter your practice's **MYOB client code**.
4. Enter your **MYOB administrator login**.

You must enter an MYOB Login that has administrator access to the practice's MYOB account. This is normally an email address which is limited to a maximum of 100 alphanumeric characters.

---

**Tip:** If you are using Client Accounting to integrate with your clients' AccountRight Live files, clients should be instructed to send all AccountRight Live invitations to this email address.

Your clients will need to invite the MYOB Login that you have specified here, so that their AccountRight Live file(s) can be shared as an Administrator. This is required to enable MYOB AE/AO to manage your employee's access rights to the file.

---

**Note:** If you do not have a login with Administrator rights, you will need to use [my.myob.com](http://my.myob.com) to create a new login or edit an existing one.

---

5. Enter the **Password** for the administrator login.
6. Click **Save & Proceed**.

Your practice MYOB Login details are saved.

The next **Set up MYOB Logins** window opens informing you of the number of employees who do not have MYOB Logins.

The screenshot shows a window titled "Set up MYOB Logins". The main heading is "We found 26 active employees without MYOB Logins". Below this, it states: "These employees will not be able to access MYOB Accountants Enterprise until an MYOB Login has been set up for them." There is a button labeled "Set up MYOB Logins for these employees". Below the button is a checkbox with the text "I acknowledge that all employees will need an MYOB Login to access MYOB Accountants Enterprise". At the bottom left, there is an information icon and the text "What is an MYOB Login?". At the bottom right, there is a "Complete" button.

### *Accountants Enterprise*

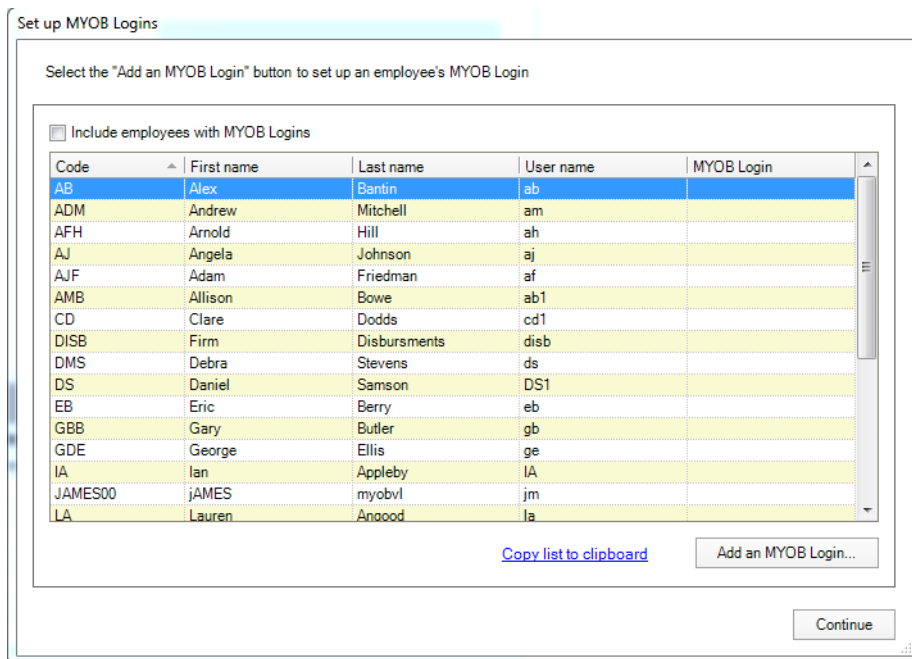
The screenshot shows a window titled "Set up MYOB Logins". The main heading is "We found 26 active employees without MYOB Logins". Below this, it states: "These employees will not be able to access MYOB Accountants Office until an MYOB Login has been set up for them." There is a button labeled "Set up MYOB Logins for these employees". Below the button is a checkbox with the text "I acknowledge that all employees will need an MYOB Login to access MYOB Accountants Office". At the bottom left, there is an information icon and the text "What is an MYOB Login?". At the bottom right, there is a "Complete" button.

### *Accountants Office*

7. To continue creating MYOB Logins for all employees in your practice, click **Set up MYOB Logins for these employees**.

The next **Set up my.MYOB logins** window opens listing all employees in your practice that do not currently have MYOB Logins and that will need to be created or edited.





8. Select the **Include employee with my.MYOB logins** checkbox to list all employees who currently have an MYOB Login.
9. Select an employee from the list of employees who does not currently have a MYOB Login. The selected employee row is highlighted.
10. Click the **Add an MYOB Login** button.

See “Editing my.MYOB details” on page 309.

If an employee does not have an existing MYOB Login you are able to create one. The employee’s new MYOB Login is created and linked to your practice’s MYOB account. The employee will receive an email containing a link to a web page that will help them set up their password for their MYOB account.

If an employee has an existing MYOB Login, you are able to enter this and link it to your practice’s MYOB account.

If an employee already has a MYOB Login linked to your practice’s MYOB account, simply enter the employee’s MYOB Login.

11. Click the **Copy list to clipboard** hyperlink to copy the listed table of employees and their details to the clipboard where it can be pasted into another document.
12. Click **Continue**.

Another **Set up MYOB Login** window opens.

If you have forgotten to add a MYOB Login for an employee, you have the opportunity to add a MYOB Login for your employee at this window as well, by clicking **Set up MYOB Logins for these employees**. Return to **Step 8**.

13. Select the checkbox:

- (AE) **I acknowledge that all employees will need an MYOB Login to access MYOB Accountants Enterprise**
- (AO) **I acknowledge that all employees will need an MYOB Login to access MYOB Accountants Office**

This is a reminder for you to inform your employees to use their MYOB Logins to log into MYOB AE/AO.

14. Click the **Complete** button.

---

**Note:** You must select the **I acknowledge that all employees will need an MYOB Login to access MYOB Accountants Enterprise/Office** checkbox for the **Complete** button to be activate.

---

Your employees will now use their MYOB Logins to log into MYOB AE/AO.

Your practice is now set up to use MYOB Logins to access MYOB AE/AO.

### ***To postpone activation of your practice MYOB Logins***

---

**Note:** Only your practice administrator or superuser can postpone the implementation of MYOB Logins for your practice.

---

1. Open MYOB AE/AO.

The **MYOB Login** window displays.

2. As you haven't set up MYOB Logins for your practice, just enter your username and password and click **Login**.

MYOB AE/AO opens at the Practice Manager (AE) / Find Clients (AO) page and the **Set up MYOB Logins** window opens.

3. Click the **Remind me later** button.

An information window displays the number of employees still using an user name and password to log into MYOB AE/AO.

4. Click **OK**.

5. Log on as normal.

### **Related topics**

[Online](#)

[Practice MYOB settings](#)

[Security](#)

[Task permissions](#)


[Security group maintenance](#)

[Activating contacts migration](#)

[Editing my.MYOB details](#)

[Restricting access to your Live icon](#)


### Restricting access to your Live icon

The  icon on the toolbar gives you access to MYOB Accountants Enterprise/Office Live. There may be instances where you may want to restrict access to MYOB Accountants Enterprise/Office Live for certain practice employee groups or for specific databases. Also use the instructions below, if you want to delay the use of MYOB Accountants Enterprise/Office Live for your practice until a more suitable time.

---


**Tip:** You'll need to be an administrator or superuser (AE) on your desktop MYOB Accountants Enterprise/Office to change security task permissions.


---

**Note:** You can only restrict access to MYOB Accountants Enterprise/Office Live, **before** you've clicked the  icon on your desktop MYOB Accountants Enterprise/Office for the first time.

---

#### *To restrict access to MYOB Accountants Enterprise/Office Live via the Live icon*

1. Log into the MYOB AE/AO database for you wish to restrict access to the  icon.
2. Select Maintenance > Security > **Task Permissions** on the main menu or Maintenance > Maintenance Map > Security > **Task Permissions**.  
The **Maintenance — Task Permissions** page opens.
3. Select **Central** from the **Product** drop-down.
4. Select the **Group** (security group) from the drop-down that you want to set up restricted access for.  
The **Group Descriptions** assigned to the **Group** are listed in the panel.
5. Click  beside the **Maintenance** Group Description to list the available task permissions.  
The list expands and displays a checkbox in the **Allow** column.
6. Deselect the checkbox in the **Allow** column for **#Set up Online Data**.
7. Click **OK**.  
To save the changes and close the **Maintenance — Task Permissions** page.

The  icon will still be displayed on the toolbar, but if selected, will not allow access to MYOB Accountants Enterprise/Office Live beyond the Terms of Use.

### Related topics

[Online](#)

[Practice MYOB settings](#)

[Security](#)

[Task permissions](#)

[Security group maintenance](#)

[Editing my.MYOB details](#)

## Security

Security can be configured for:

### *Practices*

There are a number of **Security** options that are available to accounting practices. Each security option can be implemented individually and configured specifically to practice requirements. Security can be broken into the following groups:

- “Security groups” (see page 825)
- “Task permissions” (see page 832).
- (AE) “Filing cabinet security” (see page 825)
- (AE) “Document security” (see page 826).

### *Maintenance settings*

Security settings are used to set up access rights or to prevent unauthorised access to areas within the application or to your practice’s database.

There are different types of security settings available from Maintenance > Maintenance Map (AO) > **Security**:

- (AE Practice Manager) “Assignment team security” (see page 827)
- “Employee group security” (see page 828)
- “Security group maintenance” (see page 831)
- “Task permissions” (see page 832).

(AE) This section also covers **Team Security**, which is not a **Maintenance** option, but it is a security option and it can be applied to clients, contacts and suppliers. See “Team security” on page 838 for details.

### Security groups

Security groups are used to group employees together to use the same features of the database. Employees can be grouped together for various reasons but, normally, it is because they are at the same staff level or they perform similar duties. Every employee has to be part of at least one security group before they can use the database. Organising employees into groups makes it easier to manage security because you can assign task permissions to security groups and then add the employees to the groups. When employees log on to the application they inherit the permissions for the groups they belong to.

The groups are completely configurable, but practices generally organise their groups by:

- Accountants
- Managers
- Partners
- Administrators
- Super Users.

### Related topics

[Task permissions](#)

[\(AE\) Filing cabinet security](#)

[\(AE\) Document security](#)

[Using the Maintenance Map](#)

[\(AO\) Client - Family Groups](#)

[Documents](#)

[Internal](#)

[User defined](#)

[\(AE Practice Manager\) Tax](#)

[\(AO\) For Australian AO clients](#)

### Filing cabinet security

#### ***Accountants Enterprise only***

Filing cabinets in Document Manager are used to profile your practice documents. Like office filing cabinets, they enable you to sort and store documents to suit your needs. For example, you may want to profile documents by year or by divisions in your practice. When you set up a Filing Cabinet, you can also set default security and other settings that will help you to store, find and secure all documents in it.

The security for each filing cabinet is set using the “Security groups” (see page 825).

### Related topics

[Security groups](#)

[Security group maintenance](#)

[Task permissions](#)

[Document security](#)

### Document security

#### ***Accountants Enterprise only***

By default, the security on documents is set by the Filing Cabinet used by that document, but security can be changed for individual documents. To do this, you must have **Create rights for the Filing Cabinet** to which the document belongs. You can change the security settings for new documents, Security Groups and individual employees.

#### **Related topics**

[Assignment data security](#)

[Security groups](#)

[Task permissions](#)

[Filing cabinet security](#)

### Assignment data security

#### ***Accountants Enterprise with Practice Manager only***

Use Maintenance > Security > **Assignment Data Security** to define an additional level of security that controls which areas in the practice (company, office, department or centre) can view assignments for clients that are sensitive. These settings apply across the whole practice.

The **Assignment Data Security** page enables you specify access to assignments based on the employee's Primary Stationed Record, i.e., you can restrict access to assignments by employees who belong to the same company, office, department or centre.

#### ***To set up assignment data security***

1. Select Maintenance > Security > **Assignment Data Security** on the main menu or Maintenance > Maintenance Map > Security > **Assignment Data Security**.  
The **Assignment Data Security** page opens.
2. Click the **Company** checkbox to restrict access to employees who belong to the same company.
3. Click the **Office** checkbox to restrict access to employees who belong to the same office location.
4. Click the **Department** checkbox to restrict access to employees who belong to the same department.
5. Click the **Centre** checkbox to restrict access to employees who belong to the same centre.

---

**Note:** You can select any number of options. If all the options are selected, only employees belonging to the same company, office, department and centre can access the assignment.

---

6. Click **OK**.

To save the changes and close the **Assignment Data Security** page.

### Related topics

[Employee group security](#)

[Assignment team security](#)

[Security group maintenance](#)

[Task permissions](#)

[Security](#)

Assignment team security

#### ***Accountants Enterprise with Practice Manager only***

The **Assignment Team Security** option is only available if you have been given permission to access it by your practice system administrator.

Assignment Team Security is used to set up the application to cross-check an employee's Primary Stationed Record with the company, office, department or centre set up for an assignment. When and, if these criteria match, the employee is added to the Assignment Team. The Assignment Team is displayed on the Assignment Details page > **Main** tab.

This cross check feature is optional.

#### ***To set up assignment team security***

If this option is not activated, you can assign employees manually in the **Assignment Team** panel on the Assignment Details page > **Main** tab.

1. Select Maintenance > Security > **Assignment Team Security** on the main menu or Maintenance > Maintenance Map > Security > **Assignment Team Security**.

The **Assignment Team Security** page opens.

2. Click the **Company** checkbox to add an employee to the Assignment Team if the company set up for the assignment matches.
3. Click the **Office** checkbox to add an employee to the Assignment Team if the office set up for the assignment matches.
4. Click the **Department** checkbox to add an employee to the Assignment Team if the department set up for the assignment matches.

- Click the **Centre** checkbox to add an employee to the Assignment Team if the company set up for the assignment matches.

---

**Note:** You can select one or more options. For example, if all options are selected, only employees belonging to the same company, office, department and centre are allocated as an Assignment Team Member.

---

- Click **OK**.

To save the settings and close the **Assignment Team Security** page.

### Related topics

[Employee group security](#)

[Assignment team security](#)

[Security group maintenance](#)

[Task permissions](#)

[Security](#)

### Employee group security

---

**Note:** Every employee has to be part of at least one security group before they can use the database.

---

Employee Group Security is used to add employees to security groups to define their access rights to the software. This is usually completed when using the **Add New Employee** wizard to create a record of an employee, but can also be done through the Employee page > **Security Groups** tab.

**Security groups** are used to group employees together who will use the same features of the database. Employees can be grouped together for various reasons, but normally it is because they are at the same staff level or they perform similar duties.

Organising employees into groups makes it easier to manage security because you can assign task permissions to security groups and then add the employees to the groups. When the employees log on to the application they inherit the permissions for the groups they belong to.

When you add an employee, you will see two lists. They are:

- Is not a member of...** which shows the security groups set up in the system.
- Is a member of...** which is blank until you add the security groups from the first listing.

### Default security groups

Security group	Product	Description
Basic 1	AE	Enables personal timeSheet/disbursement entry and basic client contact access.



Security group	Product	Description
Basic 2	AE	
Manager	AE	Full access apart from high risk Maintenance Codes and personal details.
Partner	AE	Full access apart from high risk Maintenance Codes.
Secretarial	AE	Full access apart from high risk Maintenance Codes.
SuperPartner	AE	Full access but can only see timesheets that they have access to.
SuperUser	AE	Full access.
Administrator	AO	Full access.
Everyone	AO	Full access apart from high risk Maintenance Codes.

### ***Generating a report of employees and their security groups (AE)***

From Employee Group Security, you can see the security group that an individual employee belongs to, and add and remove employees from security groups.

However, there is no report that currently allows you to see a list of all employees and their corresponding security groups.

The attached MS Excel spreadsheet 'List of Employees and their security groups.xls' can be downloaded and saved to a location on any workstation running AE Practice Manager.

Open the spreadsheet, and go to Data > **Refresh Data**. If you are prompted with an SQL Server Login, enter your SQL password.

---

**Note:** This spreadsheet is designed to provide basic information catering for a broad range of requirements. If changes are needed to the spreadsheet, they may be undertaken as a chargeable service, in the same way as report customisations.

---

1. Download the spreadsheet using the link below.
2. Double click the spreadsheet to open the spreadsheet.
3. Click Data > **Refresh Data** or **Refresh All**, depending on your version of Microsoft Excel. For Excel 2007, click Data > Refresh All > **Refresh**, and click OK to accept the Microsoft Excel Security Notice.

---

**Note:** If you are prompted with an SQL Server Login screen, you will need to enter your SQL password and click **OK**.

---

4. The details for your practice will display in the spreadsheet.

## Related topics

[Adding an employee security group](#)

[\(AE Practice Manager\) Assignment team security](#)

[Security group maintenance](#)

[Task permissions](#)

[Security](#)

## Adding an employee security group

### *To add and change an employee's employee security group*

1. Select Maintenance > Security > **Employee Group Security** on the main menu (AE) or Maintenance > Maintenance Map > Security > **Employee Group Security**.

The **Maintenance — Employee Group Security** page opens.

2. Enter the name of the employee in the **Employee** field.

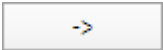
or

Click the magnifying glass button to find and select the employee from the **Find Employees** window.

See “Finding and opening employee records” on page 166 “Finding and opening employee records” on page 306.

The **Maintenance — Employee Group Security** page updates showing the selected employee's name.

3. Select the group that you want to add the employee to, in the **Is not a member of...** panel.

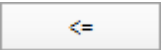
4. Click  to move the group to the **Is a member of...** panel.

To add **all** groups to the employee, click . The employee will have access permissions for all groups.

5. Repeat **Step 3.** and **Step 4.** for each group as required.

6. To remove an employee from the group, select the group in the **Is a member of...** panel.

7. Click  to move the group to the **Is not a member of...** panel.

To delete **all** groups, click . The employee will have no access permissions for the groups.

8. Click **OK**.

To save the changes and close the **Maintenance — Employee Group Security** page.

### Related topics

- [Employee group security](#)
- [\(AE Practice Manager\) Assignment team security](#)
- [Security group maintenance](#)
- [Task permissions](#)
- [Security](#)
- [User defined](#)
- [\(Practice Manager\) Miscellaneous](#)
- [Backup](#)

### Security group maintenance

**Security Group Maintenance** is used to define the names for the security groups to identify employees in the practice. For example, you may create a Manager group and a Team Member group.

**Security groups** are used to group employees together to use the same features of the database. Employees can be grouped together for various reasons but, normally, it is because they are at the same staff level or they perform similar duties.

The software contains a limited number of security groups but more can be added if required.

You can only amend a security group when it is not being used by the system. If you have the appropriate permissions, you can delete the default security groups and others added by your practice.

#### ***To set up or edit a security group***

1. Select Maintenance > Security > **Security Group Maintenance** on the main menu (AE) or Maintenance > Maintenance Map > Security > **Security Group Maintenance**.  
The **Maintenance — Security Group Maintenance** page opens.
2. Enter the **Name** of the new security group in the first blank row at the top of the table.  
To edit, overwrite an existing name.
3. Enter a brief **Description** of the security group.  
To edit, overwrite an existing description.
4. Click the checkbox in the **Super User** column to give unrestricted access to the group, if appropriate.  
If the checkbox in the **Super User** column is left unselected, this means that the security group does not have unrestricted access.
5. Press **[Enter]**.  
To add more security groups.

6. Click **OK**.

To save the changes and close the **Maintenance — Security Group Maintenance** page.

### *To delete a security group*

---

**Note:** You cannot delete a security group that is being used by the system.

---

1. Select Maintenance > Security > **Security Group Maintenance** on the main menu (AE) or Maintenance > Maintenance Map > Security > **Security Group Maintenance**.

The **Maintenance — Security Group Maintenance** page opens.

2. Click the row containing the security group you want to delete.

Click  to highlight the entire row.

3. Press **[Delete]**.

An **Important System Information** message is displayed to confirm the deletion.

4. Click **Yes**.

5. Repeat **Step 2.** to **Step 4.** to delete other security groups.

6. Click **OK**.

To save the changes and close the **Maintenance — Security Group Maintenance** page.

### **Related topics**

[Security](#)

[Employee group security](#)

[Security](#)

[User defined](#)

[\(Practice Manager\) Miscellaneous](#)

[Backup](#)

### Task permissions

**Task Permissions** are used to define securable features that can and cannot be accessed by each security group. They control access to the system by users. Permissions are either set as Enabled or Disabled and, depending on this setting and which group the employee belongs to, they can or cannot perform certain functions.

For example, the members of the Accountant group can access their employee task list, but cannot access the User defined extra lists information, while a Manager group can access and authorise timesheets.

Within the Task Permissions, symbols are used when you add or alter task permissions to tell the system what you are referring to.

### ***Symbols used in security settings***

Symbols are used when you add or change task permissions to tell the system what you are referring to. The symbols are:

- [ ] — brackets relate to **options** within a menu.
- @ — ‘at’ symbols relate to the **tabs** within a page.
- # — hash symbols relate to a **function**.

For example, the statement: **#Client@Responsibility** tells the system that you mean the **Client** page and the **Responsibility** tab on that page.

### **Related topics**

[\(AE\) Setting up task permissions](#)

[Security](#)

[Employee group security](#)

[Security group maintenance](#)

[\(AE Practice Manager\) Assignment data security](#)

[User defined](#)

[\(Practice Manager\) Miscellaneous](#)

[Backup](#)

### Setting up task permissions

Once you have set up security groups (see “Employee group security” on page 828), set up the **task permissions** that belong to each security group. This includes selecting which menu options, windows, tab windows and software functions that a security group can access or edit.

The system comes with default permissions already set for the default security groups. You can modify them, set up additional ones and/or remove permissions from any default group.

### ***To set up task permissions***

1. Select Maintenance > Security > **Task Permissions** on the main menu (AE) or Maintenance > Maintenance Map > Security > **Task Permissions**.



The **Maintenance — Task Permissions** page opens.

2. Select the **Product** from the drop-down that you want to set up the task permissions for.
3. Select the **Group** (security group) from the drop-down that you want to set up the task permissions for.

The **Group Descriptions** assigned to the **Group** are listed in the panel.

4. Click  beside the **Group Description** to list the permissions for that area.

The list expands and displays a checkbox in the **Allow** column.

5. Select the checkbox in the **Allow** column to give permission to a task.  
Deselect the checkbox in the **Allow** column if you do not want to give permission for the task (or click **Toggle group on/off**  on the Tasks bar).  
or  
Add a new permission by describing the function and activity and selecting the checkbox in the **Allow** column.  
See “Symbols used in security settings” on page 833 for the meaning and use of symbols.
6. Click  beside the **Group Description** to collapse the list when you have finished setting up task permissions.
7. Repeat **Step 4.** to **Step 6.** to set task permissions for each remaining **Group Description**.
8. Repeat **Step 3.** to **Step 7.** for each **Group** (security group) in the **Product**.
9. Click **OK**.  
To save the changes and close the **Maintenance — Task Permissions** page.

### Related topics

[\(AE\) Task permissions](#)

[\(AE\) Symbols used in security settings](#)

[Security](#)

[Employee group security](#)

[Security group maintenance](#)

[\(AE Practice Manager\) Assignment data security](#)

[User defined](#)

[\(Practice Manager\) Miscellaneous](#)

[Backup](#)

### Hiding / showing TFNs

#### **Australia only**

You can now hide or make visible a client’s tax file number (TFN) to employees of a specific security group. The **#Client#Show Tax File Number** task permission in the **Client** group for the **Central** product can be set using Maintenance > Maintenance Map > Security > **Task Permissions**.

The client’s TFN has also been added as an Extra field on the Client page > **Extra** tab.

If you choose to hide a client’s TFN, then:

- it will not be displayed in any Reports
- (AE) it will not be available as a merged field in Document Manager
- an employee will not be able to enter a TFN on the Client page > **Main** tab

- an employee will not be able to enter a TFN on the Client page > **Extra** tab.

### ***To hide/allow the visibility of a client's TFN***

1. Select Maintenance > Security > **Task Permissions** on the main menu (AE) or Maintenance > Maintenance Map > Security > **Task Permissions**.  
The **Maintenance — Task Permissions** page opens.
2. Select the **Product** from the drop-down that you want to set up the task permission for.
3. Select the **Group** (security group) from the drop-down that you want to set up the task permissions for.  
The **Group Descriptions** assigned to the **Group** are listed in the panel.
4. Click  beside the **Client** Group Description to list the available task permissions.  
The list expands and displays a checkbox in the **Allow** column.
5. Select the checkbox in the **Allow** column to give permission to #Client#Show Tax File Number allow the display of client TFNs.  
Deselect the checkbox in the **Allow** column for #Client#Show Tax File Number if you do not want to display client TFNs.
6. Click **OK**.  
To save the changes and close the **Maintenance — Task Permissions** page.

The client's TFN has also been added as an Extra field on the Client page > **Extra** tab.

### **Related topics**

[\(AE\) Task permissions](#)

[\(AE\) Symbols used in security settings](#)

[Security](#)

[Employee group security](#)

[Security group maintenance](#)

[\(AE Practice Manager\) Assignment data security](#)

[User defined](#)

[\(AE\) Miscellaneous](#)

[Backup](#)

AE Tax permissions

### ***Accountants Enterprise with Practice Manager only***

Permissions apply for AE Tax tasks within Accountants Framework and Practice Manager.

### Permissions

Certain features of the Homepage and **Tax Return** tab can be restricted to users.

These features can be found under the Maintenance > Security > **Task Permissions** options. Select **AE Tax** from the **Product** drop-down to display the following options:

Task Permission	Description
AE Tax – Administration	Allows the user to access the Tax Administration screen/ System Release from the Maintenance > AE Tax > <b>Administration menu</b> .
AE Tax – Client tax returns	Allows the user to access the <b>Tax Return</b> tab in the client details.
AE Tax – Create return	Allows the user to create tax returns. <b>Note:</b> This currently applies only to PM/CDS sites.
AE Tax – Homepage	Allows the user to view AE Tax data on the homepage.
AE Tax – Open return	Allows the user to open the return by clicking it on any homepages.
AE Tax – Settings	Allows the user to access the AE Tax Settings menu under Maintenance > AE Tax > <b>Settings</b> .
AE Tax – View all Practice level returns	Allows the user to view details in the homepage for the practice as well as for the users themselves. This will be shown in the right-click options on the controls.

### Related topics

[Task permissions](#)

[Symbols used in security settings](#)

[Setting up task permissions](#)

[Security](#)

[Employee group security](#)

[Security group maintenance](#)

[Assignment data security](#)

Job Manager permissions

### **Accountants Enterprise only**

Permissions apply for Job Manager tasks within Accountants Framework and Practice Manager.



**Permissions**

Product	Group Description	Task Permission	Description
AF	Maintenance	[Maintenance] [Assignment] [Job Mode]	Allows access and editing of the configuration setup in the <b>Job Mode</b> window.
AF	Other	#Homepage #Job Sheet Write Access	Those who do not have write access will not be able to make changes on the <b>Job Manager – Job Sheet</b> . This includes editing dates, formulas, status and comments. You can only make the following changes to individual fields: <ul style="list-style-type: none"> <li>• Filtering using the right-click option.</li> <li>• Hyperlinks.</li> <li>• Show field chooser and drag-and-drop in other fields.</li> <li>• Export to Excel.</li> </ul>
AF	Other	#Homepage #Job Sheet Bulk Write Access	<ul style="list-style-type: none"> <li>• Can use <b>Job Manager Roll Over</b>.</li> <li>• Can use <b>Assign Employee for All Jobs</b>.</li> <li>• Can use <b>Set Target Date for All Jobs</b>.</li> <li>• Can use <b>Default Due Dates</b>.</li> </ul>
AF	Client	#Client # Add New Assignment	Allows you to add an ad-hoc assignment from the <b>Add New Assignment</b> wizard.
AF	Client	#Client # Add Assignment from Template	Allows you to add a new assignment from the assignment template. If this permission is not activated, users cannot create an assignment.
AF	Client	#Client #Edit Job	Allows you to click the <b>Job</b> hyperlink from both the <b>Job Manager – Job Sheet</b> and the <b>Assignment</b> tab and edit the job details.
AF	Client	# Client # Remove Job	Allows you to delete a job using the <b>Remove Job</b> right-click option on the Client page > <b>Assignments</b> tab.
AE	Client	# Client # Create Timesheet	Allows you to create a timesheet using the right-click option on the Client page > <b>Assignments</b> tab

**AF** = Accountants Framework; **AE** = MYOB AE

Product	Group Description	Task Permission	Description
AF	Client	# Client # Add Job	Allows you to add a Job to an assignment from the Client page > <b>Assignments</b> tab using the right-click <b>Add Job</b> option.
AF	Client	<b>AE Reporting</b> — Job Management — Job Management	Allows you to access/view this reporting area.

**AF** = Accountants Framework; **AE** = MYOB AE

### Related topics

[Task permissions](#)

[Symbols used in security settings](#)

[Setting up task permissions](#)

[Security](#)

[Employee group security](#)

[Security group maintenance](#)

[\(Practice Manager\) Assignment data security](#)

### Team security

*Not applicable for Accountants Office Australia*

**Team Security** can be applied to clients, contacts or suppliers whose details you wish to keep private. Applying team security ensures that only those client partners and employees who are members of the team associated with “private” clients, contacts or suppliers can view their details.

You can select a setting within the Client/Contact/Supplier page > **Responsibility** tabs that enforce the team security restrictions.

Team security can only be set if:

- Users have been given the appropriate task permission to select the **Apply Team Security** checkbox.  
(The Task permission #Client #Apply Team Security is located in Maintenance > Security > **Task Permissions**, which is under Product — Central and Group Description — Client.)
- Users cannot select the **Apply Team Security** checkbox if no team members are set up in the Team area.  
(The message “You must add at least one Team member to apply Team Security” is displayed if you try to do so.)

Team security restrictions also apply to:

1. Client, contact or supplier search

All search options (i.e., New search, Append to search, New search from reports and New search from lists) will exclude private clients, contacts and suppliers from the list produced in the table if searched by a restricted user (i.e., someone who is not a member of that security team).

The same restriction applies to the following functions at the bottom of the search screen:

- **Hide form when only one item found**
- **Search any part of name/code**
- **Include closed clients**

2. Homepages

Clients or suppliers that have team security applied will still display in the various homepages. But, if a restricted user tries to click a private client or supplier, that user will see the error message “You do not have rights to view this contact”.

3. Client and contact reports

Several standard reports show core standing data such as client or contact names, addresses, associations and telephone numbers. These reports also provide a hyperlink that lets you go directly to the client, contact or supplier record.

The following reports have team security restrictions applied to them:

Report Area	Report name
Client	Client and Contact Addresses
	Client Contact Details
	Client Details
	Client List
Contact	Contact Details
	Contact List
	Contacts and Clients
Assignment (AE)	Assignment Billing Timetable
	Assignment List
Standing Data	Document
Maintenance	Associations

4. Mail merge

Mail merge uses the search option under client, contact or supplier to generate a list of clients, contacts or suppliers that you can generate mail merge documents for.

As team security restrictions have been applied to the search area for clients, contacts and suppliers, they will have the same effect on the mail merge option.

### 5. Associated contacts

Clients and contacts can be associated or linked to each other. This association enables viewing of the related contacts from either end of the relationship.

If one of the linked or associated contacts is tagged as a private contact, restricted users cannot view the contact details from within a linked client, contact or supplier.

### 6. (AO, New Zealand) Tax Manager

Team security can be enabled for the **Find Tax Clients** and **Tax Notices** pages.

#### ***Enabling team security in the client area (AE)***

The following key enables team security in the Client area:

Key Name	Key Value
EnableClientTeamSecurity	<b>1</b>

#### **Related topics**

[Task permissions](#)

[Symbols used in security settings](#)

[Setting up task permissions](#)

[Security](#)

[Employee group security](#)

[Security group maintenance](#)

## Time setup

### ***Practice Manager only***

**Time Setup** is used to set up the time processing categories used for employee timesheets. It is also used to set up the accounting year.

In MYOB AE, **Time Setup** has three sub-menus:

- “Processing time setup (AE)” (see page 842)
- “Time processing categories” (see page 847)
- “Timesheet authorisation mode” (see page 848).

### **Processing time setup (AO)**

**Processing Time Setup** is used to close time periods and to set a lock date after which no timesheets will be accepted for the period.

### ***To close a period***

1. Select Maintenance > Maintenance Map > Time Setup > **Processing Time Setup**.  
The **Processing Time Setup** page opens.
2. Select the **Accounting Year** from the drop-down.
3. Click the **Closed** checkbox for the selected time period.  
This means that timesheets will no longer be accepted for this time period. This would be done for month end processing and reporting functions.
4. Click **OK**.  
To save the changes and close the **Processing Time Setup** page.

### ***To set a timesheet lock date***

1. Select Maintenance > Maintenance Map > Time Setup > **Processing Time Setup**.  
The **Processing Time Setup** page opens.
2. Select the **Accounting Year** from the drop-down.
3. Enter a **Timesheet Lock Date** for the accounting year.  
Enter a date in the format dd/mm/yyyy or select it from the drop-down calendar.  
This means that no timesheets will be accepted for dates prior to the nominated lock date. This enforces employees to complete their timesheets by a specified date.
4. Click **OK**.  
To save the changes and close the **Processing Time Setup** page.

### **Related topics**

[\(AE\) Address/Phone](#)

[\(AE\) Assignments](#)

[\(AE\) Currency](#)

[Documents](#)

[Employee](#)

[Internal](#)

[\(AE\) Ledger maintenance](#)

[Miscellaneous](#)

[Security](#)

[Time setup](#)


### Processing time setup (AE)

**Processing Time Setup** is used to add and maintain Accounting periods, Time periods and Time Processing Categories for selection and use on timesheets.




#### *To set up or edit a time processing period*

1. Select Maintenance > Time Setup > **Processing Time Setup** on the main menu or Maintenance > Maintenance Map > Time Setup > **Processing Time Setup**.

The **Processing Time Setup** page opens.

2. Select the **Accounting Year** from the drop-down.
3. Enter a **Timesheet Lock Date** for the accounting year.  
Enter the date in the format dd/mm/yyyy or select it from the drop-down calendar.  
This means that no timesheets will be accepted for dates prior to the nominated lock date.
4. Select the **Accounting Period** from the table and click  to expand the period.
5. Click the first blank row under **Time Processing Category** to display the drop-down at the end of the row.
6. Click the drop-down to display the options: **1 Week**, **Daily** or **Monthly**.
7. Select the option required.

If you have selected:

- **1 Week**, click  beside the row displaying **1 Week**.  
The table expands to display the weeks (and their start and end dates) available in the selected **Accounting Period**. Note that the accounting week starts on Monday and ends on Sunday.
- **Daily**, click  beside the row displaying **Daily**.  
The table expands to display all the days available in the selected **Accounting Period**.
- **Monthly**, click  beside the row displaying **Monthly**.  
The table expands to display the start and end dates for the month.

You can edit the start and end dates of the Time Processing Period.

8. Click **Add Accounting Periods** on the Tasks bar if any Time Processing Category options are not displayed.  
The **Add Accounting Period** window opens.
9. Select the category you want displayed on the **Time Processing Category** of the **Processing Time Setup** page.
10. Click **OK**.

11. Click **Yes** when prompted to confirm that you want the period displayed for all the accounting periods.

The **Add Accounting Period** window closes and the period is added to the **Processing Time Setup** page.



12. Click **OK**.

To save the changes and close the **Processing Time Setup** page.

### ***To delete a time processing period***

1. Select Maintenance > Time Setup > **Processing Time Setup** on the main menu or Maintenance > Maintenance Map > Time Setup > **Processing Time Setup**.

The **Processing Time Setup** page opens.

2. Select the **Accounting Year** from the drop-down.
3. Select the **Accounting Period** from the table and click  to expand the period.
4. Click the row containing the processing period you want to delete.  
Click  to highlight the entire row.
5. Press **[Delete]**.  
The processing period is deleted.
6. Click **OK**.

To save the changes and close the **Processing Time Setup** page.

### **Related topics**

[Task permissions](#)

[Time processing categories](#)

[Managing an accounting period](#)

[Managing an accounting year](#)

### Managing an accounting period

#### ***Accountants Enterprise with Practice Manager only***

When adding a new Accounting Year, it is best practice to setup the Time Processing Periods for each month as the prior month is ending.

---

**Note:** It is not best practice to set up the time processing periods for the whole financial year in advance. Having all periods available for selection when creating timesheets can lead to timesheets being entered for future periods in error.

---

This video guide steps you through creating the new accounting year and the time processing periods for the first month of the new year.

### ***To set up or edit an accounting period***

1. Select Maintenance > Time Setup > **Processing Time Setup** on the main menu or Maintenance > Maintenance Map > Time Setup > **Processing Time Setup**.

The **Processing Time Setup** page opens.

2. Select the **Accounting Year** from the drop-down.

3. Enter the name of the accounting period in the first blank **Description** field at the top of the table.

The description is limited to a maximum of 100 alphanumeric characters.

Overtyping the existing text to modify the description.

4. Enter the **Start** and **End Dates** for the period.

Enter the dates in the format dd/mm/yyyy or select them from the respective drop-down calendars.

5. Select the checkbox in the **Tax** column.

Select this checkbox only if the tax period has been closed and if you have run the tax reports for the period and do not want to make any further changes to the tax in this period.

6. Select the checkbox in the **Closed** column to indicate that the accounting period is closed.

If the accounting period is closed, the period will not be available for posting the next time you access the window and you cannot enter or post timesheets into that accounting period.

If the application contains draft timesheets, you cannot close the accounting period.

If draft bills exist within the application, you can close the accounting period.

7. Click **OK**.

To save the changes and close the **Processing Time Setup** page.

### ***To close an accounting period***

1. Select Maintenance > Time Setup > **Processing Time Setup** on the main menu or Maintenance > Maintenance Map > Time Setup > **Processing Time Setup**.

The **Processing Time Setup** page opens.

2. Select the **Accounting Year** from the drop-down.

3. Select the **Accounting Period** from the table to be closed off.

4. Select the checkbox in the **Tax** column.

Select this checkbox only if the tax period has been closed and if you have run the tax reports for the period and do not want to make any further changes to the tax in this period.

5. Select the checkbox in the **Closed** column.

To indicate that the accounting period is closed.



If the accounting period is closed, the period will not be available for posting the next time you access the window and you cannot enter or post timesheets into that accounting period.

If the application contains draft timesheets, you cannot close the accounting period.

If draft bills exist within the application, you can close the accounting period.

6. Click **OK**.

To save the changes and close the **Processing Time Setup** page.

### ***To delete an accounting period***

1. Select Maintenance > Time Setup > **Processing Time Setup** on the main menu or Maintenance > Maintenance Map > Time Setup > **Processing Time Setup**.

The **Processing Time Setup** page opens.

2. Select the **Accounting Year** from the drop-down.

3. Click the row containing the accounting period you want to delete.

Click  to highlight the entire row.

4. Press **[Delete]**.

A **Confirm Delete** message is displayed.

5. Click **Yes**.

The Accounting Period is deleted.

6. Click **OK**.

To save the changes and close the **Processing Time Setup** page.

### **Related topics**

[Task permissions](#)

[Processing time setup \(AE\)](#)

[Time processing categories](#)

[Managing an accounting year](#)

Managing an accounting year

***Accountants Enterprise with Practice Manager only***

### ***To set up and edit an accounting year***

1. Select Maintenance > Time Setup > **Processing Time Setup** on the main menu or Maintenance > Maintenance Map > Time Setup > **Processing Time Setup**.

The **Processing Time Setup** page opens.

2. Click  beside the **Accounting Year** field drop-down.



or

Click **Add/Edit Accounting Year** on the Tasks bar.

The **Add/Edit Accounting Year** window opens.

3. Enter the details for the year in the first blank row at the top of the table.  
You can edit the details for the year you want to change by modifying the **Description** and the **Start** and **End** dates.
4. Click **OK**.  
To save the changes and close the **Add/Edit Accounting Year** window.  
The new year is now available in the **Accounting Year** drop-down on the **Processing Time Setup** page.

### *To delete an accounting year*

1. Select Maintenance > Time Setup > **Processing Time Setup** on the main menu or Maintenance > Maintenance Map > Time Setup > **Processing Time Setup**.  
The **Processing Time Setup** page opens.
2. Click  beside the **Accounting Year** drop-down.  
or  
Click **Add/Edit Accounting Year** on the Tasks bar.  
The **Add/Edit Accounting Year** window opens.
3. Click the row containing the accounting year you want to delete.  
Click  to highlight the entire row.
4. Press **[Delete]**.  
A **Confirm Delete** message is displayed.
5. Click **Yes**.
6. Click **OK**.  
To save and close the **Add/Edit Accounting Year** window.
7. Click **OK**.  
To save and close the **Processing Time Setup** page.

### **Related topics**

[Task permissions](#)

[Time processing categories](#)

[Managing an accounting period](#)

[Processing time setup \(AE\)](#)

### Time processing categories

#### ***Accountants Enterprise with Practice Manager only***

The **Time Processing Category** is a period for which bills and timesheets can be posted. Examples of categories are:

- Daily
- Weekly
- Fortnightly
- Monthly
- Quarterly.

System administrators create categories and define one for each employee using Maintenance > Time Setup > **Time Processing Categories**.

When you create a timesheet or expense sheet, the system automatically generates a sheet that uses the category pre-defined by your system administrator. The category translates to a time period shown in the **Create New Sheet** window when you create a timesheet or an expense sheet.

#### ***To set up or edit time processing categories***

1. Select Maintenance > Time Setup > **Time Processing Categories** on the main menu or Maintenance > Maintenance Map > Time Setup > **Time Processing Categories**.

The **Time Processing Categories** page opens.

2. Enter the **Description** in the first blank row at the top of the table.

The description is limited to a maximum of 50 alphanumeric characters.

3. Enter the **Time Processing Category Type** or select one from the drop-down.

4. If required, enter a **Note** about the highlighted category.

If the category you are editing has a note attached, the note is displayed in the **Notes** section and can be edited. Any employees currently using the highlighted category are listed in the **Employees** section.

5. Press **[Enter]**.

To add more Time Processing Categories.

6. Click **OK**.


To save changes and close the **Time Processing Categories** page.

#### ***To delete a time processing category***

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**Note:** You cannot **delete** a time processing category that is in use.

---

1. Select Maintenance > Time Setup > **Time Processing Categories** on the main menu or Maintenance > Maintenance Map > Time Setup > **Time Processing Categories**.  
The **Time Processing Categories** page opens.
2. Click the row containing the time processing category you want to delete.  
Click  to highlight the entire row.  
Any employees currently using the highlighted category are listed in the **Employees** section.
3. Press **[Delete]**.  
A **Confirm Delete** message is displayed.
4. Click **Yes**.
5. Click **OK**.  
To save changes and close the **Time Processing Categories** page.

### **Related topics**

[Processing time setup \(AE\)](#)

[Timesheet authorisation mode](#)

## Timesheet authorisation mode

### **Accountants Enterprise with Practice Manager only**

The **Timesheet Authorisation** modes enable practices to configure Practice Manager to best suit their business.

The modes are configured using Maintenance > Time Setup > **Timesheet Authorisation Mode**.

These modes are used to control how timesheet entries are made available for billing to deliver the most efficient billing of time to clients.

The available timesheet authorisation modes are:

### **Standard Authorisation**

The default **Standard Authorisation** mode requires an employee's entire timesheet to be authorised and posted before any of the individual timeline entries can be billed. Each timesheet is likely to contain a number of different timeline entries across a combination of different assignments (projects) and tasks (activities), but these can only be billed once the user has submitted the entire sheet for approval (authorisation) and posting.

Typically, timesheets are approved and posted by the employee's line manager.

### **Project Based Authorisation**

There is often a delay between an employee entering timelines against projects and the entire timesheet being authorised and posted. Under **Standard Authorisation**, this delay can prevent

managers and partners billing the entries against their projects (assignments) as quickly or efficiently as they might like.

**Project based authorisation** allows managers and partners to authorise individual timelines entered against their assignments before the entire timesheet is approved and posted to the system. The billing interface and **Client: Assignment** window can be used to select individual (or grouped) timelines and make them available for billing.

Making individual timelines available for billing reduces the impact of the approval/posting process delay, negates the need for estimate bills for unposted time and offers greater flexibility to the billing procedure.

### ***Simplified Authorisation***

In smaller practices it can be beneficial to use the simplified authorisation model. **Simplified Authorisation** removes the requirement for employees to submit their timesheets for approval (authorisation). It also removes the need for an approval employee — such as a line manager — to be established with sufficient rights or task permissions to authorise the timesheet. Whether timelines are available for billing depends on the variation chosen.

Under **Simplified Authorisation**, employees enter their timesheet entries and click **Post** to complete it and commit it to the system.

### ***Combination choice to authorise timesheets***

Practices can choose from the following five combinations of **Time Authorisation** to best suit their needs:

<b>Timesheet Authorisation mode</b>	<b>Project Based Authorisation</b>	<b>Simplified Authorisation</b>
Standard	No	No
Project Based Authorisation	Yes	No
Removal of Authorisation Mode	No	Yes
Project-based Authorisation, no Authorisation on Timesheet	Yes	Yes
WIP Posted, no Authorisation on Timesheet	No	Yes

---

**Note:** **Project Based Authorisation** and **Simplified Authorisation** do not apply to disbursement sheets and expense sheets. These are processed using **Standard Authorisation**.

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### **Related topics**

[Setting up timesheet authorisation operation modes](#)

[Time processing categories](#)

[Processing time setup \(AE\)](#)

[Time setup](#)

[User defined](#)

[Backup](#)

Setting up timesheet authorisation operation modes

### ***Accountants Enterprise with Practice Manager only***

The person with the authority to process timesheets under this mode must be part of the Assignment Team performing work for a client.

### ***To set up a timesheet authorisation operation mode***

1. Select Maintenance > Time Setup > **Timesheet Authorisation Mode** on the main menu or Maintenance > Maintenance Map > Time Setup > **Timesheet Authorisation Mode**.

The **Timesheet Authorisation Mode** page opens.

2. Select one of the options:

#### **a. Standard**

This option gives strict control over the authorisation and billing process. Entire timesheets are authorised using the standard submit, authorise and post process and only by an employee with appropriate authorisation rights — based on the line management structure.

Timesheets require authorisation.

Unposted WIP cannot be posted separately.

#### **b. Project Based Authorisation**

Timesheets are posted during billing but only by an employee with rights — based on their role/team responsibility.

Timesheets skip the **Submit and Authorise** process and move straight to **Post** so that the time is available for billing. The **Submit and Authorise** process remains in place but only to capture missing timesheets and required hours.

Entire timesheets still require overall submission, authorisation and posting.

Unposted WIP entries can be posted separately.

The employee posting the WIP must be a member of client/assignment team.

#### **c. Removal of Authorisation Model**

The **Submit** and **Authorise** process is switched off. Any employee can **Post** a whole timesheet so that time is available for billing.

Timesheets do not require authorisation.

Unposted WIP cannot be posted separately.

### d. **Project Based Authorisation, no Authorisation on Timesheet**

An employee can **Post** a line or a whole timesheet at any time. There is no **Submit** or **Authorise** process. Once employees have completed their timesheet entries, they click **Post**.

This is a combination of the Project Based Authorisation and Removal of Authorisation Model.

Timesheets do not require authorisation.

Unposted WIP can be posted separately.

### e. **WIP Posted, no Authorisation on Timesheet.**

All timesheets are available for billing, immediately when they are added. Posting is available to capture missing hours only.

Timesheets do not require authorisation. Posting of timesheets is for time enforcement purposes only.

All WIP lines are posted and available for billing immediately when added.

### 3. Click **OK**.

To save and close the **Timesheet Authorisation Mode** page.

## Related topics

[Standard Authorisation](#)

[Project Based Authorisation](#)

[Simplified Authorisation](#)

[Combination choice to authorise timesheets](#)

[Timesheet authorisation mode](#)

[Time setup](#)

[User defined](#)

[Backup](#)

## User defined

The Maintenance > Maintenance Map (AO) > **User defined** menu has the following sub-menus:

- (Practice Manager) "Aged debt bands" (see page 852)
- (AE) "Applications" (see page 853)
- (AE) "Configuration" (see page 856)
- "Extra fields" (see page 867)
- "Extra lists" (see page 869)
- "Extra types" (see page 873)

- (AE) “Key attributes mapping” (see page 874)
- “Update multiple external links” (see page 883).

### Related topics

(AE) [Address/Phone](#)

(AE) [Assignments](#)

(AE Practice Manager) [Currency](#)

[Documents](#)

(Practice Manager) [Employee](#)

[Internal](#)

(AE Practice Manager) [Ledger maintenance](#)

(Practice Manager) [Miscellaneous](#)

[Security](#)

(Practice Manager) [Time setup](#)

(AE Practice Manager) [Tax](#)

(AO) [For Australian AO clients](#)

## Aged debt bands

### *Practice Manager only*

**Aged Debt Bands** (for MYOB AE, see “Aged Debt Toolbox option” on page 47) are used to classify overdue or outstanding invoices based on age.

Use the Maintenance > Maintenance Map (AO) > User defined > **Aged Debt Bands** page to set up the start and end days for the bands that aged debts fall within. This page must have six bands defined at all times. The defaults are defined when the system is installed.

### *To edit aged debt bands*

1. Select Maintenance > User defined > **Aged Debt Bands** on the main menu (AE) or Maintenance > Maintenance Map > User defined > **Aged Debt Bands**.

The **Aged Debt Bands** page opens displaying a table that lists the bands in the first column and the start and end days for the bands in the second and third columns.

---

**Note:** The **Band** field is a display field and cannot be edited.

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**Tip:** Text in the **Start Day** column cannot be edited. To edit the **Start Day** of a band, you need to change the **End Day** of the previous band.

---

2. Click a band’s **End Day** column to edit it, if required.

The **Start Day** of the next band updates accordingly.



3. Click **OK**.

To save the changes and close the **Aged Debt Bands** page.

### ***To change aged debt bands to 14 days***

The aged debt bands control both the WIP and debtors. You can decide to change the bands to display 14 day bands in your debtors statements and aged debtors. If you change the debt bands they must be changed back after running your aged debtors and debtor statements to the default 30 days.

1. Select Maintenance > User defined > **Aged Debt Bands** on the main menu (AE) or Maintenance > Maintenance Map > User defined > **Aged Debt Bands**.

The **Aged Debt Bands** page opens displaying a table that lists the bands in the first column and the start and end days for the bands in the second and third columns.

---

**Note:** The **Band** field is a display field and cannot be edited.

---

2. Change the **End Day** of the first band to **14**.

This will, in turn, change your statements to display invoices that are up to 14 days old, including other overdue invoices.

---

**Tip:** If you want the Aged Debtors Report to reflect a full 14 days of ageing, you must change all age debt bands to reflect this.

---

3. Run your reports.
4. Change the debtors bands back to 30 days.  
This is the standard age debt band.

### **Related topics**

[\(AE\) Applications](#)

[\(AE\) Configuration](#)

[\(AE\) Aged Debt Toolbox option](#)

[Extra fields](#)

[Extra lists](#)

[Extra types](#)

[User defined](#)

[Update multiple external links](#)

### Applications

#### ***Accountants Enterprise only***

The **Maintenance — Applications** page is accessed by selecting Maintenance > User defined > **Applications** on the main menu. You can set up and maintain links with both MYOB and third party applications.

### ***Enabling other MYOB applications to run with MYOB AE (Practice Manager)***

Configuration keys are pre-defined by the system. Different configuration keys control how some functions behave and are used to extend the functions delivered. Here we explain how to set up configuration keys required to run other MYOB applications with Accountants Enterprise.

The application contains configuration entries that determine the relevant program and data locations for the following applications:

- MYOB AE Tax
- (Australia) MYOB AE Corporate Compliance
- (Australia) MYOB AE Accounts
- MYOB AE MAS.

When a program is configured for use, you can highlight a client on the **Find Client** page and launch the application from the Tasks bar. The application opens showing the appropriate window for the client.

Before you can use an application, your system administrator must set up the configuration keys.

### ***Set up the configuration key for third party applications***

1. Select Maintenance > User defined > **Configuration** on the main menu or Maintenance > Maintenance Map > User defined > **Configuration**.

The **Maintenance — Configuration** page opens.

2. Enter the following in the first blank row at the top of the table:

- **Key Name** — ThirdPartyApps
- **Key Value** — 1
- **Comment** — Enables creation/maintenance of third party applications.

3. Click **OK**.

To save and close the **Maintenance — Configuration** page.

4. Restart MYOB AE.

A **Maintenance** window is available to enter data that enables a third party application to be launched from within the software.


### ***Set up access to the third party application***

1. Select Maintenance > User defined > **Applications** on the main menu or Maintenance > Maintenance Map > User defined > **Applications**.

The **Maintenance — Applications** page opens.

2. Enter the following fields for each third party application:
  - a. **Name** — Enter the name of the application that will be displayed on the Tasks bar.  
Note that there is a limit to the number of characters allowed.  
For example, MS Word.
  - b. **Command Line** — Enter the actual command line used to run the application.  
For example, C:\Program Files\Microsoft Office\OFFICE11\WINWORD.EXE
  - c. Press **[Enter]**.  
  
To add more links to third party applications.
3. Click **OK**.  
To save and close the **Maintenance — Applications** page.  
A menu item is created for each application in the **Third Party** Tasks bar menu. The menu item displays the third party application name and icon.
4. Click the menu item in the Tasks bar to start the application.

### ***To remove a third party application link***

1. Select Maintenance > User defined > **Applications** on the main menu or Maintenance > Maintenance Map > User defined > **Applications**.  
The **Maintenance — Applications** page opens.
2. Click the row containing the application you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.  
A **Confirm Delete** message is displayed.
4. Click **Yes**.
5. Click **OK**.  
To save and close the **Maintenance — Applications** page.

### **Related topics**

[\(Practice Manager\) Aged debt bands](#)

[Applications](#)

[Configuration](#)

[User defined](#)

[Setting up configuration keys](#)

[Maintenance](#)

[Using the Maintenance Map](#)  
[Update multiple external links](#)

## Configuration

### **Accountants Enterprise only**

While the software comes with some preset configuration key settings, your system administrator must set up a number of options before you can use the software optimally. You can:

- “Setting up configuration keys” (see page 856)
- “Setting up M-Power configuration keys” (see page 857)
- “Configuration keys” (see page 858).

### Setting up configuration keys

#### **Accountants Enterprise only**

Each configuration key is defined with a key name, key value and an optional note. Keys provide information for other components of the system or information for administrators regarding the patches installed. Your system administrator is responsible for maintaining the accuracy of existing keys and setting up new ones so that:

- recorded information is structured correctly and useful to the practice.
- linked applications launch and operate correctly.

---

**Note:** All fields on the **Maintenance — Configuration** page are free-text fields. Ensure you spell all items correctly or they will **not** work.

---

Some examples of configuration keys are:

Key Name	Key Value	Description
BillingDefaultFont	Verdana	The font used for billing.
BillingFontSize	10	The size of the font.

Configuration keys directly impact the operation of the software. As a result, if there is any doubt as to what needs to be done, contact MYOB Customer Care and Support.

#### **To set up configuration keys**

1. Select Maintenance > User defined > **Configuration** on the main menu or Maintenance > Maintenance Map > User defined > **Configuration**.

The **Maintenance — Configuration** page opens listing default and/or existing key names, key values and comments.

2. Enter the **name** of the configuration key in the **Key Name** field.
3. Enter the **value** for the configuration in the **Key Value** field.
4. Enter identifying information in the **Comment** field.
5. Press **[Enter]**.  
To add more configuration keys.
6. Click **OK**.  
To save and close the **Maintenance — Configuration** page.

### Related topics

[Configuration keys](#)

[\(Practice Manager\) Setting up M-Power configuration keys](#)

[Tasks bar](#)

[Configuration](#)

[User defined](#)

[Applications](#)

[Configuration](#)

[Extra fields](#)

[Extra lists](#)

[Extra types](#)

[Update multiple external links](#)

### Setting up M-Power configuration keys

#### ***Accountants Enterprise with Practice Manager only***

Like other configuration keys, the **M-Power** configuration keys can be used to enhance functionality and provide more tailored information where required.

The **M-Power** keys are entered to configure the way the **M-Power** billing functions are performed. As shown in the table below, parameters can be set to control field display and selection.

#### ***To set up the M-Power configuration keys***

1. Select Maintenance > User defined > **Configuration** on the main menu or Maintenance > Maintenance Map > User defined > **Configuration**.  
The **Maintenance — Configuration** page opens.
2. Enter configuration information in the fields as shown in the table:

Key Name	Key Value	Comment [Suggested wording]
[Enter information shown in brackets]		
[MPBillerName]	[MYOB Pay Services]	Billers Name
[MPBPayBillCode]	[716597]	MYOB's BPay Code
[MMPCCMax]	[Credit card maximum amount]	Maximum amount payable by credit card
[MPCCPhoneNov]	[Credit card phone number]	Credit Card Payment Phone Number

3. Click **OK**.

To save and close the **Maintenance — Configuration** page.

### Related topics

[Setting up configuration keys](#)

[Configuration keys](#)

[Tasks bar](#)

[Configuration](#)

[User defined](#)

[Applications](#)

[Configuration](#)

[Extra fields](#)

[Extra lists](#)

[Extra types](#)

[Update multiple external links](#)

### Configuration keys

#### **Accountants Enterprise only**

There are a number of configuration keys that enable your practice to modify the application to suit your operating practices.

You are strongly recommended to read "Setting up configuration keys" on page 856 before adding or modifying any of the keys. Otherwise, the application will fail.

#### **Billing keys (Practice Manager)**

KeyName	KeyValue	Description
BillingAllocation	FIFO	Add this key if you want to default to FIFO. If you want both FIFO and Pro-rata then do not add this key.

## Maintenance

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KeyName	KeyValue	Description
BillingAllocation	Prorata	If you want to default to Pro-rata then add this key. If you want both FIFO and Pro-rata then do not add this key.
BillingDefaultFont	Arial	Default Billing Font (case sensitive).
BillingDefaultFontSize	12	Default Billing Font Size.
DisableFIFOBilling	1	Hard coded Pro-rata.
DisableFIFOBilling	0	Hard coded FIFO.
EnableFIFOBilling	1	Either Pro-rata or FIFO billing can be used depending on whether pro-rata checkbox is selected.
DisableMultiCompanyBilling	1	This will default the client company value (held in the contact table) in the <b>Company</b> field on the Billing Wizard and will not allow the user to change the value or to browse to the available company entries.
DisableMultiCompanyBilling	0	This will leave the <b>Company</b> field blank on the Billing Wizard and the wizard will not allow the user to proceed without browsing for an appropriate company value.
MatchBillToAssignmentCompany	1	If it is set for true you cannot choose the company through which you would like to bill the client for the assignment.
Requestforpaymentdefault	1	This will select the <b>RFP</b> option on the Billing screens by default.
Requestforpaymentdefault	0	This will deselect the <b>RFP</b> option on the Billing screens and default bills will be invoice transactions.
UnspecBillingEmployee	1	Miscellaneous charges and Estimates to Complete bills will be charged against the -unspec- employee.
UnspecBillingEmployee	0	Miscellaneous charges and Estimates to Complete bills will be charged the employee who created the bill.

**Cash posting ledger keys (Practice Manager)**

KeyName	KeyValue	Description
Cash Allocation Date	1	The system will use the latest of either the bill or cash dates as the allocation date. If the date of this later transaction falls within a closed tax period, then the allocation date will default to the current system date.

**CTI application keys (Practice Manager)**

KeyName	KeyValue
CTI_SingleViewClientKey	Client
CTI_SingleViewContactKey	Cont
CTI_SingleViewURL	http://w2k3ad01/Singleview/contacts/contactdetails.asp. This is the default page that will open through the CTI system.

**Document creation settings keys (Practice Manager)**

KeyName	KeyValue	Description
DocumentCreationAssignment	[AC]\[AN]\[AD]	A valid set of document creation codes. See "Document creation settings" on page 752.
DocumentCreationBillingStartupPath	C:\data\Services\Acco unts	The initial path for all billing documents. See "Document creation settings" on page 752.
DocumentCreationClient	[TM]\[DD- MMMyy]\[CC-1] \[CC]\[CB]-[PP]	A valid set of document creation codes. See "Document creation settings" on page 752.
DocumentCreationContact	[TM]\[DD- MMMyy]\[LN-1] \[LN]\[Filename]	A valid set of document creation codes. See "Document creation settings" on page 752.
DocumentCreationStartUpPath	C:\VPMDOCS	The initial path for all general documents. See "Document creation settings" on page 752.



KeyName	KeyValue	Description
DocumentCreationTemplatesPath	C:\Program Files\Microsoft Office\Templates\*.dot	The path to search for templates for document creation. See “Document creation settings” on page 752.
DocumentCreationWordBilling	[CC-1][CC-2][CC-3][CC]	A valid set of document creation codes. See “Document creation settings” on page 752.
MailingFormalName	[FN-1/1][LN][Esq]	Additional algorithm to be used in preference to the standard if the contact is a male.
MailingInitials	[FN-1/1][LN][Esq]	Additional algorithm to be used in preference to the standard if the contact is a male.
MailingName	[PR][FN-1/1][MN-1/1][LN]	Prefix, First Name, Middle Name and Last Name formats.
MailingNameSeparator	[.]	This key determines the character that is used as the name or initial separator. This most commonly used will be a full-stop or space.
MailingSalutation	[FN]	Basis on which contact’s salutation is created from the available contact name fields.
WordBillingPath	C:\IT Folder\VPM files\Bills\	No longer valid. See “Document creation settings” on page 752.
Counter Character	a	Document Creation Counter Character.

**Document creation**

The path to save files consists of the DocumentCreationStartUpPath and any of the DocumentCreationAssignment / DocumentCreationClient / DocumentCreationContact values. The DocumentCreationStartUpPath should not have a trailing backslash. The DocumentCreationAssignment value etc. should have neither a leading nor a trailing backslash.

**Billing document creation**

## Maintenance

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The path to save files consists of the DocumentCreationBillingStartupPath and the DocumentCreationWordBilling values. The DocumentCreationBillingStartupPath would typically be the root directory of a non-changing network location for all document creation. The DocumentCreationWordBilling value would then specify the variable section of the directory structure (i.e., the section that contains the document creation codes for word billing).

The paths to save/retrieve documents are formed by using the above method to retrieve the correct path.

For example:

Assignment documents will be created in C:\VPMDOCS\[AC]\[AN]\[AD]

When the path is generated for use the codes in square brackets are replaced for actual values if available (all characters are removed from data other than a-z, 0-9, -, , &).

For example:

Assignment Code: J107/AUD

Assignment Name: James Brown/Audit

Assignment Description: Audit

Assignment documents will be created in C:\VPMDOCS\J107AUD\James BrownAudit\Audit.

### **Valid document creation codes (Practice Manager)**

		Activity / Task Document Creation			Billing Doc Creation
Document Code	Description	Available from Client	Available from Contact	Available from Assignment	Available from Billing
[DD]	Today's Date	Yes	Yes	Yes	Yes
[PP]	Partners Name	Yes	Yes	Yes	Yes
[CC]	Client Code	Yes	Yes	Yes	Yes
[CO]	Client Office	Yes	Yes	Yes	Yes
[CB]	Created By Username	Yes	Yes	Yes	Yes
[TM]	Template Name	Yes	Yes	Yes	
[LN]	Client Last Name	Yes	Yes	Yes	Yes
[FN]	Client First Name	Yes	Yes	Yes	Yes
[CD]	Client Department	Yes	Yes	Yes	Yes

		Activity / Task Document Creation			Billing Doc Creation
Document Code	Description	Available from Client	Available from Contact	Available from Assignment	Available from Billing
[CN]	Contact Name	Yes	Yes	Yes	
[CF]	Contact Full Name	Yes	Yes	Yes	
[AN]	Assignment Name			Yes	
[AC]	Assignment Code			Yes	
[AD]	Assignment Description			Yes	
[AP]	Assignment Department			Yes	
[AO]	Assignment Office			Yes	PL
[Xxxxxx]	User Defined			Yes	

By using the above code and a length portion, i.e., [CC-1], the appropriate number of characters will be used from the left of the value in this case the client code.

For example:

If the client code is ABC123456 then [CC-1] will return A.

If the client code is ABC123456 then [CC-3] will return ABC.

If the client code is ABC123456 then [CC] will return ABC123456.

If a specific portion of the data is required, then the following syntax can be used; the first number is the starting position and the second number is the number of characters to be returned from the starting character, 1/3.

For example:

If the client code is ABC123456 then [CC-1/3] will return ABC.

If the client code is ABC123456 then [CC-2/3] will return BC1.

If the client code is ABC123456 then [CC-3/2] will return C1.

If the client code is ABC123456 then [CC-4/1] will return 1.

If alphabetical characters are required in only a portion of the returned data, then using the @ character will ensure that all other characters are ignored.

For example:

If the client code is ABC123456 then [CC-@] will return ABC.

If the client code is ABC123456 then [CC-@2/1] will return B.

If the client code is ABC123456 then [CC-@3/2] will return C1.

If the client code is ABC123456 then [CC-@1/3] will return ABC.

**Launching applications such as AE Tax, Accounts, Corporate Compliance and MAS**

KeyName	KeyValue (example only)	Description
Sol6 Contact Path (Australia)	E:\MYOB\bin\contacts.exe	CI Integration — Path to the Compliance BIN directory.
Sol6accounts (Australia)	1	CI Integration — Accounts ledger.
Sol6bas (Australia)	1	CI Integration — BAS icon.
Sol6Contact (Australia)	1	CI Integration — Contact icon on find client.
Sol6MAS ledger sr EPSTART	I:\S6CLIENT\CLIENTCODE\MAS4	MAS ledger.
Sol6Tax Ledger sr EPSTART	S6:\server\MSSQL\TAXSQL\TAX/Tax2009 - cCLIENTCODE	TAX ledger.

**Miscellaneous keys**

KeyName	KeyValue	Description
CalendarAgeing	1	Changes the ageing method on ledgers and reports to a calendar month. This will override any user defined aged debt bands defined within the system.
Cash Accounting Method	Accruals	Method of accounting for VAT on an invoice. This key sets the system to account for the organization to be liable for the tax component of the invoice once created. This is created when VAT reports are first run.
Cash Accounting Method	Cash	Method of accounting for VAT on a bill. This key sets the system to account for the organisation to be liable for the tax component of the bill once cash is received and allocated against it. This is created when VAT reports are first run.

## Maintenance

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KeyName	KeyValue	Description
Bookkeeping Export Default	1	Export to Bookkeeping detail default.
RichTextDisabled	1	This will disable rich text if necessary, i.e., restrict font settings to those used in the template.
StandingOrderDisabled	1	This stops the Standing Order from loading on login.
Screen Text	1	This enables the <b>Screen Text</b> menu under Maintenance > User defined. Users can use this option to amend the existing terminology used throughout the application.
DisbursementsOn	0	This activates the Expenses Ledger option within AE.
DisbursementsOn	1	This activates the Disbursement option within AE.
DisbursementsOn	2	This activates both Expenses and Disbursements within AE.
SchedulesOnClientWizard	1	Adds schedule creation steps to the <b>Create Client Wizard</b> and <b>Add assignment from templates</b> .
Homepages	N (where N is the number of homepage views required)	Enables the user to define a number of views available in the application.

### **Replication: bill sequencing keys (Practice Manager)**

KeyName	KeyValue	Description
BillSequenceType	Office/ Partner/ Company/ Department	Determined the basis for which each bill sequence will be set up.
UniqueBillNo	1	Does not allow duplicate bill numbers.
UniqueBillNo	0	Allows duplicate bill numbers.
UniqueBillSequence	1	Will <b>not</b> allow bill sequence ranges of overlap.
UniqueBillSequence	0	Will allow bill sequence ranges of overlap.

**Combining the keys (Practice Manager)**

Unique Bill #	Unique Bill Sequence	Notes
1	0	This is not a recommended combination. Attempts to post a bill with a duplicate bill number will fail on Column 1.
0	0	Each entity/office could maintain the same range of bill numbers in their bill sequences. No checks would be made on the uniqueness of the bill number.
1	1	This combination guarantees a unique bill number and discrete bill number sequences.
0	1	While the sequences would be discrete, a user could still enter a duplicate bill number by resetting the bill counter.

**Replication: Subscriber/Publisher keys**

KeyName	KeyValue	Description
Subscriber	1	Establishes the current database as the Subscriber database in the replication process.
Publisher	1	Establishes the current database as a Publisher database in the replication process.

**Purchase invoices keys**

KeyName	KeyValue	Description
BillAuthOn	1	Enforces supplier bills to be submitted and authorized using the authorization model prior to posting.
BillAuthOn	0	Allows users to enter and post supplier bills without having to submit and authorize them before posting.
UseInvoiceSuspense	1	Enforce the use of an Invoice Suspense nominal account when posting a purchase invoice. Note, that this will override the default expense nominal as set on the supplier record.
SupplierInvoiceDateWarning	1	The system should prompt a user message to indicate that the date entered falls outside the current account period.

**Secondary authorisation keys**

KeyName	KeyValue	Description
SecondAuthApplyClientPartner	1	Absence of this key or a value other than 1 will result in the initial secondary authorisation model being applied.
BillWriteOffAuthorisationValue	500	Absolute loss amount to establish secondary billing authorisation.
BillWriteOffAuthorisationPercentage	30	Absolute loss percentage to establish secondary billing authorisation.

**PM essentials keys (Practice Manager)**

KeyName	KeyValue	Description of what is or does
AdvancedAssignments	1	Only a value is added if advanced assignment is required as part of Viz Essentials.
AdvancedBilling	1	Only a value is added if advanced assignment is required as part of Viz Essentials (not currently used).

**Related topics**

[Setting up configuration keys](#)

[\(Practice Manager\) Setting up M-Power configuration keys](#)

[Tasks bar](#)

[Configuration](#)

[User defined](#)

[Applications](#)

[Configuration](#)

[Extra fields](#)

[Extra lists](#)

[Extra types](#)

[Update multiple external links](#)

**Extra fields**

Extra fields record additional information about a contact, client or employee where the value can be different in each instance. A typical extra field is Date of Birth. Extra fields are displayed in the **Extra** tab on the **Contact**, **Client**, **Supplier** (AE), **Assignment Details** (AE) and **Employee** pages.

Note that:

- You cannot delete an **Extra** field if it has been mapped to a key client attribute.
- You cannot change a **Data Type** if the field has been mapped to a key client attribute.

- **Contact** must be selected if an extra field is mapped to a key client attribute.

(AO New Zealand) If you are integrated with AO Classic, any existing extra field entries are those that have been converted. For these converted extra field entries, you cannot:

- change the Allow multiple status
- add a new value
- delete a value
- change the data type.

Any pre-defined values cannot be changed.

You can however enter addition extra fields but these will not be synchronised with AO Classic.

### ***To create and edit new extra fields***

1. Select Maintenance > User defined > **Extra Fields** on the main menu (AE) or Maintenance > Maintenance Map > User defined > **Extra Fields**.  
The **Maintenance – Extra Fields** page opens.
2. Enter the name of the new Extra **Field** in the first blank row at the top of the table.  
(AO Australia) Edit the text in the **Field** field, if necessary.
3. (AE) Select the checkbox in the **Assignment** column to display the Extra Field on the **Assignment Details** page. Deselect the checkbox to remove the Extra Field from the **Assignment Details** page.
4. Select the checkbox in the **Contacts** column to display the Extra Field on the **Contact** and **Client** pages.  
Deselect the checkbox to remove the Extra Field from the **Contact** and **Client** pages.
5. Select the checkbox in the **Employee** column to display the Extra Field on the **Employee** page.  
Deselect the checkbox to remove the Extra Field from the **Employee** page.
6. (AE) If using MYOB Document Manager:
  - a. Select the checkbox in the **Document** column if you want to make the field available on the Add Document > **Select Extra Fields** tab.
  - b. Deselect the checkbox to remove the Extra Field from the page.
7. Select the checkbox in the **Is Mandatory** column if you want the field to be mandatory.
8. Select the type of data to be entered as a value from the **Data Type** drop-down.

---

**Note:** The **Key Attribute** column identifies the extra fields defined as key client details for compliance work. These values are displayed on the Client page > **Main** tab and data entered into these fields must pass appropriate validation checks.

---




9. You can select an **Extra Type** from the drop-down list of defined Extra Types to enhance your search and filter options.
10. Press **[Enter]**.  
To add more Extra fields. Repeat **Step 2.** to **Step 10.** to enter more Extra Fields.
11. Click **OK**.  
To save the changes and close the **Maintenance – Extra Fields** page.

### *To delete an extra field*

---

**Note:** You cannot delete any **Extra Field** which has an entry in the **Key Attribute** column.

---

1. Select Maintenance > User defined > **Extra Fields** on the main menu (AE) or Maintenance > Maintenance Map > User defined > **Extra Fields**.  
The **Maintenance – Extra Fields** page opens.
2. Select the row containing the category you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.  
A **Maintenance – Extra Fields** message is displayed requesting confirmation of the deletion.
4. Click **Yes**.
5. Click **OK**.  
To save the changes and close the **Maintenance – Extra Fields** page.

### **Related topics**

[User defined](#)

[\(AE\) Configuration](#)

[Extra lists](#)

[Extra types](#)

[Update multiple external links](#)

### **Extra lists**

Extra lists are used to sort clients with a pre-defined value for reporting purposes only.

You can create value that can be selected from a drop-down list on the Extra tab for contacts, assignments and employees. For example, you could define an extra list called Newsletter and detail if a client receives your newsletter or not. The values for this would be Yes and No.

---

**Note:** In AO Classic, Extra Lists were known as UDFs.

---

Extra lists are always displayed on the **Extra** tab available in the **Contact, Client, Supplier (AE), Assignment Details (AE)** and **Employee** pages.

(AO New Zealand) If you are integrated with AO Classic, any existing extra list entries are those that have been converted. For these converted extra list entries, you cannot:

- change the Allow multiple status
- add a new value
- delete a value
- change the data type.




Any pre-defined values cannot be changed.

You can however enter addition extra lists but these will not be synchronised with AO Classic.

Extra lists are maintained using Maintenance > Maintenance Map (AO) > User defined > **Extra Lists**. You can add, edit and delete lists. For MYOB AE and MYOB AO Australia, you can also add, edit and delete the pre-defined values.

### ***To create and edit new extra lists***

1. Select Maintenance > Maintenance Map (AO) > User defined > **Extra Lists**.  
The **Maintenance — Extra Lists** page opens.
2. Enter the list name in the **List Field** in the first blank row at the top of the table.  
Edit the **List Field** name if necessary.
3. (AE) Select the checkbox in the **Assignment** column if you want to make the Extra List available on the Assignment Details page > **Extra** tab. Deselect the checkbox to remove the Extra List from the page.
4. Select the checkbox in the **Contact** column if you want to make the Extra List available on the Contact page > **Extra** tab.  
Deselect the checkbox to remove the Extra List from the page.
5. Select the checkbox in the **Employee** column if you want to make the Extra List available on the Employee page > **Extra** tab.  
Deselect the checkbox to remove the Extra List from the page.
6. (AE) If using MYOB Document Manager:
  - a. Select the checkbox in the **Document** column if you want to make the Extra List available on the Add Document > **Select Extra Fields** tab.
  - b. Deselect the checkbox to remove the Extra List from the page.

7. Select the checkbox in the **Is Mandatory** column if you want to make the list mandatory for users to enter.
8. Select the **Data Type** from the drop-down.  
The options are **Text**, **Flag** and **Number**.
9. Select a **Default Value** from the drop-down, if required.
10. Select an **Extra Type** from the drop-down, if required.
11. Select the checkbox in the **Allow Multiple** column if you want users to be able to select one or more values on the list.
12. Press **[Enter]**.  
The new Extra List moves to the bottom of the table, a new blank row is created at the top and an  is displayed beside the new Extra List.
13. To add pre-defined values for the list, click the  beside the list.  
The table expands to display a new row for values.  
Clicking the  will collapse the table.
  - a. Enter a **Value**.  
Edit the Value name, if necessary.
  - b. Press **[Enter]**.  
  
To enter additional values. A new Value row is created. The value is added to the list.


---

**Tip:** Add the values in the order you want them to appear in the list as new values are added at the bottom of the list.

---

  - c. Repeat **Step 13.** until you have entered all the pre-defined values for the new **Extra List**.
14. To enter additional lists, repeat **Step 2.** to **Step 13.**
15. Click **OK**.  
To save the changes and close the **Maintenance — Extra Lists** page.

### ***To delete redundant new extra lists***

1. Select Maintenance > Maintenance Map (AO) > User defined > **Extra Lists**.  
The **Maintenance — Extra Lists** page opens.
2. Select the row containing the list you want to delete.  
Click  to highlight the entire row.
3. Press **[Delete]**.

An **Important System Information** message is displayed requesting confirmation of the deletion.

4. Click **Yes**.
5. Click **OK**.

To save the changes and close the **Maintenance — Extra Lists** page.

### Related topics

[User defined](#)

[\(AE\) Configuration](#)

[Extra fields](#)

[Extra types](#)

[Update multiple external links](#)

Maintaining pre-defined values

### *Accountants Office Australia only*

You can maintain the pre-defined values for an extra list using Maintenance > Maintenance Map > User defined > **Extra Lists**. This enables you to add, edit and delete list values.

#### ***To add a new or edit a value to a new extra list***

1. Select Maintenance > User defined > **Extra Lists** on the main menu or Maintenance > Maintenance Map > User defined > **Extra Lists**.

The **Maintenance — Extra Lists** page opens.

2. Select a Extra List category.
3. Click  beside the list to display the pre-defined values.
4. Enter the new value in the first blank row at the top of the list of values.  
Edit the value of any other row, if necessary.
5. Press **[Enter]**.

To add the new value to the list.



6. Click **OK**.

To save the changes and close the **Maintenance — Extra Lists** page.

#### ***To delete values from extra lists***

1. Select Maintenance > User defined > **Extra Lists** on the main menu or Maintenance > Maintenance Map > User defined > **Extra Lists**.

The **Maintenance — Extra Lists** page opens.

2. Select a Extra List category.
3. Click  beside the list to display the pre-defined values.
4. Select the row containing the list value you want to delete.  
Click  to highlight the entire row.
5. Press **[Delete]**.  
An **Important System Information** message is displayed requesting confirmation of the deletion.
6. Click **Yes**.
7. Click **OK**.  
To save the changes and close the **Maintenance — Extra Lists** page.

### [Related topics](#)

[User defined](#)

[Configuration](#)

[Extra fields](#)

[Extra types](#)

[Update multiple external links](#)

## Extra types

Extra types enable you to categorise the data stored in extra fields and lists so that you can sort and group extra fields and lists based on the type of data. A typical extra type is **Individual**, which can be used to identify extra fields that apply to individual returns. Extra type fields are displayed in the **Extra** tab on the **Contact**, **Client**, **Supplier (AE)**, **Assignment Details (AE)** and **Employee** pages.

### *To create or edit a new extra type*

1. Select Maintenance > User defined > **Extra Types** on the main menu (AE) or Maintenance > Maintenance Map > User defined > **Extra Types**.  
The **Maintenance – Extra Types** page opens.
2. Enter the name of the new **Extra Type** in the first blank row at the top of the table.  
Edit the **Extra Type**, if necessary.
3. Press **[Enter]**.
4. Repeat **Step 2.** to **Step 3.** to enter more Extra Types.
5. Click **OK**.  
To save the changes and close the **Maintenance – Extra Types** page.

### ***To delete an extra type***

---

**Note:** You cannot delete an **Extra Type** that is currently assigned to an extra field or list. If the extra type is being used, a message is displayed and you will be unable to delete it.

---

1. Select Maintenance > User defined > **Extra Types** on the main menu (AE) or Maintenance > Maintenance Map > User defined > **Extra Types**.

The **Maintenance – Extra Types** page opens.

2. Select the row containing the type you want to delete.

Click  to highlight the entire row.

3. Press [**Delete**].

A **Confirm Delete** message is displayed requesting confirmation of the deletion.

4. Click **Yes**.

5. Click **OK**.

To save the changes and close the **Maintenance – Extra Types** page.

### **Related topics**

[User defined](#)

[\(AE\) Configuration](#)

[Extra fields](#)

[Extra lists](#)

[\(AE\) Update multiple external links](#)

### Key attributes mapping

#### ***Accountants Enterprise only***

The mapping between the fields on a client's **Main** tab and the **Extra** tab is viewed and set using the **Key Attributes Mapping and Data Update** wizard. This is accessed from Maintenance > User defined > **Key Attributes Mapping**.

This page shows the **Extra** field used for each of the key client attributes.

To map, or re-map, these entries, open **Key Attributes Mapping** (Maintenance > User defined > **Key Attributes Mapping**), then click **Update** to open the **Key Client Attributes Mapping and Data Update** wizard.

Follow the appropriate instructions for Australia or New Zealand in “Using the Key Client Attributes Mapping and Data Update wizard” on page 875.

The Maintenance – **Extra Fields** page (Maintenance > User defined > **Extra Fields**) shows which extra fields have been mapped to a key client attribute. See “Extra fields” on page 867.

### **Key client attributes**

The key client details required for compliance work are now set as system-defined data fields. The client attributes which have been set as system-defined are:

For Australia:

- Date of birth
- TFN (Tax File Number)
- ABN (Australian Business Number)
- ACN (Australian Company Number).

This enables MYOB AE to validate the details entered into these business numbers against the ATO requirements and to directly link these data values to the tax return.

For New Zealand:

- DOB (date of birth)
- IRD (Inland Revenue Department)
- BALMTH (balance month).

This enables MYOB AE to validate the details entered into these business numbers against the IRD requirements and to directly link these data values to the tax return.

These key client attributes are displayed on the Client page > **Main** tab and are linked to **Extra** fields.

See “Using the Key Client Attributes Mapping and Data Update wizard” on page 875 for details about setting up these key client attributes.

### **Related topics**

[\(Practice Manager\) Key client attributes](#)

[\(Practice Manager\) Using the Key Client Attributes Mapping and Data Update wizard](#)

[\(Practice Manager\) Using the Practice Manager Plus Configuration wizard](#)

### Using the Key Client Attributes Mapping and Data Update wizard

#### **Accountants Enterprise only**

The Key Client Attributes Mapping and Data Update Wizard is used to map, or re-map, the following information between a client’s **Main** and **Extra** tabs:

- DOB
- (Australia) TFN
- (Australia) ABN
- (Australia) ACN
- (New Zealand) IRD
- (New Zealand) BALMTH

See “Key attributes mapping” on page 874 for more details.

### Mapping Key Client Attributes (Australia)

1. Select Maintenance > User defined > **Key Attributes Mapping** on the main menu or Maintenance > Maintenance Map > User defined > Key Attributes Mapping.  
The **Maintenance – Key Attributes Mapping** page opens.
2. Click **Update**.  
To map or re-map DOB, TFN, ABN or ACN using the **Key Client Attributes Mapping and Data Update** wizard.  
Step 1, **DOB mapping and data update** opens.

#### **Step 1 — DOB mapping and data update**

Step 1 of the wizard is for mapping the Date of Birth (DOB) field.

1. Select the **Extra** field to be mapped to the DOB field from the drop-down.

---

**Note:** If none of your existing Extra fields listed are appropriate, select the last item, **Create a new Extra field for DOB**. This creates a new field named **DOB**.

---

2. Select whether the data values for the **DOB** field need to be updated by selecting one of the following options:
  - **Update from AE Tax.**  
This option is only available for sites which have AE Tax and which have also installed **Practice Manager**. This option updates the value in the selected Extra field with the value from the client's tax return.
  - **No update required.**  
Select this option if you have been using the selected **Extra** field for entering the client's Date of Birth and the values require no updating.
  - **Recover the DOB from the value previously displayed on the Client's Main tab.**  
Select this option if you have previously been entering the date of birth into the client's **Main** tab and **not** as an **Extra** field.
3. Click **Next**.  
To go to the next step.  
Step 2, **TFN mapping and data update** opens.

#### **Step 2 — Tax File Number**

Step 2 of the wizard is where you can map the Tax File Number (TFN) field.

1. Select the appropriate **Extra** field to be mapped to the TFN field from the drop-down.



---

**Note:** If none of your existing Extra fields listed are appropriate, select the last item, **Create a new Extra field for TFN**. This creates a new field named **TFN**.

---

2. Select whether the data values for the TFN field need to be updated by selecting one of the following options:
  - **Update from AE Tax.**  
This option updates the selected **Extra** field from the client's tax return.
  - **No update required.**  
Select this option if you have been using the selected **Extra** field for entering the client's Tax File Number and the values require no updating.
  - **Recover the TFN from the value previously displayed on the Client's Main tab.**  
Select this option if you have previously been entering the TFN into the client's **Main** tab and **not** as an **Extra** field.
3. Click **Next**.  
To go to the next step.  
Step 3, **ABN mapping and data update** opens.

### **Step 3 — ABN mapping and data update**

Step 3 of the wizard enables you to map the Australian Business Number (ABN) field.

1. Select the most appropriate **Extra** field to map to the ABN from the drop-down.

---

**Note:** If none of your existing **Extra** fields listed are appropriate, select the last item, **Create a new Extra field for ABN**. This creates a new field named **ABN**.

---
2. Select whether the data values for the **ABN** field need to be updated by selecting one of the following options:
  - **Update from AE Tax.**  
This option updates the selected **Extra** field from the client's tax return.
  - **No update required.**  
Select this option if you are already using the selected **Extra** field for entering the client's ABN and the values require no updating.
  - **Recover the ABN from the value previously displayed on the Client's Main tab.**  
Select this option if you have previously been entering the ABN into the client's **Main** tab and **not** as an **Extra** field.
3. Click **Next**.  
To go to the next step.  
Step 4, **ACN mapping and data update** opens.

### **Step 4 — ACN mapping and data update**

Step 4 of the wizard enables you to map the Australian Company Number (ACN) field.

1. Select the most appropriate **Extra** field to be mapped to the ACN from the drop-down.

---

**Note:** If none of your existing Extra fields listed are appropriate, select the last item, **Create a new Extra field for ACN**. This creates a new field named **ACN**.

---

2. Select whether the data values for the **ACN** field need to be updated by selecting one of the following options:
  - **Update from AE Tax.**  
This option is available where **AE Tax** and **Practice Manager** are installed. The selected **Extra** field is updated from the client's tax return.
  - **No update required.**  
Select if you are already using the selected **Extra** field for entering the client's ACN and the values require no updating.
3. Click **Next**.  
To go to the next step.  
Step 5, **Mapping confirmation** opens.

### **Step 5 — Mapping confirmation**

Step 5 of the wizard enables you to review and confirm the **Extra** field mappings and the data update options you have selected.

If you want to change one or more of your selections:

1. Click the **Back** button until the first selection you want to change is displayed.
2. Make your changes and click **Next**.
3. Repeat for any other changes.
4. Click **Next** until you return to Step 5, **Mapping confirmation**.

### **Finish**

1. Click **Finish**.  
To save your changes and close the **Key Client Attributes Mapping and Data Update** wizard.  
**If** you have Practice Manager installed, the **AE Tax return data mappings to MYOB AE client data** window opens. See “Using the Practice Manager Plus Configuration wizard” on page 881 for more information.

## Mapping Key Client Attributes (New Zealand)

1. Select Maintenance > User defined > **Key Attributes Mapping** on the main menu or Maintenance > Maintenance Map > User defined > **Key Attributes Mapping**.

The **Maintenance – Key Attributes Mapping** page opens.

2. Click **Update**.

To map or re-map DOB, IRD or BALMTH using the **Key Client Attributes Mapping and Data Update** Wizard.

Step 1, **DOB mapping and data update** opens.

### **Step 1 – DOB mapping and data update**

Step 1 of the wizard is for mapping the Date of Birth (DOB) field.

1. Select the **Extra** field to be mapped to the DOB field from the drop-down.

---

**Note:** If none of your existing Extra fields listed are appropriate, select the last item, **Create a new Extra field for DOB**. This creates a new field named **DOB**.

---

2. Select whether the data values for the DOB field need to be updated by selecting one of the following options:

- **Update from AE Tax.**

This option is available where **AE Tax** and **Practice Manager** are installed. Values the **Extra** field are updated from the client's tax return.

- **No update required.**

Select this option if you have been using the selected **Extra** field for entering the client's Date of Birth and the values require no updating.

- **Recover the DOB from the value previously displayed on the Client's Main tab.**

Select this option if you have previously been entering the date of birth into the client's **Main** tab and **not** as an **Extra** field.

3. Click **Next**.

To go to the next step.

Step 2, **IRD mapping and data update** opens.

### **Step 2 – IRD mapping and data update**

Step 2 of the wizard is where you can map the Inland Revenue Department (IRD) field.

1. Select the appropriate **Extra** field to be mapped to the IRD number field from the drop-down.

---

**Note:** If none of your existing Extra fields listed are appropriate, select the last item, **Create a new Extra field for IRD**. This creates a new field named **IRD**.

---

2. Select whether the data values for the IRD field need to be updated by selecting one of the following options:
  - **Update from AE Tax.**

This option is available where **AE Tax** and **Practice Manager** are installed. The selected **Extra** field is updated from the client's tax return.
  - **No update required.**

Select this option if you have been using the selected **Extra** field for entering the client's IRD number and the values require no updating.
  - **Recover the IRD from the value previously displayed on the Client's Main tab.**

Select this option if you have previously been entering the IRD into the client's **Main** tab and **not** as an **Extra** field.
3. Click **Next**.

To go to the next step.  
Step 3, **BALMTH mapping and data update** opens.

### **Step 3 — BALMTH mapping and data update**

Step 3 enables you to map the Balance Month (BALMTH) field.

1. Select the most appropriate **Extra** field to map to the BALMTH from the drop-down.

---

**Note:** If none of your existing **Extra** fields listed are appropriate, select the last item, **Create a new Extra field for BALMTH**. This creates a new field named **BALMTH**.

---

2. Select whether the data values for the BALMTH field need to be updated by selecting one of the following options.:
  - **Update from AE Tax.**

This option is only available for sites which have AE Tax and which have also installed **Practice Manager**. This option updates the value in the selected Extra field with the value from the client's tax return.
  - **No update required.**

Select if you are already using the selected **Extra** field for entering the client's BALMTH and the values require no updating.
  - **Recover the BALMTH from the value previously displayed on the Client's Main tab.**

Select this option if you have previously been entering the BALMTH into the client's **Main** tab and **not** as an **Extra** field.
3. Click **Next**.

To go to the next step.  
Step 4, **Mapping confirmation** opens.

### **Step 4 — Mapping confirmation**

Step 4 of the wizard is where you review and confirm the **Extra** field mappings and the data update options you have selected.

If you want to change one or more of your selections:

1. Click the **Back** button until the first selection you want to change is displayed.
2. Make your changes and click **Next**.
3. Repeat for any other changes.
4. Click **Next** until you return to Step 4, **Mapping confirmation**.

### **Finish**

1. Click **Finish**.

To save your changes and close the **Key Client Attributes Mapping and Data Update** wizard.

If you have Practice Manager installed, the **AE Tax return data mappings to MYOB AE client data** window opens. See “Using the Practice Manager Plus Configuration wizard” on page 881 for more information.

### **Related topics**

[Key client attributes](#)

[Using the Key Client Attributes Mapping and Data Update wizard](#)

[Using the Practice Manager Plus Configuration wizard](#)

[Key attributes mapping](#)

Using the Practice Manager Plus Configuration wizard

### **Accountants Enterprise with Practice Manager only**

The Configuration Wizard is available where AE Tax and Practice Manager are installed.

The **Practice Manager Configuration** Wizard opens when the Key Attributes Mapping Wizard finishes. The wizard has four steps:

- AE Tax return data mappings to MYOB AE client data.
- Staff Responsibility — differences between AE Tax and MYOB AE.
- Addresses — differences between AE Tax and MYOB AE.
- Split client groups.

### **AE Tax return data mappings to MYOB AE client data**



1. Map the Address Types to be used on tax return Front Covers.

For each tax front cover address usage (Postal Address, Home Address and Business Address), select the corresponding Address Type in MYOB AE from the drop-down list of Address Types.

2. Map the Responsibilities to be used on the **Staff** tab of the tax return **Properties**.  
For each Staff role available in AE Tax (Partner, Manager and Employee), select the corresponding Responsibility Type in MYOB AE from the drop-down list of Responsibility Types. The Partner for the tax return can be mapped to the Partner Responsibility of the client or to one of the Team Responsibilities. For example you may have created a Responsibility Type of Tax Partner.
3. Click **Next**.  
To go to the next step of the wizard.

### ***Staff Responsibility — differences between AE Tax and MYOB AE***

This step displays the unlodged tax returns for the current tax year where any of the Staff Responsible on the tax return differ from the staff assigned to that role on the client's **Responsibility** tab in MYOB AE.

1. Click **Start** to generate the list.  
The tax returns with any data differences to the client data in MYOB AE are listed in the table on this screen.
2. To export these details to Microsoft Excel, click  at the bottom of the list.
3. To print these details, click  at the bottom of the list.
4. Click **Next**.  
To go to the next step of the wizard.

### ***Addresses — differences between AE Tax and MYOB AE***

This step displays the unlodged tax returns for the current and prior tax years where the front cover address differs from the address entered for the client in MYOB AE.

1. Click **Click here to run report** to run the address differences report.
2. Click **Next**.  
To go to the next step of the wizard.

---

**Note:** If there are no client groups in your database, **Next** is not available.

---

3. Click **Finish**.  
To complete the configuration wizard.

### ***Split Client Groups***

The Split Client Group Routine runs automatically.

---

**Note:** The Split Client Group Routine must run to completion and, depending on the number of clients affected, it may take some time.

---

This step checks whether there are any client groups in AE Tax (i.e., where one client is created and many tax returns are attached to that client). For example, one client is created for the Lee family and tax returns are created for Mr Lee, Ms Lee, Lee Partners and the Lee Super fund.

Client groups are not supported with direct integration to MYOB AE. Each tax return must have a corresponding client in MYOB AE.

This split client group process creates new client codes for each member of a client group, using details from their individual tax returns (for example, name, address details, tax file number, etc.). New client codes use the AE Tax return code if that code has not already been used in MYOB AE. If that return code is already used in MYOB AE, a new client code is generated, based on the original client group code plus generated numerals to make the code unique.

### Related topics

[Key client attributes](#)

[Key attributes mapping](#)

[Update multiple external links](#)

### Update multiple external links

You can update multiple links to external files and folders using Maintenance > User defined > **Update Multiple External Links**. You are able to update links to AccountRight files, document folders and Workpapers documents.

For example, use **Update Multiple External Links** if you want to migrate data to a different server. All file and folder links must then be updated with the new server name. You specify the values that you would like to change and the link type(s) to which the changes are applied.

Another example of using the **Update Multiple External Links** feature is, if you want to move client document folders which are currently located in c:\Documents to c:\Client Documents you must update the folder links. Enter c:\Documents in the **Replace** field and enter c:\Client Documents in the **With** field. Select the **Client document folders links** option in the **In** section and click **OK**.

Access to **Update Multiple External Links** is denied by default to all users except to the superuser group. To enable access change the [Maintenance][User Defined][Update Multiple External Links] task permission in the **Central** Product.

### *To update multiple external links*

1. Select Maintenance > User defined > **Update Multiple External Links** on the main menu (AE) or Maintenance > Maintenance Map > User defined > **Update Multiple External Links**.  
The **Update multiple external links** window opens.
2. Enter the location that is to be changed in the **Replace** field.

By default the **Replace** field is blank. This is a mandatory field.

3. Enter the new location in the **With** field.

By default the **With** field is blank. This is a mandatory field.

4. Click the checkboxes of the files and/or folders whose links will be updated.

- The **AccountRight file links** option is displayed if Statutory Reporter is licensed.
- (AE) The **Client document folders links** option is displayed if Document Manager is not licensed and the Windows Explorer view of the **Documents** tab is selected.
- The **Workpapers document links** option is displayed if Workpapers is licensed and Document Manager is not licensed.

5. Click **OK**.

An error message is displayed if the **Workpapers document links** option is selected and one or more Workpaper periods are open.

A confirmation message is displayed informing you that this change could affect all clients and may result in some files and documents becoming inaccessible.

6. Click **OK**.

- If the **AccountRight file links** option is selected, the location in the **Replace** field is replaced with the location in the **With** field in all links to myob files as specified on the **Client Configuration** window in Client Accounting.
- If the **Client document folder links** option is selected, the location in the **Replace** field is replaced with the location in the **With** field in all client document folders as specified in the **Documents** tab for each client.
- If the **Workpapers document links** option is selected, the location in the **Replace** field is replaced with the location in the **With** field in all links to external documents specified in Workpapers.

### Related topics

[\(Practice Manager\) Aged debt bands](#)

[\(AE\) Applications](#)

[\(AE\) Configuration](#)

[Extra fields](#)

[Extra lists](#)

[Extra types](#)

[\(AE\) Key attributes mapping](#)



## Tax

The Maintenance > Maintenance Map > **Tax** menu is used to set up Tax to work correctly with Practice Manager.

### **Administration**

In MYOB AO, **Administration** gives you access to the **Tax Administration** functions.

For MYOB AE, the **Administration** menu opens different screens, depending on which version of AE Tax your practice is running:

- If you are an AE Tax **Classic** client, the **Administration** menu gives you access to **System Release**.
- (Australia) If you are an AE Tax **Profiles** client, the **Administration** menu gives you access to the **Tax Administration** screen.

The instructions vary accordingly:

- “For Australian AO clients” (see page 885)
- “For AE Tax Classic clients” (see page 886)
- (Australia) “For AE Tax Profiles clients” (see page 887)
- (Australia) “For Practice Manager clients” (see page 888).

### **Related topics**

[User defined](#)

[Using the Maintenance Map](#)

[Documents](#)

[Internal](#)

[Security](#)

For Australian AO clients

### **Australia only**

#### **Settings**

(Practice Manager) The setup settings for integration with your practice’s version of Tax are under Maintenance > Maintenance Map > Tax > **Settings**.

The **Tax Settings** page opens displaying your Tax Connection details.

#### **To edit your connection details**

1. Click **Edit connection details** on the Tasks bar.
2. On the **Database** tab, the data displayed is:

- a. Tax database name.
  - b. SQL server name.
  - c. the login details that you will use when accessing the data.
  - d. Click **Test** to confirm that the details have been entered successfully.
3. On the **Tax** tab, the data displayed is:
- a. **Ledger Code** — the name of the tax ledger.
  - b. **Tax Program Path** — the location of the program files for this version of **Practice Manager**.
  - c. **Foxpro database** — the location of the data files for your old version of **Practice Manager**.
  - d. **Foxpro executable** — the location of the program files for your old version of **Practice Manager**.
  - e. **Foxpro profile** — the name of the profile for your old version of **Practice Manager**.

### ***To connect to the Tax database***

1. Click **Connect to Tax database** on the Tasks bar.  
The **Connect to Tax database** confirmation message is displayed.
2. Click **OK**.  
To establish the connection between your old **Practice Manager** database and your new Tax database.  
When the Integration with Tax is complete a message displays.
3. Click **OK**.

### **Related topics**

[User defined](#)

[Using the Maintenance Map](#)

[\(Practice Manager\) Client - Family Groups](#)

[Documents](#)

[Internal](#)

[Security](#)

For AE Tax Classic clients

For integration to work correctly, **AE Tax Classic** clients must complete details in the following three tabs, accessed from Maintenance > AE Tax > **Settings**:

### **Database tab**

Enter the details of the:

- Tax database name.
- SQL server name.
- login details that you will use when accessing the data.

Click **Test** to confirm that the details have been entered successfully.

### **System Services tab**

Enter the:

- location of the SOL64 directory.
- name of the Tax ledger (the ledger code).

### **Security tab**

Select the method to be used to log in to System Services here.

- Select the **Windows User** option to log users in using their network login names.
- Select the **Employee Code** option to log users in using their Employee code from Practice Manager. If you select this option, ensure that each Employee user code in Practice Manager matches a user code in System Services.

### **Related topics**

[User defined](#)

[\(Australia\) For AE Tax Profiles clients](#)

[For Practice Manager clients](#)

For AE Tax Profiles clients

### **Australia only**

For integration to work correctly, **AE Tax Profiles** clients must complete details in two tabs under Maintenance > AE Tax > **Settings**.

### **Database tab**

Enter the details of the:

- Tax database name.
- SQL server name.
- login details that you will use when accessing the data.

Click **Test** to confirm that the details have been entered successfully.

### **Security tab**

Select the method to be used to log in to System Services here.

- Select the **Windows User** option to log users in using their network login names.
- Select the **Employee Code** option to log users in using their Employee code from Practice Manager. If you select this option, ensure that each Employee user code in Practice Manager matches a user code in System Services. PM/Profiles sites should select this option.

### **Related topics**

[User defined](#)

[For AE Tax Classic clients](#)

[For Practice Manager clients](#)

For Practice Manager clients

### **Accountants Enterprise only**

For integration to work correctly, you must complete the following five tabs. Select Maintenance > AE Tax > **Settings** to open the window.

### **Database tab**

Enter the details of the:

- Tax database name
- SQL server name
- login details that you will use when accessing the data.

Click **Test** to confirm that the details have been entered successfully.

### **System Services tab**

Enter the:

- location of the SOL64 directory
- name of the Tax ledger (the ledger code).

### **Security tab**

Select the method to be used to log in to System Services:

- Select the **Windows User** option to log users in using their network login names.
- Select the **Employee Code** option to log users in using their Employee code from Practice Manager. If you select this option, ensure that each Employee user code in Practice Manager matches a user code in System Services.

### ***Update Tax Connection tab***

This tab is used to update the connection between the MYOB database you selected (see “Database tab” on page 888) and the AE Tax database you selected (see “Database tab” on page 888 and “System Services tab” on page 888).

Review the settings displayed and, if necessary, refine the settings on the earlier tabs.



When satisfied, click **Update Tax Database** to set the connection.

### ***Tax Data Mapping tab***

This tab is used to:

- Map the Address Types to be used on tax return Front Covers.  
For each tax front cover address usage (Postal Address, Home Address and Business Address), select the corresponding Address Type in MYOB AE from the drop-down list of Address Types.
- Map the Responsibilities to be used on the Staff tab of the tax return Properties.  
For each staff role available in AE Tax (Partner, Manager and Employee), select the corresponding Responsibility Type in MYOB AE from the drop-down list of Responsibility Types.  
The Partner for the tax return can be mapped to the Partner Responsibility of the client or to one of the Team Responsibilities. For example, you may have created a Responsibility Type of Tax Partner.
- Compare data in AE Tax.  
Click **Compare Data in AE Tax** to open the **AE Tax data comparison to MYOB AE Client** window.  
This window shows any unlodged tax returns in the current year, where the values of the data items now shared with MYOB AE are different.

### ***To compare data in AE Tax***

1. Select the checkbox for the data types that you want to compare. The options are:
  - Addresses
  - Key Client Attributes
  - Staff Responsible.
2. Click **Start** to run the data comparison.  
The tax returns with any data differences to the client data in MYOB AE are listed in the table on this screen.
3. Export these details to Microsoft Excel by clicking  at the bottom of the list.
4. Print the list by clicking  at the bottom of the list.

### ***To resolve AE Tax/MYOB AE data differences***

- Addresses

When the tax return is opened, a messages window shows the address currently in the tax return and the address currently recorded against the client in MYOB AE. Select either of these addresses as the client's correct address. The system updates both areas with the selected address.

- Key Client Attributes

When the tax return is opened, the data values in AE Tax are overwritten with the client's data values from MYOB AE.

If there are few clients in MYOB AE with incorrect data, manually correct the data in MYOB AE.

If there are many clients in MYOB AE with incorrect data (for example, a TFN or DOB is not present for most clients in MYOB), run the Key Attributes Mapping wizard to update the data values in MYOB AE.

- Staff Responsibility

When the tax return is opened, the data values in AE Tax are overwritten with the client's data values from MYOB AE. If the values in MYOB AE are incorrect, correct them manually.

### Related topics

[User defined](#)

[For AE Tax Classic clients](#)

[\(Australia\) For AE Tax Profiles clients](#)

## Backup

You are now able to back up and restore data from your MYOB application. Backing up your data is an important process that must be performed on a regular basis. This ensures that your valuable data is secure and can be quickly restored if needed. Backups are important for the purpose of retaining historical records and the ability to access information from previous periods.

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**Note:** It is important that you back up your data frequently (at least once a week), daily if possible. Archive your backed up data for ease of access when needed.

---

Information concerning each back up is recorded in "View backup history" (see page 899).

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**Note:** This Backup feature **does not** replace your system backup.

---

### **Backup options**

There are three available options in Maintenance > **Backup**:

- "Back up now" (see page 895)
- "Schedule backups" (see page 896)
- "View backup history" (see page 899).

Restoring a backup is performed from the **Windows Start** menu.

### Recommendations on backing up data

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**Note:** Backups are done from the server. You must have access to the server.

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- You must have super user privileges to perform the backup.
- You must have write access to the file location you are backing up to.
- You should ensure that no one is logged on to MYOB.

A warning message is displayed if a backup is performed whilst team members are logged on. If you proceed with the backup, be aware that your backup may not contain all the necessary information as team members will still be using the database and making changes.

- Your backups are set to run at 1pm on weekdays, by default.

You can change this if you prefer. Note that, your computer must be on at the scheduled time or the backup will not be able to run.

A backup may take a while. The length of time is dependent on the size of your database.

- Consider the storage media used to store your backups.

We recommend recordable CDs/DVDs, USB storage devices or external hard drives.

You should regularly test your backup storage media to ensure the data has been successfully backed up and that it can be readily accessed and restored when required.

- Make multiple copies of your backed up data.

Store one or more copies of it off-site. This is especially recommended for backups taken at critical times such as immediately prior to starting a new financial year.

- You should do a backup after any upgrades or changes are made to your system, such as application, hardware or system upgrades.

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**Note:** This Backup feature does not replace Datasafe Backups (for Integrated Release sites). Do **not** remove the Datasafe Scheduled Backup from the Windows Task Scheduler.

---

### Related topics

[Configuring backup permissions](#)

[Back up now](#)

[Schedule backups](#)

[View backup history](#)

[Restoring a backup](#)

[What is and is not backed up](#)

[MYOB AO](#)

### Configuring backup permissions

To enable a user to perform backups you must first set up the correct permissions.

#### ***To configure backup permissions***

1. Select Maintenance > Security > **Security Group Maintenance**.  
The **Maintenance — Security Group Maintenance** page opens.
2. Ensure that the team member who will perform backups has the **Super User** checkbox selected.
3. Click **OK**.  
To save the changes and close the **Maintenance — Security Group Maintenance** page.
4. Select Maintenance > Security > **Task Permissions**.  
The **Maintenance — Task Permissions** page opens.
5. Select **Central** from the **Product** drop-down.
6. Click beside the **Maintenance** Group Description to list the permissions for that area.  
The list expands and displays a checkbox in the **Allow** column.
7. Click the **Allow** checkbox for **[Maintenance][Backup]**.
8. Click the **Allow** checkbox for **#Backup#ReceiveFailureNotification**.
9. Click **OK**.  
To save the changes and close the **Maintenance — Task Permissions** page.

#### **Related topics**

[Back up now](#)

[Schedule backups](#)

[View backup history](#)

[Restoring a backup](#)

[What is and is not backed up](#)

[MYOB AO](#)

### What is and is not backed up

Different files and information will be backed up depending on the software being used.

#### **MYOB AE**

The following will be backed up:



- The AE database (for example, VPMSER) containing:
    - Client and contact information
    - Practice Manager data
    - Statutory Reporter data
    - Workpapers data
    - Document Manager profiling information and practice settings.
  - AE configuration files, <AE Program Directory>\lookup.xml where <AE Program Directory> is the location of the AE program files. The default location for this directory is:
    - \\<Server Name>\Central for a network installation.
    - C:\Program Files\MYOB\Central\Deploy for a standalone installation.
  - The AE Tax database which contains tax data.
  - AE Tax configuration files:
    - The DS6OP010 file in the <SOL64> directory.
    - The DS6OP060 file in the <SOL64> directory.
    - All files with the .ini file extension in the <SOL64> directory.
    - All files with the .inf file extension in the <SOL64> directory.
    - All files in the <SOL64>\TA\<DB>\INI\ directory.
    - All files in the <SOL64>\TA\<DB>\Audit\ directory.
    - All files in the <SOL64>\Taxletters\* directory (for example TaxLetters2007, TaxLetters2008 and so on).
    - The sol6sr.ini file in the C:\Windows directory.
- where <SOL64> is the Tax/System release location and <DB> is the name of the AE Tax database.
- Statutory Reporter configuration files located in the <AE Program Directory>\StatutoryReporterData directory where <AE Program Directory> is the location of the AE program files.

The following will **not** be backed up:

- Program files for example files with the extension dll and exe.
- AccountRight files.
- Documents, templates and other external files referenced within MYOB products.
- The Document Manager file store (i.e. documents) and configuration files.
- Corporate Compliance data.
- MAS ledgers.
- Assets ledgers.
- AE Reporter data.

- Accounts ledgers.
- Data from legacy products such as:
  - PMA
  - Profiles
  - Timecost
  - Creditors
  - Cashbook
  - FBT
  - Investments.

### **MYOB AO**

The following will be backed up:

- The AO database (for example, AODB1) containing:
  - Client and contact information
  - Practice Manager data
  - Statutory Reporter data
  - Workpapers data.
- AO Classic data.

All files in the top level Data folder will be backed up, including all files within the following sub-folders:

- CAFFAIRS
  - cDebtors
  - CLIENTS
  - CONNECT
  - DEBTMAN
  - GLMAN
  - PAYROLL
  - TAXMAN
  - TIMEMAN
  - WORKFLOW.
- AO configuration files, <AO Program Directory>\lookup.xml where <AO Program Directory> is the location of the AO program files. The default location for this directory is:
    - \\<Server Name>\MYOBAO\AOSQL\Central\Deploy for a network installation.

- C:\MYOBAO\AOSQL\Central\Deploy for a standalone installation.
- The Tax database (for example, AOTax1) which contains tax data.
- Tax configuration files:
  - The DS6OP010 file in the <SOL64> directory.
  - The DS6OP060 file in the <SOL64> directory.
  - All files with the .ini file extension in the <SOL64> directory.
  - All files with the .inf file extension in the <SOL64> directory.
  - All files in the <SOL64>\TA\<DB>\INI\ directory.
  - All files in the <SOL64>\TA\<DB>\Audit\ directory.
  - All files in the <SOL64>\Taxletters\* directory (for example, TaxLetters2007, TaxLetters2008 and so on).
  - All files in the <SOL64>\AOFPP\ directory.
  - The sol6sr.ini file in the C:\Windows directory.
  - where <SOL64> is the Tax/System release location and <DB> is the name of the Tax database.
- Statutory Reporter configuration files located in the <AO Program Directory>\StatutoryReporterData directory where <AO Program Directory> is the location of the AO program files.

The following will **not** be backed up:

- Program files, for example, files with the extension dll and exe.
- AccountRight files.
- Data from AO Classic products, including the AO General Ledger.
- Documents, templates and other external files referenced within MYOB products.

### Back up now

**Back up now** creates a backup of data and any critical configuration files for some of the products installed on your system at any time.

#### ***To back up your data***

1. Select Maintenance > Backup > **Back Up Now** on the main menu.  
The **Back up now** window opens.
2. The **Products to back up:** field automatically lists the products installed on your system that will be backed up.
3. Enter the **Backup location**.

or

Click the ellipse button on the **Backup location** field.

The **Browse For Folder** window opens.

---

**Note:** Ensure that you have write access to the location where the data will be backed up.

---

- a. Find and select the location for the backup or click **Make New Folder**.
- b. Click **OK**.

The **Browse For Folder** window closes.

The location of the backup is reflected in the **Backup location** field.

4. Enter a **Backup name**.

---

**Note:** The combined **Backup location** and **Backup name** fields are limited to a maximum of 260 alphanumeric characters. A warning message is displayed if you exceed this limit.

---

5. Click **Back up**.

A **Back up now** progress status window opens. The products and data is backed up and the backup file is compressed into a zipped file.

On completion, a **Back up now** message is displayed informing you that the backup has completed successfully.

6. Click **OK**.

The **Back up now** window closes.

An entry is recorded in “View backup history” on page 899 for each backup.

### Related topics

[Backup](#)

[Schedule backups](#)

[View backup history](#)

[Restoring a backup](#)

[What is and is not backed up](#)

### Schedule backups

You can schedule backups of your database and critical configuration files to be done at a regular periods that is convenient to your practice. It is recommended that you choose a time when there is minimal use of the system, for example, overnight or early morning. By default, your backups are

set to run at 1pm on weekdays. You can change this if you prefer, but be aware your computer must be on at the scheduled time or the backup will not be able to run.

You can change the details on a scheduled backup when necessary using the same procedure to schedule the backup in the first place.

You can nominate the number of scheduled backup files to keep. Once you exceed this number the oldest one is deleted.

Note the following:

- Scheduled backups will not back up referenced external files such as documents and AccountRight company files.

The backup will only include database and configuration files.

- Cancel any current scheduled tasks that back up your database, Practice Manager (AE), Tax, Statutory Reporter (AO Australia) and Workpapers (AO Australia) configuration files. The Schedule Backups feature replaces these. Retain any other scheduled back up tasks.
- You must have write access to the location where the data will be backed up.

### ***To schedule a backup***

1. Select Maintenance > Backup > **Schedule Backups** on the main menu.

The **Schedule backups** window opens.

The **Perform scheduled backups** checkbox is automatically selected by default.

The **Products to back up:** field automatically lists the products installed on your system that will be backed up.

2. Enter the **Backup location**.

or

Click the ellipse button on the **Backup location** field.

The **Browse For Folder** window opens.

- a. Find and select the location for the backup or click **Make New Folder**.
- b. Click **OK**.

The **Browse For Folder** window closes.

The location of the backup is reflected in the **Backup location** field.

3. If you do not have write access to the location you want to back up to, click the **Edit user details** button.

The **Edit user details** window opens.

- a. Enter the **User Name** and **Password** of the user that has write access to the selected backup location.

Ensure that you include the domain name, work group or computer.

If your access details are correct and you click the **Edit user details** button, a message will be displayed informing you that your details are not required.

- b. Click **OK**.

The **Edit user details** window closes.

4. Select when the backup will occur from the **Back up every** drop-down.

You can choose to back up each day or every weekday or on a certain day of the week.

5. Enter or select the time when the backup will occur from the time field using the up and down arrows.

A 12-hour clock is used.

- a. Select the first two digits which represent the hour and enter the time or use the arrows to select the hour.
- b. Select the second two digits which represent the minutes and enter the minutes or use the arrows to select the minutes.
- c. Select the next field which can be **AM** or **PM**.

---

**Tip:** The default scheduled back up time is 1:00pm.

---

6. Specify how many scheduled backups are to kept in a certain backup location in the **Keep the last x scheduled backups in the specified backup location** (where x is the number you enter).

The value you enter here depends on your storage facilities.

The recommend number of scheduled backups that can be kept is between **5** and **20**. A warning message is displayed if the number is not between this range. Click **OK** and correct the number.

7. Click **Schedule**.

The scheduled backup runs in the background.

An entry is recorded in "View backup history" on page 899 for each scheduled backup.

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**Note:** If the last two scheduled backups have failed a warning message is displayed when you log on to the workstation or the server. In MYOB AE, this is provided you have been allocated the permission; See "To configure backup permissions" on page 892. Correct any failures to ensure future successful back ups of your database.

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### Related topics

[Backup](#)

[Back up now](#)

[View backup history](#)

[Restoring a backup](#)

[What is and is not backed up](#)

## View backup history

Information about each back up performed is recorded in the **Backup history** window. Each backup is date and time stamped and a pass or fail result is listed. The location of each backup file is also listed.

Any critical information regarding the backup is recorded in red.

Information in the **Backup history** window can only be viewed.

To access the Backup history window, select Maintenance > Backup > **View Backup History** on the main menu. Click **Close** to close the **Backup history** window.

## Related topics

[Backup](#)

[Back up now](#)

[Schedule backups](#)

[Restoring a backup](#)

## Restoring a backup

You can restore any backup that you have made of your database. It is important to be able to restore your database when data corruption occurs due to system crashes, viruses or simply user error.

Restore will not proceed if anyone is logged on to the MYOB application. The Restore feature performs a check on the backed up database to verify that it is a valid and successfully backed up database.

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**Note:** Restore can only be performed on the server not on a workstation.

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### *To restore a backup*

1. Ensure that no one is logged on to MYOB.  
The Restore feature detects if users are logged on to MYOB and will not proceed.
2. Select Windows Start menu > **MYOB Restore a backup**.  
The **MYOB AE/AO — Restore** window opens.
3. Enter the location of the backup file on the **Restore from** field.  
or

Click the ellipse button to select the location from the **Open** window. Click **OK** and the selection is reflected in the **Restore from** field.

4. Select the MYOB database that is to be replaced by the backup file.

If there is only one database listed then this database will be replaced by the backup file.

A **Backup Restore** message is displayed requesting confirmation of the restore and informing you that all of your current data will be lost during the restore.

5. Click **OK**.

A **MYOB AE/AO — Restore** progress window opens showing the progress of the restore.

On completion, a message is displayed informing you that the restore has completed successfully.

6. Click **OK**.

7. Click **Close**.

The **MYOB AE/AO — Restore** window closes.

### Related topics

[Backup](#)

[Back up now](#)

[Schedule backups](#)

[View backup history](#)

## AO Classic Settings

### *New Zealand only*

The **AO Classic Settings** option is only available to sites that have integrated AO Classic with MYOB AE/AO. AO Classic client data is synchronised with MYOB AE/AO and maintained in MYOB AE/AO. Tax and general ledger details are still maintained in AO Classic.

To determine if you have integrated AO Classic with MYOB AE/AO, select Maintenance > Maintenance Map (AO) > **AO Classic Settings**. The **AO Classic Settings** page opens listing details of the integration.

The **AO Classic Settings** page lists:

- the details of the MYOB AE/AO database, i.e., server name and database name.
- the **Current integration status** of the software, i.e., whether AO Classic is integrated with MYOB AE/AO.
- the details of the AO Classic database, i.e., its location.

The **AO Classic Settings** page is read only. You cannot make any changes to this page.



### ***To edit the AO Classic settings***

1. Select Maintenance > Maintenance Map (AO) > **AO Classic Settings**.  
The **AO Classic Settings** page opens.
2. Click **Edit AO Classic settings** on the Tasks bar.  
The **Edit AO Classic details** window opens listing the details of the MYOB AE/AO database.
3. Select whether you wish to integrate with AO Classic:
  - **Do not integrated with AO Classic**
  - **Integrated with AO Classic**
4. If integrating a AO Classic database with MYOB AE/AO, click the ellipse button on the **AO Classic database** field and select the database from the **Browse For Folder** window.
5. Click **OK**.  
The system will validate the AO Classic database.  
An error message opens if the wrong location is given for the AO Classic database. Correct the error and click **OK**.
6. Restart MYOB AE/AO.  
This will ensure that the changes take effect.