

# RetailManager Accounting Integration Guide



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# 1 Introduction

A typical retail operation has two components: the shopfront operation and the back office. The shopfront operation handles day-to-day retailing tasks, such as recording sales and ordering stock, while the back office handles general business tasks, such as bookkeeping, paying wages and bills, and reporting GST [New Zealand] or Business Activity Statement (BAS) amounts [Australia].

Your MYOB retail business solution consists of two software components that have been designed to handle the unique needs of each operational area:

- MYOB RetailManager is designed to manage your shopfront
- MYOB business management software (such as MYOB AccountRight) is designed to manage your back office.

Although each component runs independently, accounting information recorded in your shopfront (such as sales income and GST collected) is needed to complete your back office tasks (such as reporting profit and preparing your BAS). The process of consolidating your shopfront accounting information with your back office accounting information is called *accounting integration*.

To complete the accounting integration process, you take information from RetailManager (this task is known as exporting) and integrate it with your business management software information (this task is known as importing).

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## Accounting integration overview

Although RetailManager and MYOB business management software are designed to run independently, they share many business management and retail features. For example, you can record sales and send statements using either RetailManager or your business management software.

Although you can use either software component to perform many similar tasks, to get the most out of your MYOB retail business solution, we recommend using the specialist features from each component.

As part of the accounting integration process, you need to decide on the features that you will use in each component. You also need to decide how often you will integrate your accounting information. For example, you may want to integrate your accounting information on a daily basis so that you can keep information in your business management software—such as your bank account details—up-to-date.

The following table provides an example of the retail and business tasks that you can perform on a daily, weekly, monthly and yearly basis and the software component you should use to perform them.

Frequency	In RetailManager	In your business management software
Daily	Record customer information	Import your shopfront accounting information into your business management software
	Record sales and track serial numbers	
	Print dockets and email transactions, such as invoices and purchase orders	
	Cash up and print cashup reports and sales reports	
	Export your shopfront accounting information from RetailManager	
Weekly or monthly	Print what's selling and profit reports	Reconcile bank accounts, track petty cash transactions, make electronic payments and import bank statements
	Record supplier information and print supplier reports	Pay bills and record and settle supplier debits
	Print stock reports and prepare purchase orders	Pay employees, make superannuation contributions, report and pay payroll tax
	Receive goods into stock, create stock records, classify stock and print stock bar code labels	Prepare and lodge your BAS
	Send customer statements	
	Send promotional material to customer contact groups	
	Print staff profit reports	
Yearly	Perform a stocktake	Prepare budgets, financial reports (such as profit and loss and balance sheet reports) and provide information to your accountant
	Make bulk price adjustments for the annual sale	Enter end-of-year adjustments  Start a new financial year and start a new payroll year

# 2 Setting up for integration

This chapter describes the setup tasks that you need to complete in RetailManager and in your business management software before you can integrate your accounting information.

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## Overview

There are two types of setup tasks that you need to complete—general setup tasks and setup tasks specific to the accounting integration process. Before you can complete the accounting integration setup tasks, you need to complete the general setup tasks.

### General setup tasks

In RetailManager:

Task	See
1 Install RetailManager	your RetailManager <i>Getting Started guide</i>
2 Create a shopfront	the 'Setting up' chapter in your RetailManager <i>User Guide</i>
3 Set your regional settings ----- <b>NOTE:</b> If RetailManager and your business management software are installed on different computers, you need to set the date format on each computer to dd/MM/yyyy. -----	the 'Setting up' chapter in your RetailManager <i>User Guide</i>
4 Create staff and customer records	the 'Staff' and the 'Customers' chapter in your RetailManager <i>User Guide</i>
5 Create supplier and stock records	the 'Stock Management' chapter in your RetailManager <i>User Guide</i>

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In your business management software:

Task	See
1	Install your business management software your business management software <i>Getting Started guide</i>
2	Create and activate your company file the 'Setting up your company file' chapter in your <i>User Guide</i>
3	Set up your company file the 'Setting up your company file' and the 'Advanced setup' chapter in your <i>User Guide</i>

**NOTE:** The amount of information that you enter depends on your individual business requirements.

When you have completed the general setup tasks, you then need to set up your software for the accounting integration.

## Setup tasks specific to the accounting integration

Task	See
1	Set up accounting options in RetailManager 'Task 1: Set up accounting options in RetailManager' on page 7
2	Set up tax codes in RetailManager and in your business management software 'Task 2: Set up tax codes' on page 13
3	Set up supplier information in RetailManager and in your business management software 'Task 3: Set up supplier information' on page 15
4	Set an import preference in your business management software Note that this task is not required if you use the AccountRight Online API to link your software. 'Task 4: Set an import preference in your business management software' on page 16

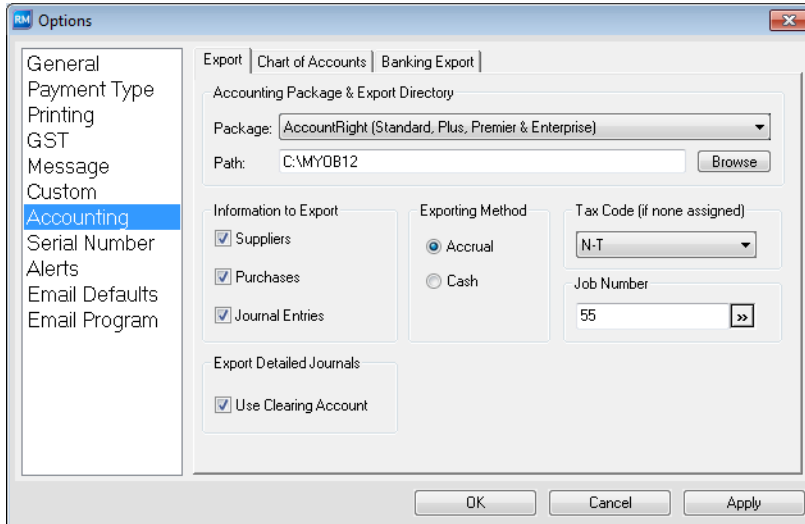
## Task 1: Set up accounting options in RetailManager

In RetailManager, you use the accounting export feature to export your shopfront accounting information. To use this feature, you need to set up your accounting options. When you do this, you specify the type of information you want to export, the export method you want to use and where you want to save the export file. You also specify the account numbers that you want to post your RetailManager journal entries to. You can also set up export groups and use these groups to ensure that certain payment types are allocated to a specific bank account.

**AccountRight Online API configuration** If you're using AccountRight and you store your company file online, you can use the AccountRight Online API to connect your RetailManager file and your AccountRight company file. All you need to do is select the AccountRight Online API Package and then configure some settings to get both programs to talk to each other.

To set up accounting options in RetailManager

- 1 Go to the **Setup** menu and choose **Options**. The **Options** window appears.
- 2 Click **Accounting**. The **Export** tab appears.



Section	Task
Package	Specify the business management software package that you are using. Note that the options that appear in the <b>Export</b> tab vary according to the package that you select.
Path	<p>Specify the folder where you want to save the export file. Click <b>Browse</b> and select the location in the <b>Browse For Folder</b> window.</p> <p>If you want to be prompted to import the export file when you start your business management software, you should specify your business management software folder (for example, C:\Premier19).</p> <p>-----</p> <p><b>NOTE: AccountRight Online API</b> If you're using the AccountRight Online API, the path is selected for you. As your retail data is sent directly to your AccountRight file, no export file is created or imported. However, if an error occurs when sending data, you'll find details of the error in a log file located in this folder.</p> <p>-----</p>
Information to Export	<p>Select the type of information you want to export:</p> <ul style="list-style-type: none"> <li>• Suppliers—new supplier records</li> <li>• Purchases—Goods Received transactions</li> <li>• Journal Entries—a summary of the day's trading information, including sales, sales orders, inventory adjustments, cash drawer shortages and GST information.</li> </ul>
Exporting Method	Select the accounting method that you want to use to export amounts. If you are unsure about which method to use, consult your accountant.
Tax Code (if none assigned)	Select a default tax code. To import your accounting information into your business management software a tax code must be assigned to each line in the journal entry. The tax code that you select will be assigned to each line in the journal entry that does not have a tax code assigned. We recommend that you select the N-T (No Tax) tax code. In this way, your tax collected accounts will not be affected.
Job Number	If required, specify a job number. A job number is used to identify RetailManager journal entries in your business management software. You may want to specify a job number if you have multiple stores and you export your accounting information from each store to a central office to perform the accounting integration. If you specify a job number, you can use the job number to identify each store's accounting information.



**Section****Task****Export Detailed Journals**

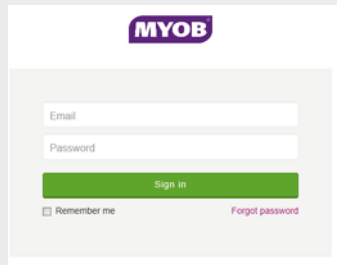
A clearing account is a temporary account containing individual transaction amounts that are transferred in a batch to another account. The clearing account is debited and credited and the balance of the account is always \$0.

If you want to use a RetailManager clearing account, select the **Use Clearing Account** option. When you select this option, your RetailManager transactions (except for cash transactions) are exported as individual transactions. For example, if in a day you record 20 EFTPOS transactions and 100 cash transactions, when you perform the accounting integration each EFTPOS transaction appears in your business management software as an individual transaction. On the other hand, all cash transactions are totalled and appear as one transaction (this is because you usually deposit cash into your bank account in one lump sum payment). Using a clearing account makes it easier to reconcile your bank accounts.

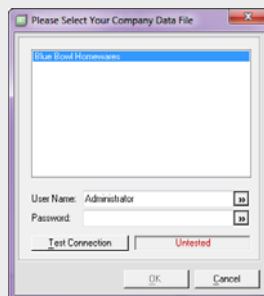
**API Configuration**

To configure your AccountRight Online API settings:

- 1 Select the **AccountRight Online API** package. The **API Configuration** section appears.
- 2 Click **Configure**. A sign-on window appears.



- 3 Enter the MYOB account details you use to sign-in to your AccountRight company file. (These are also known as your my.MYOB account details.)
- 4 Select your online company file.



- 5 Enter your AccountRight company file **User Name** and **Password**.
- 6 Click **Test Connection** to check that the details have been entered correctly.
- 7 When the connection test is successful, click **OK**.

Your RetailManager and AccountRight software are now talking. Any exports you make from RetailManager will be sent directly to AccountRight and updated in your company file.

- Click **Apply** and then click the **Chart of Accounts** tab.

Asset	Cost of Sales	Liability
Bank Account 11100	Cost of Goods 51000	Credit Notes Issued 21400
Inventory 11400	Last Cost Variance 55000	Deposits Received 21500
Trade Debtors 11300	Cost of Freight 56000	Gift Vouchers Issued 21600
Pre-Paid GST 11200		Lay-by Payments 21700
		Sales Order Payments 21800
Income	Expense	Clearing Account
Sales 41100	Account Sales Discount 62200	RM Clearing Account 91000
Freight on Sales 43000	Till Shortage 67600	

- In the **Chart of Accounts** tab, specify the account numbers that you use in your business management software. Journal entries that you import into your business management software are then posted to the account numbers that you specify.

**NOTE: Account numbers for sock items** The sales income account and cost of goods account shown in this tab are default accounts. You can set different income and cost of goods accounts for each stock item.

You should note the following when specifying account numbers:

- Account numbers in your business management software include a hyphen (for example, 4-1100). You must omit the hyphen when you enter the account numbers in RetailManager.
- Some of the accounts listed in the **Chart of Accounts** tab may not have a corresponding account number in your business management software. If you need to use that account, create the account in your business management software accounts list. For more information, see the 'Setting up your company file' chapter in your business management software *User Guide*. If you don't need that account (for example, if you do not record Gift Vouchers or Lay-bys), then enter 00000 in the account field.
- The account numbers that you enter must correspond to detailed accounts. Do not enter account numbers for header accounts. (Detail accounts are accounts that you can post transactions to. Header accounts are accounts used to group similar detail accounts. You cannot post transactions to a header account.)
- The account numbers that you enter must be active accounts. Do not enter an account number for an inactive account. (An inactive account is an account that you have deactivated by selecting the **Inactive Account** option in the **Edit Accounts** window in your MYOB business management software.)
- [Australia only] The **Pre-Paid GST** account field only appears if you selected the **Accrual Exporting Method** in the **Export** tab.
- The **RM Clearing Account** field only appears if you selected the **Use Clearing Account** option in the **Export** tab.

For more information about...

See...

the **Chart of Accounts** tab

the 'Setting Up' chapter in your MYOB RetailManager *User Guide*

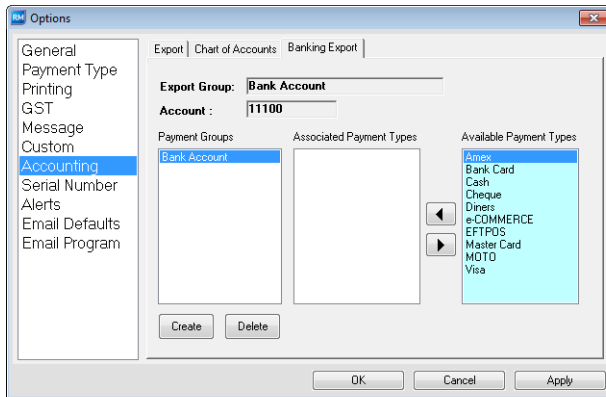
your business management software accounts

the 'Setting up your company file' chapter in your business management software *User Guide*

active or inactive accounts

the 'Lists' chapter in your business management software *User Guide*

- 5 Click **Apply** and then click the **Banking Export** tab.



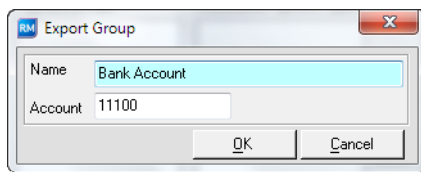
In this tab, you set up export groups to group together payment types. You do this to allocate different payment types to the same bank account. For example, you may want your cash and cheque payment types to be allocated to one bank account and your electronic payment types—such as VISA and MasterCard—to be allocated to another bank account.

Note that you do not have to use export groups. If you deposit all takings into the same bank account, then there is no need to set up export groups. In this case, all payment types are exported to the bank account specified in the **Bank Account** field in the **Chart of Accounts** tab. If you *don't* want to create export groups, click **OK** and continue with 'Task 2: Set up tax codes' on page 13.

To create export groups

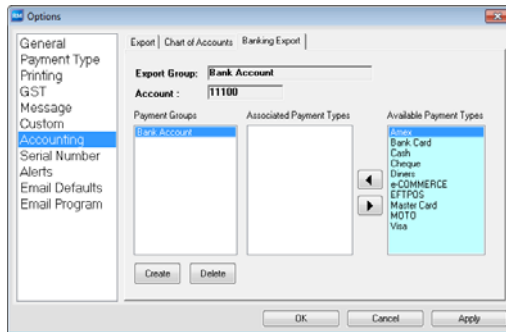
When you create export groups, you specify a name for the group and an account number from your MYOB business management software. You then link the payment types (for example, cash and cheque) to the export group. Note that you can create as many export groups as you need.

- a In the **Banking Export** tab, click **Create**. The **Export Group** window appears.

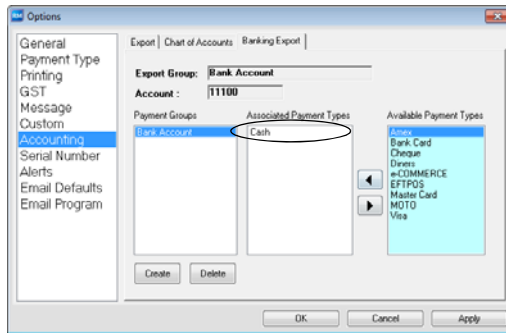


- b In the **Name** field, type a name for the export group.

- c In the **Account** field, specify the relevant account number from your business management software. Remember to omit the hyphen when you enter the account number.
- d Click **OK**. The **Banking Export** tab reappears. The export group that you created appears in the **Payment Groups** column.



- e In the **Available Payment Types** column, select a payment type and then click the arrow button (◀). The payment type appears in the **Associated Payment Types** column.



- f Repeat **step e** above for each payment type that you want to add to the export group.
  - g If you want to remove a payment type, select the payment type in the **Associated Payment Types** column and click the arrow button (▶).
  - h Click **Apply**.
  - i If you want to create another export group, repeat from **step a** on page 11.  
If you want to delete a payment group, select the group in the **Payment Groups** column and then, click **Delete**.
- 6 When you have finished creating export groups, click **OK**. An information message appears.
  - 7 Click **OK**. The **Options** window closes.  
Continue with 'Set up tax codes' below.

## Task 2: Set up tax codes

When you set up tax codes, you need to:

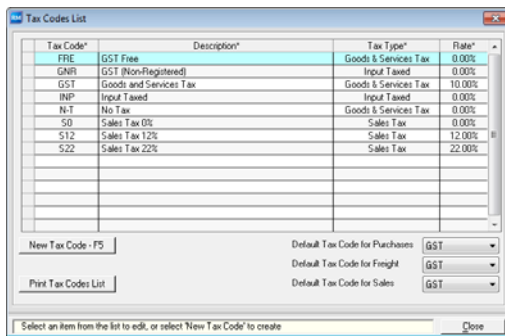
- specify details for each tax code in RetailManager
- check that each RetailManager tax code is entered in your business management software and that the name and account number match. For more information about entering tax codes in your business management software, see the 'Lists' chapter in your business management software *User Guide*.

**Before you begin** You need the details of the tax codes in your business management software. Start your business management software and go to the **Lists** menu and choose **Tax Codes**. The **Tax Code List** window appears. If you want to print the tax code list, click **Print**.

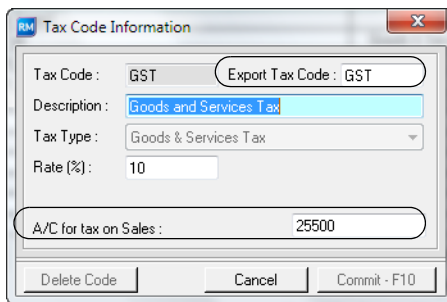
To set up tax codes

**NOTE:** Graphics in the following procedure show Australian tax codes. If you are using the New Zealand version of RetailManager, the names of the tax codes will vary.

- 1 In RetailManager, go to the **Admin** menu and choose **Set Tax Codes**. The **Tax Codes List** window appears.



- 2 Click a tax code. The **Tax Code Information** window appears.



- 3 In the **Export Tax Code** field, specify an export tax code. This code should match the code that appears in your business management software.
  - [Australia] This code is a 3-character code, such as FRE or GST.

- [New Zealand] This code is a single character code, such as S or E.

In RetailManager:	In your business management software:

- 4 In the **A/C for tax on Sales** field, specify an account to record tax collected from sales. Remember to omit the hyphen when you enter the account number.

**NOTE: [Australia only]** You only need to specify an account for tax on sales for Goods & Services Tax codes and Sales Tax codes. You do not need to specify an account for tax on sales for Input Taxed codes.

The account that you specify in RetailManager should be the linked account for tax collected from the corresponding tax code in your business management software.

In RetailManager:	In your business management software:

[Australia only] If you use Sales Tax codes, you need to create a liability account in your business management software called 'Sales Tax Collected'. Then, for each Sales Tax code, you need to specify the 'Sales Tax Collected' account as the account for tax on sales.

In RetailManager:

In your business management software:

Account Name	Type	Tax	Link
2-3060 Import Duty Payable	Other Liability	N-T	
2-3070 Voluntary Withholdings Payable	Other Liability	N-T	
2-3080 ABN Withholding Payable	Other Liability	N-T	
2-3090 Luxury Car Tax Payable	Other Liability	N-T	
<b>2-4000 Other</b>	Liability		
2-4100 Credit Notes Issued	Other Liability	N-T	
2-4200 Deposits Received	Other Liability	N-T	
2-4300 Gift Vouchers Issued	Other Liability	N-T	
2-4400 Lay-By Payments	Other Liability	N-T	
2-4500 Sales Order Payments	Other Liability	N-T	
2-4500 Sales Tax Collected	Other Liability	N-T	
<b>2-5000 Payroll</b>	Liability		
2-5100 Payroll Liabilities	Other Liability	N-T	

- 5 Click **Commit - F10**. The **Tax Codes List** window appears.
- 6 Repeat from [step 2 on page 13](#) for each tax code.
- 7 When you have finished setting up tax codes, close the **Tax Codes List** window.

Continue with 'Task 3: Set up supplier information' on page 15.

## Task 3: Set up supplier information

You need to synchronise your RetailManager supplier list with your business management software supplier list. When you do this, you check that supplier names in your RetailManager supplier list are spelt the same as supplier names in your business management software. If a supplier name exists in both your RetailManager supplier list and your business management software supplier list, but it is spelt differently, an error message appears when you perform the accounting integration.

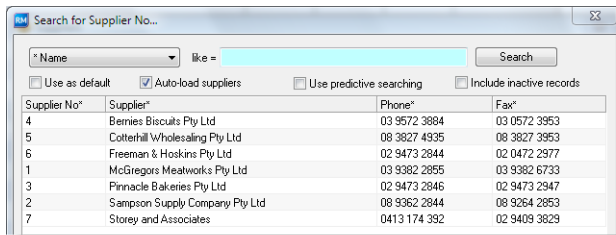
**NOTE: Adding new suppliers to your business management software** If you selected the **Suppliers** option in the **Export** tab in 'Task 1: Set up accounting options in RetailManager' on page 7, new supplier cards are automatically created in your business management software when you integrate your accounting information. New supplier cards are only created if the supplier did not already exist in your business management software.

**Before you begin** You need to refer to your business management software supplier list. In your business management software, go to the **Card File** command centre and click **Cards List**. The **Cards List** window appears. Click the **Supplier** tab. If you want to print the supplier list, click **Print**.

To set up supplier information

- 1 In RetailManager, go to the **Information** window and choose **Suppliers**. The **Suppliers** window appears.

- 2 Click the search icon (  ). The **Search for Supplier No** window appears.



- 3 Compare supplier names in RetailManager with supplier names in your business management software. If required, change the names in either your RetailManager software or your business management software so that they match. Note that you should match the case and the spacing.
  - For more information about editing supplier records in RetailManager, see the 'Stock Management' chapter in your RetailManager *User Guide*.
  - For more information about editing supplier cards in your business management software, see the 'Lists' chapter in your business management software *User Guide*.
- 4 When you have finished reviewing your supplier list and making any changes, continue with '[Set an import preference in your business management software](#)', on page 16.

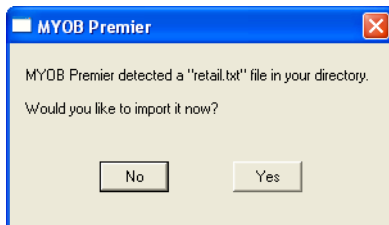
## Task 4: Set an import preference in your business management software

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**NOTE : Using the AccountRight Online API?** If you're using the AccountRight Online API, you don't need to complete this step. Your file is automatically set up to import from RetailManager.

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You can set a preference in your business management software to automate the process of importing your shopfront accounting information. With this preference set, you will be prompted to import any new shopfront accounting information when you start your business management software.

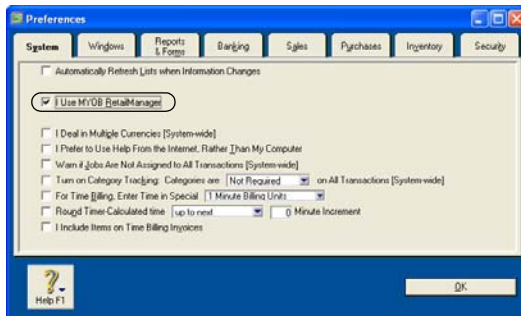


However, before you are prompted to import your shopfront accounting information, you must have exported your accounting information from RetailManager and saved the export file in your MYOB business management software folder (for example, C:\Premier19). For more information about saving the export file to this location, see '[Task 1: Set up accounting options in RetailManager](#)' on page 7.



To set the automatic import preference

- 1 Open your business management software.
- 2 Go to the **Setup** menu and choose **Preferences**. The **Preferences** window appears.



- 3 Click the **System** tab.
- 4 Select the **I use MYOB RetailManager** option.
- 5 Click **OK**.

# 3 Accounting Integration

This chapter describes the accounting integration process. When you integrate your accounting information, you export your shopfront accounting information from RetailManager and then import this information into your business management software.

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**NOTE: Troubleshooting the accounting integration** Warning and error messages may appear during the accounting integration. The Troubleshooting chapter of this guide lists the messages that may appear and the solutions to fix these issues. For more information, see [Chapter 4, Troubleshooting, on page 23](#).

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## Accounting integration process

There are two steps to the integration process:

Step		See
1	Export your shopfront accounting information from RetailManager	<a href="#">below</a>
2	Import your shopfront accounting information into your business management software	<a href="#">page 20</a>

### Task 1: Export your shopfront accounting information from RetailManager

When you export your shopfront accounting information from RetailManager, your accounting information is exported to a text file called Retail.txt. This file is saved to the location you specified in the setup options (for more information, see [page 7](#)).

Your RetailManager tax code information is automatically exported and, depending on the options you selected when setting up, the following information may also be exported:

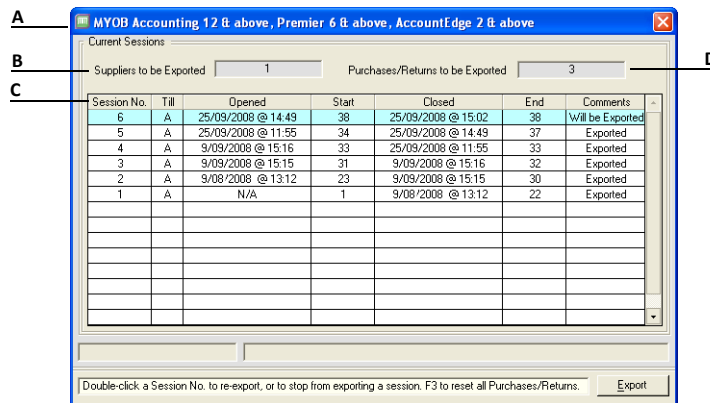
- new supplier records
- Goods Received transactions and Returned Goods transactions (purchases and returns)
- general journal entries.

**Before you begin** Before you export your shopfront accounting information from RetailManager, you should end your current cashup session. For more information about cashing up, see the 'Cashing Up' chapter in your RetailManager *User Guide*.

## To export your shopfront accounting information

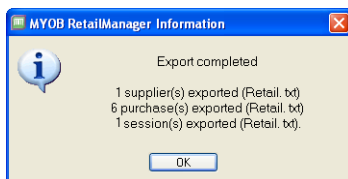
**NOTE: Error messages** If an error message appears during the export, see ‘Error messages when exporting’ on page 23.

- 1 In RetailManager, go to the **File** menu and choose **Accounting Export**. The accounting export window appears.



- A** The name of your business management software package appears in the title bar.
- B** The number of new suppliers to be exported appears in the **Suppliers to be Exported** field.
- C**
- The cash up session number and the till number appear in the **Session No** and **Till** columns.
  - The start and end date and time for each cash up session appear in the **Opened** and **Closed** columns.
  - The transaction number at the start and end of each session appear in the **Start** and **End** column.
  - The status of the session appears in the **Comments** column. The status can be:
    - Exported**—the session has already been exported
    - Will be Exported**—the session will be exported
    - Not reconciled**—you have cashed up, but not recorded any takings.
- D** The number of new purchases or returns to be exported appears in the **Purchases/Returns to be Exported** field.

- 2 Click **Export**. An information window appears.



- 3 Click **OK**. The export window reappears. The status of the cash up session changes to **Exported**.
- 4 Close the export window.

## Task 2: Import your shopfront accounting information into your business management software

To integrate your shopfront accounting information with your back office accounting information, you need to import the information contained in the Retail.txt file into your business management software. The Retail.txt file was created when you exported your accounting information in the previous step.

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**NOTE: Export backup file** When you exported your shopfront accounting information from RetailManager, two export files were created: Retail.txt and RMCopy.txt. The RMCopy.txt file is an exact copy of the Retail.txt file and serves as a back up in case there is an issue with the Retail.txt file (for example, if the file is deleted or corrupted). If you need to use the RMCopy.txt file for the import, see [‘Using the RMCopy.txt file for the accounting integration’ on page 21](#).

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Depending on the options you selected when setting up, the following information is imported:

- new suppliers—supplier cards are added to your Cards List (supplier cards are only added if the supplier does not already exist in your business management software)
- Goods Received transactions and Returned Goods transactions (purchases and returns) are added as Bill transactions (service type)
- general journal entries are added to your transaction journal and amounts are posted to the accounts you specified in the setup options.

Note also that your RetailManager tax codes are matched to your business management software tax code list.

If you selected the **I use MYOB RetailManager** option in the **Preferences** window in your business management software and if you specified to save the export file to your business management software folder, you can automatically import your shopfront accounting information into your business management software. For more information, see [‘To automatically import your shopfront accounting information’ below](#).

If you did not select this option or if you saved the export file to a different location, you need to manually import your accounting information into your business management software. For more information, see [‘To manually import your shopfront accounting information’ on page 21](#).

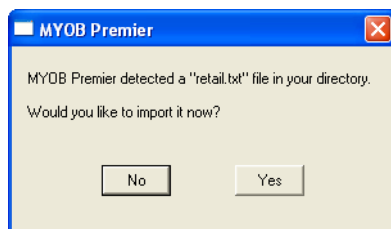
To automatically import your shopfront accounting information

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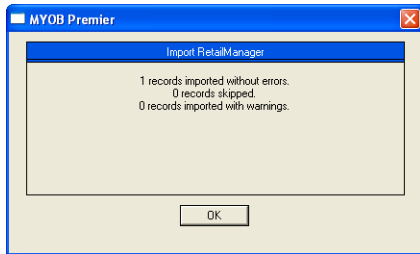
**NOTE: Warning and error messages** If a warning or error message appears during the import, see [‘Error and warning messages when importing’ on page 27](#).

---

- 1 Start your business management software. An information message appears.



- 2 Click **Yes**. The information in the Retail.txt file is integrated with your back office accounting information. A confirmation message appears.



- 3 Click **OK**.

To manually import your shopfront accounting information

---

**NOTE: Warning and error messages** If a warning or error message appears during the import, see 'Error and warning messages when importing' on page 27.

---

- 1 Start your business management software.
- 2 Go to the **File** menu and choose **Import Data**, then choose **RetailManager**. The information in the Retail.txt file is integrated with your back office accounting information. A confirmation message appears.



- 3 Click **OK**.

## Using the RMCopy.txt file for the accounting integration

If there is an issue with the Retail.txt file (for example, if the file is deleted or corrupted), you can use the RMCopy.txt for the accounting integration. If you do this, you need to rename the Retail.txt file (if it has not been deleted) to RetailOld.txt and then rename the RMCopy.txt file to Retail.txt file. You can then use the Retail.txt file (previously the RMCopy.txt file) for the accounting integration.

To use the RMCopy.txt file for the accounting integration

- 1 Open Windows Explorer and locate the Retail.txt and the RMCopy.txt files. These files are saved to the location you specified in the **Path** field in the **Options** window. For more information, see 'Task 1: Set up accounting options in RetailManager' on page 7.



If the Retail.txt file has been deleted from this location, go to [step 3](#) below.

- 2 Rename the Retail.txt file to RetailOld.txt:
  - a Right-click the Retail.txt file and choose **Rename**.
  - b Rename the file to RetailOld.txt.
- 3 Rename the RMCopy.txt file to Retail.txt:
  - a Right-click the RMCopy.txt file and choose **Rename**.
  - b Rename the file to Retail.txt.

You can now import the Retail.txt file into your business management software. For more information, see 'Task 2: Import your shopfront accounting information into your business management software' on page 20.

# 4 Troubleshooting

This chapter describes the warning and error messages that may appear when you perform the accounting integration. It also describes the procedures you need to follow to fix the issues.

After integrating your shopfront accounting information, you may find that there is a discrepancy between the value of your stock in RetailManager and the value of your stock in your business management software. This discrepancy is called a 'stock discrepancy'. This chapter also describes the procedure you need to follow to fix this discrepancy.

For more information about...	See...
Error messages when exporting	below
Error and warning messages when importing	page 27
Resolving a stock value discrepancy	page 45

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**NOTE: Fixing errors in AccountRight 2011** The process for fixing errors in AccountRight Plus 2011 and AccountRight Standard 2011 is different to that outlined in this guide. Please refer to our support note for information on how to fix import errors in these versions,. Go to (New Zealand) [myobnz.custhelp.com](http://myobnz.custhelp.com) or (Australia) [myob.com.au/supportnotes](http://myob.com.au/supportnotes) and search for ID 33722.

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## Error messages when exporting

When you export your shopfront accounting information from RetailManager, a number of error messages may appear. Error messages appear when there is an issue with your shopfront database or with the information you specified in the setup options.

If an error message appears during the export, you need to review the message, fix the issue and then retry the export.

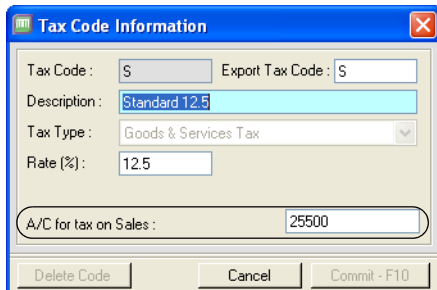
The table below lists the most common error messages. If an error message appears, but it is not listed in the table, contact MYOB Technical Support (see 'Technical Support' on page 53).

Error message	See
Please check your tax code 'xxx' sales export account	page 24
Export directory "\\xxx\xxx\" does not exist. Please check your Accounting Export Options (found under Setup-Options)	page 24
Error occurred retrieving export directory in CExport:FileDir Bad File name or number	page 26
Error occurred exporting variance in CExport: JournalVariance	page 26

Please check your tax code 'xxx' sales export account

You have not specified an account for tax on sales for one or more of your RetailManager tax codes.

- 1 Go to the **Admin** menu and choose **Set Tax Codes**. The **Tax Codes List** window appears.
- 2 Click a tax code. The **Tax Code Information** window appears.

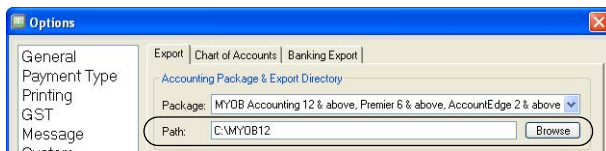


- 3 In the **A/C for tax on Sales** field, enter an account for tax on sales. For more information, see 'Set up tax codes' on page 13.
- 4 Click **Commit - F10**. The **Tax Codes List** window reappears.
- 5 Repeat from **step 2 above** for each tax code.
- 6 When you have finished, close the **Tax Codes List** window.
- 7 Re-export your accounting information. For more information, see 'Re-exporting your accounting information' on page 51.

Export directory "\\xxx\xxx\" does not exist. Please check your Accounting Export Options (found under Setup-Options)

The folder that you specified to save the Retail.txt file to does not exist or is not in the location you specified.

- 1 Go to the **Setup** menu and choose **Options**. The **Options** window appears.
- 2 Click **Accounting**. The **Export** tab appears.



- 3 Check the location you entered in the **Path** field. Ensure that the location exists and that you have spelt the folder name correctly. If required, enter a new location.

---

**NOTE:** If you have problems browsing to the location you want to enter, consult your Network Administrator. For more information about the **Export** tab, see 'Task 1: Set up accounting options in RetailManager' on page 7.

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- 4 Click **OK**. A confirmation message appears.
- 5 Click **OK**. The **Options** window closes.
- 6 Re-export your accounting information. For more information, see 'Re-exporting your accounting information' on page 51.



## Error occurred retrieving export directory in CExport:FileDir Bad File name or number

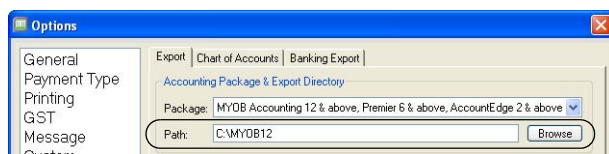
**NOTE:** This error only occurs if you are using RetailManager on a network.

The Retail.txt file could not be saved to the folder you specified in the setup options. The folder may not have access to your network or the file sharing properties of the folder may not be set to share.

You should check the network connections and the file sharing properties associated with the folder you specified.

To check the network connections associated with the folder you specified

- 1 Go to the **Setup** menu and choose **Options**. The **Options** window appears.
- 2 Click **Accounting**. The **Export** tab appears.



- 3 Check that the folder you specified in the **Path** field has access to your network. If required, contact your Network Administrator or IT Consultant for assistance.

To check the file sharing properties of the folder

- 1 [Windows Vista users] Log on as an Administrator.
- 4 In Windows Explorer, right-click the folder that you specified to save the Retail.txt file to and choose **Properties**. The **Properties** window appears.
- 5 Click the **Sharing** tab.
- 6 [Windows Vista users] Click **Advanced Sharing**. The **Advanced Sharing** tab appears.
- 7 Select the **Share this folder** option.
- 8 Click **Permissions**. The **Permissions** window appears.
- 9 Select the **Allow** option next to **Full Control** for all required users.
- 10 Click **Apply** and then click **OK**. The **Sharing** tab reappears.
- 11 Click **Apply** and then click **OK**.

When you have set the network connections and the folder permissions associated with the folder, re-export your accounting information. For more information, see 'Re-exporting your accounting information' on page 51.

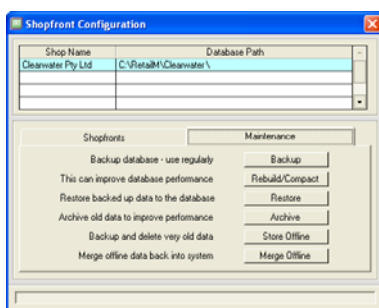
## Error occurred exporting variance in CExport: JournalVariance

There is a problem with your RetailManager database, for example, the database may be corrupted.

To check if your RetailManager database is corrupt you should try rebuilding and compacting your database and then re-exporting your accounting information. For information about rebuilding and compacting your database, see [below](#). If this does not fix the problem, you will need to send your database to MYOB Technical Support for analysis and repair. For contact details, see 'Technical Support' on page 53.

To rebuild and compact your database

- 1 Go to the **File** menu and choose **Configuration**. A confirmation window appears.
- 2 Click **Yes**. Your shopfront is closed and the **Shopfront Configuration** window appears.
- 3 Click the **Maintenance** tab.



- 4 Select your shopfront.
- 5 Click **Rebuild/Compact**. A confirmation window appears.
- 6 Click **Yes**. Another confirmation window appears.
- 7 Click **OK**. The rebuilding and compacting process begins. When the **Shopfront Configuration** window appears, the process is complete.
- 8 Close the **Shopfront Configuration** window. The **Shopfront Selection** window appears.
- 9 Open your shopfront and then, re-export your accounting information. For more information, see 'Re-exporting your accounting information' on page 51.

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# Error and warning messages when importing

When you import your accounting information into your business management software, a number of warning messages may appear. An error message may also appear directing you to view an import log file.

- Warning messages—For more information about warning messages, see [‘Warning messages’ below](#).
- Error messages—For more information about error messages, see [‘Error messages’ on page 28](#).

## Warning messages

Warning messages inform you that your accounting information was imported into your business management software, but the information that was imported was changed in some way. This occurs when information required by your business management software is automatically assigned during the import. For example, as you cannot assign a delivery status to Goods Received transactions in RetailManager, a default delivery status is automatically assigned to all imported Goods Received transactions.

The following table lists common import warning messages that may appear. If a warning message appears, but it is not listed in the table below, contact MYOB Technical Support (see [page 53](#)).

Warning message	See
Warning 138 - Amount is zero: line ignored	<a href="#">below</a>
Warning 251 - Foreign currency transaction must specify an exchange rate current exchange rate substituted.	<a href="#">below</a>
Warning 595 - Invalid Delivery Status; current Delivery Status substituted	<a href="#">below</a>

### Warning 138 - Amount is zero: line ignored

The Last Cost Variance account in the Retail.txt file is \$0. This value was not imported into your business management software. Note that the last cost variance account records the changing value of your stock (stock variance).

### Warning 251 - Foreign currency transaction must specify an exchange rate current exchange rate substituted

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**NOTE:** This message only appears if you use the Multicurrency feature in AccountRight.

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This message informs you that transactions have been imported and that the exchange rate used in your business management software will apply to all imported transactions.

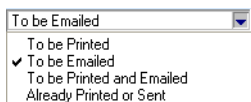
### Warning 595 - Invalid Delivery Status; current Delivery Status substituted

As you cannot assign a delivery status to purchases (Goods Received transactions) in RetailManager, a default delivery status is automatically assigned to all imported purchases. All purchases are imported

into your business management software as Service type Bills with a 'P - To be Printed' delivery status. You can change this delivery status if you want.

To change the delivery status of a purchase

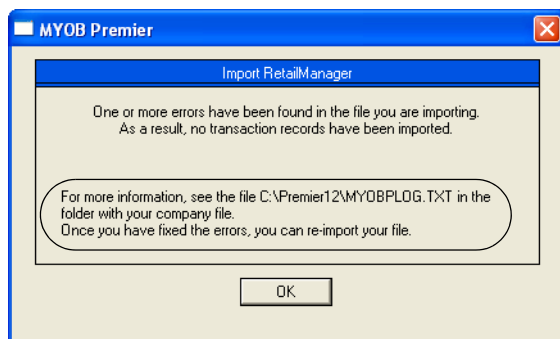
- 1 In your business management software, go to the **Purchases** command centre and click **Purchases Register**. The **Purchases Register** window appears.
- 2 Click the zoom arrow (⇌) next to the purchase you imported from RetailManager. The **Purchases - Edit Service** window appears.
- 3 From the **Bill Delivery Status** list, select how you want to send the bill.



- 4 Click **OK**.

## Error messages

When there are errors in the Retail.txt file, an information message appears directing you to view a log file called MYOBPLOG (if you are using AccountRight Premier or Enterprise) or MYOBLOG (if you are using MYOB AccountRight Standard or MYOB AccountRight Plus). The information message shows where the MYOBPLOG or the MYOBLOG file is saved to.



If this message appears, you need to open the MYOBPLOG or the MYOBLOG log file in a text editor program, such as Microsoft Notepad or Microsoft Word, and review the error message code and description listed in the file. You can then use the table below to find out more information about the error. To fix the error you may need to change the setup options you specified in RetailManager, or edit the information in the Retail.txt file.

Note that if this information message appears, your accounting information has *not* been imported into your business management software. You will need to fix the error and then retry the import.

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**NOTE: Import errors in AccountRight 2011** The process for fixing errors in AccountRight Plus 2011 and AccountRight Standard 2011 is different to that outlined in this guide. Please refer to our support note for information on how to fix import errors in these versions,. Go to (New Zealand) [myobnz.custhelp.com](http://myobnz.custhelp.com) or (Australia) [myob.com.au/supportnotes](http://myob.com.au/supportnotes) and search for ID 33722.

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## To view the log file

- 1 In Windows Explorer, locate the MYOBLOG or MYOBPLOG log file. By default this file is saved to your business management software installation folder:

If you are using...	See...
MYOB Premier MYOB Premier Enterprise	c:\MYOB Premierxx, where XX is the version number of your software
MYOB Accounting MYOB Accounting Plus	c:\MYOBxx, where XX is the version number of your software

If you installed your business management software to a different location, refer to the information message for the address of where the log file is saved.

- 2 Right-click the MYOBLOG or MYOBPLOG log file.
- 3 Choose **Open With** and click **Choose Program**. The **Open With** window appears.
- 4 From the list of programs, select the program you want to use to view the file. The log file opens in the program you selected.

```
-121 0 50
One or more errors have been found in the file you are importing.
As a result, no transaction records have been imported.
Error -121: The Tax Code is invalid; Importing cancelled
```

- 5 Note the error message code and description and refer to the table below.

The table below lists the most common error messages. If an error message code and description appears in the log file, but not in the table, contact MYOB Technical Support (see 'Technical Support' on page 53):

Error message	See
Error 10 - Invalid Date	page 30
Error 11 - Transactions dated before the beginning of your financial year may not be imported	page 30
Error 14 - Invalid account	page 31
Error 15 - Account number not found in list of postable accounts	page 32
Error 16 - Invalid debit amount	page 34
Error 17 - Invalid credit amount	page 34
Error 19 - Unbalanced transaction	page 34
Error 26 - Card not found	page 35
Error 36 - Freight amount invalid	page 36
Error 38 - Default account for freight charges not specified	page 38
Error 84 - Foreign Currency Linked Account is missing	page 39
Error 87 - Invalid tax code for this transaction	page 40
Error 121 - The tax code is invalid: importing cancelled	page 40
Error 122 - Mandatory Inc-Tax Amount is invalid or blank	page 40

Error message	See
Error 127 - Transaction dated before your locked period date may not be imported: importing cancelled	page 42
Error 169 - Job not found in list of detail jobs	page 43
Error 243 - More than 1 supplier found. Purchase order not imported.	page 44

## Error 10 - Invalid Date

The dates in the Retail.txt file appear in a different format to the date format used in your business management software. To fix this issue, you need to set the date format on the computers where you have installed RetailManager and your business management software to the dd/MM/yyyy date format. To change the date format on your computers, see [‘Changing the date format on your computer’ on page 52](#).

You also need to change the dates in the Retail.txt file to the dd/MM/yyyy date format and then retry the import.

To change the date format in the Retail.txt file

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see [‘Editing the Retail.txt file’ on page 49](#).
- 2 Change the dates so that they appear in the following format: dd/MM/yyyy (for example, 21/09/2009).
- 3 Save and close the Retail.txt file.
- 4 Retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#).

## Error 11 - Transactions dated before the beginning of your financial year may not be imported

Transactions in the Retail.txt file are dated before your business management software’s current financial year. (Your financial year is the 12-month period that you use to define your accounting year. Note that this year may not match the calendar year.)

This can occur for the following reasons:

- you are trying to import transactions that are dated in your previous financial year
- you have entered a date in the **Inv. Date** field of a **Goods Received** transaction that is within your previous financial year.

You need to review the Retail.txt file and locate the journal entries and Goods Received transactions that are dated in your previous financial year. You then need to change the dates to your current financial year.

To correct transactions in the Retail.txt file

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see [‘Editing the Retail.txt file’ on page 49](#).
- 2 Locate the dates for journal entries and Goods Received transactions. If required, change the dates so that they fall within your current financial year.
- 3 Save and close the file.
- 4 Retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#).

## Error 14 - Invalid account

This error can occur for the following reasons:

- There is an incorrect account number in the Retail.txt file. For more information, see [‘Incorrect account number in the Retail.txt file’ below](#).
- You are using RetailManager v8 or v9. For more information, see [‘You are using RetailManager v8 or v9’ below](#).

**Incorrect account number in the Retail.txt file** An account number in the Retail.txt file contains an alphabet character or more than six digits. Note that it is not possible to enter an account number in the **Chart of Accounts** tab in the **Options** window that contains an alphabet character or more than six digits. Therefore, the most likely cause of this error is that you have manually edited the Retail.txt file and entered an incorrect account number or your shopfront database is corrupt.

If you have manually edited the Retail.txt file, see [‘To correct the account number if you have manually edited the Retail.txt file’ below](#). If you have not manually edited the Retail.txt file, you need to check for a database corruption. See [‘To check for a database corruption’ below](#).

To correct the account number if you have manually edited the Retail.txt file

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see [‘Editing the Retail.txt file’ on page 49](#).
- 2 Locate the account number containing an alphabet character or six or more digits.
- 3 Change the account number to a different number. The account number that you enter should exist in your business management software, contain five numeric characters and correspond to a detail account. Detail accounts are accounts that you can post transactions to.
- 4 Save and close the file.
- 5 Retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#).

To check for a database corruption

- 1 Re-export your accounting information. For more information, see [‘Re-exporting your accounting information’ on page 51](#).
- 6 Open the Retail.txt file in Microsoft Excel. For more information, see [‘Editing the Retail.txt file’ on page 49](#).
- 7 Locate and review the account numbers. If an account number contains an alphabet character or more than six characters, your database is corrupt. You should contact MYOB Technical Support for assistance (see [‘Technical Support’ on page 53](#)).

Note that you can still fix this error so that you can import your accounting information by manually editing the account numbers.

To manually edit the account numbers

- 8 Change the account number to a different account number. The account number that you enter should exist in your business management software, contain five numeric characters and correspond to a detail account. Detail accounts are accounts that you can post transactions to.
- 9 Save and close the file.
- 10 Retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20.](#)

**You are using RetailManager v8 or v9** If you are using RetailManager v8 or v9 and you export using clearing accounts, this error occurs because a line has been omitted between each journal entry. In the Retail.txt file, journal entries are lines beginning with the number ‘3’. To fix this error, you need to add a line between each journal entry.

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see [‘Editing the Retail.txt file’ on page 49.](#)

3	26/09/2008	Inventory Adj. 26/09/2008 - A - #10	51300	14.09			N-T
	26/09/2008	Inventory Adj.	11400	14.09			N-T
3	26/09/2008	26/09/2008 Cash - A - #10		11110	200		N-T
	26/09/2008	RM Clearing A	11900		200		N-T
3	26/09/2008	26/09/2008 Sales Income (GST) - A - #10		41100		25.99	GST
	26/09/2008	RM Clearing A	11900	25.99			N-T
3	26/09/2008	26/09/2008 Till Shortage/Adj.: Cash - A - #10		61400		174.01	N-T
	26/09/2008	RM Clearing A	11900	174.01			N-T

- 2 Insert a line between each journal entry. For information about inserting lines in Excel, see your Microsoft Excel User Guide.

3	26/09/2008	Inventory Adj. 26/09/2008 - A - #10	51300	14.09			N-T
	26/09/2008	Inventory Adj.	11400	14.09			N-T
3	26/09/2008	26/09/2008 Cash - A - #10		11110	200		N-T
	26/09/2008	RM Clearing A	11900		200		N-T
3	26/09/2008	26/09/2008 Sales Income (GST) - A - #10		41100		25.99	GST
	26/09/2008	RM Clearing A	11900	25.99			N-T
3	26/09/2008	26/09/2008 Till Shortage/Adj.: Cash - A - #10		61400		174.01	N-T
	26/09/2008	RM Clearing A	11900	174.01			N-T

- 3 Save and close the file.
- 4 Retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20.](#)

## Error 15 - Account number not found in list of postable accounts

This error can occur for the following reasons:

- You entered an incorrect account number in the **Chart of Accounts** tab in the **Options** window.
- An account number in the Retail.txt file contains fewer than five digits.

To fix this error, you should first review the account numbers that you specified in the **Chart of Accounts** tab in the **Options** window (see [‘Specifying account numbers in the Options window’ on page 33](#)). If the account numbers are correct, you should review the Retail.txt file (see [‘Editing the Retail.txt file’ on page 49](#)) and check if there are any account numbers with fewer than five digits. If there is an account number with fewer than five digits, see [‘An account number in the Retail.txt file](#)



contains fewer than five digits' on page 33.

**Specifying account numbers in the Options window** You may have entered an incorrect account number in the **Chart of Accounts** tab in the **Options** window. The account number may be incorrect for the following reasons:

- The account number corresponds to a header account. Header accounts are accounts used to group similar detail accounts. You cannot post transactions to a header account.
- The account number corresponds to your Current Year Earnings account. This is an equity account. You cannot post your RetailManager journal entries to this account.
- The account number does not exist in your business management software.

You should review the account numbers that you entered in the **Chart of Accounts** tab in the **Options** window and if required, enter a different account number (see '[Task 1: Set up accounting options in RetailManager](#)' on page 7). The account number that you enter must exist in your business management software and correspond to a detail account (detail accounts are accounts that you can post transactions to). You then need to re-export your accounting information (see '[Re-exporting your accounting information](#)' on page 51) and retry the import (see '[Task 2: Import your shopfront accounting information into your business management software](#)' on page 20).

**An account number in the Retail.txt file contains fewer than five digits** It is not possible to enter an account number with fewer than five digits in the **Chart of Accounts** tab in the **Options** window. Therefore, the most likely cause of this error is that you have manually edited the Retail.txt file and entered an account number with fewer than five digits or your shopfront database is corrupt. If you have manually edited the Retail.txt file, see '[To correct the account number if you have manually edited the Retail.txt file](#)' below. If you have not manually edited the Retail.txt file, you need to check for a database corruption. See '[To check for a database corruption](#)' below.

To correct the account number if you have manually edited the Retail.txt file

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see '[Editing the Retail.txt file](#)' on page 49.
- 2 Locate the account number containing fewer than five digits.
- 3 Change the account number to a different number. The account number that you enter should exist in your business management software, contain five characters and correspond to a detail account. Detail accounts are accounts that you can post transactions to.
- 4 Save and close the file.
- 5 Retry the import. For more information, see '[Task 2: Import your shopfront accounting information into your business management software](#)' on page 20.

To check for a database corruption

- 1 Re-export your accounting information. For more information, see '[Re-exporting your accounting information](#)' on page 51.
- 6 Open the Retail.txt file in Microsoft Excel. For more information, see '[Editing the Retail.txt file](#)' on page 49.
- 7 Locate and review the account numbers. If an account number contains fewer than five digits, your database is corrupt. You should contact MYOB Technical Support for assistance (see '[Technical Support](#)' on page 53).

Note that you can still fix this error so that you can import your accounting information by manually editing the account numbers.

To manually edit the account numbers

- 1 Change the account number to a different account number. The account number that you enter should exist in your business management software, contain five characters and correspond to a detail account. Detail accounts are accounts that you can post transactions to.
- 2 Save and close the file.
- 3 Retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#).

### Error 16 - Invalid debit amount

A barcode may have been scanned into the **Sell** field when a sale was reversed. This affects one or more debit amounts in the Retail.txt file. You need to locate the incorrect amount in the Retail.txt file and change it to the correct amount.

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see [‘Editing the Retail.txt file’ on page 49](#).
- 2 Locate the incorrect amount.
- 3 Specify the correct amount. To locate the correct amount use the **Lookup Transactions** window or print the relevant transaction reports.
- 4 Save and close the file.
- 5 Retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#).

### Error 17 - Invalid credit amount

A barcode may have been scanned into the **Sell** field when a sale was reversed. This affects one or more credit amounts in the Retail.txt file. You need to locate the incorrect amount in the Retail.txt file and change it to the correct amount.

- ❖ To fix this error, see [‘Error 16 - Invalid debit amount’ above](#).

### Error 19 - Unbalanced transaction

---

**CAUTION:** This error can be difficult to fix. If you require assistance, contact MYOB Technical Support. For contact details, see [‘Technical Support’ on page 53](#).

---

There is an unbalanced transaction in the Retail.txt file. An unbalanced transaction is when the debit entries do not equal the credit entries. It is not possible to record an unbalanced transaction in RetailManager. Therefore, the most likely cause of this error is that you have manually edited the Retail.txt file and entered an incorrect amount or the correct amount in the wrong column.

You can fix this error by re-exporting your accounting information. However, you should note that if you re-export your accounting information, you will overwrite any changes that you made when you manually edited the Retail.txt file. If you want to re-export your accounting information, see [‘Re-exporting your accounting information’ on page 51](#). When you have re-exported your accounting information, you will then need to retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#).

Alternatively, you can fix this error by editing the information in the Retail.txt file. If you want to do this, you need to locate the unbalanced transaction in the Retail.txt file and then, balance the transaction by recording the correct amount or entering the amount in the correct column.

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see 'Editing the Retail.txt file' on page 49.
- 2 Check that the debit and credit entries for each journal entry balance. A journal entry is balanced when amounts appear in the correct column and when the total debit amounts equal the total credit amounts.

---

**NOTE:** In Microsoft Excel, debit entries appear in column E and credit entries appear in column F. However, the first journal entry is indented one column to the right.

---

- 3 Locate the unbalanced transaction.
- 4 Note the cashup session that it relates to and then, locate the correct amount.  
To locate the correct amount you need to view the **Sales Summary** and the **Cash Summary** cashup reports. To view these reports, go to the **Reconciliation** menu and choose **Print Cashup Reports**. For more information about cashup reports, see the 'Cashing Up' chapter in your MYOB RetailManager *User Guide*.
- 5 Record the correct amount or move an amount to the correct column.
- 6 When you are finished, save and close the file.
- 7 Retry the import. For more information, see 'Task 2: Import your shopfront accounting information into your business management software' on page 20.

## Error 26 - Card not found

The supplier name for a purchase (Goods Received transaction) in the Retail.txt file does not match the supplier name in your MYOB business management software. You may have changed the spelling of a supplier name in your business management software or the supplier name in the Retail.txt file may have been truncated to 30 characters or fewer.


---

**NOTE:** New supplier names are exported to the new supplier cards section of the Retail.txt file (lines beginning with the number one). They retain their full names. On the other hand, supplier names for purchases are exported to the purchases (goods received) section of the Retail.txt file (lines beginning with the number two). Supplier names for purchases are truncated to 30 characters.

---

To fix this, you need to review the supplier names for purchases in the Retail.txt file:

- If you have changed the spelling of a supplier name in your business management software, you should change the spelling of the supplier name in either RetailManager or in your business management software so that they match.
- If the supplier name has been truncated to 30 characters or fewer, you need to truncate the supplier name in RetailManager to 30 characters or fewer and then re-export your accounting information. You should also truncate the supplier name in your business management software.

**Before you begin** You need to refer to your RetailManager and your business management software supplier lists. In RetailManager, go to the **Information** menu and choose **Suppliers**. Then, in the **Suppliers** window, click the search icon (). In your business management software, go to the **Card File** command centre and click **Cards List**. Then, click the **Supplier** tab.

- 1 Open the Retail.txt file in Microsoft Excel. For information, see [‘Editing the Retail.txt file’ on page 49](#).
- 2 Review the supplier names for purchases (Goods Received transactions). In the Retail.txt file, purchases are lines labelled with the number ‘2’.

If...	Then...
a supplier name has been truncated to 30 characters	<ol style="list-style-type: none"> <li>1 Truncate the supplier name in RetailManager to 30 characters or fewer. For information about editing RetailManager suppliers, see the ‘Stock Management’ chapter in your RetailManager <i>User Guide</i>.</li> <li>2 Truncate the supplier name in your business management software. For information about editing supplier cards, see the ‘Lists’ chapter in your business management software <i>User Guide</i>.</li> <li>3 Re-export your accounting information. For more information, see <a href="#">‘Re-exporting your accounting information’ on page 51</a>.</li> <li>4 Retry the import. For more information, see <a href="#">‘Task 2: Import your shopfront accounting information into your business management software’ on page 20</a>.</li> </ol>
a supplier name is spelt differently in RetailManager compared with your business management software	<ol style="list-style-type: none"> <li>1 Edit the supplier name in either RetailManager or in your business management software so that they match.</li> <li>2 Re-export your accounting information. For more information, see <a href="#">‘Re-exporting your accounting information’ on page 51</a>.</li> <li>3 Retry the import. For more information, see <a href="#">‘Task 2: Import your shopfront accounting information into your business management software’ on page 20</a>.</li> </ol>

## Error 36 - Freight amount invalid

**CAUTION:** This error can be difficult to fix. If you require assistance, contact MYOB Technical Support. For contact details, see [‘Technical Support’ on page 53](#).

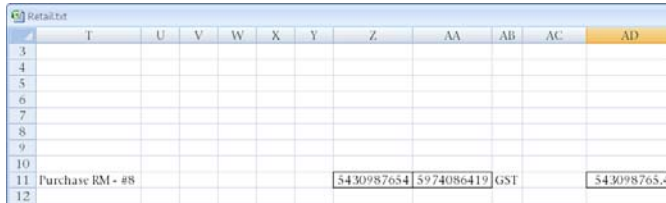
A bar code may have been scanned into the **Freight** field of a Goods Received or Returned Goods transaction. The bar code has been interpreted as the cost of freight and added to the total of the Goods Received or Returned Goods transaction.

To fix this error, you need to enter the correct freight amount in the Retail.txt file and then import your accounting information. You then need to fix the incorrect freight amount in RetailManager and then export and import your accounting information.

Task	See
1 Record the correct freight amount in the Retail.txt file and then, import your accounting information.	<a href="#">page 37</a>
2 Reverse the transaction in RetailManager by entering a transaction with a negative freight amount. Then, export your accounting information.	<a href="#">page 37</a>
3 Change the negative freight amount in the Retail.txt file to zero and then, import your accounting information.	<a href="#">page 37</a>

To record the correct freight amount

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see [‘Editing the Retail.txt file’ on page 49](#).
- 2 Locate the incorrect freight amount. Freight amounts appear in column Z (ex-tax freight), column AA (inc-tax freight) and column AD (tax on freight). Note that the incorrect freight amount will be a large number.



	T	U	V	W	X	Y	Z	AA	AB	AC	AD
3											
4											
5											
6											
7											
8											
9											
10											
11	Purchase RM - #8						5430987654	5974086419	GST		543098765.4
12											

- 3 Record the correct freight amount. You will need to edit all three amounts.
- 4 Save and close the file.
- 5 Retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#).

To reverse the transaction in RetailManager

- 1 Calculate the amount of the reversal. The amount of the reversal will be the correct freight amount less the incorrect freight amount. For example, \$50 (correct freight amount) - \$543,098,765.40 (incorrect freight amount) = -\$543,098,715.40. This is the amount of the reversal transaction.
- 6 Go to the **Transaction** menu and choose **Goods Received**.
- 7 Enter a staff number and supplier. Do not enter any other information.
- 8 In the **Freight** field, enter the amount of the reversal as a negative number.
- 9 Click **Commit - F10** to record the transaction.
- 10 Cash up.
- 11 Export your accounting information. For more information, see [‘Re-exporting your accounting information’ on page 51](#).

To change the negative freight amount to zero

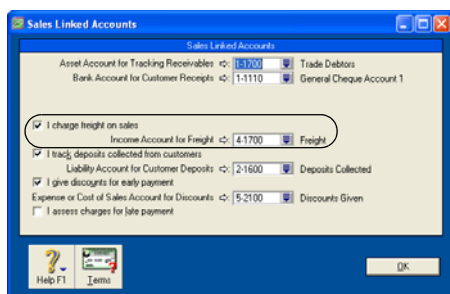
You now need to change the negative freight amount in the Retail.txt file to zero so that you do not import this amount into your business management software.

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see [‘Editing the Retail.txt file’ on page 49](#).
- 12 Change the freight amounts in column Z (ex-tax freight), column AA (inc-tax freight) and column AD (tax on freight) for the reversal transaction to zero.
- 13 Save and close the file.
- 14 Import your accounting information. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#).

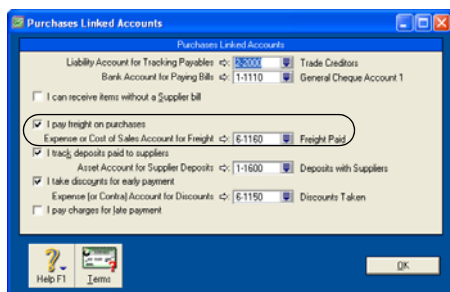
## Error 38 - Default account for freight charges not specified

A linked account for freight on sales or freight on purchases is not specified in your business management software. You need to specify the relevant linked accounts and then retry the import (see 'Task 2: Import your shopfront accounting information into your business management software' on page 20).

- 1 Specify an account for freight on sales:
  - a In your business management software, go to the **Setup** menu and choose **Linked Accounts** and then, choose **Sales Account**. The **Sales Linked Accounts** window appears.



- b Select the **I charge Freight on Sales** option and enter an account number.
  - c Click **OK**. The **Sales Linked Accounts** window closes.
- 2 Specify an account for freight on purchases:
    - a Go to the **Setup** menu, choose **Linked Accounts** and then, choose **Purchases Accounts**. The **Purchases Linked Accounts** window appears.



- b Select the **I pay freight on purchases** option and enter an account number.  
If you need to create an account number, see the 'Setting up your company file' chapter in your business management software *User Guide*.
- c Click **OK**. The **Purchases Linked Accounts** window closes.

## Error 84 - Foreign Currency Linked Account is missing

One of the following linked accounts has not been specified in your business management software:

- Linked Accounts for payable accounts for foreign currencies. For more information, see [‘To specify linked payable accounts for foreign currencies’ below](#).
- Linked Accounts for sales and purchases. For more information, see [‘To specify linked accounts for sales and purchases’ on page 39](#).
- Linked Accounts for tax collected and tax paid. For more information, see [‘To specify linked accounts for tax codes’ below](#).

You need to specify all relevant linked accounts and then retry the import (see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#)).

To specify linked payable accounts for foreign currencies

- 1 In your business management software, go to the **Lists** menu and choose **Currencies**. The **Currencies List** window appears.
- 2 Click the zoom arrow (⇒) next to a foreign currency. The **Currency Information** window appears.
- 3 Click the **Payable Accounts** tab.
- 4 Enter the relevant account numbers. For more information about foreign currency payable accounts, see the ‘International Transactions’ chapter in your business management software *User Guide*.
- 5 Click **OK**. The **Currencies List** window reappears.
- 6 Repeat from [step 2 above](#) for each foreign currency.

To specify linked accounts for sales and purchases

- 1 Go to the **Setup** menu, choose **Linked Accounts** and then, choose **Sales Accounts**. The **Sales Linked Accounts** window appears.
- 7 Select the **I charge freight on Sales** option and enter an account number.
- 8 Click **OK**. The **Sales Linked Accounts** window closes.
- 9 Go to the **Setup** menu, choose **Linked Accounts** and then, choose **Purchases Accounts**. The **Purchases Linked Accounts** window appears.
- 10 Select the **I pay Freight on Purchases** option and enter an account number.
- 11 Click **OK**. The **Purchases Linked Accounts** closes.

To specify linked accounts for tax codes

- 1 Go to the **Lists** menu and choose **Tax Codes**. The **Tax Code List** window appears.
- 12 Click the zoom arrow (⇒) next to a tax code. The **Tax Code Information** window appears.
- 13 Specify a linked account for tax collected and a linked account for tax paid.
- 14 Click **OK**. The **Tax Code List** window reappears.
- 15 Repeat from [step 12 above](#) for each tax code in the list.
- 16 When you are finished, close the **Tax Code List** window.

## Error 87 - Invalid tax code for this transaction

A non-sales tax code, such as INP or GNR, has been used in a sales transaction. Note that you cannot record a sales transaction in RetailManager with a non-sales tax code. Therefore, the most likely cause of this error is that you have manually edited the Retail.txt file and entered a non-sales tax code.

To fix this error, you need to correct the tax code in the Retail.txt file and then retry the import.

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see [‘Editing the Retail.txt file’ on page 49](#).
- 2 Locate any journal entries with non-sales tax codes.

3			08/10/2008	Inventory	51300	28.18			N-T
	08/10/2008	Inventory Adj.	08/10/2008 - A	11400		28.18			N-T
	08/10/2008	08/10/2008 Cash - A		11110	52				N-T
	08/10/2008	08/10/2008 Sales Income (GST) - A		41100		51.98			INP
	08/10/2008	08/10/2008 Till Shortage/Adj.: Cash - A		61400		0.02			N-T

- 3 Enter the correct tax code.
- 4 Save and close the file.
- 5 Retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#).

## Error 121 - The tax code is invalid: importing cancelled

There is a tax code set up in RetailManager that has not been set up in your business management software. The relevant tax code will be listed in the MYOBLOG.txt or the MYOBPLOG.txt log file. You need to set up the tax code in your business management software and then retry the import.

- 1 In your business management software, go to the **Lists** menu and choose **Tax Codes**. The **Tax Codes List** window appears.
- 2 Click **New**. The **Tax Code Information** window appears.
- 3 Type a code, description and type.
- 4 When you are finished, click **OK**. The **Tax Code List** window reappears.
- 5 Retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#).

## Error 122 - Mandatory Inc-Tax Amount is invalid or blank

A bar code may have been scanned into the **Unit Cost** field in a **Goods Received** or **Returned Goods** transaction. The bar code has been interpreted as the cost of the item and added to the total of the Goods Received or Returned Goods transaction.

To fix this error, you need to enter the correct amount in the Retail.txt file and then import your accounting information. You then need to fix the incorrect amount in RetailManager and then export and import your accounting information.

---

**CAUTION: Before you continue** This error can be difficult to fix. If you do not operate on an Average Cost stock costing basis, you should contact MYOB Technical Support for assistance. For contact details, see [‘Technical Support’ on page 53](#).

---



Task		See
1	Locate the incorrect amount in the Retail.txt file and change it to zero. Then, import your accounting information.	'To change the incorrect amount in the Retail.txt file to zero' below
2	Reverse the transaction in RetailManager by entering a transaction with a negative amount.	'To reverse the transaction' below
3	Record the correct transaction in RetailManager. Then, export your accounting information.	'To record the correct transaction' on page 42
4	Change the negative amount (the reversal transaction) in the Retail.txt file to zero. Then, import your accounting information.	'To change the negative amount in the Retail.txt to zero' on page 42

To change the incorrect amount in the Retail.txt file to zero

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see 'Editing the Retail.txt file' on page 49.
- 2 Locate the incorrect amount. The incorrect amount will be a large amount appearing in column Q (for example, 543,322,456.00).
- 3 Change the amount in column Q to zero.
- 4 Save and close the file.
- 5 Retry the import. For more information, see 'Task 2: Import your shopfront accounting information into your business management software' on page 20.

-----  
**NOTE:** The purchase is imported into your business management software as a closed bill. No action is required on this bill.  
 -----

To reverse the transaction

- 1 Go to the **Transaction** menu:

If you are reversing a...	Choose...
Goods Received transaction	<b>Goods Received</b>
Returned Goods transaction	<b>Returned Goods</b>

- 6 Enter the details for the Goods Received or Returned Goods transaction.
- 7 In the **Unit Cost** field, enter the incorrect amount as a negative value (for example, -543,322,456.00).
- 8 Click **Commit - F10** to record the transaction.

To record the correct transaction

- 1 Go to the **Transaction** menu:

If you are recording a...	Choose...
Goods Received transaction	<b>Goods Received</b>
Returned Goods transaction	<b>Returned Goods</b>

- 9 Specify the details for the Goods Received or Returned Goods transaction.
- 10 In the **Unit Cost** field, enter the correct amount.
- 11 Click **Commit - F10** to record the transaction.
- 12 Cash up.
- 13 Export your accounting information. For more information, see [‘Task 1: Export your shopfront accounting information from RetailManager’ on page 18.](#)

To change the negative amount in the Retail.txt to zero

You now need to change the amount of the reversal transaction in the Retail.txt file to zero so that you do not import this amount into your business management software.

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see [‘Editing the Retail.txt file’ on page 49.](#)
- 14 Locate the large negative amount in column Q (for example, -543,322,456.00).
- 15 Change the amount in column Q to zero.
- 16 Save and close the file.
- 17 Import your accounting information. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20.](#)

Error 127 - Transaction dated before your locked period date may not be imported: importing cancelled

You have set a lock period in your business management software and you are trying to import transactions dated within that period. You need to unlock the period and then retry the import. When you have imported your accounting information into your business management software, you should then reset the lock period.

- 1 In your business management software, go to the **Setup** menu and choose **Preferences**. The **Preferences** window appears.
- 2 Click the **Security** tab.
- 3 Deselect the **Locked Period: Disallow Entries Prior To** option.
- 4 Click **OK**.
- 5 Retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20.](#)

Error 169 - Job not found in list of detail jobs

The job number that you specified in the **Export** tab of the **Options** window in RetailManager may not exist in your business management software or the job number may correspond to a header job (you cannot assign transactions to a header job).

You need to review the job number that you specified in the setup options and check that this number exists in your business management software and that it corresponds to a detail job (you can assign transactions to detail jobs). For more information about jobs, see the [‘Financial Control’](#) chapter in your business management software *User Guide*.

**Before you begin** To complete this procedure, you need to review your business management software jobs list. In your business management software, go to the **Lists** menu and choose **Jobs**.

To check the job number that you specified in RetailManager

- 1 In RetailManager, go to the **Setup** menu and choose **Options**. The **Options** window appears.
- 2 Click **Accounting**. The **Export** tab appears.

Information to Export  
 Suppliers  
 Purchases  
 Journal Entries

Exporting Method  
 Accrual  
 Cash

Tax Code (if none assigned)  
N-T

Job Number  
55

- 3 Note the job number in the **Job Number** field.
- 4 Review your business management software jobs list and check that this job number exists and that it corresponds to a detail job.
- 5 If required, either:
  - create the job number in your business management software or
  - enter a job number in RetailManager that corresponds to a detail job.
- 6 In the **Export** tab, click **OK**.
- 7 Close the **Options** window.
- 8 Re-export your accounting information. For more information, see 'Re-exporting your accounting information' on page 51.
- 9 Retry the import. For more information, see 'Task 2: Import your shopfront accounting information into your business management software' on page 20.

Error 243 - More than 1 supplier found. Purchase order not imported.

There are two identical supplier cards in your business management software for a purchase (Goods Received transaction) that you are trying to import. The supplier name on the cards may be spelt the same, but the names may have been entered in different cases.

Name	Card ID	Phone Number	Type	Current Balance
Clearwater Stationery	SUPP000002	02 9525 4444	Supplier	\$0.00
Barnes Bookery Pty Ltd	SUPP000011		Supplier	\$0.00
Cash Purchase	SUPP000020		Supplier	\$0.00
Clearwater Stationery	SUPP000021	02 9542 7899	Supplier	\$0.00
Clearwater Stationery	SUPP000022	02 9271 4411	Supplier	\$0.00
Clearwater Stationery	SUPP000023	02 9271 4411	Supplier	\$0.00
Clearwater Stationery Pty Ltd	SUPP000024		Supplier	\$0.00
Culpeys Super Stores	SUPP000033	02 9691 8911	Supplier	\$825.00
Freeman and Hoekstra Pty Ltd	SUPP000037		Supplier	\$0.00
Hudson & Hudson Packaging	SUPP000044	02 9963 1762	Supplier	\$125.30
McGregors Meatworks Pty Ltd	SUPP000048	02 9764 3467	Supplier	\$0.00
Metropolitan Electricity	SUPP000055	02 9745 1885	Supplier	\$1 059.30
Miso Advertising	SUPP000056	02 4277 2178	Supplier	\$5 526.33
Mountain Spring	SUPP000057		Supplier	\$0.00

To fix this error, you should compare the supplier names for purchases (Goods Received transactions) in the Retail.txt file with the supplier cards in your business management software. When you have identified the duplicate card in your business management software, you need to combine the two cards or change the name of one of the cards. For example, you may want to add a location to one of the cards (for example, 'Clearwater Stationery - City').

**Before you begin** You need to refer to your business management software supplier lists. In your business management software, go to the **Card File** command centre and click **Cards List**. Then, click the **Supplier** tab.

- 1 Open the Retail.txt file in Microsoft Excel. For more information, see [‘Editing the Retail.txt file’ on page 49](#).
- 2 Compare the supplier names for purchases (lines beginning with the number two) with the supplier cards in your business management software supplier list.
- 3 When you have identified the duplicate card in your business management software, either:
  - combine the cards. For information about combining cards, see the ‘Lists’ chapter in your business management software *User Guide*.
  - change the name of one of the cards.
- 4 When you are finished, retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’ on page 20](#).

# Resolving a stock value discrepancy

After integrating your shopfront accounting information with your back office accounting information, you may find that there is a discrepancy between the value of your stock in RetailManager and the value of your stock in your business management software. This is called a stock value discrepancy and it can occur for a number of reasons. For example, you may have entered stock transactions directly in your business management software without first entering them in RetailManager.

**NOTE:** Stock value discrepancies can be difficult to fix. If you require assistance, contact MYOB Technical Support. For contact details, see 'Technical Support' on page 53.

To fix a stock discrepancy, you first need to determine the last time when stock values were correct. You then need to determine how the discrepancy occurred. Once you have determined how the discrepancy occurred, you can fix the problem by following the solution provided.

Task	See
1 Determine the last time when stock values were correct	below
2 Determine how the discrepancy occurred	page 46

## Task 1: Determine the last time when stock values were correct

To determine the last time when stock values were correct, you need to compare the stock values in RetailManager for a particular cash up session with the stock values for the same day in your business management software.

You can do this by comparing the following figures:

- the stock value shown in the **Stock Value** field in RetailManager's **Sales Summary** report
  - the ending balance for the Inventory account shown in the **Ending Balance** field in the **Find Transactions** window in your business management software.
- 1 In RetailManager, open the **Sales Summary** report for a previous cashup session:
    - a Go to the **Reconciliation** menu and choose **Print Cashup Reports**. The **Print Cashup Reports** window appears.
    - b Select the cashup session.
    - c Select the **Sales Summary** option and then, click **View**.



- 2 In your business management software, open the **Find Transactions** window showing transactions for the inventory account:
  - a From the command centre, click **Find Transactions**. The **Find Transactions** window appears.

- b Click the **Account** tab.
  - c From the **Search by** list, select the **Inventory** account.
  - d In the **Dated From** fields, enter the date of the cash up session.
- 3 Compare the value that appears in the **Stock Value** field in the **Sales Summary** report with the value that appears in the **Ending Balance** column in the **Find Transactions** window.

In RetailManager: Sales Summary report In your business management software: Find Transactions window

**Clearwater**

A.B.N.: 12-345-678-910 12 Winkley Court Bulwood VIC 3185 Phone: 03-8888-8822

**Cashup - Sales Summary**

Drawee: Cash Drawer A  
 Transactions: 0-cash-01-32  
 Session Opened: 09/09/2008 @ 3:10:15 PM  
 Session Closed: 09/09/2008 @ 3:10:16 PM

Please Note:  
 The % associated with Count, Sales and GP are percentages of their respective totals.  
 The % associated with discount, however, is a percentage of the sales total.  
 The reports calculated using the total values of each transaction.

Staff	Count	%	Sales \$	%	GP \$	%	GP%	Discount \$	%
Brian	2	100.0	245.65	100.00	110.14	100.00	45.61	0.00	0.00
<b>TOTALS</b>	<b>2</b>		<b>245.65</b>		<b>110.14</b>		<b>45.61</b>		<b>0.00</b>
<b>Averages</b>			<b>122.83</b>		<b>55.07</b>				
Cost of Goods Sold					131.36				
Taxes - Sales					24.15				
Gross Profit					110.14				
Sales			245.65						
Account Sales			0.00						
Invoice Discounts			0.00						
<b>Sales Total</b>			<b>245.65</b>						
Invoice Payments			0.00						
Sales Order Payments			0.00						
Sales Order Paid Out			0.00						
Lay-by Payments			0.00						
Lay-by Paid Out			0.00						
Issued Credit			0.00						
Redeemed Credit			0.00						
<b>Sub Total</b>									<b>0.00</b>
<b>Stock Value</b>									<b>4,218.62</b>
<b>Stock Variance</b>									<b>0.00</b>

**Find Transactions**

Search by: Account [1140] Inventory  
 Dated From: 09/09/2008 To: 09/09/2008

ID	Ref	Qtr	Acct	Debit	Credit	Job
00000002	SJ	09/09/2008	1-1400 Sale: The Motor Car		250.27	
00000002	SJ	09/09/2008	1-1400 Sale: The Motor Car		257.90	
00000002	SJ	09/09/2008	1-1400 Sale: The Motor Car		526.57	
00000003	PJ	09/09/2008	1-1400 Purchase: Mountain	178.75		
00000003	PJ	09/09/2008	1-1400 Purchase: Mountain	1109.00		
<b>Beginning Balance</b>						<b>Ending Balance</b>
				<b>Total Debits</b>	<b>Total Credits</b>	<b>Net Change</b>
				\$29,093.92	\$1,595.29	\$1,595.29x
						\$27,538.63

- If these values are the same, repeat from **step 1 on page 45** choosing an earlier date.
- If these values are different, go to **'Task 2: Determine how the discrepancy occurred'** below.

## Task 2: Determine how the discrepancy occurred

You need to determine how the stock discrepancy occurred before you can fix the problem. Review each of the reasons below and then follow the solution provided.

You specified an incorrect amount when you entered your inventory opening balances in your business management software

If you performed **'Task 1: Determine the last time when stock values were correct'** on page 45 and found that the stock values in RetailManager and in your business management software were different for each cashup session, then you have:

- entered an incorrect opening balance in your business management software. Note that the inventory opening balance that you entered in your business management software should have been the total value of your RetailManager stock before you had made a sale or recorded a Goods Received transaction. For help resolving this issue, contact MYOB Technical Support (see **'Technical Support'** on page 53).
- changed your inventory opening balance in your business management software. If you have changed your inventory opening balance in your business management software, do the following:
  - a Restore a backup of your business management software company file. The backup file will be used for reference only.

- b Compare the inventory opening balance in your restored company file with the inventory opening balance in your current company file.
- c Change the inventory opening balance in your current company file to match the inventory opening balance in your restored company file. If you require assistance, contact MYOB Technical Support. For more information, see [‘Technical Support’ on page 53](#).

### Journal entries were imported twice

You exported a cashup session and imported it into your business management software. You then reexported a cashup session and then imported the same journal entries into your business management software. As a result a journal entry may have been duplicated in your business management software. If a journal entry has been duplicated in your business management software, you need to delete the duplicate entry.

- 1 In your business management software, go to the **Inventory** command centre and click **Transaction Journal**. The **Transaction Journal** window appears.
- 2 Click the **General** tab.
- 3 Review the journal entries checking for any duplicate entries.
- 4 If required, delete the duplicate journal entry:
  - a Click the zoom arrow ( ⇨ ) next to the relevant journal entry. The **Record Journal Entry** window appears.
  - b Go to the **Edit** menu and choose **Delete General Journal transaction**. The **Transaction Journal** window reappears and the transaction is deleted.

### You entered stock transactions directly into your business management software without entering the same transactions in RetailManager

You need to identify any transactions that you entered directly into your business management software (that is, any transactions that were not imported from RetailManager). You then need to delete these transactions and enter an appropriate transaction in RetailManager. When you perform the accounting integration, the relevant transactions will then be added to your business management software.

To identify transactions that you entered directly into your business management software, do the following:

- 1 From the command centre, click **Find Transactions**. The **Find Transactions** window appears.
- 2 Click the **Account** tab.
- 3 From the **Search by** list, select the **Inventory** account.
- 4 In the **Dated From** fields, enter a date range. Transactions recorded within this date range appear.
- 5 Identify any transactions that you manually entered in your business management software and delete them.

-----  
**NOTE:** Transactions that have been imported from RetailManager appear with ‘Purchase RetailManager’ or ‘Inventory Adjustment’ in the **Memo** field. Do not delete these transactions.  
 -----

- 6 Enter a corresponding transaction in RetailManager.
- 7 Export your accounting information. For more information, see [‘Task 1: Export your shopfront accounting information from RetailManager’ on page 18](#).

- 8 Import your accounting information. For more information, see ‘[Task 2: Import your shopfront accounting information into your business management software](#)’ on page 20. When you import, the relevant transactions are then added to your business management software.

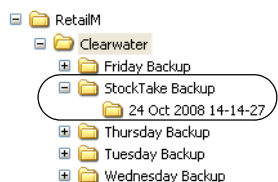
You imported incorrect stock quantities into your RetailManager stock file

This can occur for the following reasons:

- **Stock quantities that you imported into RetailManager did not take into account the items that you sold while performing a stocktake.** You exported your stock file to perform a stocktake. During the stocktake, you sold some items. You finished your stocktake and imported your stock file back into RetailManager and you chose to match all fields by name, including the quantity field. Incorrect stock quantities were imported into RetailManager.
- **You manually edited the stock file and entered the wrong stock quantities.** You exported your stock file to perform a stocktake. You opened the stock file in Microsoft Excel and you manually changed the stock quantities. The stock quantities that you entered were incorrect. You then imported these stock quantities into RetailManager.

To fix this issue, you need to locate the correct stock quantities and then enter these quantities in RetailManager. To locate the correct stock quantities, restore a backup of your shopfront database. Note that the backup file will be used for reference only.

When you perform a stocktake, a backup file is automatically created (see your c: RetailM\shopfront folder). For more information about restoring a back up, see the ‘Administration’ chapter in your RetailManager *User Guide*.



You created a Sales Order, Quote or Lay-by when the cost price of an item was \$0.

- You created a stock item and entered the cost price as ‘\$0’. You then created a sales order, quote or lay-by and added this item.
- You received goods into stock and performed a Goods Received transaction. In the Goods Received transaction, you entered the correct cost and sell prices (for example, \$50.00).
- When you converted the Sales Order, Quote or Lay-by to a Sale, the cost price reverted to \$0. You then exported the cash up session.

The result is that the inventory account in your business management software has been credited with an incorrect amount (for example, \$45.00, this is \$50.00 less the tax amount).

To fix this problem, you need to enter a general journal entry in your business management software to reduce the value of your inventory account by the cost price of the items in the sale.

To complete this procedure, you need the following information:

- The cost price of the items in the sale.
- Your Inventory and Cost of Goods account numbers. In RetailManager, go to the **Setup** menu and choose **Options**. Click **Accounts** and then, click the **Chart of Accounts** tab. Note the **Inventory** account number and the **Cost of Goods** account number.



To record an adjusting general journal entry

- 1 In your business management software, go to the **Accounts** command centre and click **Record Journal Entry**. The **Record Journal Entry** window appears.
- 2 Create a journal entry that debits the **Cost of Goods** account and credits the **Inventory** account by the cost price of the items in the sale.
- 3 Select the **NT** tax code in each line of the journal entry.
- 4 Click **Record**.

---

## Editing the Retail.txt file

You may need to edit the information in the Retail.txt file to fix errors that appear during the accounting integration.

We recommend that you edit the Retail.txt file using Microsoft Excel. The structure of Microsoft Excel makes it easier to locate the error and make your required changes while retaining the formatting of the file.

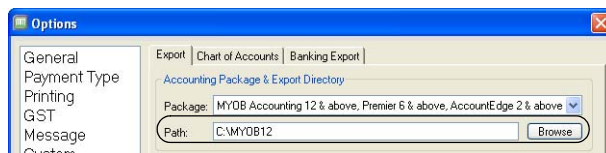
Use care when editing the Retail.txt file. Do not add or delete any spaces or change the formatting of the file. You should only edit the information required to fix the error. If you add or delete any additional information, you may import an error into your business management software.

To edit the Retail.txt file in Microsoft Excel

- 1 In Windows Explorer, locate the Retail.txt file. By default, this file is saved to your business management software installation folder:

If you are using...	See...
MYOB Premier MYOB Premier Enterprise	c:\MYOB Premierxx, where xx is the version number of your software
MYOB Accounting	c:\MYOBxx, where xx is the version number of your software

If you installed your business management software in a different location, you can review the location in the **Path** field in the **Export** tab of the **Options** window. For more information, see [‘Task 1: Set up accounting options in RetailManager’ on page 7](#).



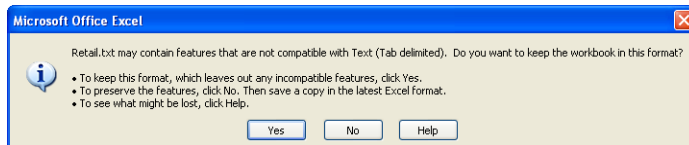
- 2 Right-click the Retail.txt file and choose **Open With**. Then, click **Choose Program**. The **Open With** window appears.

- 3 Select **Microsoft Excel** from the list and then, click **OK**. The Retail.txt file opens in Microsoft Excel.

	A	B	C	D	E	F	G	H	I	J	K
1	[RetailManager 08/10/2008] [Exported]										
2											
3	0	FRE									
4	0	GNR									
5	0	GST									
6	0	SNP									
7	0	N-T									
8	0	S12									
9	0	S22									
10											
11	1	Junction Stationery		12 Anderson Court				SMITHVILLE VICTORIA		3055	
12	1	Storm books		23 Beckmaster Ave				TAYLOR VICTORIA		3082	
13											
14	2	Sampson Supply Company						X		08/10/2008-081008-10	
15											
16	2	Cotterhill Wholesaling						X	RA	08/10/2008 RA	
17											
18											
19											
20	3		08/10/2008 Inventory Adj.		51300	736.82				N-T	
21		08/10/2008 Inventory Adj.	08/10/2008 - A		11400	736.82				N-T	
22		08/10/2008 08/10/2008 Cash - A			11110	1000				N-T	
23		08/10/2008 08/10/2008 Sales Income (GST) - A			41100					GST	
24		08/10/2008 08/10/2008 Till Shortage/Adj. Cash - A			61400					N-T	
25											
26	3		07/10/2008 Inventory Adj.		51300	14.09				N-T	
27		07/10/2008 Inventory Adj.	07/10/2008 - A		11400	14.09				N-T	
28		07/10/2008 07/10/2008 Cash - A			11110	25.99				N-T	
29		07/10/2008 07/10/2008 Sales Income (GST) - A			41100					GST	
30											
31	3		06/10/2008 Inventory Adj.		51300	736.82				N-T	
32		06/10/2008 Inventory Adj.	06/10/2008 - A		11400	736.82				N-T	
33		06/10/2008 06/10/2008 Cash - A			11110	1000				N-T	
34		06/10/2008 06/10/2008 Sales Income (GST) - A			41100					GST	
35		06/10/2008 06/10/2008 Till Shortage/Adj. Cash - A			61400					N-T	

- A Rows starting with '0' are tax codes. These tax codes are matched to the tax codes listed in your business management software.
- B Rows starting with '1' are new suppliers. New supplier cards are created in your business management software for each new supplier.
- C Rows starting with '2' are Goods Received transactions (purchases and returns). 'RA' in column 'I' denotes a return. Goods Received transactions are imported into your business management software as Service type Bills. Note that if a Goods Received transaction contains different tax codes, there will be additional lines omitting the number '2'.
- E Rows starting with '3' are general journal entries. Note that the first entry is indented one column to the right.
- F Debit entries appear in column E and credit entries appear in column F. Note that the first entry is indented one column to the right.

- 4 Make your required changes.
- 5 When you have finished, save and close the file:
  - a Go to the **File** menu and choose **Save**. An information message appears.



- b Click **Yes**. The Microsoft Excel spreadsheet reappears.
- c Go to the **File** menu and choose **Close**. A confirmation message appears.
- d Click **Yes**. If the information message appears again, click **Yes**. The file closes.

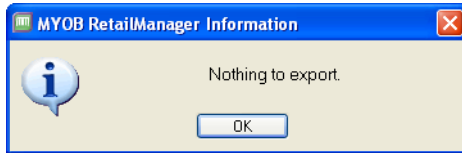
When you have edited the information in the Retail.txt file you need to retry the import. For more information, see 'Task 2: Import your shopfront accounting information into your business management software' on page 20.

# Re-exporting your accounting information

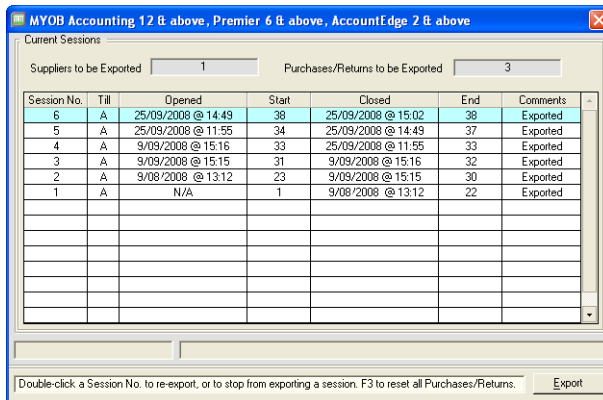
If you have fixed an error by changing the accounting export setup options in RetailManager, you will need to re-export your accounting information.

To re-export your accounting information

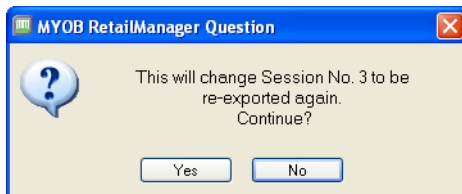
- 1 Go to the **File** menu and choose **Accounting Export**. An information message appears.



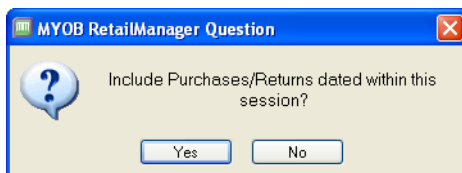
- 2 Click **OK**. The export window appears.



- 3 Double-click the session number of the cashup session you want to re-export. You can re-export more than one cashup session. An information message appears.



- 4 Click **Yes**. An information message appears.



- 5 Click **Yes**. The export window reappears and the status of the cashup session changes to **Will be Exported**.
- 6 Click **Export**. A confirmation message appears.



- 7 Click **OK**. The export window reappears. The status of the cash up session changes to exported.
- 8 Close the export window.

Your accounting information has been exported to the Retail.txt file. You now need to retry the import. For more information, see [‘Task 2: Import your shopfront accounting information into your business management software’](#) on page 20.

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## Changing the date format on your computer

If your shopfront and business management software are installed on different computers, you need to set the date format on each computer to dd/MM/yyyy.

To change the date format

- 1 Open the Windows **Regional and Language** Control Panel. The **Regional and Language Options** window appears.
- 2 Set your format to:
  - [Australia] **English (Australia)**
  - [New Zealand] **English (New Zealand)**.
- 3 Click the **Location** tab and set your location to:
  - [Australia] **Australia**
  - [New Zealand] **New Zealand**.
- 4 Click **Apply**.
- 5 Click **OK** to save your changes.

# 5 Technical Support

If you require assistance with the accounting integration process, contact MYOB Technical Support:

- Australia—see 'Technical Support (Australia)' below
- New Zealand—see 'Technical Support (New Zealand)' on page 56.

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## Technical Support (Australia)

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**NOTE:** MYOB Technical Support cannot provide assistance with issues arising from hardware or operating system faults, or incompatible hardware or software. You may need to contact an MYOB RetailManager Professional Partner if these issues arise.

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### Retail Technical Support phone numbers and charges

Support Plan	Phone number	Available times (EST)	Charges
<b>MYOB Cover</b>	<b>1300 555 115</b>	We're open seven days a week (except for National holidays). Check our <a href="#">website</a> for opening hours.	Local call charges
<b>Pay-Per-Call Support:</b>	<b>1300 555 128</b>	We're open seven days a week. Check our <a href="#">website</a> for opening hours.	Local call charges and Pay-Per-Call charges. To find out what our current Pay-Per-Call charges are, call <b>1300 555 115</b> .

#### Prepare before you call technical support

- Register your software. The technical support team will not be able to help you if you have not registered your software.
- Try to recall exactly what you did before the error occurred and note the *exact wording* of any messages that appear.
- Be ready to quote your serial number. The serial number is printed on the CD sleeve.
- Call while sitting at your computer with RetailManager or your business management software running (if possible).
- Be ready to follow the instructions and advice of the technical support staff and have a pen and paper ready to record instructions.
- Find out the following about your computer and RetailManager:

- The version number of RetailManager. *To locate the version number, start RetailManager, then go to the **Help** menu and choose **About MYOB RetailManager**.*
- Your computer type, processor and model and the version number of the operating system you are running. *To locate this information:*

If you are using...	Do this...
Windows Vista	<ol style="list-style-type: none"> <li>1 Go to the <b>Start</b> menu.</li> <li>2 Right-click <b>Computer</b> and choose <b>Properties</b>. The <b>System</b> window displays the hardware and operating system details.</li> </ol>
Windows XP	<ol style="list-style-type: none"> <li>1 Right-click the <b>My Computer</b> desktop icon.</li> <li>2 Choose <b>Properties</b> and then click the <b>General</b> tab. The <b>System Properties</b> window displays the hardware and operating system details.</li> </ol>

## MYOB Cover

You are entitled to one year of MYOB Cover, starting from the date you register MYOB RetailManager.

**NOTE: Subscription users** Users who have subscribed to RetailManager are entitled to MYOB Cover for the duration of their subscription.

Maintaining your MYOB Cover subscription provides you with:

- technical support seven days a week
- all upgrades and updates we release for your product
- regular communications including *Coverage*, our monthly e-newsletter
- exclusive discounts and special offers.

For the terms and conditions of MYOB Cover, visit [myob.com.au/cover](http://myob.com.au/cover)

**Pay-Per-Call Support** If you do not renew your MYOB Cover subscription, you can access MYOB technical support on a Pay-Per-Call basis. Pay-Per-Call Support is charged at a per-minute rate and a minimum charge applies. Prices and conditions are subject to change without notice and are available from MYOB by calling **1300 555 115**.

**Keep up to date with RetailManager on the Web** The MYOB website ([myob.com.au/retail](http://myob.com.au/retail)) is updated frequently and contains the latest RetailManager information, news, and links to many useful resources.

**Support notes** You can access a wide range of technical support notes at [myob.com.au/supportnotes](http://myob.com.au/supportnotes)

**Send us your feedback** We welcome your suggestions for improvements and changes to our software. Go to [myob.com/ideas](http://myob.com/ideas) and complete the online form, or go to the **Help** menu and click **Send Product Suggestions**.

## MYOB training options

**MYOB RetailManager Professionals** MYOB RetailManager Professionals provide independent on-site assistance with MYOB RetailManager and associated products and services, including:

- Retail business system needs and analysis
- RetailManager installation, setup and implementation
- Point-of-sale hardware and peripheral solutions
- On-site training and support for RetailManager
- RetailManager database maintenance
- Integration with MYOB business management software.

As independent businesses, MYOB RetailManager Professionals offer a range of services.

To discuss your retail needs with an MYOB RetailManager Professional near you, visit the **Partners** section of the MYOB website: [myob.com.au](http://myob.com.au)

**MYOB Training** If you want to know more about how RetailManager can improve the profitability of your retail business, enrol in an MYOB RetailManager course. An MYOB RetailManager course will show you how to set up your system correctly from the start, and how to use RetailManager's many features to help you improve your store's sales performance. For more information about your training options, visit [myob.com.au/training](http://myob.com.au/training)

# Technical Support (New Zealand)

**NOTE:** MYOB Technical Support cannot provide assistance with issues arising from hardware or operating system faults, or incompatible hardware or software. You may need to contact an MYOB RetailManager Professional if these issues arise.

## Retail technical support phone numbers and charges

Support Plan	Telephone	Available times	Charges
<b>RetailManager businessSUPPORT</b> By subscription only	<b>0508 123 123</b>	We're open seven days a week (except for National holidays). Check our <a href="#">website</a> for opening hours.	Calls are free when subscription is paid.

### Prepare before you call technical support

- Register your software. The technical support team will not be able to help you if you have not registered your software.
- Try to recall exactly what you did before the error occurred and note the *exact wording* of any messages that appear.
- Be ready to quote your serial number. The serial number is printed on the CD sleeve.
- Call while sitting at your computer with RetailManager or your business management software running (if possible).
- Be ready to follow the instructions and advice of the technical support staff and have a pen and paper ready to record instructions.
- Find out the following about your computer and RetailManager:
  - The version number of RetailManager. *To locate the version number, start RetailManager, then go to the **Help** menu and choose **About MYOB RetailManager**.*
  - Your computer type, processor and model and the version number of the operating system you are running. *To locate this information:*

If you are using...	Do this...
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Windows XP	<ol style="list-style-type: none"><li>1 Right-click the <b>My Computer</b> desktop icon.</li><li>2 Choose <b>Properties</b> and then click the <b>General</b> tab. The <b>System Properties</b> window displays the hardware and operating system details.</li></ol>



## Technical support options

**MYOB businessSUPPORT** Registering your MYOB RetailManager software and subscribing to the RetailManager **businessSUPPORT** plan entitles your business to enhancement and support, keeping your retail business up to date with the latest version of RetailManager, the latest tips and techniques, and information about how any changes in the business and legislation environment might affect your business.

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**NOTE: Subscribing to MYOB businessSUPPORT** Continuous subscription to RetailManager **businessSUPPORT** is required for the legal operation of your MYOB RetailManager software. The purchase price of each RetailManager product *includes* 12 months' subscription to RetailManager **businessSUPPORT**. After this time, you need to renew your subscription to continue using your MYOB RetailManager software.

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Maintaining your **businessSUPPORT** subscription provides you with:

- **Automatic software upgrades**—automatically upgrade to a new version of your MYOB RetailManager product when it is released during the course of your subscription, keeping your business up to date with the latest retail business management technology.
- **Quarterly issues of MYOB InFocus**—a year's subscription to the quarterly publication written by MYOB Technical Communications specialists, providing you with tips and techniques to help you get the most out of your retail business management and accounting system.
- **0508 number access to MYOB technical support**—telephone an MYOB technical support specialist for advice about your MYOB RetailManager software. You can call technical support on **0508 123 123**.
- **Email access to MYOB technical support**—email a concise and accurate description of your technical issue to the MYOB Technical Support team. MYOB will usually reply by the next business day. You can email your enquiry to [support@myob.co.nz](mailto:support@myob.co.nz)
- **Fax access to MYOB technical support**—fax a concise and accurate description of your technical issue to the MYOB Technical Support team. MYOB will usually reply by the next business day. You can fax your enquiry to **03 983 2610**.
- **Notification of and access to regularly-updated web-based MYOB support notes**—combine an up-to-date subscription with an up-to-date email address to receive notice of the latest software support information online.

**Support notes** You can access a wide range of technical support notes at [myobnz.custhelp.com](http://myobnz.custhelp.com)

**Send us your feedback** We welcome your suggestions for improvements and changes to RetailManager. Go to [myob.com/ideas](http://myob.com/ideas) and complete the online form, or go to the **Help** menu and click **Send Product Suggestions**.

## MYOB training

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- On-site training and support for RetailManager
- RetailManager database maintenance
- Integration with MYOB business management software.

As independent businesses, MYOB RetailManager Professionals offer a range of services.

For more information or a list of MYOB RetailManager Professionals, visit [myob.co.nz](http://myob.co.nz) and click **Partners**.

**MYOB Training and MYOB Approved Training Providers** Want to know more about the features in RetailManager and how they can improve the way you run your retail business?

The MYOB RetailManager course has been designed for those who want to learn more about how RetailManager can improve their retail business profitability.

To get the most out of RetailManager, it's crucial that the system is set up correctly from the start. It's also important to be aware of the many RetailManager system features that can contribute to improving your store's sales performance.