This training manual has been developed by the MYOB Enterprise Division - Professional Services Team for use in the delivery of training.

This manual uses a simple step-by-step approach to give you the skills and knowledge necessary to use your EXO Business system.

This manual has been designed for the following MYOB product:

- EXO Business

8.6MYEBGS

Getting Started

EXO Business

Course duration: 0.5 days

ABN 13 086 760 198

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Edition: **8.6**

Participants

This course is aimed at:

• Users of EXO Business.

Prerequisites

Basic PC experience is required.

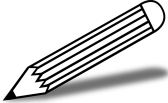Understanding of business processes and procedures.

Instructional method
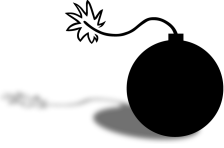
The instructional method combines trainer-led demonstrations with hands-on student practice. You will work through a series of examples. Each unit concludes with a Review Task.

Conventions used in this manual

• Objects such as buttons or icons that you must click or select are shown in **bold**.
• Information to be entered (typed in) is shown in ***bold and italics***.
• Keyboard keys are shown as TAB, CTRL, etc.

Screenshots in this manual are for illustration purposes only and may differ from those in the actual product due to configuration settings.

Symbols used in this manual

Symbol	Name	This symbol tells you...
	Practice task **Review task**	… to complete a task to practice the skills you have just learnt, or as a review task at the end of the unit to consolidate what you have learnt.
	Written Review task	… to complete written questions to review the content covered in the unit.
	Optional Challenge	… to complete this task if you have finished early and are looking for an extra challenge.
	Tip	… about helpful tips
	Note	… to take note of an important message.
	Warning	… about potential problems to be aware of.
	Important	… to pay attention to an important notice.
	New	… where features are new for <<Product Name>>.
	Reference	… where to go to find more information.
	Skills Checklist	… to tick off a list of skills that you have learnt during the unit.

Objectives

As EXO Business is highly customisable, we have focused the learning content on those processes which are generic to most implementations. This training course is intended to support the customised training offered by your implementing partner.

Upon completion of this course you will be able to:

- Open an EXO Business database

- Search for and access transactional information

- Manipulate EXO Business views using ExoGrid

- Enter Debtors, Creditors and Contacts

- Utilise the Task Scheduler to manage daily business activities

- Print, view and export standard reports using Clarity Report Browser and Dashboards
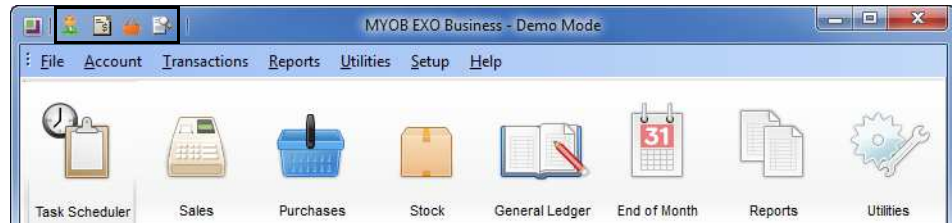
Navigational & Function Keys

MYOB EXO Business can be navigated by keyboard or mouse, however a combination of both is generally used. The standard keyboard convensions for Windows are used, with a few MYOB EXO Business-specific options.

Windows Navigation Keys	
TAB	Moves from field to field, column to column
SHIFT+TAB	Moves backwards from field to field, column to column
ENTER	On open dialogue boxes, automatically select the OK button.
ARROW KEYS	Moves around a grid, or up and down a list.
PAGE UP, PAGE DOWN	Moves between the "sections" of some screens, such as moving from the invoice header to the body to the end.
ALT + (Underlined Letter)	ALT key plus the underlined letter on a field label activates that function, e.g. ALT + N within a the debtor account screen creates a New Debtor.

MYOB EXO Business Function Keys/Shortcut Keys	
F1	HELP
F3	Debtor accounts search screen
F4	Sales Order search screen
F6	Debtor Invoice entry screen
F7	Invoice Number search screen
F9	Enter sales message (within an order/invoice)
F10	Alternative delivery address (within and order/invoice)
RIGHT + CLICK	Right-click on Exogrid header or certain field to acces additional functions or options.
CTRL + 0	Create one-off stock items (within an order/invoice)
CTRL + L	Stock level enquiry (within an order/invoice)
CRTL + N	New line narrative (within an order/invoice)

Shortcut Menus

A shortcut menu is available at the top of the main window of each EXO Business module. This menu offers quick access to commonly used functions, e.g. accessing the Debtors Masters, accessing the Stock Masters, creating a new Sales Order, etc. Any menu item that has a shortcut key assigned will automatically appear in the shorcut menu.

Shortcut Menus

Contents

X

1

Product Overview

In this unit you will learn the basic functionality to navigate and locate account information.

By the end of this unit, you will be able to:

▶ Demonstrate understanding of the key features of MYOB EXO Business

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Overview

On completion of this module participants should be able to:

- Demonstrate understanding of the key features of MYOB EXO Business.

- Select and open EXO Business databases

- Be familiar with the menu structure and account masters

- Search for and access transactional information

- Navigate EXO Business using function keys

- Manipulate EXO Business views using ExoGrid

- Utilise the Help functions in EXO Business.

Unique Features

EXO Business enables organisations to keep growing with the support of a dynamic, flexible and robust business information system. While it is simple to use and highly configurable, it has some key differences to many other accounting systems. Those of you moving onto MYOB EXO Business from products such as MYOB Premier will need to be aware of these differences:

A period based system:

While many accounting systems are date based, EXO Business is period based, with a financial year usually being divided into 12 periods with 1 calendar month per period.

Critical procedures such as transaction ageing and posting between ledgers all refer back to the nominated period, while most of the standard reports in EXO Business use periods to calculate totals.

Transactions must be posted to the General Ledger

The Debtors, Creditors and Stock ledgers are integrated with the General Ledger, however transactions must be posted to the General Ledger manually. This is usually conducted as part of the month end procedures.

Reports are fully customisable

Reports can be customised via the Clarity Report Designer and most reporting can be period based or date based.

The current period is 0 (zero)

Last month is Period 1, two months prior is Period 2, etc.

Current Month	Period 0	Period 1	Period 2	Period 3
August 2013	August 2013	July 2013	June 2013	May 2013

Transactions can be posted back

EXO Business allows transactions to be posted back to a prior period, however it does not recognise future periods. This means that transactions can only be posted to prior or current periods.

Data is highly accessible

EXO Business's report writer (Clarity) provides many standard reports which can be customised. In addition stored data can be easily extracted for detailed analysis (for example into Excel using ODBC links).

Data is always available:

Data is not purged at year end so historical comparisons are readily available.
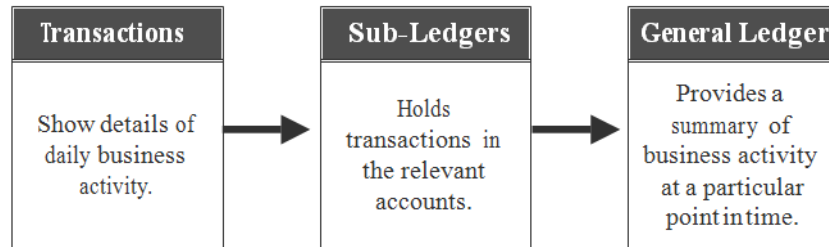
Drill down to data

From almost anywhere in EXO Business, you can ''drilldown'' by double clicking on a linked item to access additional information.

High level Security with Customisable user access

Users can be given permission to access all or parts of the system, depending on the operational requirements of the business. Menus can also be customised to suit the user. Generally in your business you will only be given permission to access the parts of the software that you need to undertake your job.

How is information stored?

Transactions → Sub-Ledgers → General Ledger

| Transactions	Sub-Ledgers	General Ledger
Show details of daily business activity.	Holds transactions in the relevant accounts.	Provides a summary of business activity at a particular point in time.

Information flow EXO Business

Transactions

Most business activity is recorded via transactions that deal with stock, suppliers and customers, such as:

- Purchasing stock items and services

- Making payments to suppliers

- Entering sales

- Receiving payments from customers

In EXO Business these functions are called transactions. The transactions are best explained in the context of a cycle. Purchasing and paying for items is the equivalent of the Purchasing Cycle. Selling goods and receiving payments is the equivalent of the Sales Cycle. These are explained in the relevant training modules.

Information about these transactions can be found in the sub-ledgers and, following certain end of month procedures, in the General Ledger.
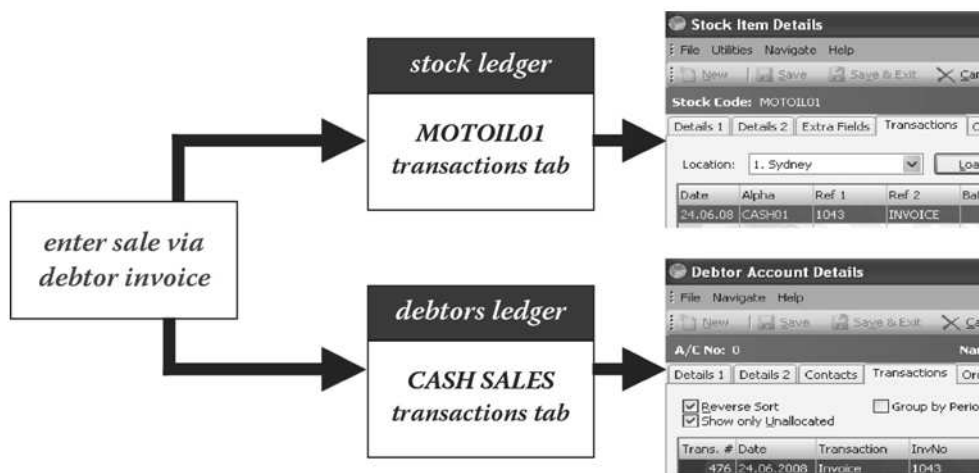
Sample transaction: Sell motor oil to customer.

Sub-Ledgers

Transactional information can be accessed via the following sub-ledger accounts:

Debtors (Customers)

Information on sales, payments received, debtor adjustments.

Creditors (Suppliers)

Information about purchases, payments made, creditor adjustments.

Stock

Information about stock levels, current orders, sales and purchases and adjustments.

Information about the accounts and the transactions the business has undertaken is grouped on tabs within each main account. We will be looking at the individual accounts and the information that they hold later in this module.

General Ledger

The General Ledger is a group of accounts that provide a summary of the transactions that have been carried out via Debtors, Creditors and Stock. In addition, transactions can be entered directly to the General Ledger via Integrated Cashbook and General Ledger Transaction entries.

Information from the General Ledger is used to review business performance and prepare key financial statements such as Profit & Loss reports, Trial Balance, etc.
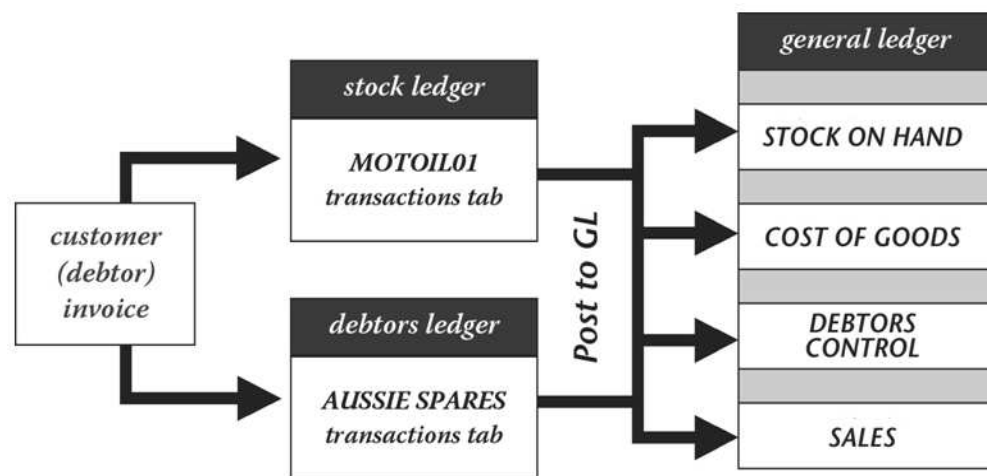
Sample Transaction: post to General Ledger

Accounting Periods

As discussed, EXO Business is a period-based accounting system. While transaction dates are recorded for reference purposes, it is the period to which a transaction is posted that determines when it is reflected in the financial statements.

In accounting terms, periods determine the intervals at which the financial statements will be prepared. Most commonly periods reflect the calendar months, however this can be varied to suit your business.

End of Period

The end of period is the point in time where we total the transactions that have occurred in order to determine the profitability for the period (Profit and Loss) and the net worth of the business (Balance Sheet). MYOB EXO Finance handles this via the End of Period roll.

Posting

Posting is the process of telling EXO Business which period you want the transaction to belong to.

Once a period has been rolled via the *End of Period* process, it is still possible to post transactions to prior periods. However transactions cannot be entered into a new period until an end of period is performed (i.e. you cannot post to future periods).
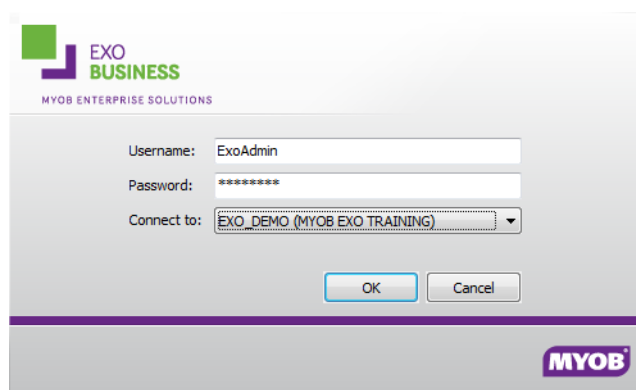
The End of Period is a defined and structured process.

Starting EXO Business

The EXO Business training database is installed on your training workstation.

To log in to an EXO Business database:

1 Double-click the **EXO Business** shortcut icon on your desktop. You will be presented with the login dialog as follows:
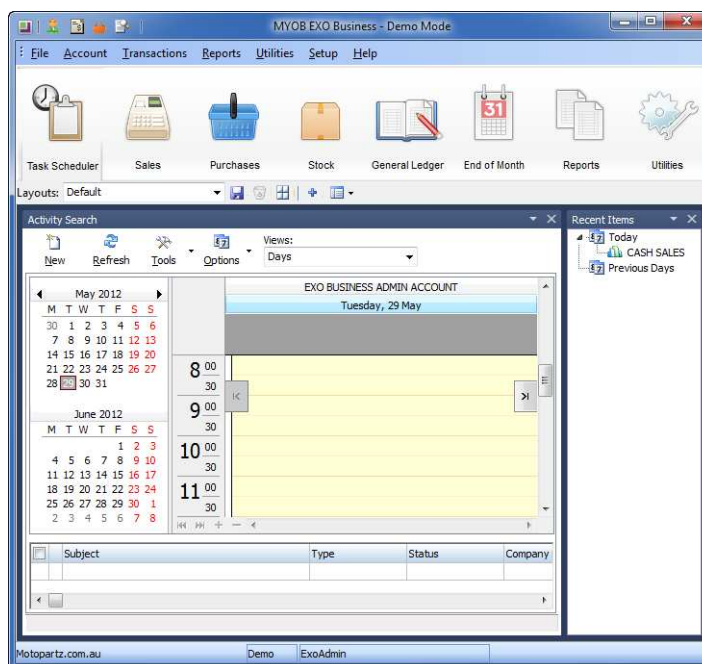
EXO Business Login screen

2 Type in the ExoAdmin password (***ExoAdmin***).

I M P O R T A N T

Usernames and Passwords in EXO Business are case sensitive and must be entered exactly as set up in order to successfully log onto a database.

3 Click **OK**.

4 You should now be at the EXO Business main screen, which defaults to the Task Scheduler window.

EXO Business Task Scheduler screen

Choosing the Correct Database

If you have only installed the demo database, you will have one database available to connect to, the EXO Business_demo (MotoPartz).

If you are working within an existing installation, there may be more than one database available to connect to. A number of databases can be installed to enable testing of various advanced functions (such as price updates, etc.).

In the **Connect to:** field, make sure that the correct database is selected before logging in.

W A R N I N G

Each time you log into EXO Business make sure that you are logging in to the correct database by selecting the correct name from the drop down list.

I M P O R T A N T

When undertaking transactions in a test database, make sure you log out as soon as the testing is complete. It is essential that you be aware of the database you are working in (hover over the company name in the status bar to check the connection string that you are using.)

T I P
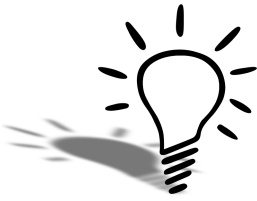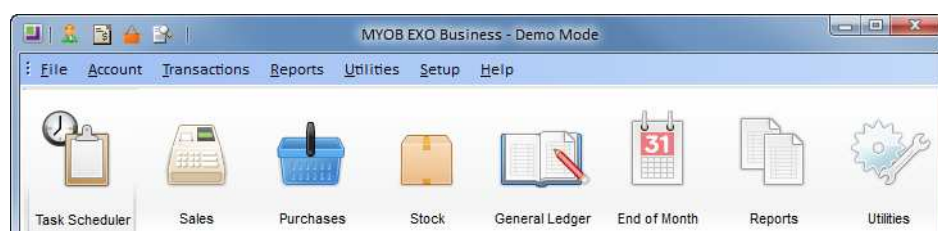
You can check your current login details by choosing **About** from the **Help** menu.

EXO Business Help > About screen

EXO Business Menus

The EXO Business menu has been designed for users to easily navigate from one part of the database to another via a screen based menu system. Icons are used to identify different parts of the system. Click on one of the nine menu icons to view the options available.

Depending on your user profile, you will have access to some or all of these menus when using your own database.

EXO Business menu icons

Menu Icon	Description
Task Scheduler	The Task Scheduler enables you to create and view tasks, set reminders and establish recurring appointments. Tasks created in the scheduler can be viewed in the task lists of individual debtor or creditor accounts.
Sales	The Sales screen is for recording sales orders, invoices, receiving payments, and creating statements. You can also maintain the debtor accounts and contacts from this screen.
Purchases	The Purchases screen is for recording purchase orders, receiving and costing goods and creating creditor invoices. This screen also provides access to creditor payments, creditor adjustments and the creditor payments processor.
Stock	The Stock screen allows you to maintain stock items, run stock takes, track serial numbers and enter stock adjustments. It also enables the establishment of Bills of Materials (order templates, kits and builds) and works orders.
General Ledger	The General Ledger screen is for reviewing GL accounts, bank reconciliation, integrated cashbook entries and tax reporting functions. It also enables review and editing of existing batches.

End of Month	The End of Month screen facilitates end of period processes such as posting sub-ledgers to the GL, debtor statements, exchange rate variance calculations, and rolling the end of period. Access to this screen is generally limited to only a small number of experienced users within an organisation.
Reports	The Reports screen provides access to the EXO Analytic Dashboards and Widgets, enables viewing of all available reports via the Clarity Report Browser (reports specific to a particular functionality, i.e. sales, are available via the Reports button on that screen). General Ledger report batches and graphs as well as the Sales Analysis Designer can also be run from the reports screen.
Utilities	The Utilities screen provides access to more advanced functions such as setting up staff, account groups, stock groups and pricing as well as audit trail reports.

Drop Down Menus

The menu items available on each of these screens are also accessible via the drop down menus at the top of the EXO Business screen. Many menu options also have corresponding function keys, some of which are outlined in *'Navigational & Function Keys'* on page vii.

N O T E

Drop down menus and screen menus may vary depending on your user profile. Not everyone will have access to all functionality. Menus and screens can be further configured.

N O T E

Available shortcut menus may vary depending on your user profile. Not everyone will have access to all functionality.

Searching

All search screens follow a common style, whether you are searching for sales orders, invoices, creditors, etc.

Example:

Click on the Sales screen icon and then on any of the relevant buttons to search, i.e. Maintain Debtors, Maintain Contacts or Invoice Search.

To search for a debtor account:

1   Click on the **Sales** screen and then click **Maintain Debtors**. This will return a list of all active debtors.

Debtor Account search screen

2   To narrow the search, enter part of the name in the **Search key** field. This can be either all or part of the debtor name, debtor code or A/C No.

3 Select any other checkboxes relevant to the search. For example, **Extended Search** searches more fields (such as address, or extra reference fields), however it is marginally slower. If **Extended Search** is not selected, only basic fields are searched such as A/C No, Code and Name.

4 Click **Search**. This returns a list of items that match the search criteria.

T I P

The stock search function enables you to search on either the ''Exact Phrase'', ''All Words'' or "At least one".

To select an item and view more detail (''drill down''), **double-click** on the item using the mouse. This will open the debtor account screen for that debtor.

T I P

Accounts with a current balance will appear blue, while those with no current balance are black. Accounts with an outstanding balance will appear in red.

Advanced Debtor Search

Advanced search is available from the Debtor Search screen (**File > Advanced Search**). This is useful for more specific searches, such as ''Balance is greater than $500'' or ''Address3 = Sydney'' as shown below. Multiple conditions can be established to highlight specific debtors, as in the following example.

Advanced debtor search screen example

Searching within transaction screens:

- $\boxed{\text{ENTER}}$ or $\boxed{\text{TAB}}$ from within a required field will return a complete list.

- Type any part of the name/code you are searching for and then press **Enter** to return a list that matches the parameters set.

T I P

When searching for a specific item from within a transaction entry grid, enter a *?* and press `TAB` to return all items in the list. Partial searches can be made by typing in part of the word (e.g. MAR will return all items containing MAR.)

Example:

Enter **FIL** in the stock search screen of the training database will return stock items with the letters *FIL* anywhere in the code or description, as shown in the example below.

Stock search example

Exogrids

Exogrids are used throughout EXO Business to display, search and sort data. Exogrids are active on most screens where you are viewing current transactional information (debtor accounts, stock items, etc), however they are not active on the transaction entry screens (ie. new sales order).
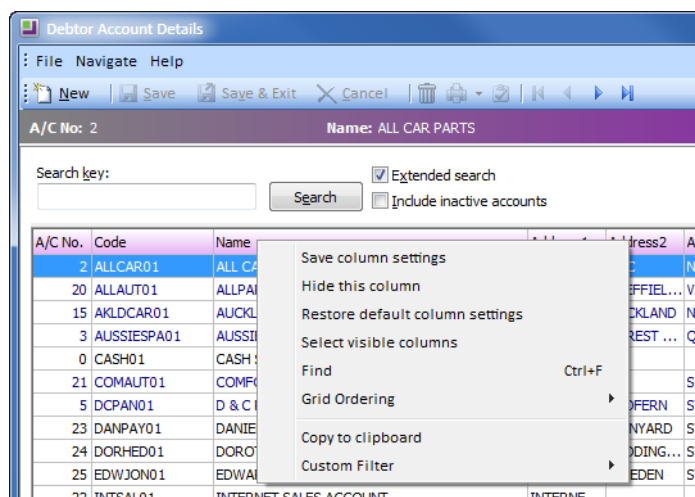
Exogrid options on the Debtor Account screen

N O T E

Custom filters and ordering of columns are unique to your workstation and will not appear when working on a different user's workstation.

To manipulating exogrids:

T I P

Hold down the SHIFT key while clicking on a second column facilitates multiple sorting (e.g. sort by Primary Group, then by Name.)

Action	Description
Sort the Grid	Click on a column header name to sort by that column (in ascending order). Click on the column a second time to reverse sort. You should see a small black triangle indicating the column that you are sorting on.
Restructure the Grid	Click and drag in the column header to re-order the grid (e.g. move **NAME to** be the first column in the grid).
Open an Item	**Double-click** on the line item.
Display Line Options	Right-click on the grid body to display options related to the line selected (e.g. reverse a transaction, print a document).
Display Grid Options	Right-click on the blue header line of the grid (subject to option support) • **Save column settings** - retains the current settings for this grid on this workstation. • **Hide this column** - a quick method for hiding the column that you have selected. • **Restore default column settings** - resets all changes back to the 'factory default'. • **Select visible columns** - determines the columns to display in the grid. Some optional columns are not enabled by default, as they may not suit all users. • **Find** - prompts for search text, and searches the grid for a matching entry. • **Grid ordering** - provides two options, to 'Lock Grid Ordering' or to 'Revert to Natural Order'. This prevents automatic reordering when keying-in transactions. • **Copy to clipboard** - copies the contents of the visible columns to the Windows clipboard, to be pasted into a spreadsheet or similar application (using the **Edit** > **Paste** menu in most applications). • **Custom filter** - advanced option to apply custom SQL statements to the grid. See your implementing partner if you want this functionality activated.

N O T E ──

If you make changes to an Exogrid that you want to retain, choose **Save Column Settings**. This will apply to the workstation you are working at.

Saving Window Sizes and Positions

When resizing or repositioning windows, it is possible to save these settings for next time you open a particular window.

To save/restore the window size and/or position:

1 **Right-click** on the window's title bar or press **ALT+SPACEBAR**.

2 Select **Form Position > Save**. This will save the window at that size and position for next time you open it. The window can subsequently be resized as often as required and will reopen with the saved settings.

3 Select **Form Position > Restore** to restore the default MYOB EXO Finance settings.
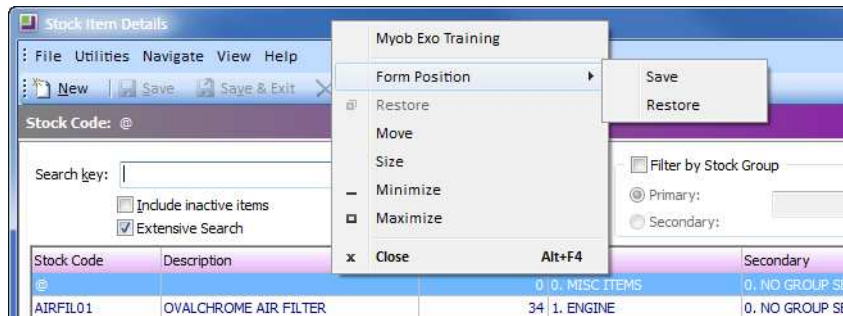
Saving window positions and sizes

Help Functions

There are a number of ways to access help when using EXO Business.

These include:

On-line help

This can be accessed from **Help** > **On-line Manual** or by pressing **F1**. Your help file should be installed on the help directory specified in the Exoconfig profile (usually C:\Program Files(x86)\MYOB EXO Business\Help).

The On-line help function offers a comprehensive, indexed guide to most Exo Business functions designed to support you in your day to day use.

Tool Tips

Tool Tips are shown when hovering the mouse over an icon, a section, an option or a setting.

Screen help

Screen help is shown at the bottom of most screens and can be turned off and on by clicking the button on the top right side of the screen.

Whitepapers and Quick Guides

A number of Whitepapers and Quick Guides have been written for MYOB EXO Business to address various topics on the system. These offer a high level of technical and some procedural detail and are available to Accredited MYOB Exo Business Consultants.

Skills checklist

Tick the skills that you have learned in this unit.

Skills	✔
Select and open EXO Business Databases	
Search for and access transactional information	
Navigate using function keys	
Manipulate views using ExoGrids	

Account Masters

<div style="text-align: right">**2**</div>

In this unit you will learn the basic functionality to create and edit Debtors, Creditors and Contacts master records.

By the end of this unit, you will be able to:

▶ Enter debtors, creditors and contacts

▶ Use account tabs to record additional information

▶ Utilise the Task Scheduler to manage daily business activities

Overview

On completion of this module participants should be able to:

- Enter debtors, creditors and contacts

- Use account tabs to record additional information

- Utilise the Task Scheduler to manage daily business activities

Overview of Account Masters

In EXO Business information is recorded in four different ledgers:

- Debtors Ledger (Customers)
- Creditors Ledger (Suppliers)
- Stock Ledger
- General Ledger

These are referred to as the Account Masters.

Information about accounts within each of the ledgers (i.e. a stock account or a debtor account) is grouped on tabs within the account.

Essential information is on the first tab (**Details 1**) while additional information is stored on the following tabs (**Details 2**, **Contacts**, **Transactions**, **Orders**, **Extra Fields**, **History Notes**, **Documents**, **Activities**, **Analysis**, etc). These vary slightly depending on which of the Account Masters is being viewed.

A summary of the tabs of each of the account masters follows. This is an overview only and more detail is provided in later modules.
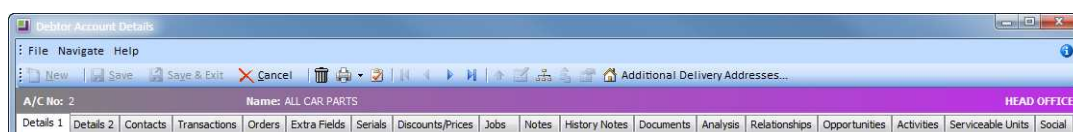
Example of tabs on the debtors master

TIP

To search for a Debtor, Creditor, Stock Item or Non-Account, type *?* followed by the `TAB` key. This will display a list of relevant records to choose from.

When accessing a list of all accounts, Account Types are also colour coded:

- Debtors = green
- Creditors = red
- Non-Accounts = black.

Debtors Master

Accounts > Debtors

Debtor account management within EXO Business is very powerful. Debtor accounts can be grouped to suit the reporting requirements of the business and the account master contains all the information related to the account, e.g. debtor details, contacts, transactions, notes, price policies, etc.

Debtor accounts can be found via **Maintain debtors** on the **Sales** screen.

Debtors Master: Details 1 tab

Details 1 tab

Contains primary information such as addresses, key contacts, sales and credit information, price setup, account type flag and other system maintained information.

TIP

Icons at the top of each of the account screens provide specific functionality and will change when moving between tabs.

NOTE

The contact name on the **Details 1** tab is the default contact for the account. It must be setup as a contact and then assigned as the **Default Contact** via the icon on the **Contacts** tab. A separate contact can be set up for statements on the **Details 2** tab.

Details 2 tab

Holds secondary information including payment information (i.e. prompt payment discounts), banking details, tax registration, auto order template, invoice format control (i.e. which invoice format to use when printing invoices for this customer), which method is used to send statements, who statements are sent to, social media details and pop up alert text.

I M P O R T A N T

! Only contacts with valid email addresses can be selected as the Statement Contact.

Contacts tab

Provides the debtor's contact details. Users can add, delete or edit contact information. Users can easily create documents for the contact person, and an email facility is also supported on this screen.

Transactions tab

Users can view all transactions related to the debtor, e.g. payments, invoices, credit notes, adjustments, and allocations. Each transaction provides details related to the transaction such as the date, kind of transaction and the amount. Users can also drill down to show all General Ledger transactions associated with the selected transaction. Invoices and statements can also be emailed from this tab.

N O T E

An option **Preview Journals** is available. Selecting this option opens up the GL Batch Transactions window, showing all General Ledger transactions that will be generated for the selected Debtor transaction.

Orders tab

Allows viewing of the sales orders for this debtor, status and order amount. New sales orders can also be created from this screen.

Extra Fields tab

Debtor accounts supports 24 extra fields that can be defined to suit the company needs. The first 3 extra fields are displayed on the **Details1** tab and the rest on the **Extra Fields** tab.

Serials tab

Shows a list of all serialised stock items that were purchased by this account.

Discounts/Prices tab

This page displays all the price policies and price rules that apply to this account.

Jobs tab

Displayed when the Job Costing module is installed, this tab lists all jobs related to the account. It displays the jobcode, job no., status, order no. and start and due date.

Notes tab

This tab provides a 'free-form' way for users to record any communication or general information related to the debtor. Users can insert the username and date/time when the info is recorded and common phrases can be entered easily. This is a very useful tool for entering conversations and events relating to the debtor.

History Notes tab

This is like the notepad tab, but is more structured. This makes it easier to search for previous notes related to the debtor. You can create, edit, delete, or email history notes depending on your user profile.

Documents tab

Lists all the documents related to a debtor account. It could be a word processing document, a graphics file, or any document that is recognised by a Windows application. When sending e-mails from EXO Business, users have the option to save a copy of the e-mail in the corresponding debtor's Documents tab. E-mails from Microsoft Outlook can also be dragged and dropped into the Documents tab.

Analysis tab

Displays a graphical view of the sales performance and allows comparison of the sales through the year.

Relationships tab

Shows existing relationships for the debtor account and provides for the establishment of new relationships.

Opportunities tab

Shows a list of all the opportunities associated with this debtor account.

N O T E

Opportunities are part of the functionality available with EXO CRM. The Opportunities tab can be added to the Debtor Account maintenance to enable users to use this functionality from within EXO Business core. However, an EXO CRM license will be used by each user that has access to this functionality from within EXO Business core.

Activities tab

Shows a list of activities relating to the debtor account and enables addition of new activities through the icon.

Serviceable Units

Shows a list of all Serviceable Units assigned to this debtor account.

N O T E

Serviceable Units is only available with EXO Job Costing. Refer to the EXO Job Costing User Guide for information on Serviceable Units.

Social

Shows information about the debtor from various social media services. If no social media details have been entered on the Details 2 tab, the sub-tab will display the results of a search for the debtor.

Creditors Master

Account > Creditors

The creditor accounts master is very similar to the debtors master. Users can set up creditor account groups suited to the recording and reporting requirements of the business.

Creditors Master Details 1 tab

Details 1

Contains company details, purchases and credit information, account type flag and other system maintained information.

Details 2

Holds payment info including prompt payment and vendor discount, the method for sending remittances and who they are sent to, banking details, default GST rate, which method is used to send remittance advices, maximum auto authorise amount, social media details and pop-up alert text.

I M P O R T A N T

!   Only contacts with valid email addresses can be selected as the Remittance Contact.

Contacts

Provides the creditor's contact details. Users can add, delete or edit contact information. Users can easily create documents for the contact person and an email facility is also supported on this screen.

IMPORTANT

There can only be one default contact per creditor and the default contact cannot be deleted.

Transaction

Users can view all transactions related to the creditor, e.g. payments, invoices, refunds, adjustments, allocations, etc. Each transaction provides details related to the transaction such as the date, kind of transaction and the amount. Users can also drill down to show all General Ledger transactions associated with the selected transaction.

NOTE

An option **Preview Journals** is available. Selecting this option opens up the GL Batch Transactions window, showing all General Ledger transactions that will be generated for the selected Creditor transaction

Orders

This is where you can view a list of purchase orders on their account, their status and order amount. New purchase orders can also be created from this tab.

Serials

This shows a list of all serialised stock items that were bought from this account.

Notes

Allow users to record any communication or general information related to the creditor. Users can insert the username and date/time when the info is recorded and common phrases can be entered easily.

History Notes

This is like the notepad tab, but is more structured. This makes it easier to search for previous notes related to the creditor. You can create, edit, delete, or email history notes depending on your user profile.

Documents

Lists all the documents related to a creditor account. It could be a word processing document, a graphical .gif or .avi file, or any document that is recognized by a Windows application. When sending e-mails from EXO Business, users have the option to save a copy of the e-mail in the corresponding creditor's Documents tab. E-mails from Microsoft Outlook can also be dragged and dropped into the Documents tab.

Analysis

Displays a graph that gives a quick view of the purchases performance, and comparison of the purchases through the year. This will help to forecast future purchases.

Relationships

Shows existing relationships for the creditor account.

Opportunities tab

Shows a list of all the opportunities associated with this creditor account.

N O T E

Opportunities are part of the functionality available with EXO CRM. The Opportunities tab can be added to the Creditor Account maintenance to enable users to use this functionality from within EXO Business core. However, an EXO CRM license will be used by each user that has access to this functionality from within EXO Business core.

Activities

Shows a list of activities relating to the creditor account and enables addition of new activities through the New Task icon.

Social

Shows information about the creditor from various social media services. If no social media details have been entered on the Details 2 tab, the sub-tab will display the results of a search for the creditor.

W A R N I N G

If a Creditor is set up as a main supplier for a stock item, the Creditor cannot be deleted from the system.

Stock Master

Account > Stock

Stock Master Details 1 tab

Details 1

Contains stock item code, description, groups, cost and sell prices, unit of measure, serial no. tracking method and stock levels per stock location.

N O T E

Serial numbers, batch codes and support for expiry dates are optional settings.

I M P O R T A N T

Goods can be restricted by using the Restricted Goods option. You can restrict goods at stock code, debtor account, head office, location, branch, sales person or staff member.

Details 2

Holds the min/max stock, sales, purchase and COS GL codes, weight and cubic info, sales and purchase GST and the barcode and alternate suppliers and codes.

T I P

Extra columns such as bin code and min/max quantities can be shown on the stock location summary on Details 1 by using Exogrid visible columns function (right-click on a column).

Transactions

Contains a list of transactions for the particular stock item, e.g. invoices, orders, receipts, adjustments, and transfers. Users can also drill down to show all General Ledger transactions associated with the selected transaction.

N O T E

An option **Preview Journals** is available. Selecting this option opens up the GL Batch Transactions window, showing all General Ledger transactions that will be generated for the selected Stock transaction

Orders

Displays the orders related to the stock item. It contains three panels: sales orders, transfer requests and purchase orders.

T I P

Panels on the **Orders** tab can be hidden or viewed by going to the **View** menu and deselecting or selecting the relevant grid.

Works Order

This tab is divided into two panels; one for works order to be produced and works order to be used in production.

Web

Contains fields that you need to use if you are displaying your stock on a website.

Notes

Allows entry of 'free-form' notes pertinent to the stock item.

History Notes

This is like the notepad tab, but is more structured. This makes it easier to search for previous notes related to the stock item. You can create, edit, delete, or email history notes depending on your user profile.

Documents

Lists all documents related to a stock account. It could be a word processing document, a graphical .gif or .avi file, or any document that is recognised by a Windows application. E-mails from Microsoft Outlook can also be dragged and dropped into the Documents tab.

Analysis

A quick preview of the sales status of the stock item. The graph displays the dollar value (depicted through a red line). Double-click on the graph to view the total units sold (blue line).

N O T E

Activities cannot be entered via the stock accounts. Notes or history notes can be used to enter additional information into the stock accounts.

General Ledger

Account > General Ledger

The General Ledger (GL) is the consolidation of all the movements created in the debtors, creditors and stock sub ledgers. GL accounts are used to prepare financial reports at the end of each period and each financial year.

General Ledger Sales Account

N O T E

Period totals for a Profit & Loss account show account movement for the period while Balance Sheet totals show accumulated balance.

Details

Contains general ledger account no, name, report code, account group, default GST rate and flags. It also identifies the type of GL account and the currency used. When selecting the Account Group, the system will default to debit/credit and Balance Sheet/Profit and Loss as set up in the Account Group.

W A R N I N G

When creating a General Ledger account the account group will default to the first group on the dropdown list. This must be changed to the correct account group.

The **Allow journals** option can be set at the GL account level for all sub-accounts or can be set independently at each subaccount level.

Transactions

Lists all the transactions that match the search criteria. Users can also drill down to show all GL transactions associated with the selected transaction.

NOTE

General ledger transactions can be grouped. When grouping is enabled, the transactions grid displays totals for each combination of grouping properties

Budget

Allows multiple budgets to be set up and used for reporting purposes.

NOTE

Budget and sub-accounts tabs are only visible once the GL Account is created and saved.

Notes

Allows entry of 'free-form' notes pertinent to the GL item.

History Notes

History notes provide for structured note taking. History notes can be created, edited, deleted, or emailed depending on your user profile.

Analysis

Show trends of a particular account in graphical form.

WARNING

General Ledger Accounts can only be deleted from the system if there are no transactions against the account. If a General Ledger Account is used in a Recurring or Suspended General Ledger Batch it must be removed from the batch before it can be deleted.

Set up a New Debtor (Customer)

Account > Debtors

The process for setting up a new debtor is relatively straightforward, however you will need to consider a number of additional factors such as what groups they will be in, the base selling price they will incur, etc.

To set up a new debtor

1   Press **F3** to open the debtor search screen, or navigate via the drop down menus *Account > Debtors.*

2   Click **New** to create a new debtor entry screen (*ALT+N*).

New Debtor: Details 1

Details 1

1 Enter Primary Details:

Section	Description
Account name & Code	EXO Business will generate a code based on the name that you give the debtor.
Company and Postal Address	Ensure that you enter the details in the correct fields (use the return key). If you choose not to enter a separate delivery address, then the postal address will be replicated once the debtor account is saved. Note: Remember to enter the **Postcode** in the correct field to facilitate searching and sorting of debtors
E-mail, Phone, Contact name	To enter a contact name on the Details1 screen, a contact must first be entered into the *contacts* tab. Then click the icon *Set to default contact* in the menu bar. See the next section *'Working with Contacts'* on page 45 to review the procedure for adding a contact. **Note**: The contact name on the Details 1tab is the default contact for the account.
Sales Groups	Primary and secondary sales groups are set up when implementing the program. Ensure that you select the correct ones so that business reporting and marketing activities are based on accurate information.
Credit terms	The credit terms available are also set up when implementing the program. Choose the appropriate period and credit limit required.
Currency	Enter the currency from the drop down list. **Note:** Currency must be correct at the time of entering a new debtor as currencies cannot be changed once the debtor has been saved.

2 Review account flags checkboxes:

Section	Description
Active	Select to make account active.
Open Item	Select to allow payments against specific invoices, not final balance.
Stop Credit	Enables you to put this account on stop credit.
Account Template	when creating a new order for this account, it will use the Auto Order Template specified in the Details 2 tab.

Allow Restricted Goods	allows this particular account to purchase goods that may be restricted (e.g. hazardous materials that may require the purchaser to be licensed). Restricted goods status is assigned in the stock master.
Private Account	checkbox restricts access to the assigned salesperson only.

Details2 tab

New Debtors Details 2 tab

1 Enter Secondary Details:

Section	Description
Payment Details	
Default payment type	When receiving payments, this will be the payment type that the system defaults to. It can still be changed at the time of receiving payment.

Bank Details	Bank details are only required here if you are using the direct debits module. Cheque details are recorded on the payments screen and are not kept on the debtor account. However the cheque details are retained for the next time a cheque is received from that debtor.
Advice Notification	Select the method you wish to advise the Debtor of the payment made.
Prompt Payment	
Discount(%)/Amount	Enter in either the discount % or amount applicable for this debtor for prompt payment.
Do Not Accept Cheques	Will you accept a cheque from this Debtor for payment of invoices.
Social Media	
Facebook, LinkedIn, Twitter	Enter account ID from social media services for the debtor.A search for the account ID can be made from the Social tab on the Debtors Account once the new Debtor has been saved.
GST Details	
ABN	The ABN should be entered at the time of setting up the debtor account. **NOTE**: MYOB EXO Business will not remind you if the ABN not completed.
Override GST rate	It is recommended that the GST rate is left at *1-auto Select rate* unless it is an international debtor that will not attract GST. This will utilise the default rate set for debtors that has been set up.
Miscellaneous Details	
Auto Order Templates	Provides access to predefined lists of commonly ordered items that will automatically populate a new sales order for this customer. If a template is not chosen, a blank invoice will be created.The template is created in Bill of Materials.
Invoice Files	If you wish to use multiple Invoice formats for Debtors, enter the invoice number to be used for this debtor. Entry will generally be 0, 1 or 2 depending on how many invoice files you have setup for your organisation.
Statement Delivery	From the dropdown list, select the method by which statements will be delivered (None/Email/Print/Both).
Statement Contact	From the dropdown list, select the contact to which statement will be e-mailed if the **Statement Delivery** is set to *Email*.

Invoice Type	From the dropdown list, select the type of invoice that will be used for this debtor: • Select **Default** for the default invoice layout. • Select **Standard** for the Clarity invoice layout. • Select **M-Powered** for the M-Powered invoice layout.
Pop-up Alert	
Pop-up Alert	Enter in a Note you wish to be displayed anytime this Debtor is selected in Exo Business (e.g. on a sales order).

Extra Fields

1 Ensure that the required information is entered in the Extra Fields tab. These are generally additional customised fields set up for you by your implementing partner to suit the requirements of your business.

Save the new debtor by clicking the **Save** button. This will save the details you have entered and provide access to the transactional fields on the debtor account (such as transactions, orders, activities, etc).

Working with Contacts

Contacts add an element of flexibility when dealing with customers and suppliers. Contacts are entities in their own right and do not have to be linked with a Debtor, Creditor or Non-account.

- An individual contact can be linked to one or many accounts if required.

- One debtor or creditor account can have many contacts if required.

- Relationships can be defined between contacts as well as between contacts and accounts.

- Activities (Tasks/Appointments) can be recorded against contacts.

This section provides details on some of the more commonly used features when dealing with contacts.

Search for a contact

To search for a contact:

1 Open the contacts screen: **Account > Contacts**.
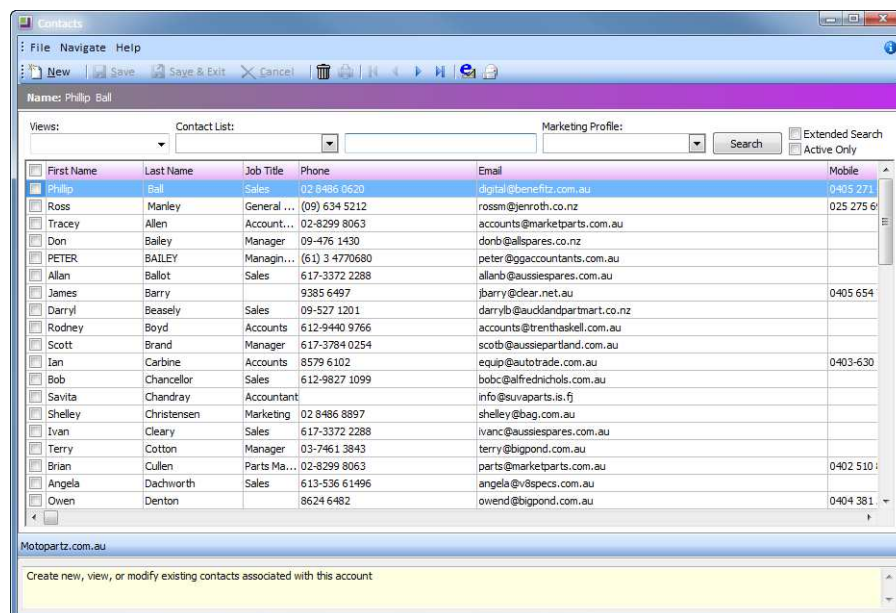
Account Contacts search screen

2 From the **Views** dropdown list, select a pre-defined filter, e.g. Sydney-based contacts. See *'To create a custom view:'* on page 46 for instructions on creating Views.

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3 From the **Contact List** dropdown list, select a pre-defined contact list.

N O T E

Contact Lists is a feature of EXO CRM and requires an EXO CRM license. Refer to the EXO CRM User Guide for more information on Contact Lists.

4 Enter appropriate search information in the search field (e.g. part of the surname).

5 To filter on specific marketing profiles, select the option **Marketing Profile** and select the respective profiles in the dropdown list. See *'Other contact information'* on page 49 for instructions on creating Marketing Profiles.

6 The **Extended Search** option is unselected by default. This searches for the Search string in the address, email, phone number and linked debtors fields, as well as the contact name. If you have a small database, or want to extend your Search to beyond contact name,select this option.

7 Select the **Active** option if you only want to search active contacts only.

8 Click on the **Search** button to search for contacts that fulfil the Search criteria.

**9** Double-click on the Contact to open it for review/amendment.

To create a custom view:

1 From the **Views** dropdown list, select **Custom View**.

2 A list of custom views will be displayed.

3 To edit a custom view, select the view in the list and click on the `Edit` button.

4 To create a new custom view, click on the [New] button.
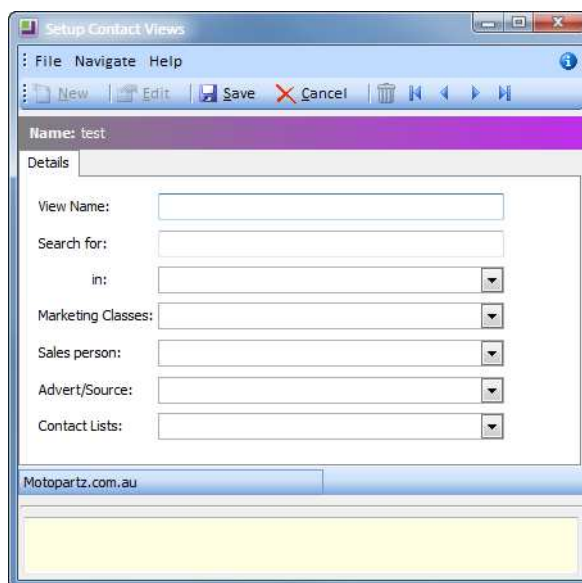
Contacts - Create new custom view

5 Enter a **View Name**.

6 In the **Search for** field, enter the search criteria for this view.

7 From the **in** dropdown list, the field(s) in the contact data to search in.

8 From the **Marketing Classes** dropdown list, select the Marketing Classes to be included in the View. Only contacts assigned the selected Marketing Classes will be included in the View.

9 From the **Sales person** dropdown list, select the Sales Person to be included in the View. Only contacts assigned the selected Sales Person will be included in the View.

10 From the **Advert/Source** dropdown list, select the Advert/Source to be included in the View. Only contacts assigned the selected Advert/Source will be included in the View.

11 From the **Contact List** dropdown list, select the Contact List to be included in the View. Only contacts assigned the selected Contact List will be included in the View.

12 Click on the [Save] button.

New Contact

If the contact you are looking for is not there, you can create a new contact.

To create a new contact

1 From the Contacts screen, click on the **New** button. A blank screen will appear, ready for you to enter information into the details tab of the account.

New Contact entry screen

2 Enter the contact's name in the order First name / Last name (e.g. Jane Smithson).

N O T E

If you want to add a salutation (e.g. Ms, Mr) and check the order of the name, click on the ellipsis (...) next to the name field. This will enable you to enter the contact's Salutation, First name and Last name separately.

3 Enter the **Postal Address**. Street, City/Town, State and Country are broken down into separately lines.

T I P

Click the [icon] icon in the toolbar and choose to copy either the company postal address or company delivery

4 Enter the post code into the **Post Code** field. Click on the ellipsis (...) to search for a postcode using the suburb name.

5 Enter the **Delivery Address** (if different to Postal Address). There are two additional lines which could be used for specific delivery instructions pertaining to the address (e.g. nearest cross street Digby Drive). If you do not enter a delivery address the postal address will be replicated on most reports.

6 Enter an **email** address. If this contact is to become the default contact for a debtor/creditor account, this is the address that will be used for emailing invoices and statements, remittance advices, etc.

7 Enter **Phone Numbers** including any relevant area codes.

8 Select the option **Sync with Outlook** to synchronise this contact with Outlook every time a synchronisation is performed.

N O T E

Refer to the EXO Business User Guide or Online Help for more information on Outlook synchronisation.

9 Assign a **Sales Person** from the dropdown list.

10 Nominate an **Advert/Source**. Choose from the dropdown list of referral sources.

N O T E

The A**dvert/Source** list can be edited by clicking on the **Setup** button next to the field. Click on the **New** button to add a new referral source and then click on **Save**. Close the window to return to the Account Contacts screen.

11 Enter an **MSN id**, **Yahoo id** and **Skype ID** as appropriate.

12 Enter the contact's **Facebook**, **LinkedIn** and **Twitter** details to display information from these social media services in the Social tab.

13 Click on the **Save** on the toolbar. This will save the contact details entered so far and display the rest of the tabs on the Contacts screen. These include Marketing, Invoices, Orders, Notes, History Notes, Docs, Accounts, Relationships, Activities, Opportunities and Social.

T I P

Click on the 🗒 icon to sychronise this contact with your Outlook contacts.

Other contact information

Once you have saved your contact, additional tabs become available for entry of information and review.

Contacts > Marketing

The **Marketing** tab provides the facility to set up groups for marketing purposes that are independent of a contact's membership in any other account or pricing group.

A contact can be a member of more than one marketing class and up to 26 marketing classes can be set up.

Click on the [Setup Marketing Classes] icon on the toolbar to create new marketing classes or edit the names of existing classes. If you are planning to change the name of a marketing class, make sure that the existing contacts assigned to that class are still relevant.
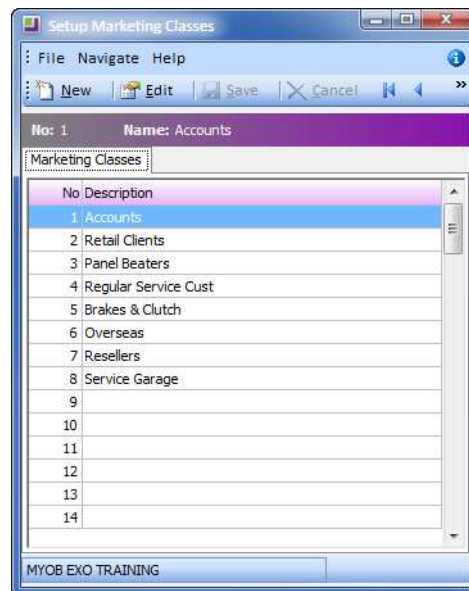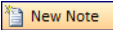

Setup Marketing Classes

Contacts > Invoices tab

The invoice tab lists all the debtor or creditor invoices that relate to this contact. You can drill down from here to view more details.

Contacts > Orders tab

The orders tab lists all sales or purchase orders that relate to this contact. You can drill down from here to view more details about the order.

Contacts > Notes tab

The Notes tab allows recording of any general information relating to the contact. Click on the [New Note] in the toolbar to automatically insert date, time and your username, then enter details as required. This will provide a simple list of entries that can be printed if required by clicking on the 🖨 on the toolbar.
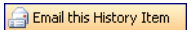
Contacts > History Notes tab

The History notes tab provides a more structured method for note taking. The top half of the screen provides a list of the history notes sorted by Date. The lower half shows the details of the note that is currently selected.
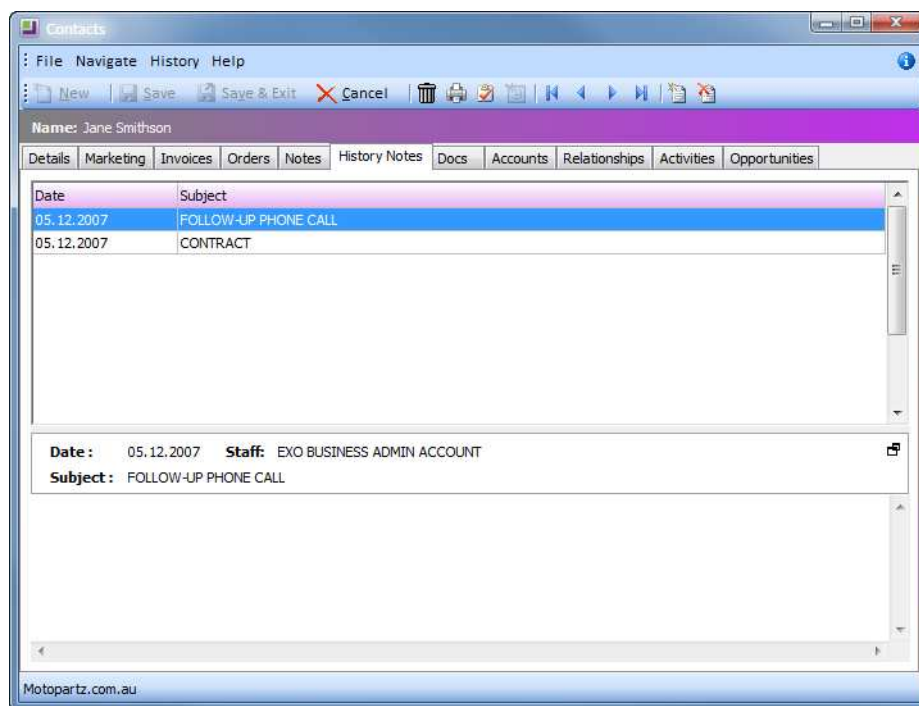
History Notes Screen

Click on the [button] button to create a new history note.

History notes can be emailed. Open the history note and click on the [Email this History Item] icon to email the note to the contact or to a third party.

History Notes can be printed. Open the history note and click on the [button] button in the toolbar. This will print the history note to the default printer.

Contacts > Docs tab

The Contacts tab provides a list of all the documents that have been linked to the contact. These can be any type of file that is recognised by Windows, e.g. word processing, graphics or spreadsheet files. See later in this section on how to import a document to a contact.

Contacts > Accounts tab

The Accounts tab lists the accounts that are linked to this contact (e.g. a debtor or creditor account). From here you can drill down to the assigned account to look further into the transaction history if required.

Refer to *'Linking Contacts with a company'* on page 54 for details on linking contacts to accounts.

Contacts > Relationships tab

The Relationships tab allows you to create links between contacts (in addition to any links they may already have with a debtor or creditor account). You can setup different relationship types depending on your business requirements. The following example shows that Jane Smithson is a contact for Aussie Spares, as well as manager of Allan Ballot who is also a contact for Aussie Spares.
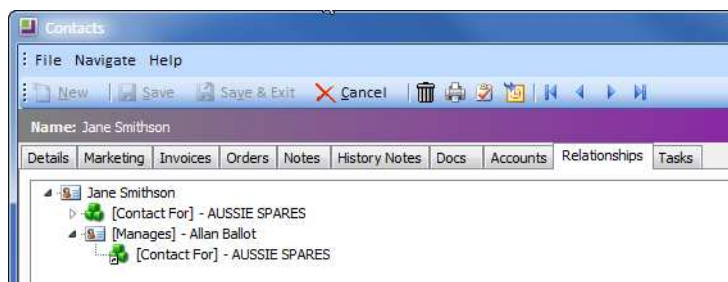
Relationship tab under Contacts screen

To establish a relationship:

1   Go to the Relationships tab of the contact for which you want to establish a relationship.

2   **Right-click** on the contact and select **New.**

3   Select the appropriate Relationship Name (i.e. employee, manages). The relationship name that you choose defines the list that the system puts forward:

- **Manages** returns a list of contacts

- **Employee** returns a list of existing staff members for the organisation

- **Key Stakeholder** returns a list of creditor accounts

- **Supplies** *to* returns a list of contacts

- Alternatively, you can setup a new relationship category.

4   Click on the ellipsis **(...)** to search a list of contacts/accounts to define the relationship with. **Double-click** on the appropriate entity and the relationship will be established. The corresponding relationship will also be established in the second account.
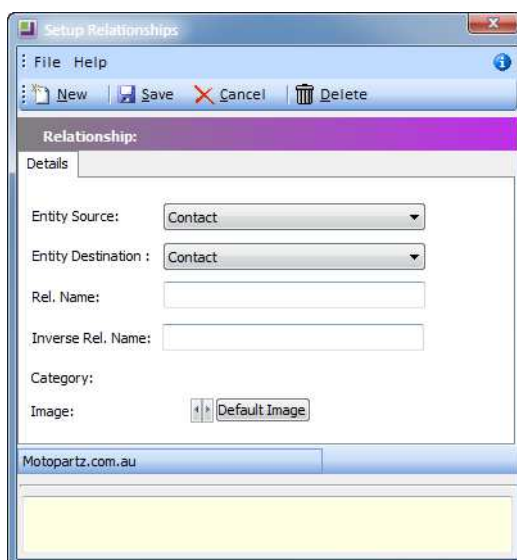
N O T E

To remove a relationship simply **right-click** on the contact/account and select **Remove**.

You can define new relationship types to suit your business

To set up new relationship category:

1 Go to the Relationships tab of an account.

2 **Right-click** on the contact name under the Relationships tab

3 Select **Setup relationships**.

4 Click **New** to setup a new relationship.

Set up Relationships

5 Choose the Entity source and the Entity destination (contact, customer, supplier, non-account, staff).

6 Define the relationship name and the inverse relationship name.

7 Assign an image, if required, by clicking on the arrow next to the **Default Image** button. If you want to revert to the system defined image, click on the **Default Image** button.

N O T E

When creating new relationships the *relationship name* will appear in the relationships screen of the source contact (or account), while the *invers rel. name* will appear in the relationships screen of the destination contact (or account). There is no need to establish the relatfionship twice.

Contacts > Activities

The Activities tab lists all the existing tasks/appointments that relate to the contact. You can also enter new tasks/appointments relating to the contact from this tab. Refer to the section *'Working with Activities'* on page 62 for more information on Activities.

Contacts > Opportunities

The Opportunities tab lists all the existing opportunities that relate to this contact.

N O T E

Opportunities are part of the functionality available with EXO CRM. The Opportunities tab can be added to the Creditor Account maintenance to enable users to use this functionality from within EXO Business core. However, an EXO CRM license will be used by each user that has access to this functionality from within EXO Business core.
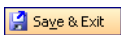
Contact > Social

The Social tab lists information about the contact from various social media services. If no social media details have been entered on the Details tab, the sub-tab will display the results of a search for the contact's name.

Linking Contacts with a company

Once you have setup a new contact, you can assign it to a debtor, creditor or non-account.

To associate a contact to a debtor, creditor or non-account:

1 Open the account you wish to assign the contact to.

2 Click on the **Contacts** tab.

3 Once in the contacts tab you can either assign and create a new contact, or you can associate an existing contact to the account:

Action	Description
Associate a new contact	• If the contact does not already exist on the database, click on the ⬛ icon in the toolbar of the **Contacts** tab. • The new contacts screen will appear with the company details already completed. • Enter the contact details as required and click on ⬛ Save & Exit to assign to the account. • Click the ⬛ icon in the toolbar of the new contact screen to copy the company's address to the contact address.
Associate an existing contact	• If the contact you wish to associate is already on the database, click on the ⬛ icon. • Search for the contact and then **double-click** the contact to assign it to the account.

Any contact can be assigned default contact status, however there can only be one default contact per account.

To assign default contact status:

1 Open the account for which you wish to assign default status.

2 Click on the **Contacts** tab.

3 Make sure that the correct contact is highlighted then click the ![icon] icon.

Synchronising Contacts

EXO Business integrates with the Microsoft Outlook Express client for the two-way synchronisation of Events (Tasks and Appointments).

I M P O R T A N T

Synchronisation with Microsoft Exchange Server is not supported.

To synchronise Contacts:

1 Double-click on the contact record.

2 Click the ![button] button.

3 Right-click on the Contact and select Synchronise to Outlook.

N O T E

Outlook contacts will be sorted under their first name. Check with your system administrator to resolve this if required.

When Contacts are synchronised, the following updates occur:

- Any new Contacts in EXO Business are exported to Outlook.
- Any new Contacts in Outlook are imported to EXO Business.
- Any existing Contacts that have been modified in EXO Business are updated in Outlook.

When synchronising Contacts, EXO Business is **always** used as the master database, i.e. the details of Contacts in EXO Business overwrite the details of the corresponding Contacts in Outlook.

Emailing Contacts

Account > Contacts > Documents

There are two methods for sending an email to a contact within MYOB EXO Business:

- The first method is simply a link to your default email program and does not keep a record in EXO Business.

- The second method will keep a record in the history notes section of the Contacts screen.

To email a contact:

1 Open the **Account Contacts** screen and search for the required contact.

2 Click on the **Docs** tab of the contact.

3 Click on the [Send an Email] icon in the toolbar. This will open your default email program (e.g. Outlook) and enter the contact's email address in the **To** field.

4 Complete the rest of your email and send it according to your default email program.

5 Once the email is sent, you will be prompted to save a copy of the email in the contact's documents.

To email a copy of a History Note to a contact:

1 Open the **Account Contacts** screen and search for the contact.

2 Click on the **History Notes** tab of the contact.

3 Start a new history note by clicking on the [ ] icon in the toolbar.

4 Complete history note by entering the subject and details into the history note.
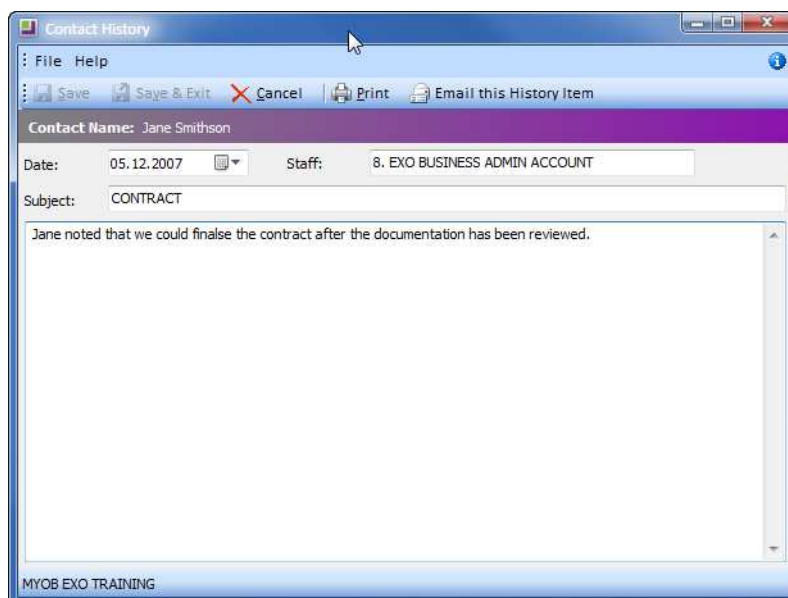

Email a History Note

5 Email the History note by clicking on [Email this History Item] in the toolbar. This will open your default email program (e.g. Outlook) and enter the contact's email address in the **To** field. The subject and content of the history note will also be entered automatically into the email. Complete the rest of your email and send it according to your default email program.

6 Once the email is sent, you will be prompted to save a copy of the email in the contact's documents.

Attaching documents

Accounts > Contacts > (Contact Name) > Docs

Documents can be attached to contacts or accounts. They can be linked to the database (using less memory) or saved into the database (more memory).

To import a document:

1 Open the **Docs** tab on the **Contact** screen.

2 Click on the [icon] icon and then on **New**.

3 Click on the [icon] icon on the toolbar.

4 Navigate to the document you wish to import and **double-click** to open.

5 Choose how to connect the file:

- Save as a Link Only (linking is the recommended method as it uses less space within the database).

- Save file to database.

6 Enter referencing details into Document Manager (the document date, file name and source path will be automatically entered).
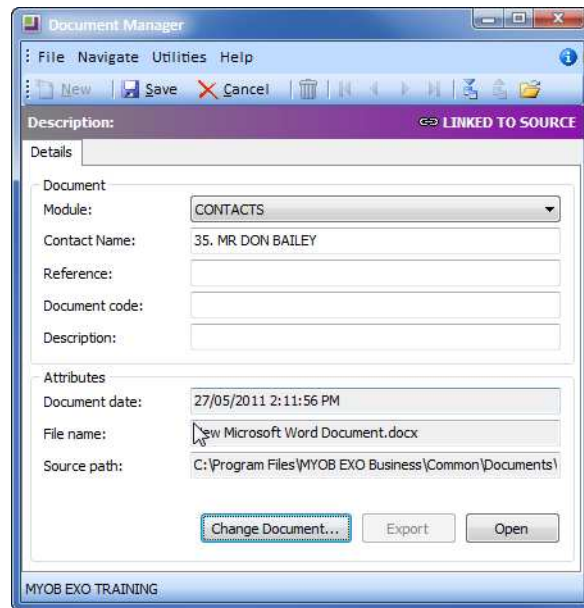
Document Manager

7 Click **Save.**

The document is now linked to the database and visible from that contact. It can be opened and edited as required.

Non-Accounts

In addition to contacts that are not connected to a debtor or creditor, MYOB EXO Business provides for companies that are not either a debtor or creditor.

These are referred to as *Non-accounts* and could be a prospect or business associate with no suppliers / customer relationship.

Generally you will not have a trading relationship with a Non-Account. However, if that situation changes, you can easily convert a Non-Account to a debtor or creditor account.

Non Account

NOTE

Activities can be setup for Non-Accounts and contacts can be associated with Non-Accounts.

New Non-accounts are set up the same way that a debtor account or a creditor account would be set up.

To set up a new Non-Account:

1   From the **Account** menu, click on **Non-Accounts**.

2 Click **New** to create a new non-account.

3 Enter the name, contact details, etc.

4 From the **Type** dropdown list, the default option ***non-account*** will be available. Select **Edit List**... to add additional account types to the list.
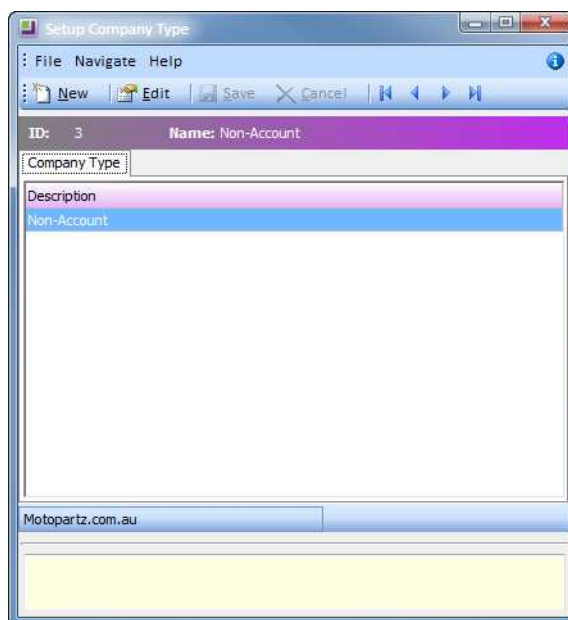
Set up Company Type

- Click **New** to create a new non-account type.

- Enter the details of the non-account type and click on **Save**.

5 An **Account Template** can be selected for the Non Account. When the Non Account is converted to a debtor or creditor, the assigned account template will be used as a basis for creating the debtor or creditor master record. Click on the ⊡ button to search for and select an account template to assign.

6 From the **Base price** dropdown list, a price can be assigned to the non account.

7 Click on the ⊡ button to assign a Sales Person to this account.

N O T E ———————————————————————————————————

If EXO CRM is installed and licensed, a field will be available to track the **Campaign Wave** that generated this Non Account.

8 In the **Facebook**, **LinkedIn** and **Twitter** fields, enter the company's Facebook, LinkedIn and Twitter details. Information about this company on these social media services will be displayed in the Social tab.

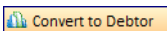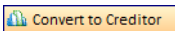**9** In the **Notes** field, enter any notes pertaining to this non account.

10 Click on the [Save] button.

T I P

Once you have saved the Non Account, the Contacts, History Notes, Activities, Relationships, Documents and Social tabs will be available.

To convert a Non Account to a Debtor or Creditor:

1 From the **Accounts** menu, click on **Non Accounts**.

2 Double-click on the record you want to convert.

3 In the Non Account Details screen, click on the [Convert to Debtor] to convert the non account to a debtor.

4 In the Non Account Details screen, click on the [Convert to Creditor] to convert the non account to a debtor.

5 Once the non account is converted, you will be presented with the Debtors or Creditors Maintenance screen respectively.

Working with Activities

The Activity Search widget is a useful tool in EXO Business that enables you to create activities (tasks or appointments) and assign them either to yourself or another staff member.

These activities can be linked to any accounts (debtor, creditor, non account) or contacts. When an activity has been entered for an account or contact, it will appear in the activities tab of that entity.

Activities operate in a manner similar to Microsoft Outlook with tasks and appointments treated similarly to tasks and appointments in Microsoft Outlook. Tasks and appointments can be scheduled, set as recurring, and categorised in a way that suits you and your business.

Activities can also be synchronised with Microsoft Outlook. When synchronising Activities, the distinction between Tasks and Appointments is preserved, e.g. Activities that exist as Tasks in EXO Business will appear as Tasks in Outlook after Activities are synchronised.

The Activities view displays all Tasks and Appointments in the EXO Business system. Activities can be displayed in a simple list, or on a calendar interface.

Set up Calendar

Events are presented in a calendar style view that can be customised to suit your own requirements. You can vary the increments in which you view the time and can have up to two time zones appearing on your calendar.

You can set up various viewing options in the Setup Scheduler screen.

To set up the calendar:

1 Select **Setup Calendar** from the **Tools** menu.
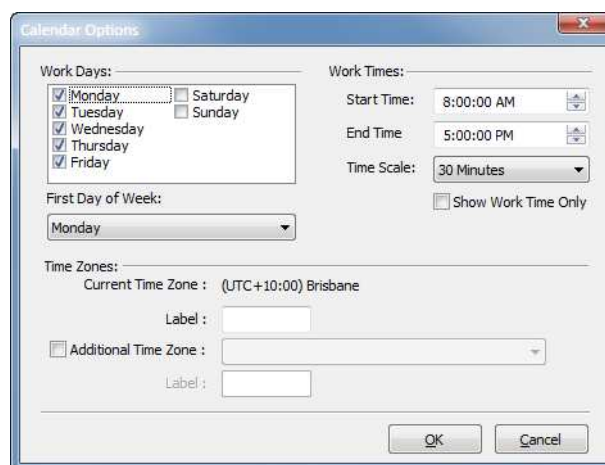
Set up Task Scheduler

2 Setup the appropriate options such as:

• work days and work times to calculate task durations

• time scale in which to view your tasks and calendar (e.g. half an hour, 15 minutes, etc).

• first day of the working week

• an additional time zone to appear on your calendar, if required.

3 Click **Ok**.

Review Activities

T I P

Individual activities can be reviewed in the activities tab of any entity (contact, creditor, debtor, non account) that they are related to.

List View

Selecting the **List View** option (found under the button in the Activities Search widget) displays all Tasks and Appointments in a simple list.

	Subject	Type	Status	Company Name	Contact Name
☐ ↓	~~Meeting with James Barry~~	~~Debtor~~	~~Completed~~	~~JAMES BARRY~~	
☐ ❗	Meeting	Proposal	Not Started	TASHI MOTORS	
☐	Presentation	New Business	Deferred		
☐	Followup	New Business	Waiting On Some…		
☐	Proposal for Tashi Motors	To Do	Not Started	TASHI MOTORS	

Activities - List View

For easy idenfication, activities are colour-coded:

- Green background = Tasks

- No colour background = Appointments
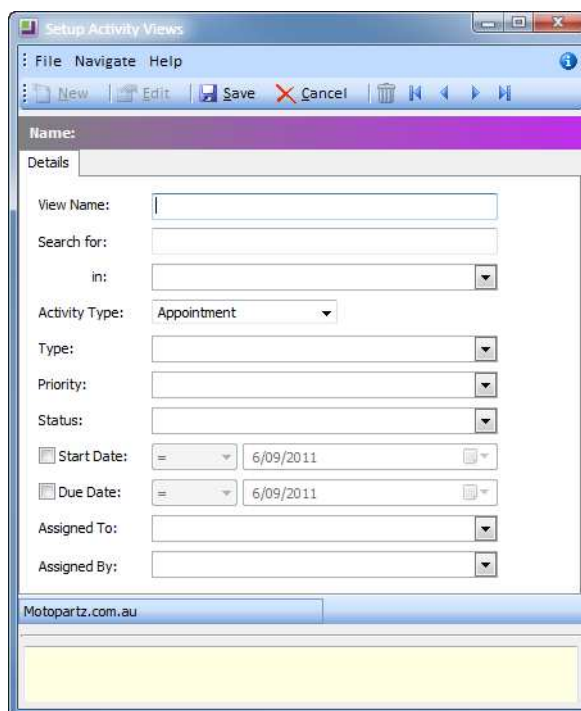
To edit an activity:

1 Double-click on the activity.

You can select a pre-defined view from the **Views** dropdown list to apply a filter:

View	Description
My Activities	Lists all the activities where the current user is the creator of the activity.
Open Activities	Lists all the activies with a status other than **Completed**.
Closed Activities	Lists all the activities with a status of **Completed**.
Overdue Activities	Lists all activities with an **End Date** prior to today.
Today's Activities	Lists all activities with an **End Date** of today.
Tomorrow's Activities	Lists all activities with an **End Date** of tomorrow.
Custom Views	Custom views will be listed next. Select the option **Custom Views** to create a customised view for the current user.

To create a custom view:

1 From the **Views** dropdown list, select **Custom View**.

2 A list of custom views will be displayed.

3 To edit a custom view, select the view in the list and click on the button.

4 To create a new custom view, click on the ⬚ New button.

Activies - Create new custom view

5 Enter a **View Name**.

6 In the **Search for** field, enter the search criteria for this view.

7 From the **in** dropdown list, the area in the activity to search in.

8 From the **Activity Type** dropdown list, select whether the search should be conducting in *Appointments* only, *Tasks* only or *All* activities.

9 From the **Type** dropdown list, select the type of activity to include in the search. The options displayed on this list will depend on the selection made in the **Activity Type** dropdown list.

10 From the **Priority** drop down list, select the priority assigned to the activity.

11 From the **Status** dropdown list, select the status assigned to the activity.

12 To apply a specific date range to the view, select the option for the **Start Date** and/or **End Date**.

**13** Select the operator to apply to the date entered:

Operator	Description
=	The **Start Date** or **End Date** is the same as the date specified.
<>	The **Start Date** or **End Date** is prior to or after the date specified.
<	The **Start Date** or **End Date** is prior to the date specified.
<=	The **Start Date** or **End Date** is prior to or the same as the date specified.
>	The **Start Date** or **End Date** is after the date specified.
=>	The **Start Date** or **End Date** is the same as or after the date specified.
Between	The **Start Date** or **End Date** is the between as the dates specified.

14 From the **Assigned To** dropdown list, select the user the activity is assigned to.

15 From the **Assigned By** dropdown list, select the user created the activity.

16 Click on the [Save] button.

Calendar View

Selecting the **Calendar View** option (found under the [Options] button in the Activities widget) displays Tasks and Appointments in a calendar view similar to the Task Scheduler in the EXO Business core module.

You can select a pre-defined view from the **Views** dropdown list to apply a filter:

Activity Views - Days

Activity Views - Year

Activity Views - Time Grid
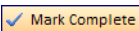

Activity Views - Week
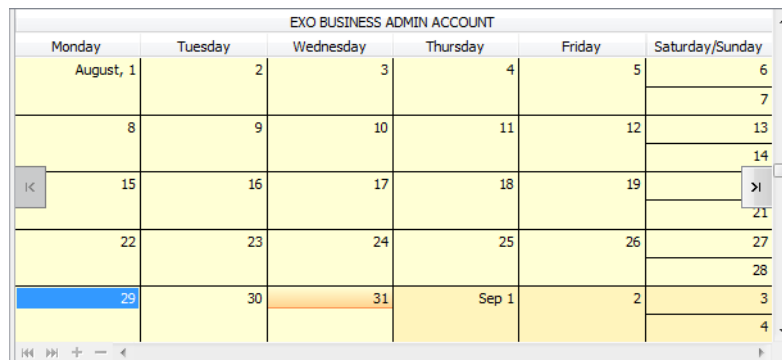
Activity Views - Month

Appointments appear on the calendar, while Tasks are listed in the section below.

To edit an activity:

1 Double-click on the activity.

Right-clicking on an activity provides the following options:

Option	Description
Postpone	Delay the activity by the specified amount of time.
Mark as completed	Change the **Status** of the selected activity to ***Completed***. This can also be achieved by editing the activity and clicking on the ✓ Mark Complete button on the toolbar.
Selected Items > Export to Outlook	Synchronise the selected activities with Microsoft Outlook.

Creating new activities

To create a new activity:

1 Click on the **New** button.

New Task Screen

2 From the **Activity Type** dropdown list, select either *Appointment* or *Task*.

3 Select the **Type** of event (estimate, new business, to do, etc). This list can be edited by selecting the option *Edit List*.

4 Select the option *Sync with Outlook* to synchronise this event with the corresponding type in Outlook.

5 Enter the *Subject* details - this will appear in the task scheduler window.

6 To link the task to a company, enter the *Company*.

7 To link the task to a contact, enter the *Contact*.
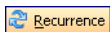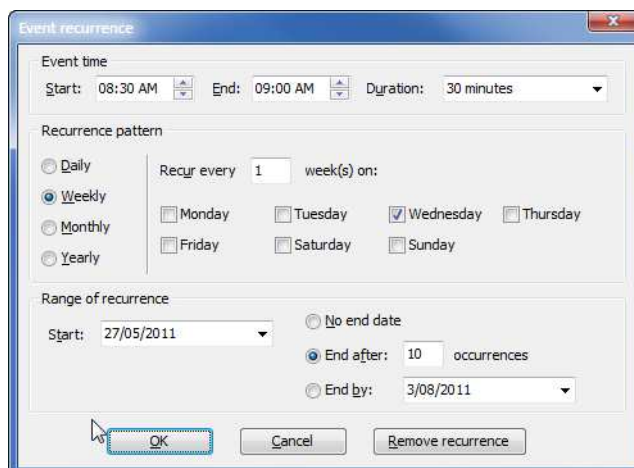
N O T E

If EXO CRM is installed and licensed, fields will be available to track the **Opportunity** and **Campaign Wave** that generated this Activity. A double Click on the campaign will open up the campaign for a user with EXO CRM access.

8 Enter a **Label** as required (*Important*, *Personal*, *Must Attend*, etc). These options cannot be edited.

9 From the **Status** dropdown list, select the appropriate status for the activity (*In Progress*, *Completed*, *Deferred*, etc). This list can be edited by selecting the option *Edit List*. If the **% Completed** is set a value between 0.00% and 100.00%, this field will be automatically set to *In Progress*.

10 To assign the activity to another staff member or multiple staff members, select their name from the **Assigned To** dropdown. The activity will appear in their own list the next time their screen refreshes.

11 Select a **Priority** of *Low*, *Medium* or *High*. These options cannot be changed.

12 If the **Activity Type** is set to *Task*, a **% Complete** field will be available to track the progress of the task. Depending on the **Status**, this field will be automatically set to one of the following:

Status	% Complete
Not Started	0.00%
Completed	100.00%
Any other option	25.00%

13 A **Reminder** can be set to provide an alarm at the designated time prior to the scheduled event start.

14 Amend the **Start** and **End Time/Date** as required, or click on the ⟳ Recurrence icon in the toolbar to set up a recurring evejnt. (The following shows a regular event from 8.30 - 9.00 every Wednesday for 10 weeks.)

Task Recurrence Screen

15 Add **Notes** to the activity as required in the lower panel.

16 Click **Save & Exit** or **Save & New** to save the activity.

The Calendar view offers several options for creating new activities:

- Clicking on the **New** button.

- Double-clicking on a time slot on the calendar to create an activity at that time.

- Right-clicking on a time slot on the calendar to create an activity at that time.

T I P

The right-click menu also contains options to create an all-day activity or a recurring activity.

- Double-clicking on a blank area of the Task list.

Synchronising activities with Outlook

EXO CRM allows activities (Tasks and Appointments) to be synchronised between MYOB EXO Business and Microsoft Outlook. When activities are synchronised, the following updates occur:

- Any new activities in EXO Business are exported to Outlook.

- Any new activities in Outlook are imported to EXO Business.

- Any existing activities that have been modified in either system are updated in the other system.

In all cases, the distinction between Tasks an Appointments is preserved, e.g. activities that exist as Tasks in EXO Business will appear as Tasks in Outlook after activities are synchronised.

I M P O R T A N T

When updating existing activities, the synchronisation process uses the most recently updated activity as the "master" and copies this to the other system. This means that if the same activity is edited in both systems before activities are synchronised, only the most recent changes will be saved.
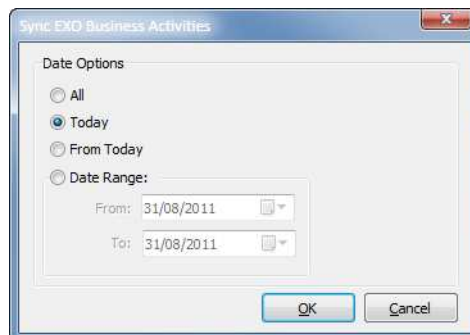
T I P

Separate **Import from Outlook** and **Export to Outlook** functions are also available to perform a one-way synchronisation of Activities in either direction.

To synchronise all activities in a specified date range:

1 Click the **Tools** button on the toolbar and select **Sync Activities with Outlook**.

2 The following window opens:

Sychronise Activities with Microsoft Outlook

3 Specify which activities to synchronise by selecting one of the following **Date** options:

Date Option	Description
All	All the activities will be synchronised with Outlook.
Today	Only today's activities will be synchronised with Outlook.
From Today	Only activities from today onwards will be synchronised with Outlook.
Date Range	Enter a specific date range of activities to synchronise with Outlook.

4 Click **OK**.

## To synchronise specific activities in the List View:

1 Click on the selection boxes of all activities you want to synchronise.

2 Right-click anywhere on the list and select **Selected Items** > **Export to Outlook** from the pop-up menu.

Functions are also available to perform a one-way synchronisation of activities:

- Click the **Tools** button and select **Import Activities from Outlook** to import activities from Outlook.

- Click the **Tools** button and select **Export Activities to Outlook** to export activities to Outlook.

Respond to reminders

If a reminder has been set, at the designated time you will receive a reminder of the activity via an alarm icon (🔔) on the tast bar of your windows screen. Double click on the alarm icon to bring up the reminder window.
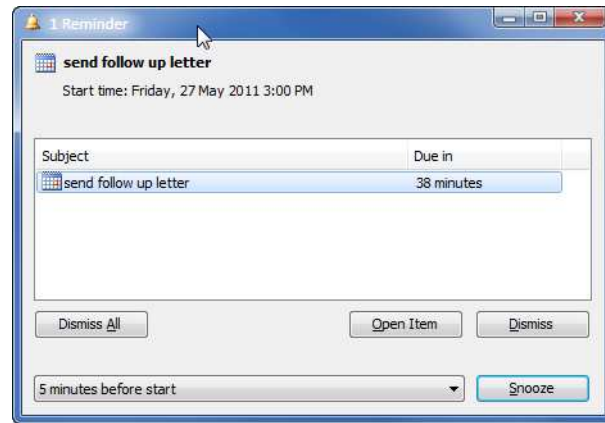
Task Reminder Screen

You can respond in one of four ways:

- **Dismiss All** will dismiss all reminders in the reminder screen.

- **Open Item** will open the task for review and editing.

- **Dismiss** will dismiss the currently selected reminder.

- **Snooze** will enable you to ''snooze'' and be reminded again in the specified timeframe (10 minutes by default).

Setup a new Creditor

Accounts > Creditors

The creditor screen is very similar in layout to the new debtors screen. While the process for setting up a new creditor is relatively straightforward, you will need to consider a number of additional factors such as what groups the creditor will belong to, the credit terms available from that creditor, payment defaults, etc. These issues can be discussed with your implementing partner or systems manager.

To set up a new creditor:

1   Navigate to the creditors search screen via the drop down menus ***Account > Creditors***.

2   Search for the creditor by typing part of the creditor name and pressing **Enter** to check that they are not already entered.

3   Click on the **New** button to create a new creditor.

Details 1 tab

New Creditor: Details 1 tab

1 Enter Primary Details:

Section	Description
Account name & Code	EXO Business will generate a code based on the name that you give the creditor. This can be overwritten if required.
Delivery and Postal Address	Ensure that you enter the details in the correct fields (use the Enter key). If you choose not to enter a separate delivery address, then the postal address will be replicated once the creditor account is saved.
E-mail, Phone, Contact Name	To enter a contact name on the Details1 screen, a contact must first be entered into the **Contacts** tab. Then click the 👤 icon in the menu bar. *'Working with Contacts'* on page 45 to review the procedure for adding a contact.

Extra fields - Default Code	This enables you to specify a default GL account code to be entered automatically when generating a new invoice or purchase order for this creditor. For example, you may like to assign your cleaning company the default code of 3250: Cleaning.
Purchasing Groups	Primary and Secondary purchasing groups are setup by your implementing partner. Ensure that you select the correct ones so that reporting and purchasing activities are based on accurate information.
Credit Terms	The different credit terms available have been set up by your implementing partner. Choose the appropriate period and credit limit that applies for this creditor.
Currency	Enter the appropriate currency. It will default to AUD (for Australian databases) or NZD (for New Zealand databases). **Note:** Make sure that the currency is correct as it cannot be changed once the creditor account is saved. If the currency changes a new creditor should be opened.

2 Review Account Flags checkboxes:

Option	Description
Active	Select to make the account active.
Open Item	Enables the allocation of payments to specific invoices.
Stop Credit	This option enables you to stop invoices being posted to this account.
Private Account	This option restricts access to designated staff only.

Details 2 tab

New Creditor: Details 2 tab

1   Enter Secondary Details:

Section	Description
Default payment type	This must be cheque or D/Credit for the creditor account to appear in Creditors Payment Processor.
Bank, Branch, Account, Suffix	These details are used when using the direct credit feature in Creditors Payment Processor.
GST number	Note: The GST is not a required field so MYOB EXO Business will not remind you if it has not been completed.
Override GST Rate	It is recommend that the GST rate is left at 1-Auto Select Rate. This will utilise the default rate for creditors that is set up during implementation. Refer to your implementation partner or system supervisor if you are unsure.

Default Invoice mode	This specifies whether new invoices created for this creditor will be stock invoices or default to GL codes. Refer back to the Details 1 tab to enter a specific default code (i.e. Rent and Rates).
Primary Lead Time	Delivery lead time in days.
Secondary Lead Time	Alternative delivery lead time in days.
Prompt Payment Discount (%)	Enter a prompt payment discount % for this creditor. A prompt payment discount calculation button will become available on the creditor payment screen when making payments to this creditor within the prompt payment timeframe.
Remittance Method	From the dropdown list, select the method used to send remittance advices to this creditor. (***Print***/***E-mail***)
Remittance Contact	From the dropdown list, select the contact to which remittance advices will be sent if the **Remittance Method** is set to ***E-Mail***
Pop-up Alert	This field allows you to enter an alert (such as ''check for sale items when ordering'' or ''only order through John'' to appear when entering transactions to this account.

Extra Fields

If any extra fields have been set up for your organisation, enter the information as appropriate under the Extra Fields tab.

Click on the **Save button** to save the account details. Other tabs will now be available to enter additional information (such as Contacts, Transactions, Orders, Relationships, Activities, etc). Information about these tabs has been discussed in prior sections.

Assign a Contact

Once you have entered and saved the basic creditor details, additional tabs become available for entering further information. Refer to *'Working with Contacts'* on page 45 for details about entering contacts and assigning contacts to an account.

Skills checklist

Tick the skills that you have learned in this unit.

Skills	✔
Create a new Debtor record	
Create a new Contact	
Create a new Non-Account record	
Create Activities	
Create a new Creditor record	

Reports & Dashboards

3

In this unit you will learn the basic functionality to access reports and create and utilise dashboards layouts.

By the end of this unit, you will be able to:

▶ Print, view and export standard reports using Clarity Report Browser and the Dashboard.

Reports

EXO Business's reporting capacity is extensive and there is a vast number of standard reports available. In addition there are a number of tools which allow you to customise and design your own reports and forms as well as produce graphical analysis of information.

Available reports can be viewed via:

Clarity Report Browser

The **Clarity Report Browser** shows all available reports categorised into functional areas. Reports can be previewed, run or added to a user's menu as required.

Dashboard

The **Dashboard** enables each user to display data using widgets created in EXO Analytics.

Functional menu reports drop down

The functional menu reports drop down is located on the lower left hand corner of the main screens (ie Sales, Purchases, Stock, etc). The drop down will show reports that relate to the screen you are currently viewing. For example, on the **Sales** screen the reports drop down will show reports that relate to either **Sales**, **Sales Orders** or **Debtors**. Individual reports can be selected from the drop down menu.

EXO Analytics

EXO Analytics presents a customisable overview of the organisation's business status. It is intended for use by management to monitor business performance.

Customise/edit reports

Sales Analysis Designer

The *Sales analysis designer* accesses a core of eight basic report types which can be used to analyse sales. Two groupings can be used, and sales can be grouped by stock (primary and secondary group), debtors (primary and secondary group), location, branches or sales rep. Multiple selection criteria / conditions can also be incorporated into the analysis.

N O T E

Refer to the EXO Advanced Reporting training manual for instructions on how to set up and use the Sales Analysis Designer.

Clarity Report Designer

The **Clarity Report Designer** is a complex utility which can be used to modify existing reports and forms or create entirely new ones. It accesses data from the database tables and presents them using a completely customisable format.

While there is a whitepaper on using Clarity Report Designer, it is generally recommended that interested users attend separate training in Clarity before attempting to generate new reports.

GL Report Designer

The **GL Report Designer** enables users to create or modify existing General Ledger reports such as P&L, Budget Analysis and Balance Sheet to suit their own requirements. Once reports have been designed or modified they can be run individually or run via a **GL Report Batch**. Modifying and running GL reports is covered in more detail in the General Ledger and End-of-Period Processes.

Run reports

Clarity reports are predominantly run from either the **Reports** menu or the **Clarity Report Browser**.

1   Open the **Clarity Report Browser** from the **Reports** menu.
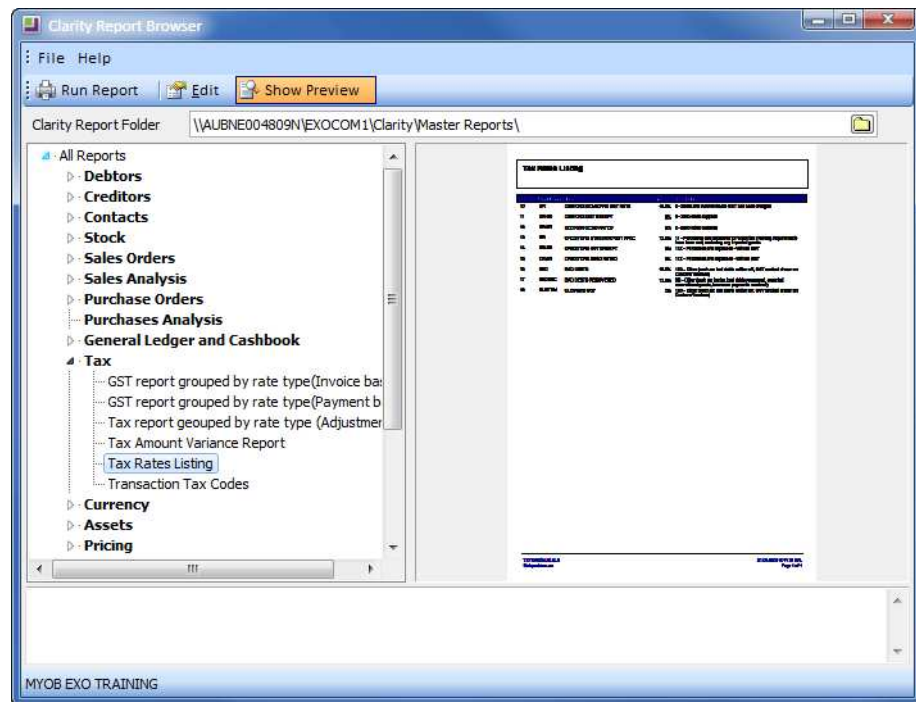
Clarity Report Browser

2   Select the report and click on the **Run Report** button.

T I P

To view a preview of the report, click on the [Show Preview] icon. This will display a pdf preview of the selected report.

3 Depending on the report you have chosen, certain parameters will need to be set. The following shows parameters for a stock sales report:

Report Parameters for Stock Sales Report

TIP

Select the **DESC.** option next to **Order By:** to sort the report in descending order.

NOTE

Many reports allow the use of Analysis Codes. If codes are recorded against source transactions and selected as a parameter in the report, then reports show only those transactions that the analysis code has been applied to. Up to two analysis codes can be chosen per report.

4 Once the report has been chosen and the appropriate parameters set, you can choose how you wish to view the information in the report. Click on the appropriate toolbar icon to:

🖨️	Print
🔍	Preview on screen
📤	Export to a file for review
🏬	View as a grid
📧	Email a pdf copy of the report
📊	Export

If you have selected **View as a Grid**, you can right click on the header of the ExoGrid and copy the report data to the clipboard for easy pasting into your spreadsheet or other document:
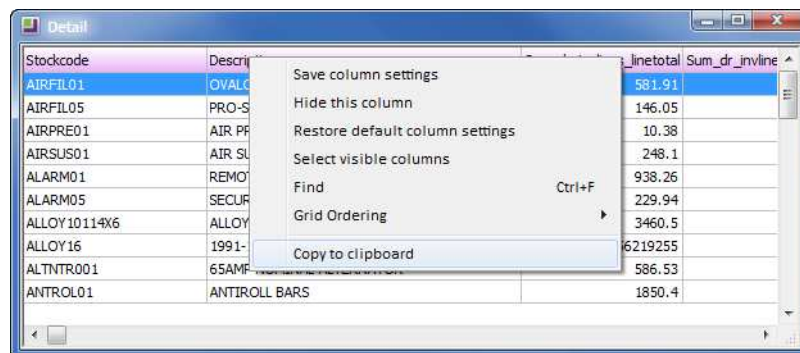
Copy to Clipboard function

Sample Clarity Report: Stock Sales

Add Clarity Report to Reports Menu

Reports can be added to your reports drop down menu via the **Clarity Report Browser**.:

1 Open the **Clarity Report Browser** from the **Reports** tab.

2 **Right-click** on the report you wish to add to your menu and select **add this report to MY Menu**.

3 Change the caption so that it reads the name of the report you wish to add (e.g. Tax Rate List)

4 A **REPORTID=** procedure can be specified. If this parameter exists the specified report will appear as the default selection.

5 Choose the menu location for the report.

6 Click **Ok**.
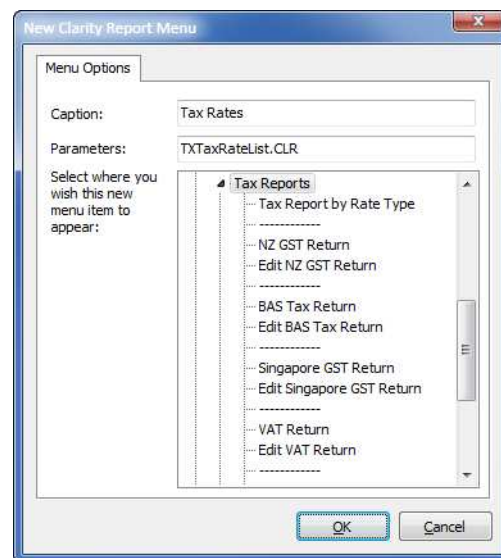
Add Clarity report to menu

Using Dashboards

The Dashboard is launched from the **Reports** tab.

The Dashboard enables individual users to set up their own series of dashboards using widgets created in EXO Analytics.
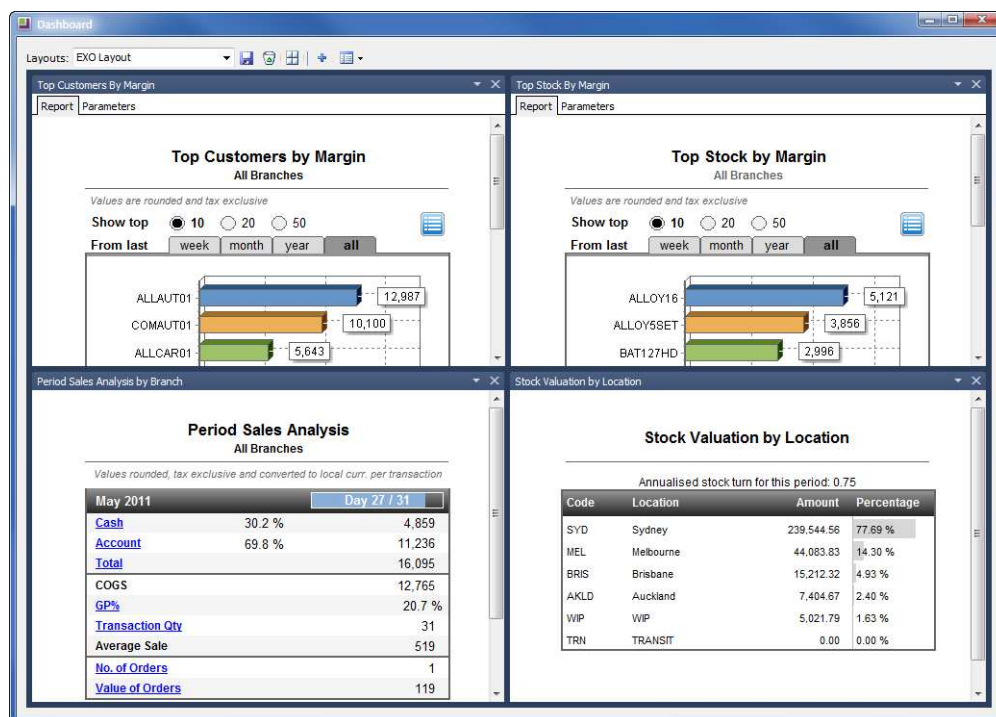
Sample Dashboard

TIP

Clicking on summary data in the Dashboard drills down to source data. This provides even greater detail on specific items "at a glance".

Create a Dashboard Layout

1 Launch the dashboard utility via **Reports > Launch Dashboard**.

2　Click on the ⊞ icon. You will be presented with a list of widgets available to you.

List of Widgets available to you

3　Select the widgets you wish to have available on your dashboard layout.

4　Click on **Ok**.

5　Click on the ⊞▾ icon to select the widget(s) to display on your dashboard.

6　Click the 💾 icon in the toolbar to save your layout (e.g. Demo Layout).

T I P

A user can set up more than one Dashboard layout to be accessed as required. You could set up a "Sales" dashboard as well as a "Finance" dashboard to be opened and viewed separately.

Manipulate Widget Layout

Once a Dashboard layout has been created, you can change the way that you view the widget on the screen.
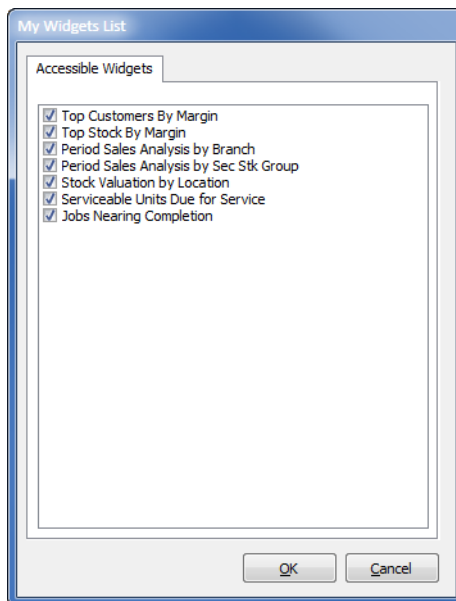
Resize a widget by clicking and dragging on the border of the report.

Move a widget to a new position by clicking and dragging on the blue report header.

Hover your mouse over the ⊞ icon to snap the widget to a specific position.

Click on the ⊞ icon to reset the widgets to the default layout.

Remove widgets from the layout view by unselecting them from the list in the ▦▾ icon as shown below (select again to bring back into view).
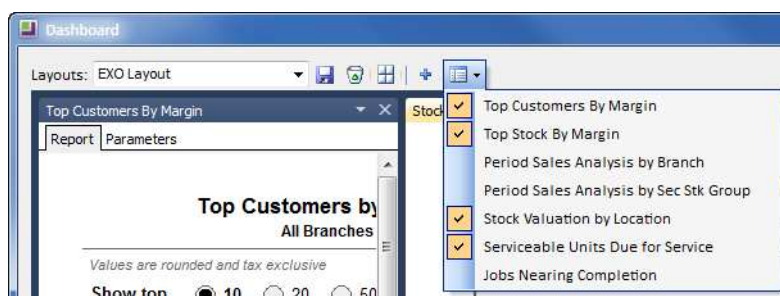
Dashboard view selection

Print or Export Widgets

The Dashboard is primarily designed to view reports on screen to provide an overview of key areas of responsibility for the individual user. At times it may be appropriate to print or export Dashboard reports. This can be done via the individual widget utility dropdown on the individual report as shown below.
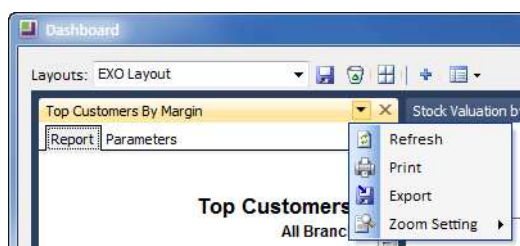
Printing Dashboard reports

New widgets can be creating using EXO Analytics. Refer to *'Analytics'* on page 142 for more information.

Analytics

Analytics is launched from the **Reports** tab.

Analytics

EXO Business Analytics presents a customisable overview of the organization's business status and is intended for use by management to monitor business performance.
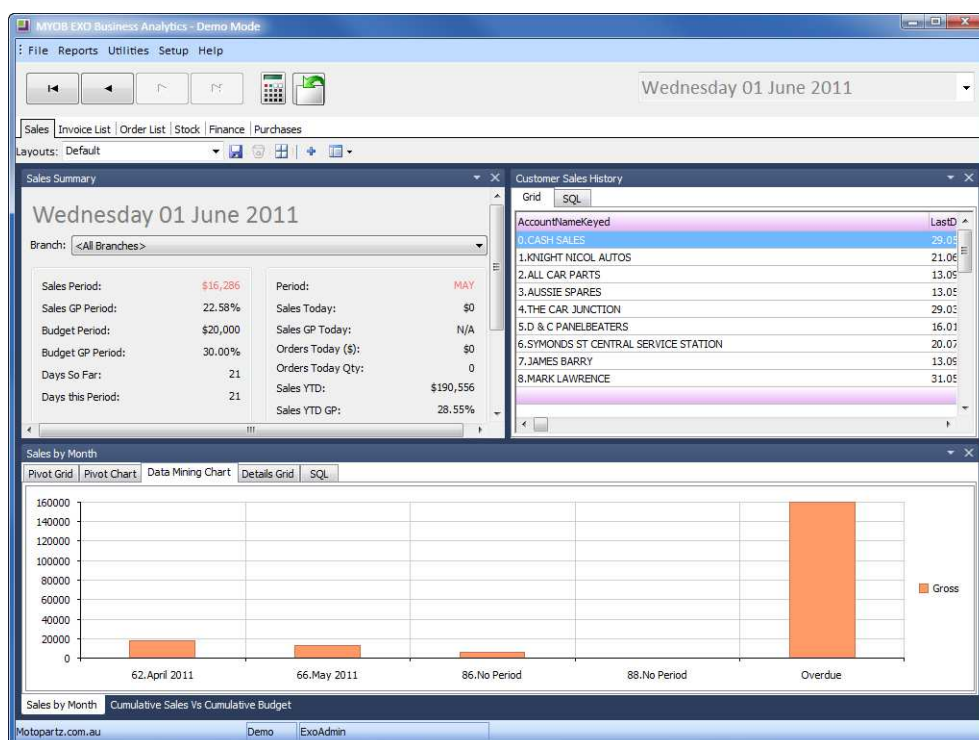
Sample Analytics screen

NOTE

For more information on using Analytics, including creating widgets, refer to the EXO Business Advanced Reporting training manual.

Skills checklist

Tick the skills that you have learned in this unit.

Skills	✔
Run reports using the Clarity Report Browser	
Add Clarity Reports to report menus	
Create a Dashboard Layout	

Getting Started - Review

This unit provides a list of questions to review what you have learned.

1 Name at least two ways in which Exo Business is different to other programs you have used?

_____

_____

2 What are the main account masters called?

_____

_____

3 Name three shortcut keys you are most likely to use?

_____

_____

4 What is the meaning of the different colours when listing debtor or creditor accounts?

_____

_____

5 How can columns be added to an Exogrid?

_____

_____

6 When resizing windows to suit your workspace, how can you save the new windows size and position?

_____

_____

7 Give two reasons why you might use History Notes rather than Notes when entering extra information about a supplier?

_____

_____

8 Where would you look for a quick overview of sales to a particular debtor?

_____

_____

9 How can tasks be exported to Outlook.

_____

_____

10 How will you quickly access your most commonly used reports?

_____

_____

11 Where would you look to see all available reports on the system?

_____

Getting Started - Activities

1

This unit will provide you with a list of activities to practice the processes covered.

Activity 1 - Log in, search and manipulate exogrid

- Log into the Exonet training database using the User and Password of **DEMO**.

- Open a list of DEBTORS and sort by, PRIMARY GROUP and then by ACCOUNT NAME

Hint: Use Shift key to multiple sort.

- Maximise the screen to the full window size and save the Window size.

- Move the BALANCE column so that it appears next to the debtor name and resize the balance column so that is narrow.

- Save the column settings

HINT: Right click on Exogrid header.

- Exit the debtors screen and go back in. Are the changes you made to the column settings still visible?

Option 1a: Debtors>File>Advanced Search

- Search for all debtors with a current balance greater than $5000.

HINT: go to FILE > ADVANCED SEARCH Market Parts

Option 1b:

Keeping your result from activity 1a, add an additional filter.:

- Search for all debtors from the Sydney area.

Hint: Use Address 3 not Address 4.

Activity 2: Search for transactional information

- Open the debtor account **JAMES BARRY**.

- What is the **BALANCE** owing on this account?

  $998.29

- What was the **TURNOVER** for the account this year?

  $0.00

- What **PRIMARY GROUP** is James Barry part of?

  Retail

- What **INVOICES** make up the outstanding balance?

  Inv # 098N

- Click on **GROUP BY PERIOD** to view transactions on a period basis. What transaction/s occurred in Oct 2008

HINT: If you cannot view the transactions remove the tick from the **SHOW ONLY UNALLOCATED** checkbox.

Option 2a:

- Print the **ACCOUNT DETAILS** for the James Barry account and review on screen. Note summary information provided.

Option 2b:

- Change the credit terms to **NET 7 DAYS** and the default payment type to **CHEQUE**. Assign a prompt payment discount of *5%* to the account.

Option 2c:

- Find the creditor account – **G GRAY ACCOUNTANTS**

- How much do Motopartz owe and on what invoice number?

HINT: Remember to search **CREDITORS** and not Debtors.

  Inv # 2400 $ 787.50

Activity 3: Add a new customer/debtor

You collected the following business card from a new Customer – **BOB JANE T-MART**. Enter this as a new debtor.

Primary Group	Retail
Base Price	Internet
Credit Terms	30th of the month with a $20,000 limit
Currency:	AUD
Default email	accounts@bobjanetmart.com.au
Prompt Payment Discount	2%
ABN	333 654 111
GST Rate	1 - Auto Select Rate
Default Payment Type	Cheque

Activity 4: New contact

- Enter *JANE SMITHSON* as a new contact for **Bob-Jane T-Mart**.
- Make her the default contact.

Option 4a: Exporting contacts via clipboard

- Recall all contacts that have the marketing profile **RETAIL CLIENTS**
- Export to an Excel/Word file

HINT: right click on the retrieved information and select "COPY TO CLIPBOARD".

Activity 5: Change default contact

- Currently **TERRI ECHURT** is set as the default contact for the customer **AUSSIE SPARES**. You have been advised that she has left Aussie Spares and the new main contact will be **ALLAN BALLOT**.

- Assign Allan Ballot as the default contact.

- Remove Terri's association from Aussie Spares.

HINT: Do not delete this contact, simply use the minus icon to unassociate from Aussie Spares.

Activity 6: History notes

- Enter a **HISTORY NOTE** to Terri Echurt's account contact indicating that she is no longer with Aussie Spares: ***"Terri Echurt is no longer with Aussie Spares. All future enquiries should go to the new default contact – Allan Ballot"***

- How will you Email the history note to your own email address?

Activity 7: Create task & export to Outlook

- You have called Allan to congratulate him, and been invited to a celebratory lunch with the directors of Aussie Spares. Create a new task with the details:

- 16th of next month. 12.00 until 3.00pm at the Bathers Pavilion.

HINT: search and enter the company name if you want the task to appear under the Aussie Spares task tab as well as Allan Ballot task tab.

- How will you Export the task to Outlook?

Option 7a: Recurring Task

- Establish a new recurring task for a regular Sales meeting on the 1st Tuesday of each month until the end of the year. Time frame is 8.30 – 9.30am.

Activity 8: Non-accounts

- Create a new non-account for the company **4 WHEELS**, a prospective customer.

- Create and link a primary contact **HENRY CHADWICK**

- Put him into a new marketing class of **9: PROSPECTIVE CLIENTS**.

HINT: you will need to set up a new marketing class via the marketing tab of the contact.

Option 8a: Convert non-account

- Convert 4 Wheels to a debtor and assign the following fields.

Primary Group	Retail
Base Price	Retail
Credit Terms	Cash Only
GST Rate	1 - Auto Select Rate
ABN	778 655 456
Default payment type	Cheque
Prompt Payment discount	5%
Popup Alert	New Customer - please make sure they get good service!

Activity 9: New Creditor

- Obtain a business card from the person sitting next to you. Enter them as a new supplier to Motopartz and assign the following fields.

Primary Group	Australia Wide

Secondary Group	Overhead
Credit Terms	Net 21 days
Currency	AUD
Email	sales@xxxx.com
Default Code	3550 Rent & Rates
Default Payment Type	Cheque
Default invoice mode	GL
Primary Lead Time	4
Secondary Lead Time	1
ABN	67 543 123
Override GST Rate	1 - Auto Select Rate

Option 9a: Enter default contact

- Enter the person next to you as a default contact for the new supplier account.

Activity 10: Reports

- Generate a preview of the report that shows the outstanding balances for all debtor accounts sorted by the outstanding balance. Which local currency customer owes the most and how much do they owe?

  Debtor Aged Balances Report. Market Parts: $26,445.93

- Find the report DEBTORS STOP CREDIT LIST and add it to your main reports menu

Hint: Use Clarity Report Browser and right click on the report.

- Preview the report.

Activity 11: Create a personal Dashboard

- Create a new Dashboard layout called MY DASHBOARD.
- Incorporate the following reports (widgets) into the Dashboard:

  - Top Stock by Margin

  - Top Customer by Margin

  - Period Sales Analysis by Branch

- Review the available reports and select a fourth report to include in your Dashboard

- Reorganise the dashboard so that your personal choice report is in the upper left of the screen.

- Resize the widgets in the dashboard so that they are set to "Dashboard width"

- Save the new dashboard layout.