

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


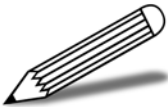








The instructional method combines trainer-led demonstrations with hands-on student practice. You will work through a series of examples. Each unit concludes with a Review Task.

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



# Objectives

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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*

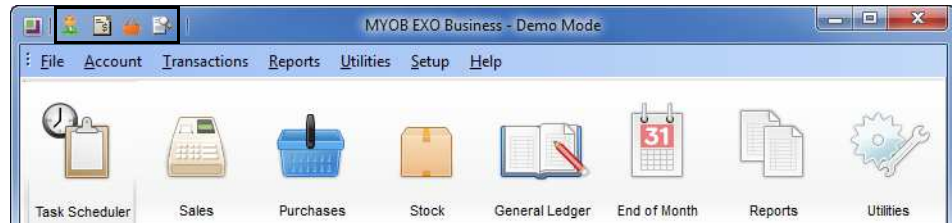
MYOB EXO Business can be navigated by keyboard or mouse, however a combination of both is generally used. The standard keyboard conventions for Windows are used, with a few MYOB EXO Business-specific options.

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 an order/invoice)
RIGHT + CLICK	Right-click on Exogrid header or certain field to access additional functions or options.
CTRL + O	Create one-off stock items (within an order/invoice)
CTRL + L	Stock level enquiry (within an order/invoice)
CTRL + N	New line narrative (within an order/invoice)

# Shortcut Menu

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 shortcut menu.



*Shortcut Menus*







# Contents

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<i>1 Product Overview</i> .....	1
Overview .....	2
Unique Features .....	3
How is information stored? .....	5
Accounting Periods .....	8
Starting EXO Business .....	9
EXO Business Menus .....	12
Searching .....	14
Exogrids .....	17
Help Functions .....	20
<i>2 Account Masters</i> .....	23
Overview .....	24
Overview of Account Masters .....	25
Debtors Master .....	26
Creditors Master .....	30
Stock Master .....	33
General Ledger .....	36
Set up a New Debtor (Customer) .....	38
Working with Contacts .....	43
Non Accounts .....	57
Working with Activities .....	60
Setup a new Creditor .....	72
<i>3 Reports &amp; Dashboards</i> .....	79
Reports .....	80
Customise/edit reports .....	81
Using Dashboards .....	87
Analytics .....	90
<i>4 Getting Started - Review</i> .....	93
<i>5 Getting Started - Activities</i> .....	97



# 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

# Overview

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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

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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

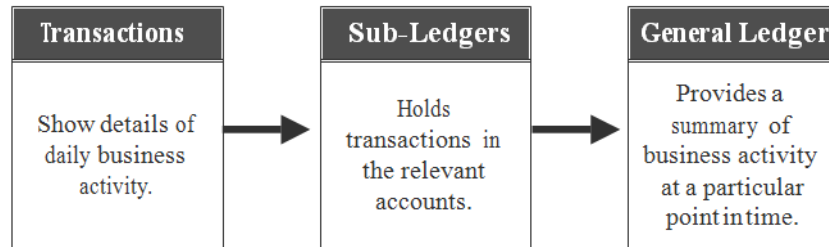
From almost anywhere in EXO Business, you can "drilldown" by double clicking on a linked item to access additional information.

## 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?

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*Information flow EXO Business*

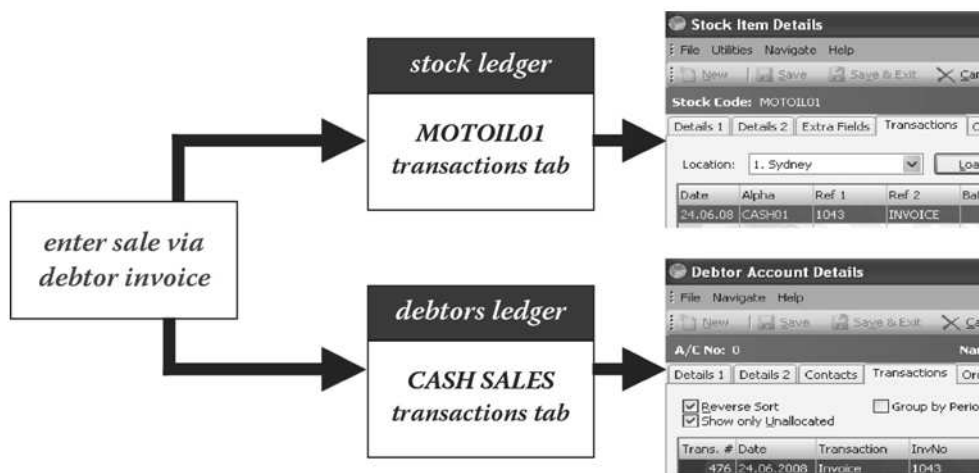
## Transactions

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***

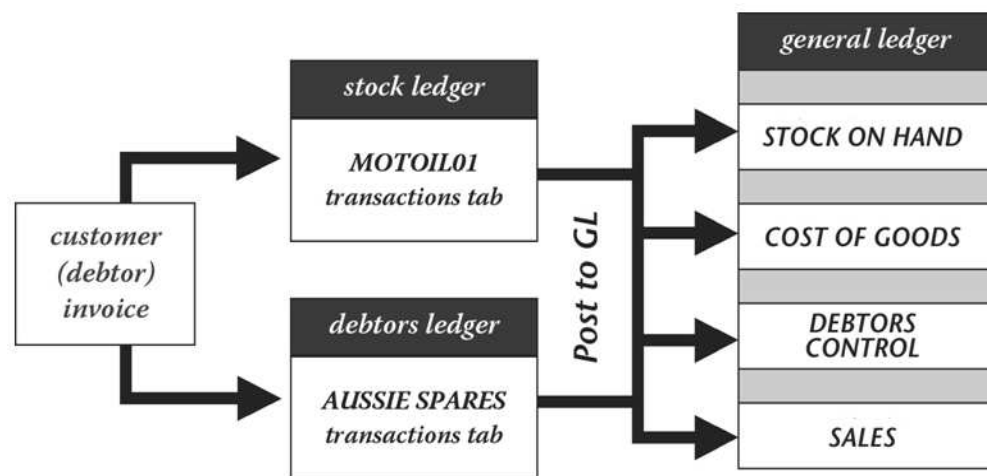
Information about stock levels, current orders, sales and purchases and adjustments.

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

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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.

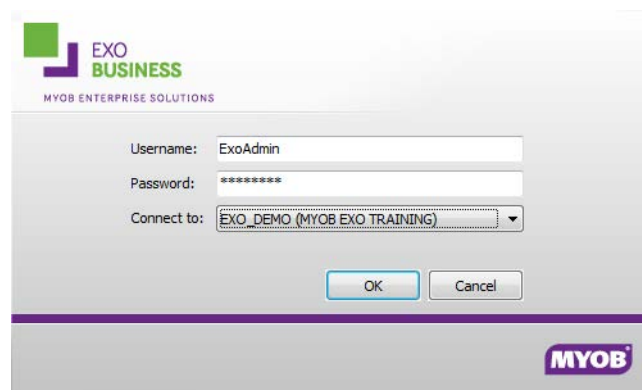
# Starting EXO Business

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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*

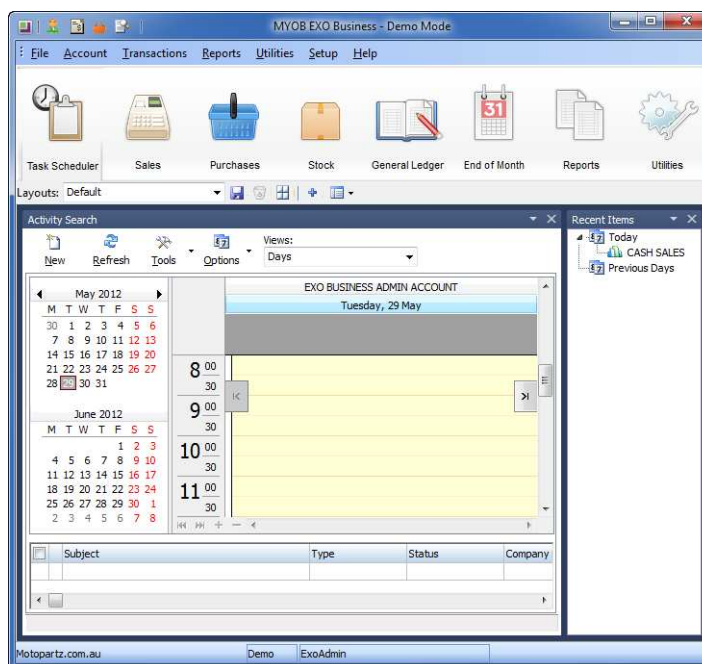
- 2 Type in the ExoAdmin password (**ExoAdmin**).

### IMPORTANT



Names 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.

### WARNING



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.

### IMPORTANT



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.)

**TIP**

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



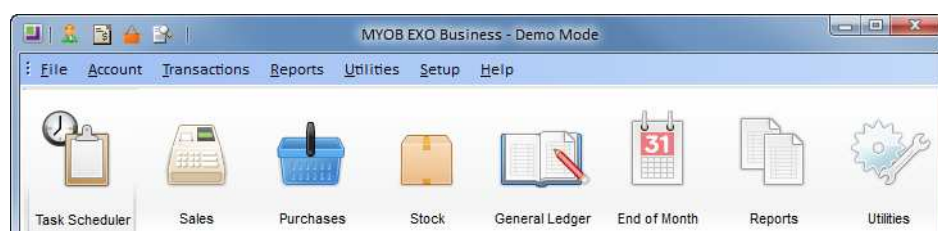
*EXO Business Help > About screen*








# 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
 <i>Task Scheduler</i>	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.
 <i>Sales</i>	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.
 <i>Purchases</i>	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.
 <i>Stock</i>	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.
 <i>General Ledger</i>	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.

 <i>End of Month</i>	<p>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.</p>
 <i>Reports</i>	<p>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.</p>
 <i>Utilities</i>	<p>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.</p>

## 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.

### NOTE



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.

### NOTE



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.

A/C No.	Code	Name	Address1	Address2	Address3	Address4	Phone	Contact	Primary
2	ALLCAR01	ALL CAR PARTS	PO Box 154	SMC	NSW		02 847...	MURRA...	TRADE
20	ALLAUT01	ALLPARTS AUTOMOTIVE LTD	UNIT 14B...	SHEFFIEL...	VICTORIA		(0114) ...		FOREIGN
15	AKLDCAR01	AUCKLAND CAR SERVICES LTD	PO BOX 3...	AUCKLAND	NEW ZEA...		+64 9...		TRADE
3	AUSSIESPA01	AUSSIE SPARES	PO BOX 8...	FOREST ...	QLD AUS...		07-337...	Terri Ec...	FOREIGN
0	CASH01	CASH SALES							RETAIL
21	COMAUT01	COMFORT AUTOMOTIVE SERVICES PTE LTD	24 SENO...		SINGAPO...		(65) 75...	Hawei ...	FOREIGN
5	DCPAN01	D & C PANELBEATERS	PO BOX 8...	REDFERN	SYDNEY		9832 2...	Connor...	TRADE
23	DANPAY01	DANIEL PAYNE	15 NUGE...	WYNYARD	SYDNEY		+64 9 ...	Daniel ...	RETAIL
24	DORHED01	DOROTHY HEDGES	20 WILLI...	PADDING...	SYDNEY		9378 1...	Doroth...	RETAIL
25	EDWJON01	EDWARD JONES	131 MT E...	MT EDEN	SYDNEY		02 962...	Edward...	RETAIL
22	INTSAL01	INTERNET SALES ACCOUNT	INTERNE...						RETAIL
7	JAMBAR01	JAMES BARRY	29 WHIT...	ST KILDA	MELBOU...		9385 6...	James ...	RETAIL
1	KNINIC01	KNIGHT NICOL AUTOS	PO BOX 3...	PENRITH	NSW AUS...		02-982...	Dwane ...	FOREIGN
30	LAYCLE01	LAYBY CLEARING ACCOUNT							RETAIL
8	MARLAW01	MARK LAWRENCE	82 STATI...	Terry Hills	NSW		+61 2...	Mark L...	RETAIL
9	MARPAR01	MARKET PARTS	PO BOX 7...	MANLY	SYDNEY		02-829...	Tracey ...	TRADE
28	MARANN01	MARY-ANNE GILBY	5 SUMME...	CROWS ...	NORTH S...		9372 9...		RETAIL
10	NIGEME01	NIGEL EMERSON	151 PILKI...	WADEST...	MELBOU...		02-838...	Nigel E...	RETAIL
11	OWEDEN01	OWEN DENTON	528 GRE...	WATSON...	SYDNEY		8624 6...		RETAIL

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.

**TIP**

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.

**TIP**

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.

A/C No.	Code	Name	Address1	Address2	Address3	Address4	Phone	Contact	Primary
5	DCPAN01	D & C PANELBEATERS	PO BOX 8...	REDFERN	SYDNEY		9832 2...	Connor...	TRADE
9	MARPAR01	MARKET PARTS	PO BOX 7...	MANLY	SYDNEY		02-829...	Tracey ...	TRADE

Advanced debtor search screen example

## Searching within transaction screens:

- **ENTER** or **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.

**TIP**

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.

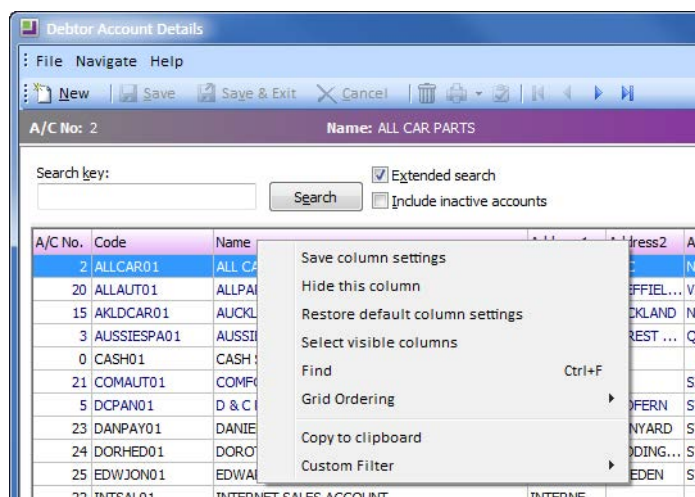
The screenshot shows the 'Stock Item Details' window with the following search criteria: Search key: @, Method: all words, and Filter by Stock Group: Primary. The results table is as follows:

Stock Code	Description	Total Stock	Primary	Secondary
@		0	0. MISC ITEMS	0. NO GROUP SELECTED
AIRFILO1	OVALCHROME AIR FILTER	34	1. ENGINE	0. NO GROUP SELECTED
AIRFILO12PK	OVALCHROME AIR FILTER	-2	1. ENGINE	0. NO GROUP SELECTED
AIRFILO5	PRO-STLYE AIR FILTER	16	1. ENGINE	0. NO GROUP SELECTED
AIRPRE01	AIR PRESSURE GAUGE	32	9. TOOLS	0. NO GROUP SELECTED

*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*

## NOTE



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:

### TIP



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 <b>NAME</b> to be the first column in the grid).
Open an Item	<b>Double-click</b> 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	<p>Right-click on the blue header line of the grid (subject to option support)</p> <ul style="list-style-type: none"> <li>• <b>Save column settings</b> - retains the current settings for this grid on this workstation.</li> <li>• <b>Hide this column</b> - a quick method for hiding the column that you have selected.</li> <li>• <b>Restore default column settings</b> - resets all changes back to the 'factory default'.</li> <li>• <b>Select visible columns</b> - determines the columns to display in the grid. Some optional columns are not enabled by default, as they may not suit all users.</li> <li>• <b>Find</b> - prompts for search text, and searches the grid for a matching entry.</li> <li>• <b>Grid ordering</b> - provides two options, to 'Lock Grid Ordering' or to 'Revert to Natural Order'. This prevents automatic reordering when keying-in transactions.</li> <li>• <b>Copy to clipboard</b> - copies the contents of the visible columns to the Windows clipboard, to be pasted into a spreadsheet or similar application (using the <b>Edit &gt; Paste</b> menu in most applications).</li> <li>• <b>Custom filter</b> - advanced option to apply custom SQL statements to the grid. See your implementing partner if you want this functionality activated.</li> </ul>

**NOTE**

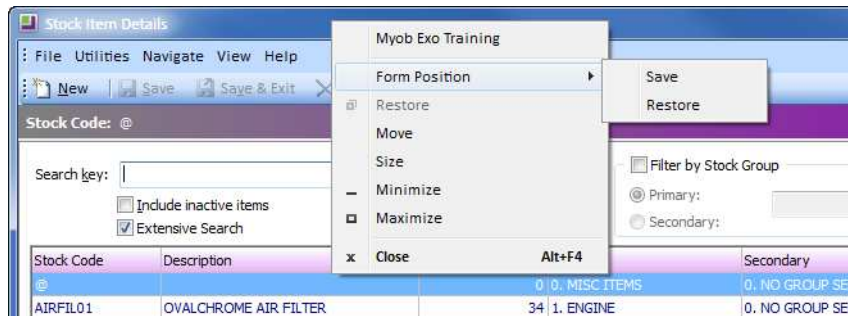
If you make changes to an Exogrid that you want to retain, choose **Save Column Settings**. This will apply to the workstation you are working at.

## 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

# 2

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:

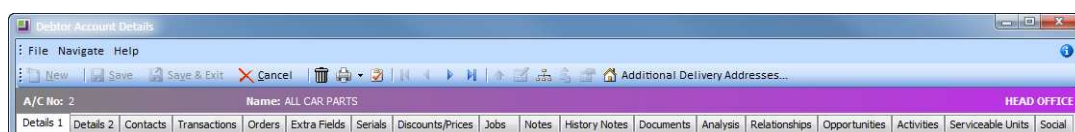
- Debtors Ledger (Customers)
- Creditors Ledger (Suppliers)
- Stock Ledger
- General Ledger

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.

Debtor Account Details

File Navigate Help

New Save Save & Exit Cancel Additional Delivery Addresses...

A/C No: 2 Name: ALL CAR PARTS HEAD OFFICE

Details 1 Details 2 Contacts Transactions Orders Extra Fields Serials Discounts/Prices Jobs Notes History Notes Documents Analysis Relationships Opportunities Activities Serviceable Units Social

Code: ALLCAR01 Name: ALL CAR PARTS

Head Office Company Details

Postal Address:

Street: PO Box 154

City/Town: SMC

State: NSW

Country:

Postal code: 1330

Delivery Address:

Street: 238 ANZAC RD

City/Town: ROSE BAY

State: SYDNEY

Country: AUSTRALIA

Line 5:

Line 6:

E-mail: spares@allcar.com.au

Phone: 02 8476 1430 Fax: 02 8234 2899

Contact name: MURRAY SHACKLAND

Extra Fields

Sales

Primary Group: TRADE

Secondary Group: STATE

Sales person: MALCOLM BREEN

Base price: 3 Trade

Turnover:

This month:	\$0.00
Last month:	\$9,388.16
This year:	\$24,974.42
Last year:	\$0.00

Credit

Credit terms: 20th of Month

Credit limit: 0

Currency: AUD

Aged balances:

Current:	\$4,010.25
1 month:	\$0.00
2 months:	\$0.00
3+ months:	\$0.00
Balance:	\$4,010.25

Flags

☒ Active

☒ Open item

☐ Stop credit

☐ Need Ord No

☐ Account Template:

☒ Allow Restricted Goods

☐ Private Account

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Create new, view, or modify existing customer records

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.

### IMPORTANT



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.

### 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 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.

### NOTE


---



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.

### NOTE

---



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.

The screenshot shows the 'Creditor Account Details' window for 'FWP AUTOMOTIVE'. The 'Details 1' tab is active, showing the following information:

- Company Details:**
  - Company Name: FWP AUTOMOTIVE
  - Postal Address: PO BOX 429, ROSE BAY, SYDNEY
  - Delivery Address: 46 HOBILL RD, ROSE BAY, SYDNEY
  - E-mail: SALES@FWPAUTO.COM.AU
  - Phone: 9838 9799, Fax: 9838 9777
  - Contact name: Frank Pike
- Miscellaneous:**
  - Primary Group: SYDNEY
  - Secondary Group: NO GROUP SELECTED
  - Staff: MALCOLM BREEN
  - Credit terms: 20th of Month
  - Currency: AUD
- Flags:**
  - ☒ Active
  - ☒ Open item
  - ☐ Stop credit
  - ☐ Private Account
- Turnover:**

This month:	\$0.00
Last month:	\$3,940.70
This year:	\$5,785.20
Last year:	\$0.00
- Aged balances:**

Current:	\$4,433.28
1 month:	\$0.00
2 months:	\$0.00
3+ months:	\$0.00
Balance:	\$4,433.28

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.

### IMPORTANT



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.

### NOTE

---



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.

### WARNING

---



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.

### NOTE



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

### IMPORTANT



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.

**TIP**

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.

**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 Stock transaction

## Orders

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

**TIP**

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).

### NOTE

---



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 Account Details**

A/c No: 1000 Name: SALES AUD

Details Transactions Budget Notes History Notes Analysis

Account Details

Account no: 1000

Account name: SALES

Report code: SALES

Account group: Sales

Debit/credit: ☐ Usual Debit ☒ Usual Credit

Section: ☒ Profit and loss ☐ Balance sheet

Override GST rate: -1, AUTO SELECT RATE

Currency: AUD

Period Totals

Date	Amount
12. November 2011	\$10,560.46
11. December 2011	\$9,652.09
10. January 2012	\$18,480.29
09. February 2012	\$13,806.75
08. March 2012	\$17,281.76
07. April 2012	\$15,416.77
06. May 2012	\$16,259.99
05. June 2012	\$9,330.95
<b>YTD total:</b>	<b>\$89,748.07</b>

Current Year:

Date	Amount
04. July 2012	\$26,742.17
03. August 2012	\$63,005.90
02. September 2012	\$0.00
01. October 2012	\$0.00
00. November 2012	\$0.00

Flags

☒ Active

☒ Allow journals

☐ Private Account

SubAccNo	Name	Total	Allow Journals
00	SALES	\$37,054.14cr	Y
01	ELECTRICAL	\$15,443.38cr	Y
02	ENGINE	\$5,092.40cr	Y
03	OTHER MECHANICAL PARTS	\$26,958.97cr	Y

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General Ledger Sales Account

## NOTE



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.

## WARNING



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**).

**Debtor Account Details**

File Navigate Help

New Save Save & Exit Cancel

A/C No: Name:

Details 1 Details 2 Extra Fields

Code: Name:

**Company Details**

Postal Address:

Street:

City/Town:

State:

Country:

Postal code:

Delivery Address:

Street:

City/Town:

State:

Country:

Line 5:

Line 6:

E-mail:

Phone:

Fax:

Contact name:

Extra Fields:

**Sales**

Primary Group:

Secondary Group:

Sales person: EXO BUSINESS ADMIN ACCOUNT

Base price: 1 Internet

**Turnover:**

This month:	\$0.00
Last month:	\$0.00
This year:	\$0.00
Last year:	\$0.00

**Credit**

Credit terms: Cash Only

Credit limit: 0

Currency: AUD

**Aged balances:**

Current:	\$0.00
1 month:	\$0.00
2 months:	\$0.00
3+ months:	\$0.00
Balance:	\$0.00

**Flags**

☒ Active

☒ Open item

☐ Stop credit

☐ Need Ord No

☐ Account Template:

☒ Allow Restricted Goods

☐ Private Account

MYOB EXO TRAINING

Create new, view, or modify existing customer records

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. <b>Note:</b> Remember to enter the <b>Postcode</b> 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 <i>contacts</i> tab. Then click the icon <i>Set to default contact</i> in the menu bar. See the next section ' <i>Working with Contacts</i> ' on page 45 to review the procedure for adding a contact. <b>Note:</b> The contact name on the Details 1 tab 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. <b>Note:</b> 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. <b>NOTE:</b> 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 <b>1-auto Select rate</b> 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 <b>Statement Delivery</b> is set to <b>Email</b> .

Invoice Type	<p>From the dropdown list, select the type of invoice that will be used for this debtor:</p> <ul style="list-style-type: none"> <li>• Select <b>Default</b> for the default invoice layout.</li> <li>• Select <b>Standard</b> for the Clarity invoice layout.</li> <li>• Select <b>M-Powered</b> for the M-Powered invoice layout.</li> </ul>
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.

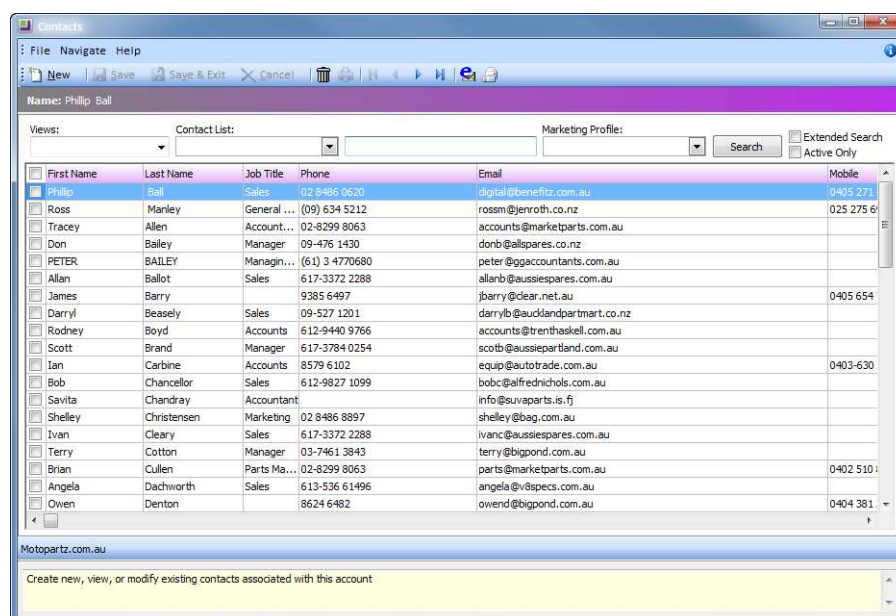
- An individual contact can be linked to one or many accounts if required.
- One debtor or creditor account can have many contacts if required.
- Relationships can be defined between contacts as well as between contacts and accounts.
- Activities (Tasks/Appointments) can be recorded against contacts.

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.

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

## NOTE

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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.

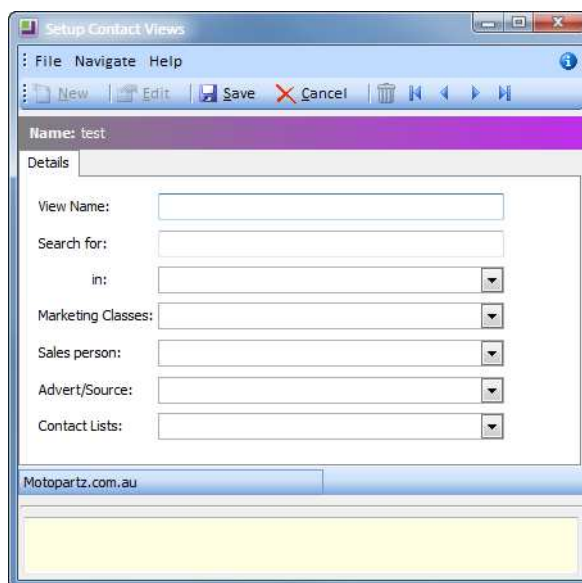
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- 4 Enter appropriate search information in the search field (e.g. part of the surname).
- 5 To filter on specific marketing profiles, select the option **Marketing Profile** and select the respective profiles in the dropdown list. See '*Other contact 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  button.

- 4 To create a new custom view, click on the  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  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).

### NOTE




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.

### TIP



Click the  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.

## NOTE



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.

## NOTE



The **Advert/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.

## TIP



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


## Other contact information

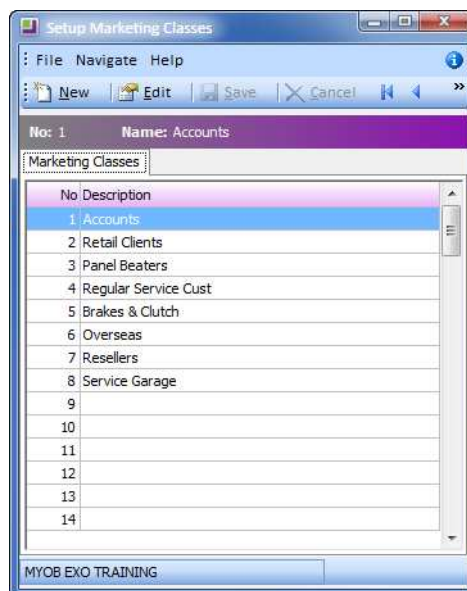
Once you have saved your contact, additional tabs become available for entry of information and review.

### **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  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*

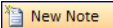

### ***Contacts > Invoices tab***

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***

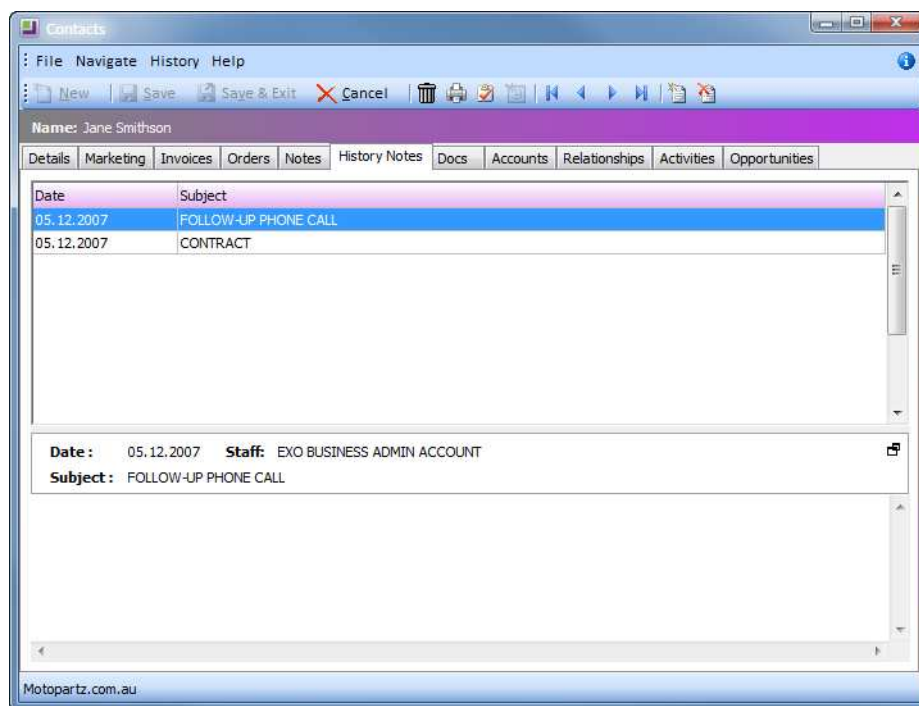
The orders tab lists all sales or purchase orders that relate to this contact. You can drill down from here to view more details about the order.

### ***Contacts > Notes tab***


The Notes tab allows recording of any general information relating to the contact. Click on the  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.

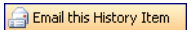
### **Contacts > History Notes tab**


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 to create a new history note.

History notes can be emailed. Open the history note and click on the  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 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.

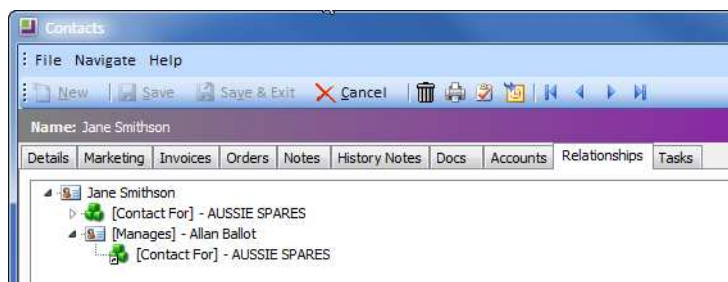
### **Contacts > Accounts tab**

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.

### NOTE



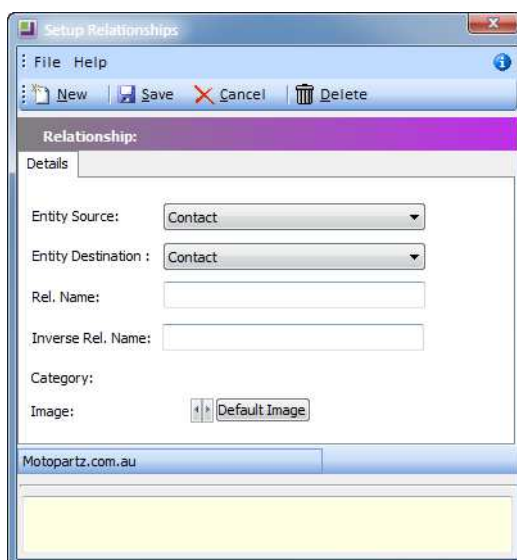
To remove a relationship simply **right-click** on the contact/account and select **Remove**.

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.

### NOTE



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 relationship 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.

### NOTE



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


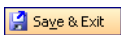


The Social tab lists information about the contact from various social media services. If no social media details have been entered on the Details tab, the sub-tab will display the results of a search for the contact's name.

## 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	<ul style="list-style-type: none"> <li>If the contact does not already exist on the database, click on the  icon in the toolbar of the <b>Contacts</b> tab.</li> <li>The new contacts screen will appear with the company details already completed.</li> <li>Enter the contact details as required and click on  to assign to the account.</li> <li>Click the  icon in the toolbar of the new contact screen to copy the company's address to the contact address.</li> </ul>
Associate an existing contact	<ul style="list-style-type: none"> <li>If the contact you wish to associate is already on the database, click on the  icon.</li> <li>Search for the contact and then <b>double-click</b> the contact to assign it to the account.</li> </ul>

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.

## Synchronising Contacts


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

### IMPORTANT



Synchronisation with Microsoft Exchange Server is not supported.

### To synchronise Contacts:

- 1 Double-click on the contact record.
- 2 Click the  button.
- 3 Right-click on the Contact and select Synchronise to Outlook.

### NOTE



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:

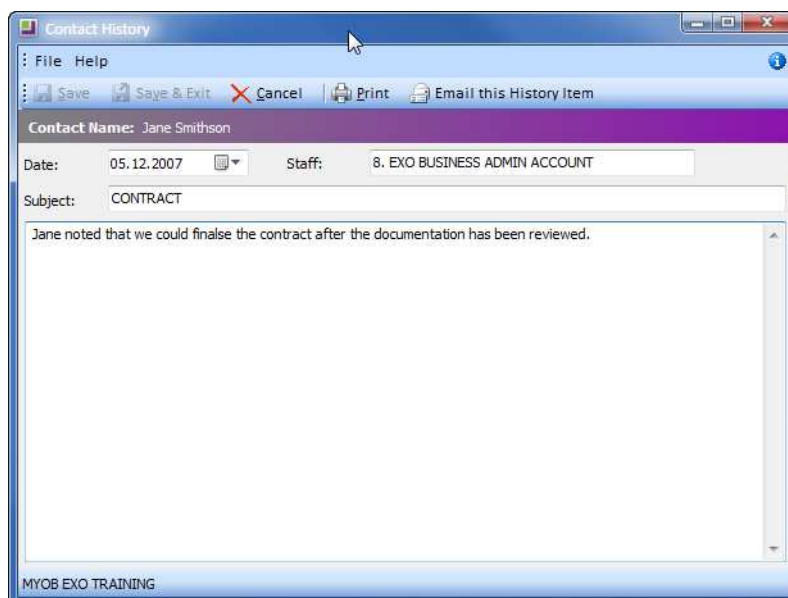
- The first method is simply a link to your default email program and does not keep a record in EXO Business.
- The second method will keep a record in the history notes section of the Contacts screen.

### 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  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  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

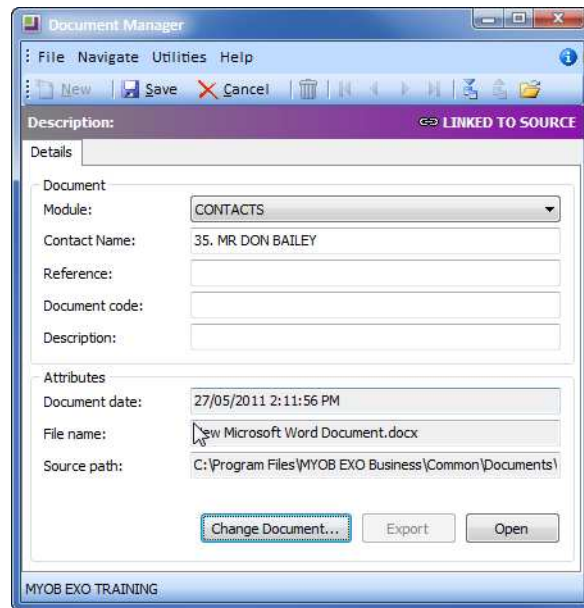
### Accounts > Contacts > (Contact Name) > Docs

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 and then on **New**.
- 3 Click on the  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



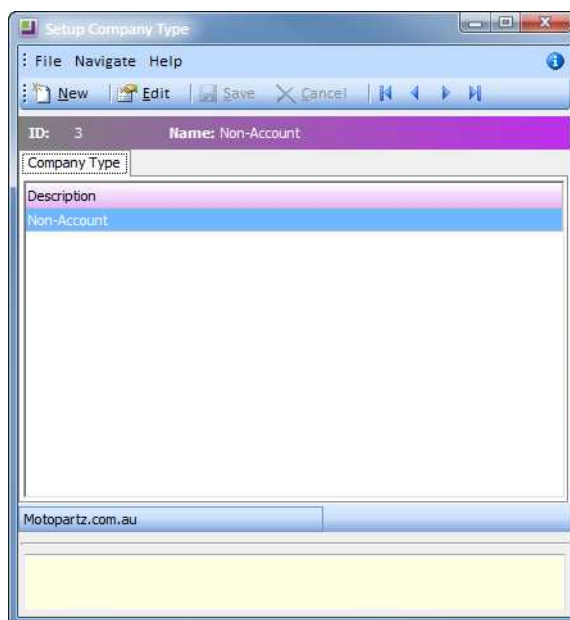
Activities can be setup for Non-Accounts and contacts can be associated with Non-Accounts.

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.

## NOTE



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  button.

### TIP

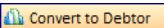
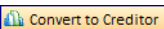
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Once you have saved the Non Account, the Contacts, History Notes, Activities, Relationships, Documents and Social tabs will be available.

---

### 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  to convert the non account to a debtor.
- 4 In the Non Account Details screen, click on the  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.

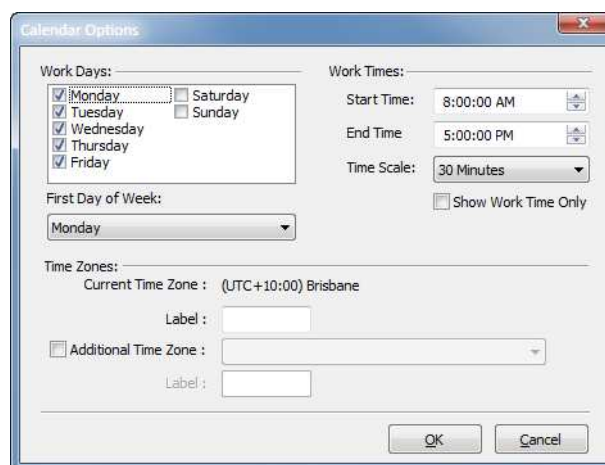
## Set up Calendar

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

### TIP



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	Proposal	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 identification, activities are colour-coded:

- Green background = Tasks
- No colour background = Appointments


### To edit an activity:

- 1 Double-click on the activity.

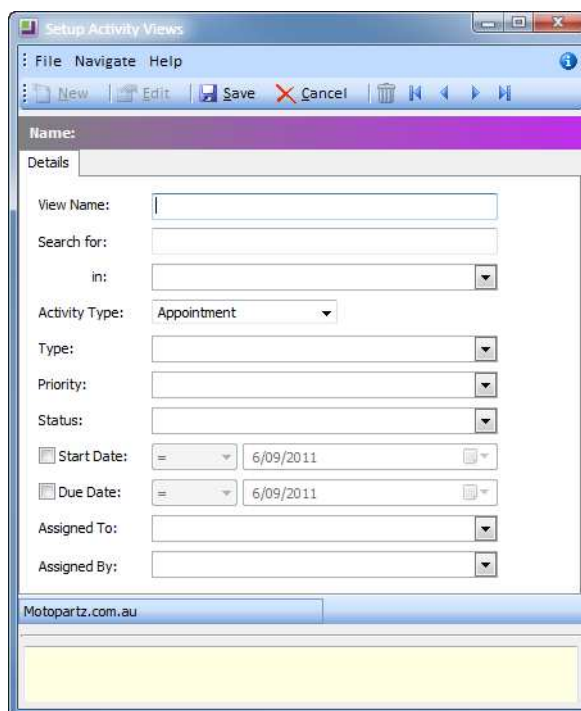
You can select a pre-defined view from the **Views** dropdown list to apply a filter:

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



*Activities - 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 <b>Start Date</b> or <b>End Date</b> is the same as the date specified.
<>	The <b>Start Date</b> or <b>End Date</b> is prior to or after the date specified.
<	The <b>Start Date</b> or <b>End Date</b> is prior to the date specified.
<=	The <b>Start Date</b> or <b>End Date</b> is prior to or the same as the date specified.
>	The <b>Start Date</b> or <b>End Date</b> is after the date specified.
=>	The <b>Start Date</b> or <b>End Date</b> is the same as or after the date specified.
Between	The <b>Start Date</b> or <b>End Date</b> is the between as the dates specified.

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

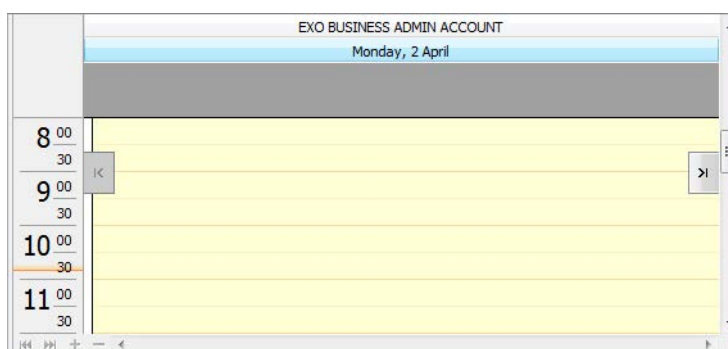
**15** From the **Assigned By** dropdown list, select the user created the activity.

**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*

[illegible]

Activity Views - Year

[illegible]

### Activity Views - Time Grid

EXO BUSINESS ADMIN ACCOUNT	
Monday, 29 August	Thursday, 1 September
Tuesday, 30 August	Friday, 2 September
Wednesday, 31 August	Saturday, 3 September
	Sunday, 4 September

Activity Views - Week



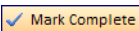
Activity Views - Month

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 <b>Status</b> of the selected activity to <b>Completed</b> . This can also be achieved by editing the activity and clicking on the  button on the toolbar.
Selected Items > Export to Outlook	Synchronise the selected activities with Microsoft Outlook.