



Kilimanjaro Consulting
An Enprise Group Company

myob | Diamond
Partner

Exo Business (AU/NZ)

Module 1: Getting Started



Conventions



... used for notes and additional information.



... used to highlight an important note.



... used for tips that might be useful.



... used to show how to navigate to a particular screen/function.



... used to indicate steps to complete a process.



... used to warn about the impact on the system if an option/feature/function is altered.



... used to provide additional reference material.



... used for examples used to illustrate/demonstrate/explain a process.

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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

Navigation & 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 debtor account screen creates a New Debtor.

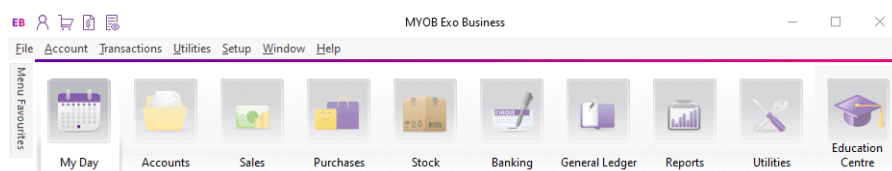
Themes

The user interface may be slightly different dependent on which theme was implemented on your system:

Depending on your configuration, you may have one of two themes:

- Basecamp
- MYOB



Basecamp Theme



Exo Business menu icons - Basecamp theme

This theme is used if your system is implemented by Kilimanjaro Consulting. This theme combines areas of the system on the same tab based on the user's role, e.g. the Sales tab provides access to areas someone in Sales typically requires access to, such as Sales Orders, Debtor Invoicing, receiving customer payments. It does not provide access to Debtors master records.

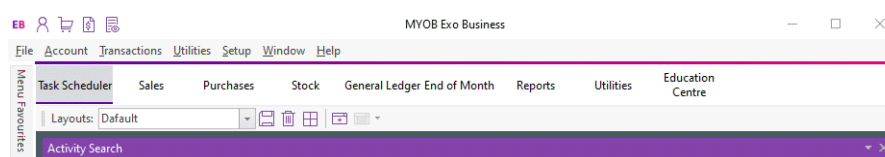
Basecamp Workflow tabs

Menu Icon	Description
 My Day	The Task Scheduler tab allows you to create and view tasks, set reminders and establish recurring appointments. Tasks created in the scheduler can also be viewed in the task lists of individual debtor or creditor accounts.
 Accounts	The Accounts tab provides access to your Debtors (Customers), Creditors (Suppliers), Non-Account (Prospects) and Contact master records.
 Sales	The Sales tab is for recording sales orders, invoices, receiving payments and creating statements.
 Purchases	The Purchases tab is for recording purchase orders, receiving and costing goods and creating creditor invoices.
 Stock	The Stock tab allows you to maintain stock items, conduct stock takes, track serial numbers and enter stock adjustments. It also enables the creation of Bills of Materials (Order Templates, Kits and Builds) and Works Orders.
 Banking	The Banking tab is where payments are entered, adjustments to Debtor and Creditor accounts can be made, Cashbook transactions are entered and Bank Reconciliations are performed. Tax reporting is also available from this tab.
 General Ledger	The General Ledger tab is for reviewing GL accounts, end of period processes such as posting sub-ledgers to the GL, exchange rate variance calculations, and performing the end of period roll.
 Reports	The Reports tab provides access to a variety of reports available in the system. It also enables viewing of all available reports via the Clarity Report Browser, the Sales Analysis Designer and Dashboard.
 Utilities	The Utilities tab provides access to more advanced functions such as setting up staff, account groups, stock groups and pricing.
 Education Centre	<p>The Education Centre tab provides access to MYOB's online help and resource centre. Here you can access various documentation relating to MYOB Exo Business, e.g.</p> <ul style="list-style-type: none"> • Exo Business Help files and User Guides • Release Notes for the current and previous versions • MYOB-written Exo Business White Papers • Instructional videos, etc.

Basecamp Function Keys and Shortcut Keys

MYOB Exo Business Function Keys/Shortcut Keys	
F1	HELP
F2	Debtor Account search screen
F3	Sales Order search screen
F4	Debtor Invoice Entry screen
F5	Stock Item search screen
F6	Works Orders screen
F7	Stock Movement screen
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)
CRTL + N	New line narrative (within an order/invoice)

MYOB Theme



Exo Business menu icons - MYOB theme

This theme is the default theme provided by MYOB. This theme combines areas of the system on the same tab based on the area it relates to, e.g. the Sales tab provides access to all areas relevant to Debtors, e.g. access to the Debtors master records, sales orders, entering payments received from customers, entering Debtor Adjustments, etc.

MYOB Workflow Tabs

Menu Icon	Description
Task Scheduler	The Task Scheduler tab 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 tab 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 tab 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 tab 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 tab 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 tab 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 tab 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 area, i.e. sales, are available via the Reports button on the relevant tab). General Ledger report batches and graphs, as well as the Sales Analysis Designer can also be run from the reports tab.
Utilities	The Utilities tab provides access to more advanced functions such as setting up staff, account groups, stock groups and pricing as well as audit trail reports.

Menu Icon	Description
Education Centre	<p>The Education Centre tab provides access to MYOB's online help and resource centre. Here you can access various documentation relating to MYOB Exo Business, e.g.</p> <ul style="list-style-type: none"> • Exo Business Help files and User Guides • Release Notes for the current and previous versions • MYOB-written Exo Business White Papers <p>Instructional videos, etc.</p>

MYOB Function Keys and Shortcut Keys

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
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)

Drop Down Menus

The menu items available on each of these tabs are also accessible via the drop down menus at the top of the Exo Business screen. Many menu options also have corresponding function keys

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.

Navigation

Throughout this manual, where navigation paths are indicated, navigation is indicated for both themes as follows:

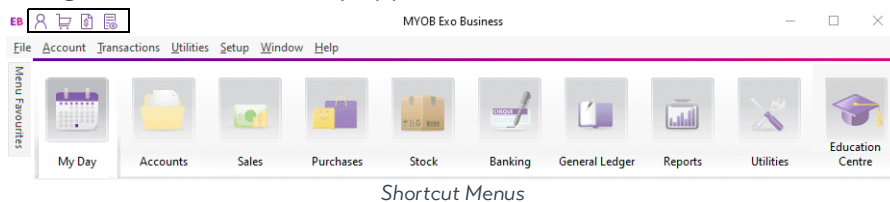


Basecamp: Accounts > Debtors

MYOB: Sales > Maintain Debtors

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.



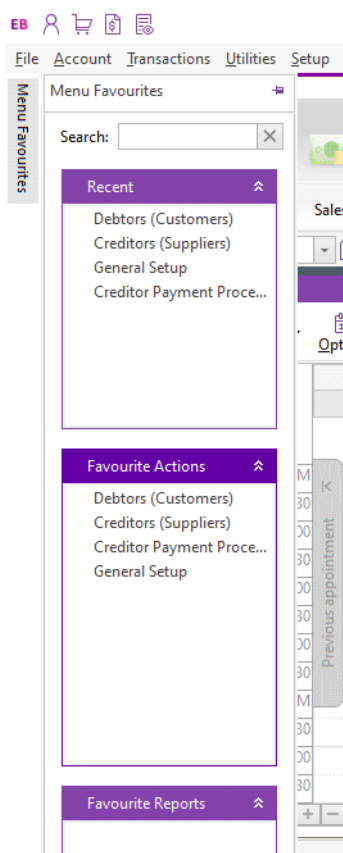
Exo Business Menus

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 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.

Menu Favourites

A Menu Favourites fly-out is available to quickly access areas of the system used most often.



Menu Favourites fly-out




The items listed can be customised by right-clicking on the item and selecting one of the following options:

- **Always show this item** to have the item always appear at the top of the section.
- **Never show this item** to hide the item from the menu favourites
- **Show hidden items** to show items previously hidden.

Items can also be added to the Menu Favourites by using the Search function to search for a specific items available to the user.

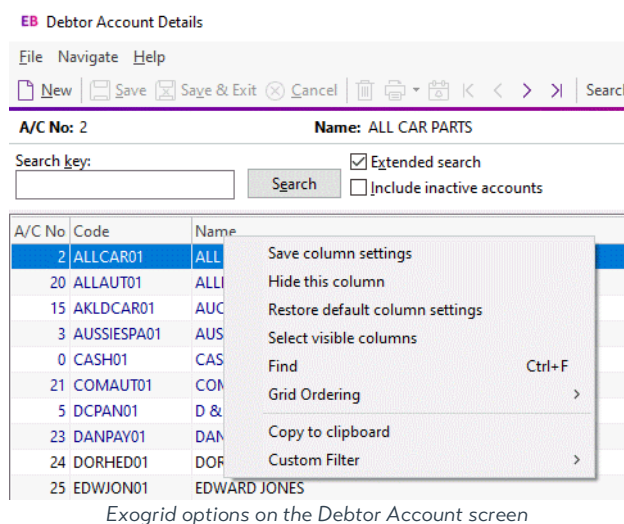
Cloud Services

If you are using one of MYOB's cloud services, e.g. Bank Feeds, Geolocation features or ABN Lookups, the Cloud Services Status Icon shows the current connectivity of these services:

-  Cloud Services are available
-  Cloud Services are currently unavailable
-  Cloud Services have been disabled

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).



Important



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

Tip



Hold down the **SHIFT** key while clicking on subsequent columns facilitates multiple sorting (e.g. sort by Primary Group, then by Name).



How to: Manipulate ExoGrids

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).

Action	Description
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">• Save column settings retains the current settings for this grid on this workstation.• Hide this column is 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 provides an advanced option to apply custom SQL statements to the grid. See your implementing partner if you want this functionality activated.

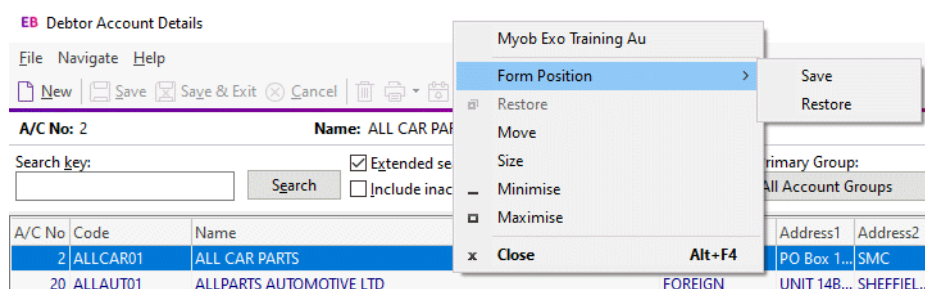
Saving Window Sizes and Positions

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



How 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 Exo Business 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**. 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.

Exo Business Education Centre

This provides a wide range of resources, including help files, release notes, User Guides, short videos and White Papers.

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.

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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

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. If implementing MYOB Exo Business from products such as MYOB AccountRight, you 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 sub-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 either period 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 2022	August 2022	July 2022	June 2022	May 2022

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 entered and 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.

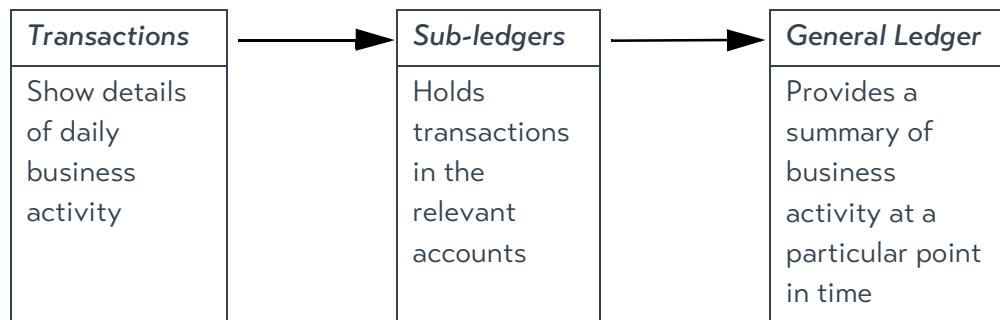
Drill down to data

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 system that you need to undertake your job.

How information is stored



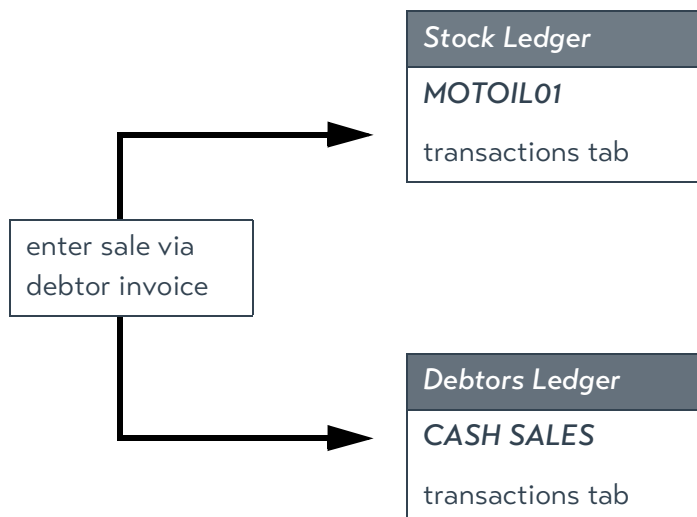
Transactions

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.



EB Stock Item Details

File Utilities Navigate Help					
New	Save	Save & Exit	Cancel		
Stock Code: MOTOIL01 De					
Details 1 Details 2 Extra Fields Transactions					
Location: 1. Sydney Load					
Date	Alpha	Ref 1	Ref 2	Bat	
19.02.21	CASH01	1387	INVOICE		

EB Debtor Account Details

File Navigate Help			
New	Save	Save & Exit	Cancel
A/C No: 0 Na			
Details 1 Details 2 Contacts Transactions			
<input checked="" type="checkbox"/> Reverse Sort <input type="checkbox"/> Group by Perio			
<input checked="" type="checkbox"/> Show only Unallocated			
Trans. #	Date	Transaction	InvNo
745	19.02.2021	Invoice	1387

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

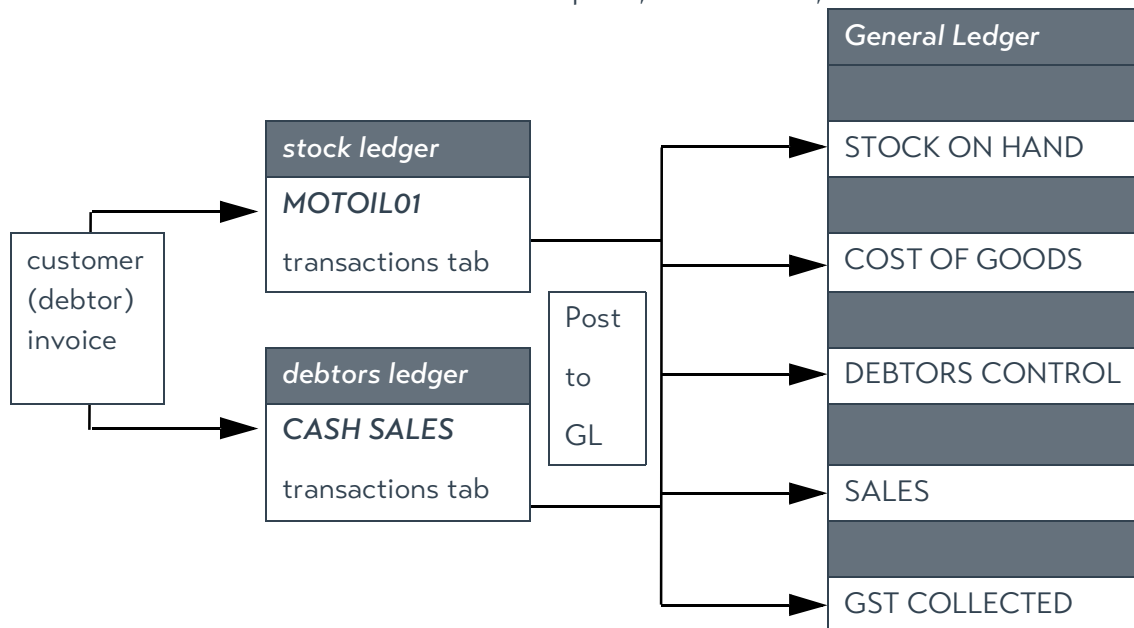
Information about stock levels, current orders, sales and purchases and adjustments.

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 into the General Ledger via the Integrated Cashbook and General Ledger Journal 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.



Accounting Periods

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). Exo Business 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.



How to: Log on to an Exo Business database

1. Double-click the Exo Business shortcut icon on your desktop. You will be presented with the login dialogue as follows:

MYOB Exo Business Login Screen

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

Important



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 will be presented with the Exo Business main screen.

Exo Business main screen (Basecamp Theme)

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.).

From the **Connect to:** dropdown list, ensure that the correct database is selected before logging in.

Warning



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

Tip



When undertaking transactions in a test database, make sure you log out as soon as the testing is complete. It is essential that you are 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.)

You can verify the database you are connected to via **Help > About**.

EB About Exo Business



MYOB Exo Business

Version 2021.1.0.248 [What's new](#)
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Licensed System
 Using Microsoft SQL Server 2012 - 11.0.2218.0 - 11.0.2218.0 Developer Edition (64-bit)
 Compatibility: SQL Server 2012 (110)
 Connection name=AUHS_Mod1
 localhost/support2k12 / NHS_MOD1_GS
 EXE version: 2021.1.0.248
 Database version: 2021.1.0.0
 DCE Version 2019.3.1.0
 Document directory: [c:\exo\documents\](#)
 Images directory: [c:\exo\images\](#)
 Program directory: [c:\exo\202101\](#)
 Clarity form directory: [c:\exo\clarity\masters\](#)
 Clarity custom form directory: [c:\exo\clarity\custom\](#)
 Temporary file directory: [C:\TEMP\](#)
 Licences in use: 1/30
 Company Profile: MYOB EXO TRAINING AU (1)
 User Profile: Default User Profile (2)
 Computer Profile: Default Computer Profile (3)
 Menu: DEFAULT/ADMIN DEFINITION 87V2 (3)
 Computer Name: KMJ-WS221
 Computer ID: {FAC82604-2ED5-4985-9698-663F7093D893}
 Computer Client Name:
 MYOB Customer Reference:
 Windows Aero Support: Enabled

Email Diagnostics

Check Online Connectivity

Registration Details

OK

Exo Business - Help > About

Searching

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



How to: Search for a debtor accounts

1. **Basecamp:** Click on the **Accounts** tab and then click **Debtors**.
MYOB: Click on the **Sales** tab and then click **Maintain Debtors**.
2. A list of all active debtors will be displayed.

A/C No	Code	Name	Primary Group	Address1	Address2	Address3	Address4	Phone	Contact	Balance
2	ALLCAR01	ALL CAR PARTS	TRADE	PO Box 1...	SMC	NSW	Australia	02 8476...	MURRAY SHA...	\$320.66
20	ALLAUT01	ALLPARTS AUTOMOTIVE LTD	FOREIGN	UNIT 14B...	SHEFFIEL...	VICTORIA	UK	(0114) ...		£1,097.31
15	AKLDCAR01	AUCKLAND CAR SERVICES LTD	FOREIGN	PO BOX ...	AUCKLA...		NEW ZE...	+64 9-...		NZ\$800.20
3	AUSSIESPA01	AUSSIE SPARES	RETAIL	PO BOX ...	FOREST L...	QLD	AUSTRAL...	07-337...	Terri Echurt	\$7,096.66
0	CASH01	CASH SALES	RETAIL							\$2,344.30
21	COMAUT01	COMFORT AUTOMOTIVE SERVICES PTE LTD	FOREIGN	24 SENO...			SINGAP...	(65) 75...	Hawei Taiwa	S\$9,948.04
5	DCPAN01	D & C PANELBEATERS	TRADE	PO BOX ...	REDFERN	NSW	AUSTRAL...	9832 28...	Connor Hill	\$815.28

Debtor Account search screen

3. 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.

Tip



If Search Templates have been created, a dropdown will appear next to the Search button, which can be used to select a search template instead.

4. 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.
5. 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".

6. 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.

EB Debtor Account Details

File Navigate Help

New Save Save & Exit Cancel [Icons] Search Mode

A/C No: 5 Name: D & C PANELBEATERS

Filter: AND <root>

- Balance is greater than 500
- Address3 equals nsw

press the button to add a new condition

A/C No	Code	Name	Primary Group	Address1	Address2	Address3	Address4	Phone	Contact	Balance
5	DCPAN01	D & C PANELBEATERS	TRADE	PO BOX ...	REDFERN	NSW	AUSTRAL...	9832 28...	Connor Hill	\$815.28
23	DANPAY01	DANIEL PAYNE	RETAIL	15 NUGE...	WYNYARD	NSW	AUSTRAL...	+64 9 3...	Daniel Payne	\$520.58
8	MARLAW01	MARK LAWRENCE	RETAIL	82 STATI...	Terry Hills	NSW	AUSTRAL...	+61 2-...	Mark Lawrence	\$2,969.98
9	MARPAR01	MARKET PARTS	TRADE	PO BOX ...	MANLY	NSW	AUSTRAL...	02-829...	Tracey Allen	\$3,469.48

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 entering 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.

EB Stock Item Details

File Utilities Navigate Help

New Save Save & Exit Cancel [Icons] Search

Stock Code: AIRFILO1 Description: OVALCHROME AIR FILTER

Search key: FIL Search

Method:

- ☐ exact phrase
- ☒ all words
- ☐ at least one

☐ Filter by Stock Group

- ☒ Primary:
- ☐ Secondary:

Stock Code	Description	Total Stock	Primary	Secondary
AIRFILO1	OVALCHROME AIR FILTER	545	1. ENGINE	0. NO GROUP SELECTED
AIRFILO12PK	OVALCHROME AIR FILTER	0	1. ENGINE	0. NO GROUP SELECTED
AIRFILO5	PRO-STLYE AIR FILTER	94	1. ENGINE	0. NO GROUP SELECTED
OILFILCD29A4	OIL FILTER - PETROL - CD29A4	135	1. ENGINE	0. NO GROUP SELECTED
OILWRE01	OIL FILTER WRENCH	199	9. TOOLS	0. NO GROUP SELECTED

Stock search example

2 Account Masters

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

In Exo Business information is recorded in four different ledgers:

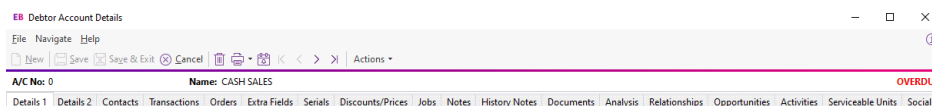
- Debtors Ledger (Customers)
- Creditors Ledger (Suppliers)
- Stock Ledger
- General Ledger

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 subsequent tabs (**Details 2, Contacts, Transactions, Orders, Extra Fields, History Notes, Documents, Activities, Analysis**, etc). These vary depending on which Account Master 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



Basecamp: Accounts > Debtors
MYOB: Sales > Maintain 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.

Debtors Master: Details 1

Details 1

This 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 tab provide specific functionality and will change when moving between tabs.

Note



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

Details 2

This 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

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

Transactions

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, type 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



A **Preview Journals** option is available for unposted transactions. 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

This 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

Debtor accounts supports 38 extra fields that can be defined to suit the company needs. The first 3 extra fields are displayed on **Details1** and the rest on the **Extra Fields** tab.

Serials

This tab shows a list of all serialised stock items that were purchased by this account.

Discounts/Prices

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

Jobs

This tab lists all jobs related to the account. It displays the job code, job no., status, order no. and start and due date.

Note



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

Notes

This tab provides a 'free-form' way for users to record general information related to the debtor that should be readily available to users.

History Notes

This tab provides a structured area to enter 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. You can create, edit, delete, or email history notes depending on your user profile.

Documents

This 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

This tab displays a graphical view of the sales performance and allows comparison of the sales through the year.

Relationships

This tab shows existing relationships for the debtor account and provides for the establishment of new relationships.

Opportunities


This 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

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

Serviceable Units

This tab 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

This tab 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



Basecamp: Accounts > Creditors
MYOB: Purchasing > Maintain 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.

EB Creditor Account Details

File Navigate Help

New Save Save & Exit Cancel

A/C No: Name: BRANCH of A/C no: 0

Details 1 Details 2 Discounts/Prices

Code: Name:

Branch 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: ...

Miscellaneous

Primary Group: Secondary Group: Staff: Credit Terms: Cash Only Currency: AUD

Flags

☒ Active ☒ Open Item ☐ Stop Credit ☒ Private Account ☒ Ignore ABN Check

Turnover:

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

Aged Balances:

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

Extra Fields

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Creditors Master Details 1

Details 1

This tab contains company details, purchases and credit information, account type flag and other system maintained information.

Details 2

This tab 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.

Note



If the company is required to submit Payment Times Reporting and the option **Required to Report under PTRS** is selected in the system configuration, an option will be available to identify the Creditor is a PTRS Small Business.

Contacts

This tab 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



A **Preview Journals** option is available for unposted transactions. 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 tab shows a list of all serialised stock items that were bought from this creditor.

Notes

This tab provides a 'free-form' way for users to record general information related to the creditor that should be readily available to users.

History Notes

This tab provides a structured area to enter 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. This is a very useful tool for entering conversations and events relating to the creditor. You can create, edit, delete, or email history notes depending on your user profile.

Documents

This tab 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

This tab displays a graph that provides a quick view of the purchases performance and comparison of the purchases through the year. This will help to forecast future purchases.

Relationships

This tab shows existing relationships for the creditor account and provides for the establishment of new relationships.

Opportunities

This 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

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

Social

This tab shows information about the creditor from various social media services. If no social media details have been entered on Details 2, 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



Basecamp: Stock > Stock Items
MYOB: Stock > Maintain Stock Items

EB Stock Item Details

File Utilities Navigate Help

New Save Save & Exit Cancel Print K < > X Actions

Stock Code: AIRFIL05 Description: PRO-STLYE AIR FILTER

Details 1 Details 2 Extra Fields Transactions Orders Jobs Works Orders Web Batch Qty Notes History Notes Documents Analysis

Stock code: AIRFIL05 Description: PRO-STLYE AIR FILTER

Groups

Primary: ENGINE

Secondary: NO GROUP SELECTED

Classification: NORMAL

Price group: NOT ASSIGNED

Other

Main supplier: 3. PANMURE AUTO TRADE SUPPLIERS

Unit/ Pack: EACH

Link stockcode:

Serial no. tracked: Not Serialised (No)

Cost Prices

Supplier (AUD): \$18.54

Last: \$18.54

Average: \$19.63

Standard: \$18.54

Sell Prices

1. Internet: \$29.21

2. Retail: \$32.45

3. Trade: \$29.21

4. UK: \$10.38

5. US: \$14.60

6. Fiji: \$30.83

7. New Zealand: NZ\$25.96

8. Singapore: \$25.46

9. Computed Sell Price: \$0.00

Flags

☒ Active

☐ Lookup

☒ Recoverable

☒ Discountable

☐ Restricted Goods

☐ Batch tracked

No.	Stock Location	Physical	Not for sale	Committed	Back Order	Incoming	Free Stock
1	Sydney	30	0	10	0	20	40
2	Melbourne	9	0	0	0	0	9
3	Brisbane	40	0	0	0	0	40
4	Auckland	15	0	0	0	0	15
8	Tradeshow Stock	0	0	0	0	0	0
		94	0	10	0	20	104

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Stock Master Details 1

Details 1

This tab 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.

Tip



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

This tab 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

This tab 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



A **Preview Journals** option is available for unposted transactions. 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

This tab 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

This tab contains fields that you need to use if you are displaying your stock on a website.

Notes

This tab provides a 'free-form' way for users to record general information related to the stock item that should be readily available to users. It can also be used in conjunction with the **Auto Narrative** option on **Details 2** to auto-populate the narrative when the stock item is used in a transaction.

History Notes

This tab provides a structured area to enter any communication or general information related to the stock item. 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 stock item. You can create, edit, delete, or email history notes depending on your user profile.

Documents

This tab 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

This tab provides 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



Basecamp: General Ledger > General Ledger Accounts
MYOB: General Ledger > Maintain Chart of Accounts

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.

SubAccNo	Name	Total	Allow Journals
00	SALES	\$722,294dr	Y
01	ELECTRICAL	\$15,458.73cr	Y
02	ENGINE	\$20,602.03cr	Y
03	OTHER MECHANICAL PARTS	\$116,222.34cr	Y

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

This tab contains the 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.

Important



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 sub-account level.

Transactions

This tab 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

This tab 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

This tab provides a 'free-form' way for users to record general information related to the GL Account that should be readily available to users.

History Notes

This tab provides a structured area to enter any communication or general information related to the GL Account. 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 GL Account. You can create, edit, delete, or email history notes depending on your user profile.

Documents

This tab lists all the documents related to a GL Account account. It could be a word processing document, a graphics file, or any document that is recognised by a Windows application.

Analysis

This tab displays a graphical view of the movement on the account.

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)



Basecamp: Accounts > Debtors
MYOB: Sales > Maintain 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.



How to: Set up a new debtor

- Using Basecamp: Press **F2** to open the Debtor search screen, navigate via the dropdown menus **Account > Debtors (Customers)**, or **Debtors** on the **Accounts** tab.

Using MYOB: Press **F3** to open the Debtor search screen, navigate via the drop down menus **Account > Debtors**, or **Maintain Debtors** on the **Sales** tab.

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

New Debtor: Details 1

Details 1

- Enter Primary Details:

Section	Description
Account name & Code	Exo Business will generate a code based on the name that you give the debtor.

Section	Description
Delivery and Postal Address	<p>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.</p> <p>NOTE: Remember to enter the Postcode in the correct field to facilitate searching and sorting of debtors</p> <p>NOTE: To add additional delivery addresses, select Additional Delivery Addresses from the Actions dropdown menu.</p>
E-mail, Phone, Contact name	<p>To display a contact name on the Details1 screen, a contact must first be entered into the contacts tab. Then select Set a default contact from the Actions dropdown menu. See the next section Contacts on page 52 to review the procedure for adding a contact.</p> <p>NOTE: The contact name on the Details 1tab is the default contact for the account.</p>
Sales Groups	Primary and secondary sales groups are set up when implementing Exo Business. Ensure that you select the correct groups so that business reporting and marketing activities are based on accurate information.
Credit terms	The credit terms available are also set up when implementing Exo Business. Choose the appropriate period and credit limit required.
Currency	<p>Enter the currency from the drop down list.</p> <p>NOTE: The currency must be correct at the time of entering a new debtor as currencies cannot be changed once the debtor has been saved.</p>

4. Review account flag 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.

Section	Description
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 only users with access to Private Accounts.
Ignore ABN Check (Australian database)	If the system is configured to validate the ABN, this option can be selected to prevent the system from validating the ABN. This is relevant where the company's trading name differs from the name registered against the ABN.

Details 2

Debtor Account Details

File Navigate Help

New Save Save & Exit Cancel

A/C No: Name: **OVERDUE**

Details 1 Details 2 Extra Fields

Payment

Default payment type: CASH

BSB Acc#

Bank account name:

Advice notification: Fax: ☐ E-mail: ☐ Print: ☐

Prompt Payment

Discount (%): 0

Amount: 0

Do Not Accept Cheque: ☒

Social Media

Facebook:

LinkedIn:

Twitter:

Pop-Up alert:

GST

A.B.N.:

Override GST rate: -1. AUTO SELECT RATE

Miscellaneous

Auto Order Template:

Invoice file:

Statement Delivery: Print

Statement Contact:

Invoice Type: DEFAULT

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New Debtors Details 2 (Australian database)

Debtor Account Details

File Navigate Help

New Save Save & Exit Cancel

A/C No: Name: **OVERDUE**

Details 1 Details 2 Extra Fields

Payment

Default payment type: CASH

Bank account number:

Bank account name:

Advice notification: Fax: ☐ E-mail: ☐ Print: ☐

Prompt Payment

Discount (%): 0

Amount: 0

Do Not Accept Cheque: ☒

Social Media

Facebook:

LinkedIn:

Twitter:

Pop-Up alert:

GST

GST #:

Override GST rate: -1. AUTO SELECT RATE

Miscellaneous

Auto Order Template:

Invoice file:

Statement Delivery: Print

Statement Contact:

MYOB EXO TRAINING AU

New Debtor Details 2 (New Zealand database)

5. Enter Secondary Details:

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.

Payment Details	
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 via the Exo Direct Debits module.

Prompt Payment	
Discount(%) / Amount	Enter 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	
A.B.N. (Australian database)	<p>The A.B.N. should be entered at the time of setting up the debtor account.</p> <p>NOTE: Exo Business will not remind you if the A.B.N. is not completed.</p> <p>NOTE: Exo Business can be configured to validate the A.B.N. using an online services provided by the ATO. Contact your MYOB Partner to discuss this option further.</p>
GST (New Zealand database)	<p>The GST number should be entered at the time of setting up the debtor account.</p> <p>NOTE: Exo Business will not remind you if the GST number is not completed.</p>
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: <ul style="list-style-type: none"> • 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

6. 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.
7. 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).

Contacts



Basecamp: Accounts > Contacts

MYOB: Sales > Maintain 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



How to: Search for a contact

1. Open the contacts screen.

<input type="checkbox"/>	First Name	Last Name	Job Title	Phone	Email	Mobile
<input checked="" type="checkbox"/>	Phillip	Ball	Sales	02 8486 0620	digital@benefitz.com.au	0405 271 460
<input type="checkbox"/>	Ross	Manley	General ...	(09) 634 5212	rossm@jenroth.co.nz	025 275 6987
<input type="checkbox"/>	Tracey	Allen	Account...	02-8299 8063	accounts@marketparts.com.au	
<input type="checkbox"/>	Don	Bailey	Manager	09-476 1430	donb@allspares.co.nz	
<input type="checkbox"/>	PETER	BAILEY	Managi...	(61) 3 4770680	peter@ggaccountants.com.au	
<input type="checkbox"/>	Allan	Ballot	Sales	617-3372 2288	allanb@aussiespares.com.au	
<input type="checkbox"/>	James	Barry		9385 6497	jbarry@clear.net.au	0405 654 764
<input type="checkbox"/>	Darryl	Beasely	Sales	09-527 1201	darrylb@aucklandpartmart.co.nz	
<input type="checkbox"/>	Rodney	Boyd	Accounts	612-9440 9766	accounts@trenthaskell.com.au	
<input type="checkbox"/>	Scott	Brand	Manager	617-3784 0254	scotb@aussiepartland.com.au	
<input type="checkbox"/>	Ian	Carbine	Accounts	8579 6102	equip@autotrade.com.au	0403-630 943
<input type="checkbox"/>	Bob	Chancellor	Sales	612-9827 1099	bobc@alfrednichols.com.au	
<input type="checkbox"/>	Savita	Chandray	Account...		info@suvaparts.is.fj	
<input type="checkbox"/>	Shelley	Christensen	Marketing	02 8486 8897	shelley@bag.com.au	
<input type="checkbox"/>	Ivan	Cleary	Sales	617-3372 2288	ivan@aussiespares.com.au	
<input type="checkbox"/>	Terry	Cotton	Manager	03-7461 3843	terry@bigpond.com.au	
<input type="checkbox"/>	Brian	Cullen	Parts Ma...	02-8299 8063	parts@marketparts.com.au	0402 510 874
<input type="checkbox"/>	Angela	Dachworth	Sales	613-536 61496	angela@v8specs.com.au	
<input type="checkbox"/>	Owen	Denton		8624 6482	owend@bigpond.com.au	0404 381 381
<input type="checkbox"/>	Larry	Donald	Accounts	03 6386 9517	larryd@rainbow.com.au	0405-489 3478
<input type="checkbox"/>	Trevor	Donaldson	Sales Ma...	02 8303 6548	trev@centralservice.com.au	0405 345 344

Account Contacts search screen

2. From the **Views** dropdown list, select a pre-defined filter, e.g. Sydney-based contacts.
3. From the **Contact List** dropdown list, select a pre-defined contact list.

Note



Views and Contact Lists are features 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).

- To filter on specific marketing profiles, select the option Marketing Profile and select the respective profiles in the dropdown list. **Other contact information** on page 54 for instructions on creating Marketing Profiles.
- 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.
- Select the **Active** option if you only want to search active contacts only.
- Click on the **Search** button to search for contacts that fulfil the Search criteria.
- Double-click on the Contact to open it for review/amendment.

New Contact

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



How to: Create a new contact


- 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

- 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  next to the name field. This will enable you to enter the contact's Salutation, First name and Last name separately.

- 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 or company delivery address.

4. Enter the post code into the **Post Code** field. Click on the  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. Enter an **MSN id**, **Yahoo id** and **Skype ID** as appropriate.
11. Enter the contact's **Facebook**, **LinkedIn** and **Twitter** details to display information from these social media services in the Social tab.
12. 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.


Other contact information

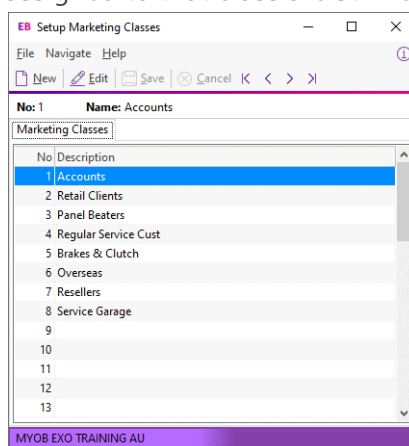
Once you have saved your contact, additional tabs become available for entry of information and review.

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



Invoices

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.

Orders

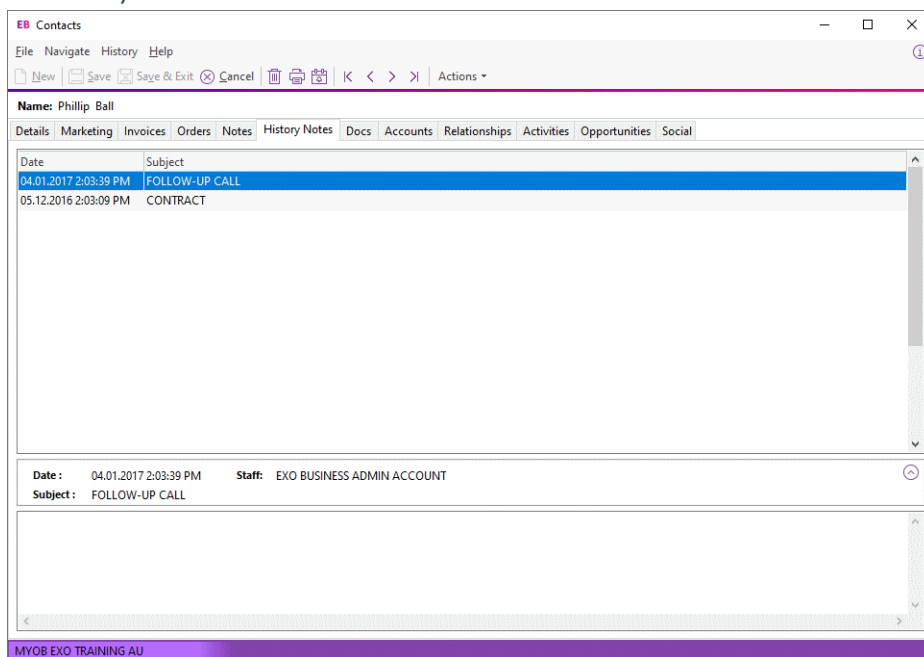
The orders tab lists all sales or purchase orders that relate to this contact. You can drill down from here to view more details about the order.

Notes

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.

History Notes

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

From the **Actions** dropdown menu, select **New History Item**.

History notes can be emailed or printed. Open the history note and, from the **Actions** dropdown menu, select **Print** or **Email History Item**.

Docs

The Documents 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 **Attaching documents** on page 61 for information on attaching documents to a contact.

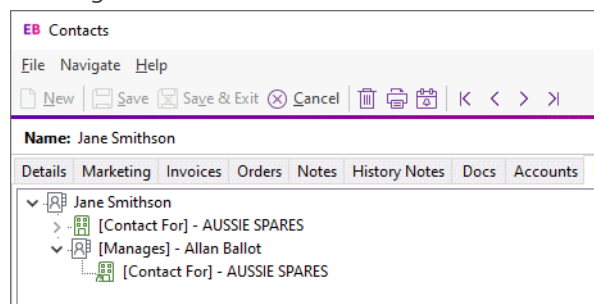
Accounts

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 58 for details on linking contacts to accounts.

Relationships


This 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



How 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  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.

Tip



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

You can define new relationship types to suit your business.



How to: Set up a 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.



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 63 for more information on Activities.

Opportunities

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



How 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.

- 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"> If the contact does not already exist on the database, from the Actions dropdown menu, select New Contact. 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	<ul style="list-style-type: none"> If the contact you wish to associate is already on the database, from the Actions dropdown menu, select Associate a new contact. 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.



How to: Assign default contact status

- Open the account for which you wish to assign default status.
- Click on the Contacts tab.
- Make sure that the correct contact is highlighted. From the **Actions** dropdown menu, select **Set as default contact**.

Emailing Contacts

There are two methods for sending an email to a contact within 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.



How to: Email a contact


- Open the Account Contacts screen and open the required contact.
- Click on the **Docs** tab of the contact.
- From the **Actions** dropdown menu, select **Send an Email**. This will open your default email program (e.g. Outlook) and enter the contact's email address in the **To** field.
- Complete the rest of your email and send it according to your default email program.
- Once the email is sent, you will be prompted to save a copy of the email in the contact's documents.



How to: Email a copy of a History Note to a contact

1. Open the **Account Contacts** screen and open the contact.
2. Click on the **History Notes** tab of the contact.
3. Start a new history note by clicking selecting **New History Item** from the **Actions** dropdown menu.
4. Complete history note by entering the subject and details into the history note.

Email a History Note

5. Click on  **Save**.
6. Email the History note by select **Email history item** from the **Actions** dropdown menu. 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.
7. Once the email is sent, you will be prompted to save a copy of the email in the contact's documents.

Emailing Contacts

There are two methods for sending an email to a contact within 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.



How to: Email a contact

1. Open the Account Contacts screen and open the required contact.
2. Click on the Docs tab of the contact.
3. From the **Actions** dropdown menu, select Send an Email. 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.


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



How to: Email a copy of a History Note to a contact

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

Attaching documents

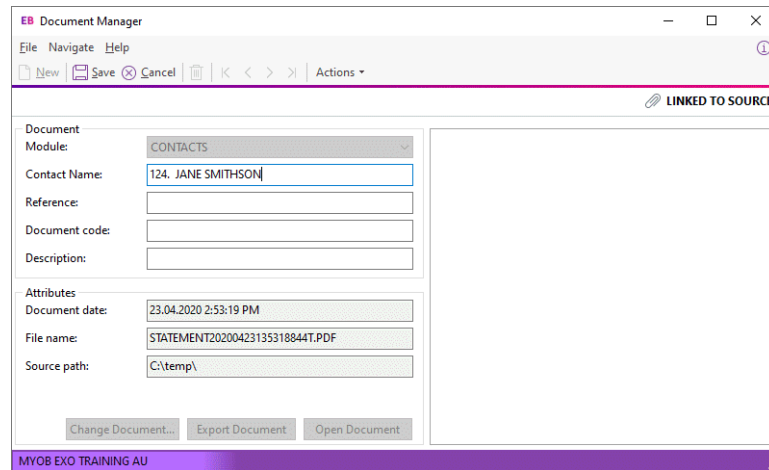
Documents can be attached to contacts or accounts. They can be linked to the database (using less memory) or saved into the database (more memory).



How to: Attach a document

- Open the **Docs** tab on the **Contact** screen.
- From the **Actions** dropdown menu, select **Import Document**.
- Navigate to the document you wish to import and **double-click** to open.
- 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.

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



The screenshot shows the 'Document Manager' window with the following details:

- Document Module:** CONTACTS
- Contact Name:** 124. JANE SMITHSON
- Reference:** (empty field)
- Document code:** (empty field)
- Description:** (empty field)
- Attributes:**
 - Document date:** 23.04.2020 2:53:19 PM
 - File name:** STATEMENT20200423135318844T.PDF
 - Source path:** C:\temp\

Buttons at the bottom: Change Document..., Export Document, Open Document.

LINKED TO SOURCE

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Document Manager

6. Click **Save**.

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

Working with Activities

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.



How to: Set up the Calendar

1. Select **Setup Calendar** from the **Tools** menu.

Set up Task Scheduler

2. Set up 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  **Options** button in the Activities Search widget) displays all Tasks and Appointments in a simple list.

<input type="checkbox"/>	Subject	Type	Status	ID	Company Name	Contact Name
<input checked="" type="checkbox"/>	Meeting	Proposal	Not Started	P1	TASHI MOTORS	
<input type="checkbox"/>	Presentation	New Business	Deferred			
<input type="checkbox"/>	Followup	New Business	Waiting On Some...			

Activities - List View

For easy identification, activities are colour-coded:

- Green background = Tasks
- No colour background = Appointments



How 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:

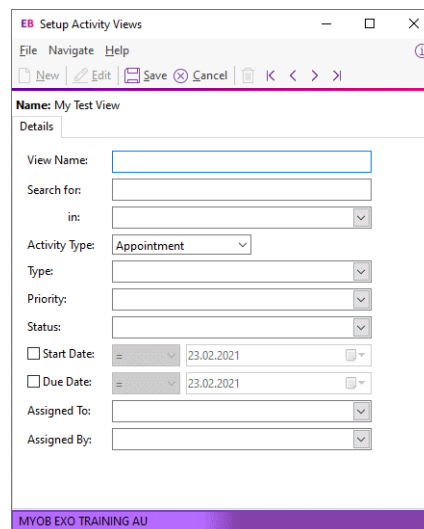
View	Description
My Activities	Lists all the activities where the current user is the creator of the activity.
Open Activities	Lists all the activities with a status other than Completed.
Closed Activities	Lists all the activities with a status of Completed.
Overdue Activities	Lists all activities with 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.



How 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.




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** dropdown 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.

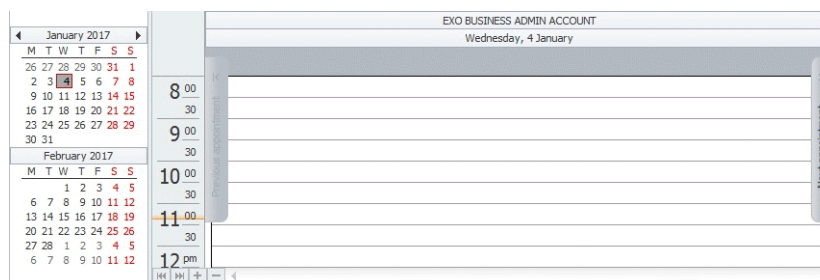
Operator	Description
>	The Start Date or End Date is after the date specified.
=>	The Start Date or End Date is the same as or after the date specified.
Between	The Start Date or End Date is the between as the dates specified.

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 that created the activity.
16. Click on the  **Save** button.

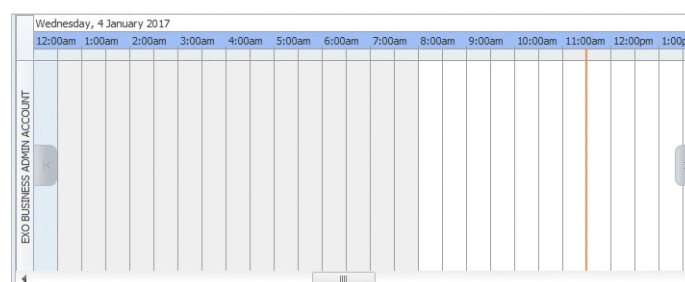
Calendar View

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 - Time Grid

EXO BUSINESS ADMIN ACCOUNT	
Monday, 2 January	Thursday, 5 January
Tuesday, 3 January	Friday, 6 January
Wednesday, 4 January	Saturday, 7 January
	Sunday, 8 January

Activity Views - Week

EXO BUSINESS ADMIN ACCOUNT						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday/Sunday	
Dec 26	27	28	29	30	31	
					January, 1	
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	February, 1	2	3	4	5

Activity Views - Month


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



How 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

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.

Note



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.



How 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 contact, enter the **Contact**.

Note




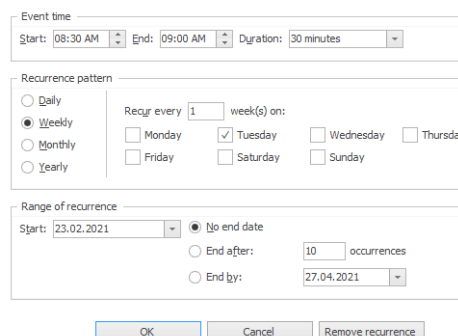
If Exo CRM is installed and licensed, fields will be available to track the **Opportunity** and **Campaign Wave** that generated this Activity. A double-click on the campaign will open up the campaign for a user with Exo CRM access.

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

8. 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*.
9. 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.
10. Select a **Priority** of *Low*, *Medium* or *High*. These options cannot be changed.
11. 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%

12. A **Reminder** can be set to provide an alarm at the designated time prior to the scheduled event start.
13. Amend the **Start** and **End Time/Date** as required, or click on the  **Recurrence** icon in the toolbar to set up a recurring event. (The following shows a regular event from 8.30 - 9.00 every Wednesday for 10 weeks.)



The screenshot shows the 'Task Recurrence' dialog box. It has three main sections: 'Event time', 'Recurrence pattern', and 'Range of recurrence'.
 - **Event time:** Start: 08:30 AM, End: 09:00 AM, Duration: 30 minutes.
 - **Recurrence pattern:** Radio buttons for Daily, Weekly (selected), Monthly, and Yearly. Under Weekly, it says 'Recr every 1 week(s) on:' followed by checkboxes for Monday, Tuesday (checked), Wednesday, Thursday, Friday, Saturday, and Sunday.
 - **Range of recurrence:** Start: 23.02.2021. Radio buttons for 'No end date' (selected), 'End after: 10 occurrences', and 'End by: 27.04.2021'.
 At the bottom are buttons for 'OK', 'Cancel', and 'Remove recurrence'.

Task Recurrence Screen

14. Add **Notes** to the activity as required in the lower panel.
15. Click **Save & Exit** or **Save & New** to save the activity.

Synchronising activities with Outlook

Activities (Tasks and Appointments) can be synchronised between 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 and Appointments is preserved, e.g. activities that exist as Tasks in Exo Business will appear as Tasks in Outlook after activities are synchronised.

Important



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.

Tip

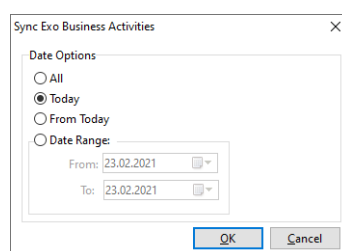


Separate Import from Outlook and Export to Outlook functions are also available to perform a one-way synchronisation of Activities in either direction.



How to: Synchronise all activities in a specified date range

- Click the **Tools** button on the toolbar and select **Sync Activities with Outlook**.
- The following window opens:



Synchronise Activities with Microsoft Outlook

- 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.

- Click **OK**.



How to: Synchronise specific activities in the List View

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

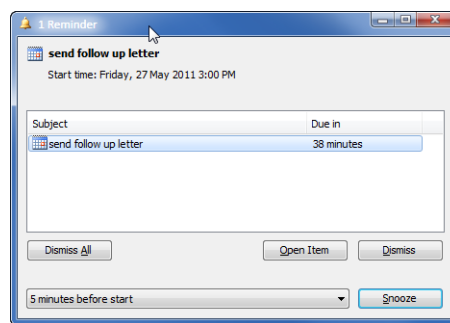
2. Right-click anywhere on the list and select **Selected Items > Export to Outlook** from the pop-up menu.

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 task 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 time frame (10 minutes by default).

Setup a new Creditor



Basecamp: Accounts > Creditors
MYOB: Purchasing > Maintain 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.



How to: Set up a new creditor

1. Navigate to the creditors search screen.
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

New Creditor: Details 1

4. 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.

Section	Description
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 select a contact name on Details1, a contact must first be entered into the Contacts tab. See Contacts on page 52 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.

5. 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.

Option	Description
Ignore ABN Check (Australian database)	If the system is configured to validate the ABN, this option can be selected to prevent the system from validating the ABN. This is relevant where the company's trading name differs from the name registered against the ABN.

Details 2

EB Creditor Account Details

File Navigate Help

New Save Save & Exit Cancel Print < > X

A/C No: Name: BRANCH of A/C no: 0

Details 1 Details 2 Discounts/Prices

Payment

Default Payment Type: CASH

BSB Acc#

Bank Account Name:

Statement Text:

Miscellaneous

Default Invoice Mode: GL

Primary Lead Time:

Secondary Lead Time:

Prompt Payment Discount (%):

Remittance Contact:

Remittance Method:

GST

A.B.N.:

Override GST rate: -1. AUTO SELECT RATE

Remittance

☒ Send M-Powered Payment Remittances

Social Media

Facebook:

LinkedIn:

Twitter:

General Ledger

Default Code:

Pop-Up alert:

MYOB EXO TRAINING AU

New Creditor: Details 2 (Australian database)

EB Creditor Account Details

File Navigate Help

New Save Save & Exit Cancel Print < > X

A/C No: Name: BRANCH of A/C no: 0

Details 1 Details 2 Discounts/Prices

Payment

Default Payment Type: CASH

Bank Account Number:

Bank Account Name:

Miscellaneous

Default Invoice Mode: GL

Primary Lead Time:

Secondary Lead Time:

Prompt Payment Discount (%):

Remittance Contact:

Remittance Method:

GST

GST #:

Override GST rate: -1. AUTO SELECT RATE

Social Media

Facebook:

LinkedIn:

Twitter:

General Ledger

Default Code:

Pop-Up alert:

MYOB EXO TRAINING AU

New Creditor: Details 2 (New Zealand database)

6. 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.

Section	Description
BSB Acc# and Bank account name (Australian database)	These details are used when using the direct credit feature in Creditors Payment Processor.
Bank Account (New Zealand database)	These details are used when using the direct credit feature in Creditors Payment Processor.
ABN number (Australian database)	The A.B.N. is not a required field, however, Exo Business can be configured to validate the A.B.N. using an online service provided by the ATO. Contact your MYOB implementer to discuss this option further.
GST number (New Zealand database)	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 recommended 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.
Track Taxable Payments (Australian database)	<p>Businesses in the building and construction industry making payments to contractors for building and construction services, are required to report these payments to the Australian Tax Office. For these contractors (Creditors), this option should be selected, ensuring that payments to this creditor will be included in the Taxable Payments reports, which is used to complete the required reporting to the Australian Tax Office.</p> <p>With this option selected a Taxable Payment option will also be available in the Single Creditor Payment screen, as well as Transaction Reference screen when editing a payment transaction.</p>
Default Invoice mode	This specifies whether new invoices created for this creditor will be stock invoices or default to GL codes. Refer back to Details 1 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.

Section	Description
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. (<i>Print/E-mail</i>)
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 [Contacts](#) on page 52 for details about entering contacts and assigning contacts to an account.

Non-Accounts

In addition to contacts that are not connected to a debtor or creditor, Exo Business provides for companies that are neither 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.

Create a new Non-Account

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



How to: Set up a new Non-Account

1. Basecamp: From the **Accounts** tab, click on **Non-Accounts (Prospects)**.
MYOB: From the **Accounts** menu, click on **Non-Accounts**.

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

The screenshot shows the 'Non Account Details' window. The 'Name' field is empty. The 'Type' dropdown is set to 'Non-Account'. The 'Account Template' is '0. CASH SALES'. The 'Base price' is 'Internet'. The 'Sales person' is 'EXO BUSINESS ADMIN ACCOUNT'. The 'Contact Person' is empty. The 'Campaign Wave' is empty. The 'Facebook', 'LinkedIn', and 'Twitter' fields are empty. The 'Notes' section is empty. The 'Address Details' section has fields for Street, City/Town, State, and Country, which are empty. The 'Postal code' is empty. The 'Delivery Address' section has fields for Street, City/Town, State, Country, Line 5, and Line 6, which are empty. The 'Extra Fields' section is empty.

New Non-Account

- Enter the name, contact details, etc.
- From the **Type** dropdown list, the default option **Non-account** will be available. Select **Edit List...** to add additional account types to the list.

The screenshot shows the 'Setup Company Type' window. The 'ID' is 3 and the 'Name' is 'Non-Account'. The 'Company Type' section shows a table with the following data:

Description
Non-Account

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

- 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.

- 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.
- In the **Notes** field, enter any notes pertaining to this non account.
- Click on the  **Save** button.

Tip



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

Converting a Non-Account



How to: Convert a Non-Account to a Debtor or Creditor

- Basecamp: From the **Accounts** tab, click on **Non-Accounts (Prospects)**.
MYOB: From the **Accounts** menu, click on **Non-Accounts**.
- Double-click on the record you want to convert.
- From the **Convert** dropdown menu, select:
 - To Debtor** to convert the non account to a debtor.
 - To Creditor** to convert the non account to a debtor.
- Once the non-account is converted, you will be presented with the Debtors or Creditors Maintenance screen respectively.

3 Reports & Dashboards

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

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

- Print, view and export standard reports using the 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 (MYOB Theme)

The functional menu reports drop down is located on the lower left hand corner of the main screens (i.e. 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 Matrix

The Sales Analysis Matrix 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.

Reference



Refer to the Online Help for instructions on how to set up and use the Sales Analysis Matrix.

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 information available in the Online Help on using Clarity Report Designer, it is generally recommended that interested users attend separate training in Clarity before attempting to generate new reports.

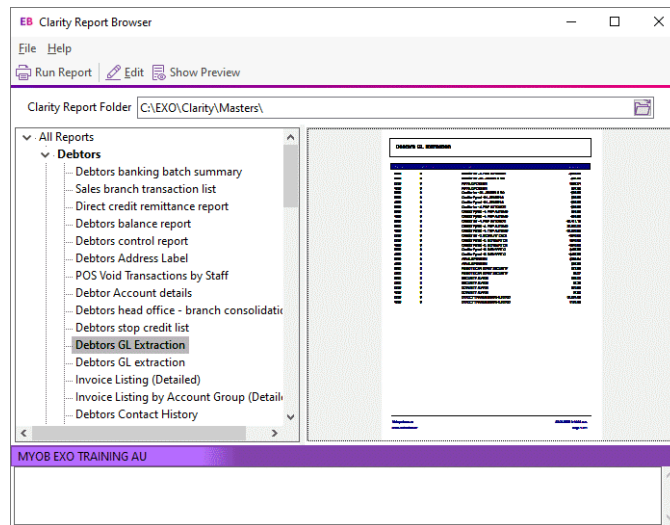
GL Report Designer

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 **Module 6: General Ledger and End-Of-Period**.

Run reports

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

1. Open the Clarity Report Browse.




Clarity Report Browser

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

Tip



To view a sample 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



View as a grid

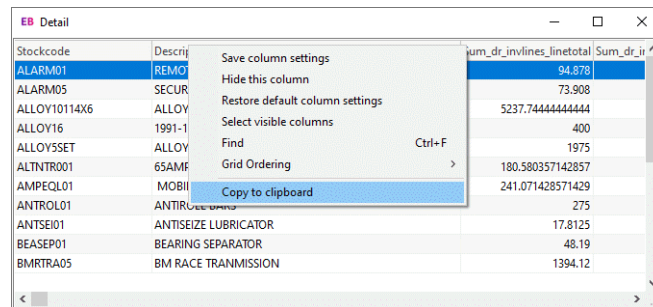


Email a PDF copy of the report



Export report to MS Excel

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 Microsoft Excel or other document:



Copy to Clipboard function

Stock Sales

From Period January 2021 To Period February 2021

Transaction Date Range : All

Stock Items : All

Order By: Stockcode

Primary Stock Group Range: All

Secondary Stock Group Range: All

GST Excluded

Currency converted at time of sale

Stockcode	Description	Quantity	Total Value	Discount %	Cost	Margin	Margin %
ALARM01	REMOTE CAR START SECURITY	1	94.88	10.00	85.82	36.06	38.01 %
ALARM05	SECURITY ALARM	1	73.91	10.00	66.40	27.51	37.22 %
ALLOY10114X6	ALLOY WHEELS STYLE 101 14X6.0	22	5,237.74	0.00	6,163.49	-625.74	-17.87 %
ALLOY16	1991-1993 STYLE QT POINT WHEEL	1	400.00	0.00	240.99	159.01	39.75 %
ALLOY5SET	ALLOY WHEELS STYLE 101 14X6.0	1	1,870.00	0.00	1,400.79	574.21	29.07 %
ALTNTR001	65AMP NOMINAL ALTERNATOR	1	180.58	0.00	110.18	70.40	38.99 %
AMPEQL01	MOBILE TWO AUDIO AMPLIFIER/EQUALISER	1	241.07	0.00	137.25	103.82	43.07 %
ANTROL01	ANTIROLL BARS	1	275.00	0.00	216.70	58.30	21.20 %
ANTISEI01	ANTISEIZE LUBRICATOR	1	17.81	0.00	12.99	4.82	27.06 %
BEASEP01	BEARING SEPARATOR	1	48.19	0.00	40.72	7.47	15.49 %
BMRTR005	BM RACE TRANSMISSION	1	1,394.12	0.00	914.60	479.52	34.45 %
BRKCALPR	DISC BRAKE FRONT LFT & RGT CALIPER SET	2	444.40	0.00	300.08	144.32	32.48 %
BRPADSPRONT4SET	BRAKE PAD SET- REPLACEMENT, FRONT, 54UP	3	286.25	0.00	185.35	80.90	30.38 %
BRKTR01	REPLACEMENT FRONT AND REAR BRAKE ROTOR	3	359.45	0.00	119.85	279.60	70.00 %
CARWASH01	CAR WASH SUDS	15	36.00	0.00	28.66	7.34	20.39 %
DISBRA01	DISC BRAKE LUBRICATION	15	67.03	0.00	46.42	20.61	30.75 %
ENDCOPYF	SECONDHAND TRAILER-PISTON	-1	-42.00	0.00	0.00	-42.00	100.00 %
LABOUR	STANDARD LABOUR CHARGE	5	202.50	0.00	0.00	202.50	100.00 %
MOTOL01	MOTOR OIL	1	4.45	0.00	2.88	1.57	35.28 %
NGKSPRK4PK	NGK EXTENDED REACH SPARK PLUGS -4 PACK	20	1,329.25	0.00	778.83	550.42	41.41 %
POLISH01	METAL POLISH - TUBE	15	40.71	0.00	30.23	10.48	25.74 %

Stock Sales Summary

Grand Totals

115

\$12,676.34

\$10,835.23

\$1,841.11

14.52 %

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Page 1 of 1

23.02.2021 3:38:03

DRSLikSales CLR

Stock Sales Summary

Grand Totals 115 \$12,676.34 \$10,835.23 \$1,841.11 14.52 %

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DRLSHSales.CLR

Page 1 of 1
23.02.2021 3:38:03 PM

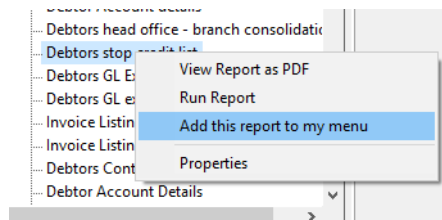
Sample Clarity Report: Stock Sales

Add Clarity report to Reports Dropdown 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.



Add Clarity report to menu

6. Click **Ok**.

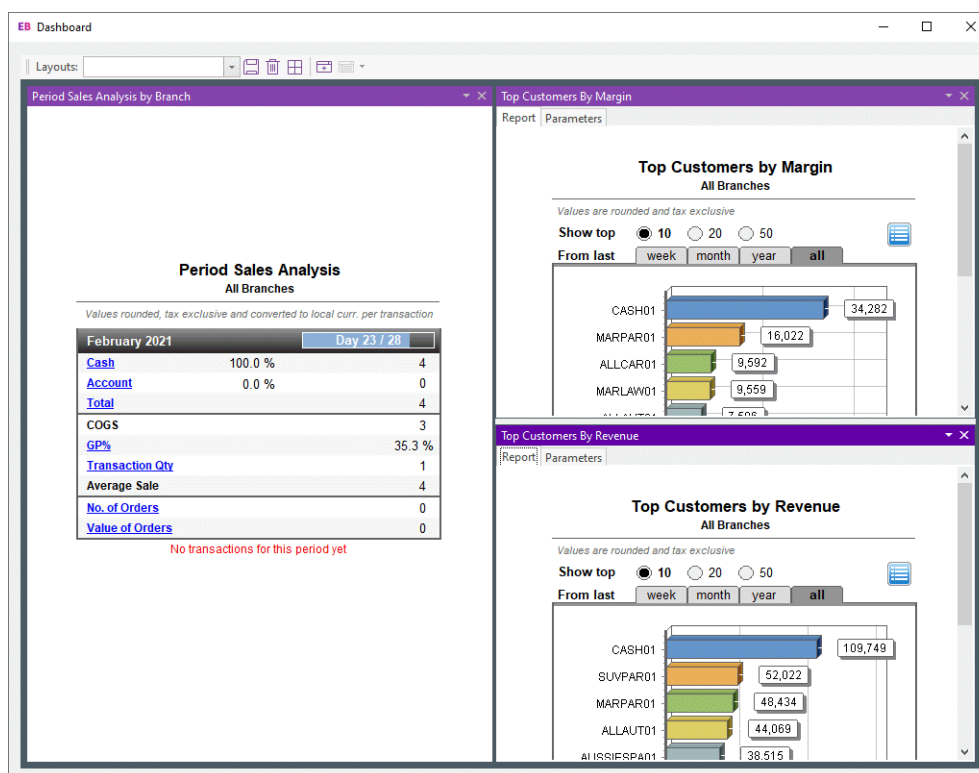
Using Dashboards



Basecamp: Reports > Launch Dashboard
MYOB > Reports > Launch Dashboard

The Dashboard enables individual users to set up their own series of dashboards using widgets created in Exo Analytics. For example, a business manager may wish to set up the dashboard to show Top Stock by Margin, Top Customers by Revenue, Debtor Aged Balances and Creditor Aged Balances.

Once setup, these four reports will display when the user opens their dashboard.



Sample Dashboard

Tip

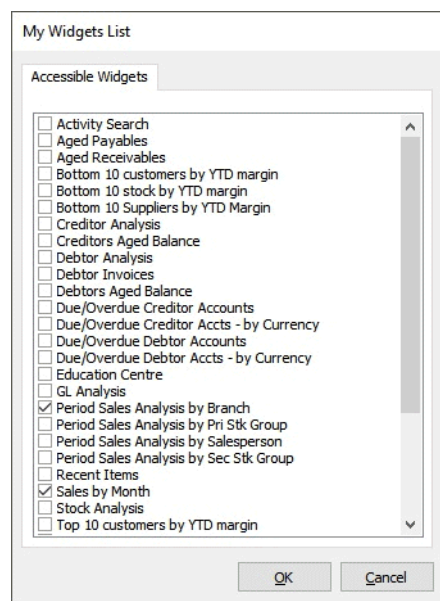


Clicking on summary data in the Dashboard drills down to source data. This provides even greater detail on specific items "at a glance".


Create a Dashboard Layout

1. Launch the dashboard.

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



List of Widgets available to you

- Select the widgets you wish to have available on your dashboard layout.
- Click on **Ok**.
- Manipulate the layout as required. See [Manipulate Widget Layout](#) on page 89 for more information.
- Click the  icon in the toolbar to save your layout (e.g. Demo Layout).

Tip




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.

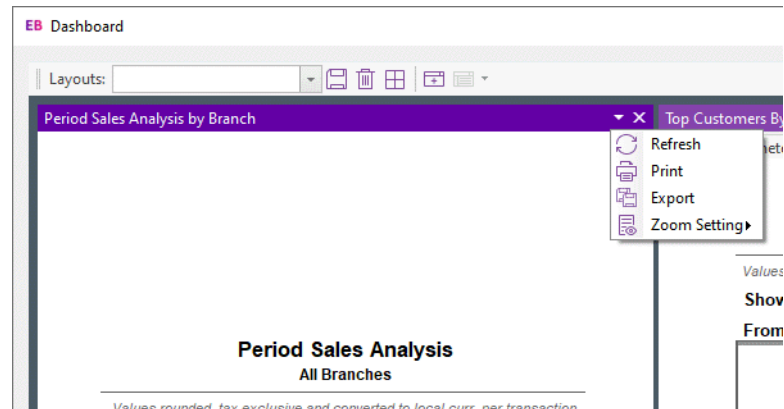
Move a widget to a new position by clicking and dragging on the blue report header. Hover your mouse over the  icon to snap the widget to a specific position.

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.

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

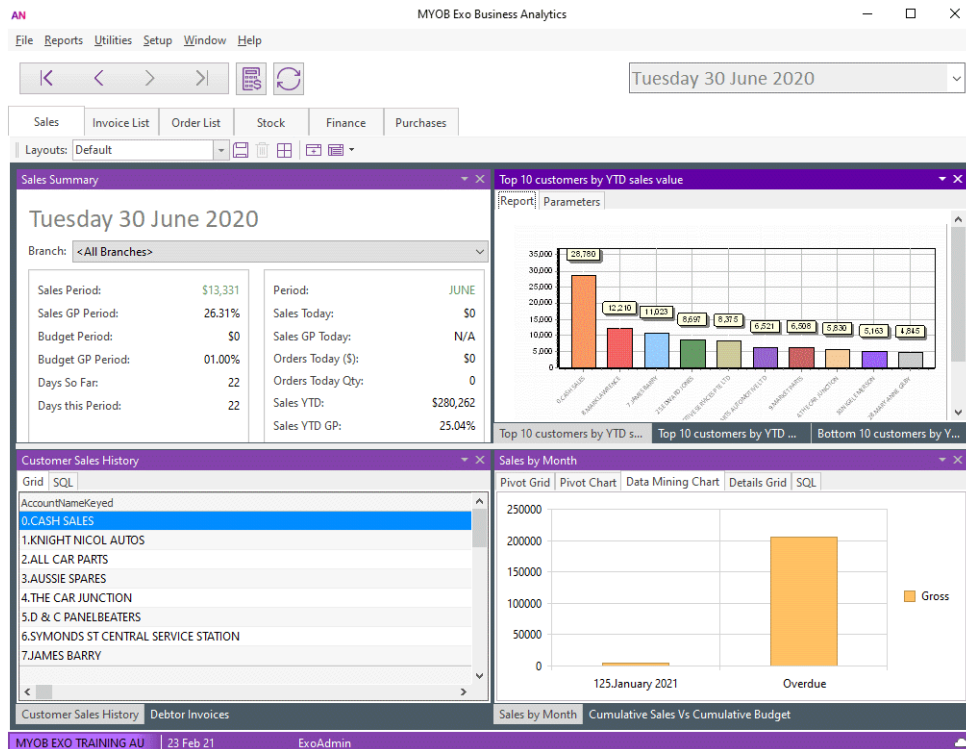
New widgets can be created using Exo Analytics. Refer to [Exo Business Analytics](#) on page 91 for more information.

Exo Business Analytics



Basecamp: Reports > Exo Analytics
MYOB > Reports > Exo 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

Reference



For more information on using Exo Analytics, including creating widgets, refer to the Online Help.

4 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?

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