



Kilimanjaro Consulting
An Enprise Group Company

myob | Diamond
Partner

Exo Business (AU/NZ)

Module 2: Sales Orders



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

In this course you will learn how to enter and supply sales orders.

Upon completion of this course you will be able to:

- Describe the standard MYOB Exo Business sales cycle.
- Enter sales orders and discounts.
- Process a sales order and generate invoices.
- Email /Print invoices.
- Sell kits.
- Receive and allocate payments.
- Search for invoices.
- Edit invoice reference fields.
- Generate credits.
- Access auto order templates for customers.
- Process backorders and standing orders.
- Produce standard sales reports.

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.

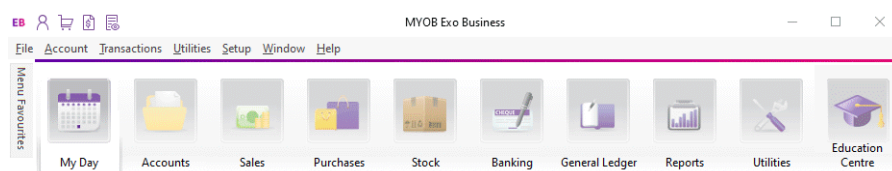
Themes

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.

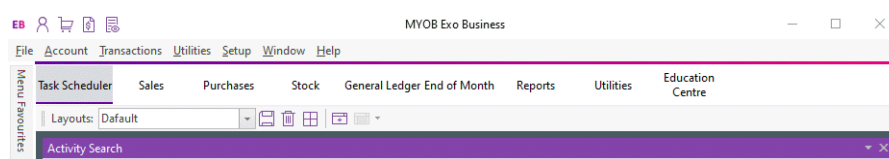
Basecamp Workflow tabs

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:

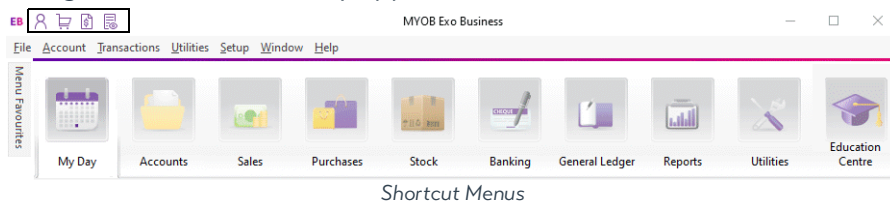


Basecamp: Accounts > Debtors

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.



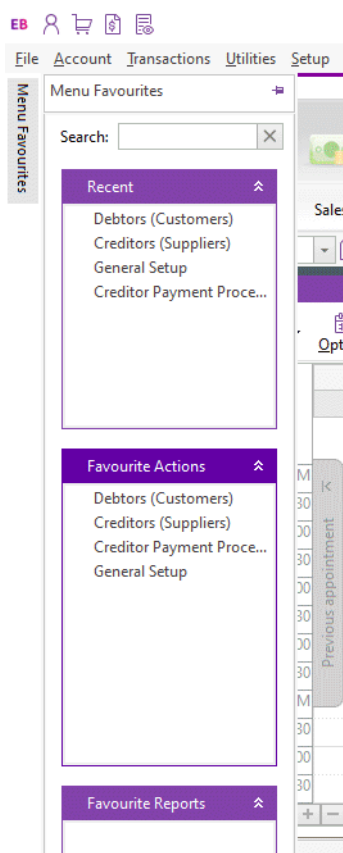
Exo Business Menus

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.

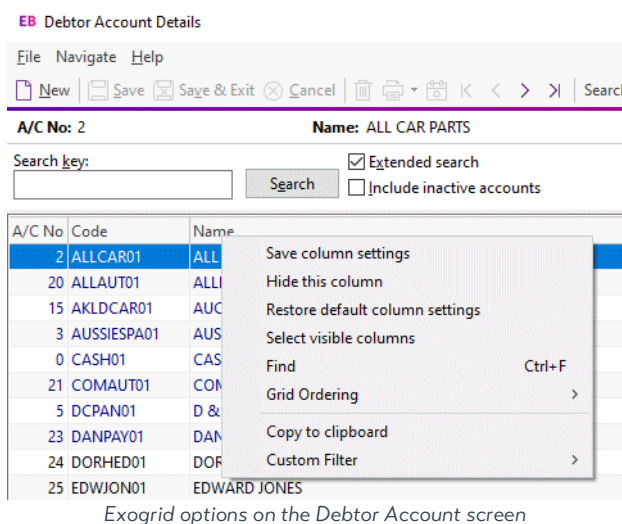
Cloud Services

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.

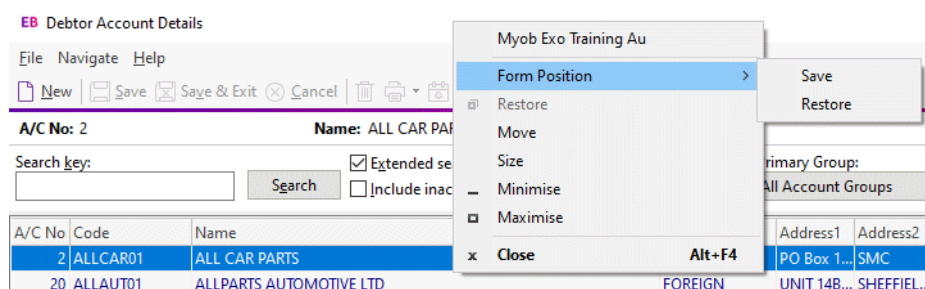
Saving Window Sizes and Positions

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 The Sales Cycle

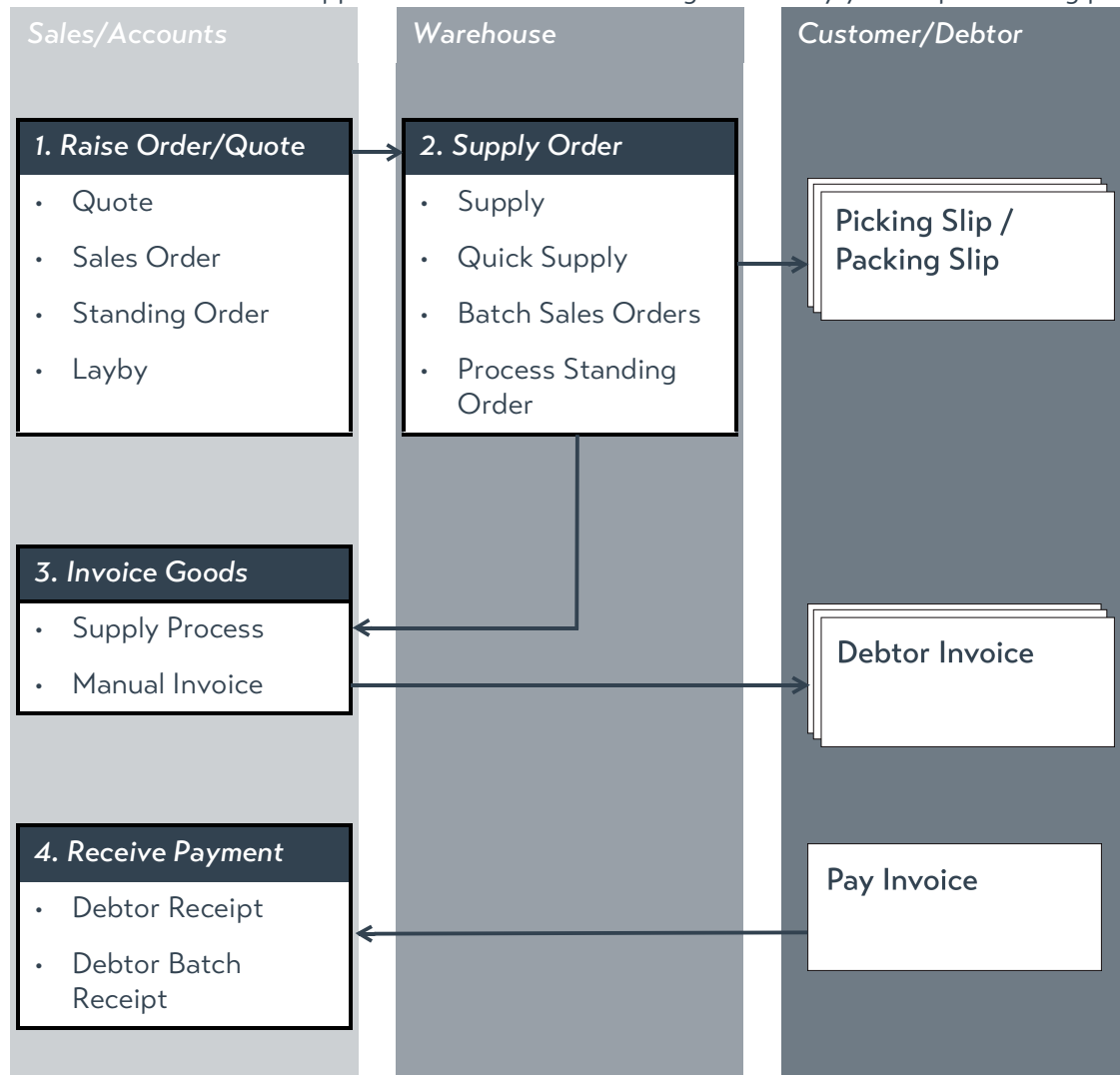
This unit will provide an overview of the sales processes.

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

- Describe the sales process
- List the methods available for processing sales

Overview

The way that sales are processed in Exo Business can vary significantly. We have focused the learning content on those processes which are generic to most implementations. This training module is intended to support the customised training offered by your implementing partner.



Sales Options

Over the following pages we will be looking at each of the four steps in the sales process. However, there are essentially two common methods for entering and processing a sale.

Sales Order method

The first is a four step process (sales order supply process) which enables use of sales orders, backorders and quotations.

- Enter sales order
- Supply order
- Invoice goods
- Receive Payment

Invoice method

If you do not use sales orders, you may choose to adopt a simplified, two step method:

- Invoice goods
- Receive Payment

Sales Orders Types

There are a number of different types of sales orders, accessed through the create/Supply Sales orders button on the Sales screen.

Sales Order

- Not processed (not supplied or invoiced).
- Partly processed (partly supplied and/or invoiced).
- Fully processed (fully supplied and invoiced).

Standing Order

These orders are considered an outstanding order and therefore commit stock. Once a standing order is processed, stock will be recommitted for the next standing order.

Backorder

Backorders are established when there is insufficient stock to fully supply the sales order and the items are placed on backorder. Backorders will remain in the system until processed as a sales order or forced to fully processed.

Quote

Quotes enable you to maintain a record of quotes given to customers without committing stock.

Lost Quote

This status enables you to keep track of unsuccessful quotes.

Layby (used for Point-of-Sale module)

If Exo POS is installed and licensed, Laybys can also be managed in the system.

Note



MYOB Exo Business can also support consignment orders. Contact your MYOB Partner for more information.

Searching Sales Orders

Sales orders are searched for via the Sales Orders screen.

Once you have found the sales order it can be:

- Edited
- Processed
- Printed
- Copied (Actions > Copy Order)
- Converted to other order types
- Marked as deleted
- You can also view the history of the sales order.



How to: Search sales orders

1. Search for a previously entered order via the **Sales Orders** screen.

The screenshot shows the MYOB Sales Orders application window. At the top, there's a menu bar with 'File', 'Search', and 'Help'. Below it is a toolbar with buttons for 'New', 'Save', 'Save & Exit', 'Cancel', 'Print', and 'Actions'. The main area is divided into sections for search criteria and a list of orders.

Search Criteria:

- Order #:** Search Key: []
- Status:** []
- Period:** []
- Account:** []
- Phone:** []
- Email:** []
- Branch:** <All Branches>
- Order Status:**
 - ☒ Include Unprocessed
 - ☒ Include Part-Proc / Back Orders
 - ☒ Include Fully Supplied & Invoiced
 - ☒ Include Deleted
 - ☒ Include Quotations
 - ☒ Include Standing Orders
 - ☒ Include Laybys
 - ☒ Include Lost Quotations
 - ☐ Exclude On Hold

Sales Orders List:

Order No	Cust O/N	Order Date	Due Date	A/c	Name	Reference	Status	Value ex GST	Local value
10188		28.01.21	28.01.21	3	AUSSIE SPARES		3 - Quote	\$3,637.53	\$3,637.53
10186		22.01.21	22.01.21	2	ALL CAR PARTS		3 - Quote	\$2,059.34	\$2,059.34
10184		15.01.21	15.01.21	20	ALLPARTS AUTO...		3 - Quote	\$705.60	\$1,720.98
10181		15.01.21	15.01.21	3	AUSSIE SPARES		3 - Quote	\$4,666.00	\$4,666.00
10180		15.01.21	15.01.21	15	AUCKLAND CAR...		3 - Quote	NZ\$17,700.62	\$15,804.12
10179		24.12.20	24.12.20	21	COMFORT AUTO...		0 - Not Processed	\$51,694.21	\$1,254.97
10175		15.12.20	15.12.20	2	ALL CAR PARTS		0 - Not Processed	\$2,386.62	\$2,386.62
10160		14.10.20	14.10.20	20	ALLPARTS AUTO...		4 - Standing Order	\$1,221.41	\$2,979.05
10159 6257		14.10.20	14.10.20	2	ALL CAR PARTS		0 - Not Processed	\$2,615.63	\$2,615.63
10154 30002255		24.09.20	24.09.20	3	AUSSIE SPARES		0 - Not Processed	\$932.55	\$932.55
10144		01.09.20	01.09.20	23	DANIEL PAYNE		0 - Not Processed	\$94.88	\$94.88
								\$88,317.33	

History : Sales Order 10188

Doc#	Activity	Date-Time	Sales Person	Staff #	Branch	BSOLP Batch	Link
0	New Order	28.01.2021 2:30:20 PM	2	8	0	-1	
0	Order Qty	28.01.2021 2:30:20 PM	2	8	0	-1	

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Sales Order Search Screen showing Sales Order History

2. Click on the ⓘ icon to show the history of the selected sales order.
3. The **Search Key** can contain all or part of the account name, order number, reference, customer order number, reference or account number. Enter the details and click the **Search** button.

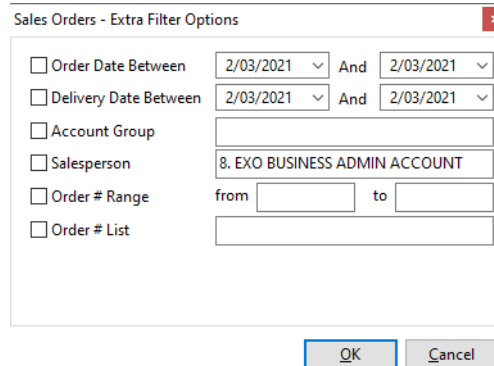
Tip




When updating search parameters, remember to click **Search** again to apply the new parameters.

4. **Order Status.** Use the options to indicate the order status of the orders that you wish to view, e.g. select **Exclude on Hold** to exclude those orders with an on hold status.

5. **Branch.** Specify a particular branch or all branches for sales order viewing.
6. Select the option **Apply extra filter options** to refine your search when multiple orders are present. For example, you can search for all orders that were made in the last week for a particular salesperson only.



Sales Orders - Extra Filters Options screen

7. Click **Search** to show all orders based on the parameters set in the header window (Search Key, Branch, Order Status).
8. Click on the  icon in the menu bar if you wish to search for sales orders that only contain a particular stock item.
9. Open the sales order by double clicking. You can then edit or supply the order as required.

Tip



From within the Sales Order Search Grid, you can quickly convert the status of a sales order (e.g. quote to order, or quote to lost quote) by right-clicking on the order line and choosing the appropriate **Convert To** option.

2 Entering Sales Orders

In this unit you will learn how to enter a sales order.

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

- Enter a Sales Order

Enter sales orders




Basecamp: Sales > Sales Orders
MYOB: Sales > Create / Supply Sales Orders

You can also create a sales order, quote, standing order or laybuy for your customers via the transactions menu or from the **Debtor Account > Orders** tab.



How to: Create a new sales order/quote

1. Open Sales Order screen.
2. Create a new order. Click on the  **New** button (or click on the dropdown arrow to enter a Quote, Standing Order or Laybuy).

Stock Code	Description	Qty	@Price	Discount (%)	Total	Batch Code	Analysis Codes
BATT12V31M	12V31M BATTERY	5	236.89	0.0	1,184.45		
BATT127HD	CHAMPION SILVER BATTERY - 127HD	2	68.85	0.0	137.70		
FREIGHT	FREIGHT	1	10.00	0.0	10.00		

BATT12V31M - 12V31M BATTERY		Physical Qty:	15	Base Price:	236.89	Total Weight:	160.0000	Deposit (%):	0.00
Unit of Sale:	Each (1)	Free Qty:	10	Discounted Unit Price:	236.89	Total Cubic:	160.0000	Deposit Total:	0.00
Weight:	17.0000	This Order Qty:	5	Pre-tax line Total:	1,184.45	Item Count:	3	Sub Total:	1,332.15
Cubic:	17.0000	Committed Qty:	5					GST Total:	133.21
								Order Total:	1,465.36

Sales Order Entry Screen

3. Select the account. Search for the correct account via the account number, part of the account name or **?-TAB**.

Note



If Exo CRM is installed and licensed, fields will be available to track the Opportunity and Campaign Wave that generated this Sales Order.

4. Complete the header fields as appropriate.

Tip



If a contact has been specified for the Sales Order, any correspondence for the order will be sent to the contact's email address, instead of the email address on the Debtor Account. Contact your Exo Business Consultant if this option is not available and you would like to make use of this functionality.

5. Enter the **Order Date**.
6. Enter the **Due Date**.
7. The **Default Location** is the default location from where the stock is being sourced. Different stock locations can be set for each line item if required.
8. The **Reference** field can be used to enter an additional reference.
9. From the **Branch** dropdown list, select the branch the sale is assigned to.
10. Enter the **Cust o/n** (customer order number) in the Extra Fields section, as well as complete any other Extra fields that may have been configured in your system.
11. Select the **On Hold** option if the order needs to be placed on hold. The order will appear in red and the options to supply the order will not be available.
12. Enter stock information. In the order details tab, enter the stock item code (or use **?-TAB** to search). Enter the quantity and check the sell price.
13. **Discounts** can be offered either as a percentage for each sales order line or by overwriting the sell price (if your user profile allows it). other price rules may apply depending on your configuration, which may limit your ability to discount stock items.

Note





When the price of a sales order line is manually altered, the colour of that line changes to purple.

14. To add a narrative to an individual stock item, right click on the line and choose **Add Narrative** (or press **CTRL+N**).

Tip



Commonly used phrases can be created and inserted in Narratives and History Notes. Common Phrases can be created by pressing **CTRL + '** whilst in a Narrative or History Note.


15. To view stock levels in all locations press **CTRL+L**.
16. Click in the ... column to edit the **Discount**, **Tax Rate** and **Extra Field** line values or to view the **Price Formulation** method used for pricing and discounting.
17. Click on the  icon in the toolbar to add a narrative to the entire sales order.
18. Click on the  button to minimise/maximise the sales order header panel. This is useful if you have many line items to enter and view.
19. From the **Actions** dropdown menu, select **Check Prices** to check the prices against the latest cost and selling prices for each stock item. A message will appear, prompting you to either keep the existing prices (**Yes**) or re-apply the latest prices (**No**) to the order.

The information bar at the bottom of the Sales Order screen provides various information regarding the stock item in the selected line.

BATT12V31M - 12V31M BATTERY										Deposit (%):	0.00
Unit of Sale:	Each (1)	Physical Qty:	15							Deposit Total:	0.00
Weight:	17.0000	Free Qty:	10	Base Price:	236.89	Total Weight:	160.0000			Sub Total:	1,332.15
Cubic:	17.0000	This Order Qty:	5	Discounted Unit Price:	236.89	Total Cubic:	160.0000			GST Total:	133.21
		Committed Qty:	5	Pre-tax line Total:	1,184.45	Item Count:	3			Order Total:	1,465.36
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Sales Order - information bar

Physical Qty:	This is the quantity of stock in the system.
Free Qty:	This is the quantity of stock that is available for sales. Stock being sold on this order will be excluded from this value once the order is saved.
This Order Qty	<p>This is the quantity of stock begin sold on this order. The value in brackets indicate the net change in quantity since the order was last saved.</p> <p>Note: When supplying the Sales Order, the quantity for this order will also be shown on the Stock Shortage screen.</p>
Committed Qty:	This is the quantity of stock already committed to sales orders, including this order.

20. The **GST Total** shown on the bottom of the Sales Order will be calculated on the **Sub Total**. If the GST on a particular line item was changed, or lines items do not have the same GST rate, the **GST Total** will be the total of the GST for each line item.
21. Save the order by clicking on  **Save**. The system will assign the next order number and prompt you to enter a deposit (if required).

To email the Sales Order to debtor, select **Email** from the **Actions** dropdown menu.

If you need to check stock or there is a shortage of stock for the sales order to be supplied, you can check the stock or create purchase orders to purchase the necessary stock from the supplier.

22. Click on the **Actions** dropdown menu. To see stock levels, select the option to **Review Stock Availability**.
23. If stock is to be purchased, select the option **Generate PO(s)** to open the **Generate Purchase Order(s) from Sales Order** screen.

24. A screen will appear, listing the stock entered on the sales order.

Supplier	Stock Code	Description	SO Qty	Supplied	Prev PO	EOQ	Recommended	Order Now	Lead Time
<input checked="" type="checkbox"/> 0. MISC PURCHASES									
<input checked="" type="checkbox"/> 0. MISC PURCHASES	FREIGHT	FREIGHT	1	0	0	0	1	1	0
<input checked="" type="checkbox"/> 18. MOSS MOTORS LTD									
<input checked="" type="checkbox"/> 18. MOSS MOTORS LTD	BATT12V31M	12V31M BATTERY	5	0	0	0	5	5	21
<input checked="" type="checkbox"/> 1. SYDNEY PART MART									
<input checked="" type="checkbox"/> 1. SYDNEY PART MART	BAT127HD	CHAMPION SILVER BATTERY - 127HD	2	0	0	0	2	2	2

List of Purchase Orders to be generated from a Sales Order

Note



By default, only line items that have stock shortages are displayed; selecting the **Show all Sales Order lines** option displays the details of all lines on the Sales Order.

25. Click on the **Supplier** option to select all the suppliers for which purchase orders are to be generated.
26. Click on specific suppliers if purchase orders are to be generated for those suppliers only.
27. Click on the **Generate PO(s)** button.
28. The Purchase Orders screen will appear for each supplier.
29. Make any required changes to each purchase order, and click **Save & Exit** on each purchase order.
30. Once all the purchase orders have been created, you will return to the Generate Purchase Order(s) from Sales Orders screen.
31. Click on the **Cancel** button to return to the sales order.

Tip



Press **F9** to add a sales message from a list of preconfigured messages that will be inserted into the description column of the sales order. If the preconfigured sales messages have not been setup you can create these as you go. Refer to the Online Help for more information.

Once the Sales Order has been saved, the following additional tabs become available on the Sales Order:

Activities

Activities (Appointments and Tasks) can be associated with a Sales Order. Click on the button to create a new Activity. The activity will be linked to the Sales Order automatically via the **Order** field in the activity.

History Notes

Changes made to the order are recorded in this tab. Notes can also be added by selecting the option *New History Note* from the *Further Actions* dropdown menu.

Transactions

Transactions associated with the order are shown in this tab, e.g. invoices created, deposits taken, etc.

Documents

This tab is similar to the Documents tab on Debtor accounts and can be used to associate documents with the Sales Order, e.g. a copy of the client's purchase order, copies of invoices, etc.

3 Supply Sales Orders

In this unit you will learn how to supply sales orders.

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

- Use the Supply option
- Use the Quick Supply option
- Use Batch Sales Order Processing



Supply Sales Order

The second part of the four step sales process is to supply the sales order. There are a number of ways that you can supply a sales order. However, it is generally recommended that you use the **Supply** option. This provides the most flexibility in terms of how goods are supplied and invoiced.

Before supplying a sales order, you will need to search for the order. Sales orders can be accessed via the **Orders** tab on the debtor account or on the **Sales Order Search Screen**.

Options for Supplying Sales Orders

Sales orders can be supplied via:

1. Quick Supply (supplies the order in its entirety).
2. Supply (provides the most functionality and flexibility).
3. Batch Sales Order Processing (supplies multiple entire orders at the same time)
4. Standing Order Processing (processing multiple standing orders).

Batch Sales Order Processing and Standing Order Processing are covered in a later part of this module.

Once the sales order is opened you can choose to **Quick Supply** or **Supply** the order.

Option 1: Quick Supply



Basecamp: Sales > Sales Orders > [Select Order] > Quick Supply

MYOB: Sales > Create / Supply Sales Orders > [Select Order] > Quick Supply

Using the quick supply function allows you to supply a sales order in its entirety. You can automatically generate an invoice, packing slip and post stock movement and invoice to the general ledger, as defined by your implementing partner.



How to: Quick supply a sales order

1. Open the Sales Order you wish to supply .
2. Click on the  **Quick Supply** button on the toolbar.

Quick Supply Options Screen

3. Set Checkbox Options. Set the **Quantities**, **Process to** and **Printing** options you require. Click on the **Save as Default** button to save these as your default settings.
4. Click the **Details** button for more options when supplying the order.

Quick Supply Options - Details

- Select the option **Check stock levels** to ensure there is sufficient stock to supply the order.
 - Select the option **Force to fully processed** to set the status to Processed even if the order is not fully supplied.
 - Select the option **Enter Payment** to enter a payment against the order as part of the process, e.g. cash sales.
5. Click **OK** to process the supply.
 6. The Payment/receipt Entry screen will appear to enter payments if applicable. Click **Cancel** if there is no payment to be entered.
 7. The allocations screen will appear to allocate the payment to an invoice if a payment has been entered.
 8. The invoice will print if that selection was selected.

9. The packing slip will print if that option was selected.

Important



Quick Supply should only be used if you do not need to make any changes to the sales order prior to processing.

Option 2: Supply



Basecamp: Sales > Sales Orders > [Select Order] > Supply


MYOB: Sales > Create / Supply Sales Orders > [Select Order] > Supply

Sales Order Supply is an alternative to Quick Supply. It allows you to supply on an order by order basis and provides the maximum flexibility.

Orders can be part supplied and items can be added to the order.



How to: Supply a sales order



1. Open the Sales Order.
2. Click on the  **Supply** button on the sales order screen.

The screenshot shows the 'Sales Order Supply' screen. At the top, it displays 'Order #: 10192', 'Status: Not Processed', 'Period: February 2021', 'Account: 3. AUSSIE SPARES', 'Phone: 07-3372 2288', and 'Email: leigh@aussiespares.com.au'. Below this, there are tabs for 'Details', 'Activities', 'History Notes', 'Transactions', and 'Documents'. The 'Details' tab is active, showing fields for 'Account' (3. AUSSIE SPARES), 'Salesperson' (2. DAVID CRANSTON), 'Campaign Wave', 'Delivery Address' (97 BRIDGE ST, FOREST LAKE, QLD, AUSTRALIA), 'Order date' (02.02.2021), 'Due date' (02.02.2021), 'Default Loc #' (1. Sydney), 'On Hold' (checkbox), 'AUD' (1), 'Reference', and 'Branch' (0. SYDNEY). There are also 'Extra Fields' and 'Cust o/n' fields. Below these are checkboxes for 'Invoice as Supplied', 'Print Packing Slip', 'Generate Invoice', 'Enter Payment', 'Picking Slip', 'Invoice Date' (02.02.2021), 'Age' (0. February 2021), 'Check Stock Levels', 'Print Invoice', 'Force to Fully Processed', 'Show All', and a 'Save as Default' button. A table titled 'Stock Details' shows the following data:

#	Stockcode	Description	Ordered	Supplied	Outstanding	Back Order	Pick Now	Supply Now	Invoice Now	Uninvoiced	Invoiced
1	BATT12V31M	12V31M BATTERY	5	0	5	0	0	0	0	0	0
2	BATT12V7HD	CHAMPION SILVER BATTERY - 127...	2	0	2	0	0	0	0	0	0
3	FREIGHT	FREIGHT	1	0	1	0	0	0	0	0	0

Below the table, there is a summary section for 'BATT12V31M - 12V31M BATTERY' showing 'Unit of Sale: Each (1)', 'Weight: 17.0000', 'Cubic: 17.0000', 'Physical Qty: 15', 'Free Qty: 10', 'This Order Qty: 5', 'Committed Qty: 5', 'Base Price: 236.89', 'Discounted Unit Price: 236.89', 'Pre-tax line Total: 1,184.45', 'Total Weight: 160.0000', 'Total Cubic: 160.0000', 'Item Count: 3', 'Deposit (%): 0.00', 'Deposit Total: 0.00', 'Sub Total: 1,332.15', 'GST Total: 133.21', and 'Order Total: 1,465.36'. The bottom of the screen shows 'MYOB EXO TRAINING AU'.

Sales Order Supply Screen

3. Click on the  **Supply All** and  **Invoice All** icons in the menu bar if all the items on the order can be supplied and invoiced. If there is a stock shortage you will be warned and only supplied stock will be invoiced. If your system is configured for backorders, you will be prompted to place outstanding stock on backorder.
4. Update the Supply Details based on your operational requirements.

The screenshot shows the 'Sales Order Supply Details' section. It has tabs for 'Order Details' and 'Supply Details'. The 'Supply Details' tab is active, showing checkboxes for 'Invoice as Supplied', 'Print Packing Slip', 'Generate Invoice', 'Enter Payment', 'Picking Slip', 'Invoice Date' (02.02.2021), 'Age' (0. February 2021), 'Check Stock Levels', 'Print Invoice', 'Force to Fully Processed', 'Show All', and a 'Save as' button.

Sales Order Supply Details




- **Invoice as supplied.** Select this option to automatically enter the quantity in the **Supply Now** field into the **Invoice Now** field.
- **Check stock levels.** Select this option to check stock prior to processing and present backorder suggestions as required.
- **Print Packing Slip.** Select this option to print the packing slip.

- **Generate invoice.** Select this option to generate the debtor invoice upon processing the order.
- **Print invoice.** Prints the invoice on completion of supply.
- **Enter Payment.** Opens the payment screen on completion of supply.
- **Force to fully processed.** Select this option to mark the sales order as fully processed, even if all items have not been supplied and invoiced.
- **Show all.** Select this option to show all the order lines, including any that may have already been supplied.
- **Invoice Date.** Confirm the date for invoicing of items.
- **Age.** Confirm period the supply will apply to.

Tip



Once you selected the appropriate options, click the **Set Default** button on the right side of the screen to save these parameters for future supply.

5. Make adjustments to the **Supply Now** quantities, **Invoice Now**, **Unit Price** and the **Location** you are supplying the goods from as required.
6. Click on the  icon in the toolbar to add new line items to be supplied (in addition to the original sales order).
7. Click on the  icon in the toolbar to search for particular stock items in the order.
8. Select **Tax Summary** from the **Actions** dropdown menu to review tax rate and calculation.
9. Click on the  icon in the menu bar to generate required stock movements, transactions and forms. A payment screen will appear to enable receipt of payment.

Option 3: Batch Sales Order Processing

Batch Sales Order processing provides the option to Quick Supply multiple orders.



How to: Batch process sales orders

1. Select the Sales Orders to process by holding down the **CTRL** key and clicking on the relevant Sales Orders.
2. From the **Actions** dropdown menu, select **Batch Sales Order Processing**.

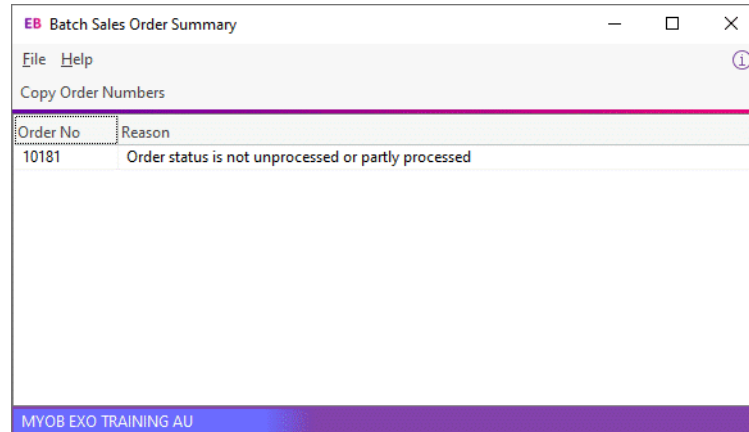
Batch Sales Order Processing

3. Update the **Set Quantities**, **Process To** and **Print** options you require. Click on the **Save as Default** button to save these as your default settings.
4. Click the **Details** button for more options when supplying the order.

Quick Supply Options - Details

- Select the option **Check stock levels** to ensure there is sufficient stock to supply the order.
 - Select the option **Force to fully processed** to set the status to Processed even if the order is not fully supplied.
 - Select the option **Enter Payment** to enter a payment against the order as part of the process, e.g. cash sales.
5. Click **OK** to process the supply.

6. The **Batch Sales Order Summary** may appear if there are any problems with processing the order. This may include invoice dates outside the current period or processing orders other than sales orders (e.g. quotes or standing orders). If you choose to modify the order and continue the batch afterwards, select **Batch Sales Order Processing** from the **Actions** dropdown menu.



Sales Order Warning Batch Processing

7. The Payment/receipt Entry screen will appear to enter payments, if applicable. Click **Cancel** if there is no payment to be entered.
8. The allocations screen will appear to allocate the payment to an invoice if a payment has been entered.
9. The invoice will print if that selection was selected.
10. The packing slip will print if that option was selected.

4 Invoice Goods

In this unit you will learn how to invoice goods supplied on a sales order.

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

- Create an invoice when supplying the goods
- Create an invoice after supplying the goods
- Enter payments when supplying the goods
- Enter a deposit against a Sales Order

Invoice Goods

Once the goods have been supplied they can be invoiced. Invoices can be generated in one of two ways:

1. When using the Sales Order Supply Process, invoices are generated automatically if the appropriate option has been selected (i.e. Generate Invoice). This is the most common method, particularly if you are using Sales Orders.
2. Using the Debtor Invoice Entry screen. This option allows stock to be sold and an invoice to be created without the need for a Sales Order.

Option 1: Invoice when supplied

Invoices are most commonly generated at the time the sales order is supplied.

When using **Quick Supply**, the option **Invoice All Supplied** should be selected in the Quick Supply option screen:

Quick Supply Order screen - Invoice All Supplied

When using **Supply**, the **Generate Invoice** option should be selected in the **Sales Order Supply** screen.

Sales Order Supply screen - Generate Invoice

If you are invoicing all of the items, select the **Invoice All** button in the toolbar to set all items to be invoiced. If you are only part invoicing, enter the quantity to be invoiced in the **Invoice Now** field of the stock item/s being sold.

Warning

If you have not selected the option **Invoice All Supplied** when processing via **Quick Supply**, or **Generate Invoice** when processing via **Supply**, the invoice will not be generated and the sales order will only be partly processed. Reopen the sales order and click on **Supply**. Note that the **Invoiced** column = 0. Click on the **Invoice All** button and click **Process** to generate the debtor invoice.



Option 2: Direct Invoice Entry



Basecamp > Sales > Direct Invoices
MYOB > Sales > Create Debtor Invoice

This option can be used when there is no existing sales order to be processed. Stock items can be sold directly without the need for a sales order. In this case the sales process would be a simple two step process:

1. Debtor Invoice
2. Debtor Receipt



How to: Create a Debtors Invoice

1. Click  **New** from the debtors invoice screen.

The screenshot shows the 'Invoice Entry' window in MYOB. The 'Account' is set to 'CASH SALES'. The 'Invoice' tab is selected. The 'Invoice date' is '02.02.2021', 'Payment due' is '02.02.2021', and 'Reference' is empty. The 'Customer order no.' is empty, 'Invoice no.' is empty, and 'Location' is '1. Sydney'. The 'Age' is '0. February 2021', 'AUD' is '1', and 'Branch' is '0. SYDNEY'. The 'Campaign Wave' is empty. The 'GST Included' checkbox is unchecked. The table below shows the items being invoiced:

Stock Code	Description	Qty	@Price	Total	Batch Code	Options	Analysis Codes
AIRPRE01	AIR PRESSURE GAUGE	5	5.19	25.95			
ALARM05	SECURITY ALARM	2	73.91	147.82			
MOTOIL01	MOTOR OIL	4	4.45	17.80			
ANTSEI01	ANTISEIZE LUBRICATOR	1	19.95	19.95		...	GST

The 'Invoice Totals' section shows:

Invoice Totals:	Stock level:	Sub total:	GST total:	Invoice total:	Payments:	Outstanding:	Change:
Weight: 13.0000	143	211.52	21.15	232.67	0.00	232.67	0.00

The footer of the window shows 'MYOB EXO TRAINING AU'.

Debtor Invoice Entry

2. Enter the debtor account number or part of the name to search and press **Enter**.

- Enter invoice header information such as customer order no., location, reference, salesperson, etc.

Tip



On foreign debtor invoices you can select a historical exchange rate by entering a “?” into the currency field and pressing TAB to open the Foreign Currency Search window.

Note




If Exo CRM is installed and licensed, fields will be available to track the **Opportunity** and **Campaign Wave** that resulted in this Invoice.

- Enter invoice line details such as stock code, quantity, price, discount.

Note



GL codes can be used on Debtor Invoices, e.g. selling non-stock items (such as services or labour). Enter the GL code (instead of a stock code) using the format @GLCode in the stock code column. (If you do not know the GL code, just type @ and press **ENTER** or **TAB** for a list of GL accounts).

- If required, click on the invoice line periscope () in the **Options** column, or press **CTRL+F2** to check the tax rate and price formulation. Tax is normally calculated automatically based on the GST rate set in the debtor account, stock item or GL account setting.

Invoice Line Periscope

File Help

Save Cancel Show Stock Item Price Formulation


Line #: 4. ANTSEI01. ANTISEIZE LUBRICATOR

Line Details

Quantity:	<input type="text" value="1"/>	GST rate:	20. 10% SALES - ATTRACTING GST
Unit price:	19.95	GST value:	1.99
Discount %:	0.0	Margin:	34.9%
Cost price:	12.99		

MYOB EXO TRAINING AU

Invoice Line Periscope

- Use the  icon in the menu bar to add a comment to the whole invoice. Alternatively, add a narrative to a specific line item by right-clicking on the line item and select **Add Narrative**, or press **CTRL+N**.

Enter payment details

Tip



When entering a debtor payment, the amount should populate automatically from the invoice. If not, press the Spacebar to enter the amount from the debtor invoice.

1. If the debtor is paying at the same time as the invoice is being entered, click on the Payments/Delivery tab and enter details as appropriate. When payment is made directly against the invoice in this manner, allocation will occur automatically.

Invoice Entry

File Utilities Help

New Save Cancel Actions

Account: CASH SALES **Alert:**

Invoice Payments / Delivery

Payment Type	Amount	Surcharge	Bank	Branch	Drawer	Cheque No./ Ref	Analysis Codes
MASTERCARD	232.67						

Delivery details:

Street: 256 General Drive
City/Town: Baulkham Hills
State: NSW
Country: Australia
Line 5: 2565
Line 6:

Select Address


Invoice Totals: Stock level: 143 Sub total: 211.52 Payments: 232.67
Weight: 13.0000 GST total: 21.15 Outstanding: 0.00
Invoice total: 232.67 Change: 0.00

MYOB EXO TRAINING AU

Payments/Delivery Tab

Warning

This method of receiving payment does not facilitate calculation of prompt payment discounts. Use the Single Debtor Receipt instead. Refer to [Enter Single Debtor Payment](#) on page 53 for more information.

2. Click on the **Payments/Delivery** tab to enter any specific delivery address.
3. Click on  **Save** to save the invoice. The system will prompt you to print the invoice if it has been configured that way.

Note

The Payments/Delivery tab can be removed from the debtors invoice screen. Contact your MYOB Partner for assistance.

Important

The Debtors Invoice Entry option should only be used when there is no existing sales order.

Taking Deposits on Sales Orders



Basecamp > Sales > Single Debtor Payment Entry

MYOB > Sales > Enter Debtor Payment > Single Debtor Payment Entry

Taking deposits against sales orders follows the same process as taking payments when the **Enter Payment** option is selected when processing the sales order.



How to: Enter a Deposit against a sales order

1. Enter the debtor payment details in the **Payment/Receipt Entry** screen.
2. Click on the **Sales Orders** tab.
3. Click in the **Sel** column of the sales order/s that the deposit relates to.
4. Click **Save** to save the deposit entry.

Payment/Receipt Entry

File Help

Save Cancel Actions

Account: AUSSIE SPARES Alert:

Account: 3. AUSSIE SPARES

Date: 02.02.2021 Period: 0. February 2021 Age: From Oldest

Type: MASTERCARD Amount: 500.00 AUD: 1

Bank: Branch: Drawer: Chq/Ref:

Invoice no: Job Code: Analysis Codes:

Bank A/c: 00-04000-00. CURRENT BANK ACCOUNT

Aged Balances:

Current:	1781.04
1 month:	0.00
2 months:	885.72
3+ months:	6210.94
Balance:	8877.70

Transactions	Sales Orders	Deposit										
Sel	Order No	Cust O/N	Order date	Due Date	Ref	Value Inc Tax	Deposits	Balance	Order date	Due Date	Ref	Status
<input type="checkbox"/>	10181		15.01.2021	15.01.2021		\$5,132.60	\$0.00	\$5,132.60				3 - Quote
<input type="checkbox"/>	10188		28.01.2021	28.01.2021		\$4,001.28	\$0.00	\$4,001.28				3 - Quote
<input checked="" type="checkbox"/>	10192		02.02.2021	02.02.2021		\$1,465.36	\$0.00	\$1,465.36				0 - Not Processed

MYOB EXO TRAINING AU

Deposit on Sales Order

Multiple deposits can be taken against the a single sales order if required and a deposit can be taken on an unsupplied sales order.

Once a deposit is taken against a Sales Order, the deposit amount will also be shown on the Sales Order screen:

EB Sales Orders

File Help

New Save Save & Exit Cancel Print Actions Quick Supply Supply

Order #: 10175 Status: Not Processed Period: February 2021 Account: 2. ALL CAR PARTS Phone: 02 8476 1430 Email: spares@allcar.com.au

Details Activities History Notes Transactions Documents

Account: 2. ALL CAR PARTS Campaign Wave:

Salesperson: 5. MALCOLM BREEN

Delivery Address

Street: 238 ANZAC RD
City/Town: ROSE BAY
State: SYDNEY
Country: AUSTRALIA
Line 5:
Line 6:

Order date: 15.12.2020
Due date: 15.12.2020
Default Loc #: 1. Sydney
On Hold: ☐

AUD: 1
Reference:
Branch: 0. SYDNEY

Extra Fields
Cust o/n:

Order Details

Stock Code	Description	Qty	@Price	Discount (%)	Total	Batch Code	Analysis Codes
DIFF01	HI-PERFORMANCE DIFFERENTIAL	1	2386.62	0.0	2,386.62		

DIFF01 - HI-PERFORMANCE DIFFERENTIAL

Unit of Sale:	Each (1)	Physical Qty:	17	Base Price:	2,386.62	Total Weight:	34.0000	Deposit (%):	38.09
Weight:	34.0000	Free Qty:	16	Discounted Unit Price:	2,386.62	Total Cubic:	34.0000	Deposit Total:	1,000.00
Cubic:	34.0000	This Order Qty:	1	Pre-tax line Total:	2,386.62	Item Count:	1	Sub Total:	2,386.62
		Committed Qty:	1					GST Total:	238.66
								Order Total:	2,625.28

MYOB EXO TRAINING AU

Sales Order with Deposit Taken

When the sales order is supplied and invoiced, you will be prompted to allocate the Deposit receipted earlier against the invoice:

EB Debtor Transaction Allocations

File Help

Save Cancel Actions

Account: 3. AUSSIE SPARES A/c Balance: 9843.07

View Criteria Allocation age: 0. February 2021

Only Unallocated Transactions Auto To Oldest Adjustment Part Allocate (%)

Sel	Trans #	SO #	Date	Transaction	Branch	Inv No	Ref 1	Ref 2	Amount	To Allocate	AI	PP Disc	PP Disc Amnt	Receipt Amt	Tax Total
<input type="checkbox"/>	336	10056	25.05.2019	INVOICE	BRIS	1180	10056		\$1,691.80	\$1,691.80	0	<input type="checkbox"/>	\$0.00	\$0.00	\$153.80
<input type="checkbox"/>	420	10085	10.10.2019	INVOICE	BRIS	1222	10085	8123456	\$2,736.47	\$2,436.47	0	<input type="checkbox"/>	\$0.00	\$0.00	\$248.77
<input type="checkbox"/>	457	10091	20.12.2019	INVOICE	BRIS	1239	10091		\$141.61	\$141.61	0	<input type="checkbox"/>	\$0.00	\$0.00	\$12.87
<input type="checkbox"/>	682	10161	16.10.2020	INVOICE	SYD	1350	10161	LKH889	\$1,941.06	\$1,941.06	0	<input type="checkbox"/>	\$0.00	\$0.00	\$176.46
<input type="checkbox"/>	723	10174	10.12.2020	INVOICE	BRIS	1373	10174	08709	\$885.72	\$885.72	0	<input type="checkbox"/>	\$0.00	\$0.00	\$80.52
<input type="checkbox"/>	748	10190	06.02.2021	INVOICE	SYD	1390	10190		\$755.23	\$755.23	0	<input type="checkbox"/>	\$0.00	\$0.00	\$68.66
<input type="checkbox"/>	753	10154	02.02.2021	INVOICE	BRIS	1394	10154	30002255	\$1,025.81	\$1,025.81	0	<input type="checkbox"/>	\$0.00	\$0.00	\$99.26
<input type="checkbox"/>	754	10192	02.02.2021	DEPOSIT	SYD		MASTERC...		-\$500.00	-\$500.00	0	<input type="checkbox"/>	\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	755	10192	02.02.2021	INVOICE	SYD	1395	10192		\$1,465.37	\$0.00	1	<input type="checkbox"/>	\$0.00	\$1,465.37	\$133.22

Adjustment: 0.00 Discount: 0.00 Payment: 0.00 Invoice: 1,465.37 Yet To Allocate: 1,465.37

MYOB EXO TRAINING AU

Debtor Transaction Allocation - Allocate Deposit to Invoice

If the final payment is taken at the same time, it can be entered through the **Payment/Receipt Entry** screen. Both the original deposit and the new payment must be allocated to the invoice.

EB Payment/Receipt Entry

File Help

Save Cancel Actions

Account: AUSSIE SPARES **Alert:**

Account: 3. AUSSIE SPARES

Date: 02.02.2021 Period: 0. February 2021 Age: Current

Type: MASTERCARD Amount: 965.37 AUD: 1

Bank: Branch: Drawer: Chq/Ref:

Invoice no: Job Code: Analysis Codes:

Bank A/c: 00-04000-00. CURRENT BANK ACCOUNT

Aged Balances:

Current:	2746.41
1 months:	0.00
2 months:	885.72
3+ months:	6210.94
Balance:	9843.07

Transactions Sales Orders Deposit

View Criteria **Allocation age:**

Only Unallocated Transactions Find Adjustment Part Allocate (%) 0. February 2021

Sel	Trans #	SO #	Date	Transaction	Branch	Inv No	Ref 1	Ref 2	Amount	To Allocate	AI	PP Disc	PP Disc Amt	Receipt Amt	Taxtotal
<input checked="" type="checkbox"/>	755	10192	02.02.2021	INVOICE	SYD	1395	10192		\$1,465.37	\$0.00	1	<input type="checkbox"/>	\$0.00	\$1,465.37	\$133.22
<input checked="" type="checkbox"/>	754	10192	02.02.2021	DEPOSIT	SYD		MASTE...		-\$500.00	\$0.00	1	<input type="checkbox"/>	\$0.00	-\$500.00	\$0.00
<input type="checkbox"/>	753	10154	02.02.2021	INVOICE	BRIS	1394	10154	30002255	\$1,025.81	\$1,025.81	0	<input type="checkbox"/>	\$0.00	\$0.00	\$93.26
<input type="checkbox"/>	748	10190	06.02.2021	INVOICE	SYD	1390	10190		\$755.23	\$755.23	0	<input type="checkbox"/>	\$0.00	\$0.00	\$68.66
<input type="checkbox"/>	723	10174	10.12.2020	INVOICE	BRIS	1373	10174	08709	\$885.72	\$885.72	0	<input type="checkbox"/>	\$0.00	\$0.00	\$80.52
<input type="checkbox"/>	682	10161	16.10.2020	INVOICE	SYD	1350	10161	LKH889	\$1,941.06	\$1,941.06	0	<input type="checkbox"/>	\$0.00	\$0.00	\$176.46
<input type="checkbox"/>	457	10091	20.12.2019	INVOICE	BRIS	1239	10091		\$141.61	\$141.61	0	<input type="checkbox"/>	\$0.00	\$0.00	\$12.87
<input type="checkbox"/>	420	10085	10.10.2019	INVOICE	BRIS	1222	10085	B123456	\$2,736.47	\$2,436.47	0	<input type="checkbox"/>	\$0.00	\$0.00	\$248.77
<input type="checkbox"/>	336	10056	25.05.2019	INVOICE	BRIS	1180	10056		\$1,691.80	\$1,691.80	0	<input type="checkbox"/>	\$0.00	\$0.00	\$153.80

Adjustment: 0.00 **Discount:** 0.00 **Payment:** -1,465.37 **Invoice:** 1,465.37 **Yet To Allocate:** 0.00

MYOB EXO TRAINING AU

Final Payment & Allocation on invoice following a deposit on the sales order

Tip



If you are taking a payment against an invoice following a deposit and cannot see the transaction, ensure that the order has been supplied and an invoice created.

5 Receiving Payment

In this unit you will learn how to process payments received from Debtors.

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

- Process a single debtor payment
- Apply prompt payment discounts



Receive Payment

Debtor payments can be recorded in number of ways. How you will enter payments depends on your business processes, however these are the most common methods for taking payments:

1. The ***Payments/Delivery*** tab on the debtors invoice entry screen (for receiving payment at the same time as creating an invoice, e.g. a cash sale).
2. The ***Debtors Receipt*** screen (for individual payments against a single debtor).
3. ***Debtors Receipt Batch Entry*** screen (for multiple receipts against multiple debtors, e.g. EFTPOS receipts and cheques).
4. ***Integrated Cashbook***. This is used when entering direct debit payments straight to the bank account.

In this module we will look at using the ***Debtors Receipt*** screen to receive and allocate a single debtor payment.

Enter Single Debtor Payment

The Debtors Receipt screen can be used when entering a single payment against a single debtor. As this transaction will post individually to the Bank, and will appear as a single entry in the bank reconciliation screen, it is not to be used for banking multiple cheques or EFTPOS payments. These should be entered using **Debtors Receipt Batch Entry** to allow batching of payments for ease of reconciliation.

Receipt and allocation of the payment against particular invoices occurs in the same screen. Prompt Payment discounts can also be accounted for in this payment screen.



How to: Receive a single debtor payment

1. Basecamp: Open the payment/receipt entry screen via **Sales > Receive Single Payments**.
MYOB: Open the payment/receipt entry screen via **Sales > Enter Debtor Payment > Debtors Single Payment Entry**.

Single Debtor Payment Screen with Adjustment

2. Enter the debtor account number or part of the name to search and press **Enter**.
3. Enter payment details such as the **Date**, **Amount** and **Payment Type**.

Tip



Debtor payments can also be received via the Transactions tab of the debtor account. From the **New** dropdown menu, select **New Payment** to access the Debtor Single Payment Entry screen.

- If the payment type is cheque, enter the cheque details such as **Bank**, **Branch**, **Drawer**, **Chq/Ref**. This information will be stored for the next time you receive a cheque from this customer.

Important



Make sure that the amount entered matches the amount on the cheque/cash amount to minimise bank reconciliation problems.

- Allocate payment to invoices. Unallocated transactions appear in the transactions grid below the payment details. Click in the **Sel** column of the invoice that the payment relates to, to fully allocate the payment to this invoice (or use the **Enter** key to allocate or unallocate the invoice).

Tip



When allocating payments, press Enter in the transaction field to fully allocate or unallocate that amount.

- Amend allocation if required. If the payment amount does not match the invoice amount, use the following tools to make adjustments as required:
 - Adjust allocation amount: If the payment is a few cents more or less than the invoiced amount, click on the **Adjustment** button to create an automatic adjustment entry.
 - Part allocate a payment or invoice. When the amount paid is significantly different to the invoiced amount (i.e. cannot be "adjusted" as above) you can part allocate the payment. Select the appropriate invoice, click on the **Part Allocate (%)** button and click **OK** to accept the suggested amount. Click **OK** and the **Yet To Allocate** amount should revert to zero and the payment and allocation can be saved.
 - If there is still an amount to allocate click on the next invoice and click **Part Allocate (%)** until the full payment amount has been allocated.

The screenshot shows the MYOB Payment/Receipt Entry window. The account is AUSSIE SPARES, date is 02.02.2021, period is 0. February 2021, age is Current, type is EFTPOS, amount is 850.00, AUD is 1. The bank is 00-04000-00. CURRENT BANK ACCOUNT. The transactions grid shows several invoices, with the 682 invoice selected. The allocation age is 0. February 2021. The bottom summary shows Adjustment: 0.00, Discount: 0.00, Payment: -850.00, Invoice: 850.00, and Yet To Allocate: 0.00.

Sel	Trans #	SO #	Date	Transaction	Branch	Inv No	Ref 1	Ref 2	Amount	To Allocat	AI	PP Disc	PP Disc Amt	Receipt Amt	Taxtotal
<input type="checkbox"/>	336	10056	25.05.2019	INVOICE	BRIS	1180	10056		\$1,691.80	\$1,691.80	0	<input type="checkbox"/>	\$0.00	\$0.00	\$153.80
<input type="checkbox"/>	420	10085	10.10.2019	INVOICE	BRIS	1222	10085	B123456	\$2,736.47	\$2,436.47	0	<input type="checkbox"/>	\$0.00	\$0.00	\$248.77
<input type="checkbox"/>	457	10091	20.12.2019	INVOICE	BRIS	1239	10091		\$141.61	\$141.61	0	<input type="checkbox"/>	\$0.00	\$0.00	\$12.87
<input checked="" type="checkbox"/>	682	10161	16.10.2020	INVOICE	SYD	1350	10161	LKH889	\$1,941.06	\$1,091.06	0	<input type="checkbox"/>	\$0.00	\$850.00	\$176.46
<input type="checkbox"/>	723	10174	10.12.2020	INVOICE	BRIS	1373	10174	08709	\$885.72	\$885.72	0	<input type="checkbox"/>	\$0.00	\$0.00	\$80.52
<input type="checkbox"/>	748	10190	06.02.2021	INVOICE	SYD	1390	10190		\$755.23	\$755.23	0	<input type="checkbox"/>	\$0.00	\$0.00	\$68.66

Adjustment: 0.00 Discount: 0.00 Payment: -850.00 Invoice: 850.00 Yet To Allocate: 0.00

Single Debtor Payment with Part Allocation

- A summary of the adjustments and allocations is visible in the black band at the bottom of the screen.

Important



To finalise the allocation, the Yet to Allocate must either be zero (payment is fully allocated) or negative (part of the payment is yet to be allocated). The allocation cannot be finalised if the Yet to Allocate is positive (attempting to make full allocations against invoices with an insufficient payment amount).

6. Save the payment and allocation by clicking  **Save**.

Note



If you are unable to resolve the allocation, you can save the payment without allocating it to an invoice. The payment will need to be allocated later via **Actions > Allocate** on the Transactions tab of the debtor account.

Tip



Payments can be allocated at any time by going into the Debtor's transaction screen and selecting **Allocate** from the **Actions** dropdown menu.

Prompt Payment Discounts

Prompt Payment Discounts can be calculated on an invoice by invoice basis. Click on the appropriate invoice in the transactions grid of the payment screen and click the **PP Disc** checkbox.

This calculates the discount amount based on the percentage specified in Details2 of the debtor account and will also allocate the invoice.

Total discount, payment and adjustment amounts can be viewed in the black band at the bottom of the debtor receipt screen.

The screenshot shows the 'Payment/Receipt Entry' window for 'AUSSIE SPARES'. The 'Account' is '3. AUSSIE SPARES', 'Date' is '02.02.2021', 'Period' is '0. February 2021', 'Age' is 'Current', 'Type' is 'EFTPOS', 'Amount' is '1844.01', and 'AUD' is '1'. The 'Bank A/c' is '00-04000-00. CURRENT BANK ACCOUNT'. The 'Aged Balances' section shows: Current: 2746.41, 1 month: 0.00, 2 months: 885.72, 3+ months: 6210.94, Balance: 9843.07. The 'Transactions' tab is active, showing a list of invoices. The 'Allocation age' is '0. February 2021'. The 'View Criteria' are 'Only Unallocated Transactions'. The 'Adjustment' is '0.00', 'Discount' is '-97.05', 'Payment' is '-1,844.01', 'Invoice' is '1,941.06', and 'Yet To Allocate' is '0.00'. The 'Transactions' table is as follows:

Sel	Trans #	SO #	Date	Transaction	Branch	Inv No	Ref 1	Ref 2	Amount	To Allocat	AI	PP Disc	PP Disc Amt	Receipt Amt	Taxtotal
<input type="checkbox"/>	420	10085	10.10.2019	INVOICE	BRIS	1222	10085	B123456	\$2,736.47	\$2,436.47	0	<input type="checkbox"/>	\$0.00	\$0.00	\$248.77
<input type="checkbox"/>	457	10091	20.12.2019	INVOICE	BRIS	1239	10091		\$141.61	\$141.61	0	<input type="checkbox"/>	\$0.00	\$0.00	\$12.87
<input checked="" type="checkbox"/>	682	10161	16.10.2020	INVOICE	SYD	1350	10161	LKH889	\$1,941.06	\$0.00	1	<input checked="" type="checkbox"/>	\$97.05	\$1,844.01	\$176.46
<input type="checkbox"/>	723	10174	10.12.2020	INVOICE	BRIS	1373	10174	08709	\$885.72	\$885.72	0	<input type="checkbox"/>	\$0.00	\$0.00	\$80.52
<input type="checkbox"/>	748	10190	06.02.2021	INVOICE	SYD	1390	10190		\$755.23	\$755.23	0	<input type="checkbox"/>	\$0.00	\$0.00	\$68.66
<input type="checkbox"/>	753	10154	02.02.2021	INVOICE	BRIS	1394	10154	30002255	\$1,025.81	\$1,025.81	0	<input type="checkbox"/>	\$0.00	\$0.00	\$93.26

Single Debtor Payment with Prompt Payment Discount

Tip



Use the Spacebar to quickly calculate prompt payment discount (or remove the prompt payment discount) against a selected invoice.

Warning



Prompt payment discounts do not automatically refer to the payment terms specified in **Details1** of the debtor account. The prompt payment discount checkbox should only be selected if the customer is paying within the terms set by your business.

6 Working with Invoices

In this unit you will learn how to manage your invoices.

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

- Edit invoice reference fields
- Generate Credit Notes for returns
- Reverse Payment/Issue Refunds
- Search for an invoice
- Print invoices

Working with Invoices

Existing invoices are most commonly accessed via the transactions tab on the Debtor Account. From here a number of functions are available.

Depending on your profile configuration, invoices can be:

- Emailed
- Edited
- Credited
- Duplicated
- Adjusted through a journal entry.
- Searched
- Printed
- Allocated to/unallocated from a payment
- Previous allocation information can also be viewed

Tip



These functions are available through the toolbar icons or via a right-click on the invoice in the Transactions tab of the Debtors Account.

Editing Invoices

While there is a profile that will enable full editing of invoices, it is recommended that only invoice reference fields be changed.

Warning



Editing of invoice details is not a recommended business practice. An Invoice constitutes a legal document, thus editing an invoice may have legal/audit implications. Recommended business practice is to raise a Credit Note to reverse the incorrect invoice, then to raise a new invoice with the correct details.

If an invoice contains an error in terms of quantity or stock item, you should generate a credit against that invoice and then recreate a new invoice. Refer to [Generate Credit Notes/Returns](#) on page 60 for further information on crediting invoices.

If the error is in one of the reference fields and your profile allows, the following procedure outlines how to edit the invoice reference fields.



How to: Edit invoice reference fields

1. Find the relevant invoice in the **Debtor Account Transactions** screen.
2. Right-click on the invoice and select **Edit Reference Fields** (If this option is not available, see your implementing partner).

Edit Reference Fields screen

3. Edit existing information such as payment due date, reference fields and the narrative as required and click **Save**.

Note



Invoices can only be edited if they are in the current period and have not been posted to the General Ledger.

Generate Credit Notes/Returns

If your profile allows, an existing debtor invoice can be reversed.

Click on the relevant invoice in the Debtor Account Transactions screen. From the New dropdown menu, select Generate Credit. The Debtors Invoice Entry screen will be displayed with the original invoice available for editing, but with negative invoice quantities and therefore a negative price. This will also put all stock items back into stock.

If required, you can edit the credit note prior to processing, to allow for partial credits and returns.

Important



Once the invoice has been reversed, you may also need to reverse any payments that have been made against that invoice.

Reversing Payments/Refunds



Debtor Account > Transactions > Payment > [Right-Click]

This procedure can be used when a payment needs to be reversed (e.g. credit card payment has been receipted into the system but the payment is rejected by the bank), or to offer a refund to a customer.



How to: Reverse a payment

1. Search for payment transaction (via the **Transactions** tab of the debtor account). If the payment has already been allocated you will need to unselect the option "Show only unallocated".

2. **Right-click** on the payment transaction and select **Reverse Payment**.

Important



Once the Reverse Payment option has been selected, it cannot be cancelled.

3. The **De-allocations Information** screen will show the original allocation of the payment that has now been reversed.

Date	Inv No	A/c Name	Trans Type	Branch	Ref 1	Ref 2	Amount	Alloc#	Trans Segno
28.08.19	1210	2 ALL CAR PARTS	Invoice	SYD	10076		-\$6,510.04	323	393
31.01.21		2 ALL CAR PARTS	Payment	SYD	CHEQUE		\$6,510.04	325	743

De-allocations Screen

Note



When using this method, deallocation of the original payment occurs automatically.

4. Select **Close** and the payment will reverse.

5. The reversing transaction will show in the Transactions screen of the debtor account as a **Refund**. If it is in fact a Dishonour, then you may wish to edit the reference fields and choose **Dishonour** as the payment type.

Tip



If the original payment is part of an unlocked or unposted banking batch, the reversal will appear in the same batch.

Invoice Number Search



Basecamp: Sales > Invoice Number Search
MYOB: Sales > Invoice Search

If you are having difficulty locating a particular invoice, the **Invoice Number Search** utility can be useful.

This may be used when an invoice needs to be viewed and printed or emailed (e.g. when conducting a quick search for a particular debtor invoice number). It can also be used to search for Creditor invoice numbers if required.




How to: Search and print invoices


1. Open the Invoice search screen.

Seqno	Entry Time	Inv Date	A/c	InvNo	Trans type	Name	OutStanding	Tot inc GST	Tot exc GST	Taxtotal	Alpha Code
1	01.06.2018 15:35	14.06.2018	0	1001	Invoice	0. CASH SALES	\$0.00	\$73.20	\$66.55	\$6.65	CASH01
3	01.06.2018 15:36	16.06.2018	2	1002	Invoice	2. ALL CAR PARTS	\$0.00	\$1,903.28	\$1,730.25	\$173.03	ALLCAR01
4	01.06.2018 15:37	17.06.2018	0	1003	Invoice	0. CASH SALES	\$0.00	\$81.30	\$73.91	\$7.39	CASH01
6	01.06.2018 15:42	18.06.2018	1	1004	Invoice	1. KNIGHT NICOL AU...	\$0.00	\$277.82	\$277.82	\$0.00	KNINIC01
7	01.06.2018 15:45	18.06.2018	20	1005	Invoice	20. ALLPARTS AUTO...	\$0.00	\$690.94	\$690.94	\$0.00	ALLAUT01
8	01.06.2018 15:48	18.06.2018	21	1006	Invoice	21. COMFORT AUTO...	\$0.00	\$793.35	\$793.35	\$0.00	COMAUT01
9	01.06.2018 15:49	18.06.2018	2	1007	Invoice	2. ALL CAR PARTS	\$0.00	\$270.93	\$246.30	\$24.63	ALLCAR01
10	18.06.2018 07:39	18.06.2018	5	1008	Invoice	5. D & C PANELBEAT...	\$0.00	\$260.52	\$236.84	\$23.68	DCPAN01
12	18.06.2018 07:42	19.06.2018	0	1009	Invoice	0. CASH SALES	\$0.00	\$81.30	\$73.91	\$7.39	CASH01

Invoice Number Search Screen

2. Search for the invoice/s you require:
 - Search using invoice number: Enter all or part of the invoice number into the **Search Key** and click **Search**.
 - Search using invoice amount: Enter the full amount of the invoice, without the dollar sign, into the search field (277.82). The system will return any invoices with that exact amount. The system does not currently support entry of a range of invoice values.
 - Search using date parameters: Use one of the quick ranges (today, last 7 days, this period, all periods) or click custom to specify a start date and an end date to search within a range.
 - Specify branch no.: Specify the branch number if required to further filter your search criteria.
3. Click **Search**.

4. Select the invoice and click  **View Invoice** to view the invoice details. Once in view mode you can view an "office use only" version of the invoice.



Tax Invoice 10100
 GST # 12-345-678
 Date December 19, 2011
 Account # 20
 Your Ref #
 Our Order #

Invoice To :


ALLPARTS AUTOMOTIVE LTD
 UNIT 14B ORGREAVE CLO
 SHEFFIELD, YORKSHIRE
 VICTORIA

Deliver To :

ALLPARTS AUTOMOTIVE LTD
 ALLPARTS AUTOMOTIVE LTD
 UNIT 14B ORGREAVE CLO
 SHEFFIELD, YORKSHIRE
 VICTORIA

Stockcode	Description	Batch	Quantity	Unitprice	Discount	Linetotal
JASMA2 SEX	JASMA 2.5 CAT BACK EXHAUST WITH MUFFLER		2	332.32	0.00	664.64
EXHSTFLOMSTR01	FLOW MASTER 80 SERIES CROSSFLOW PERFORM		5	85.28	0.00	426.40
EXHSTMANFLD01	BUSCHUR RACING EXHAUST MANFOLD		5	243.20	0.00	1,216.00

Preview Invoice

5. If required, from the  icon, use **Print Invoice** to print the invoice or **Print Docket** to print a sales docket with salesperson's name.

Tip



The **Invoice Number Search** utility can also be used to search for a payment and print a Receipt for the payment.

Email/Print Multiple Invoices

The invoice batch printing function can be used when emailing or printing a series of invoices (e.g. all invoices from a particular day's trading or a specific range of invoices).



How to: Print/email multiple invoices

1. Basecamp: From the Sales screen, click on **Print/Email Invoices** button.

MYOB: From the Sales screen, click on the **Batch Print Invoices** button.

#	Transdate	Invno	Accno	Name	Amount	Alphacode	Post Code
732	15.01.2021	1379	23	DANIEL PAYNE	\$520.58	DANPAY01	1002
733	15.01.2021	1380	15	15. AUCKLAND CAR SERVICES LTD	\$800.20	AKLDCAR01	
734	17.01.2021	1381	21	21. COMFORT AUTOMOTIVE SER...	\$6,226.85	COMAUT01	758156
735	21.01.2021	1382	0	0. CASH SALES	\$1,199.77	CASH01	
736	22.01.2021	1383	8	8. MARK LAWRENCE	\$185.67	MARLAW01	
737	28.01.2021	1384	0	0. CASH SALES	\$4,768.46	CASH01	

Invoice Batch Printing Screen

2. Enter the search parameters you require (e.g. Date, invoice number and/or account numbers).
3. Specify an **Account Group** or **Custom Filter SQL** if required.
4. Select the **Include Invoices to Branch Accounts** option to search for invoices issues to branches (child accounts) instead of head office (parent account).
5. Select the **Exclude If Already Printed** and/or **Exclude If Already Emailed** options to exclude invoices that have already been printed or emailed.
6. Click **Load** to load the invoices that match the search criteria.
7. Click **Mailshot**. You will be prompted to "Collate invoices for each customer into single email?". Click **Yes** to send all the invoices in a single email. Click **No** to send each invoice in a separate email.

8. The Mailshot screen allows you to select which clients to email, print or both.

ID	Name	Email	Print	Primary Email	Done	# Invoices
0	CASH SALES	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	4
8	MARK LAWRENCE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	marklawrence@xtra.com.au	<input type="checkbox"/>	1
15	AUCKLAND CAR SERVICES LTD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ROBMYERS@TIMARUCARS.CO.NZ	<input type="checkbox"/>	1
21	COMFORT AUTOMOTIVE SERVICES ...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	hawait@comfortautomotives.co.sg	<input type="checkbox"/>	1
23	DANIEL PAYNE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	daniel.p@bigpond.com.au	<input type="checkbox"/>	1

Batch Invoice Print - Mailshot

- **Email Mode.** From the dropdown list, select how emails should be sent:
 - **Disabled** will prevent emails from being sent.
 - **Exo SMTP** will use the Exo Business SMTP server. (Recommended for large batches of emails.)
 - **Default Email Client** will use the user's default email application.
- **Email body as plain Text.** Select this option to restrict the text format of the email body to plain text, rather than HTML.
- **Confirm each email onscreen.** Select this option to display a confirmation message before sending each email.

Note



If the **Confirm each email onscreen** option is selected the email will be displayed and the email must be sent manually.

- **Printer URL.** From the dropdown list, select the printer to be used for printed invoices.
- **CLE File.** Specify the Clarity email template to be used.
- **Attachments.** Specify any attachments to be sent with the emails.

9. From the list of debtors, select the invoices to be emailed or use the toolbar options to check or uncheck all.

10. Click on the **Go** button to start the mailshot.

Note



If the invoices attached to an email exceeds the specified email size, the invoices will be split over multiple emails. This is controlled by the company profile setting **Batch Invoice Mailshot Attachment Size Limit**. Contact your MYOB Partner to change this limit.

11. The invoices will be emailed and/or printed.

7 Managing Sales Orders

In this unit you will learn how to manage sales orders.

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

- Process Backorders
- Process Standing Orders

Process Backorders

When your configuration allows, a stock item can be put on backorder if there is insufficient stock to supply the order.

When supplying, or quick supplying a short-stocked item, the system will ask if you want to put it on backorder.

Example: Establish a backorder:

There is an existing order from Aussie Spares for one Engine (ENGINE) which we are attempting to supply. In the Brisbane office there is no stock available to supply, so the system will ask if you want to place the engine on backorder.

Stock Shortage [X]

Warning. There is a stock shortage:

ENGINE - ENGINE

	3. Brisbane	All locations
Physical:	0	23
Committed:	0	0
Free stock:	0	23
Incoming:	0	
Required:	1	
Shortage:	1	
This Order:	1	

Do you want to place 1 units on Back order?

Yes **No**

Backorder Process: Stock Shortage screen

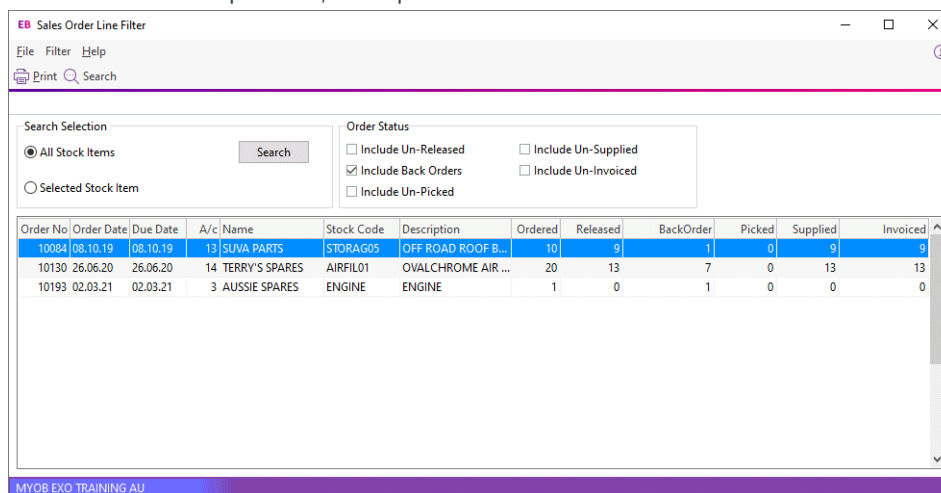
The ENGINE will be placed on backorder.

Stock Details											
#	Stockcode	Description	Ordered	Supplied	Outstanding	Back Order	Pick Now	Supply Now	Invoice Now	Uninvoiced	Invoiced
1	AIRFIL012PK	OVALCHROME AIR FILTER	1	0	1	0	0	1	1	0	0
2	REALIGN	CAR-O-LINER PANEL REALIGNMEN...	1	0	1	0	0	1	1	0	0
3	ENGINE	ENGINE	1	0	1	1	0	0	0	0	0

Backorder Process: Extract from revised Supply screen

Process the revised order and a backorder will be established for the remaining items.

From the **Sales Order Screen**, click on the  icon on the menu bar to list any existing backorders. This list can be printed, if required.



The screenshot shows the 'Sales Order Line Filter' window. It has a menu bar with 'File', 'Filter', and 'Help'. Below the menu bar is a toolbar with a 'Print' icon and a 'Search' button. The window is divided into two main sections: 'Search Selection' and 'Order Status'. In 'Search Selection', 'All Stock Items' is selected. In 'Order Status', 'Include Back Orders' is checked. Below these sections is a table with the following data:

Order No	Order Date	Due Date	A/c Name	Stock Code	Description	Ordered	Released	BackOrder	Picked	Supplied	Invoiced
10084	08.10.19	08.10.19	13 SUVA PARTS	STORAG05	OFF ROAD ROOF B...	10	9	1	0	9	9
10130	26.06.20	26.06.20	14 TERRY'S SPARES	AIRFILO1	OVALCHROME AIR ...	20	13	7	0	13	13
10193	02.03.21	02.03.21	3 AUSSIE SPARES	ENGINE	ENGINE	1	0	1	0	0	0

Sales Order Line Filter: Backorders

Once stock has been replenished (usually via purchase or a stock transfer from a different location), the backorder may be supplied.

Note



Exo Business supports a true backorder system in that an item can be placed on Backorder even when there is enough stock in the system.

Backorders can be processed using the same methods as standard orders.




How to: Supply a backorder

1. From the **Sales Order Search** screen, select the option **Include Part-Proc/Backorders** and ensure that no other options are selected.

Note



Alternatively, click on the  button to review backorders, particularly of a specified stock item.

2. It is sometimes helpful to print the backorder list. Click on the  icon and choose **List** to print a summary of the displayed list of orders, or **Print Backorders** to print a detailed document for each backorder.
3. Double-click to open the backorder you are ready to process and use the appropriate **Supply/Quick Supply** option.

4. Alternatively, use the batch processing function (outlined later in this module) to process backorders as a batch.

EB Sales Orders

Navigate SupplyDetails Help

Close [Icons] Actions [Tasks] [Process] [Supply All] [Invoice All]

Bk/Ord #: 10130 **Status:** Back Order **Period:** February 2021 **Account:** 14. TERRY'S SPARES **Phone:** 03-7461 3843 **Email:** TERRY@XTRA.COM.NZ

Details Activities History Notes Transactions Documents

Account: 14. TERRY'S SPARES **Campaign Wave:**

Salesperson: 2. DAVID CRANSTON

Delivery Address

Street: 164 CENTRAL PARK DRIVE
City/Town: RICHMOND
State: MELBOURNE
Country: AUSTRALIA
Line 5:
Line 6:

Order date: 26.06.2020
Due date: 26.06.2020
Default Loc #: 2, Melbourne
On Hold: ☐

AUD: 1
Reference:
Branch: 1. MELBOURNE

Extra Fields
Cust o/n: TS688

Supply Details

☒ Invoice as Supplied ☐ Print Packing Slip ☒ Generate Invoice ☐ Enter Payment ☐ Picking Slip ☐ Check Stock Levels ☐ Print Invoice ☐ Force to Fully Processed ☒ Show All **Invoice Date:** 02.02.2021 **Age:** 0. February 2021 **Save as Default**

Stock Details

#	Stockcode	Description	Ordered	Supplied	Outstanding	Back Order	Pick Now	Supply Now	Invoice Now	Uninvoiced	Invoiced
1	WIPER02	TWINEDGE WIND SHIELD WIPER	10	10	0	0	0	0	0	0	10
2	WIPER01	STANDARD WINDSHIELD WIPER	1	1	0	0	0	0	0	0	1
3	STORAG05	OFF ROAD ROOF BASKET	1	1	0	0	0	0	0	0	1
4	NGKSPRK4PK	NGK EXTENDED REACH SPARK PLU...	1	1	0	0	0	0	0	0	1
5	AIRFI01	OVALCHROME AIR FILTER	20	13	7	0	0	7	0	0	13

AIRFI01 - OVALCHROME AIR FILTER


Unit of Sale:	Each (1)	Physical Qty:	45	Base Price:	68.24	Total Weight:	0	Deposit (%):	0.00
Weight:	1.0000	Free Qty:	38	Discounted Unit Price:	61.42	Total Cubic:	0	Deposit Total:	0.00
Cubic:	1.0000	This Order Qty:	20	Pre-tax line Total:	1,228.32	Item Count:	0	Sub Total:	1,597.36
		Committed Qty:	7					GST Total:	159.74
								Order Total:	1,757.10

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Supply Backorder



Tip

Use the  button to enable searching for backorders (or any other order types) containing a particular stock item. For example, if you have just received delivery of additional battery chargers you can click on Selected Stock Item.

Process Standing Orders



Basecamp: Sales tab > Processing Standing Orders

MYOB: Transactions menu > Sales Orders > Process Standing Orders

A standing order is considered an outstanding order and therefore commits stock. Once a standing order is processed, stock will be recommitted for the next standing order.



How to: Process a standing order

1. Open the **Process Standing Orders** screen to provide a list of all standing orders in the system.

Warning



Do not use Create/Supply Sales Orders to supply a standing order as the order will be converted and no longer be accessible as a standing order.

Order No	A/c Name	Reference	Cust O/N	Order Date	Total
10136	21 COMFORT AUTOMOTIVE SERVIC...			25.07.2020	\$2,133.84
10160	20 ALLPARTS AUTOMOTIVE LTD			14.10.2020	\$1,221.41

Process Standing Orders screen

2. Enter details into the **Reference Code Filter** to filter the standing order, for example 15th for standing orders due on the 15th of the month, 26th for those due on the 26th of the month.
3. Enter the invoice date.
4. Select the option **Print Invoices** to print invoices if required.

Important



When entering standing orders, ensure that you enter an appropriate Reference to assist in filtering multiple standing orders.

Tip



If you forget to select the **Print Invoices** option, use the Invoice Number Search function to search for and print invoices separately.

5. Hold down the **CTRL** key and then **click** to select multiple standing orders.

6. Click **Start** to process the orders and print invoices if specified.

Tip



Invoices will print and process in the order that they appear in the Exogrid. Sort the Exogrid as required prior to processing standing orders.

8 Selling Bills of Material

In this unit you will learn how to sell Bills of Materials.

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

- Create a sales order using an Order Template
- Sell a Kit BOM
- Sell a Build BOM

Selling Bills of Materials

Bills of Material (BOMs) can be created to sell a group of stock items under the one stock code or reference. There are three types of BOMs:

- Order Template
- Kit
- Build

Order Template BOM

- A simple product list for use with sales orders. The BOM code is a shortcut to the product list, to save keying each product into the order. This can be helpful for establishing standard opening orders when dealing with resellers.
- It can be linked to a debtor account via the **Auto Order Template** field on Details2. Each new sales order for that customer will be populated automatically with products from the template. Once added to the Sales Order, the stock items and quantities can be altered as required.

Kit BOM

- Individual components are sold and the BOM code is a shortcut code to the collection of components.
- It is sold using a full stop in the stock code field (i.e. .CARCARE02) but is not "manufactured".

Build BOM

- All components are consumed to produce a new stock item.
- This new, "manufactured", stock item is sold.

Assign an Auto Order Template

Once an order template BOM has been set up in the Bill of Materials screen, it can be linked to a customer. When a sales order is generated for that customer, the specified template will automatically populate the order and can be edited as required.

To set up an auto order template, go to **Details2** of the debtor account and enter the **Name** of the Order Template in the **Auto Order Template** field.

While only one Auto Order template can be specified per debtor, additional order templates can be added to the sales order once generated. Refer to [Selling Kits and Order Templates](#) on page 76 for more information.

Selling Kits and Order Templates

Kits and Order Templates need to be searched for using a full stop in the stock search field in order to recall the Bill of Materials search screen.



How to: Sell Kits

1. Create a New Sales Order or Debtor Invoice.
2. Search for the BOM (Bill of Materials) code. Put a **Full stop** in the stock code column of the order/invoice and press **Enter**. This will display a list of current BOM's. Use filters in the Search key if required.

Bill Code	Description	Output Code	Report Code
CARCARE01	CAR CARE KIT - BASIC	DEF BOM OUTPUT	0
CARCARE02	CAR CARE KIT - ENTHUSIAST	DEF BOM OUTPUT	0
CARCARE03	CAR CARE KIT - SERIOUS CAR CARE	CARCAREKIT	8
ENGINE	ENGINE ASSEMBLY	ENGINE	0
MJRSRVC	MAJOR SERVICE KIT	DEF BOM OUTPUT	0
MNRSRVC	MINOR SERVICE KIT	DEF BOM OUTPUT	0
OFF ROAD TRIP KIT	OFF ROAD TRIP KIT	DEF BOM OUTPUT	0
OFF ROAD TRIP OPTIONS	OFF ROAD TRIP OPTIONS	DEF BOM OUTPUT	0

Bill of Materials Search Screen

3. Double-click on the required **BOM Code**.

Order Templates:

- If the Order Template is priced by product, it will enter the products (components) into the order/invoice. These can then be edited individually as required (e.g. quantity, price, etc).
- If the Order Template is priced by template, it will add a header record of the BOM Output code with the total price and list the components with no price.

Kits:

- A dialogue box will request a BOM Quantity. The order/invoice will be populated with a header and component lines scaled by the requested quantity. These components can only be edited if your user profile allows. Refer to your MYOB Partner for assistance.
- If the Kit is Priced by Components, the appropriate Sell Price for each component will be used.
- If the Kits is Priced By total, the system asks for confirmation of the total price. If the price is changed the difference will be spread pro-rata against the component items for recording the sale.

4. Click **Save**.

Note



To review sales of a kit you must look at the component stock items or generate reports that review BOM Headers/Components such as ***Stock Sales By Debtor*** or ***Debtor Sales By Stock***.

Selling Build BOMs

There are a number of options for selling **Build BOMs** which can have varying implications for your database. It is advisable to discuss these options with your MYOB Partner to determine the best method for your organisation.

It is generally recommended that **Build BOMs** are sold using their output code (e.g. ENGINE) so that stock levels can be monitored and new items can be processed as appropriate.

Essentially, the BUILD BOM is sold as a simple stock item and can be properly inventoried and tracked through the one stock code.

9 Reporting

This unit will list the reports related to Sales Orders.

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

- List the available Sales reports
- Use the Sales Analysis Designer

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.

Sales Reports

The following lists the available sales order and sales reports . While each company and every user has different requirements for reporting, the most commonly used reports have been highlighted. It is recommended that you review and become familiar with these reports.

- ***Sales Analysis Matrix***
- Profitability by Debtor by Account Group
- Profitability by Staff
- Sales Turnover by Debtor
- Sales Turnover by Debtor Group
- Sales by Staff
- Staff Sales by Stock
- Stock Group Sales
- ***Stock Sales by Debtor***
- ***Back orders***
- ***Sales order listing***
- Debtor Sales by Stock
- Sales by Debtor
- ***Stock Sales***
- Stock Sales by Debtor by Group
- Stock Sales by Debtor by Staff
- Stock Sales by Staff
- Stock Sales by Supplier
- Weekly Sales by Branches/Terminals
- Stock Sales Analysis (MTF/LYMTD Variance)
- Debtor by Location Sales (12 mth qty)
- Location Sales by Sales person (12 mth sales)
- Top Moving Stock Items by Supplier
- Sales Exception Report

Sales Analysis Designer



Reports tab > Sales Analysis Designer

The **Sales Analysis Designer** allows you to create formats for and generate custom sales reports.

There are a number of standard report types that you can modify by changing how you sort the data (stock, debtors, creditors, primary and secondary groups) and by adding selection criteria (e.g. salesperson = David Smith).

Standard report types include:

- Period
- Date Range
- Group Percent
- Discounts
- 12 Month Quantity / 12 Month Sales
- 5 Weeks Quantity / 5 Weeks Sales

The screenshot shows the 'Sales Analysis' window with the following configuration:

- Report Type:** Period
- Period:** 0. February 2021
- Groupings:**
 - Main Group: AccountNumberKeyed
 - Secondary Group: No Groupings
 - Report Heading: AccountNumberKeyed Report
- Other Options:**
 - ☒ Show Cost and Profit
 - ☒ Show Cents
 - ☐ Sort by Sales
 - ☐ Show Sales Only
 - ☐ Add Subtotal Below Rpt
 - ☐ Sort By Quantity
 - ☐ Show Quantity Only
- Selection Criteria:**
 - Field: AccountNumberKeyed
 - Condition: =
 - Value: (empty)
 - Buttons: Edit, Delete, Add Criteria

Footer: MYOB EXO TRAINING AU

Sales Analysis Designer

The above settings will generate a report showing 12 month sales for each stock item by sales representative for the Sydney branch only (branch = 0).

Sales Analysis

LocationName by SalesStaff Report

Sales from Period January 2017

Code	Description	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Total
-1. No Manager														
1	Sydney	2,532	2,554	1,905	5,235	544	3,298	2,313	3,519	1,882	6,564	4,412	6,703	41,441
		2,532	2,554	1,905	5,235	544	3,298	2,313	3,519	1,882	6,564	4,412	6,703	41,441
1. BRIDGET FAIRWEATHER														
1	Sydney	456	184	0	3,569	0	3,884	961	4,952	10,969	3,000	0	0	27,974
4	Auckland	0	0	0	0	0	0	0	0	0	0	0	473	473
		456	184	0	3,569	0	3,884	961	4,952	10,969	3,000	0	473	28,448
2. DAVID CRANSTON														
1	Sydney	0	1,359	0	0	0	2,817	0	497	2,946	0	2,084	4,612	14,315
2	Melbourne	0	1,253	9,772	4,065	3,590	2,862	0	6,755	4,863	0	2,910	0	35,670
3	Brisbane	0	0	0	2,892	0	0	708	0	0	0	0	0	3,369
4	Auckland	0	0	534	0	0	1,047	0	0	0	0	0	0	1,581
		0	2,611	10,306	6,726	3,590	6,526	708	7,252	7,809	0	4,994	4,612	54,935

Sample Sales Analysis Design Report

Sample Sales Analysis Design Report

Once customised, the report can be:

- Saved
- Saved as
- Printed
- Previewed, or
- Exported to Excel

If you are saving reports, remember to save them into the directory for all your other custom reports, often something like **MSSQL Masters >Variations**.

Some predefined reports are available by clicking on the Open icon in the toolbar of the **Sales Analysis Matrix** screen. These can then be opened and used as is or modified as required.

10 Sales Orders - Review

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



1. What are two main methods for entering sales?

2. What option would best be used for supplying a sales order that is ready to be fully supplied?

3. When can Sales Orders be edited?

4. How can an invoice be emailed and what email address will it go to?

5. A customer has returned items and is asking for a refund. How will I process the return?

6. How will I print multiple invoices?

7. Where do I find any backorders that are on the system?

8. How can multiple sales orders be efficiently supplied and invoiced?

9. What are two main differences between a kit and an order template?

10. What do you need to enter when searching for a kit or order template to sell?

11. What report shows sales of stock items as part of a kit?

12. Where will information about customer discounts be found?

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