



Take your business to the **next level**

MYOB EXO Business

Direct Debits



Momentum **Software Solutions**

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There is easy access to information on hardware, network and operating system requirements for efficient operation of MYOB EXO Business software. You can download minimum hardware and network requirements from our website at:-

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

This manual uses a simple step-by-step approach to give you the skills and knowledge necessary to set up and process job costing in your EXO Business system.

This manual has been designed for the following MYOB product:

- EXO Business

MYEBDD

Direct Debits

EXO Business

Course duration: 1/2 Day

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Edition: **8.4**

Participants

This course is aimed at:

- Users of EXO Business.

Prerequisites

Basic PC experience is required.

Understanding of the Receipts processes and procedures.

Instructional method

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

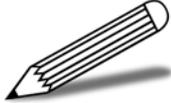
Conventions used in this manual

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

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

This manual assumes a basic understanding of databases and a general understanding of the operation and table structure of EXO Business.

Symbols used in this manual

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

Objectives

In this course you will learn how to use Direct Debits to generate your bank files.

Upon completion of this course you will be able to:

- Set up the Direct Debit Bank Files
- Configure the Debtors
- Use Direct Debits
- Generate Remittance Advice
- Generate Bank File

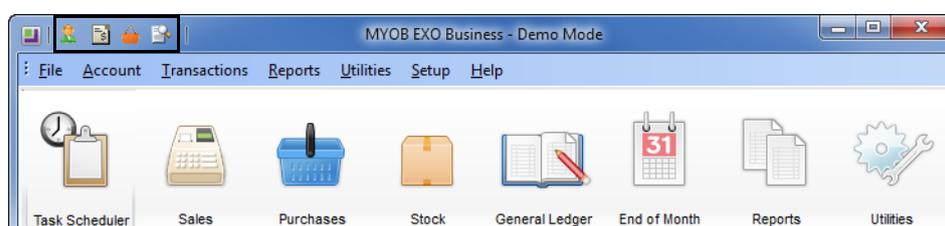
Navigational & Function Keys

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

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

Shortcut Menus

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



Shortcut Menus

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Direct Debit Setup

1

In this module you'll learn how to modify Direct Debit settings and Bank Format Files.

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

- ▶ Setup Debtors to use Direct Debits
- ▶ Setup Bank Format Files
- ▶ Configure General Settings

Overview

Direct Debits can be used by an organisation that has the authority from their debtors to deduct funds from their bank account to settle outstanding debt. To use Direct Debits, the organisation will also need a direct debit facility in their desktop banking software.

Direct debits are handled in batches of debtors' invoices selected for settlement. A new batch can be saved as an 'Open' batch, which can be edited at any point until it is 'Confirmed'. Confirmed batches can be consolidated to a single batch if required. Remittance advices can be either printed or emailed. Direct Debit files can be then created and imported into desktop banking software.

IMPORTANT



While the structure of the direct debit file can be customised ready for import into the bank's desktop banking software, the format should be verified before being used.

Setting Up Direct Debits

Setup details on Direct Debit Debtors

For each Debtor that will have funds deducted via Direct Debit:

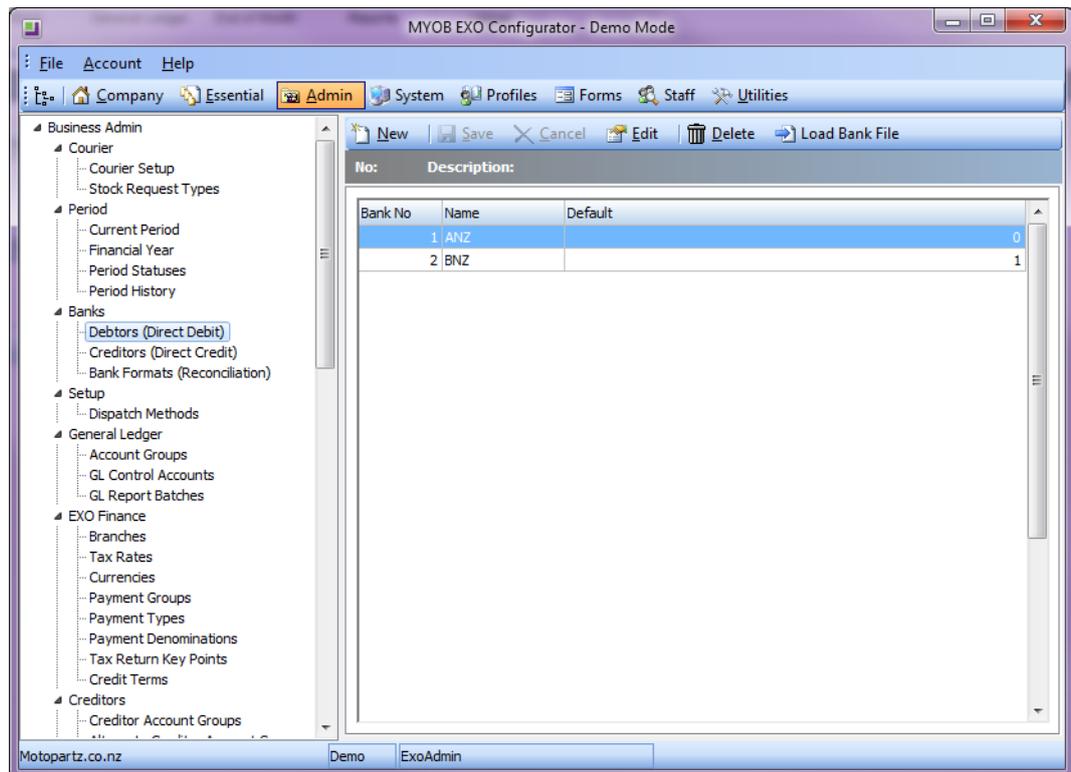
Debtors Details 2 Tab

- 1 Go to the Details2 tab on Debtors enquiry/maintenance.
- 2 Enter the debtor's Bank account number and Account name. The account name is the name of the debtor's bank account, which will go into the bank file.
- 3 Change the Default payment method to 'D/DEBIT'.
- 4 Select an Advice notification type. An advice notification type must be selected, even if advice notices are not going to be printed or distributed.

Set-up format for output file

To set up the file format of the direct debits output file:

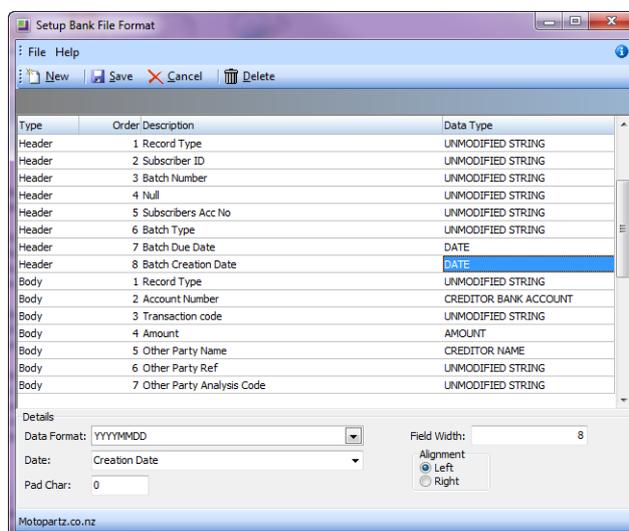
1 Go to EXO Configurator > Admin > Bank > Debtor (Direct Debits)



Direct Debit Setup

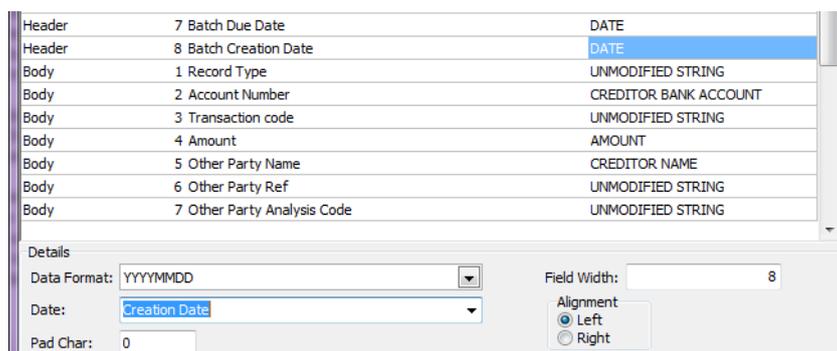
2 For existing bank format entries, double-click on a row to show the bank name, whether it is the default bank, the location that the file will be sent to and the structure of the file.

- 3 Clicking the **File Format** toolbar button will display the details of the field values that will be output and their sequence in the rows of the output file.



Setup Bank File Format

- 4 The following areas should be configured.
 - Type is either: Header, Body or Footer. There is only one header and footer record, but many Body records as these represent the details of each direct debit collection, i.e. account number and amount.
 - Order is the sequence that the field values will be output in the row of the output file. The Description is user-definable.
 - Data Type is selected from a drop-down list. The values in the Details panel at the bottom of the screen provide further clarification of how that Data Type is to be output. For example, a Data Type of Date has the following options.



Bank File Data Formats

NOTE

EXO Business holds commonly used Bank Formats on the partner web site. These can be downloaded, and then imported into Bank File Formats. This will save time in setting-up the file details. However, once the details have been imported, they may have to be adjusted to meet particular requirements.

- 5 To load a standard file (from the web site) into the bank set up, select File> Load Bank File. This will then ask you for the template file that will provide the header information.

Direct Debit General Settings

In order to use Direct Debits several options must be set. This should only need to be done once.

- 1 Select the menu option Direct Debits > Setup > General Setup.

Direct Debits General Setup

- 2 Check the following relevant settings
 - The default GL bank account for the Direct Debits to post into.
 - The number of days of notification required. If set, the system will record an Expiry Date, equal to the Payments Date (on the batch header) less Notification days.
 - Whether to print the advice notices.
 - If Direct Debits to be consolidated in the General Ledger, i.e. one GL entry to the bank account, or multiple entries.
 - If the GL bank account is to be selected for each Direct Debit run.
 - If emails are to be displayed before sending, if email has been set as an advice type.



Skills checklist

Tick the skills that you have learned in this unit.

Skills	✓
Setup Debtors to use Direct Debits	
Setup Bank Format Files	
Configure General Settings	

Direct Debit Processing

2

In this module you'll learn how to process Direct Debits.

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

- ▶ Create Direct Debit Batches
- ▶ Generate a Bank File
- ▶ Send Remittance Advices
- ▶ Use Key Reports

Overview

There are three tabs of the main Direct Debit screen

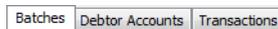


Direct Debits Tabs

The **Batches** tab lists all previously created Direct Debit batches. Double-click the selected row to see batch details. The Debtors Account tab will then open with the details of that batch. From the Batches tab it is also possible to create a new Direct Debit Batch - the Debtors Account tab will then open to enable the user to select invoices for collection.

The **Debtor Accounts** tab provides a list of all the debtor accounts that are included within a given Direct Debit batch. For a new batch, the list of debtors will be populated when Search is clicked.

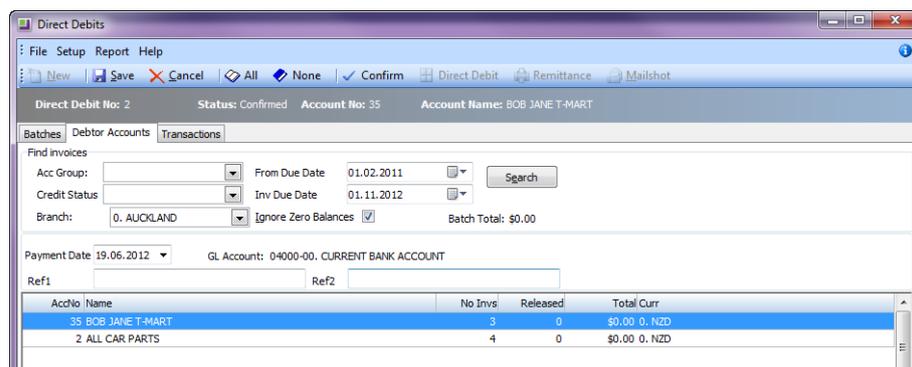
By double-clicking on an individual account, it is possible to drill-down to see the invoices that have been selected for collection - the **Transaction** tab is displayed.



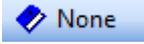
Creating Direct Debit Batches

A Direct Debit Batch is a particular selection of debtor's invoices that are due to be paid. To initiate a new Direct Debit run, a new Direct Debit Batch will need to be created.

- 1 Click the **New** button on the Batches tab to create a new batch. This will present the Debtor Account tab, where various filters can be used to search for invoices that need to be paid e.g. select invoices based on their payment due date.



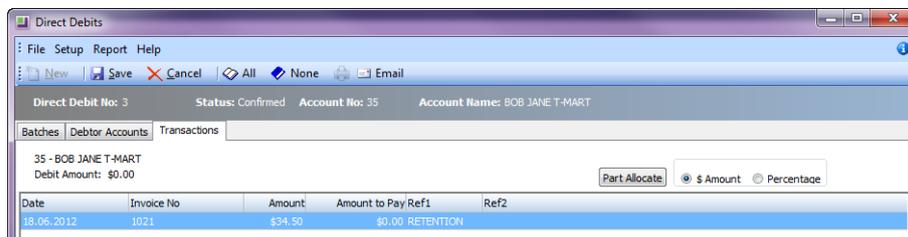
Direct Debit New Batch

- 2 Individual debtor accounts are listed with the number of invoices that meet the filter conditions. The number of invoices that have been 'released' for cash-collection by means of Direct Debit is also shown. On a new batch the released quantity will initially be zero on every line.
- 3 Highlight a debtor account and press **SPACEBAR** to release all invoices for that debtor. You can also Right-Click on a line and select the appropriate option to **release** or **un-release** all selected invoices for that debtor.
- 4 The following commands affect all invoices for all debtors:
 - To release all invoices for payment for all displayed debtors:  **All**
 - To move all released invoices back to the Not Released status.  **None**
- 5 To save the batch for editing later press **Save**.
- 6 To confirm a batch is ready to be converted into a bank file, press  **Confirm**. Once a batch is confirmed then no further changes can be made. This should only be used once the batch is correct. See 'Completing a Direct Debit Batch' on page 13.

Individual invoices

To control the payment of individual invoices:

- 1 Double-click on the debtor line to list individual invoices that have been selected for that debtor. The system displays the Transaction tab:



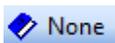
Direct Debits Transaction Tab

- 2 Use **SPACEBAR** on individual invoices to release them for collection/payment. If the invoice has already been released it will be set to an un-released status i.e. it won't be included in the batch.
- 3 Double-click on the invoice to see details of the invoice.

The following toolbar buttons are available on this screen:



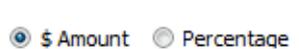
All To release all displayed invoices for this debtor.



None To move all invoices that have been released back to the Not Released status.



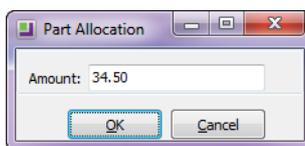
Part Allocate Allows a part-payment of the selected invoice. This is used in conjunction with part payment selection below.



\$ Amount **Percentage** To select whether the part-payment is in terms of a dollar amount or a percent of the whole amount.

To part allocate an invoice

- 1 Click the **Part Allocate** button. The following dialog will appear

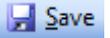


Part Allocation

- 2 Based on whether you want to part pay by an amount or percentage the Amount field displays the total \$amount of the invoice or 100.00 (being 100% of the invoice). Overtyping the amount / percentage to be paid and clicking **OK**. The invoice will now show that it has been released and the Amount to Pay column displays the payment amount selected by the user.

Completing a Direct Debit Batch

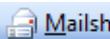
Save the Batch

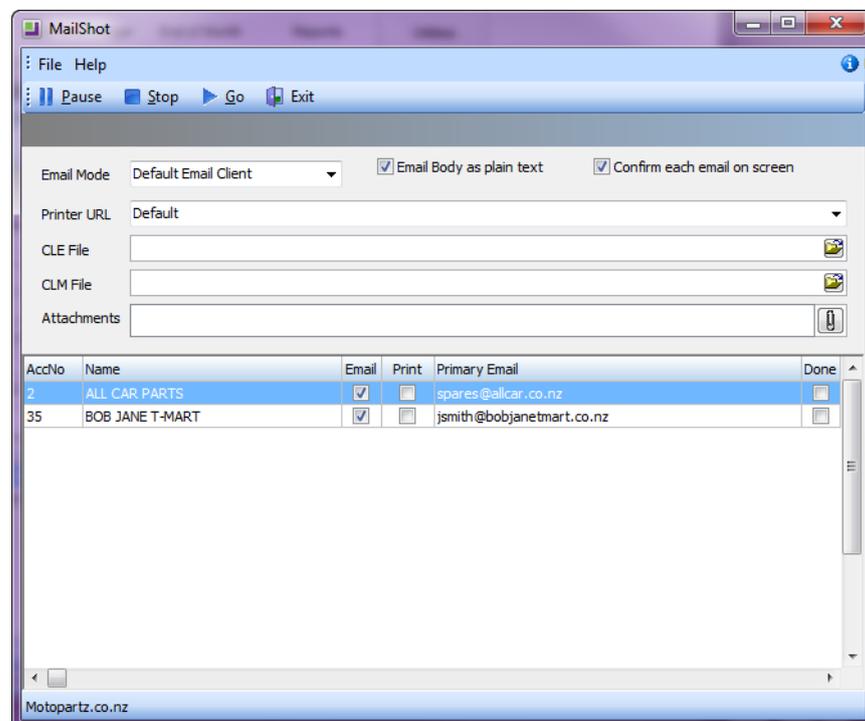
If the batch is incomplete and may need to be changed in the future, click **Save**  to save it. This will leave the batch in an Open status.

Print Remittances

To print remittance advices click the **Remittance**  button. This will print one page for each debtor account listing the invoices that will be paid.

Mailshot

Clicking the **Mailshot** button  opens the Mailshot window



Mailshot Screen

When all options are set, click the **Go** button to start the mailshot. As statements are sent, the Done box for each Debtor is ticked. The Pause and Stop buttons allow the mailshot to be suspended or cancelled before it is complete.

Users can specify the following details:

Specify how emails should be sent. The following options are available:

- Disabled – Emails will not be sent

- EXO SMTP – Emails will be sent using the EXO Business SMTP server (better for sending large batches of emails)
- Default Email Client – Emails will be sent using the user’s default email software (suitable for smaller batches of emails)

Email Body as plain text

Tick this option to restrict the body of emails to plain text, rather than HTML. The default setting for this option is determined by the new the Send emails using plain text User-level profile setting.

Confirm each email on screen

Tick this box to display a confirmation message before sending each email, or leave it blank to send emails automatically.

Printer URL

Select the printer to use for those statements that are to be printed out.

CLE File

Specify the Clarity email template to use for emailed statements (see page 27).

CLM File

Specify the Clarity mail merge template to use for printed statements.

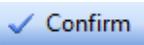
Attachments

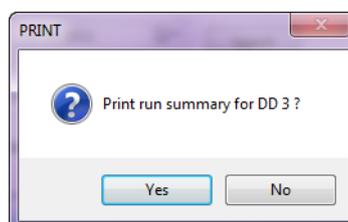
Specify any attachments to be sent with emails.

The bottom section displays all Debtors who will be sent a remittance advice by the mailshot. Tick or clear the Email and Print boxes for each Debtor to specify how remittance advice will be sent to them (the default settings for these options are determined by each Debtor’s Advice Notification setting).

Confirm the Batch

Once the batch of invoices selected for receipt is correct then the batch will need to be confirmed. To confirm a batch;

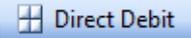
- 1 Click **Confirm**  to confirm a batch is ready to be converted into a bank file. Once a batch is confirmed then no further changes can be made. When a batch is confirmed the system will prompt the following.

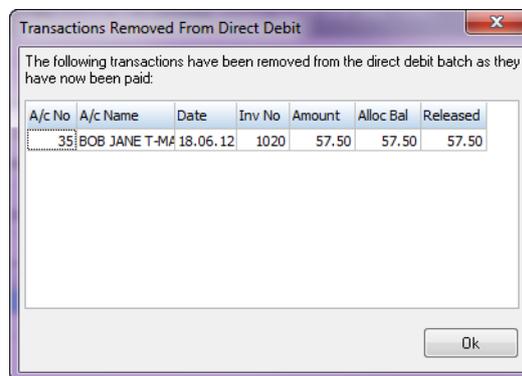


Print Summary Report

- 2 Select **Yes** to produce the following report:

Process the Batch

- 1 Click the **Direct Debit** button  to produce the Direct Debit file and perform system updates.
- 2 The system check that today's date is after the Expiry Date. The Expiry Date is Payment Date less Notification Days. An error message will pop-up if today's date is not after the expiry date.
- 3 The system check the invoices within the Direct Debit batches to see if they have been paid subsequent to the batch being created. There may be several days between creating a Direct Debit batch and it being processed. During this period some of the invoice could have been paid by other means. EXO Business will remove paid invoices from the batch and display these in a pop-up window.



Removed Transactions

The process is then terminated and the user is returned to the Debtors Accounts tab.

The batch can then be reviewed and processed again by pressing the Direct Debits button - back to step 1 (above).

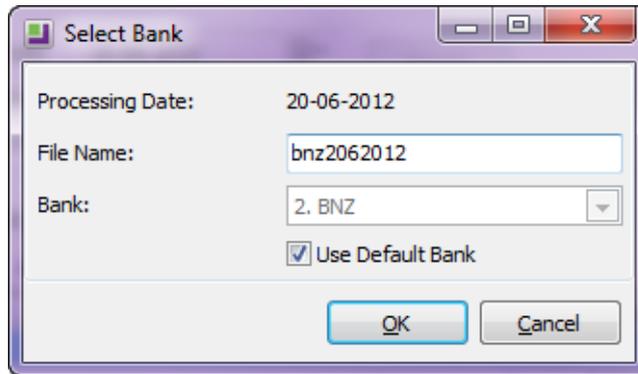
- 4 The system prompts for a password

NOTE



This password is set in ExoConfig > Profiles > Direct Debit Password

5 The system then prompts for the output file name.



Select Bank

To change the Bank File Format to be used simply uncheck **Use Default Bank** and then select a Bank format from the drop-down list.

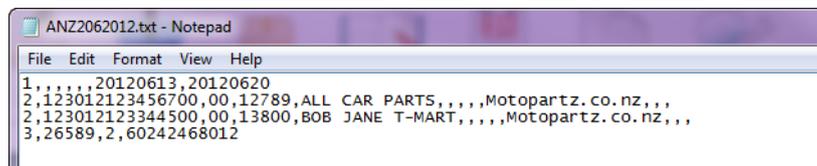
NOTE



The output filename is specified in ExoConfig > Admin > Banks > Debtors (Direct Debits).

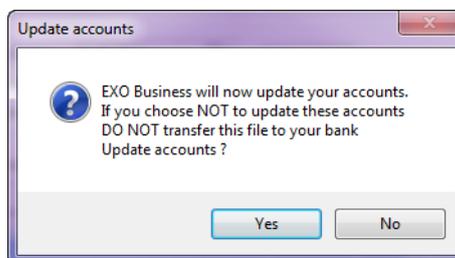
6 An opportunity is provided to view the output file.

7 Click Open. The file will display similar to the following



Bank File Details

8 Finally an option is given to decide whether to complete this process by updating the accounts. The following dialog gives the option to update the accounts



Update Accounts Selection

9 Select **No** to return to the Batches tab and the batch can be reprocessed later. The output file has been produced. Ensure this file is not uploaded to the desktop banking software unless an update to the accounts is performed.

10 Alternatively select **Yes** to enable the system to:

- Create receipt/payment transactions on the debtor accounts. These will be allocated to the invoices that were selected in the Direct Debit batch. Specifically it creates receipt transactions in Debtors and allocates the cash receipt to invoices.
- Creates a General Ledger entry:

DR Bank (as specified in the DD General Setup, or on the DD Batch header.)

CR Debtors Control

11 The Direct Debit output file can then be imported into the desktop banking software.

Consolidate Direct Debit Batches

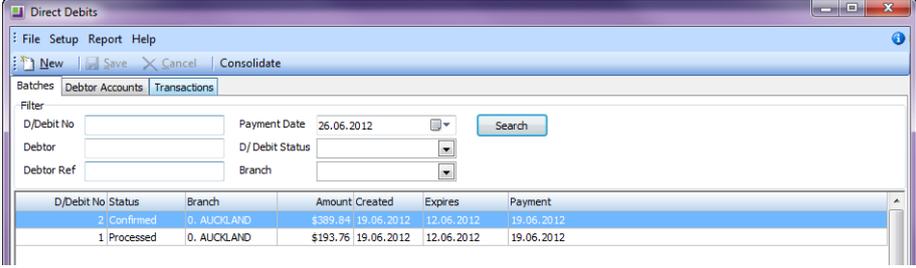
To consolidate several Direct Debit batches into a single batch:

- 1 Select the batches to consolidate. Hold down **CTRL** and then click on the selected batches. This can only be performed for 'Confirmed' batches.
- 2 Click **Consolidate** on the toolbar. The system will generate one new batch and remove the selected batches. The new batch will contain all the records from the selected batches.

Review Direct Debit Batches

To review previously created Direct Debit batches:

- 1 The summary screen shows one line for each Direct Debit batch. This list can be filtered using the various selection criteria.



The screenshot shows the 'Direct Debits' window with a menu bar (File, Setup, Report, Help) and a toolbar (New, Save, Cancel, Consolidate). Below the toolbar are tabs for 'Batches', 'Debtor Accounts', and 'Transactions'. A 'Filter' section contains input fields for 'D/Debit No', 'Payment Date' (set to 26.06.2012), 'Debtor', 'D/Debit Status', 'Debtor Ref', and 'Branch', along with a 'Search' button. The main area displays a table with the following data:

D/Debit No	Status	Branch	Amount	Created	Expires	Payment
2	Confirmed	0. AUCKLAND	\$389.84	19.06.2012	12.06.2012	19.06.2012
1	Processed	0. AUCKLAND	\$193.76	19.06.2012	12.06.2012	19.06.2012

Direct Debit Batch Review

- 2 To enquire on fully processed batches and maintain those that have not yet been confirmed double-click on the line to drill into the selected Batch.

There are 3 statuses: Processed, Confirmed and Open.

- If the batch is 'open' the detail can be edited. This includes deselected invoices that are to be paid/collected.
- If the batch is 'confirmed' it cannot be edited. The next step for a 'confirmed' batch is to 'process' it.
- 'Processed' batches are complete.

Key Reports

Batch Summary

A batch summary report can be run at any time during the creation of a batch. This can be used for checking and validation before the batch is confirmed.

This report can also be printed once the batch has been confirmed and the Direct Debit process initiated. This will then represent an audit trial of what should be collected. It can be compared to check totals from subsequent processes involving the desktop banking software.

The report can also be run for completely processed batches.

Created		20.06.2012		Proposed Direct Debit Run	
Notification due		13.06.2012		Batch No: 3	
Run date		20.06.2012			
BOB JANE T-MART 1923 East Tamaki Road Botany Auckland 2013 09 586 1452				Remittance advice method Email Y Fax N Print N	
Bank Account:		BOB JANE T-MART			
Account Name:		12-3012-1233445-00			
Invoice Date	Invoice No.	Invoice Amt	Payment Amt		
18.06.2012	1020	\$57.50	\$57.50		
		Amount to debit	\$57.50		
Totals		\$57.50	\$57.50		

Proposed Direct Debit Run Report

Batch Remittances

Remittance forms can be sent to debtors to show how much will be taken from their bank account and which invoices have been paid.

Direct Debit Remittance Advice			
BOB JANE T-MART 1923 East Tamaki Road Botany Auckland 2013		Date: 19.06.2012 Account No: 35 Bank Account: BOB JANE T-MART Account Name: 12-3012-1233445-00	
Date	Invoice No	Invoice Amount	Amount to pay
01-Apr-11	1018	\$182.84	\$182.84
01-Apr-11	1019	\$207.00	\$207.00
		Total	\$389.84

Direct Debit Remittance Advice



Skills checklist

Tick the skills that you have learned in this unit.

Skills	✓
Creating Direct Debit Batches	
Generating a Bank File	
Send Remittance Advices	
Using Key Reports	