OSTENDO- MYOB ACCOUNTRIGHT LIVE INTEGRATION

Summary of Changes

2020-10-08– Version **3.13**

Caters for posting of foreign currency journals with release of AccountRight 2020.3.

2020-01-13– Version **3.03**

1. Caters for multicurrency transactions in conjunction with release of MYOB AccountRight version 2019.4.

Pre-requisites:
Ensure the following before proceeding to go live with this integration:

Ostendo version must be at a level of at least **Update** 238 with a minimum of Minor Update 8 installed.

Ensure all financial postings have been processed and no Failed Batches exist.

Ensure the program version of MYOB that is installed is 2019.4 or greater and upgrade the MYOB file accordingly.

Ensure the System Settings and Accounting Link tab in Ostendo have been set according to the configuration you wish to use. (refer *Possible configurations* below)

NB: If you are amending an existing site from an AR Style of Journals to "Standard Invoice and Payment Posting", ensure this process is done before any transactions are processed for the day (ie: before any payment transactions are made for the day of conversion) rather than the end of day when there could be payments in the file dated the day of conversion.

In addition to this, the Accounting Link **Cut Over Date must be set to the conversion date** of this new integration, otherwise any Payments applications previously made in Ostendo under an AR Style of Journals will be deleted, thereby re-opening those payments.

Also ensure the Financial Cutoff Dates are NOT set before the Cut Over date otherwise transactions will not be posted to MYOB. (As a safeguard we default both the Cut Over and Cut Off dates to "today" if the AR Style setting is amended to Standard Invoice and Payment Posting).

If you are amending an existing AR Live configuration, it is suggested you delete and re-created the GL Settings record and setup your GL Settings record as usual, pointing to your MYOB 2019.4 Datafile.

Ensure the Accounting script is Version 3.03 or greater

System Setting Changes (Accounting Link Tab):

The setting "**Post all Foreign currency transactions as Local currency ledger transaction**" can now be turned **on** or **off** thereby providing the following possible configuration selections

Possible Configurations:

1) If the "Post all Foreign currency transactions as Local currency ledger transaction" setting is **switched on**, and AR Style is set to "Post Invoices and Payments as Journals", then both Foreign Currency Purchase Invoices, Sales and Payment Journals will be converted to Local Currency

OR

2) If the "Post all Foreign currency transactions as Local currency ledger transaction" setting is **switched on**, and AR Style is set to "Standard Invoice and Payment Posting", then Foreign Currency Purchase Invoices will be converted into Local Currency. Sales and Payments will be passed to MYOB AR ledger converted to Local Currency.

OR

3) If the "Post all Foreign currency transactions as Local currency ledger transaction" setting is *switched off* and AR Style is set to "Post Invoices and Payments as Journals", then any Foreign Currency Purchase Invoices will pass to MYOB in their Originating Currency. Sales and Payment Journals will still be converted to Local Currency.

OR

4) If the "Post all Foreign currency transactions as Local currency ledger transaction" setting is *switched off* and AR Style is set to "Standard Invoice and Payment Posting", then any Foreign Currency Purchase Invoices will pass to MYOB in their Originating Currency. Sales and Payments will be passed to MYOB AR ledger in their Originating Currency.

Prior to this update, only configurations 1 and 2 were possible.

Limitations Identified with New MYOB API:

Two limitations have been identified with the New MYOB API

1) Sales Credits generated by Ostendo as a result of a Payment Discount taken when a Payment is processed within Ostendo. The new MYOB API does **NOT** allow us to auto apply these back to Foreign Currency Invoices on the Payment generated from Ostendo. As a result of this, the Credits will need to be applied manually from within the Sales Register "Returns and Credits" tab in MYOB. Payments with Discounts relating to Local Currency are still automatically applied by MYOB as is at present.

2) Any Customers or Suppliers with Foreign Currency Codes passed from Ostendo to MYOB can only be passed with a Local Currency Code, as the MYOB API prevents us from writing the Currency Code to the Card Master in MYOB. This does not however prevent the posting of Foreign Currency transactions to MYOB from Ostendo as the Foreign Currency Code is passed with the transaction. The card Currency Codes can be amended manually from within MYOB if required.

2017-05-31– Version **2.57**

1. Credit Terms are now imported/exported between Ostendo and AccountRight Live.
2. InvoiceDueDate is now updated when posting Invoices to AccountRight Live.

2017-4-28 – Version **2.56**

3. With this version, you can use a User-Defined Constant :
    -   Constant Name = **UPDATE_MYOB_SUPPLIER_PAYMENTDETAILS**
    -   Constant Type = Yes/No
    -   Constant Value = True

    to include Supplier Payment Details when exporting or updating Supplier records from Ostendo to MYOB.

4. A Transaction is only set as Valid if the External UID returned from MYOB is not blank. This sometimes happens when there are connection issues during posting. Reposting of the batch should resolve it.

2017-03-29 – Version **2.55**

1. Finance charges entered in AccountRight will **<u>not</u>** be included in External Payments created in Ostendo. This is because AccountRight creates a separate invoice and applies the Finance charge to it. As this invoice does not exist in Ostendo, we will just reduce the Payment Amount by the Finance Charge amount when creating the External Payment in Ostendo. This will ensure the payment is fully applied to the actual sales invoice.

2017-03-08 – Version **2.52**

1. Now handles CREDIT REFUNDS coming back from AccountRight. It will create a negative Payment in Ostendo and apply it to the invoice.

2016-08-11 – Version **2.48**

1. MYOB Categories - now caters for just ONE category per Ostendo database. The Category ID defined in MYOB for that database must also be specified in a UserDefinedConstant in Ostendo called "MYOBCOMPANYCATEGORY". All Journals and Invoices posted from Ostendo will include that Category ID.

2016-08-09 – Version **2.47**

2. For Payment Charge journal, include TaxCode
3. For external payments, verify Customer is the same in Ostendo before creating it.

2016-04-07 – Version **2.42**

1. Post all invoices as TaxInclusive to avoid differences with MYOB rounding.

2015-08-14 - Version **2.31**

1. Improved GetPayments process (payments from AR Live).

2. Caters for AR Style "Post Invoices and Payments as Journals" introduced in Ostendo Update 206 onwards.

2015-08-03 - Version **2.29**

1. Cater for the presence of colon (:) in Customer and Supplier names.
2. Will flag invoice transaction as invalid if Invoice Number exists in ARLive but customer/supplier name is different.

2015-07-31 - Version **2.28**

1. Fixed bug relating to importing of new customers and suppliers.

2015-07-30 - Version **2.26**

1. Exporting Customer/Supplier data from Ostendo to AR Live :
   a. Address fields which are unchanged will be maintained as is.
   b. ABN number will be updated as per format: xx xxx xxx xxx
   c. Card ID number will not be blanked out.

2015-07-22 - Version **2.25**

1. Implemented a work-around for an MYOB API bug relating to Payment Discounts. MYOB API is incorrectly allocating Payment Discounts to Trade Creditors. This issue has been reported to MYOB.

2015-07-06 - Version **2.22**

1. Fixed issue with Payments posting due to faulty company name comparison.

2. Adjusted datetime format to yyyy-mm-ddThh:mm:ss when doing GETs from MYOB as per advice from MYOB support.

2015-06-30 - Version **2.21**

1. Check for Deleted Payments in MYOB done once a day only.

2. Checking for existence of Sales InvoiceNo – If not found, pad InvoiceNo with leading zeros and check again.

3. Check for existence of Purchase InvoiceNo (exact match only; do not pad with leading zeros).

4. If InvoiceNo. exists, then check if the associated company name is also the same. If the company name matches, then set transaction to Valid (already posted). Otherwise assume it is not the same invoice, so proceed to post the Invoice.

5. If posting to MYOB is unsuccessful, then try a re-post to see if it goes through. This is an attempt to work around the problem of Response Code 409 errors which happens occasionally for no apparent reason. (Subsequent re-posting of such transactions without any changes have been successful.)

2015-06-17 - Version **2.19**

1. Added code to capture Request Headers and Response Headers that are required for reporting issues to MYOB Support. No functional changes.

2015-06-15 - Version **2.18**

1. ImportGLCodes process updated to cater for larger sets of account codes.

2015-06-03 - Version **2.17**

1. Further improvements on batched processing speeds.

2015-05-27 - Version **2.16**

1. Removed case sensitivity when checking Customer/Supplier names

2015-05-27 - Version **2.15**

1. Fixed issue with checking of Deleted Payments in AR Live.

2015-05-19 - Version **2.14**

1. This is a major revamp to cater for large AccountRight Live files with significant speed improvements.

   This version now can now work around some of the MYOB API limitations to improve speeds and handle larger records/transactions volumes better.

2. Please avoid using apostrophe/single quote (') in customer/supplier names. Apostrophes/single quotes in names will be automatically converted to the Grave accent character (`).

3. The backslash character (\) is an escape character in MYOB API. Please avoid using this character in names, addresses, descriptions or any string fields. The backslash (\) will be automatically replaced by a forward slash (/).

4. Both Importing and Exporting of customers and suppliers will now feature a progress bar, and allow you to select UPDATE or ADDNEWONLY.

<div align="center">**OSTENDO- MYOB ACCOUNTRIGHT LIVE INTEGRATION**</div>

<div align="center">**Ostendo version must be Update 187 or later before implementing the Ostendo-AccountRight Live link.**</div>

Ostendo users now have the option to integrate with their MYOB AccountRight Live Accounting system. This means that financial transactions generated in Ostendo will automatically be posted into the MYOB system.

Integration with MYOB AccountRight Live is active when you see "AccountRight Live" displayed at the bottom status bar of the Ostendo main screen:

Points of Integration:

From Ostendo Update 206 onwards, you have the option of **AR Style** to consider:

a. **Standard Invoice and Payment Posting** - (Default style)
b. **Post Invoices and Payments as Journals** – (classic MYOB Link style)

The default style is to post sale invoices as invoices and customer payments as payments into AR live file. This document generally assumes the default style "Standard Invoice and Payment Posting" is used.

There are many MYOB API resources available. However not all resources are part of the Ostendo – MYOB AccountRight Live integration. The affected resources are as follows:

1. **Contact/Supplier** - this is the MYOB resource which holds Supplier information. Any addition or change in Supplier master records in Ostendo will be reflected in MYOB.

> **Note:** **Customers and Suppliers must be designated as Companies in MYOB (not as Individuals).**
>
> **Avoid using apostrophe/single quote (') in Customer/Supplier names. This will be converted to a Grave accent (`) by the AccountingLink scripts.**
>
> **Avoid using backslash (\) in any names, addresses, descriptions, etc. This will be replaced by a forward slash (/).**

2. **Contact/Customer** - this is the MYOB resource which holds Customer information. Any addition or change in Customer master records in Ostendo will be reflected in MYOB.
   (*Not applicable to classic MYOBLink style*)

3. **GeneralLedger/GeneralJournal –** all journals generated in Ostendo except Invoice Payment and Invoice Deposit, are posted to this resource in MYOB. From version 2.13 onwards, Journal Numbers posted to AccountRight Live will be prefixed with an "O" (e.g. O12345).

   (*For classic MYOBLink style, Invoice Payments and Invoice Deposits are also posted as journals.*)

4. **Sale/Invoice/Service** – this resource caters to both Sales Invoices and CreditNotes created in Ostendo. Sales Invoice and Credit Note transactions are posted to MYOB as "Already Printed or Sent".
(***Not applicable to classic MYOBLink style***)

5. **Purchase/Bill/Service** – this resource caters to both Purchase(Supplier) Invoices and CreditNotes created in Ostendo. Purchase Invoice and Credit Note transactions are posted to MYOB as "Already Printed or Sent".

6. **Sale/CustomerPayment** – Invoice Payment and Invoice Deposit journals generated in Ostendo are posted to this resource in MYOB. Only the Debit side of the journal is posted.

   Note: Payment Discounts are posted to MYOB as Credit Notes and applied to the associated Invoices via **Sale/CreditSettlement**.

   (***Not applicable to classic MYOBLink style***)

7. **Customer Payments entered directly into MYOB** will be pulled back into Ostendo and Customer Payment records will be created for the matching invoices. However no financial transactions will be created in Ostendo for such records – to avoid reposting back into MYOB. Such payment records in Ostendo will be marked as "External Payments".

   (Same goes for Credit Refunds. In Ostendo, a negative Payment will be created and applied to the invoice.)

   (***For classic MYOBLink style, customer payments including POS payments will be posted as journals***.)

8. Once a day (when the first batch of transactions are posted), the AccountingLink process also checks to see if there are any **Payments deleted from MYOB** over the last 45 days. Any such deletions will also trigger the deletion of the matching Payment transaction from Ostendo's CustomerPaymentTrans table.

   Note: When a Customer Payment header record is created in Ostendo – this generates a **Customer Payment Journal** which is then posted to MYOB. When a payment is applied to an invoice in Ostendo – this generates an **Invoice Payment journal** which will be posted to MYOB.

   To ensure that Customer Payments are kept in sync between Ostendo and MYOB, Applied payment transactions (i.e. Invoice Payment journals) can only be deleted in MYOB. The Accounting Link process will detect such deletions in MYOB and delete the associated Applied Payment transaction in Ostendo.

   Checking for deleted payments is done ***only once a day*** (during the first batch posting).

   Note: By default, the AccountingLink process will only check for deletion of Payments which are up to 45 days old. If you need the system to check for deletion of Payments which are older than (or less than) 45 days, then you need to create a USERDEFINEDCONSTANT called "MYOBDELETIONHORIZON". The type is "Integer" and the value is the number of days you wish to set.

To delete an Invoice payment journal in MYOB, just go to the Sales Invoice, click on history button, select the payment and delete it.

Only un-applied Customer Payment header records can be deleted in Ostendo. When this is done, a reversing Customer Payment journal is generated and posted to MYOB.

(*Not applicable to classic MYOBLink style*)

9. Please note that for Payment Style – "**Match Credits to Invoices**", there are no additional financial transactions generated. This means that any such matching in Ostendo will need to be manually done in the linked Accounting System as well.

10. MYOB **Job Numbers** (if used) will be imported into Ostendo when the **Import GL Codes** function in GeneralLedgerSettings screen is executed. The Job Numbers and Name will be stored in the FINANCIALCATEGORIES table in Ostendo.

    FinancialCategories (i.e. MYOB Job Numbers) can be assigned to the appropriate Ostendo Cost Centres in **General – Cost Centres** screen.

    When transactions are posted to MYOB, if it involves any cost centre with an associated MYOB Job Number, the job number will be automatically included with the transaction.

All financial transactions generated in Ostendo will be summarised into the following tables:

a. JOURNALHEADER – updates GeneralJournal or CustomerPayment in MYOB
b. JOURNALLINES – updates GeneralJournal or CustomerPayment in MYOB
c. JOURNALINVHEADER – updates Sale/Invoice/Service or Purchase/Bill/Service in MYOB
d. JOURNALINVLINES – updates Sale/Invoice/Service or Purchase/Bill/Service in MYOB

Changes to Customer Master and Supplier Master record will create transactions in FINANCIALCUSTOMERS and FINANCIALSUPPLIERS tables respectively. These transactions will then be used to update MYOB Contact/Customer and Contact/Supplier resources.

(*For classic MYOBLink style, only Supplier Master records are synchronized between AR Live and Ostendo*.)

You can see a more detailed mapping of fields between Ostendo tables and MYOB AccountRight Live resources in **Appendix A.**

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Note: If you select "*No External Payments Returned*" in System Settings – Accounting Link, then payments (and deleted payments) entered in ARLive will *not* be brought back into Ostendo.
To facilitate the deletion of payments in Ostendo under such circumstances, you can download a Command Script from here:

http://ostendo.info/downloads/ostendo/CmdScript-ForceDeletePmt-MYOB.zip

</div>

The Automated Posting Process:

As transaction records are being added to the tables listed above, Ostendo will flag them as "Ready to Send".

Ostendo will post transactions to MYOB AccountRight Live based on the frequency set in System Settings. The frequency of posting can be set to in terms of minutes or hours. For most customers, once every hour or two hours should be frequent enough.

All transactions which are "Ready to Send" will be assigned a batch number and posted as one batch in the following order:

- FINANCIALSUPPLIERS transactions to MYOB Contact/Supplier,
- FINANCIALCUSTOMERS transactions to MYOB Contact/Customer,
- JOURNALHEADER and LINES transactions (except Invoice Payments and Invoice Deposits) to MYOB GeneralLedger/GeneralJournal
- JOURNALINVHEADER and LINES transactions to MYOB Sale/Invoice/Service or Purchase/Bill/Service
- JOURNALHEADER and LINES for Invoice Payments and Invoice Deposits to MYOB Sale/CustomerPayment.

This process runs automatically in the background when there is at least one user logged in.

This process can be stopped if the "No External GL Posting" flag is ticked for ALL users of the system. This flag is found in SYSTEM CONFIGURATION → User Security & Options → User Options tab.

User intervention is only required if there are failed batches occurring – which is indicated in the top status bar of the Ostendo main screen:
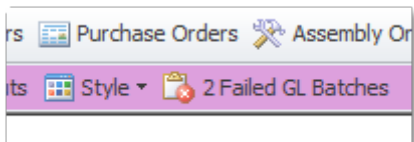
If you click on the failed batches in the status bar, you will get the following:
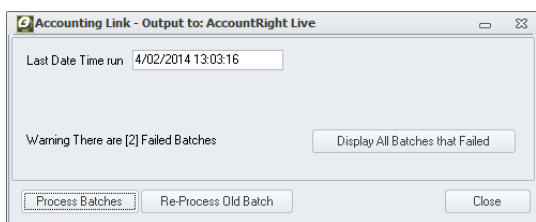
Click on "Display All batches that Failed" button and you will see a list of failed batches.
Click on the Detail tab, and you will see the invalid transactions:

Reviewing and correcting Failed Batches:

The following GENERAL Inquiries are available to review the batches and transactions:

- Inquiry – Ledger Journals
- Inquiry – Ledger Sales Invoices
- Inquiry – Ledger Purchase Invoices

Example of Ledger Journal inquiry – detail screen:

You could also create your own inquiries/database queries to review the transactions in these tables.

Common causes of failed batches include:

- Incorrect tax codes used (Tax code mapping not done correctly).
- Missing Account Codes (Cost Centre – Ledger Codes mapping incorrect or incomplete).

Once the errors are fixed, the batches can be re-posted by clicking on the Repost Batch and Process Batches buttons.

Changing from MYOB Link to MYOB AccountRight Live:

If you are changing from the batch MYOB Link, you should take note of the following:

a. Before upgrading the MYOB datafile, run the MYOB link and ensure there are no faulty batches left in Ostendo.

b. Once the new AccountRight Live link is set up, you will not be using any of the old acclink files. They can be archived. The old MYOB link application can be removed.

c. Set the Cutover Date in GENERALSETTINGS table correctly. The new cutover date should ensure that no earlier transactions are duplicated.

d. With the ODBC link, invoices created in Ostendo were not posted across to MYOB (only journals). So if there are unpaid /outstanding invoices in Ostendo before the cutover, these invoices must be manually entered in AccountRight Live in order for payments to be received for such invoices after the cutover.

e. In the new AccountRight Live link you will see the sales in the AccountRight Live sales register and receive payments through AccountRight Live which are reflected in Ostendo.
(***Not applicable to classic MYOBLink style***)

f. Please bear in mind that in AccountRight Live, Invoice Numbers cannot exceed 8 characters.

g. For sites that use POS, debtors can still be run in AccountRight Live as all POS sales will appear in the AccountRight Live sales register.
(***Not applicable to classic MYOBLink style***)

h. For account sales made via POS, payments can be receipted via AccountRight Live.
(***Not applicable to classic MYOBLink style***)

i. Customers and Suppliers should be synchronized with the AccountRight Live file (using the Import/Export buttons in GENERALLEDGERSETTINGS screen).
(***For classic MYOBLink style, only Suppliers need to be synchronized***.)

Integration Setup:

Integrating Ostendo with MYOB AccountRight Live involves the following:

- SYSTEM CONFIGURATION - SYSTEM SETTINGS, USER OPTIONS
- FINANCIAL CONFIGURATION – GENERALLEDGERSETTINGS,TAXCODES
- GENERAL – COSTCENTER – LEDGERCODE mapping

The following sections describe the setup in further detail.

OSTENDO: MYOB ACCOUNTRIGHT LIVE ACCOUNTING LINK SETUP

Note: If upgrading from MYOB Premier (Classic), all financial transactions must be posted into your earlier MYOB data file before you upgrade and before completing **SYSTEM SETTINGS** setup.

Bring Batch Report back into Ostendo so that all transactions are marked as valid.

There must be NO failed batches outstanding. Deal with them first.

With MYOB Premier, invoices were not posted from Ostendo, only journals. With AccountRight Live, invoices are now posted across. So any unpaid/outstanding invoices generated in Ostendo need to be manually created in AccountRight Live in order that payments can be received. (***unless you choose AR Style: "Post Invoices and Payments as Journals"***)

1. SYSTEM CONFIGURATION – **SYSTEM SETTINGS**

   a. **Company Country**:
      Go to System Settings → Company Information tab – make sure the Country field is filled in. This will facilitate the export of Customers and Suppliers from Ostendo to AccountRight.

   b. Go to AccountingLink tab:
   - Set AccountingLink Style = **AccountRight Live Cloud** or **Accounting Live Desktop**
   - Accept defaults for the following or modify if required:
     - Posting Frequency (minimum 5 minutes)
     - Set Cutover Date (only financial transactions from this date on will be processed)
     - Posting TimeOut Minutes (120 minutes)
     - Posting Retries (Max) (1 or 2)
     - AR Style
     - Invoice Number Prefix
     - Post all Foreign currencies transactions as Local currency Ledger transactions (v3.03 onwards)
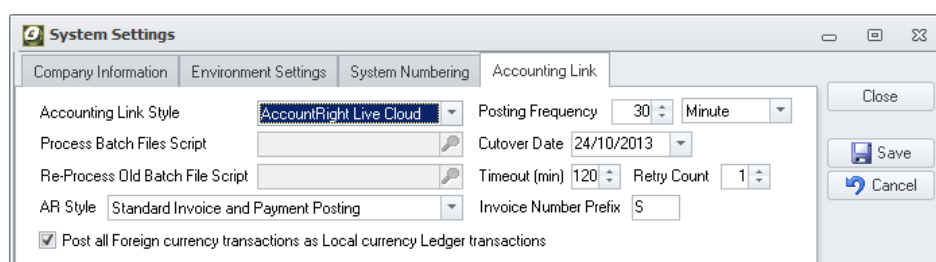
The default AR Style is "Standard Invoice and Payment Posting". This means sale invoices and payments created in Ostendo will also be created in AccountRight Live.
If you wish to just post sale invoices and payments as journals (like the classic MYOBLink), then select AR Style: "Post Invoices and Payments as Journals".

The default Invoice Number prefix is "S". This prefix will be added to all invoices so as to indicate that the invoice originated from Ostendo. You can change the prefix or delete it if you do not wish to use.

"Post all Foreign currency transactions as Local currency Ledger transactions " is ticked by default.

From **version 3.03** of the accountinglink onwards, the setting "**Post all Foreign currency transactions as Local currency Ledger transaction**" can now be turned **on** or **off** thereby providing the following possible configuration selections

Possible Configurations:

1. If the "Post all Foreign currency transactions as Local currency ledger transaction" setting is **switched on**, and AR Style is set to "Post Invoices and Payments as Journals", then both Foreign Currency Purchase Invoices, Sales and Payment Journals will be converted to Local Currency

OR

2. If the "Post all Foreign currency transactions as Local currency ledger transaction" setting is **switched on**, and AR Style is set to "Standard Invoice and Payment Posting", then Foreign Currency Purchase Invoices will be converted into Local Currency. Sales and Payments will be passed to MYOB AR ledger converted to Local Currency.

OR

3. If the "Post all Foreign currency transactions as Local currency ledger transaction" setting is *switched off* and AR Style is set to "Post Invoices and Payments as Journals", then any Foreign Currency Purchase Invoices will pass to MYOB in their Originating Currency. Sales and Payment Journals will still be converted to Local Currency.

OR

4. If the "Post all Foreign currency transactions as Local currency ledger transaction" setting is *switched off* and AR Style is set to "Standard Invoice and Payment Posting", then any Foreign Currency Purchase Invoices will pass to MYOB in their Originating Currency. Sales and Payments will be passed to MYOB AR ledger in their Originating Currency.

Prior to version 3.03, only configurations 1 and 2 were possible.

2. SYSTEM CONFIGURATION – **USER OPTIONS SETTINGS**

At least one Ostendo User must have their "No External GL Posting" box **unticked**.
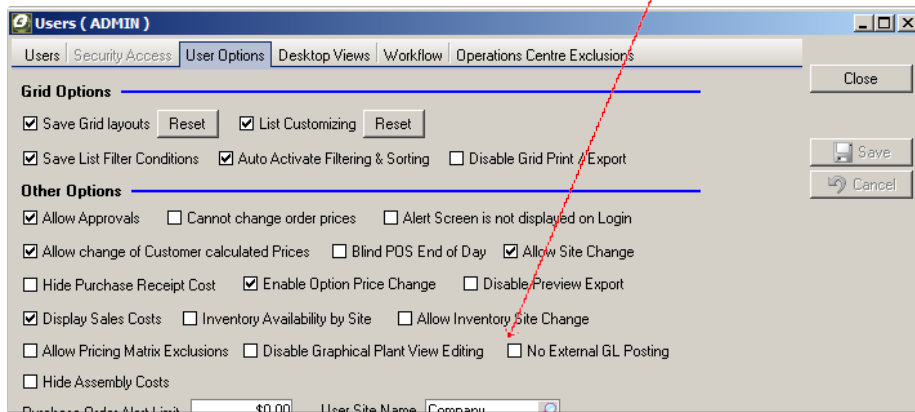
Posting of transactions to MYOB AccountRight Live is initiated when one or more Ostendo users (having "No External GL Posting" unticked) are logged in.

3. FINANCIAL CONFIGURATION – **GENERALLEDGERSETTINGS**

If you have not done so, add a GENERALLEDGERSETTINGS record and select the appropriate Accounting Link style (AccountRight Live Desktop or AccountRight Live Cloud).
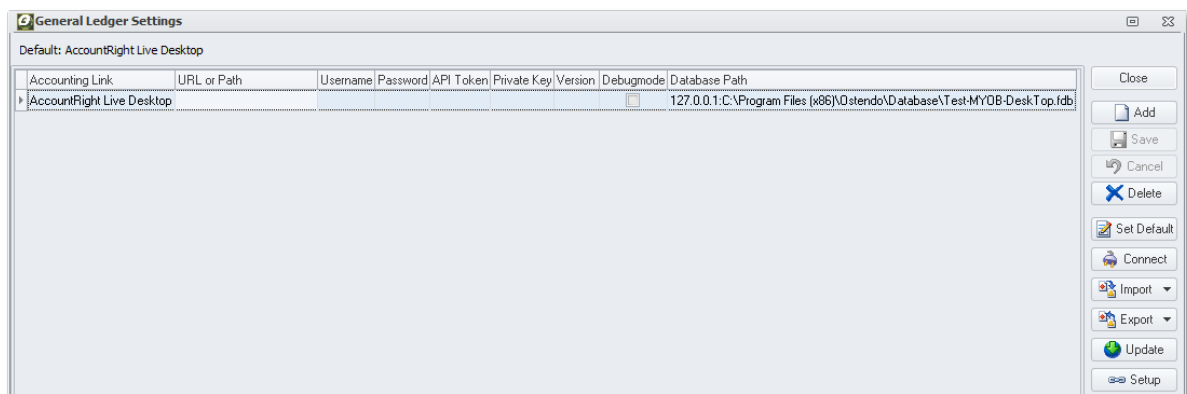
Click on the Update button to load all the required AccountingLink scripts.

To integrate Ostendo with MYOB AccountRight Live, the process depends on whether your AccountRight Live file is on your own desktop/server or in the cloud.

A. AccountRight Live Desktop

Before you proceed with the Setup process, ensure you have the following information:

j. The name of the AccountRight Live file.

k. The AccountRight Live file should already have a username and password for Ostendo to access it. If not, open AccountRight Live and go to Setup→User Access. Example:
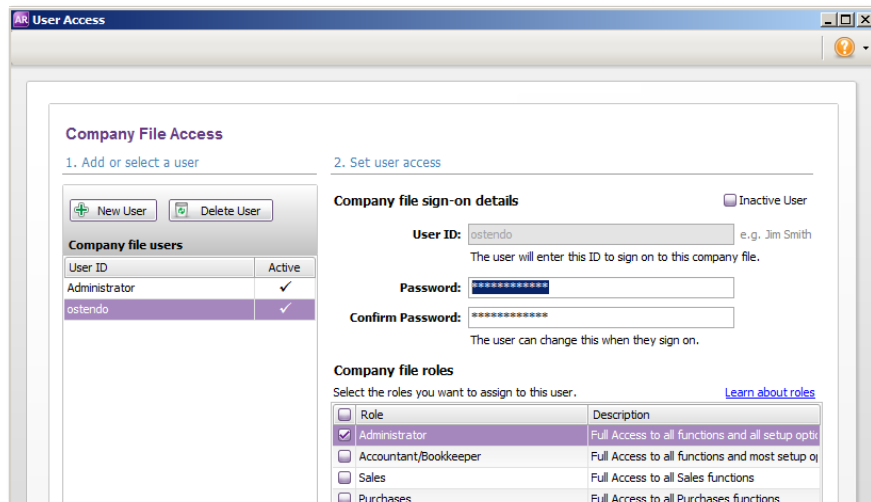

Ostendo user should have enough rights to access all the required resources.

> ***Make sure MYOB API is already installed.***

l. Click on Setup button to begin the setup process.
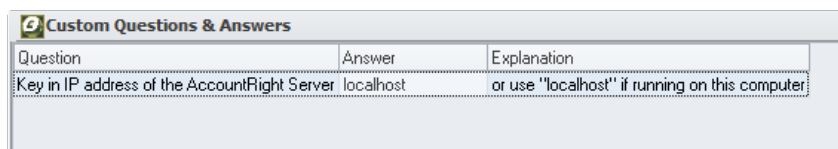
Answer the prompts for IP address, file selection. For **StandAlone** system, you can use the default "localhost". For **Client-Server or Peer-to-Peer networks**, enter the **IP address** of the machine that is hosting the AccountRight file.
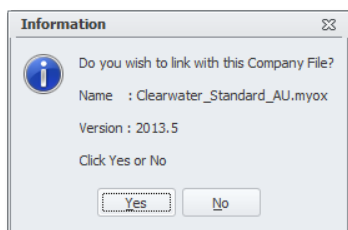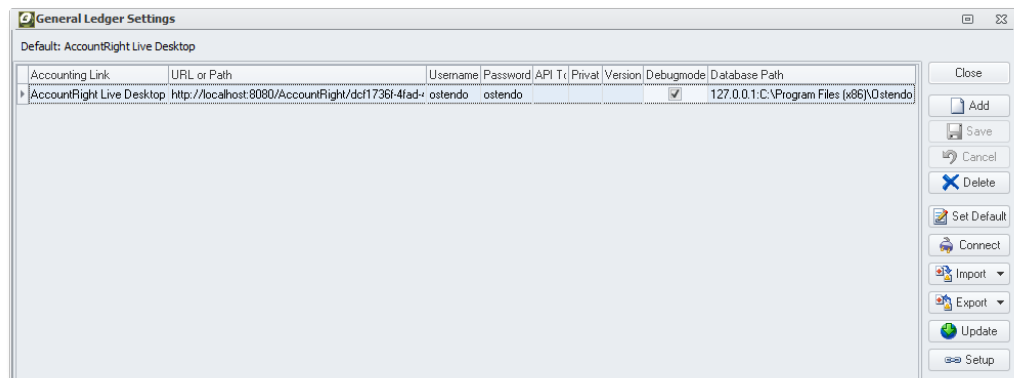

Keep clicking 'No' until the correct file name appears.
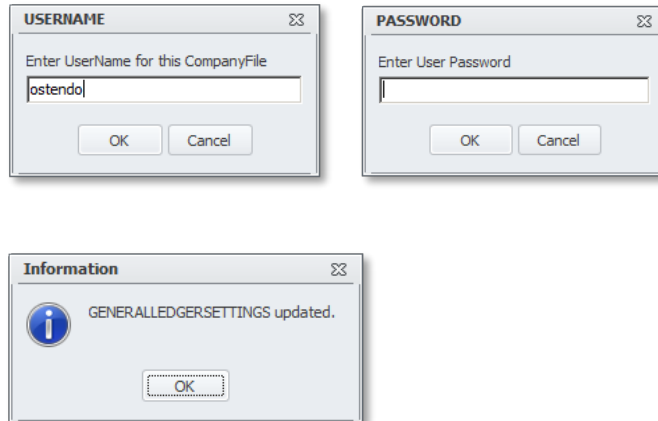
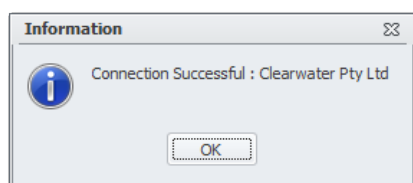Key in the username and password

Click OK to finish setup.

Close the GeneralLedgerSettings screen and open it again to see the updated information:

Note: It is advisable to set DebugMode on until the integration is running well.

m. To check that the setup is OK, click on the Connect button. If setup is done well then you
should see something like this:

n. Go to Financial Configuration – Taxcodes and map the MYOB tax codes to the Ostendo
taxcodes. (Note: ***This step must be completed before the link can work!.***)

o. Click on Import button to import:
    i. Ledger Codes (and Job Numbers if these are set up in MYOB General Ledger)
    ii. Customers from AccountRight Live (if required)
    iii.   Suppliers from AccountRight Live (if required)

p. Click on Export button to export:
    i. Customers from Ostendo to AccountRight Live (if required)
    ii. Suppliers from Ostendo to AccountRight Live (if required)

Note: The same set of Customers and Suppliers must be set up on both sides.

B. AccountRight Live in the Cloud

Before you proceed with the Setup process, ensure you have the following information:

a. The name of the AccountRight Live file.

b. The AccountRight Live file should already have a username and password for Ostendo to access it. If not, open AccountRight Live and go to Setup→User Access. Example:

This box should be unticked.

Ostendo user should have enough rights to access all the required resources.

> *Make sure MYOB API is already installed.*

Note: From **AccountRight 2022.8** onwards, MYOB has made some changes that affected our accountinglink Setup process. Please ensure you are on **Ostendo Update 242 Build 209** or later.
Also your system needs to have **Microsoft Edge** browser installed in order for the setup to work successfully.

c. The MYOB file owner's credentials to log in to the my.MYOB.com account to authorize Ostendo to access the AccountRight Live file in the cloud.

Click on Setup button to begin the setup process.
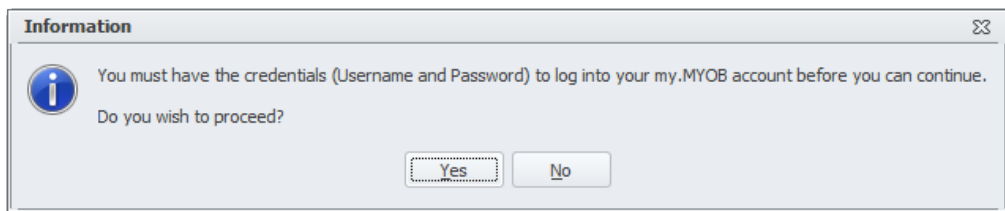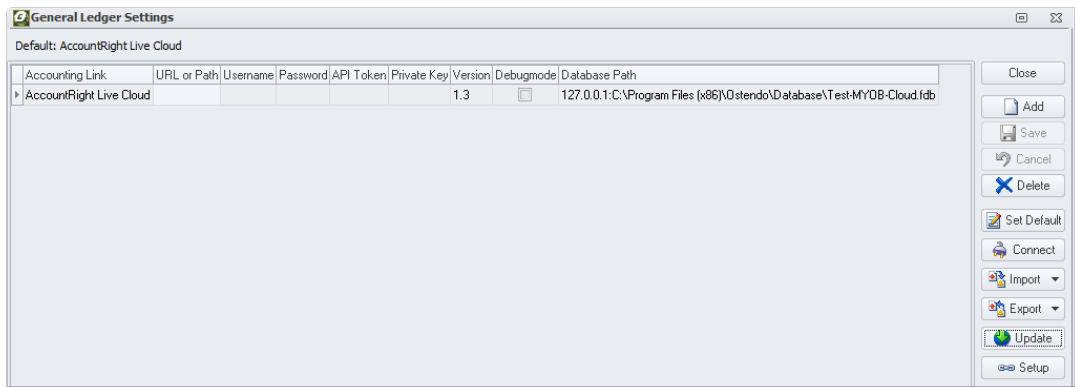
The MYOB file owner must sign in to authorize Ostendo to access the AccountRight file.
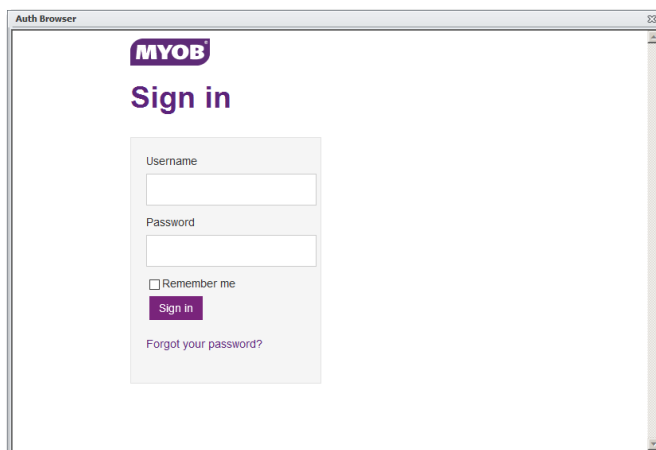
Answer "Yes" only to the file you wish to connect to.
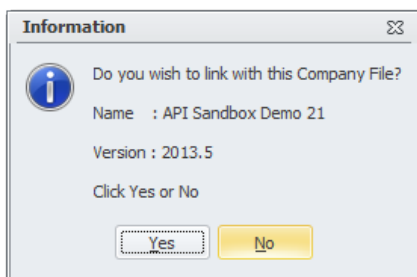
Keep clicking 'No' until the correct file name appears.

Key in the username and password

USERNAME

Enter UserName for this CompanyFile

ostendo

OK Cancel

PASSWORD

Enter User Password

OK Cancel

Information

GENERALLEDGERSETTINGS updated.

OK

Click OK to finish setup.

Close the GeneralLedgerSettings screen and open it again to see the updated information:
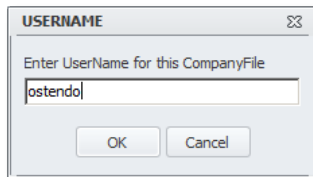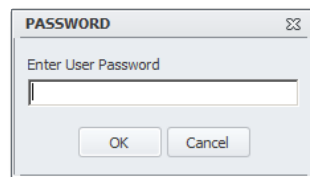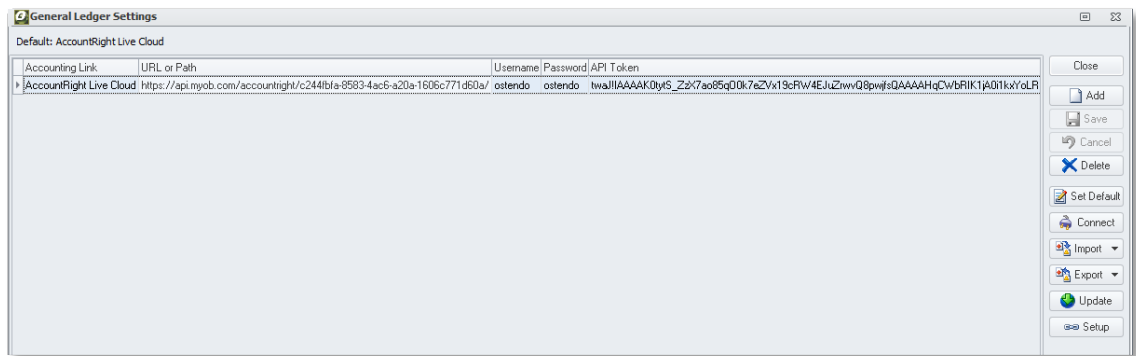

Note: It is advisable to set DebugMode on until the integration is running well.

d. To check that the setup is OK, click on the Connect button. If setup is done well then you should see something like this:
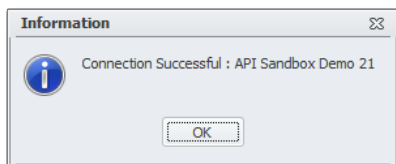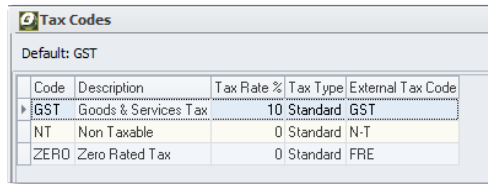
e. Go to Financial Configuration – Taxcodes and map the MYOB tax codes to the Ostendo taxcodes. (Note: ***This step must be completed before the link can work!.***)

f. Click on Import button to import:
    iii.   Ledger Codes (and Job Numbers if these are set up in MYOB General Ledger)
    i.   Customers from AccountRight Live (if required)
    ii.   Suppliers from AccountRight Live (if required)

g. Click on Export button to export:
    i.   Customers from Ostendo to AccountRight Live (if required)
    ii.   Suppliers from Ostendo to AccountRight Live (if required)

4. FINANCIAL CONFIGURATION – **TAX CODES**

- Enter the appropriate MYOB Tax Codes into the External Tax Code column
  (*Note: This step MUST be done before the accounting link can run successfully!*)

Example:

5. GENERAL – **COST CENTRES**

- Map Cost Centres to the appropriate AccountRight Live Ledger Codes

Example:

- **Purchase Invoice Freight & Additional Charges**
  o Ensure you have "**Default Freight**" and "**Default Other**" descriptors set in the **Purchase Rules** to handle Freight and Additional Charges entered on the Purchase Invoice screen. These descriptors can be mapped accordingly to post such charges to the relevant GL Accounts.

> **Note**: Make sure all Cost Centres are mapped to the appropriate AccountRight Live Ledger Code (and Job Numbers – if they exist).
>
> Job Numbers and Names (if any) are displayed in the **Financial Category** column in the Cost Centres screen.
>
> From version **2.48** onwards, one MYOB Category can be assigned to an Ostendo database. This is useful in environments where a group of companies have multiple sites and each site has its own Ostendo database. Assigning a different Category ID to each site in MYOB gives the ability to analyse or group financial data by site.
>
> To set this up, you need to first define the Category IDs in MYOB Categories List. Then for each Ostendo database you add a UserDefinedConstant called "MYOBCOMPANYCATEGORY" and assign the appropriate Category ID as its value.
>
> All journals and invoices posted to AR Live will carry the assigned Category ID for that database.

List of Applicable UserDefinedConstants (UDC):

UserDefinedConstants are used to condition certain aspects of the Ostendo-Accountright link. These are optional and should only be defined where necessary.

a.   ConstantName: **ACCTSWVERSION**   (Type: Text)

This UDC is used to store the AccountRight Version and Level. This is automatically created and updated by the accountinglink script.

b.   ConstantName: **MYOBDELETIONHORIZON**   (Type: Integer)

The default deletion horizon is 45 days. This means the script will check payments up to 45 days old to see if any are deleted in MYOB and update Ostendo accordingly.

Adding this UDC and specifying a value other than 45 will modify the deletion horizon used.

c.   ConstantName: **MYOBDELETIONLIMIT**   (Type: Integer)

To prevent accidental mass deletion of payments from Ostendo, the script has a default limit of 10 – i.e. a maximum of 10 payments can be deleted in any batch. This could be a possible reason why at times, payments deleted in MYOB are not reflected in Ostendo.

This UDC allows you to change the limit if so required.

d.   ConstantName: **MYOBCOMPANYCATEGORY**   (Type: Text)

One MYOB Category ID can be assigned to each Ostendo database. This is useful in environments where a group of companies have multiple sites and each site has its own Ostendo database. Assigning a different Category ID to each site in MYOB gives the ability to analyse or group financial data by site.

To set this up, you need to first define the Category IDs in MYOB Categories List.
Then for each Ostendo database you add a UserDefinedConstant called "MYOBCOMPANYCATEGORY" and assign the appropriate Category ID as its value.

All journals and invoices posted to AR Live will carry the assigned Category ID for that database.

e.   ConstantName: **UPDATE_MYOB_SUPPLIER_PAYMENTDETAILS**   (Type: Yes/No)

Use this UDC (Ticked = Yes) to indicate whether you wish to update Supplier's payment details (Bank AccountName and Number) when Supplier records are updated. The default is No.

f.   ConstantName: **MYOB_PRELOAD_DATA**   **(**Type: Yes/No)

Preloading data (Customer, supplier, journals, invoices, payments) into memory, in theory, should improve performance especially for large MYOB files. However, in recent times, it has been observed that MYOB API does not handle large files very well – resulting in lots of Response Code 500 errors. So preloading data has become counter-productive.

So the default now is NOT to preload data when posting a batch of transactions.

Use this UDC (Ticked = Yes) to initiate preloading of data only if it does not result in lots of Response Code 500 errors.

g.   ConstantName: **MYOBTIMEOUT_REPOST**   **(**Type: Yes/No)

There have been various reports of duplicate transactions in MYOB, and the source of such occurrences seems to be gateway timeouts (Response Codes 500, 504).

With the recent reports of frequent occurrence of gateway timeouts, the script will now **NOT** attempt to repost transactions. This default option is to prevent high instances of duplicate transactions posted to MYOB .

This may result in more failed transactions which can be reposted again later. This may be a better option than having duplicate transactions in MYOB.

However, if duplicate transactions have never been an issue, but timeout errors have resulted in too many failed batches, then setting this flag "MYOBTIMEOUT_REPOST" to YES may help reduce the number of failed batches.

h.   ConstantName: **MYOB EXTERNAL PAYMENT METHOD**   **(**Type: Text)

When External Payments are created in Ostendo, the default Payment Method used is as specified in the CustomerMaster record (or in the Sales Rules). This constant allows you to override the above and specify the desired Payment Method to be used whenever an External Payment is created.
The Payment Method specified with this constant must be already defined in the Payment Methods screen.

Appendix A: Ostendo-MYOB AccountRight Live Data Mapping

1. Suppliers

OSTENDO		MYOB AccountRight Live	
Table	**FieldName**	**Fieldname**	**Resource**
FINANCIALSUPPLIERS	Supplier	CompanyName	Contact/Supplier
		IsIndividual (= false)	Contact/Supplier
		IsActive (= true)	Contact/Supplier
		Addresses : Location (=1)	Contact/Supplier
FINANCIALSUPPLIERS	SupplierAddress1,2,3	Street	Contact/Supplier
FINANCIALSUPPLIERS	SupplierCity	City	Contact/Supplier
FINANCIALSUPPLIERS	SupplierState	State	Contact/Supplier
FINANCIALSUPPLIERS	SupplierPostalCode	PostCode	Contact/Supplier
FINANCIALSUPPLIERS	SupplierCountry	Country	Contact/Supplier
FINANCIALSUPPLIERS	SupplierPhone	Phone1	Contact/Supplier
FINANCIALSUPPLIERS	SupplierMobile	Phone2	Contact/Supplier
FINANCIALSUPPLIERS	SupplierFax	Fax	Contact/Supplier
FINANCIALSUPPLIERS	SupplierEmail	Email	Contact/Supplier
FINANCIALSUPPLIERS	SupplierWeb	WebSite	Contact/Supplier
FINANCIALSUPPLIERS	PrimaryContact	ContactName	Contact/Supplier
		Addresses : Location (=2)	Contact/Supplier
FINANCIALSUPPLIERS	PhysicalAddress1,2,3	Street	Contact/Supplier
FINANCIALSUPPLIERS	PhysicalCity	City	Contact/Supplier
FINANCIALSUPPLIERS	PhysicalState	State	Contact/Supplier
FINANCIALSUPPLIERS	PhysicalPostalCode	PostCode	Contact/Supplier
FINANCIALSUPPLIERS	PhysicalCountry	Country	Contact/Supplier
		BuyingDetails :	Contact/Supplier
SUPPLIERMASTER	CompanyOfficialNumber	ABN	Contact/Supplier
		TaxCode : UID	Contact/Supplier
		FreighttaxCode : UID	Contact/Supplier

2. Customers

OSTENDO		MYOB AccountRight Live	
Table	**FieldName**	**Fieldname**	**Resource**
FINANCIALCUSTOMERS	Customer	CompanyName	Contact/Customer
		IsIndividual (= false)	Contact/Customer
		IsActive (= true)	Contact/Customer
		Addresses : Location (=1)	Contact/Customer
FINANCIALCUSTOMERS	CustomerAddress1,2,3	Street	Contact/Customer
FINANCIALCUSTOMERS	CustomerCity	City	Contact/Customer
FINANCIALCUSTOMERS	CustomerState	State	Contact/Customer
FINANCIALCUSTOMERS	CustomerPostalCode	PostCode	Contact/Customer
FINANCIALCUSTOMERS	CustomerCountry	Country	Contact/Customer
FINANCIALCUSTOMERS	CustomerPhone	Phone1	Contact/Customer
FINANCIALCUSTOMERS	CustomerMobile	Phone2	Contact/Customer
FINANCIALCUSTOMERS	CustomerFax	Fax	Contact/Customer
FINANCIALCUSTOMERS	CustomerEmail	Email	Contact/Customer
FINANCIALCUSTOMERS	CustomerWeb	WebSite	Contact/Customer
FINANCIALCUSTOMERS	PrimaryContact	ContactName	Contact/Customer
		Addresses : Location (=2)	Contact/Customer
FINANCIALCUSTOMERS	DeliveryAddress1,2,3	Street	Contact/Customer
FINANCIALCUSTOMERS	DeliveryCity	City	Contact/Customer
FINANCIALCUSTOMERS	DeliveryState	State	Contact/Customer
FINANCIALCUSTOMERS	DeliveryPostalCode	PostCode	Contact/Customer
FINANCIALCUSTOMERS	DeliveryCountry	Country	Contact/Customer
		SellingDetails:	Contact/Customer
CUSTOMERMASTER	CompanyOfficialNumber	ABN	Contact/Customer
		TaxCode : UID	Contact/Customer
		FreightTaxCode : UID	Contact/Customer

3. JOURNALS (except Invoice Payments and Invoice Deposits)

OSTENDO		MYOB AccountRight Live	
Table	**FieldName**	**Fieldname**	**Resource**
JOURNALHEADER	JournalNumber	DisplayID	GeneralLedger/GeneralJournal
JOURNALHEADER	JournalDate	DateOccurred	GeneralLedger/GeneralJournal
		IsTaxInclusive (= false)	GeneralLedger/GeneralJournal
JOURNALHEADER	JournalDescription	Memo	GeneralLedger/GeneralJournal
		Lines:	GeneralLedger/GeneralJournal
		Account : UID	GeneralLedger/GeneralJournal
JOURNALLINES	LedgerCode	Account : DisplayID	GeneralLedger/GeneralJournal
		TaxCode : UID	GeneralLedger/GeneralJournal
		TaxCode : Code	GeneralLedger/GeneralJournal
JOURNALLINES	LineDescription	Memo	GeneralLedger/GeneralJournal
JOURNALLINES	DebitValue	Amount	GeneralLedger/GeneralJournal
		IsCredit (= false)	GeneralLedger/GeneralJournal
JOURNALLINES	DebitTaxValue	TaxAmount	GeneralLedger/GeneralJournal
JOURNALLINES	LineDescription	Memo	GeneralLedger/GeneralJournal
JOURNALLINES	CreditValue	Amount	GeneralLedger/GeneralJournal
		IsCredit (=true)	GeneralLedger/GeneralJournal
JOURNALLINES	CreditTaxValue	TaxAmount	GeneralLedger/GeneralJournal
FINANCIALCATEGORIES	ExternalID	JobUID	GeneralLedger/GeneralJournal

4. Journals - Invoice Payment and Invoice Deposit

OSTENDO		MYOB AccountRight Live	
Table	**FieldName**	**Fieldname**	**Resource**
		DepositTo : Account	Sale/CustomerPayment
		Account : UID	Sale/CustomerPayment
		Customer : UID	Sale/CustomerPayment
JOURNALHEADER	JournalID	ReceiptNumber	Sale/CustomerPayment
JOURNALLINES	DebitValue	AmountReceived	Sale/CustomerPayment
JOURNALHEADER	JournalDate	Date	Sale/CustomerPayment
JOURNALHEADER	JournalDescription	Memo	Sale/CustomerPayment
		Invoices:	Sale/CustomerPayment
JOURNALHEADER	ReferenceNumber	Number	Sale/CustomerPayment
		UID	Sale/CustomerPayment
JOURNALLINES	DebitValue	AmountApplied	Sale/CustomerPayment

5. Invoices & CreditNotes (Sales)

OSTENDO		MYOB AccountRight Live	
Table	**FieldName**	**Fieldname**	**Resource**
JOURNALINVHEADER	InvoiceNumber	Number	Sale/Invoice/Service
JOURNALINVHEADER	InvoiceDate	Date	Sale/Invoice/Service
JOURNALINVHEADER	[JournalNumber] InvoiceReference	JournalMemo	Sale/Invoice/Service
		Customer : UID	Sale/Invoice/Service
		Status (= Open)	Sale/Invoice/Service
		IsTaxInclusive (= true)	Sale/Invoice/Service
		InvoiceDeliveryStatus (= Nothing)	Sale/Invoice/Service
JOURNALINVHEADER	InvoiceTaxTotal	TotalTax	Sale/Invoice/Service
JOURNALINVHEADER	InvoiceTotal	TotalAmount	Sale/Invoice/Service
		Lines :	Sale/Invoice/Service
JOURNALINVLINES	[InvoiceQty : LineCode] LineDescription	Description	Sale/Invoice/Service
JOURNALINVLINES	ExtendedTotal	Total	Sale/Invoice/Service
		Account : UID	Sale/Invoice/Service
		TaxCode : UID	Sale/Invoice/Service
FINANCIALCATEGORIES	ExternalID	JobUID	Sale/Invoice/Service

6. Invoices & CreditNotes (Purchase)

OSTENDO		MYOB AccountRight Live	
Table	**FieldName**	**Fieldname**	**Resource**
JOURNALINVHEADER	InvoiceNumber	Number	Purchase/Bill/Service
JOURNALINVHEADER	InvoiceDate	Date	Purchase/Bill/Service
JOURNALINVHEADER	[JournalNumber] InvoiceReference	JournalMemo	Purchase/Bill/Service
JOURNALINVHEADER	CompanyInvNumber	SupplierInvoiceNumber	Purchase/Bill/Service
		Supplier : UID	Purchase/Bill/Service
		FreightTaxCode : UID	Purchase/Bill/Service
		Status (= Open)	Purchase/Bill/Service
		IsTaxInclusive (= true)	Purchase/Bill/Service
		BillDeliveryStatus (=Nothing)	Purchase/Bill/Service
JOURNALINVHEADER	InvoiceTaxTotal	TotalTax	Purchase/Bill/Service
JOURNALINVHEADER	InvoiceTotal	TotalAmount	Purchase/Bill/Service
		Lines :	Purchase/Bill/Service
JOURNALINVLINES	[InvoiceQty : LineCode] LineDescription	Description	Purchase/Bill/Service
JOURNALINVLINES	ExtendedTotal	Total	Purchase/Bill/Service
		Account : UID	Purchase/Bill/Service
		TaxCode : UID	Purchase/Bill/Service