# **MYOB** Advanced Bank Feeds

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## **Bank Feeds**

The bank feeds function in MYOB Advanced uses MYOB's online services to import transactions from your bank account or credit card statement into a nominated Cash Account.

### **Bank Feeds Process Overview**



#### 3. Importing Transactions



## Setting up Bank Feeds

### **User Authorisation**

Before you can begin the setup process, you must nominate one or more MYOB Advanced users to be able to apply for bank feeds. These users will need:

- A Secure Authentication login, if they do not already have one. If the user can log in to MYOB Advanced using the Sign in with Secure Authentication button on the login screen, then they are already set up. Secure Authentication was introduced in the 2018.1.2 release of MYOB Advanced—once your site is using this version, onscreen messages will appear when users log in, prompting them to sign up for Secure Authentication. Users can follow these prompts to set up a Secure Authentication login for themselves. More information on Secure Authentication is available on the MYOB website.
- Authorisation to apply for bank feeds. To authorise a user to apply for bank feeds, an MYOB Advanced administrator with access to the Users screen (SM201010) selects the user who requires authorisation and clicks the Authorise MYOB Admin toolbar button. This sends an authorisation request on behalf of the user to MYOB Sales Operations. An automated email will be sent to the user when they have been authorised (it can take up to two business days for the authorisation request to be processed).
- Access to bank feeds screens. Any user who will be applying for bank feeds should have access rights to the following screens:
  - o Apply for Bank Feeds (MBCA2010)
  - o Track Bank Feed Applications (MBCA2015)
  - o Manage Bank Feeds (MBCA2020)

## Setup Process

Once a user has been authorised to apply for a new bank feed, they can navigate to the Apply for Bank Feeds screen (MBCA2010) to begin the application process.

The first step is to click the + button, then select the **Financial Institution** that the bank feed will be imported from.

**Note:** The institutions available in the Financial Institution field's search window are restricted based on the company's jurisdiction—only Australian institutions are available in Australia and only New Zealand institutions are available in New Zealand.

There are two types of application: Paper and Online.

- **Online** For financial institutions that offer online bank feed applications, MYOB Advanced generates a passcode, which you copy down and supply when setting up the bank feed at the institution's website.
- **Paper** Where online applications are not available, MYOB Advanced generates a printable Client Application Form (CAF) containing details of the account you want to set up a bank feed for. The CAF must be printed out, signed, uploaded and sent for processing (all of these actions are performed in MYOB Advanced).

Which type of application you create depends on the financial institution that you selected—in most cases, institutions only offer one method, in which case the **Application Type** options will be read-only. In cases where an institution offers both methods, the options are editable, and you can select the method you prefer.

#### Paper Applications

When the **Paper** option is selected under **Application Type**, extra fields become available on the Apply for Bank Feeds screen. These fields let the user enter the information required by the institution—usually an account name and number, and possibly other details like a BSB number in Australia. Fill in these fields, then save the application.

**Note:** The Account Name is **the name that appears on statements for the account**, not the name of the account holder or the type of account (Cheque, Savings, etc.) Account numbers and BSBs must contain numbers only—no dashes or slashes.

You can also nominate the Cash Account that the bank feed will import transactions into, but this is not necessary at this point. Only one bank feed can exist for each Cash Account.

Main 👻 Apply for Bank	Feed ★					
🗄 🗠 + 🕯	I< < >	> Actions *	View Active Applications	View Failed Applicati	ions Refresh	
Ref. Number: B	F000084	۶ Cash A	.ccount:	Q	* Status:	Open
ACCOUNT INFORMA	ATION		APPLICATION ST	TEPS		
Financial Institution:	1-VDJ3A3 - Alliance One	e Credit Union 👂	1. Complete th	e form and submit.		
Application Type	Inline		2. Download a	nd print the Application	form.	
			3. Sign the forr	n and scan as a PDF.		
Account Name:	RapidByte		4. Unload the s	signed form		
Account Number:	123456789		4 opload the s	igned form.		
			5. Activate the	bank feed.		

Once the application has been saved, select **Submit** from the Actions dropdown to register the application with MYOB's online services. If the submission is successful, you can then select the **Download** action to receive a Client Application Form (CAF) in PDF format.

**Note:** Depending on data traffic, the CAF can sometimes take up to five minutes to download. You may need to try clicking **Download** again later—see "Troubleshooting" on page 14.

The CAF must be printed out and signed by an approved signatory of the specified account; the signed form must then be scanned and uploaded. Upload the form by selecting the **Upload** action—this opens a popup window where you can select the file to upload:

mv	simplify success
	Upload your bankfeed application here.
(j) Ple	ease enter your email address and then upload your signed and completed Bankfeed Authority Form(s).
Email address	•
Browse for file	<u>es</u> to upload: *
Drag and drop	files and they will be uploaded automatically.
	Drop files here
	Upload

**Note:** The email address entered here will be used if MYOB needs to contact the user directly regarding the application.

Once the signed form has been uploaded, click **Submit Application** on this window to send it for processing.

**Note:** It's possible to upload and submit new versions of the CAF at a later time—this might be necessary if there was a mistake that needed to be corrected (see page 15).

#### Online Applications

When the **Online** option is selected under **Application Type**, no other details are needed. You can nominate the Cash Account that the bank feed will import transactions into, but this is not necessary at this point. (Only one bank feed can exist for each Cash Account.)

Ref. Number:       BF000085       P       Cash Account:       P       * Status:         ACCOUNT INFORMATION       APPLICATION STEPS       APPLICATION STEPS       In Complete the form and submit.         Financial Institution:       1. Complete the form and submit.       2. Copy the Passcode presented.       3. Complete the application online via your Financial Institution.	т т	■ I< < >	>	Actions T View Act	ctive Applications	View Faile	d Applicat	ions Refresh	
ACCOUNT INFORMATION APPLICATION STEPS	lumber:	BF000085	Q	Cash Account:			Q	* Status:	Ор
ACCOUNT INFORMATION APPLICATION STEPS Financial Institution: 1-VARKOE - ANZ Application Type Paper Online Online Online Online Passcode Online Online Online APPLICATION STEPS 1. Complete the form and submit. 2. Copy the Passcode presented. 3. Complete the application online via your Financial Institution.									
Financial Institution:       1-VARKOE - ANZ       1. Complete the form and submit.         Application Type       2. Copy the Passcode presented.         Paper       Online         Online Passcode       3. Complete the application online via your Financial Institution.	COUNT INFOR	MATION			APPLICATION S	TEPS			
Application Type       2. Copy the Passcode presented.         Paper       Online         Online Passcode       3. Complete the application online via your Financial Institution.	ancial Institutio	on: 1-VARKOE - ANZ			1. Complete tl	ne form and su	ubmit.		
O Paper       Image: Online         Online Passcode       3. Complete the application online via your Financial Institution.	plication Type				2. Convithe Dr	scando procor	atod		
Online Passcode	Paper @	Online			2. Copy the Pa	isscode preser	iteu.		
	line Passcode				3. Complete tl Institution.	ne application	online via	your Financial	
Passcode: 43642024	sscode:	43642024							

Once the application has been saved, select **Submit** from the Actions dropdown to register the application with MYOB's online services and generate an online passcode.

Next, click the **Open Financial Institution Portal** to go to the financial institution's website to set up feeds for the accounts you require.

**Note:** Use this link to open the financial institution's website, rather than navigating to the website manually. In some cases, the URL launched by the button includes authorisation information required by the website.

The details of how to set up the bank feeds are specific to each financial institution contact the institution if you need assistance for this stage. At some point in the process, you will need to specify that you are connecting each account to an MYOB product and supply the passcode generated on the Apply for Bank Feeds screen.

**Note:** The passcode can be used for the selected financial institution only; however, you can use it to set up feeds for multiple accounts from the same institution.

#### Tracking Bank Feed Applications

The Track Bank Feed Applications screen (MBCA2015) shows the status of all bank feed applications, so their progress can be monitored.

Tr	ack Bank Feed	Applications 🔺	7				
	Apply for Bank Fe	eed Refresh					
	C  ↔  ⊠	K					
	Ref. Number	Cash Account	Application ID	Cash Account Description	Account Name	Feed ID	Status
>	BF000001	1001	1-J2ES7NK	Cash at bank 01	RB Trust	3090262845	Success - Active - Awaiting Transactions
	BF000018	1005	1-JHX0UNQ	Cash at bank 05	RB Holding	3090264650	Pending - Awaiting Application Form
	BF000019	1002	1-JWN7F9S	Cash at bank 02	RB Ltd	3090265830	Pending - Awaiting Application Form
	BF000020				Rapidbyte		Open
	BF000021		1-KEBY7WA		RB Online	3090266903	Pending - Awaiting Application Form

**Note:** See "Applying for Bank Feed" on page 14 for a list of all available application statuses and their meanings.

Click **Refresh** to update the statuses of the listed applications. This screen does not update automatically—you must manually refresh the list to see any status updates.

If the application is processed successfully, indicated by a "Success" status, the user can then activate the bank feed by selecting **Activate** from the Actions dropdown on the Apply for Bank Feeds screen. The bank feed is now ready for use.

```
Note: If a Cash Account hasn't been selected for the bank feed yet, it must be selected now—the feed can't be activated until an account is chosen. Only one bank feed can exist for each Cash Account.
```

#### Failed Applications

To reduce clutter and make active applications easier to track, any failed or cancelled applications are displayed on the Track Cancelled Bank Feed Applications screen (MBCA2025). This screen has the same layout as the Track Bank Feed Applications screen.

**Note:** Both screens can be opened using the toolbar buttons on the Apply for Bank Feeds screen.

#### Multiple Online Bank Feeds from One Passcode

When applying for feeds online, the online passcode from the application in MYOB Advanced can be used to set up multiple bank feeds from the same financial institution. In these cases, separate bank feed records will be created automatically for each bank feed beyond the first. The records are created once MYOB Advanced receives notification from MYOB's online services—click the **Refresh** button on this screen to check the online services for new bank feeds.

## **Importing Bank Feed Data**

Once a bank feed has been activated, it will appear on the Manage Bank Feeds screen (MBCA2020). This screen displays all Cash Accounts that have an active bank feed:



The screen displays the results of the most recent import, including the date of the import, the user who initiated the import and the number of transactions imported.

Bank feed transactions can be imported by any user with access to the Manage Bank Feeds screen—the authorisation credentials needed to apply for a bank feed (see page 4) aren't needed to import transactions.

To import transactions from a bank feed, either:

- Select one or more feeds and click Import Selected Feeds, or
- Click Import All Active Feeds.

Any warnings or errors encountered during an import will result in a warning or error icon at the left of the row—hover the mouse pointer over this icon for a short description of the problem. Detailed information on any errors appears on the Import Errors tab.

The **Trans. Last Imported** column displays the number of transactions imported in the last import operation. Clicking on this value opens the Import Bank Transactions screen (CA306500), showing the imported transactions:

Import Bank Transactions														
	4	Sar	ve & Clos	se 🖬	ŝ	+ 🗉	Ĵ - K <	> >	Upload File Man	age Bank Fee	ds			
												_		
	n Ca	isn Ac	count:	1234	156 - Transa	ction Aco D	<ul> <li>Statement Date:</li> </ul>	5/12/201	Start Ba	liance Date:	28/11/2012 *	и вед	ginning Balance:	0.00
	* Re	feren	ce Nbr.:	0000	036	Q			* End Bal	ance Date:	10/09/2014 *	r End	ding Balance:	20,094.43
												Cal	culated Balance:	-3,527.29
	С	+	×		e Transactio	n Unmatch	View Matched Do	ocument 😽						
Ē	U		~	Proces	Hidder	Ext. Tran. ID	Ext. Ref. Nbr.	*Tran. Date	Tran. Desc		Receipt Dis	bursement Ir	nvoice Nbr.	Applied Rule
>	Û					1290047036	2374637	28/11/2012	FNDS TFR 28-NOV	5	,000.00	0.00		
	Û					1290928731	1070502	29/11/2012	FNDS TFR 29-NOV		0.00	5,000.00		
	Û					1291809246	INT	30/11/2012	INTEREST PAID		82.46	0.00		
	Û					1292860202	1541961	3/12/2012	FNDS TFR 01-DEC		0.00	3,000.00		
	Û					1294469120	2273436	5/12/2012	FNDS TFR 05-DEC	10	,000.00	0.00		
	Û					1300282143	2061218	18/12/2012	FNDS TFR 18-DEC	10	,000.00	0.00		
	Û					1301177605	2218245	19/12/2012	FNDS TFR 19-DEC	10	,000.00	0.00		
	Û					1306203255	INT	31/12/2012	INTEREST PAID		97.23	0.00		
	Û					1311021913	2689566	10/01/2013	FNDS TFR 10-JAN	10	,000.00	0.00		

A new **Reference Nbr.** is assigned to each batch of imported transactions. From this screen, users can continue to reconcile the imported transactions as usual (see page 10).

In some cases, it may be necessary to edit the data on this screen—see "Imbalances after importing" on page 17.

An **Import Feed** button is also available on the Process Bank Transactions screen (CA306000), if the selected Cash Account has a bank feed set up for it. Click this button to import transactions from the bank feed.

Pro	ces	s Bank Trans	actions 🔺									Tools 🔻
ľ	-	r Aut	o-Match Proc	ess Match S	Settings	Upload File Manage	Ban	nk F	eeds Import Feed			
	Cas	sh Account:	7575 - ANZ Acc	ount	Q				Match to Payments	Match to Invoices	Create Payment	
0	2	Unmatch	Unmatch All	Hide  ⇔	All		÷					🕦 Attach file
		✓ Ext. Ref.	Tran.	Receipt	Disbursem	Tran. Desc				Create		
		Nbr.	Date	. actually a								
>			8/07/2011	325.00	0.00	Virginia wages a/c 020	B	^				
			8/07/2011	0.00	54.78	FINANCE NOW AUTO F	·					
			8/07/2011	0.00	150.00	Homeloan Offset a/c 0	2					
			8/07/2011	0.00	84.76	Vets on Alabama Millie						
			11/07/2011	0.00	155.67	AMI INSURANCE LTD D	)					
		1000	12/07/2011	3,148.58	0.00	0600/6000000000/002						
			12/07/2011	100.00	0.00	RUSSELL T A a/c 02087	4					
			12/07/2011	0.00	115.62	BNZ Classic Visa phone	·					
		909057	8 14/07/2011	0.00	40.85	RUSSELL TA&VSM LOA						
	n	100041	0 14/07/2011	0.00	1 000 00	0600/600000000000000		-				
Tra	nsa	ction is not i	natched.			K < <b>&gt;</b>	>					

### **Reconciling Bank Feed Transactions**

Once bank feeds are received and available on the Import Bank Transactions screen, you can use the imported transactions for automated reconciliation and transaction creation.

#### Bank Transaction Matching

First, check the matching settings on the Cash Management Preferences screen (CA101000):

Main 🝷 Cash Management Preferences 🔺			
· ·			
General Settings Bank Statement Settings			
Disbursement Matching			
Days before bank transaction date:	5		
Days after bank transaction date:	2		
	🔲 Allow Matching	to Credit Mer	mo
Receipt Matching			
Days before bank transaction date:	5		
Days after bank transaction date:	2		
Weights for Relevance Calculation			
Ref. Nbr. Weight:	70.00	%:	70.00
	🗌 Consider Empty	Ref. Nbr. as n	natching
Doc. Date Weight:	20.00	%:	20.00
Doc. Payee Weight:	10.00	%:	10.00
Date Range for Relevance Calculation			
Payment Clearing Average Delay:	0.00		
Estimated Deviation (days):	5.00		

The Process Bank Transactions screen (CA306000) identifies the imported payments and tries to assign a match relevancy score based on the matching settings.

For example, an imported bank feed includes one transaction dated 11/07 for the receipt of \$200.00 and one dated 12/07 for the receipt of \$250.00:

Mair	- Ir	mport B	Bank Tran	sactions											🗋 Notes 🛛 Files
+		ve & Clo	se 🔒	r	+ 🗉	D - IC C > >I Upload	File Mana	ige Bank Fee	eds Impor	t Feed					
* 0	ash Ac	count:	001	- CashAtB	ank001 P	* Statement Date: 13/02/2019 *	* Start Bala	ance Date:	8/07/2011		Beginning Balance:	0.00			
* R	eferen	ce Nbr.:	0000	56	Q		* End Balar	nce Date:	2/12/2014	*	Ending Balance: Calculated Balance:	-4,263.34 393.32			
с	+	×		e Transact		View Matched Document									
8 8		~	Proces	Hidder	Ext. Tran. ID	Ext. Ref. Nbr.	*Tran. Date	Tran. Desc						Receipt	Disbursement Invoice Nbr.
9					1058455464		8/07/2011	POS W/D	OTAKI NEW	WOR-15	01 : EFTPOS PURCHAS	E 603798991461266	56 362 40127001	0.00	8.12
8					1059086326		11/07/2011	POS W/D	OTAKI NEW	WOR-15	09 : EFTPOS PURCHAS	E 603798991461266	6 6816 40127005	0.00	175.32
6					1059086327		11/07/2011	POS W/D	COUNTDOW	IN OTA-	09:55 : EFTPOS PURCHA	ASE 6037989914612	666 520161 4	0.00	11.84
	-	100	111							-					
8					1059086329		11/07/2011	IVR TRF f	rom 837280L6	5 : CRED	IT TRANSFER			200.00	0.00
۰.		-		-										0.00	50.01
6					1059497913		12/07/2011	POS W/D	SOOS BROW	N AC-1	5:42 : EFTPOS PURCHAS	SE 60379899146126	66 10105 41101001	0.00	12.52
8					1059497914		12/07/2011	POS W/D	EQUINE & FA	ARM-12:	27 : EFTPOS PURCHASE	603798991461266	6 3269 47178001	0.00	75.00
8					1059497915		12/07/2011	POS W/D	THE MANAK	AU S-15	47 : EFTPOS PURCHAS	E 603798991461266	6 13564 63963001	0.00	23.50
-	1		-												
8					1059497917		12/07/2011	IVR TRF fr	rom 837280L6	6.2 : CRE	DIT TRANSFER			250.00	0.00

On the Process Bank Transactions screen, the \$200.00 transaction has a matching record in the system with the same date and Document Ref:

Μ	ain	<ul> <li>Process Bank Transacti</li> </ul>	ons ★															Tools *
ĥ	1	r Auto-Match Pr	ocess Match Settin	ngs Upload File N	lanage Bank Fee	ds Import Feed												
	* Cas	sh Account: 001 - CashAti	Bank001	Q				Match to	o Payme	ents Ma	tch to Invoi	ces Create	Payment					
(	з	Unmatch Unmatch All	Hide  ↔			All - T		С	↔									
		✓ Ext. Ref. Nbr.	Tran. Date	Receipt	Disbursement	Tran. Desc	E	B Matche	ed	Match Relevanc	*Orig. Doc.	*Doc. Date	Document Ref.	Modul	Tran. Type	Description	Amoun	Business Account
			8/07/2011	0.00	8.12	POS W/D OTAKI NEW WOR-15:01 : EF					Numbe							
			11/07/2011	0.00	175.32	POS W/D OTAKI NEW WOR-15:09 : EF	2	· U		0.200	000003	11/07/201	837280L6	AR	Prepaym	837280L6	200.00	JENNYS
			11/07/2011	0.00	11.84	POS W/D COUNTDOWN OTA-09:55 : E												
			11/07/2011	0.00	14.50	POS W/D OTAKI REFUSE -14:40 : EFTP												
>			11/07/2011	200.00	0.00	IVR TRF from 837280L6 : CREDIT TRAN												
			12/07/2011	0.00	30.61	POS W/D FARMLANDS TRA-12:43 : EF												
			12/07/2011	0.00	12.52	POS W/D SOOS BROWN AC-15:42 : EF												
			12/07/2011	0.00	75.00	POS W/D EQUINE & FARM-12:27 : EFT												
			12/07/2011	0.00	23.50	POS W/D THE MANAKAU S-15:47 : EF												
			12/07/2011	0.00	8.20	POS W/D OTAKI NEW WOR-11:54 : EF												
	۵		12/07/2011	250.00	0.00	IVR TRF from 837280L6.2 : CREDIT TRA												

The \$250.00 transaction also has a matching record in the system with the same date and Document Ref:

Main	* Process	Bank Transactio	ons ★														Tools *
	r Au	to-Match Pro	ocess Match Setting	s Upload File N	lanage Bank Fee	ds Import Feed											
* Ca	sh Account:	001 - CashAtE	3ank001	Q				Match to	Payments N	latch to Inv	oices Create	Payment					
с	Unmatch	Unmatch All	Hide  ↔					C	⊷								
	✓ Ext.	Ref. Nbr.	Tran. Date	Receipt	Disbursement	Tran. Desc	E	Matche	d Matc Relevan	n *Orig. c Doc.	*Doc. Date	Document Ref.	Modul	Tran. Type	Description	Amou	nt Business Account
D			8/07/2011	0.00	8.12	POS W/D OTAKI NEW WOR-15:01 : EF	<u>^</u>			Numbe							_
			11/07/2011	0.00	175.32	POS W/D OTAKI NEW WOR-15:09 : EF	,		0.200	000004	12/07/20	837280L6.2	AR	Prepaym	837280L6.2	250.0	0 JENNYS
D			11/07/2011	0.00	11.84	POS W/D COUNTDOWN OTA-09:55 : E											
			11/07/2011	0.00	14.50	POS W/D OTAKI REFUSE -14:40 : EFTP											
			11/07/2011	200.00	0.00	IVR TRF from 837280L6 : CREDIT TRAN											
			12/07/2011	0.00	30.61	POS W/D FARMLANDS TRA-12:43 : EF											
			12/07/2011	0.00	12.52	POS W/D SOOS BROWN AC-15:42 : EF											
			12/07/2011	0.00	75.00	POS W/D EQUINE & FARM-12:27 : EFT											
			12/07/2011	0.00	23.50	POS W/D THE MANAKAU S-15:47 : EF											
			12/07/2011	0.00	8.20	POS W/D OTAKI NEW WOR-11:54 : EF											
> 🗅			12/07/2011	250.00	0.00	IVR TRF from 837280L6.2 : CREDIT TRA											

If you click **Auto-Match**, the system will automatically match all relevant transactions for you; otherwise you can match transactions from the list manually:

Ν	/lain	* Proc	cess Bank Transact	tions ★														
		ŝ	Auto-Match P	rocess Match Sett	ings Upload File	Manage Bank Fe	eds Import Feed											
	* Cas	h Accou	unt: 001 - CashA	tBank001	Q					м	atch to Pa	yments Ma	atch to Invoid	es Create	Payment			
	с	Unma	tch Unmatch Al	l Hide  ↔			All	¥	Ŧ	C	;  ↔							
10		~	Ext. Ref. Nbr.	Tran. Date	Receipt	Disbursement	Tran. Desc			ē !	Vlatched	Match Relevanc	*Orig. Doc.	*Doc. Date	Document Ref.	Modu	Tran. Type	Description
		$\checkmark$		8/07/2011	0.00	8.12	POS W/D OTAKI NEW WO	R-15:01 : EF	. ^				Numbe					
		~		11/07/2011	0.00	175.32	POS W/D OTAKI NEW WO	R-15:09 : EF		>	✓	0.200	000003	11/07/201	837280L6	5 AR	Prepaym	837280L6
		~		11/07/2011	0.00	11.84	POS W/D COUNTDOWN	DTA-09:55 : I	E									
		$\checkmark$		11/07/2011	0.00	14.50	POS W/D OTAKI REFUSE -	14:40 : EFTP										
>				11/07/2011	200.00	0.00	IVR TRF from 837280L6 : 0	CREDIT TRAP	N									

#### Automated Bank Transaction Creation

Users can also create new transactions to match the imported transaction to on the Process Bank Transactions screen (CA306000), either manually or in an automated way using the auto-match process.

The rules used to creation transactions automatically are defined on the Bank Transaction Rules screen (CA204500):

Main * Bank Transaction Rules				
🕈 Save & Close 🔚 🖛	+ 🗊 🗘 -	I< < > >I		
* Rule:	EFTPOS D	✓ Active		
Description:	EFTPOS			
Matching Criteria		Output		
Debit/Credit:	Disbursement 🔹	Action:	Create Document	Ŧ
Cash Account:	001 - CashAtBank00 P	* Resulting Entry Type:	EFT PYMNT - EFT Payment	Q
Currency:	AUD			
Tran. Code:				
Description:	*EFTPOS*			
	Match Case			
	Use Wildcards			
Amount Matching Mode:	None 👻			

Based on the above example, the auto-match process will apply a bank transaction rule to create a disbursement cash transaction where the transaction description contains EFTPOS:

Mai	tain 🔻 Process Bank Transactions 🖈 Tools 🕈																		
	Auto-Match Process Match Settings Upload File Manage Bank Feeds Import Feed																		
* (	ash J	Account: 001 - CashAtB	ank001 P		1	Match to Payr	ments N	Match to	o Invoices	Create Pag	/ment								
с	l	Unmatch Unmatch All	Hide ₩			All 👻	Ŧ												👔 Attach file
8		✓ Ext. Ref. Nbr.	Tran. Date	Receipt	Disbursement Tr	ran. Desc					<b>e</b> (	Create							
>	1	×	8/07/2011	0.00	8.12 P	OS W/D OTAKI NEW WOR-15:01 : E	F *		Applied Rule	80	EF	TPOS				Fotal Amount	5	8.12	
		×	11/07/2011	0.00	175.32 P	OS W/D OTAKI NEW WOR-15:09 : E	F		Mandala		Cle	ar Kule				Amount Used	5:	8.12	
	- 6	2	11/07/2011	0.00	11.84 P	OS W/D COUNTDOWN OTA-09:55	E		Entry Type II			T DVMNT	. EET Davm	ant		salance Left:		0.00	
		✓	11/07/2011	0.00	14.50 P	OS W/D OTAKI REFUSE -14:40 : EFT	P		Tran Desci		Pr		AKI NEW V	OR-151					
	1	×	11/07/2011	200.00	0.00	VR TRF from 837280L6 : CREDIT TRA	N												
		×	12/07/2011	0.00	30.61 P	OS W/D FARMLANDS TRA-12:43 : E	F	1	c +	×	↔	x							
		~	12/07/2011	0.00	12.52 P	OS W/D SOOS BROWN AC-15:42 : I	F	8	Branch D	escription	1		Quantif	Price	Amoun	Offset	Offset     Account	Description	Offset     Subaccount
		V	12/07/2011	0.00	75.00 P	OS W/D EQUINE & FARM-12:27 : EI	т									Account			Subsccount
		Z	12/07/2011	0.00	23.50 P	POS W/D THE MANAKAU S-15:47 : E	F	>	MAIN				1.00	8.12	8.12	CASHAC	6661	Test Cash account3	0

After processing the bank transactions, all transactions that were matched or created will be available in the bank reconciliation area with the status "Cleared" for further processing:

Main	Main 👻 Reconciliation Statements 🔺														
4	← Save & Close 🗃 🗠 + 📋 I< < > >I Release Void														
* Cash	Account:		001 - CashAtBank	001	,р Be	ginning Balance:		0.00	) 🗆	Document Count:					
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* Ref. I	Number:		<new> D</new>	<new> ۵</new>			Reconciled Disb.: 0.00 0				0				
Statu	JS:		On Hold	I Hold	Re	Reconciled Balance: Statement Balance:		0.00							
Last	Reconciliati	on Date:			Sta										
Reco	onciliation D	ate:	12/03/2019 👻		Di	Difference:		0.00							
Load	d Document	s Up To:	12/03/2019 *												
с	🗶 Tog	gle Recor	iciled Toggle Cl	eared Reconcile	Processed	Create Adjustment	↔	x							
🖹 Recond	c Clearec	Clear D	ate	Receipt	Disbursemer	t Document Ref.		Modul	Tran. Type	*Orig. Doc. Numbe	Status ¥	* Doc. Date	Business Account	Business Account Name	
>	~	11/07,	/2011	200.00	0.00	837280L6		AR	Prepay	000003	Posted	11/07/201	JENNYS	Jenny.sun	
	$\checkmark$	12/07/	/2011	250.00	0.00	837280L6.2		AR	Prepay	000004	Posted	12/07/201	JENNYS	Jenny.sun	
	<b>v</b>	8/09/2	014	1,900.00	0.00	2230969		CA	Cash En	000001	Posted	8/09/2014			

## Troubleshooting

## **Applying for Bank Feeds**

#### Bank Feed Application Statuses

The following table lists all of the possible statuses that can be displayed for bank feed application. An application's status appears in the header of the Apply for Bank Feed screen (MBCA2010) and in the **Status** column of the main table on the Track Bank Feed Applications screen (MBCA2015). Statuses are broken in down into two sections.

Status		Description
Open		The application record has been saved, but the application has not yet been submitted. A user can now submit the application by selecting <b>Submit</b> from the Actions dropdown on the Apply for Bank Feed screen.
Pending	Awaiting Application Form	The application has been submitted, and it has been received by MYOB's online services. A user can now use the Actions dropdown on the Apply for Bank Feed screen to download the Client Application Form, then scan, upload and send a completed copy.
	Awaiting Bank	The application has been sent, but the financial institution has not yet acknowledged having received it.
	Processing Application	The financial institution has received the application and is currently processing it.
	Online Passcode Generated	For Online applications, the passcode needed to set up bank feeds has been generated. A user must copy this passcode, then go to the financial institution's website and set up bank feeds there, entering the passcode when required.
	Rejected	The application has been rejected by the financial institution, but it may still be possible to successfully process it. See "Application has the status 'Rejected'" on page 15 for the errors that can cause an application to be rejected, and what can be done to correct them before re-sending the application.
Success	Active - Awaiting Transactions	The application has been approved, but transactions have not yet begun to appear in the bank feed. The bank feed can be activated by selecting <b>Activate</b> from the Actions dropdown on the Apply for Bank Feed screen.
	Bank Feed Ready	The application has been approved and transactions are available for importing into MYOB Advanced. The bank feed can be activated by selecting <b>Activate</b> from the Actions dropdown on the Apply for Bank Feed screen (if it has not been activated already). Users can then go to the Manage Bank Feeds screen to import transactions from the feed.
	Cancelled	A previously active bank feed has been cancelled. To reinstate a cancelled bank feed, a user will need to create a new application.
	No Longer Receiving Data	The financial institution has advised this account is no longer transacting (usually because the account is closed).

	Transfer Completed	This status applies when a bank feed has been successfully transferred from another MYOB product, e.g. MYOB Exo Business.
Failure		The application has been rejected by the financial institution due to errors that cannot be corrected. See "Application has the status 'Failure'" on page 16 for the possible errors. A failed application cannot be re-sent; instead a new application will need to be created.

#### Application has the status 'Rejected'

A bank feed application returns the 'Rejected' status if the financial institution has rejected the application for the time being, but it is still possible to process the application, provided the errors that caused the rejection are corrected.

In most cases, an application will be rejected due to mistakes in filling out the Client Application Form (CAF), as indicated by the error statuses below. These errors can be corrected by printing out a new copy of the form, filling it out correctly, then uploading it and re-sending the application.

Note: The system will always send the most recently uploaded version of the CAF.

- **Application Form Not Signed** the CAF was sent without a signature.
- **Bank Rejected Signature** the signature on the CAF does not match the signature that the financial institution has on file, or the CAF requires multiple signatures.
- Hand-Written Amendments there were handwritten amendments to the CAF or extra writing where there shouldn't have been. Financial institutions will not accept any changes to the pre-printed information on the form.
- **Missing Full Card Number** when applying for a credit card bank feed, the full 16digit billing account number has not been supplied.
- **Signature Not Matching At Bank** the signature on the CAF does not match the signature that the financial institution has on file.
- Wet Signature Not Received the CAF has not been signed by hand, e.g. a digital or stamped signature was used.

Other error statuses require you to contact the financial institution or contact MYOB by sending an email to <u>bankfeeds@myob.com</u>:

- Account Type Required, Member Number Required or Member Number & A/C Type Reqd – the financial institution needs more details about the account. Contact MYOB with your serial number and the member number and/or account type of the account you are setting up a bank feed for.
- Already Loaded a bank feed application has already been processed for the selected account. Contact MYOB with the bank account details, serial number and company data file number of the file you want the bank feed to go to.
- **Rcvg Feeds With Diff A/C Name** a bank feed for the account is already active, but with a different account name. Contact MYOB with your serial number and company file ID so that we can help to resolve the issue.
- Bank Requires Signature Update the bank does not have a signature on file for the selected account. You will need to visit the bank and provide a signature for their records.

#### Application has the status 'Failure'

A bank feed application returns a 'Failure' status if the application was rejected by the financial institution due to reasons that cannot be corrected on the Client Application Form (CAF).

You will need to create a new bank feed application, correcting the error that caused the failure. The reason for the Failure status will also be displayed, so you can see what needs to be corrected in the new application. Possible reasons for a failed application are:

- Account Closed the account that the bank feed was requested for has been closed. Create a new application, specifying an open account.
- Account Holder to Contact Bank the application has an issue that requires the account holder to contact their branch manager or account manager.
- Account Type Not Supported the financial institution does not support bank feeds for the kind of account that was specified on the CAF. Create a new application, specifying a different account.
- Billing A/C Number Required you have applied for a credit card and entered the number on the card on your application, but the bank wants the billing account number instead. Cancel the existing application, then find the card's 16-digit billing account number (or "account number"), which is usually displayed on the credit card statement. Create a new application, specifying the billing account number.
- **Declined** the application has been declined without specifying a specific error. Contact MYOB for assistance.
- Invalid Account Name, Invalid Account Number the account name or number specified on the CAF is incorrect. Create a new application, specifying the correct account name. If you are sure the account name/number is correct, email a bank statement to <a href="mailto:bankfeeds@myob.com">bankfeeds@myob.com</a>
- Loaded With Another Provider the nominated account is already linked to a bank feed from another provider. The existing bank feed will need to be cancelled before a new one can be applied for.
- **Primary Account Number Reqd** there is more than one credit card on the account/statement. You have applied using the number on the card, but the financial institution wants the primary account number. Create a new application, using the primary account number.
- **Unknown** an unknown error has occurred. Contact MYOB for assistance.

#### "Value cannot be null" message

If the error message "Value cannot be null. Parameter name: Application submission failed, submission details invalid" appears when submitting an application, check the details entered on the Apply for Bank Feed screen. In particular, make sure that details like the BSB and account number contain <u>numbers only</u>—the presence of special characters like dashes or slashes can cause this error.

#### "Application form not available" message

Sometimes there can be a delay between a submitted application begin accepted and the Client Application Form (CAF) for that application being generated. This means that, although the **Download** action in the Actions dropdown becomes available, the CAF isn't available to be downloaded. If the message "Application form not available. Please try

again later." appears after selecting **Download**, this means that the CAF has not yet been generated—try to download it again later.

## **Importing Bank Feeds**

#### No transactions are received

If no transactions are received from a bank feed, even though there are new transactions in the related bank account, this could be due to a delay in the online bank feed services. Depending on network conditions, it can take some time to receive transactions from a bank feed—in most cases, the transactions will come through if you try again later.

Most institutions deliver bank feeds daily. If you have already imported transactions from a feed once, then subsequent imports on the same day will not retrieve any new transactions.

#### MYOB service errors

Error messages like "An error occurred while sending the request" or "Proxy URL cannot be found" indicate that MYOB Advanced was unable to contact the bank feeds service. There may be a problem with the service—try again later, or contact MYOB Support if the error persists.

#### Imbalances after importing

It is possible for errors like "Calculated Balance does not match Ending Balance" to appear on the Import Errors tab of the Manage Bank Feeds screen (MBCA2020) after successfully importing transactions from a bank feed. There can be several reasons for these errors:

• If transactions are coming into the Cash Account from multiple sources, e.g. if transactions were imported from a CSV file using the Import Bank Transactions screen (CA306500) as well as from a bank feed. In this case, use the Import Bank Transactions screen to update the appropriate statement balance:

Im	nport Bank Transactions 🔺													
•	← Save & Close 🔚 r + 🔋 D - K < > >  Upload File Manage Bank Feeds													
* Cash Account: 123456 - Transaction Acc 🔎 * Statement Date: 5/12/2018 🔹 * Start Balance Date: 28/11/2012 💌 Beginning Balance:													0.00	
* Reference Nbr.: 000036 P						Q			4 ▼	Ending Balance:	20,094.43			
												Calculated Balance:	-3,527.29	
C + X Unhide Transaction Unmatch View Matched Document ⊣ 🗷 👔														
Ē	U		~	Proces	Hidder	Ext. Tran. ID	Ext. Ref. Nbr.	*Tran. Date	Tran. Desc	Receipt	Disbursemen	t Invoice Nbr.	Applied Rule	
>	Û					1290047036	2374637	28/11/2012	FNDS TFR 28-NOV	5,000.00	0.00	1		
	Û					1290928731	1070502	29/11/2012	FNDS TFR 29-NOV	0.00	5,000.00	1		
	Û					1291809246	INT	30/11/2012	INTEREST PAID	82.46	0.00	1		

• If there was a gap between when the bank feed was activated and when transactions were last imported into the Cash Account. Bank feeds import transactions dated from when the feed was activated—if any transactions prior to the activation were not already in the MYOB Advanced system, they will need to be imported by another method, e.g. importing from a CSV file.