MYOB Advanced Quick Guide

Parent-Child Customer Relationships

Cloud Solutions
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MYOB® Advanced Live

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Introduction

This quick guide discusses the parent-child customer relationships which was introduced into MYOB Advanced Business in version 2015.3.0.780 for both the PLUS and ENTERPRISE only editions.

This document will continue to be updated as further enhancements to customer parent child relationship are introduced.

This quick guide takes screen shots from and was tested using MYOB Advanced Enterprise edition Version 2015.3.0.780.

# Enabling the Feature / Licensing

MYOB Advanced Business Version 2015.3.0.780 introduces a new feature called parent-child customer relationships. When new features are introduced to MYOB Advanced they are not automatically enabled which benefits clients who do not want to use the feature as they do not need to do anything.

For clients wanting to use the Parent Child Customer Relationship feature are required to enable the feature in menu path [Configuration \ Common Settings \ Licensing \ Enable Disable Features].

The Parent-Child Customer Relationships option is found within the Advanced Financials section of the Enable / Disable screen.
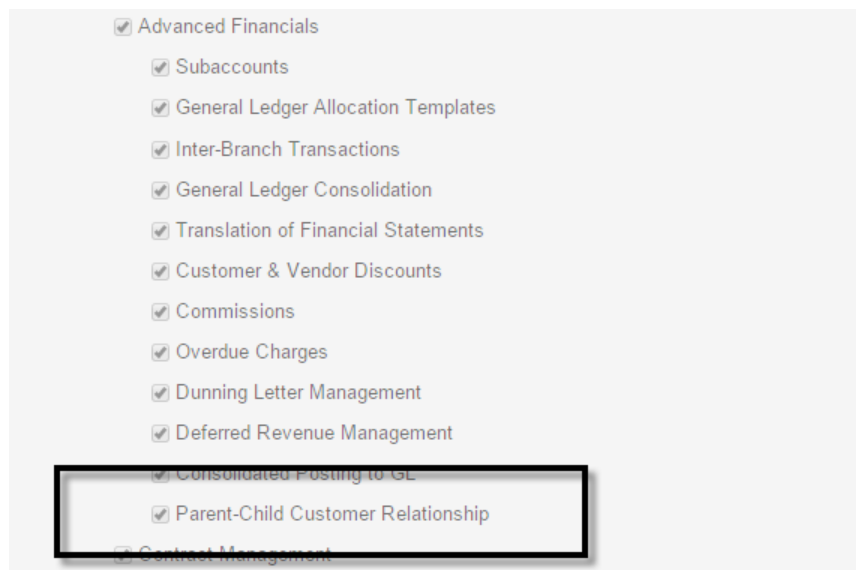
To select this option choose the option Modify, enable the parent-child customer relationship feature and then choose the Enable option.
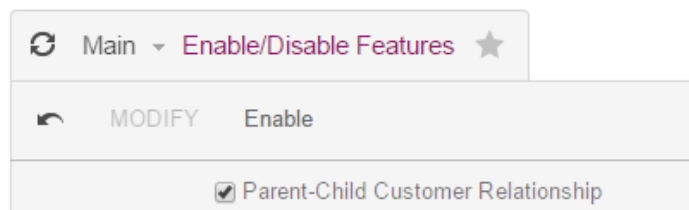
Customer Master Data Maintenance

After the feature parent-child customer relationship has been enabled you will notice 2 extra options are included in the parent info section on the Billing Settings Tab of the customer master data record.

The 2 additional options are Consolidate Balance and Consolidate Statements which will be discussed in greater detail later.

On the parent record you will notice a new tab Child Accounts which will list all child accounts that the parent account is linked to.

From this tab you can drill down in to the child account record by click onto the customer id value in the customer column.

Also checking the Billing setting tab of the parent customer record you will notice that the parent account field is now disabled because child accounts have been linked to the parent record.

* Customer ID:	PARENT	Status:	Active	Balance:	495.00
* Customer Name:	Parent Example			Consolidated Balance:	2,145.00

General Info | Billing Settings | Delivery Settings | Locations | Payment Methods | Contacts | Salespersons | Child Accounts | Attributes | GL Accounts | Mailing Settings

Bill-To Contact

☑ Same as Main

Company Name: Parent Example

Attention:

Parent Info

Parent Account:

☐ Consolidate Balance

☐ Consolidate Statements

Transacting Against Parent and Child Companies

Invoicing

Below are a number of customer invoices raised against each of the child companies.

Child Company – CHILD1

Type:	Invoice	Customer:	CHILD1 - Child 1 - Consolidate Balance	Detail Total:	500.00
Reference Nbr.:	000160	Location:	MAIN - Primary Location	Discount Total:	0.00
Status:	Open	Currency:	AUD 1.00 View base	GST Taxable ...	500.00
	☐ Hold	Terms:	CASHONLY - Cash Only	GST Exempt ...	0.00
Date:	2/10/2015	* Due Date:	2/10/2015	Tax Total:	50.00
Post Period:	04-2016	* Prompt Paym...	2/10/2015	Balance:	550.00
Customer Order:		Project:	X - Non-Project Code.	Rounding Diff.:	0.00
Description:	invoice 1			Amount:	550.00

Type:	Invoice	Customer:	CHILD1 - Child 1 - Consolidate Balance	Detail Total:	300.00
Reference Nbr.:	000162	Location:	MAIN - Primary Location	Discount Total:	0.00
Status:	Open	Currency:	AUD 1.00 View base	GST Taxable ...	300.00
	☐ Hold	Terms:	CASHONLY - Cash Only	GST Exempt ...	0.00
Date:	2/10/2015	* Due Date:	2/10/2015	Tax Total:	30.00
Post Period:	04-2016	* Prompt Paym...	2/10/2015	Balance:	330.00
Customer Order:		Project:	X - Non-Project Code.	Rounding Diff.:	0.00
Description:				Amount:	330.00

Type:	Invoice	Customer:	CHILD1 - Child 1 - Consolidate Balance	Detail Total:	700.00
Reference Nbr.:	000161	Location:	MAIN - Primary Location	Discount Total:	0.00
Status:	Open	Currency:	AUD 1.00 View base	GST Taxable ...	700.00
	☐ Hold	Terms:	CASHONLY - Cash Only	GST Exempt ...	0.00
Date:	2/10/2015	* Due Date:	2/10/2015	Tax Total:	70.00
Post Period:	04-2016	* Prompt Paym...	2/10/2015	Balance:	770.00
Customer Order:		Project:	X - Non-Project Code.	Rounding Diff.:	0.00
Description:				Amount:	770.00

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Child Company – CHILD2

Type:	Invoice	Customer:	CHILD2 - Child 2 - No consolidation on b	Detail Total:	1,500.00
Reference Nbr.:	000163	Location:	MAIN - Primary Location	Discount Total:	0.00
Status:	Open	Currency:	AUD 1.00 View base	GST Taxable ...	1,500.00
	Hold	Terms:	CASHONLY - Cash Only	GST Exempt ...	0.00
Date:	2/10/2015	Due Date:	2/10/2015	Tax Total:	150.00
Post Period:	04-2016	Prompt Paym...:	2/10/2015	Balance:	1,650.00
Customer Order:		Project:	X - Non-Project Code.	Rounding Diff.:	0.00
Description:				Amount:	1,650.00

Parent Company – PARENT

Type:	Invoice	Customer:	PARENT - Parent Example	Detail Total:	200.00
Reference Nbr.:	000164	Location:	MAIN - Primary Location	Discount Total:	0.00
Status:	Open	Currency:	AUD 1.00 View base	GST Taxable ...	200.00
	Hold	Terms:	CASHONLY - Cash Only	GST Exempt ...	0.00
Date:	2/10/2015	Due Date:	2/10/2015	Tax Total:	20.00
Post Period:	04-2016	Prompt Paym...:	2/10/2015	Balance:	220.00
Customer Order:		Project:	X - Non-Project Code.	Rounding Diff.:	0.00
Description:				Amount:	220.00

Type:	Invoice	Customer:	PARENT - Parent Example	Detail Total:	250.00
Reference Nbr.:	000165	Location:	MAIN - Primary Location	Discount Total:	0.00
Status:	Open	Currency:	AUD 1.00 View base	GST Taxable ...	250.00
	Hold	Terms:	CASHONLY - Cash Only	GST Exempt ...	0.00
Date:	2/10/2015	Due Date:	2/10/2015	Tax Total:	25.00
Post Period:	04-2016	Prompt Paym...:	2/10/2015	Balance:	275.00
Customer Order:		Project:	X - Non-Project Code.	Rounding Diff.:	0.00
Description:				Amount:	275.00

At the parent account level you will see the balance on the account and also the consolidated balance, this consolidated balance is built up depending on the settings chosen at child level.

Customer ID:	PARENT	Status:	Active	Balance:	495.00
Customer Name:	Parent Example			Consolidated Balance:	2,145.00

General Info | Billing Settings | Delivery Settings | Locations | Payment Methods | Contacts | Salespersons | Child Accounts | Attributes | GL Accounts | Mailing Settings

Customer	Customer Name	Balance	Prepayments Balance	Unreleased Balance	Open Orders Balance	Consolidate Balance	Consolidate Statements	Statement Cycle
PARENT	Parent Example	495.00	0.00	0.00	0.00	☐	☐	DEMO
CHILD1	Child 1 - Consolidate Balance...	1,650.00	0.00	0.00	0.00	☑	☑	DEMO
CHILD2	Child 2 - No consolidation on ...	1,650.00	0.00	0.00	0.00	☐	☐	DEMO

In this instance the tab Child Accounts will show how which accounts will be included to make the consolidated balance of $2,145.

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At the PARENT account In the Credit Verification Rules section of the General settings tab will take that consolidated balance and deduct this from the credit limit to inform what the remaining credit is left on the account.

Payments

When working with parent and child relationships the child account can pay their own invoices or alternatively the Parent account can pay the outstanding child account.

The first option to look at is payment made by the parent account.

In the payment screen you can choose the option Load Documents on the Documents to Apply Tab. When selecting this option you can choose to include Child documents or to include all child documents or only child documents except credit notes.

Choosing the option End Ref Nbr:

Will allow you to select all outstanding documents from the parent and child accounts.

Reference Nbr. ↑	Date	Post Period	Customer	Location	Currency	Amount	Balance	Status	Due Date	In
000160	2/10/2015	04-2016	CHILD1	MAIN	AUD	550.00	550.00	Open	2/10/2015	
000161	2/10/2015	04-2016	CHILD1	MAIN	AUD	770.00	770.00	Open	2/10/2015	
000162	2/10/2015	04-2016	CHILD1	MAIN	AUD	330.00	330.00	Open	2/10/2015	
000164	2/10/2015	04-2016	PARENT	MAIN	AUD	220.00	220.00	Open	2/10/2015	
000165	2/10/2015	04-2016	PARENT	MAIN	AUD	275.00	275.00	Open	2/10/2015	

Only the child accounts that have the option Consolidate Balance on the Billing Settings tab will be included in this screen.

Alternatively you can select which invoices you are to pay at line level by simply selecting the magnifying glass on the column reference number in the Documents to Apply tab.
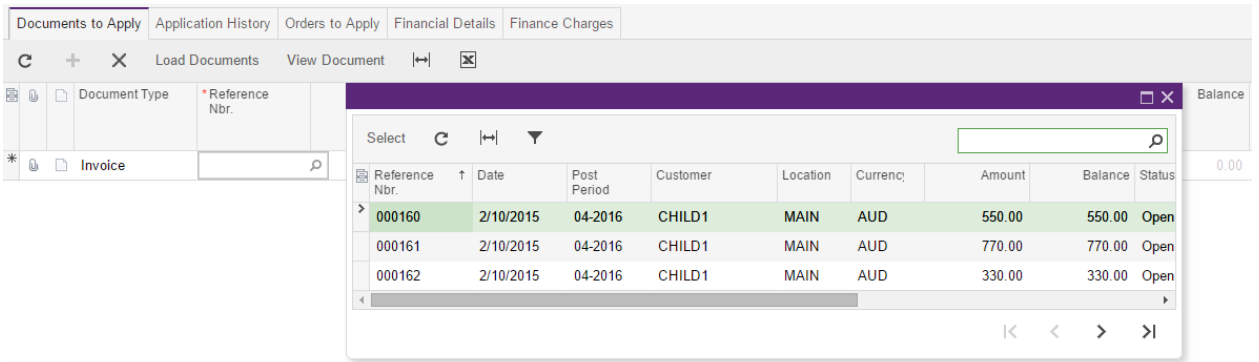
The second option is that the child account can pay their own account, in this scenario when selecting the option to load documents you will notice there is no option to include other documents.
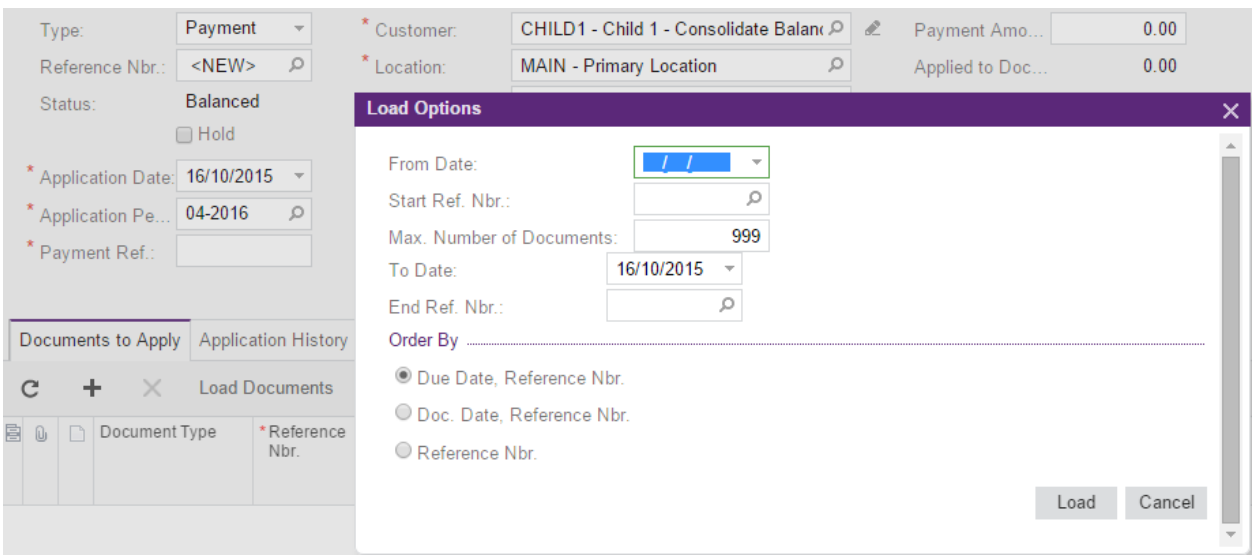
When you select the document at line level the screen will only return the outstanding invoices on the Child account
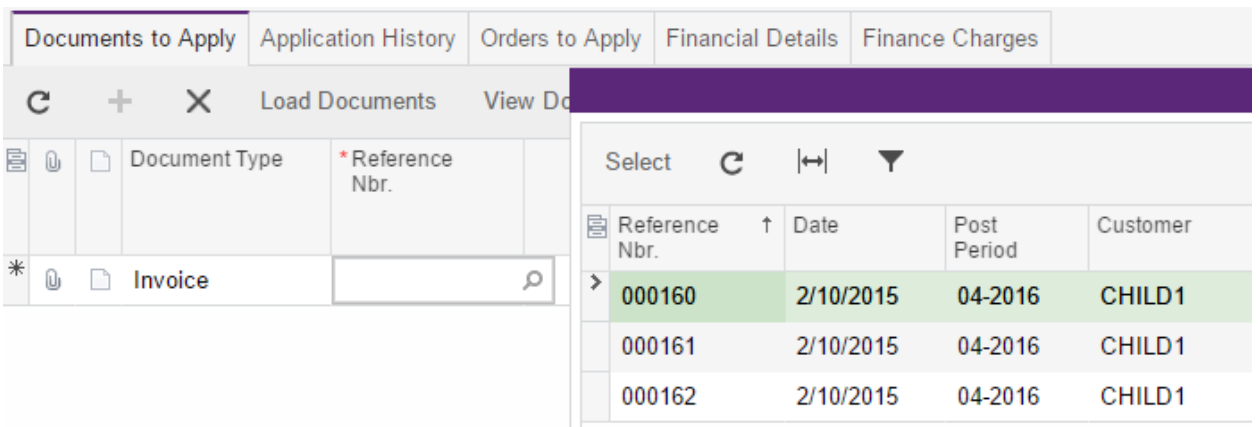
Credit Notes

Credit Notes raised on the parent account use the same methodology as payments and can be applied to documents outstanding on the parent account or the child account.

When you select the magnifying glass on the column reference you will see all the documents outstanding for both the parent and child accounts which are marked to have the balances consolidated.

Reporting

Customer Statements

Once the customer statements have been prepared they can then be printed, let's take a look at how the customer statement behave for the parent and child companies.

The first step is to prepare the statements, once they have been prepared the next step is to print the statements in menu path [Finance \ Accounts Receivables \ Processes \ Statement Cycle \ Print Statements].

In the screen below you will see the PARENT record which has the consolidated balance of record CHILD1, as this account is consolidated then the account CHILD1 will be excluded from the statement run.

Actions:	Print Statement		Branch:	MAIN - Main	
Statement Cycle:	DEMO - 2015.3 DEMO			☐ Foreign Currency Statements	
Statement Date:	31/10/2015			☑ Show All	

	Customer	Customer Name	Statement Balance	Overdue Balance	Currency	FC Statement Balance	FC Overdue Balance	FC Statem	Don't Print	Printed	Don't Email	Emailed
☐	PARENT	Parent Example	2,145.00	2,145.00	AUD	2,145.00	2,145.00	☐	☑	☐	☐	☐
☐	CHILD2	Child 2 - No consolidation on balance...	1,650.00	1,650.00	AUD	1,650.00	1,650.00	☐	☑	☐	☐	☐

When you process the printing of customer statements the system will generate the statements, below is how the consolidated statement will look like.

Customer Statement

Main

Customer ID:	PARENT
Date:	31/10/2015

To:
Parent Example
AUSTRALIA

Date	Due Date	Doc. Type	Ref. Nbr.	Ext. Ref. Nbr.	Orig. Amount	Amount Due	Balance
Parent Example							
2/10/2015	2/10/2015	INVOICE	000164		220.00	220.00	220.00
2/10/2015	2/10/2015	INVOICE	000165		275.00	275.00	495.00
					Customer Total:		495.00
Child 1 - Consolidate Balance and							
2/10/2015	2/10/2015 invoice 1	INVOICE	000160		550.00	550.00	550.00
2/10/2015	2/10/2015	INVOICE	000161		770.00	770.00	1,320.00
2/10/2015	2/10/2015	INVOICE	000162		330.00	330.00	1,650.00
					Customer Total:		1,650.00

Current	1-0 Days Past Due	1-30 Days Past Due	31-60 Days Past Due	Over 60 Days Past Due	Amount Due
0.00	0.00	2,145.00	0.00	0.00	2,145.00

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Customer Details Report

The customer details report (screen id AR402000) in menu path [Finance \ Accounts Receivable \ Work Area \ Explore \ Customer Details] includes a check box to include child accounts.

Customer Summary Report

The customer summary report provides the option to include child accounts, the screen below shows the option switched on therefore the PARENT record which will show the consolidated balance.

When unticking this option the balance will show only the PARENT balance.

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