

MYOB Advanced Quick Guide Parent-Child Customer Relationships

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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.

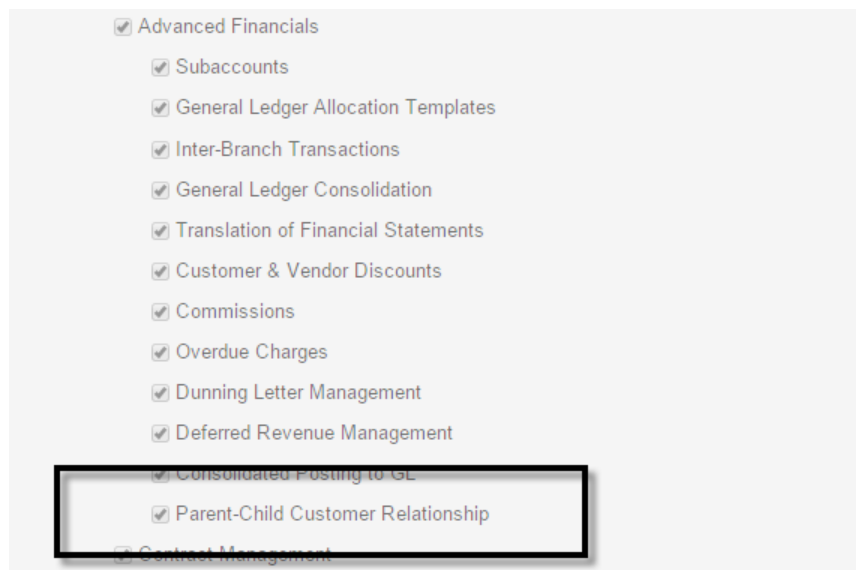
This quick guide takes screen shots from and was tested using MYOB Advanced Enterprise edition Version 2015.3.0.780.

Enabling the Feature / Licensing

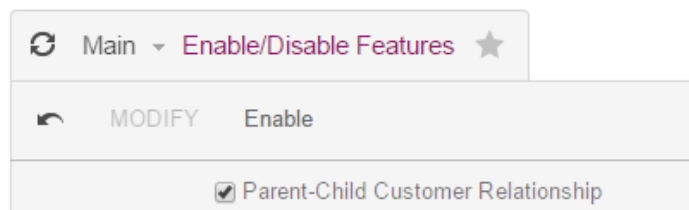
MYOB Advanced Business Version 2015.3.0.780 introduces a new feature called parent-child customer relationships. When new features are introduced to MYOB Advanced they are not automatically enabled which benefits clients who do not want to use the feature as they do not need to do anything.

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.

Customer ID: CHILD1 Status: Active Balance: 1,650.00
 Customer Name: Child Company 1 Prepayments Balance: 0.00

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

Parent Info

Parent Account: PARENT - Parent Account
 Consolidate Balance
 Consolidate Statements

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.

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	<input type="checkbox"/>	<input type="checkbox"/>	DEMO
CHILD1	Child 1 - Consolidate Balance...	1,650.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DEMO
CHILD2	Child 2 - No consolidation on ...	1,650.00	0.00	0.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>	DEMO

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											
<table border="1"> <tr> <td>General Info</td> <td>Billing Settings</td> <td>Delivery Settings</td> <td>Locations</td> <td>Payment Methods</td> <td>Contacts</td> <td>Salespersons</td> <td>Child Accounts</td> <td>Attributes</td> <td>GL Accounts</td> <td>Mailing Settings</td> </tr> </table>						General Info	Billing Settings	Delivery Settings	Locations	Payment Methods	Contacts	Salespersons	Child Accounts	Attributes	GL Accounts	Mailing Settings
General Info	Billing Settings	Delivery Settings	Locations	Payment Methods	Contacts	Salespersons	Child Accounts	Attributes	GL Accounts	Mailing Settings						
Bill-To Contact			Parent Info													
<input checked="" type="checkbox"/> Same as Main			Parent Account: <input type="text"/>													
Company Name: Parent Example			<input type="checkbox"/> Consolidate Balance													
Attention:			<input type="checkbox"/> 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
	<input type="checkbox"/> 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
	<input type="checkbox"/> 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
	<input type="checkbox"/> 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

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
	<input type="checkbox"/> 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
	<input type="checkbox"/> 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
	<input type="checkbox"/> 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			
<div style="display: flex; justify-content: space-between;"> General Info Billing Settings Delivery Settings Locations Payment Methods Contacts Salespersons Child Accounts Attributes GL Accounts Mailing Settings </div>								
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	<input type="checkbox"/>	<input type="checkbox"/>	DEMO
CHILD1	Child 1 - Consolidate Balance...	1,650.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DEMO
CHILD2	Child 2 - No consolidation on ...	1,650.00	0.00	0.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>	DEMO

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

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.

Credit Verification Rules

Credit Verification:

Credit Limit:

Credit Days Past Due:

Unreleased Balance:

Open Orders Balance:

Remaining Credit Limit:

First Invoice Date:

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.

Type: * Customer: Payment Amo...

Reference Nbr.: * Location: Applied to Doc...

Status: Payment Meth... Applied to Ord...

Hold Card/Account ... Available Bala...

* Application Date: * Cash Account: Write-Off Amo...

* Application Pe... Currency: Finance Charg...

* Payment Ref.: Deducted Cha...

Description:

Documents to Apply | Application History | Orders to Apply | Financial Details | Finance Charges

VIEW DOCUMENT

Document Type	* Reference Nbr.	Customer	Amount Paid	Prompt Payment Disc. Taken	Balance Write-Off	Write-Off Reason Code	Date	Due Date
---------------	------------------	----------	-------------	----------------------------	-------------------	-----------------------	------	----------

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.

Load Options

From Date: [] To Date: 23/09/2015

Start Ref. Nbr.: [] End Ref. Nbr.: []

Max. Number of Documents: 999

Order By

- Due Date, Reference Nbr.
- Doc. Date, Reference Nbr.
- Reference Nbr.

Include Child Documents: **All Types**

[Load] [Cancel]

Choosing the option End Ref Nbr:

Load Options

From Date: [] To Date: 23/09/2015

Start Ref. Nbr.: [] End Ref. Nbr.: []

Max. Number of Documents: 999

Order By

- Due Date, Reference Nbr.
- Doc. Date, Reference Nbr.
- Reference Nbr.

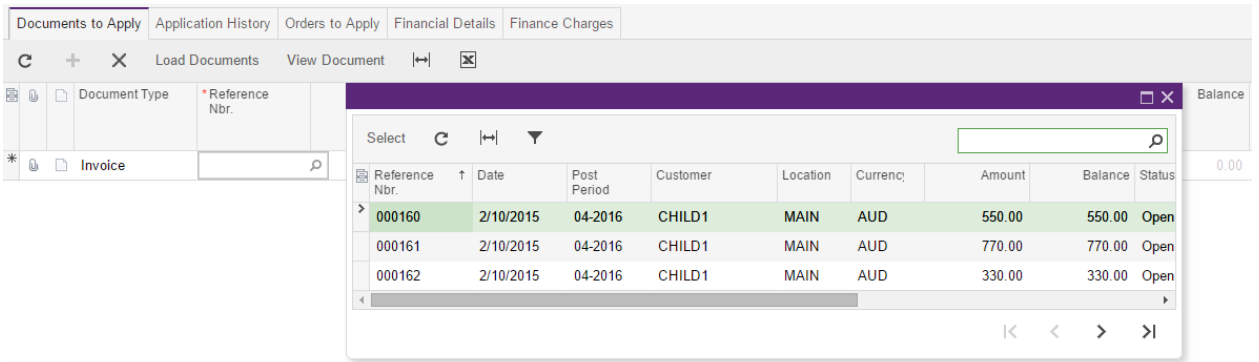
Include Child Documents: None

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

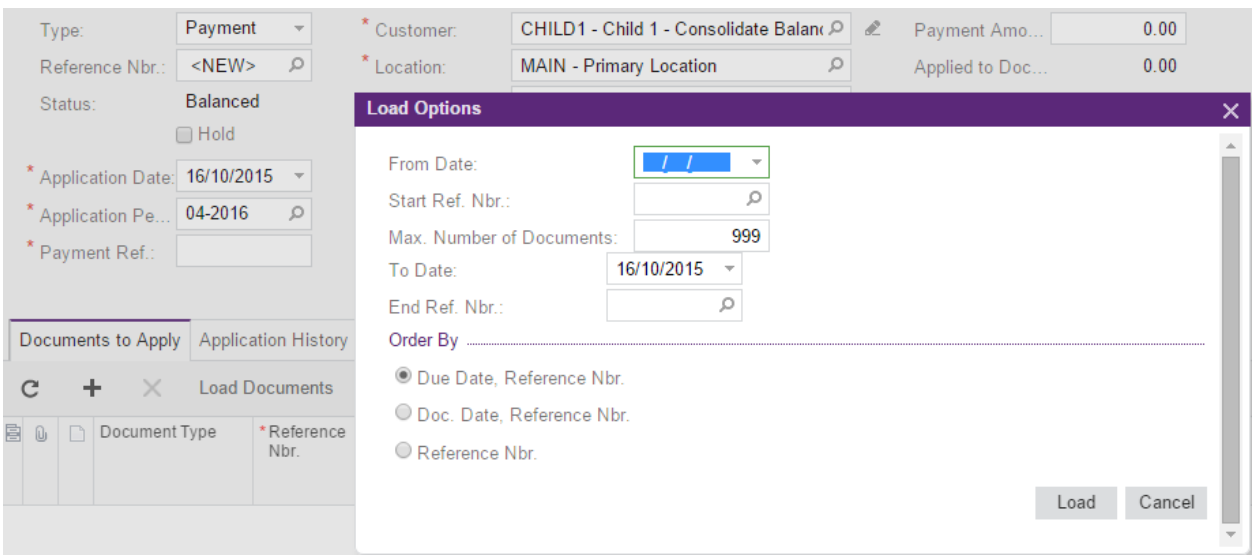
Reference Nbr.	Date	Post Period	Customer	Location	Currency	Amount	Balance	Status	Due Date
000160	2/10/2015	04-2016	CHILD1	MAIN	AUD	550.00	550.00	Open	2/10/2015
000161	2/10/2015	04-2016	CHILD1	MAIN	AUD	770.00	770.00	Open	2/10/2015
000162	2/10/2015	04-2016	CHILD1	MAIN	AUD	330.00	330.00	Open	2/10/2015
000164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

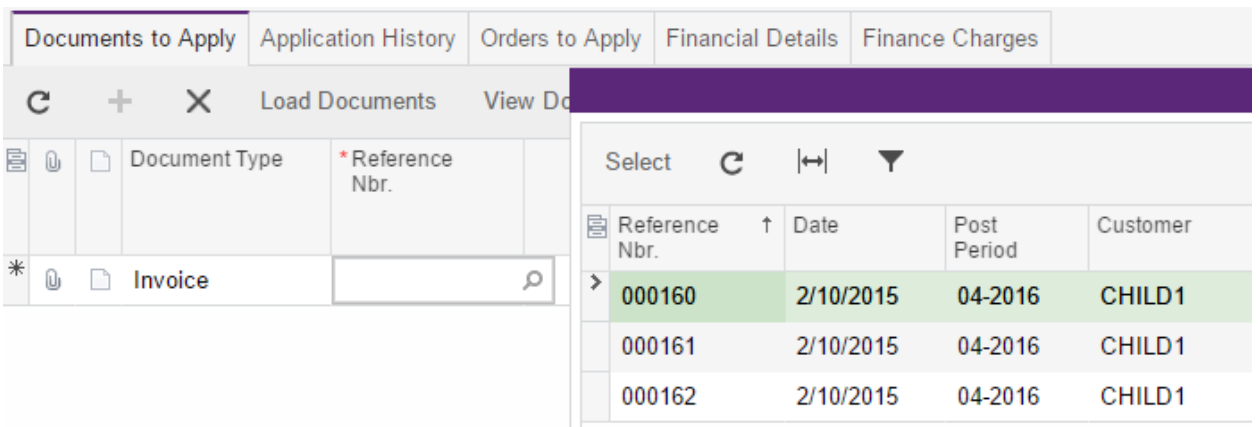
Alternatively you can select which invoices you are to pay at line level by simply selecting the magnifying glass on the column reference number in the Documents to Apply tab.



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.

Type: Credit Memo	Customer: PARENT - Parent	Detail Total: 330.00	
Reference Nbr.: 000144	* Location: MAIN - Primary Location	Discount Total: 0.00	
Status: Balanced	Currency: AUD 1.00 View base	GST Taxable ... 330.00	
<input type="checkbox"/> Hold	Terms:	GST Exempt ... 0.00	
* Date: 24/09/2015	Due Date:	Tax Total: 33.00	
* Post Period: 03-2016	Prompt Paym...:	Balance: 363.00	
Customer Order:	* Project: X - Non-Project Code	Rounding Diff.: 0.00	
Description: Credit Note		Prompt Paym...: 0.00	

Document Details	Financial Details	Billing Address	Tax Details	Salesperson Commission	Discount Details	Applications
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View Invoice

Reference Nbr.	Customer	Select	Reference Nbr.	Date	Post Period	Customer	Location	Currenc.	Amount	Balance	Status
		<input type="checkbox"/>	000140	24/09/2015	03-2016	CHILD1	MAIN	AUD	1,650.00	1,250.00	Open
		<input type="checkbox"/>	000141	24/09/2015	03-2016	CHILD2	MAIN	AUD	1,760.00	1,360.00	Open
		<input type="checkbox"/>	000143	24/09/2015	03-2016	PARENT	MAIN	AUD	220.00	20.00	Open

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.

Documents to Apply		Application History		Orders to Apply		Financial Details		Finance Charges				
Batch Number	Type	* Reference Nbr.	Customer	Amount Paid	Prompt Payment Disc. Taken	Balance Write-Off	Applicati Period	Date	Due Date	Prompt Payment Disc. Date	↑ Balance	Prompt Payment Disc. Balance
	Invoice	000143	PARENT	20.00	0.00	0.00	03-2016	24/09/2015	24/10/2015	24/09/2015	0.00	0.00
	Invoice	000140	CHILD1	343.00	0.00	0.00	03-2016	24/09/2015	24/10/2015	24/09/2015	907.00	0.00

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:	<input type="text" value="Print Statement"/>	* Branch:	<input type="text" value="MAIN - Main"/>								
* Statement Cycle:	<input type="text" value="DEMO - 2015.3 DEMO"/>	<input type="checkbox"/> Foreign Currency Statements									
Statement Date:	<input type="text" value="31/10/2015"/>	<input checked="" type="checkbox"/> Show All									
<input type="checkbox"/> Customer	Customer Name	Statement Balance	Overdue Balance	Currenc	FC Statement Balance	FC Overdue Balance	FC Statetr	Don't Print	Printec	Don't Email	Emailed
<input checked="" type="checkbox"/>	PARENT Parent Example	2,145.00	2,145.00	AUD	2,145.00	2,145.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	CHILD2 Child 2 - No consolidation on balance...	1,650.00	1,650.00	AUD	1,650.00	1,650.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	000160		550.00	550.00	550.00
		invoice 1					
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

1 of 1

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.

Branch: MAIN - Main
 Customer: PARENT - Parent Example
 Period: []
 Currency: []
 AR Account: []
 AR Subaccount: []

Show All Documents
 Include Unreleased Documents
 Include Child Accounts

Balance by Documents: 2,145.00
 Current Balance: 2,145.00
 Prepayments Balance: 0.00
 Balance Discrepancy: 0.00

Customer	Type	*Reference Nbr.	*Post Period	*Date	Due Date	Status	Currency	Currency Origin. Amount	Currency Balance	Currency Prompt Payment Disc. Taken	Origin. Amount	Balance
CHILD1	Invoice	000160	04-2016	2/10/2015	2/10/2015	Open	AUD	550.00	550.00	0.00	550.00	550.00
CHILD1	Invoice	000161	04-2016	2/10/2015	2/10/2015	Open	AUD	770.00	770.00	0.00	770.00	770.00
CHILD1	Invoice	000162	04-2016	2/10/2015	2/10/2015	Open	AUD	330.00	330.00	0.00	330.00	330.00
PARENT	Invoice	000164	04-2016	2/10/2015	2/10/2015	Open	AUD	220.00	220.00	0.00	220.00	220.00
PARENT	Invoice	000165	04-2016	2/10/2015	2/10/2015	Open	AUD	275.00	275.00	0.00	275.00	275.00

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.

Branch: MAIN - Main
 Period: []
 Customer Class: []
 AR Account: []
 AR Subaccount: []

Currency ID: []
 Split By Currency
 Customers with Balance Only
 By Financial Period
 Include Child Accounts

Total Balance: 15,331,106.07
 Total Prepayments: 0.00
 Total Unrealized Gain/Loss: -16.59

Customer ID	Customer Name	Last Activity Period	Currency ID	Currency Beginning Balance	Currency Ending Balance	Currency Prepayments Balance	Currency PTD Sales	Currency PTD Payments	Currency PTD Cash Discount Taken
PARENT	Parent Example	04-2016	AUD	0.00	2,145.00	0.00	2,145.00	0.00	0.00

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

Branch: MAIN - Main
 Period: []
 Customer Class: []
 AR Account: []
 AR Subaccount: []

Currency ID: []
 Split By Currency
 Customers with Balance Only
 By Financial Period
 Include Child Accounts

Total Balance: 15,334,486.07
 Total Prepayments: 0.00
 Total Unrealized Gain/Loss: -16.59

Customer ID	Customer Name	Last Activity Period	Currency ID	Currency Beginning Balance	Currency Ending Balance	Currency Prepayments Balance	Currency PTD Sales	Currency PTD Payments	Currency PTD Cash Discount Taken
PARENT	Parent Example	04-2016	AUD	0.00	495.00	0.00	495.00	0.00	0.00