



14

Reporting for results

There are so many reports in MYOB that it's sometimes hard to know where to begin. After all, what's the difference between a Sales Customer Detail report, an Analyse Sales Item report and a Sales Register Detail report? If you feel a little daunted by this choice, start with the Business Insights menu (found on the bottom-right of every MYOB command centre), where you'll find all essential financial reports grouped together.



Golden rule

For quick, intuitive reports, go first to your Business Insights menu.

After you familiarise yourself with the Business Insights menu, you're ready to head for the main Reports menu. The easiest way to see what a report does is simply to pick a date range and display the report to screen. Remember that you can customise both the format and the content of most standard reports, by changing fonts and colours, filtering data or sorting your report in different ways. Even better, once you've got a report how you want it, you can save these custom settings, ready for next time.

If you want to manipulate reports even further, you can send reports to Excel. From Excel, you can format reports in whatever way you like: add columns, insert formulae, or cut and paste sections from one report to another. Or, maybe you need to calculate commission for salespeople, generate a livestock report for your farm, or produce work-in-progress reports? The possibilities are limitless.

Report customisation features changed substantially with the latest releases of AccountRight, and this chapter also explains the new features that came with this upgrade.

Discovering where reports live

For most newbies to MYOB, the most obvious place from which to generate reports is the Reports menu. This menu offers over 120 standard reports, each one of which can be customised. However, don't forget that sometimes a report isn't the quickest or

smartest way to look up information. Other good sources include your lists, transaction registers and the Business Insights menu. Questions 14.1 to 14.3 cover not just the Reports menu, but these alternative sources also.

14.1 Where do I go to find reports?

Check out what each of these different methods offer:

- **The Reports menu:** To see all available reports in one compact list, go to your **Reports** menu, found either on the bottom of every command centre or from the Reports menu on the top menu bar. You'll arrive at a screen that will look very similar to Figure 14-1. Reports are sorted according to the different command centres, so that you can click any of the tabs to see a different list of reports. All of these reports can be customised to suit your needs. Questions 14.4 to 14.7 explain how to modify the actual information on your report, and questions 14.8 to 14.13 explain how to change the formatting.



Figure 14-1 Go to your reports menu for a complete list of all available reports

- **The Find Transactions menu:** If you want to look up transactions for a particular customer or supplier, the Find Transactions menu is actually much quicker than any of the customer or supplier reports. Select **Find Transactions** from the bottom of any of the command centres, click the **Card** tab, enter the customer or supplier name along with a date range and there you have it: a complete list of transactions.
- **Lists:** Lists are ideal for looking up individual customer, supplier or item details, or for sorting information in particular ways (for example looking up all customers according to postcode or amount owed). See question 14.2 for more info about manipulating lists.

- **The Sales Register, Purchases Register and Bank Register:** The Sales and Purchases Registers are the best spot to investigate quotes, orders or credit notes, and to get a quick synopsis of the history of a particular customer or supplier. The Bank Register is a neat way to view withdrawals and deposits for any chosen bank account. See question 14.2 for more info about working with registers.
- **The Business Insights menu:** For a quick synopsis of the health of a business, go to the Business Insights menu found in the bottom-right corner of any command centre. See question 14.3 for more info.

14.2 Can I change what I see in the lists or transaction registers?

Yes, you can, and often lists and registers provide the quickest way of looking up information.

Way back in Chapter 2, question 2.20 explains how you can manipulate lists to view information in different ways. You can sort by column, create groups, remove columns or display extra columns and lots of other neat things.

The features are a more limited for registers than they are for lists, but the main thing to remember is that the Sales Register is a great place to look up information about customer sales, just as the Purchases Register is a great place to find info about supplier bills and purchase orders. Remember that with the latest versions of AccountRight, you can also sort by any column in the registers. For example, if you go to your Sales Register, you can click the Amount Due column to make the invoices with the highest value appear at the top.

14.3 What about modifying the Business Insights dashboard?

As mentioned in question 14.1, the Business Insights dashboard (accessed from the bottom-right corner of any command centre) is a quick way to check out business profitability and analyse sales, bank accounts or outstanding payables.

You can control, to a limited extent, what appears on the dashboard. For example, go to **Business Insights** and select the **Customer Analysis** tab. Then click the little **Customise** button in the top-left corner. You see a window similar to Figure 14-2. From here you can choose to remove panels that aren't relevant to your business, or add panels that are.

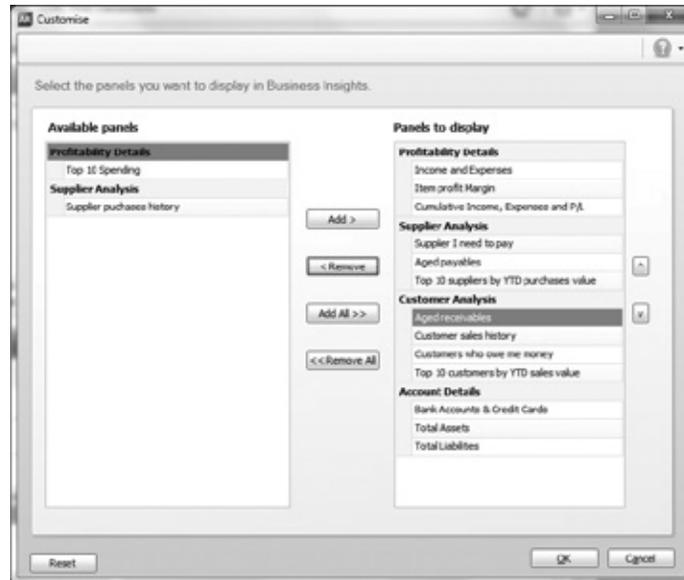


Figure 14-2 Choosing what you want to appear on your Business Insights dashboard

Within each pane, you can also choose to group information in different ways. For example, go to the **Bank Accounts** pane under the **Account Details** tab, and right-click the **Type** column label and select **Group By This Column**. This action groups each type of account together. You can then click the little plus button on the left-hand side to expand any one of these groups and view the details within.

Last, don't forget that when working with the Business Insights dashboard, you can click any column label to sort by that column. For example, click the **Total Due** column to show the customer who owes the most at the top of the list; click the **Invoice No.** column to sort by invoice number; or click the **Overdue Days** column to show the most overdue invoices at the top.

AccountRight upgrade



Although you can't manipulate the graphs in the Profitability Analysis, what you can do is right-click on any of the four images and save the image as a jpg file. This way, you can then insert the image into management reports.

Changing the information on reports

*This next section talks about working with MYOB's standard reports (all of which you access from the main Reports menu) and how to change the information that appears on these reports. To view the list of standard reports, either select **Reports** from the top menu bar or go to the **Reports** menu that appears on the bottom of each command centre. You arrive at a menu very similar to Figure 14-1.*

Click **Display** to see the default format for whichever report you've chosen, usually with the current month as the date range. The next step is to transform this report into a document that gives your business the specific information it needs.

14.4 How do I change the columns that appear on my reports?

On most reports you can choose which information you wish to include. See how this works in practice using a Profit & Loss report as your starting point.

1. Go to your **Reports** menu, click the **Accounts** tab and click the **Profit & Loss [with Year to Date]** report.
2. Make sure the date range is something relevant and click **Display**.
3. Click the **Insert/Modify** tab from the top menu bar.
4. Click the **Show/Hide** button on the reports toolbar.
5. Start by adding account numbers to this report. Do this by clicking **Account No.** on the left pane, and then click **Show** to shift this field to the right pane. While you're at it, experiment with hiding the percentage columns. One by one, highlight **% of Sales** and **% of YTD Sales** and click **Hide** to shift these fields to the left pane.
6. Click **OK** and observe how your report has changed.

You can apply this principle to any standard report. In other words, you display the report, you go to the **Insert/Modify** tab, and then you click the **Show/Hide** button in order to choose which columns you want to show on the report.

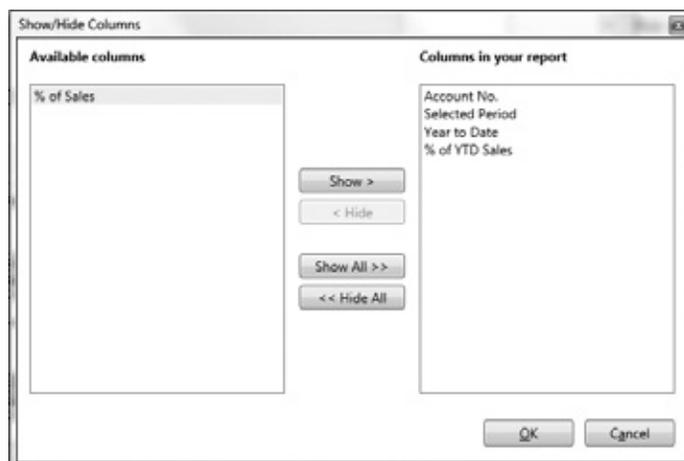


Figure 14-3 Adding or deleting fields in your report



Tip

If a report prints out with lots of zero values and these zero values get distracting, you can simplify things. First display the report, then click the **Filters** tab. Unclick the option to **Include Zero Balances**.

14.5 Can I narrow my report to just reports on certain items, customers, or sales?

All standard reports come with the maximum amount of information. For example, a sales report is going to list sales to all customers, including all items sold and all salespeople. But what if you want to narrow down this report to only list some customers, certain items or particular salespeople? You do this by applying *report filters*.

Opening a sales report provides an excellent way to see how this works.

1. Go to the **Sales** tab of your **Reports** menu and select the Sales [Customer Detail] report.
2. Select a date range that you know contains some sales, then click **Display**.
3. Click the **Filters** tab.
4. From the **Customers** menu, click the drop-down arrow and then click against the customers you want to include in this report.
5. Change the **Sales Status** to **All Sales**. (All Sales includes quotes and orders, whereas All Invoices displays actual sales only.)
6. Click the **Additional Filters** button and decide whether you want to restrict the information on this report in any other way. For example, you could choose to only display amounts over \$1,500, or sales made by specific salespeople, or sales sent by a particular courier. Each additional filter further narrows the content categories displayed in the report.
7. Check out the results.

Applying these report filters works well, doesn't it? Although this example refers to a sales report, you can apply these concepts to every single report. Simply go to the **Filters** tab and see what options are on offer and if relevant, click the **Additional Filters** button also.

14.6 How do I sort the information on my reports?

Similar to many of the features mentioned so far in this chapter, the sorting feature is new to the latest versions of AccountRight and is one of those little things that really add flexibility to the information you can generate. To sort data in almost any way you like, simply go to the **Filters** tab and click the **Sort** button.

Figure 14-4 shows an example. With this Sales Customer Detail report, you can sort first by Item or Account Number, and then by Quantity. Alternatively, you can sort by Amount, listing the highest value sales first.

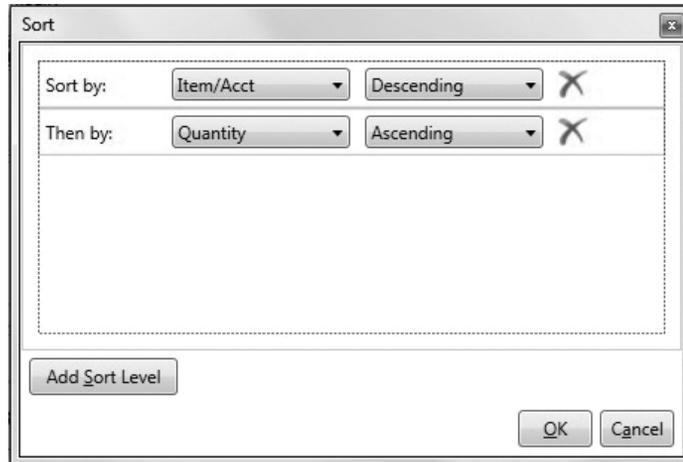


Figure 14-4 The Sort feature adds another layer of flexibility to your reports

Of course, you may still hit limitations with the Sort feature. For example, if you're working with a customer sales report and you want to sort the whole report according to item codes, rather than customer name, then you can't, because this particular report always sorts first by customer. In this kind of situation, your best bet is either to experiment with item reports (which do sort first according to item codes) or to send your report into Excel. See questions 14.17 to 14.22 for more information.

14.7 I've just upgraded. Where are the options that used to live under the Finishing tab?

Most of the options that used to sit under the Finishing tab in earlier versions of AccountRight now sit under the Filters tab.

For example, if you display a Profit & Loss report and then go to the Filters tab, you can see the options for including zero balances or rounding figures to the nearest dollar. These options used to be stored under the Finishing tab.

At the time of writing, not all options that had been under the finishing tab were included in the current reports (for example, the Filters tab doesn't include an option to print report sections on separate pages). However, this omission may have been corrected by the time you're reading this.

Formatting the look of reports

Although printing a report is as simple as clicking the Print button, you can do a few things to make your report look heaps smarter. This section explains how to format report headers, change report fonts, add company logos and much more.

When working with report formats, consider whether you are going to print this report or whether the report will end up being in electronic format only. If the report is going to be printed, you're usually best to steer clear of colours, as adding colours to reports is expensive and not exactly environmentally friendly.

14.8 How do I change the format of report headers, or the name of the report?

Every report has a header section which includes your company name and address, report name and so on. You can choose which of these items to display by going to the **Insert/Modify** tab of the report and clicking the **Fields** button. You can also change the format of these headers by highlighting the text with a click of the mouse and:

- selecting the font and font size from the font menu
- changing the colour of the text by clicking the artist's palette icon
- changing the colour behind the text by clicking the paint pot icon
- changing the background behind the entire report by clicking the Page Colour menu.



AccountRight upgrade

If you hold down the Control key and then click on the fields you want to format, you can change more than one field at a time.

14.9 What about changing the format of the body of the report?

At the time of writing, you can't make any changes to the format of the body of a report in the latest versions of AccountRight, although MYOB have flagged this change for future versions.

The only changes you can make to the format of the body are row shading and watermarks. To add row shading (a handy feature if you have lots of lines on your invoices or orders), go to the **Insert/Modify** tab and select **Show Row Shading** from the **Row Shading** menu. This adds a grey background to every alternate row on your report.

To add a watermark — maybe you want to add a logo in the background, or write DRAFT across a quote or an invoice — go to the **Watermark** menu and select

the stamp you want to emblazon across your report. Alternatively, click **Custom Watermark** to enter your own choice of text.

14.10 Can I add additional text or logos to the top of my reports?

A new feature in the latest versions of AccountRight is the ability to insert text boxes, logos and shapes in the header section. To use these features, first display the report, go to the **Insert/Modify** tab, and then:

- To add text, click the **Text Box** button, then drag out the shape of a box where you want text to appear. Double-click inside this box to enter the text itself.
- To add a box or a line, click the **Shapes/Lines** button, position your mouse pointer roughly where you want the top left corner of the box or line to sit, and then click and drag the bottom corner downwards and to the right (for a box) or simply to the right (for a line). To adjust the thickness of boxes or lines, highlight the line or shape and then click the paint pot icon, selecting **Weight** from the drop-down menu.
- To add a picture, click the **Picture** icon, navigate to the folder where the company logo lives, and click **Open**. Then drag and drop this logo into position.

At the time of writing, formatting report headers can be a bit glitchy. You can often resuscitate things by clicking the Print Preview tab, then returning to the Insert/Modify tab.

Advanced tip



Have you ever wanted to change the name of a report? Maybe you want to rename your Profit & Loss report so that it's called an Income and Expenditure report, or rename a Sales report so it's called a Performance report. You can. Go to the **Fields** button and deselect the option to print the report name. Then add a text box in the spot where you want the report header to appear, with the name of the report as you'd like to see it.

14.11 Can I move, narrow or widen report columns?

Yes. First display the report and then:

- To narrow or widen a column, rest your mouse on the column divider in the top section of the report body. Click then drag your mouse gently to the left or right.
- To move a column to another position (maybe you want to display the Date column before the Invoice number column or something similar), rest your mouse on the column header and then drag your mouse gently to the spot where you want this column to live, and let go. Alternatively, go to the **Insert/Modify** tab and click the **Order** button. Highlight the column you want to move and click the up or down arrow.

14.12 How can I get everything to fit neatly on the page?

If you have too many columns for everything to fit neatly, consider either removing columns that you don't need (refer to question 14.4 to find out how) or changing the report to Landscape orientation (select Landscape from the Orientation menu while on the Print Preview tab).

If this doesn't do the trick, you may want to try scaling your report, say printing it at 80% or 90%, or clicking the **Shrink to One Page** icon. (Both these settings are found on the Print Preview tab.)

You could also try tweaking the margins by selecting **Narrow** from the **Margin** menu (also found under the Print Preview tab).

14.13 What about bar graphs and pie charts?

The only reports in graph format are to be found under the Business Insights menu. However, these graphs are pretty limited in that you can't really manipulate the data (for example, although you can produce a bar graph plotting sales for the current financial year, you can't create a bar graph that plots sales for the last six months only).

The most practical solution is usually to find a standard report with the information you need, and then send this report into Excel and create graphs and charts from there. Questions 14.17 onwards explain more about sending reports to Excel.

Saving and printing reports

If you recently upgraded to the latest version of AccountRight, you'll find the custom reports work very differently. Custom reports used to live as unique files separate from your company file; in the latest releases, custom reports form an integral part of your company file.

The next section of this chapter explains how to save your report filters and formats as custom reports, and also how to save your reports as PDF files, ready for emailing to others or archiving.

14.14 Can I save my report settings?

Yes. Whenever you make a change to a report's filters or format, you can choose to save this change ready for next time. All you have to do is display the report, make the changes you want, and then select **Save As** from the **File** menu. Enter a name for this report and click **Save**.

You can find your new report by going to **My Custom Reports** on the bottom left of your **Reports** menu. (In previous versions, you could also choose to add custom reports to the top menu under Reports, but at the time of writing this feature isn't available.)

Because custom reports now form part of your company file, you can no longer share custom reports between company files in the same way as you could with earlier versions. The only solution is to create custom reports from scratch for each company file.

14.15 **Why have all my custom reports disappeared?**

If you've recently upgraded to the latest version of AccountRight, then you'll find that all your custom reports have disappeared. The solution? Sadly, there isn't one. You simply need to knuckle down and recreate these reports. (In previous years, you could upgrade custom reports from one version to another, but this isn't possible with the 2011/12 release.)

14.16 **Can I save my reports as PDF files, or send reports via email?**

You certainly can. To save a report as a PDF file, go to **File**, select **Export and Send**, click **Export** on the middle panel and then click the **PDF** icon on the right-hand panel. Think up a name for your PDF file, navigate to a folder where you want to store this report and click **Save**. (Why not create a folder called 'Reports' on your hard drive, and within that folder have subfolders called 'June', 'July', and so on?)

To send a report as an email, you have two choices. If you want to email your report to more than one person or if you want to format your email message, save the report as a PDF first and then attach it to an email. Alternatively, display the report first, then go to **File**, select **Export and Send**, click **Send** on the middle panel and then click **PDF, Excel** or **XPS** on the right-hand panel. Complete the email recipient details when prompted and click **Send**.

Tip



Don't waste time and resources collating, filing and storing reports that nobody ever reads. Instead, save your reports as PDF files wherever possible. For example, don't print Bank Reconciliation reports anymore but instead save these reports as PDF files, storing them in a folder that gets backed up regularly.

Sending reports to Excel

Before telling you how to export reports to Excel, it's worth sounding a warning: don't confuse exporting reports with exporting data. When you export data you are exporting transaction details or customer details, account numbers or inventory items. When you save reports as files, you are simply saving the report, not the transactions that make up that report.

*Exporting data tends to work best if you want to manipulate lists using Excel (updating item price lists, updating customer lists and so on). Wherever possible, use the **Export Data** menu to copy data into other applications, as opposed to saving data as a file. For example,*

if you need to get your customer address list out of your MYOB company file, it's preferable to export your customer cards, rather than save your Address List report as a file. See Chapter 21 for further details.

14.17 How do I send reports to Excel?

One of the easiest ways to get a report exactly how you want it is to send it to Excel. Here's what to do:

1. Start by customising your report within AccountRight, changing date settings and available fields so that the report is close to what you want it to be.
2. Go to the **File** menu, select **Export and Send** on the left pane, select **Export** on the middle pane and then click the **Excel** button on the right pane. Excel should open automatically, load the template and display the report.
3. You can then change report titles, cut and paste columns or rows, add colours, convert the report to graphs, or whatever you like! (You'll probably want to tweak the format, as the format of these standard templates is usually ugly beyond belief.)

	Selected Period	% of Sales	Year to Date	% of YTD Sales
November 2011				
Income				
Fee Income	\$1,238.64	100.0%	\$1,238.64	100.0%
Total Income	\$1,238.64	100.0%	\$1,238.64	100.0%
Gross Profit	\$1,238.64	100.0%	\$1,238.64	100.0%
Expenses				
Employment Expenses				
Wages & Salaries	\$1,000.00	80.7%	\$1,000.00	80.7%
Total Expenses	\$1,000.00	80.7%	\$1,000.00	80.7%
Operating Profit	\$238.64	19.3%	\$238.64	19.3%
Other Income				

Figure 14-5 You can send any report to Excel



Advanced tip

To search for a particular word or string of text in your company file, send a complete transaction report to Excel and use Excel's Find feature.

14.18 What if I don't have Excel but use a different spreadsheet?

First display the report, then go to the **File** menu, select **Export and Send** on the left pane, select **Export** on the middle pane and then **CSV** on the right hand pane.

Save this file when prompted and then open it in your spreadsheet software. You'll have to convert the commas to columns when prompted, and the process is a tad

fiddly, but at least you'll be able to get your data out of your company file and into a spreadsheet.

14.19 Why aren't the totals in my Excel report working?

When you send a report from AccountRight software to Excel, be aware that not all totals carry across as formulae. For example, if you have a sales report with a total at the bottom, you will find that the total is simply a number field, rather than a formula adding up all the cells above.

If you want to change figures on this report, you first have to ensure that all the column totals are formulae. If they're not, then you'll have to add your own (sorry, this book doesn't double as an Excel user guide, you'll have to make your own way on this one!).

Another problem you may encounter is that the formulae are all correct, but the column totals still aren't updating automatically. If this is the case, check your Excel options.

- In Windows Vista or Windows 7, go to the **Office** or **File** button and select **Excel Options**, followed by the **Formulas** side menu. Make sure that workbook calculations are set to **Automatic**, not **Manual**.
- In earlier versions of Windows, go to **Tools, Options** and click the **Calculation** tab. Make sure that all calculations are set to **Automatic**, not **Manual**.
- On a Macintosh, go to **Preferences**, click the **Calculation** tab, then the **Automatic** button.

14.20 Why do I keep getting error messages when I send reports to Excel?

Sometimes, the link between Excel and AccountRight software doesn't work first time. The link crashes, you get runtime errors, or the Excel icon is dimmed and won't respond. Here are a few things that can go wrong, along with their solutions:

- **The Excel icon is dimmed.** If you installed Excel after you installed AccountRight, then you'll need to reinstall AccountRight.
- **The Excel icon is dimmed, and you've already reinstalled AccountRight.** Start by reinstalling Excel, and agree to the default folders Microsoft suggests during the install process. Once complete, reinstall AccountRight one more time.
- **Run Time Error 1826 or 5922.** You need to obtain a small file called myobmain.dot to fix this problem. Contact Technical Support and they'll email you the file.
- **General Protection error.** Never exit AccountRight while in the middle of exporting reports. If you do exit before all report information has been transferred to Excel, you'll get a General Protection error.

- **The Excel template can't be found.** Don't change the file names or location of any Excel templates. In new versions, the file path is C:\ProgramData\MYOB\AccountRight\Reports\Spreadsheet. In older versions, the files live in the Spredsht folder under your MYOB program folder.
- **Dollar amounts appear as text, dates appear as odd numbers.** If you design a report or add or subtract columns in the report, the template format may not match up with the report. You could have dollar amounts in text-formatted fields, dates in dollar-formatted fields, and so on. To fix this, you'll need to edit the Excel template or change the design of the MYOB report.
- **Nothing at all happens.** Your virus protection software may be preventing AccountRight software from sending the report to Excel. Check the script blocking settings on your virus software and try again.
- **You get a message saying 'Error in OfficeLink process'.** This error may be due to the OfficeLink drivers failing to register with Windows. To correct this, try clicking on the Windows Start menu and select 'Run'. Type in the following commands (each command needs to be run separately): c:\Premier19\drvxl32.exe/register; c:\Premier19\drvwd32.exe/register. You may need to change the above folder name from Premier19 to your version of MYOB (wherever your version of MYOB is installed).
- **You get a message saying 'Unable to locate the necessary files to perform this OfficeLink function'.** Close AccountRight and navigate to where MYOB is installed on your C drive. Locate the drvwd32 file. Right click on the icon, choose Properties and in the Compatibility tab, and tick the box for Run this Program as an Administrator. Do the same for the drvxl32 file.
- **You're using the 64bit version of Office 2010.** At the time of writing, this version of Office 2010 isn't supported.
- **You lose the last half of your report.** If sending a really big report to Excel, try waiting for a few minutes before you try to view the report in Excel.

14.21 Can I modify the Excel templates?

Yes. For every report in AccountRight, there's a corresponding Excel template, which you'll find in the Spredsht folder of your MYOB program folder. You can identify Excel templates because they all end with the letters 'xlt', whereas regular Excel documents end with 'xls'.

Just open the template in Excel and make whatever changes you want, paying attention to the tips below. Be aware that although you can add additional worksheets to a template, AccountRight will only send report data to the first worksheet in the template.

Here are some tips to help along the way . . .

- When editing a template, save it as a template (.xlt file); don't change it to a document (.xls file).
- If you edit or delete any fields, your changes may not show up in the template.
- The field `[[BodyTable]]` is usually several lines. When you send a report to Excel, AccountRight first determines how many lines are in the body of the report and then uses Excel's insert command to insert that many lines into the spreadsheet.
- The final version of your customised template should preferably keep its original filename, saved as a template, with an '.xlt' extension. If you change the name of a template, every time you try to generate the corresponding MYOB report, you'll get a message saying that the template cannot be found, and you will be asked to locate the desired Excel template.
- For a bit more detail, check out Support Note 1505, available from www.myob.com.au.

14.22 What if I can't get the data I want into Excel?

All the information you record on a daily basis, such as sales, purchases, customers and inventory items, is stored in a complex database known as your company file. Usually, you can only access and manipulate this information from within AccountRight, or by using the OfficeLink feature to send data to Excel.

However, even with OfficeLink, the full structure and content of all the data in your company file remains hidden. You may find that you can't send the data you're looking for into Excel in the combination that you require. For example, you may want to combine information from a sales report with a certain custom field on a customer card, or calculate the number of days between delivery dates and promised dates, or produce a report that calculates the total new customers generated per salesperson each period.

MYOB ODBC Direct is a feature that lets you unlock all of the data in your company file and then access this data using other applications, such as Microsoft Access, Excel, Crystal Reports, or any other ODBC-compatible application. You can then organise and analyse this data to build exactly the report that you're looking for.

For more information, see Chapter 21.

Advanced tip



If MYOB doesn't have the custom report you want, or you can't create it using MYOB and Excel together, then your best option may be to get a custom report written especially for you. See question 22.5 for more details.
