![youGROW logo - RELATIONSHIP MARKETING DATABASE]

TRAINING NOTES

Cleaning up MYOB Accounting Database

Applies to: ☒ Premier Version 9 and above ☒ Accounting Version 15 and above
☒ Accounting Plus Version 15 and above ☒ Enterprise V3 and above

Issue:

Prior to commencing communication with clients, most businesses will need to clean up their existing MYOB data to ensure information is entered in correctly. As *you*GROW Business maps information from specific fields in the MYOB Accounting database into specific fields in Outlook and then uses those fields for customer communication, it is essential that the correct information is entered in the right places.

Resolution:

The easiest way to clean up a database is in Microsoft Excel. In Excel, you can easily see all of your customer information at once, in columns. The way in which we handle this is to export our Accounting database into Excel, clean it up accordingly, and re-import back into MYOB Accounting.

Instructions:
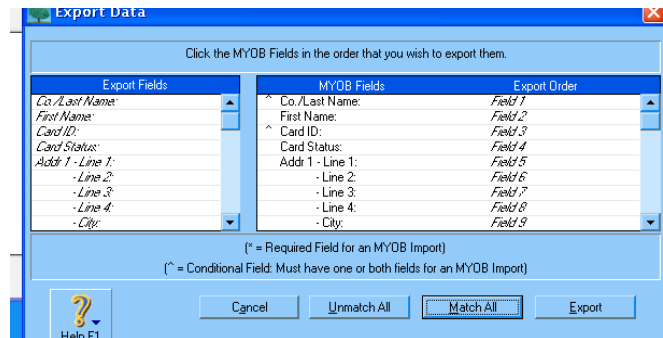**Exporting the Customer file from MYOB Accounting**

1. Open MYOB Accounting.

2. Go to File | Export Data | Cards | Customer Cards. Select the following options:
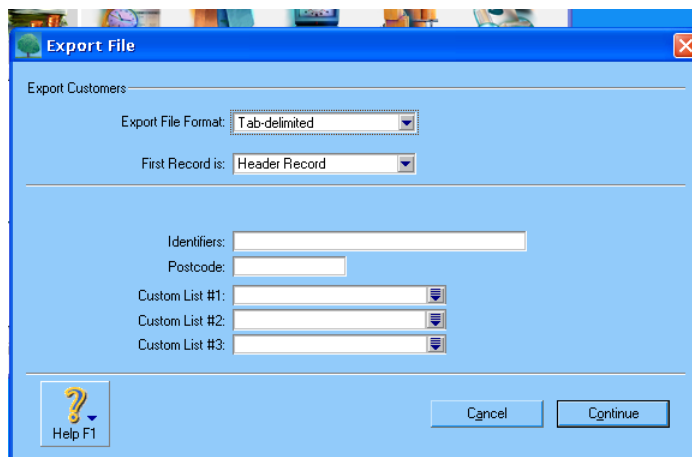

3. Click [Continue].

4. As per the screen dump below, click [Match All].

5. Click [Export].

6. Choose a folder to save your customer data file – you can leave the name as CUST.TXT.

7. Click [Save], and your customer file will be exported.

Opening up the file in Excel.

1. Open Excel.

2. Go to File | Open – under Files of Type, select Text Files and then find the location and the file name of the customer file you just exported from MYOB Accounting.
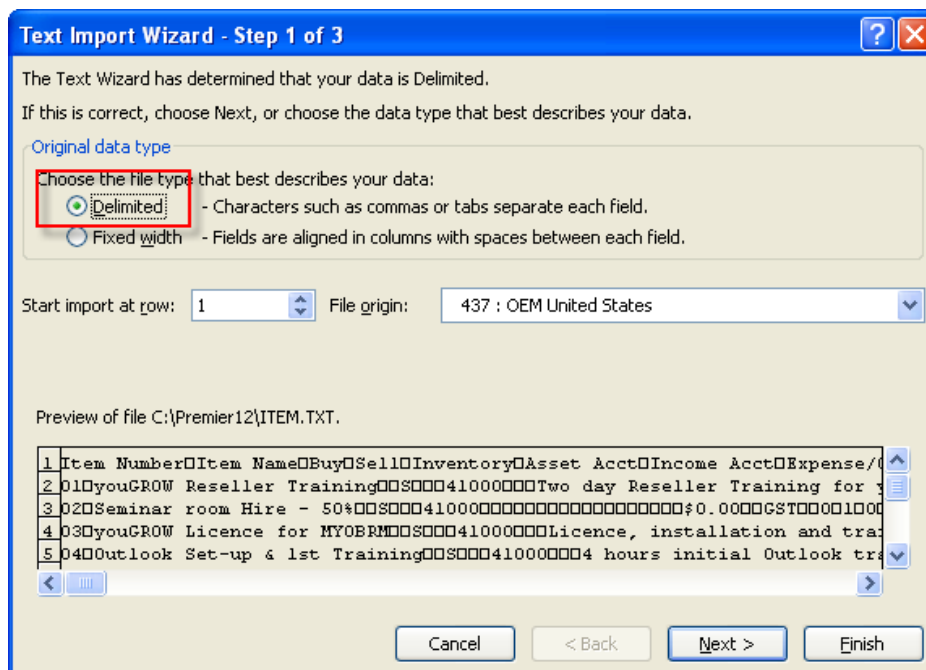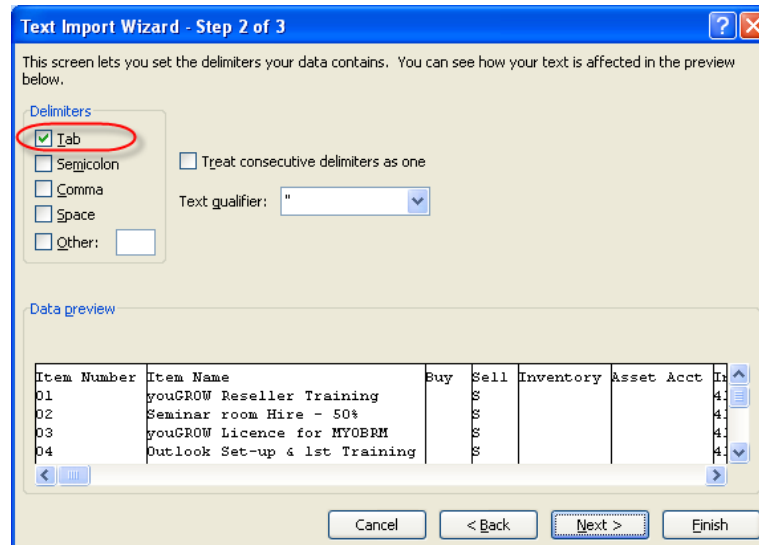

Excel Text Import Wizard - Screen 1 of 3

3. Choose **Delimited** as the **File type which best describes your data**.

4. Click [Next].

5. Select **Tab**, as the **Delimiter Type.**
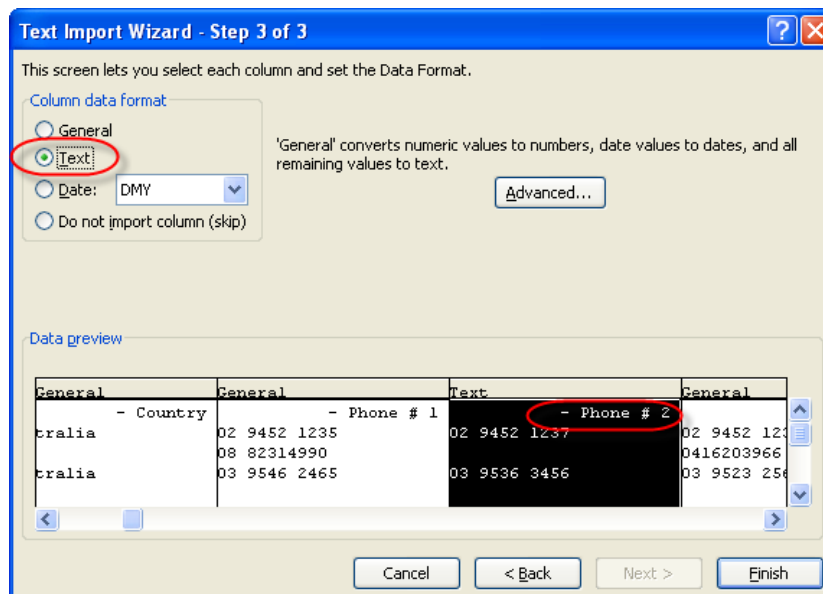
Excel Text Import Wizrd - Step 2 of 3

Click [Next].

6. Step 3 of the Import Wizard has some important settings you need to change. Scroll across to the **Postcode** field, select it and change the format to **Text** (If you don't do this you'll lose any leading zeroes). Do the same for your **telephone/fax** fields and repeat the process for any phone number fields in **addresses 2 - 3** if you have used them.

Excel Text Import Wizard - Step 3 of 3

7. Click [Finish] on the next menu. Your customer list will now open in Excel.

TRAINING NOTES

8. In order to make it easier to ensure the correct information is in the correct fields, or columns, highlight Row 2, and go to Window | Split. This will keep the field/column headings at the top of the screen as you scroll through.

9. Do not delete or change any of the field headings in Excel which you have exported – most of the time you will just work on the name and address fields. See our **explanation of each field heading on the following page.**
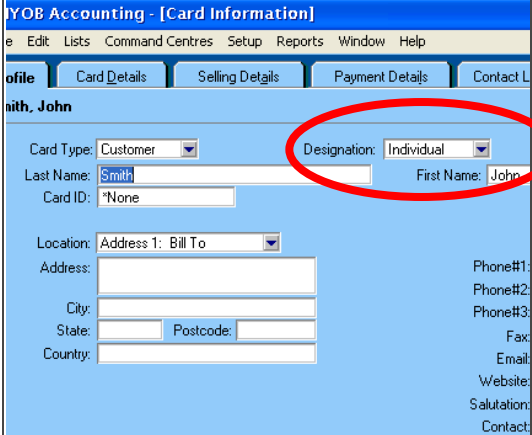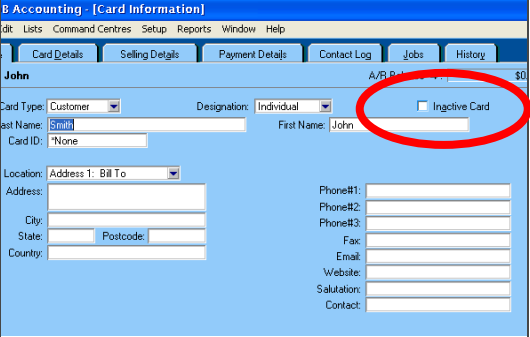
TRAINING NOTES

Important

Please read carefully through the **Explanation of MYOB Accounting Customer Fields in Excel** and take special note of the following fields. It is important that you get this step correct to make importing your files back to MYOB Accounting easy.

Explanation of MYOB Accounting Customer Fields in Excel

Field	Information required, format	Comments for *you*GROW
^Co./Last Name	This should be Company Name if billing to a company, Last name, if billing to an individual. (NB: You must use the Designation of Individual in the MYOB Customer Card file if an individual If a company name (no first name), 50 characters, alphanumeric. If a last name, 30 characters, alphanumeric.	Do not change the information in this field unless you are using the manual Card ID's in MYOB Accounting. Otherwise you will not be able to update your records when you import back into MYOB! If the information for particular records needs to be changed in this field, then make a note of the record and change after you have imported back into MYOB.
First **Name**	20 characters, alphanumeric	Use this field only if you are selling to an individual customer – not to a company. See our notes within these instructions for guidelines on entering customer names.
^**Card ID**	15 characters, alphanumeric. Must be a unique ID. If you try to import an ID that already exists, the ID "*None" will be assigned.	Only this field or the Co/First Name field are used to update existing customer records when importing back into MYOB. Do not change this field.

Field	Information required, format	Comments for *you*GROW
Card Status		Inactive records are not synchronised to *you*GROW. If you have any old customers which you do not deal with anymore – e.g. the company has gone out of business, do not delete the customer record, but rather mark it inactive either in Excel, by Typing Y in this field, or in MYOB individually on the customer card. It is good business practice to ensure that whenever you are aware of a client becoming inactive, to immediately mark the customer inactive in MYOB.
	If the field is blank or the letter N appears in the field, the card will have active status. If the field contains a Y or any non-blank character (other than N), the card will have an inactive status.	

Adds to Salutation fields are provided for each of the five addresses allowed per card entry. *you*GROW Maps the first 3 addresses –use the first address fields as your correspondence address – the second and subsequent as shipping/delivery addresses.

Field	Information required, format	Comments for *you*GROW
Address 1 (2-3-4-5) - Line 1 - Line 2 - Line 3 - Line 4	Total Address field (lines 1 to 4) cannot exceed 255 characters, alphanumeric	Only use these fields for the street address – do not use for suburb, state, postcode or country!
- City **- State**	Cannot exceed 255 characters, alphanumeric (each field)	Always enter the Suburb in CAPS Always enter the state as SA, NSW, VIC, QLD, etc.
- Postcode	10 characters, alphanumeric	
- Country	255 characters, alphanumeric	You can leave this blank if in Australia – one less field to worry about filling in. Only enter if you are dealing with customers outside Australia.
- Phone #1 **- Phone #2** **- Phone #3**	21 characters, alphanumeric (each field)	To obtain consistency, use: Phone 1 – Business Phone Phone 2 – Home or other business phone

Field	Information required, format	Comments for *you*GROW
		Phone 3 – Mobile Phone
- Fax # **- Email** **- WWW - website**	21 characters, alphanumeric (each field)	Self explanatory
- Contact Name	25 characters, alphanumeric	This and the next field are only ever used where the client is a Company. Enter the last name only in the Contact Name field ****Do Not Enter if a Individual****
- Salutation	15 characters, alphanumeric	Enter the first name only, for the company contact, in this field. ****Do Not Enter if an Individual****
Picture	File name of the graphic. 255 characters, alphanumeric.	*you*GROW does not map pictures or photos.
Notes	255 characters, alphanumeric	*you*GROW synchronises the Notes field – you can filter and find customers based on any of the information in this field.
Identifiers	10 characters, alpha only	*you*GROW synchronises this information.
Custom List 1 **Custom List 2** **Custom List 3**	30 characters, alphanumeric (each field)	*you*GROW synchronises this information.
Custom Field 1 **Custom Field 2** **Custom Field 3**	30 characters, alphanumeric (each field)	*you*GROW synchronises this information.

NB: *you*GROW Does not synchronise the following information – you probably won't wish to change any of the following fields in Excel – just leave as they are.

Billing Rate **Terms** **Tax Code** **Credit Limit** **Tax ID No.** **Volume Discount %** **Sales/Purchase Layout** **Payment method** **Payment Notes** **Notes on Card** **Card Number** **Expiry Date** **BSB**		*you*GROW does not synchronise this information.

Field	Information required, format	Comments for *you*GROW
Account Number Account Name ABN ABN Branch Account		
Salesperson		Each Salesperson should have a separate Card in MYOB. Ensure you put the first name in the first name field, and the surname in the last name field. Make any corrections / addition to this in the Customer Card file in MYOB. By having both first name and last name entered correctly here for the salesperson or the Account Manager – you will be able to send personalised emails or letters from that salesperson.
*you*GROW does not synchronise any additional information in your MYOB export – leave these fields and columns as is.		

Importing back to MYOB

1. When you have finished cleaning up your file, click File | Save As, change the **Save as Type** to **CSV (Comma-delimited)** and type a new filename (e.g. NewCust). Note that you could use the tab-delimited format but that can give you problems if you have commas in your customer names or addresses (e.g. Smith, Smith and Smith) - they will import with double quotes around them. Save your file in a location you will remember. (Excel will ask if you want to save as a **.csv** and that if you do, you will lose some of the features of Excel – just click [OK] through these prompts.)

2. **Backup your MYOB database first – so that you have a copy to restore if anything goes amiss.**

3. Now go back to MYOB and File | Import Data | Cards | Customer Cards.

4. Change the **Import File Format** to **comma-separated**, leave the **first record** as a **header record**. Select **Update Existing Record for Duplicate Records** and **Identify Records By** select **Co/Last Name** unless you already had **customer ID numbers. Continue.**

5. Change **Files of Type** to **All Files** and open your updated file.

6. On the next screen you can click **Match All** if you exported all the fields - otherwise manually match them and then click **Import**.

7. If there are any errors or warnings you will find details of these in a file called myoblog.txt or myobplog.txt in the MYOB folder. You will see warning numbers at the beginning of each line and an explanation of the problem at the bottom of the file.

TRAINING NOTES

8. As long as you made a backup first, you can't go too far wrong and this is a much easier process than changing each customer individually in MYOB.

TRAINING NOTES

Guidelines for Entering Contact Information in MYOB

For Individuals: we use the First Name & Last Names fields – we do not synch the Salutation or Contact Fields of individual card files:

MYOB Card File for Individuals

For Companies: we use the Salutation Field for the first name, and the Contact field for the last name.

MYOB Card File for Companies

Entering Contact Names:

1. **Entering Husband and Wife details:**
   If you communicate jointly with both husband and wife, it is best to enter John & Mary in the Salutation field, and their surname in the "Contact" field. In this way, your merged letters, when selecting the First Name field in the merge, will be addressed Dear John & Mary.

2. **Entering partner details when different surnames:**
   John Smith and Mary Jones are a couple. Enter John and Mary in the Salutation field, and then Smith/Jones in the Contact field.

3. **Entering Titles:**
   Titles are very rarely used these days in addressing letters. Even on the front of the envelope, we will use John & Mary Smith, not Mr and Mrs. The only exceptions may be Dr and Professor. In this case, enter Dr John or Professor John in the Salutation field, and their last name in the "Contact" field.. If a contact has told you that they are a Dr or Prof when you have asked for their name, they will generally want that to be acknowledged!

4. **Entering Initials and Surnames:**
   If you have JC entered in the Salutation field, and Smith in the Contact field, then any letters or email we send using the First name field in the mail merge, will be addressed as simply Dear JC. Our experience has shown that it is *generally* males who do not provide their first name – in this case, we need to enter Mr Smith in the Salutation field, or alternatively, JC Smith, with nothing in the Contact field.

Entering State Details:
When cleaning up in Excel, and for entering data in future into MYOB, always use the same format for states – i.e.
   o SA
   o NSW
   o QLD
   o NT
   o VIC
   o TAS
   o WA
   o ACT
N.B: You can use search and replace in Excel to Standardise.

Entering Suburb Details:
We follow Australia Post addressing Guidelines, and enter all suburbs IN CAPS – WITH NO FULL STOPS

Case Formatting:
It is important to understand that however you enter names into MYOB Accounting, will be how they are used in your communication. e.g. If you enter JOHN in the Salutation field, and SMITH in the Contact Field, your letters will be addressed to "Dear JOHN". Except for Suburbs and States, all other details should be entered in "Title Case" – i.e., only the first letter of the name is capitalised. See our tips following for easy ways to change the case for multiple records in Excel.
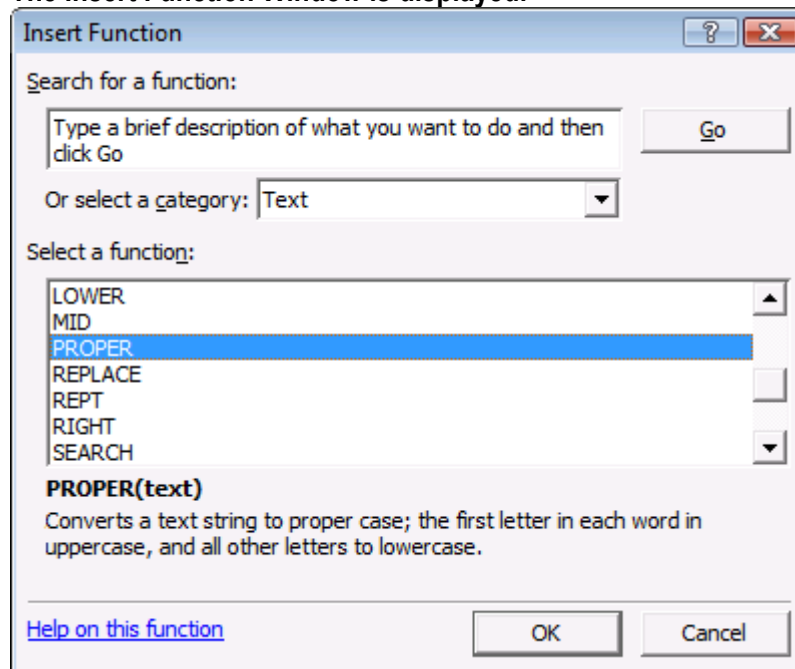
TRAINING NOTES

Tips & Tricks for Cleaning up in Excel

(You can download a great free utility for Excel to make much of this easier, from: http://www.asap-utilities.com/download-asap-utilities.php

1   To change the case of a field

    1.1   Insert 2 columns next to the field which requires correct case formatting – eg – "First Name"

    1.2   Go to the first cell in line 2 of the first column you inserted – leave Row 1 for the Title.

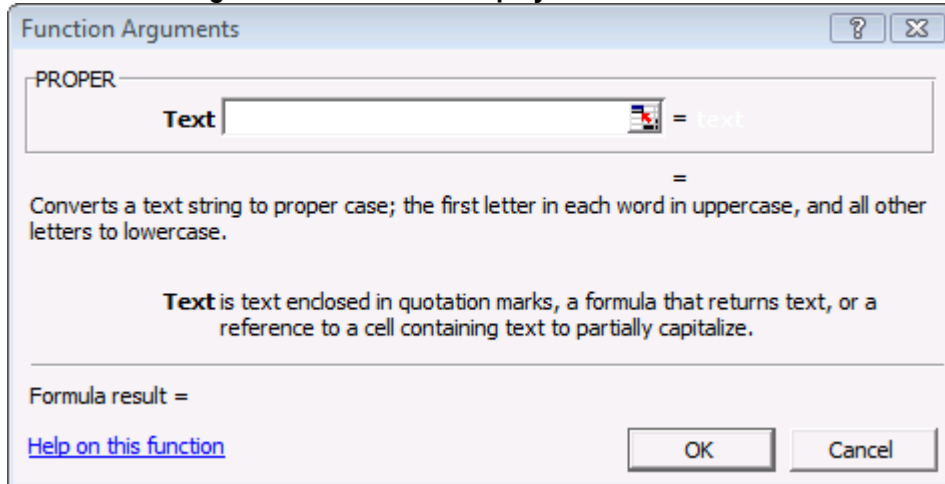   1.3   Go to Insert | Function,

The Insert Function Window is displayed.

    1.4   Change 'Or select a category:' to Text.

    1.5   Select PROPER for 'Select a function:'.
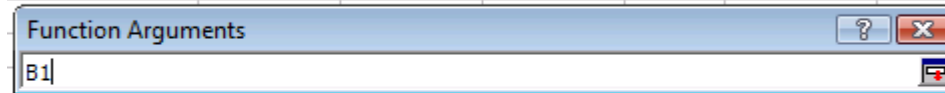
    1.6   Click [OK].

TRAINING NOTES

The Function Arguments window is displayed.
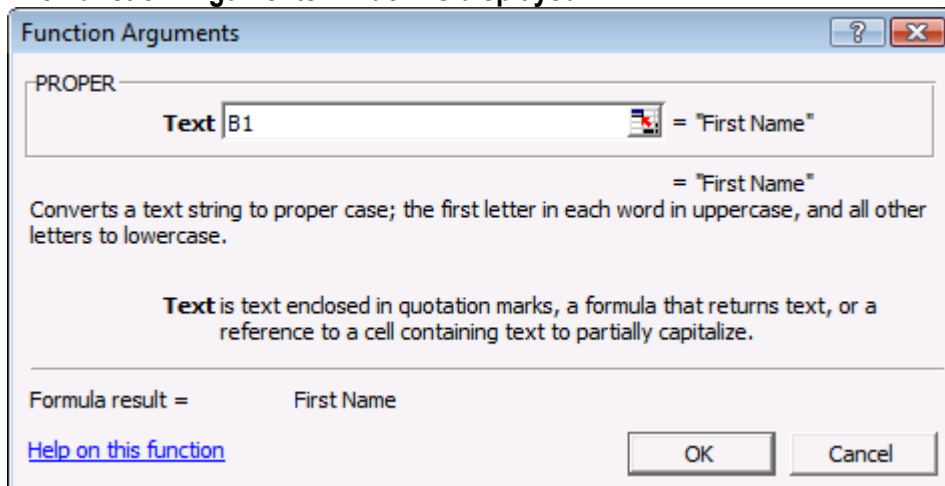

1.7   Click ![icon].

1.8   Select the cell next to this with the First Name in

1.9   Click ![icon].

**The Function Arguments window is displayed.**

TRAINING NOTES

1.10   Click [OK].

1.11   The cell will now be showing the first name with the first letter Capitalised.

1.12   Copy the formula down to the end of the entries. (Grab the bottom right hand corner of cell and drag down it will look like image below.)

1.13   Select this column with the correctly formatted text.

1.14   Go to Edit | Copy.

1.15   Now select the additional blank column you added in step 1.

1.16   Go to Edit | Paste Special.
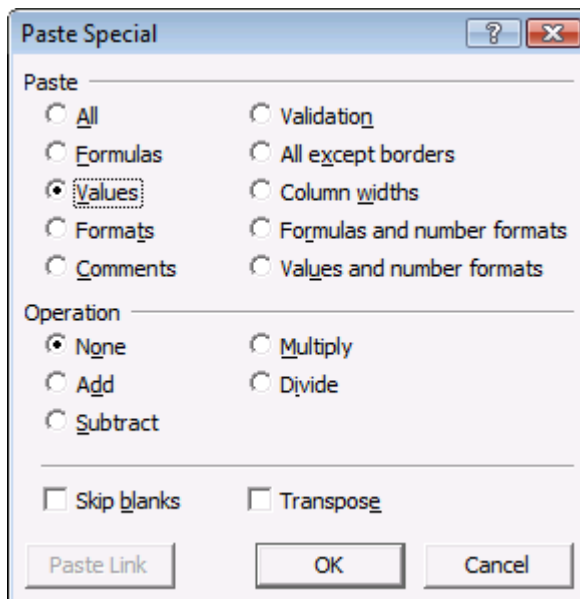
1.17   Now select "Values", under the Paste selection as in the illustration above, and click [OK].

1.18   Delete the original column with the incorrectly formatted names in, and the 2nd column you created with the "Proper" formula.

1.19 Add the column name to the new column you have just created.

1.20 To change other incorrect case formats repeat the above for each column – you also have the choice of "Upper" (for all Caps – for Suburb and State) and "Lower" – this you would not normally require in cleaning up a database.

5. To correct incorrect placement of fields:

2.1. There is no easy way to do this other than to drag them to their correct position. Often, the suburb will have been entered in "Street 2". The easiest way to speed this up, is to do a sort on the "Street 2" column – ENSURING THAT YOU "EXPAND THE SELECTION" prior to your sort. All the blank fields will be at the top or bottom. You can then select fields in a block and drag them across.

6. To split fields where the first names and surnames have been entered in the one field.

2.2. Check your data in the columns to find the maximum number of words in any one name field – the maximum will normally be 5 at the most.

2.3. Insert this number of new columns next to the "name" columns.

2.4. Select the column with the name field.

2.5. Go to Data | Text to Columns. You will be taken to the "Text top Columns" wizard.

2.6. In step 1 of the Wizard, ensure the file type "delimited" is selected. Click Next.

2.7. Check the box next to "Space", to select that as the delimiter. (If you are splitting address fields, the "delimiter" may be a ",".)

2.8. Click [Next].

2.9. Click [Finish].
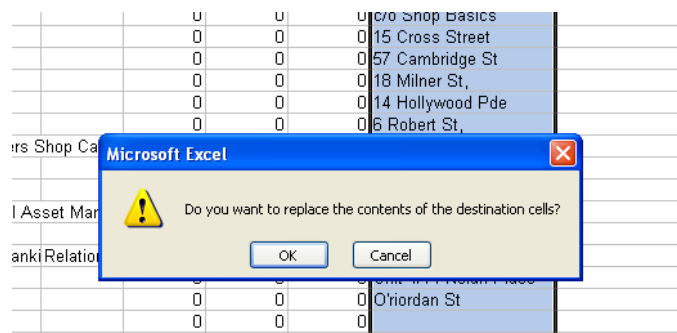
2.10. If the above message is displayed, then you have not added enough columns. If you press [OK] here, you will overwrite information you have in other cells. So cancel the operation, and add enough new columns to accommodate the number of words.