OfficeLink

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Chapter 1

OfficeLink Overview

MYOB Accounting Plus OfficeLink allows you to automatically create word processing and spreadsheet documents using Accounting Plus data. You must be using OfficeLink-compatible word processing and spreadsheet programmes.

These products are compatible with OfficeLink:

- Microsoft Excel Version 8.0 (Office 97) and later.
- Microsoft Word Version 8.0 (Office 97) and later.

Viewing reports in Microsoft Excel

While Accounting Plus provides a wide range of reports and graphing tools, there may be times when you'll find it more convenient to use Microsoft Excel to create what-if scenarios, budgets and the like. With OfficeLink, you can transfer Accounting Plus reports to Excel as easily as you can print them.

In order to use OfficeLink, you must also be using Microsoft Excel Version 8.0 (Office 97) or later. In addition, you must have selected to use Excel when you installed OfficeLink. If you haven't done this already, reinstall Accounting Plus and select to use Excel with OfficeLink during the installation process.

If the Excel button in the Index to Reports window is dimmed, OfficeLink hasn't been installed properly for Excel.

See the following step-by-step procedure:

"To view Accounting Plus reports in Excel" on page 1077

Modifying OfficeLink templates for Microsoft Excel

To display an Accounting Plus report in Microsoft Excel, Accounting Plus uses a set of special Excel templates, which are installed when you indicate that you use Excel during the Accounting Plus installation process. Each Excel template is associated with a specific Accounting Plus report. You can modify these templates, if you wish.

If you accidentally delete an OfficeLink template for your Excel reports or word processing programme's letters, you can recreate the missing template by reinstalling the Accounting Plus programme files. Any missing templates will be added when you reinstall.

Any templates you've modified won't be replaced when you reinstall Accounting Plus. If you wish to replace a modified template when you reinstall Accounting Plus, you must first rename or delete the template you modified. (Refer to the documentation that accompanied your computer for information about renaming and deleting files using your computer's operating system.)

See the following step-by-step procedure:

To modify OfficeLink templates for Microsoft Excel

See the following for a list of Accounting Plus reports and their corresponding Excel templates:

"Accounts Tab" on page 1079
"Chequebook Tab" on page 1081
"Sales Tab" on page 1082
"Time Billing Tab" on page 1084
"Purchases Tab" on page 1085
"Payroll Tab" on page 1087
"Stock Tab" on page 1087
"Card File Tab" on page 1088

Creating personalised letters using OfficeLink

From time to time, you may need to send a letter to a customer, reminding him that his payment is late, or perhaps to tell a customer the items she's ordered are back ordered and will be delayed by a few days. Using

OfficeLink, it's easy to create letters for a single person or several companies—the only requirement is that they have cards in your Accounting Plus Card File.

In order to use OfficeLink, you must also be using an OfficeLink-compatible word processing programme. (See "OfficeLink Overview" on page 1072 for a list of compatible programmes.) In addition, you must have selected one or more of these programmes when you installed OfficeLink. If you haven't done this already, refer to your Getting Started manual for general information about reinstalling Accounting Plus to take advantage of OfficeLink's capabilities.

Even if you haven't installed OfficeLink, you can create a "mail-merge" file that can be used with your word processing programme to create personalised letters. This process is more time-consuming, however. We recommend that you take advantage of OfficeLink's capabilities if you can. If you choose not to use OfficeLink, see "Exporting data from MYOB Accounting Plus" on page 855 for information about creating an export file of Accounting Plus information that can be mail-merged into letters and other documents.

Accounting Plus provides a number of letter templates for you to use. If you wish to make permanent modifications to the templates, see "OfficeLink templates for personalised letters" on page 1075 and consult the documentation for your word processing programme for instruction on doing so.

Using OfficeLink, you can send personalised letters to any person or company for whom you've created a card using the Card Information window. You may find this handy for writing collection letters, apologies or notices that your customer's items have been back ordered.

You can also view a list of all your unpaid receivables—that is, the sales you've entered in Accounting Plus that your customers haven't fully paid yet. When you've finished viewing the information, you can create collection letters to send to customers whose payments are overdue.

See the following step-by-step procedures:

"To send personalised letters to multiple people in your Card File" on page 1090

"To send personalised letters to a single person or company" on page 1092

"To send personalised letters to customers with unpaid invoices" on page 1094

OfficeLink templates for personalised letters

When you create personalised letters using OfficeLink, you must choose a template for the letter you're creating for the customers you select.

Changing the OfficeLink templates

The OfficeLink templates are specially designed to work with your Accounting Plus data and your word processing software to create personalised letters. Special entries, known as field codes, have been inserted in these templates to ensure your Accounting Plus data appears in the proper places in your letters. These field codes are similar, but are not the same, as the typical mail-merge field codes that you would normally work with in Microsoft Word. As a result, we recommend that you don't make changes to any of the field codes in your OfficeLink templates. Also, if you plan to change your templates, we suggest that you first learn about how your word processing programme works with templates.

OfficeLink templates for personalised letters are located in the Letters folder inside the folder in which Accounting Plus is installed. Letters with the extension .DOT are Microsoft Word templates. We recommend that you make backups of the existing templates before you begin making changes.

In each template, the format for each MYOB OfficeLink field code is text surrounded by double brackets, like this:

[[Name]]

If you intend to manually add or change any OfficeLink field codes, be sure the codes use double brackets in this manner.

Important note about changing templates!
You must have extensive knowledge about Word templates to use the information we've provided here. If you don't feel comfortable with this information, we strongly encourage you to enlist some assistance from someone who is more knowledgeable about templates, such as an MYOB Certified Consultant.

See the following step-by-step procedures:

"To choose an OfficeLink template for personalised letters" on page 1096

"Accounting Plus fields that can be merged into OfficeLink" on page 1109

"To view OfficeLink field codes" on page 1113

Removing prompts for your name and title from OfficeLink templates

When you use OfficeLink to print mail-merge letters using Microsoft Word, you'll be prompted to enter your name and title in a dialogue box when the letters are created. Your entries will appear at the end of your letters. If you're the only person who prints mail-merge letters, however, you may wish to remove these prompts and place your name and title in the letter templates you use most often.

See the following step-by-step procedure:

"To modify Microsoft Word templates" on page 1113

Chapter 2

Viewing reports in Microsoft Excel

Viewing reports in Microsoft Excel

To view Accounting Plus reports in Excel

If you haven't already read the OfficeLink Overview, see "Viewing reports in Microsoft Excel" on page 1072 for more information.

The Index to Reports window should be displayed.

1. Highlight the report you want to display in Excel.

   Click Customise to limit the amount of information that appears on the report. The Report Customisation window appears, and you can specify the information you want to see on the report. Click OK.

2. Click the Excel button at the bottom of the Index to Reports window. The report will appear in an Excel worksheet.

   (If you want to view the information on the report in Accounting Plus before opening Excel, click the Display button, rather than the Excel button; the report will appear in Accounting Plus's Screen Reports window. When you're ready to view the report in Excel, click the Excel button in the Screen Reports window.)

> **Warning: Avoid exiting Accounting Plus while exporting reports using OfficeLink**
> While you are exporting Accounting Plus reports to Excel using OfficeLink, it's very important that you don't use the Windows Task Manager to close either Accounting Plus or the DRVXL16.exe programme. If you exit either Accounting Plus or the DRVXL16.exe programme using the Task Manager before all the report information has been transferred from Accounting Plus to Excel, a General Protection Fault error will occur. We strongly recommend that you wait until the report information has been transferred to Excel before attempting to exit Accounting Plus.

> **Note: If you want to view the Cash Flow Analysis Report in Excel**
> In order to view the Accounting Plus Cash Flow Analysis report in Excel, you must first display the Cash Flow Worksheet. If you choose the Cash Flow Analysis report in the Index to Reports window, then click Excel, a message will appear to alert you about this requirement. Click OK and the Cash Flow Worksheet window will be displayed for you automatically. Click the Analyse Cash Needs button in that window, then click the Excel button in the Index to Reports to view the report in Excel.

3. In Excel, make any changes you like to the report information.

Modifying OfficeLink templates for Microsoft Excel

▶ To modify OfficeLink templates for Microsoft Excel

If you haven't already read the OfficeLink Overview, see "Modifying OfficeLink templates for Microsoft Excel" on page 1073 for more information.

Warning: Use caution when modifying Accounting Plus's Excel templates!

If you modify the Excel templates for your Accounting Plus reports, be sure that you do not move the [[Tbl:Body Table]] field. This field ***must*** be located in Column B, row 15, in order for each report's total amounts to be calculated correctly. If you move [[Tbl:Body Table]], the totals will be inaccurate.

Also note that you cannot directly reference a specific piece of data within a report when creating additional calculations on your report data. This is because Excel will push the reference field you create to a field below the end of the report body when the report is imported into Excel. As an alternative, we suggest that you either create a macro that will be calculated after the report is imported or place your reference field on a separate spreadsheet that will be updated after the report is imported.

See the following list of Accounting Plus reports and their corresponding Excel templates:

"Accounts Tab" on page 1079
"Chequebook Tab" on page 1081
"Sales Tab" on page 1082
"Time Billing Tab" on page 1084
"Purchases Tab" on page 1085
"Payroll Tab" on page 1087
"Stock Tab" on page 1087
"Card File Tab" on page 1088

Accounts Tab

Report	Template File Name
Account History [OfficeLink]	accthist.xlt
Account Transactions	acctinq.xlt
Balance Sheet	balsht.xlt
Balance Sheet [Spreadsheet]	balshts.xlt

Balance Sheet [Budget Spreadsheet]	balshtbs.xlt
Balance Sheet [Last Year Analysis]	balshtla.xlt
Balance Sheet [Budget Analysis]	balshtba.xlt
Accounts List [Summary]	coasum.xlt
Accounts List [Detail]	coadet.xlt
Currency List	curlst.xlt
Currency Realised Gain/Loss	curre.xlt
Currency Unrealised Gain/ Loss	curunre.xlt
Nominal Journal	genjrl.xlt
Job Activity [Summary]	jobacts.xlt
Job Activity [Detail]	jobactd.xlt
Job Budget History [OfficeLink]	jobbudhi.xlt
Job History [OfficeLink]	jobhist.xlt
Job Transactions	jobinq.xlt
Job Profit & Loss	jobpl.xlt
Job Reimbursable Expenses	jobreexp.xlt
Jobs [Budget Analysis]	jobba.xlt
Jobs List	joblist.xlt
Profit & Loss	pl.xlt
Profit & Loss [Spreadsheet]	pls.xlt

Profit & Loss [Budget Spreadsheet]	plbs.xlt
Profit & Loss [with Year to Date]	plytd.xlt
Profit & Loss [with Last Year]	plly.xlt
Profit & Loss [% Sales Analysis]	plsa.xlt
Profit & Loss [Last Year Analysis]	pllya.xlt
Profit & Loss [Budget Analysis]	plba.xlt
Recurring Nominal Journal Entries	recgj.xlt
Session Report	session.xlt
Trial Balance	trlbal.xlt
VAT [Summary]	vats.xlt
VAT [Summary – Cash]	vatsc.xlt
VAT [Detail]	vatd.xlt
VAT [Detail – Cash]	vatdc.xlt
VAT Exceptions [Cash Transactions]	tcect.xlt
VAT Exceptions [Invoice Transactions]	tceit.xlt
VAT Return	vatrtn.xlt
VAT Return [Cash]	vatrtnc.xlt

Chequebook Tab

Report	Template File Name
Bank Deposit Slip	bds.xlt

Cash Disbursements Journal	cdjrnl.xlt
Cash Flow Analysis	cashflw.xlt
Cash Receipts Journal	crjrnl.xlt
Chequebook Register	chkbkreg.xlt
Bank Deposit	bdr.xlt
Reconciliation Report	reconcil.xlt
Recurring Cheques	recchk.xlt
Recurring Deposits	recdep.xlt
To Do List [Recurring Transactions]	tdlrectn.xlt

Sales Tab

Report	Template File Name
Aged Debtors [Summary]	agedars.xlt
Aged Debtors [Detail]	agedard.xlt
Analyse Sales [Item]	zsalit.xlt
Analyse Sales [Item - FY Comparison]	zsalitly.xlt
Analyse Sales [Item Spreadsheet]	zsalits.xlt
Analyse Sales [Activity]	zsalac.xlt
Analyse Sales [Activity - FY Comparison]	zsalacly.xlt
Analyse Sales [Activity Spreadsheet]	zsalits.xlt
Analyse Sales [Customer]	zsalc.xlt

Analyse Sales [Customer - FY Comparison]	zsalcly.xlt
Analyse Sales [Customer Spreadsheet]	zsalcs.xlt
Analyse Sales [Salesperson]	zsalsp.xlt
Analyse Sales [Salesperson - FY Comparison]	zsalsply.xlt
Analyse Sales [Salesperson Spreadsheet]	zsalsps.xlt
Customer Payments [Closed Invoices]	custpyh.xlt
Customer Payments [Salesperson]	custpysp.xlt
Customer Reimbursable Expenses	custrexp.xlt
EC Sales	eclist.xlt
Invoice Transactions	invinq.xlt
Debtors Reconciliation [Summary]	arrecsum.xlt
Debtors Reconciliation [Detail]	arrecdtl.xlt
Recurring Sales Templates	recsale.xlt
Referral Source	inqsrc.xlt
Sales Ledger Journal	salejrnl.xlt
Sales [Customer Summary]	salcusts.xlt
Sales [Customer Detail]	salcustd.xlt
Sales History by Customer [OfficeLink]	salhiscu.xlt
Sales History by Salesperson [OfficeLink]	salhissp.xlt
Sales [Salesperson Summary]	salsps.xlt

Sales [Salesperson Detail]	salspd.xlt
Sales [Activity Summary]	salacts.xlt
Sales [Activity Detail]	salactd.xlt
Sales [Item Summary]	salitms.xlt
Sales [Item Detail]	salitmd.xlt
Sales Register [All Sales]	srall.xlt
Sales Register [Closed Invoices]	srclol.xlt
Sales Register [Open Invoices and Orders]	srinvor.xlt
Sales Register [Quotes]	srquo.xlt
Sales Register [Returns and Credits]	srcred.xlt
VAT Code List	txcodlst.xlt
To Do List [Debtors]	tdlar.xlt
To Do List [Recurring Sales]	tdlrcsal.xlt
To Do List [Orders to be Delivered & Received]	tdlordrs.xlt
GIS Customers	gisc.xlt
GIS Sales	giss.xlt

Time Billing Tab

Report	Template File Name
Activities List	actlist.xlt
Activity Log Detail	actlogdl.xlt
Activity Log Diary	actlogdy.xlt

Activity Slip [Activity Detail]	asactdet.xlt
Activity Slip [Activity Summary]	asactsum.xlt
Activity Slip [Customer Detail]	ascusdet.xlt
Activity Slip [Customer Summary]	ascussum.xlt
Activity Slip [Employee Detail]	asempdet.xlt
Activity Slip [Employee Summary]	asempsum.xlt
Hourly Productivity [Detail]	hrprodd.xlt
Hourly Productivity [Summary]	hrprods.xlt
Rate Exceptions	rateexcp.xlt

Purchases Tab

Report	Template File Name
Aged Creditors [Detail]	agedapd.xlt
Aged Creditors [Summary]	agedaps.xlt
Analyse Purchases [Item Spreadsheet]	zpurits.xlt
Analyse Purchases [Supplier FY Comparison]	zpurvly.xlt
Analyse Purchases [Supplier Spreadsheet]	zpurvs.xlt
Analyse Purchases [Supplier]	zpurv.xlt
Purchase Transactions	poinq.xlt

Creditors Reconciliation [Detail]	aprecond.xlt
Creditors Reconciliation [Summary]	aprecons.xlt
Purchase History by Supplier [OfficeLink]	purhisv.xlt
Purchases Ledger Journal	papjrnl.xlt
Purchases [Item Detail]	puritmd.xlt
Purchases [Item Summary]	puritms.xlt
Purchases [Supplier Detail]	purvendd.xlt
Purchases [Supplier Summary]	purvends.xlt
Purchases Register [All Purchases]	prall.xlt
Purchases Register [Closed Purchases]	prclol.xlt
Purchases Register [Open Purchases and Orders]	prbilor.xlt
Purchases Register [Quotes]	prquo.xlt
Purchases Register [Returns and Debits	prcred.xlt
Recurring Purchase Templates	recpo.xlt
To Do List [Expiring Discounts]	tdlexpd.xlt
To Do List [Creditors]	tdlap.xlt
To Do List [Recurring Purchases]	tdlrecpr.xlt
Supplier Payment History	vdrpyh.xlt
Supplier Payments	vdrpyt.xlt

Payroll Tab

Report	Template File Name
Autopay Report	autop.xlt
BOBS Report	bobs.xlt
Employee Payroll List	empyrlst.xlt
Entitlement Balance [Detail]	empexpbd.xlt
Entitlement Balance [Summary]	empexpbs.xlt
Employer's Payment Record (P32)	p32.xlt
P11 PAYE	p11paye.xlt
P11 NIC	p11nic.xlt
P35 Deductions Working Sheet	p35.xlt
P45 Details of employee leaving work	p45.xlt
Payroll Activity [Summary]	payacts.xlt
Payroll Activity [Detail]	paycatd.xlt
Payroll Category Transactions	paycatiq.xlt
Payroll Earnings	pradv.xlt
Payroll Journal	payjrnl.xlt
Payroll Register [Summary]	payregs.xlt
Payroll Register [Detail]	payregd.xlt
Payroll Summary	paysum.xlt
Recurring Paycheques	recpychk.xlt

Stock Tab

Report	Template File Name
Analyse Stock [Summary]	zinvs.xlt
Analyse Stock [Detail]	zinvd.xlt
Auto Build	autobld.xlt
Stock Count Sheet	invctst.xlt
Stock Journal	invjrnl.xlt
Item Sales History [OfficeLink]	itemsalh.xlt
Items List [Summary]	itmls.xlt
Items List [Detail]	itmld.xlt
Price Analysis	pricez.xlt
Price List [Summary]	prclsst.xlt
Price List [Detail]	prclsstd.xlt
To Do List [Stock Alert]	tdlsa.xlt

Card File Tab

Report	Template File Name
Address List	addlst.xlt
Card File [Summary]	cfsum.xlt
Card File [Detail]	cfdet.xlt
Card Transactions	cfinq.xlt
Contact Log	clog.xlt
Identifiers	ids.xlt
To Do List [Overdue Contacts]	tdloc.xlt
GIS Card File	giscf.xlt

Chapter 3

Creating personalised letters using OfficeLink

Sending personalised letters

To send personalised letters to multiple people in your Card File

If you haven't already read the OfficeLink Overview, see "Creating personalised letters using OfficeLink" on page 1073 for more information.

If you're not using OfficeLink, see "Exporting data from MYOB Accounting Plus" on page 855 for information on creating an export file that can be used to create mail-merge letters.

The Forms Selection - Create Personalised Letters window should be displayed.

1. Make selections about the data you want to export and then click OK. The Review Cards Before Exporting window appears.

2. All cards whose data fit the criteria you entered in the Create Personalised Letters window appear in the list with a mark in their Export field.

   If you don't want to export the data for a card, click the mark in its Export field to remove the mark.

3. Click Mail Merge.

4. The Select From List window appears with a list of letter templates you can use to create personalised letters for the customers you've selected. Highlight the template you want, and click the Use Template button.

   (See "To choose an OfficeLink template for personalised letters" on page 1096 for a list of letter templates available for use with OfficeLink.)

Warning: Some templates shouldn't be used or changed

OfficeLink uses several templates and macros to create personalised letters, and some of these templates shouldn't be used to create letters, changed or deleted.

If you are using Microsoft Word, avoid using or changing the MYOBMN97.dot template.

5. Your word processor will open, and a series of dialogue boxes will appear, allowing you to enter additional information that will appear in the letters. For all letters, you'll be asked to enter your name and business title.

   If you're printing letters to alert your customers that some of their items are on back order, using the BACKORD template, you also will be asked to indicate the items that are on back order.

   If you enter multiple items, they will be printed in a column; to ensure that they appear properly, we suggest that you make your entries in the dialogue box in the following format:

   No. WP-FLOFloral Wallpaper

   No. WP-GEOGeometric Wallpaper

Note: The items you enter in the dialogue box will be used on all the letters you've selected

You can enter more than one item in the dialogue box that appears when your word processing programme is started. It's important to note, however, that whatever entries you make in the dialogue box will be used for every letter you've selected. Using the example above, every customer you've selected will be told that their geometric wallpaper and floral wallpaper are on back order.

If some customers have ordered another combination of items that are back ordered, you'll need to repeat this procedure for those customers. Following our example, you might create one set of letters for people who ordered geometric wallpaper, a second set of letters for those who ordered floral wallpaper, and a third set of letters for those who ordered both types of wallpaper.

If you're printing letters to alert customers that the cheques they used to pay you have bounced, using the BOUNCED template, you'll be asked to specify the cheque number and the amount for each customer you've selected.

When you've made all the entries required, the personalised letters for the customers you selected will be displayed. You can edit these letters, if you like, or print them just as they are.

▶ To send personalised letters to a single person or company

If you haven't already read the OfficeLink Overview, see "Creating personalised letters using OfficeLink" on page 1073 for more information.

The Cards List window should be displayed.

1. Click on the name you want to highlight it.
2. Click the Letter button at the bottom of the window.
3. The Select From List window will appear with a list of letter templates you can use to create personalised letters for the person or company you've selected.

Highlight the template you want, then click the Use Template button.

See "To choose an OfficeLink template for personalised letters" on page 1096 for a list of letter templates available for use with OfficeLink.

> **Warning:Some templates shouldn't be used, changed or deleted**
>
> OfficeLink uses several templates to create personalised letters, but some of these templates shouldn't be used, changed or deleted.
>
> If you are using Microsoft Word, avoid using, changing or deleting the MYOBMN97.DOT template.

4. Your word processor will open, and a series of dialogue boxes will appear, allowing you to enter additional information that will appear in the letter. For all types of letters, you'll be asked to enter your name and business title.

   If you're printing a letter to alert your customer that some of their items are on back order, using the BACKORD template, you also will be asked to indicate the items that are on back order.

   If you enter multiple items, they will be printed in a column; to ensure that they appear properly, we suggest that you make your entries in the dialogue box in the following format:

   No. WP-GEOGeometric Wallpaper

   No. WP-FLOFloral Wallpaper

> **Note: The items you enter in the dialogue box will appear on all the letters you've selected**
>
> You can enter more than one item in the dialogue box that appears when your word processing programme is started. It's important to note, however, that whatever entries you make in the dialogue box will be used for every letter you've selected. Using the example above, every customer you've selected will be told that their geometric wallpaper and floral wallpaper are on back order.
>
> If some customers have ordered another combination of items that are back ordered, you'll need to repeat this procedure for those customers. Following our example, you might create one set of letters for people who ordered geometric wallpaper, a second set of letters for those who ordered floral wallpaper, and a third set of letters for those who ordered both types of wallpaper.

If you're printing a letter, using the BOUNCED template, to alert a customer that the cheque they used to pay you has bounced, you'll be asked to specify the cheque number and the amount of the cheque that bounced.

When you've made all the entries required, the personalised letter for the customer you selected will be displayed. You can edit this letter, if you like, or print it just as it is.

▶ To send personalised letters to customers with unpaid invoices

If you haven't already read the OfficeLink Overview, see "Creating personalised letters using OfficeLink" on page 1073 for more information.

If you're not using OfficeLink, see page "Creating personalised letters using exported data" on page 860 for information on creating an export file that can be used to create mail-merge letters for your customers with unpaid invoices.

The To Do List window should be displayed.

1. Click the A/R (Accounts Receivable) tab to display a list of all your unpaid receivables.

2. If you want to view detail about a specific sale, click the zoom arrow to the left of the customer's name.

3. Click the Action column for each customer in the list to whom you want to send a letter.

4. Click the Mail Merge button at the bottom of the window.

5. The Select From List window appears with a list of letter templates you can use to create personalised letters for the customers you've selected. Accounting Plus provides four templates for collection letters. Highlight the template you want from the following list, and click the Use Template button.

   See "To choose an OfficeLink template for personalised letters" on page 1096 for a list of letter templates available for use with OfficeLink.

   Warning: Some templates shouldn't be used, changed or deleted

   OfficeLink uses several templates to create personalised letters, but some of these templates shouldn't be used, changed or deleted.

   If you are using Microsoft Word, avoid using, changing or deleting the MYOBMN97.DOT template.

6. Your word processor will open, and a series of dialogue boxes will appear, allowing you to enter your name and business title.

   When you've made all the entries required, the personalised letters for the customers you selected will be displayed. You can edit these letters, if you like, or print them just as they are.

Chapter 4

OfficeLink templates for personalised letters

Using OfficeLink templates for personalised letters

To choose an OfficeLink template for personalised letters

If you haven't already read the OfficeLink Overview, see "OfficeLink templates for personalised letters" on page 1075 for more information.

You must have extensive knowledge about Word templates to change your templates in Accounting Plus. If you don't feel comfortable with this information, we strongly encourage you to enlist some assistance from someone who is more knowledgeable about templates, such as an MYOB Certified Consultant.

You can use the following templates:

"Apology letter" on page 1097
"Backorder letter" on page 1098
"Blank letter" on page 1099
"Bounced cheque letter" on page 1100
"First collection letter" on page 1101
"Second collection letter" on page 1102
"Third collection letter" on page 1103
"Final collection letter" on page 1104
"Fax cover page" on page 1106
"Resolution letter" on page 1107
"Thank you letter" on page 1108

Apology letter

Template name:
APOLOGY.DOT

Use this letter template to apologise for a problem your company has caused for a customer, and to assure the customer that the problem will be addressed.

Clearwater International
123 Elm Street
Bracknell, Berkshire Rg12 1DF

10/4/02

John Smith
Smith Engineering
123 Main Street
Bracknell, Berkshire Rg12 1DF

Dear John:

Please accept my sincere apology, on behalf of Clearwater International for the difficulties we've caused you. We've made a sincere effort to address your problem, and we hope that you find the resolution satisfactory. Please contact me directly if you have any remaining issues or questions; it's important to me that your concerns are fully addressed.

Sincerely,

Mark Lee
Vice President

Backorder letter

Template name:
BACKORDR.DOT

Use this letter template to let your customers know the items they've ordered are on back order and will be delivered as soon as possible.

Clearwater International
254 Elm Street
Bracknell, Berkshire Rg12 1DF

10/4/02

John Smith
Smith Engineering
123 Main Street
Bracknell, Berkshire Rg12 1DF

Dear John:

Thank you for the order you placed. Unfortunately, the following item(s) you've ordered are currently on back order with our supplier.
We expect these items to arrive shortly, and we'll deliver your order as soon as they do.
If you have any questions or you'd like to make a change to your order, please call us. We appreciate your business, and we apologise for any inconvenience this delay causes you.

Sincerely,

Mark Lee
Vice President

Blank letter

Template name:
BLANK.DOT

Use this letter format when none of the other Accounting Plus templates meet your needs and you wish to write your own letter. The following information for the selected person or company will appear in your word processing document: contact name, company name, address, city, county, postal code and salutation. In addition, your company name and address will appear at the top of the document.

Clearwater International
123 Elm Street
Bracknell, Berkshire Rg12 1DF

10/4/02

John Smith
Smith Engineering
123 Main Street
Bracknell, Berkshire Rg12 1DF

Dear John:

(Insert your own text here in this space of the Blank Template.)

Sincerely,

Mark Lee
Vice President

Bounced cheque letter

Template name:
BOUNCECK.DOT

Use this letter template for customers whose payment cheques have been returned to you marked “NSF” (non-sufficient funds).

Clearwater International
123 Elm Street
Bracknell, Berkshire Rg12 1DF

10/4/02

John Smith
Smith Engineering
123 Main Street
Bracknell, Berkshire Rg12 1DF

Dear John:

Your bank has returned your cheque, number 5001, for £1,000 to us. The bank indicated that your account doesn't have sufficient funds to pay the cheque.

In order for you to keep your account with us in good standing, it's important that you make payment within 3 days. We ask that you use the enclosed envelope to make your payment., and we ask that you make your payment using a certified cheque, money order or cashier's cheque. (If the overdraft occurred because of a bank error, please simply send a replacement cheque.)

If you're unable to make a full payment or if you have questions about the returned cheque, please call immediately. We will work with you, if need be, to find a solution that allows you to keep your good credit standing with us.

Sincerely,

Mark Lee
Vice President

First collection letter

Template name:
COLL_1ST.DOT

Use this letter template for customers whose accounts have become past due. This letter serves as a gentle reminder to your customers to bring their account balance up to date.

Clearwater International
123 Elm Street
Bracknell, Berkshire Rg12 1DF

10/4/02

John Smith
Smith Engineering
123 Main Street
Bracknell, Berkshire Rg12 1DF

Dear John:

Our records show that your current balance with us is £1,866.56, of which £1,866.56 is now past due. We hope this is merely an oversight on your part. If you haven't already sent a payment for the past due amount to us, please do so today. If a problem has arisen that we should be aware of, please call us immediately to discuss it.

We value your business, and we'd like for you to resolve this issue as quickly as possible.

Sincerely,

Mark Lee
Vice President

Second collection letter

Template name:
COLL_2ND.DOT

This letter template expresses greater urgency than COLL_1ST and requests that your customer contact you immediately.

Clearwater International
123 Elm Street
Bracknell, Berkshire Rg12 1DF

10/4/02

John Smith
Smith Engineering
123 Main Street
Bracknell, Berkshire Rg12 1DF

Dear John:

Is there a reason we have not heard from you? Your overdue balance is now £1,866.56 and is long past due. This is beginning to concern us. Please let us hear from you at once.

Sincerely,

Mark Lee
Vice President

Third collection letter

Template name:
COLL_3RD.DOT

This letter template is similar to COLL_2ND, but expresses even greater urgency, and encourages the customer to take action before his credit history is damaged.

Clearwater International
123 Elm Street
Bracknell, Berkshire Rg12 1DF

10/4/02

John Smith
Smith Engineering
123 Main Street
Bracknell, Berkshire Rg12 1DF

Dear John:

We have not yet received your overdue balance of £1,866.56. Please contact us immediately.

We'd like to continue thinking of you as a valued customer. We'd prefer not to damage our relationship by turning your account over to a collection agency. However, we will do so if we don't receive payment from you immediately.

If you've already sent the payment, please call us. If you haven't done so, please send your payment in full today.

Sincerely,

Mark Lee
Vice President

Final collection letter

Template name:
COLL_FIN.DOT

This letter template is the most strongly worded of the Accounting Plus collection letters. It indicates that you will turn the customer's account over to a collection agency if payment isn't made within a specified number of days.

Clearwater International
123 Elm Street
Bracknell, Berkshire Rg12 1DF

10/4/02

John Smith
Smith Engineering
123 Main Street
Bracknell, Berkshire Rg12 1DF

Dear John:

Despite our previous efforts to settle this matter, your account remains unpaid and is long overdue. Unless we receive full payment of £1,866.56, we will turn your account over to our collection agency for collection.

As you know, such action is likely to damage your credit rating and your ability to do business with other companies. We don't wish for that to happen. We've enjoyed doing business with you, but we really must settle your account.

If you call me, we may be able to find a solution that allows you to make payment and avoid the unpleasantness of the collection process. I urge you to call me today.

Please call today or make immediate payment in full. Otherwise, I will turn your account over to our collection agency.

Sincerely,

Mark Lee
Vice President

Fax cover page

Template name:
FAXCOVER.DOT

Use this letter template to create a fax cover page for the people or companies you've selected. This page includes room for a memo, should you wish to include one.

FAX Cover Page

To:
Clearwater International
123 Elm Street
Bracknell, Berkshire Rg12 1DF

Fax:
Enter Fax Number here

From:
John Smith
Smith Engineering
123 Main Street
Bracknell, Berkshire Rg12 1DF

Date:
10/4/02

Pages:________

Memo:
(This is where you can add a memo should you wish to include one)

Resolution letter

Template name:
RESOLVED.DOT

Use this letter format for customers who have questioned an amount on their monthly statement. This letter indicates that you are looking into the matter and that you will credit the customer’s account for the amount in question while the matter is investigated.

Clearwater International
123 Elm Street
Bracknell, Berkshire Rg12 1DF

10/4/02

John Smith
Smith Engineering
123 Main Street
Bracknell, Berkshire Rg12 1DF

Dear John:

Thanks for alerting us to your concerns about your statement. We are researching the changes on the statement, and we expect to contact you shortly with a resolution to the problem. In the meantime, we’ve credited your account for the amount in question.

Please feel free to call me if you have any further questions about this matter, or if I can assist you in some other way.

Sincerely,

Mark Lee
Vice President

Thank you letter

Template name:
THANKYOU.DOT

Use this letter to thank new customers for their business.

Clearwater International
123 Elm Street
Bracknell, Berkshire Rg12 1DF

10/4/02

John Smith
Smith Engineering
123 Main Street
Bracknell, Berkshire Rg12 1DF

Dear John:

Thanks for choosing us! We appreciate your business and the opportunity to serve you. We know you could have chosen one of our competitors, and we're delighted and honored that you've chosen to work with us instead. I trust we'll meet or exceed your expectations in the coming months and years.

Please call me if I can assist you in any way.

Sincerely,

Mark Lee

Changing the OfficeLink templates

Accounting Plus fields that can be merged into OfficeLink

If you haven't already read the OfficeLink Overview, see "Changing the OfficeLink templates" on page 1075 for more information.

Only a specific number of Accounting Plus fields are available for use in the OfficeLink templates. You must have extensive knowledge about Word templates to use the information we've provided here. If you don't feel comfortable with this information, we strongly encourage you to enlist some assistance from someone who is more knowledgeable about templates, such as an MYOB Certified Consultant.

The following Accounting Plus fields can be merged into OfficeLink templates.

Accounting Plus field	Where the field is located in Accounting Plus
[[Company]]	Company Name field in the Company Information window
[[Cadd1]]	First line of the Address field in the Company Information window
[[Cadd2]]	Second line of the Address field in the Company Information window
[[Cadd3]]	Third line of the Address field in the Company Information window
[[Cadd4]]	Fourth line of the Address field in the Company Information window
[[CPhone]]	Phone Number field in the Company Information window

[[Name]]	Company Name field in the Card Information window for companies; Last Name and First Name fields in the Card Information window for individuals
[[Add1]]	First line of the Address 1 field in the Card Information window
[[Add2]]	Second line of the Address 1 field in the Card Information window
[[Add3]]	Third line of the Address 1 field in the Card Information window
[[Add4]]	Fourth line of the Address 1 field in the Card Information window
[[Add5]]	Fifth line of the Address 1 field in the Card Information window
[[City1]]	The City field of the Address 1 field in the Card Information window
[[County1]]	The county field of the Address 1 field in the Card Information window
[[Postal Code1]]	The postal code field of the Address 1 field of the Card Information window
[[Sadd1]]	First line of the Address 2 field in the Card Information window (used for customers and suppliers only)

[[Sadd2]]	Second line of the Address 2 field in the Card Information window (used for customers and suppliers only)
[[Sadd3]]	Third line of the Address 2 field in the Card Information window (used for customers and suppliers only)
[[Sadd4]]	Fourth line of the Address 2 field in the Card Information window (used for customers and suppliers only)
[[Sadd5]]	Fifth line of the Address 2 field in the Card Information window (used for customers and suppliers only)
[[City2]]	The City field of the Address 2 field in the Card Information window (used for customers and suppliers only)
[[County2]]	The county field of the Address 2 field in the Card Information window (used for customers and suppliers only)
[[Postal Code2]]	The postal code field of the Address 2 field in the Card Information window (used for customers and suppliers only)
[[Phone1]]	Phone No. 1 field in Address 1 in the Card Information window
[[Phone2]]	Phone No. 2 field in Address 1 in the Card Information window

[[Fax]]	Fax field in Address 1 in the Card Information window
[[Salutation]]	Salutation field in Address 1 in the Card Information window
[[Contact]]	Contact field in Address 1 in the Card Information window
[[Balance]]	The balance, in currency, of customers’ and suppliers’ accounts, as calculated by Accounting Plus
[[Overdue]]	The overdue balance, in currency, of customers and suppliers, as calculated by Accounting Plus

To view OfficeLink field codes

If you haven't already read the OfficeLink Overview, see "OfficeLink templates for personalised letters" on page 1075 for more information.

In Microsoft Word, you can choose Options from the Tools menu to display the Options window. To view field codes, mark the Field codes option and click OK.

Removing prompts for your name and title from OfficeLink templates

To modify Microsoft Word templates

If you haven't already read the OfficeLink Overview, see "Modifying OfficeLink templates for Microsoft Excel" on page 1073 for more information.

1. Start Microsoft Word.
2. Choose Open from the File menu. The Open dialogue box will appear.
3. Using this dialogue box, locate your Accounting Plus software folder, then locate the Letters folder within it. Display the contents of this folder.
4. Choose All Files from the Files of Type field. All your OfficeLink letter templates will appear.
5. Highlight the template you wish to modify, and click Open. The template you selected will open.

   If you're unsure about which template you want, see "To choose an OfficeLink template for personalised letters" on page 1096 for descriptions of OfficeLink letter templates.
6. Choose Options from the Tools menu; the Options window will appear.
7. Click the View tab. If the Field Codes option isn't marked, mark it, then click OK. When this option is marked, a number of hidden fields will appear in your template.
8. Locate the following fields at the bottom of the template, and delete them:

{ FILLIN “Enter your Name:”\o **}**
{ FILLIN “Enter your title:”\o **}**

9. Type your name and title at the bottom of the letter.

10. Choose Save from the File menu.