

Frequently Asked Questions

Migration and Conversion services

Who can use this service?

Anyone wanting to convert their existing MYOB data file to an MYOB online product.

What MYOB products can be converted?

MYOB AccountEdge and MYOB AccountRight desktop users can utilise the MYOB Conversions to move their business online with MYOB. Note: AccountEdge v11 and later cannot be converted.

Who works with my file?

Employees of MYOB Technology Pty Ltd and based in Australia, will be working with your data to convert it to the latest MYOB online product. All work will be undertaken by staff members of MYOB.

Is there a limit to the number of files that I can move?

There are no limits to the number of files you want to move online through the service, however an MYOB online subscription is required for each file that is moved.

What is the fee for using this service?

The service is free with your MYOB online subscription. [Terms and conditions apply.](#)

Do I have to do anything to prepare my file?

You do not need to do anything specific to prepare your file, but it is best practice to reconcile your accounts and ensure that your data is up to date. We also strongly suggest that you take a backup of your datafile as we would at any time of the year as a normal course of business

What gets brought across in the conversion?

If you are converting to Essentials Accounting, your contacts, accounts, open sales and purchases and items list will be brought across.

Other transactions such as closed sales/purchases, banking transactions and payroll transactions will be brought across as general journal entries.

If moving from an older version of AccountRight to AccountRight online, all information in your company file will be transferred, you'll just need to move your forms across after upgrade.

How much history is converted?

As part of the migration service, we will bring across the prior financial year and current financial year to date.

Will there be any changes to how my Chart of Accounts is structured?

There will be no change to how your chart of accounts are structured and we aim to keep everything as similar as possible to make the transition easy for you.

Will bank feeds be set up as part of the service?

There are a number of actions you should take once you receive access to your online accounting software from MYOB, such as setting up bank feeds. We provide you an email of all the details to ensure you get the most out of your move online.

What happens after I submit my file/how does the service work?

The service is a part automated / part manual service that sees us running a conversion tool and then doing some manual checks of data post conversion. We will then provide you login access to your new online accounting software. As MYOB is not a registered tax agent or BAS agent, we recommend inviting your accountant or professional advisor to check your data after upgrade.

You are responsible for reviewing and approving your data to ensure its accuracy once the data conversion is complete.

For specific tax or BAS advice please consult your accountant or tax practitioner.

How long does it take?

Our aim is provide you with your converted data within three (3) business days after you submit your file to MYOB Conversion Services. If an issue arises which impacts our ability to convert your file in this timeframe, we will contact you as soon as possible to let you know.

Does this service support Australian and New Zealand files?

Yes, this service supports clients in Australia and New Zealand.

What if I find an issue with my data when I get my new software?

If you or your advisor finds an issue with your data immediately after conversion, email migrations@myob.com with your contact details and description of the issue.

We will get in touch with a solution or suggestions on what to do next. We suggest to not enter any data into your converted file until we get in touch.

This email address is for issues relating only to conversions between MYOB products, we are unable to respond to general technical support requests from this email address.

For general technical support or help with the software, we suggest visiting the [MYOB Community](#)

Can I still work with my file after I've provided it to you?

Any information entered into your file while we have it will not be converted.

If you enter new data into your existing software while we are converting your file, this will need to be re-entered into your new file when you receive it back from us.

We recommend that you plan to send your data to us at a quieter time for your business.