myYardstick

Dashboard + Financial Reporting

myHelp

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1. terminology + abbreviations

The following abbreviations are used throughout this myHelp document:

- MYP – suite of modules
- ARM – Administration, Relationships + Management module
- mY – myYardstick dashboard and financial reporting module

The following terms and their definitions are used throughout this myHelp document:

- Administer – action to create, view, edit or delete an MYP function e.g. client, provider, survey etc.
- Assistant – staff who access MYP as an assistant to other staff
- Best Business Program – available for subscriptions of more than 3 MYP modules and provides a complete advice process
- Client – clients of the subscriber who use MYP under instruction from subscriber staff
- Contacts – individuals linked to a client (e.g. staff, advisers etc) or clients who are individuals (e.g. not linked to a client organisation)
- Customer – customers of a client
- Data uploader – 3rd party who can upload financial information on behalf of clients e.g. a Bookkeeper
- MYP Champion - person appointed by an MYP subscriber to ensure that MYP modules are integrated into the organisations standard operating procedures and that all relevant staff are trained and actively using these modules
- Role – positions applied to staff and referral partners
- Staff – staff employed by the subscriber who access MYP
- Subscriber – an organisation which has subscribed to MYP
- YTD – Year-To-Date

1.1. ICON DICTIONARY

Module	
General	**ARM** **Admin, relationships + management**
myYardstick	**myYardstick** **mY dashboard + financial reporting** · **Upload data** · **Budgets + scenarios** · **Administer Uploads** · **Administer myYardstick**

2. myYardstick (mY) dashboard + financial reporting

myYardstick (mY) dashboard and financial reporting offers a web-based breakthrough in comparing program performance across the disability sector. Through mY, managers can make more informed decisions that save money and significantly enhance overall performance.

NB: myYardstick (benchmarking) subscribers have an important permission that enables those with the permission to upload and report the subscribing organisations financial information. To remove this permission for staff, de-select the myYardstick permission for 'Generate self reports' in ARM/Administration/Staff/Edit.

mY Permissions	Functionality	Recommended Permissions E = Executive M = Manager S = Staff
Upload data	Upload self-organisation financial data	E M S
Administer uploads	Review or delete uploads, add notations to mY reports	E M S
Upload bulk KPI data	Upload monthly, quarterly or bulk KPI data	E M S
Budgets + scenarios	Upload, edit or copy budgets and scenarios	E M S
Administer myYardstick	Create KPIs in the budgeting + scenario planning process	E M S
Administer consolidated groups	Create + edit consolidated groups for reporting e.g. service entity groups, business groups	E M
Generate myYardstick reports	Generate myYardstick reports via the request queuing system	E M
Generate self reports	Upload + report the subscribing organisation's financial information	E

To access mY dashboard and financial reporting, staff should complete the following steps:

- Login to the 'MYP suite' using your personalised MYP subscriber details
- Select 'myYardstick' from the drop-down menu or click the following icon

2.1. ADMINISTER PROGRAMS

Programs are uploaded in a similar manner to organisations and contacts (refer ARM myHelp – Section 4).

The one key difference from ARM in this process is the allocation to the relevant program type – refer the following screenshot. This enables appropriate benchmarking comparisons when generating reports.

NB: For the purposes of calculating unit costs, please ensure that all overhead programs are allocated to the 'CS-Overheads' option ion this drop-down menu.

2.2. UPLOAD FINANCIAL DATA

It is recommended that monthly data be uploaded for each program to enable more detailed and recent comparative reports. Annual YTD data uploads will provide adequate reports but will limit the benefit of Trend Reports.

Financial data can be uploaded in 4 ways:

1. Upload data for a single YTD period (e.g. YTD Sept 2015)

2.   Upload data for multiple months (e.g. monthly data from July to January)
3.   Upload data from a combined spreadsheet for multiple programs or projects, or profit centres
4.   Upload data directly from your accounting software (subject to API availability – refer notes below)

- **Single YTD period -** YTD requirement – It is critical to ensure that only YTD data is uploaded to myYardstick for single month data uploads.

    o P&L or Balance Sheet (NOT TRIAL BALANCE) must be downloaded into an Excel spreadsheet
    o The leftmost column must be account name and the rightmost column must be the amount. Any columns in the middle will be ignored.

- **Multiple month data uploads** – YTD data should not be used when uploading P&L or Balance Sheet data for multiple months (e.g. 7 column spreadsheet from July to January). Monthly columns should contain activity for that month. All data will be uploaded and allocated to the relevant month. The system will calculate annual totals.

    NB: Warnings will be displayed on screen when uploading data for periods with zero or negative revenue. This is a safeguard to ensure incorrect data is corrected prior to upload. If the data is correct (e.g. zero revenue for a period), it can still be uploaded following the warning, but some reports (e.g. P&L reports) will not generate for that period due to extreme expense ratio calculations generated by negative or zero revenue totals.

- **Combined spreadsheet** – This 2 column, YTD option caters for larger P&L spreadsheets containing multiple programs. This upload requires a 2 stage mapping process:

    o Map the account line item to the relevant program
    o Map the account line item to the MYP account name

- **Upload directly from your accounting software** – Financial data can be imported directly from your accounting software enabling a seamless flow of data between the two systems. All previous financial data can be uploaded in one import and maintenance of two client databases is not required.   This is achieved through API's (Application Programming Interfaces) which sit between MYP and your accounting package. Refer to the relevant ARM manual – 'Administer API settings' for further details.

- **Account mapping** – To provide consistent, comparative reports it is essential that each line item in the clients P&L and Balance Sheet are mapped to the pro-forma chart of accounts in myYardstick. The first time data is uploaded for a program will require a 5 minute mapping process, future data uploads will only take 1 or 2 minutes with further mapping only required when a new line item is added. To increase mapping efficiency, MYP provides mapping suggestions based on the most common mapping used by subscribers within MYP. These suggestions will require confirmation by the subscriber before proceeding.

    The following steps outline the data upload process:

- Select 'Upload data'
- Select an existing program or create a new program from drop-down menu

For an existing program where previous financial data has been uploaded	For a new program or first time financial data is uploaded for an existing program	
• If required, edit details	• If required, create a program	
• Select the upload type (single month, entire financial year, combined spreadsheet or management software)		

• If submitting a single month or combined spreadsheet:
  o Select the type of data (e.g. P&L, Balance Sheet etc)
  o Always enter P&L data first; ensure all monthly data is YTD amounts
  o Copy and paste data from spreadsheet into upload section and select 'Next'
	• If submitting a full year of P&L data:
	  o Select the financial year for upload
	  o Select P&L
	  o Copy and paste data from spreadsheet into upload section and select 'Next'
		• If management software:
		  o Select the type of data (e.g. P&L, Balance Sheet etc)
		  o Login to management software and select client

• If multiple programs, map line items to the relevant program		
• Map all line items from client chart of accounts to MYP pro forma chart of accounts Select N/A from drop-down menu for any totals or subtotals		
• Select 'Next'		
• Check the accuracy of the data, edit as required by selecting 'Previous' or select 'Next'		
• Upload other monthly data as required (e.g. Balance Sheet, KPIs etc)		

2.3. ADMINISTER UPLOADS

- Select 'Administer uploads'

2.3.1 Review data uploads

To review data uploads for a specific program:

- Identify the relevant program
- Select 'Uploads'

NB: If data has already been uploaded, the relevant buttons will be green. Selecting an unshaded button will take you to the upload screen for that action and month.

2.3.2 Delete a submission

To delete a data submission for a specific program:

- Identify the relevant program
- Select 'Uploads'
- Select 'Delete' beside the relevant upload period

NB: The delete button will delete all data for the month (P&L, Balance sheet etc). If the information is incorrect for the period, simply select the relevant button and re-upload correct data.

2.3.3 Add notation to mY reports

Notes can be added to mY reports to assist clients understand items that appear to be outside of the normal range of results. To insert notes:

- Identify the relevant client
- Select 'Uploads'

- Select 'Notes'
- Select the checkbox beside the relevant item requiring notation, enter notes
- Select 'Save'

NB: Notes will appear in relevant P&L reports with a number beside the left hand column where the note has been applied with the corresponding text at the bottom of the report.

2.4. UPLOAD KPI DATA

NB: This feature is only available with an upgraded subscription.

If required, myYardstick provides advanced benchmarking capability for identifying, ranking and reporting program financial and operational KPIs (e.g. program unit costs etc). To work through the KPI set-up process, please lodge a ticket via the support centre.

When access to the advanced benchmarking features is provided by MYP, the relevant icons and buttons will appear.

KPI data uploading and reporting features can be structured to suit the needs of the subscriber organisation and their program and can be uploaded in 3 ways:

1. Monthly KPI data upload for an individual program
2. Quarterly KPI data upload for an individual program
3. Bulk upload of KPI data (monthly or quarterly) for groups of similar programs

2.4.1. Upload monthly KPI data

Before KPI data can be uploaded, P&L data must be uploaded (refer section 2.1).

Once P&L data has been uploaded for the period:

- Select 'Administer uploads' or the following icon
- Identify the relevant client and select 'Uploads'
- Identify the relevant month and select 'KPI data'
- Enter the required data and select 'Save'

2.4.2. Upload quarterly KPI data

Before KPI data can be uploaded, P&L data must be uploaded (refer section 2.1).

Once P&L data has been uploaded for the period:

- Select 'Administer uploads' or the following icon
- Identify the relevant program and select 'Uploads'
- Identify the relevant month at the end of the quarter and select 'KPI data'
- Enter the required data and select 'Save'

2.4.3. Upload bulk KPI data

Before KPI data can be uploaded in bulk for multiple programs, MYP will assist by building a bulk upload template. Once the template has been created:

- Select 'Upload bulk KPI data'

- Select the relevant program type from the drop-down menu
- Select the required year and month
- Select the relevant data template from the drop-down menu
- Add data to the template and save the completed file to an appropriate location
- Locate the file by selecting 'Browse'
- Select 'Upload'

2.4.4. Adjust financial data

If required, data can be adjusted to take into account abnormal items to bring the data into line with industry benchmarks. To adjust figures:

- Identify the relevant client
- Select 'Uploads'
- Select the relevant P&L or Balance Sheet item for the period to be adjusted
- Enter the amount/s to be adjusted into the 'Adjustment' column
- Select 'Calculate' when completed to review the updated amounts
- Select 'Save'
- Generate new reports as required

2.5. GENERATE myYARDSTICK REPORTS

This section identifies the process for generating myYardstick reports. Due to the complex nature of these reports, they are generated offline and are processed via a request queuing system.

NB: P&L data benchmarking data is aggregated at midnight each night. Whilst your client's data will be visible in the report if generated on the same day, the aggregated data will not be updated with your client's data until the following day. If the industry data sample size is smaller, then it may be helpful to upload data one day and generate the report the next.

To generate myYardstick reports, complete the following steps:

- Select 'Generate reports' or the following icon
- Select 'Reports' beside the relevant program
- Select the appropriate report from the list provided
  - Profit & Loss Report - comparisons to previous year YTD figures, YTD budget (if uploaded) and to a peer group
  - Profit & Loss Comparative Report – comparisons to previous year YTD figures, same month last year, budget (if uploaded) and to a peer group
  - Profit & Loss Median Report – adds median information to the standard Profit & Loss Report above
  - Profit & Loss Actual Report – calculates an actual dollar value of the peer group average for each line item
  - Trend Report – compares selected line items from the P&L over a period of time to budget showing the trend, with the option to display the peer group trend line over the selected period. The trends can be selected as a percentage of revenue (%) and/or by dollar value ($) for each line item. Percentage figures are based on data entered into myYardstick and are calculated using linear regression formula.
  - Cash Flow Report - cash flow movement over a selected period.
  - KPI Report – comparisons to last year and a program group (upload of balance sheet information required to populate this report (e.g. common ratios)
  - KPI Ranking Report (only available to those with advanced mY benchmarking) – ranks individual programs for all identified KPIs.

- KPI Comparative Ranking Report (only available to those with advanced mY benchmarking) – in addition to the KPI Ranking Report above, this report also included period comparisons (monthly or quarterly) to the same period last year
- Data Submissions Report - tracks upload periods for all program
- Financial Data Report – details the line item amounts uploaded for all programs (within the selected program group) for the selected month
- KPI Data Report (only available to those with advanced mY benchmarking) – details the KPI data uploaded for all programs within the selected program group for the selected month
- Account Mapping Report – details how program account line items are mapped to the MYP pro-forma chart of accounts
- Chart of Accounts Report - Details the P&L or Balance Sheet chart of accounts for a selected program

- Select the relevant report on 'Generate reports' page and click 'Generate'
- Select the report format
- Select the relevant month
- Select the appropriate peer group for benchmarking comparison
- Select to display peer trend if required (Trend Report only)
- Select the required columns for the report (up to a maximum of 8)
- If required, select the accounts to be expanded to include sub-accounts
- Select 'Next'
- The requested report will be placed in a request generation queue and you can continue working on other projects
- Report progress can be monitored on the 'Generate reports' page by viewing the 'Status' column. All generated reports are identified as 'Available'. NB: Selecting the 'Refresh' button will refresh the page and update the 'Status' column
- Click 'Download' and save the report where required

2.6. ADMINISTER CONSOLIDATED GROUPS

NB: This feature is only available with an upgraded subscription.

Consolidated reports can be generated to consolidate the results from multiple programs. Before these reports can be generated, a consolidated group must be created.

There are 2 types of consolidated groups within mY:
1. Service entity groups – one or more trading entities connected to a service entity
2. Business groups – groups of similar programs

2.5.1. Create a consolidated group

Before creating a consolidate group, a parent organisation for the group must first be created in mY/Administer programs and linked to the appropriate program type sector for benchmarking purposes.

NB: P&L information submitted for the programs within the consolidated group will automatically consolidate for the parent organisation. The parent organisation will automatically appear in 'Administer uploads' where reports can be generated.

NB: The parent program should NOT be selected as part of the group.

To create a consolidated group:

- Select 'Administer consolidated groups'
- Select 'Create consolidated groups'
- Create the consolidated group name
- Search and select the parent organisation
- Select the type of consolidate group and use the search function to locate and assign the programs to be included in this group
- Select 'Save'

NB: When uploading data for service entity consolidated groups, map any data that should not be consolidated (e.g. service entity revenue, trading entity service fees) to the relevant Service Entity Revenue or Service Entity Expense accounts.

2.5.2. Edit consolidated groups

To edit a consolidated group:

- Select 'Administer consolidated groups'
- Select 'Edit' beside the relevant consolidated group
- Search for the relevant programs
- Assign programs to the group by selecting the relevant check boxes and select 'Save'

3. myYardstick (mY) budgeting

NB: This feature is only available with an upgraded subscription.

MYP provides the ability to:

- Upload budgets into mY and generate actual vs budget vs benchmark reports
- Create multiple budget scenarios for programs e.g. 'variance' or 'what if' capability to enhance the budgeting component of the business planning process

NB: There are 2 options for uploading a budget. A new budget spreadsheet can be uploaded or previously uploaded P&L data may be used.

3.1. UPLOAD A BUDGET/SCENARIO

To upload a budget/scenario, select the appropriate method:

1. Upload a spreadsheet with annual totals for each line item (e.g. a 2 column spreadsheet)
2. Upload a spreadsheet containing separate monthly amounts for each line item (e.g. a 13 column spreadsheet)
3. Use previously uploaded P&L data for the client

The steps for each of the 3 options are outlined in the table following.

To upload a budget for a client:

- Select 'Budgets + scenarios' or
- Select 'Upload budget or scenario'
- Select the program from the drop-down menu and select 'Next'

- Review program details if required or select 'Next'
- Name the budget/scenario
- Tick the box if this is to be the final budget, or leave unchecked if further scenarios are to be created
- Select the source from the drop-down menu - e.g. a spreadsheet or previously uploaded P&L data (P&L data is not an option if no previous P&L has been uploaded for the program)

1. Annual total (2 column spreadsheet)	2. Monthly totals (13 column spreadsheet)	3. Previous YTD P&L
 - Select the financial year that the submission of the P&L budget/scenario data applies from the drop-down menu - Select the 'Annual P&L total' upload method from the drop-down menu - Select 'Next' NB: When uploading annual P&L totals, mY will divide the annual amounts for each line item by 12 (for each month) enabling monthly modification in the scenario planning process	 - Select the financial year that the submission of the P&L budget/scenario data applies from the drop-down menu - Select the '12 monthly P&L totals' upload method from the drop-down menu - Select 'Next' NB: Modification of these monthly totals is possible in the scenario planning process	 - Select the financial year P&L data (previously uploaded as actual data) to be uploaded for the new budget/scenario from the drop-down menu - Select the financial year that the submission of the budget/scenario data applies to from the drop-down menu - Select 'Next' NB: The frequency of YTD benchmarking uploads (e.g. monthly, quarterly etc) during the previous financial year is used to calculate the approximate monthly totals. Modification of these monthly totals is possible in the scenario planning process

- Once the data has been uploaded, scenarios can be created and modified by selecting 'Adjust' (refer section 3.2.1)

3.2. ADMINISTER BUDGETS + SCENARIOS

To administer existing budgets/scenarios:

- Select 'Budgets + scenarios' or the following icon
- Select 'Administer budgets + scenarios'
- Identify the relevant budget/scenario

3.2.1. Adjust budgets + scenarios

- Select 'Adjust'
- Select the benchmarking period from the drop-down menu
- Select the benchmarking peer group from the drop-down menu. This feature allows the planning process to take into account the activities of similar businesses.
- Select 'Next' to review all budget/scenario line items

3.2.2. Conduct scenario planning

There are 4 ways to conduct scenario planning:

1. Adjust the annual dollar value for any line item
2. Adjust the annual ratio value for any line item
3. Adjust the monthly dollar value for any line item
4. Adjust the monthly ratio value for any line item

To commence the adjustment process, complete steps outlined in section 3.2.1 above.

3.2.2.1. Adjust annual dollar value

- Identify the line item/s to be adjusted
- Enter the new dollar amount into the 'Value' text box for that item
- Select 'Adjust' to confirm the change

NB: Adjusting the annual amount automatically adjusts each monthly sub-total amount by the same percentage.

3.2.2.2. Adjust annual ratio value

- Identify the line item/s to be adjusted
- Enter the new ratio amount into the 'Ratio' text box for that item
- Select 'Adjust' to confirm the change
- When all adjustments have been made, select 'Save'

NB: Ratios are expressed as a percentage of revenue. Adjusting the annual ratio automatically adjusts each monthly sub-total ratio by the same percentage.

3.2.2.3. Adjust monthly dollar value

- Identify the line item/s to be adjusted
- Select 'Monthly'
- Enter the new dollar amount into the 'Value' text box for that item
- Select 'Adjust' to confirm the change
- Select 'Finish' when all monthly adjustments have been made for that line item
- Repeat as required
- When all adjustments have been made, select 'Save'

NB: Adjusting the monthly amount automatically adjusts the annual total.

3.2.2.4. Adjust monthly ratio value

- Identify the line item/s to be adjusted
- Select 'Monthly'
- Enter the new ratio amount into the 'Ratio' text box for that item

- Select 'Adjust' to confirm the change
- Select 'Finish' when all monthly adjustments have been made for that line item
- When all adjustments have been made, select 'Save'.
- Repeat as required

NB: Adjusting the monthly ratio automatically adjusts the annual total.

3.2.3. Copy budgets + scenarios

Once a budget or scenario has been created for a program, additional scenarios can be created for that program by copying existing scenarios and renaming them (e.g. optimistic scenario, pessimistic scenario etc). These scenarios can also be created from one financial year to the next.

To copy a scenario:

- Select 'Budgets + scenarios' or
- Select 'Administer budgets + scenarios'
- Identify the relevant budget/scenario and select 'Copy'
- Name the budget/scenario
- Tick the box if this is to be the final budget, or leave unchecked if further scenarios are to be created
- Select the financial year that the submission of the P&L budget/scenario data applies from the drop-down menu
- Select 'Save'

Return to 'Administer budgets + scenarios' to identify the recently copied and renamed scenario and commence adjustments.

3.2.4. Convert a scenario to a budget

If several budget scenarios have been created, one will need to be selected as the budget for inclusion into the benchmarking reports.

To select a budget from multiple scenarios:

- Select 'Budgets + scenarios' or the following icon
- Select 'Administer budgets + scenarios'
- Identify the relevant budget/scenario and select 'Edit'
- Tick the 'Convert to budget' check box and select 'Save'

NB: Only one budget can be selected for any one period. If another scenario is to become the updated budget (and supersede a previous budget) the steps above also apply.

3.2.5. Download a budget/scenario to Excel

To download a budget or scenario to Excel:

- Select 'Administer budgets + scenarios'
- Identify the relevant budget/scenario and select 'Download'

3.3. BUDGETS + SCENARIOS FOR CONSOLIDATED GROUPS

When a consolidated group has been created (refer 2.5.1) the following budget options budgets are available:

3.3.1. Automatic consolidation

By default, the uploaded budgets for the programs within the group are automatically consolidated into a consolidated budget. This consolidated budget is automatically created in 'Administer budgets' and represents the sum of the parts.

3.3.2. Manual upload

Budgets for a consolidated group can also be created by uploading a budget spreadsheet as outlined in section 3.1; however, this method will not write back and adjust budgets within the consolidated group.

3.4. KPI BUDGETS + SCENARIOS

When access to the advanced KPI features has been provided by MYP, myYardstick provides the ability to include KPIs in the budgeting and scenario planning process.

4. MYP training + support centre

For training and support options, please refer to MYP Administration, Relationship + Management (ARM) myHelp.