

Sage 50 - Integration Documentation

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Implementation Guide Overview

The purpose of this document is to provide you with an understanding of how JobWatch and Sage 50 work together and communicate so that you can plan and execute the changes that will need to be made to your data to support the synchronisation between the two.

The areas that will need to be considered, and which are detailed in this guide, are:

- [How the integration works?](#)
- [Organising your contact records](#)

- Setting up the user interface
- Running the financial integration
- Creating and updating contacts
- Running the Commercial Integration
- Generating invoices, credit note and purchase orders
- Making payments
- Frequent asked questions
- Error logging – when things go wrong
- Check List

How does the integration work?

The integration links a single JobWatch company and a single Sage 50 company together and transfers data between the two systems. Where companies have multiple JobWatch and Sage 50 instances, a separate instance of the integration will need to be installed. It is important to note that the integration link can only be installed per machine, so you would need to install the link on separate machines where multi company is required.

Step 1 - Organising your JobWatch contact records

The Sage 50 integration uses the JobWatch contact group(s) to determine whether the contacts in that group are to be synchronised with a Sage 50 customer or a Sage 50 supplier. Contacts in these groups are referred to as account contact contacts. You can create more than one contact group containing account contacts, but any group(s) containing account contacts cannot contain contacts of any other type.

For example; you must create contact groups for customers and separate contact groups for suppliers.

JobWatch Contact Group Types

When integrating to a financial package, the contact records in JobWatch are generally organised by type.

Contact Groups types include:

Type	Description
Prospect	a potential customer
Account Customers	someone to whom you supply/sell your goods/services to
Account Suppliers	someone to whom you buy your goods/services from
Customer Sites	a customer who is linked to a parent head office account customer
Inactive	Account customers / suppliers who were once active

The first step is to organise your contacts into groups according to their type. Each group must only contain the contact based on its type. For example; you cannot create a contact group containing customers and suppliers.

Once completed, you should now have one or more JobWatch groups that have been assigned to contain the account contacts . Before you proceed to the next step and assign account codes to your contacts, you

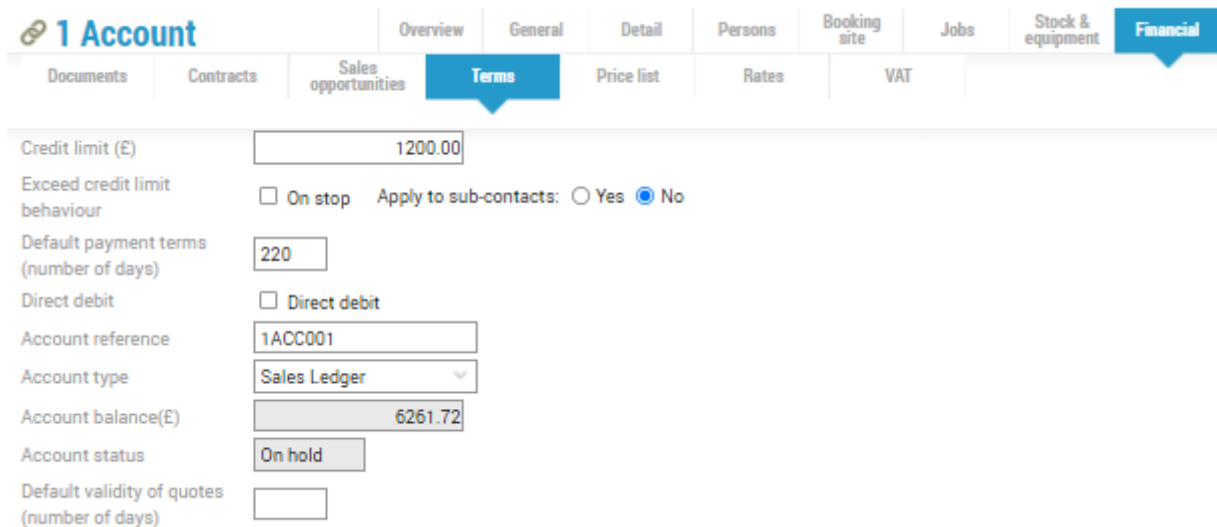
must compare the group(s) in JobWatch that contain account contacts against your Sage 50 customers/suppliers.

There may be contacts that exist in one system but not the other. Where this is the case, you must decide to retain the contact and add it to the opposing system or remove it from the group. Before assigning account codes, all account contacts must exist in both systems.

Step 2 - Assigning the account codes

Once you have organised your contacts into their groups, you will then start to add the account references that will provide the link to the customer or supplier account record. The account reference assigned to the Sage 50 customer and supplier is used to link the JobWatch contact record.

The account reference is in the contact record in Financial => Terms.



The screenshot shows the '1 Account' interface with the 'Terms' tab selected. The 'Account reference' field is set to '1ACC001' and the 'Account type' is 'Sales Ledger'. Other fields include 'Credit limit (E)' at 1200.00, 'Default payment terms (number of days)' at 220, and 'Account balance(E)' at 6261.72. The 'Account status' is 'On hold'.

N.B. The contact group and account type are used to determine the type of contact - customer or supplier.

A document is provided on how to add contact references to your JobWatch and Sage 50 data.

Step 3 - Setting up the pre-requisites

There are a number of pre-requisite tasks that must be completed before configuring the integration.

- You will need to create a default bank account in JobWatch that will be used for payments
- You will need to add all nominal codes that are required for income and expenses
- You will need to add all Sage 50 tax codes
- You will need to add any departments that will be used for the integration
- If using foreign currency, you must set these up in Sage 50 first
- You have created a synchronisation user for the integration
- You have created a dedicated user in Sage 50 for connecting to Sage. (This user cannot be an existing user and is dedicated to running the integration only).
- You have created a note type to process any errors
- You have created a miscellaneous contact to record any errors where the JobWatch contact is not known

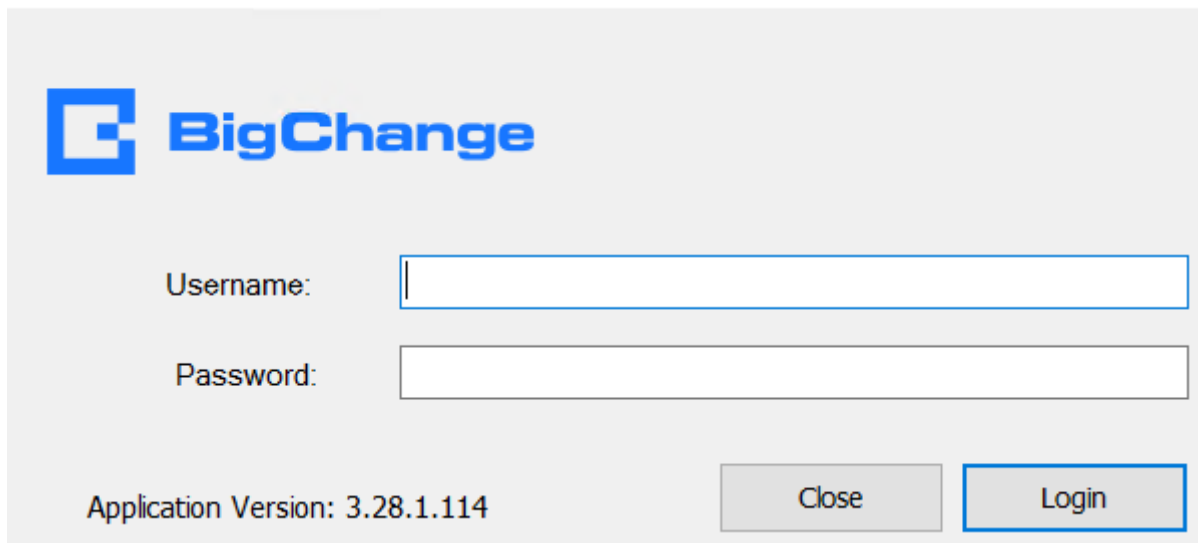
Step 4 - Review the integration requirements

Before turning on the integration, you must ensure that:

- You have organised your JobWatch contacts by type into their respective group(s) - no mixed contacts
- You have one or more JobWatch contact groups containing only account customers and account suppliers (if being linked)
- You have removed any contact in the account customer/supplier group(s) that exists in JobWatch but not Sage 50 or vice versa
- You have linked any non-account contact (site/depot) to a parent contact (account contact)
- All matching account customers/suppliers in JobWatch and Sage 50 share the same unique account reference
- You have confirmed and configured all of the integration pre-requisites

Step 5 - Configure the integration

Integration Login



The image shows a login form for BigChange. At the top left is the BigChange logo, which consists of a blue square with a white 'G' inside, followed by the text 'BigChange' in blue. Below the logo are two input fields: 'Username:' and 'Password:'. The 'Username:' field is a white rectangle with a blue border. The 'Password:' field is a white rectangle with a grey border. At the bottom left, it says 'Application Version: 3.28.1.114'. At the bottom right, there are two buttons: 'Close' (a grey button) and 'Login' (a blue button with a white border).

Enter the username and password of the web user set up in JobWatch.

Global Settings

Company Name: Sage 50 Demo Site

Global settings Synchronisation settings Synchronisation options

Sage connection details

Username: Password:
Version:

Sage Company path specified at start up (include the ACCDATA folder):

Web Service Connection details


Username:
Password:
Web Service URL:
Customer Key:

Company Name:

Synchronisation Start Date

Synchronisation start date/time:

Global Settings

Service Interval (Minutes) 

Tax

Default Nominal Bank

Consolidation limit

Attachments:

Note

Misc

Settings location:

Software

* Warning: Confirm tax code with tax requirements (Standard or Cash)



Global Settings

Feature	Description
Sage connection details	Enter the Sage 50 connection details; username, password, version of Sage 50 and data path. Where the data is located on another server, the UNC path must be used.
Web Service connection details	The web service username, password and key cannot be changed once set. There should be no requirement to change the web service Url.
Synchronisation start date	The starting date of the invoice, credit note and purchase order integration.
Service Interval	How often the integration will run.
Tax	The VAT profile of the Sage 50 company - Standard / Cash Accounting. This is populated when the user tests the Sage 50 connection.
Default Nominal Bank	The default nominal bank account is used when choosing the option to pay invoices from JobWatch to Sage 50.
Consolidation Limit	A numerical field that determines the number of lines on an invoice before it is consolidated. Where the number of lines exceeds this number, the lines will be consolidated based on their nominal code, department and tax code.
Attachments	The attachments is the location of where the Sage 50 attachments folder is stored. This is used as part of the consolidation routine.
Note	Select the contact note type that will be used to record any errors that occur during the financial integration.
Miscellaneous Contact	If a miscellaneous contact has been created in JobWatch, the contact record will be displayed here. If nothing has been displayed, then a miscellaneous contact has not been created.
Settings Location	The location of where the integration settings have been stored.
Software	The version of the integration tool

Synchronisation settings

Company Name: Sage 50 Demo Site

Global settings | Synchronisation settings | Synchronisation options

Synchronise Features

<input type="checkbox"/> Departments	<input checked="" type="checkbox"/> Purchase Orders
<input type="checkbox"/> Nominal Codes	<input checked="" type="checkbox"/> Sales Receipts
<input checked="" type="checkbox"/> Contacts	<input checked="" type="checkbox"/> Sales Serv Inv/Cred
<input checked="" type="checkbox"/> Account Balance	<input type="checkbox"/> Sales Prod Inv
<input checked="" type="checkbox"/> Accounts Status	
<input checked="" type="checkbox"/> Credit Limits	
<input checked="" type="checkbox"/> Payment Terms	

Save Close

Feature	Description
Synchronise Features	Select the integration features

Synchronisation options

Company Name: Sage 50 Demo Site

Global settings Synchronisation settings Synchronisation options

Invoice/Credit Note options

Detailed Invoices/Credits Direct Invoices/Credits

Autopost

Use Parent Account

Customer Order No:

Job Order Number

Nominal Options

From: To:

Contact Account Format

When generating the account reference, the routine will check the contacts account reference. If blank, it will reads existing account references in JobWatch by filtering the first characters from the contacts name and then appends the next available number to create the next contact reference.

Contact Name Sequential

Result Test Company Ltd

Date settings

Nominal - last run:

Contacts - last run:

Depts - last:

Receipts / Payments- last run:

Contact options

Contact sync

Option 2

Customers Suppliers

Contact sync method options:

Option 1 - From JobWatch only
Option 2 - From Sage only

Customer Contact Groups

+ -

Def Cust Contact Group

v26 Group 1

Supplier Contact Groups

+ -

Def Supp Contact Group

Christianna Customers

Ignore Sage 50 Acc Refs

+ -

Auto Reference

Account Sage 50

Update Contact Ref

Terms agreed

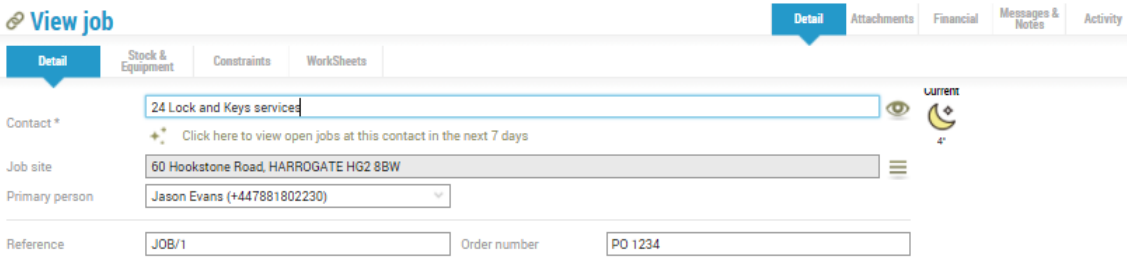
Receipt Settings

Sync method: Sage 50

Save

Close

Invoice/Credit note options

Feature	Description
Detailed vs Direct Invoices	<p>You can choose to post invoices to the invoices and credits module by selecting detailed invoices/credits or directly to the sales ledger by choosing the option direct invoices\credits.</p> <p>Important You must ensure that the financial integration type which is set in JobWatch matches the corresponding option. This feature is located in My Account=> Administration => General Account Settings => Financial</p> <p>Financial</p> <p>Default payment terms (number of days) <input type="text" value="30"/></p> <p>Allow inheritance of payment terms from contact parents <input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>Days in advance to raise direct debit invoices <input type="text" value="0"/></p> <p>Default validity of quotes (number of days) <input type="text"/></p> <p>VAT registration number <input type="text"/></p> <p>Allow consolidation of invoices containing more than 1 VAT code <input type="radio"/> No <input checked="" type="radio"/> Yes</p> <p>Financial documents are synchronised with Sage <input type="text" value="Automatically"/></p> <p>Purchase order reference is hidden until PO approved <input type="radio"/> No <input checked="" type="radio"/> Yes</p> <p>Financial Integration type <input type="text" value="Sage 50 (with invoice referencing)"/></p> <p>Show overdue invoice status <input type="radio"/> No <input checked="" type="radio"/> Yes</p> <p>Overdue calculation resending invoice <input type="text" value="Overdue date calculated from most recent sent date"/></p> <p>Display line items Id <input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>Create note when sales opportunity is updated <input type="radio"/> No <input checked="" type="radio"/> Yes</p>
AutoPost	<p>The automatic post option is used in conjunction with the detailed invoices/credits option. When checked, it will automatically post the sales invoice or credit note directly to the sales ledger.</p>
Use Parent Account	<p>The integration routine posts invoice and credit notes to the contacts account reference if populated, even if the contact is linked to a parent contact. When this option is checked, the integration routine will ignore the JobWatch contacts parent account reference even if the contact has its own reference.</p>
Customer Order Number	<p>This option uses the JobWatch order number field that is assigned to a Job in JobWatch.</p>  <p>The screenshot shows the 'View job' page with the following details:</p> <ul style="list-style-type: none"> Contact: 24 Lock and Keys service Job site: 60 Hookstone Road, HARROGATE HG2 8BW Primary person: Jason Evans (+447881802230) Reference: JOB/1 Order number: PO 1234

Feature	Description
Contact Sync	If synchronising contacts, you must choose where you want to create your customers and suppliers - either JobWatch or Sage 50.

Contact Options

Feature	Description
Contact Sync	If synchronising contacts, you must choose where you want to create your customers and suppliers - either JobWatch or Sage 50.
Customers / Suppliers	Once you have chosen where contacts are to be created, you must now choose whether you are synchronising customers and suppliers.
Customer/ Supplier Contact Groups	If you have chosen to synchronise contacts from JobWatch, you must add the groups that have been created in JobWatch to contain the contacts that will be customers and the groups that will contain suppliers. The groups are case sensitive, so you must ensure that they both match.
Default Customer/Supplier Contact Groups	If synchronising from Sage 50 to JobWatch, you must add a group that will be represented in JobWatch to contain customers and a group to contain suppliers. You can only choose one group. N.B. Once contacts have been created, you can move contacts into another group.
Ignore Sage 50 Account Refs	<p>If synchronising from Sage 50 to JobWatch, you must add a group that will be represented in JobWatch to contain customers and a group to contain suppliers. You can only choose one group. N.B. Once contacts have been created, you can move contacts into another group.</p> <p>Why is this important? When you create and synchronise customers/suppliers, the routine requires at least a postcode to geocode the address for JobWatch. This is mandatory and any record that does not have a postcode/address will fail to synchronise and must be corrected.</p> <p>By adding any accounts that do not have an address to the ignore list will prevent this from happening.</p>
Account	There are two options - JobWatch/Sage 50. This option refers to the where the credit limit and payment terms are maintained. If choosing to synchronise records from Sage 50, you must choose to synchronise payments and credit limits from Sage 50 as well.
Auto Reference	Contacts being created in JobWatch will be assigned an account reference automatically where this option is selected. The routine will use the contact account format to determine the format of the account reference.

Feature	Description
Contact Account Format	The contact account format is split into two - the number of characters from the contact name and the appended numerical sequence that follows. When account references are generated, the routine will read the contact name and remove any unwanted characters, it will then append 001 to it and it will read Sage 50 to confirm whether the account exists. If the account exists, it will append 002 and do the same same check. It does not this until the account reference is unique.
Update Contact Ref	When a contact is created, the account reference is stored against the account reference field in CRM=>Financial=>Terms. Where this option is checked, the integration will also add the reference to the contact reference field stored against the general tab.
Terms Agreed	Terms agreed is a setting stored against the Sage 50 customer or supplier. Where checked, the integration routine will set the terms agreed flag.

Receipt Settings

Feature	Description
Sales Payment Direction	Payments are generated from either from JobWatch or from Sage 50. Choose the option that suits your requirements.

Date Settings

Feature	Description
Date module settings	<p>The date settings are module specific and are available based on the specific synchronisation feature chosen. When the integration runs, it uses the datetime to read data from JobWatch to Sage 50 and when completed, it updates the date with a new date.</p> <p>For example; the integration option has been chosen to read contacts from JobWatch. When the integration runs, it stores the date time set in the date settings for contacts. Before it reads the contact from JobWatch, it stores a second date and time. The integration uses the date time from the settings to read and process JobWatch contacts and when it has completed the process it updates the settings file with the second stored date. This ensures that any contacts that have been added whilst the integration was running are read the next time the integration runs.</p>

Step 6 - Running the Financial Integration

Contact Records

Customer/Suppliers to contact records are synchronised when a change is made to a sales or purchase ledger account in Sage 50 or a contact is created/amended in JobWatch. The choice of where changes are made are dictated by the setting in the user interface.

Synchronising Contacts from JobWatch to Sage 50

To synchronise contacts from JobWatch to Sage 50, the integration will read the integration settings and where the options for customers and suppliers has been checked, it will read the groups that have been assigned for each. Using the last datetime setting, it will return any contacts that have been updated since that date.

Creating a record in Sage 50

To synchronise a new customer or supplier record in Sage 50, users will either create or amend an existing record in JobWatch. When creating a new record in JobWatch; the user will:

1. Populate the contact records address details
2. Populate the primary person
3. Assign the contact to the designated group for customers or suppliers
4. Save the contact record

When the contact record is saved, the integration process will be triggered and it will:

1. Assign an account reference based on the setting in the user interface
2. Create a corresponding record in Sage 50 - based on whether the contact was in the customers or suppliers group

Customer Record - Robbie Burns

Clear form New invoice New order New project Delete Skype Google Maps

Details

Defaults
Credit Control
Bank

Alerts
Communications
Memo

Activity
Sales
Orders
Projects
Graph

Account Details

A/C* ROBB001

Company Robbie Burns

Balance 0.00

Inactive

Registered Address

Street1 10 The Street

Street2

Town Harrogate

County North Yorkshire

Post Code HG2 8BW

Country United Kingdom GB

VAT

EORI Number

Addresses & Contacts...

Contact Information

Contact name Jason Evans

Trade contact

Telephone 07881802230

Telephone 2

Fax

Website

Social Media

Twitter www.twitter.com/

LinkedIn www.linkedin.com/

Facebook www.facebook.com/

Email Settings & Addresses

Email1 jason@whatevers.co.uk

The following fields are modified?

Sage 50 Field	JobWatch field
Company Name	Contact Name
Account	Contact Account Reference
Contact Name	Contact First Name and Last Name
Email1	Contact Person Email Address
Telephone	Contact Mobile
Postal Address Street	Contact Street
County	Contact Town
Post Code	Contact Postal Code

N.B. A contact person is only stored against the Sage 50 customer or supplier, when a contact person with firstname and lastname is created. Any changes made thereafter are not recorded.

Synchronising Contacts from Sage 50 to JobWatch

Customers/Suppliers are synchronised from Sage 50 to JobWatch, when:

- The setting to process contacts from Sage is selected
- The user selects whether they wish to read customers / suppliers (if required)
- The option to synchronise customers / suppliers (if required) has been selected
- There is a default group assigned to customers and suppliers (if required)
- There have been changes to customers/suppliers since the last date time the integration was run

The integration routine reads customer/suppliers from Sage 50 based on the datetime stored against the contacts in date settings and it will create or update an existing contact record in JobWatch accordingly. The routine uses the account reference to locate an existing contact record in JobWatch.

The following fields are modified in JobWatch?

Sage Field	JobWatch field
Company Name	Contact Name
Contact Group	The default contact group set up in the user interface
Contact Reference	Account Number (if the option to update contact reference is set in the user interface)
Account Ref	Contact Account Reference
Contact First Name and Last Name	Contact Primary Person
Contact Person Email Address	Contact Primary Email
Contact Landline	Contact Primary Phone
Address 1, 2 and 3	Contact Street
County	City
Contact Postal Code	Post Code

The routine creates the contact record in JobWatch, it assigns the account number to the contacts account reference in CRM => Financials => Terms, it updates the contact reference with the same account number, if the setting to update the contact reference is switched on. It populates the contacts details and adds it to the default group assigned in the user interface.

Synchronising Invoices Credit Notes

Invoices, credit notes are generated in the JobWatch only and are synchronised only when they are marked as send to financial package. Once synchronised, a transaction is created in Sage 50. Any transactions that have been generated directly in Sage 50 created or amended, will not be included in the synchronisation.

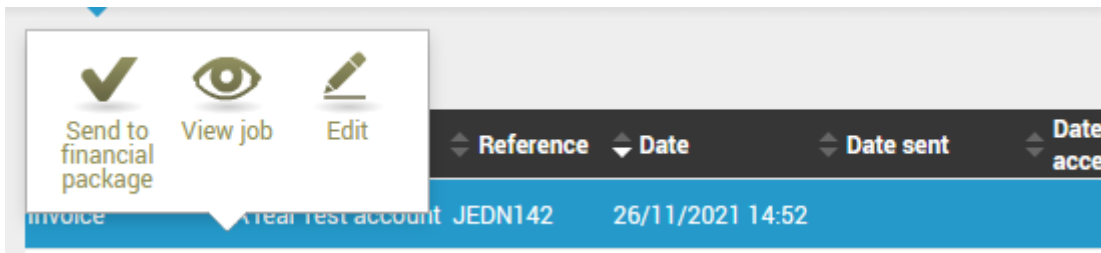
When synchronising invoices or credit notes from JobWatch, you can choose to post these transactions directly to the sales ledger or to the invoices and credits module.

When posting invoices or credit notes to the invoices and credits module, there is an additional option in the user interface that determines whether the transaction is a product or service invoice/credit note. Whilst this setting is interchangeable, we would advise that you choose one option only based on your requirements.

Invoices can be generated from various sources, jobs, contracts, sales opportunities or manually. Once a document has been created, users can review the document and make changes to it. Once a user is happy with the document, they can then choose to send it to the financial package by selecting the transaction and choosing the menu option.

The invoice / credit note process:

1. The invoice or credit note is created manually or generated
2. Users will either add or amend existing lines – free text, pre-defined and stock items
3. Once finished, users will mark the invoice as “Send to Financial Package”
4. The invoice is created in Sage 50 (directly to the sales ledger or to the invoices and credits module)



Where the invoice is posted directly to the sales ledger, the JobWatch reference is used. Where an invoice/credit note is posted to the invoices and credit module however, whether it is product or service, the invoice number is generated by Sage 50, and that number overwrites the JobWatch reference.

Once the option “Send to Financial Package” has been chosen, the invoice can no longer be amended. Any changes made in JobWatch or Sage 50 will not be reflected in the opposing system.

Product Invoices

When creating product invoices, you are committed to enforce stock. This means that any stock item or predefined item that has been added to a JobWatch invoice, must have a corresponding stock code or reference that matches an existing product code in Sage 50. Where this is not the case, the invoice or credit note will fail to synchronise and an error note comment will be generated.

N.B. The product code in Sage 50 is not case sensitive, but it must exist when adding these types of transactions. Any line on a JobWatch invoice that is not a stock or predefined item will be treated as an S3 code or S2 where no VAT is specified.

Stock

Whilst stock is not integrated, users can manually link stock/predefined items in JobWatch with a product in Sage 50. To create link, users can add a product code to a stock record. The stock record is located in My Settings=> Administration => Stock & Equipment. You must ensure that the stock code assigned to each stock record has a matching product code in Sage 50.

Add / edit model

[Detail](#)[Suppliers](#)

Product category *	Test		
Nominal code	200		
Region	North	Sub Area	-- Please select --
Make	A book about synchronisation		
Model *	Sync1		
Model number			
Consumable	<input checked="" type="checkbox"/> Consumable		
Size (m3)		Weight (kg)	
Batch number			
Stock code	BOOK1		
Selling price	23.33	GBP	Tax code 20% (VAT on Income)
Notes			
Attachments	Select a file to attach		



Cancel



Save

Pre-defined item

The pre-defined item is located in My Settings => Administration => Financial => Pre-defined Invoice Item. You must ensure that the reference assigned to the predefined item matches a corresponding product code in Sage 50.

Predefined invoicing item

Reference	ProdCode1		
Group	-- Please select --		
Nominal code	4000		
Department code	2		
Description *	Product in Sage 50		
Cost price	150	GBP	
Selling price *	120		
VAT *	T1		

Stock Tracking

When a product invoice is created in Sage 50, where a stock item has been added to the sales invoice, the routine will read the quantity of stock being invoiced against the quantity of stock available. When the invoice is being updated to the sales ledger (either automatically or manually done by the customer), where the invoice stock quantity exceeds the amount available against the product, then the invoice will fail to update. The customer will be responsible for correcting this issue by adding more stock manually to Sage 50 before attempting to update the invoice again.

Service Invoices

When creating service type invoices in Sage 50, any items added to a JobWatch invoice (stock or predefined items) will be treated the same and a text based item will be added.

Parent / Child contacts

When the integration runs, the routine will read the contact record that has been assigned to invoice or credit note and if that contact has an account reference, it will post the invoice to that customer account record in Sage 50.

If the contact record in JobWatch has no account reference and is linked to a parent contact, the integration routine will attempt to read the parents account reference instead. If the parent contact in JobWatch has no account reference, then the invoice or credit note will fail to post to Sage 50 and a contact error note will be generated. See error notes.

Payment terms

When synchronising an invoice to JobWatch, the due date is calculated based on the customer account in Sage 50.

Default Nominal Code

When adding a line in JobWatch, the user has the option to:


- Populate the line on the transaction with a nominal code
- Populate a default nominal code on the invoice and no line nominal code

This provides flexibility for the user to choose how the nominal code is populated. This is particularly handy where the invoice has several lines all going to the same account code.

Adding negative lines

This option is only available where invoices are generated in the invoices and credits module. If attempting to do this where invoices are posted directly to the sales ledger, then the invoice will fail to synchronise and a contact note error will be generated.

When processing an invoice to be posted to the invoices and credits module, a user can choose to process a negative line. The user will add a line with a positive quantity, but they can add a negative selling price (as below).

 **Edit financial doc.**

Detail | Payments | Attachments | Flags | Activity

Amount currently owed: **£3,159.33.**

Currency: British Pound

<input type="checkbox"/>	Qty	Nominal code	Department code	Description	Cost price	Selling price	VAT code	VAT	Gross amount
<input type="checkbox"/>	1	4000 <input type="text"/>	<input type="text"/>	This is a product B predefined item	20.00	80.00	T1 <input type="text"/>	16.00	96.00
<input type="checkbox"/>	1	4000 <input type="text"/>	<input type="text"/>	This is a test item	22.00	-21.00	T0 <input type="text"/>	0.00	-21.00
Total					42.00	59.00		16.00	75.00
Margin					17.00	28.8%			

When the transaction is synchronised with Sage 50, a negative line is added. Note: You cannot add a negative line that is greater than the total amount of the invoice.

Invalid Tax codes

When synchronising an invoice, the routine reads the tax code and checks whether tax code is valid. Where the tax code does not exist in Sage 50, a contact note error is generated.

Invoice Automation

The invoice automation routine works in conjunction with jobs and the system can be setup to create and automate the process of sending the invoice when a job is completed.

To setup the job automation, you must add or amend an existing job type:

Job types | Detail | Device | Financial | Templates | Constraints | Documents | Automation

Name *

Default job card

Job card title

Nominal code

Region Track1

- Add a financial line using rate or invoicing

Job types | Detail | Device | Financial | Templates | Constraints | Documents | Automation

Rates | Invoicing

Search

Period	Fixed price	Driving hourly rate	Rate per mile	Working hourly rate first hour	Working hourly rate after 1st hr	Working hourly rate over planned duration
Anytime	£100.00	£0.00	£0.00	£0.00	£0.00	£0.00

- Add the document

Job types | Detail | Device | Financial | Templates | Constraints | Documents | Automation

Document	Format	Send when job is	Sent to
Standard financial document	PDF	Completed	Attach to job

Example document

Automatic document sending

Document type	<input type="radio"/> Job card <input checked="" type="radio"/> Financial Documents <input type="radio"/> Template <input type="radio"/> None
Document	Standard financial document <input type="text"/>
Parameters	<input type="button" value="Edit report parameters"/>
Format	PDF <input type="text"/>
Send when job for contacts in group	-- Any groups -- <input type="text"/>
Send when job is	Completed <input type="text"/>
	<input checked="" type="radio"/> Any positive result <input type="radio"/> Specific positive results
	<input type="checkbox"/> Send document even if job is completed with issues
Delay before sending	<input type="text" value="1"/> minutes
Action	<input type="radio"/> Send by email <input checked="" type="radio"/> Attach to job
Visibility	<input checked="" type="checkbox"/> Web users <input type="checkbox"/> Resources (Attach to job) <input type="checkbox"/> Booking site
	<input type="checkbox"/> Job card <input type="checkbox"/> Job contractor/originator

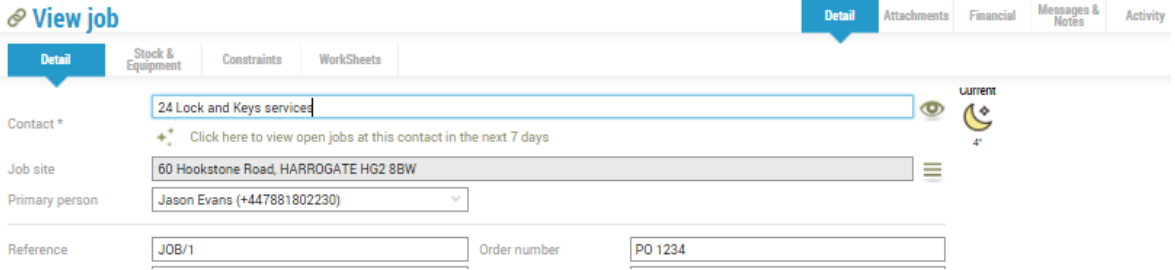
Basic functions:

- Set the option to Financial Documents
- Choose the document type "Standard financial document"
- Set the report to Format to PDF
- Choose which groups this applies to – select Any Groups if all
- Choose the status "Completed" to generate the document
- Choose whether you want any positive result or a specific positive result
- Choose a delay time before sending the document
- Choose the option Account sync to automatically mark the doc as sent in Sage 50
- Select the option Attach to Job

Using the above options, a financial document will be generated once the status of a job has been marked is completed with any positive result.

A financial document will created 5 minutes after the completion status has been added and the invoice will be be marked as automatically sent. The invoice will then synchronise to Sage 50, creating a copy of the invoice in Sage 50. The invoice reference from Sage 50 will use the JobWatch reference where the invoice or posted directly to the sales ledger or it will overwrite the JobWatch reference where the invoice is posted to the invoices and credits module.

Invoice Header - Posting to the invoices and credits module

Sage 50 Field	JobWatch field
Account Reference	Contact account reference
Document Date	Invoice Creation Date
Due Date	Generated by Sage 50
Invoice Number	Generated by Sage 50
Customer Reference	<p>JobWatch order number - This is located against the job details</p>  <p>The reference displays the order number value based on where the job was entered. For example; if an invoice was created at the group level, the group order number will be used.</p>

Invoice Lines

Sage 50 Field	JobWatch field
Item Code	Invoice Item Stock Code
Item Description	Invoice Item Description
Quantity	Invoice Item Quantity
Unit Price	Invoice Item Unit Price
Account	Invoice Item Nominal Code
Tax Code	Invoice Item VAT Code

Synchronising Purchase orders

The process for synchronising a purchase order to Sage 50 is the same as the invoice and credit note. The purchase order is added to the purchase order module when the purchase order in JobWatch is marked as

send to financial package.

It is worth noting when synchronising Purchase Orders that the Document reference will be sent from Bigchange to Sage, so the reference format must be dictated in BigChange. As this reference will not be changed you can download a PDF of your Purchase Order before it is sent.

Synchronising Payments

Sales payments are recorded against sales invoices and users can choose whether they want to pay invoices from JobWatch or whether they want the option to pay invoices from within Sage 50. When the integration is configured, users must choose which option suits their needs.

Payments recorded against the sales invoice in JobWatch

When paying a sales invoice in JobWatch, you must ensure that the invoice has been successfully synchronised to Sage 50. JobWatch will not display the payment option until this action has been completed.

Payment considerations:

When making payment against invoices in JobWatch, there are a number of payment considerations that are listed below.

- Choose the preferred method – either from JobWatch or from Sage 50. Once set, you must not change it without discussing it with us.
- Payments are made in one of two ways. You can choose to pay the invoice by marking the invoice as paid or you can edit the invoice and add one or more payments.
- We do not cater for foreign currency payments, these must be done in Sage 50
- We do not cater for companies where the VAT profile is set to Cash Accounting, this must be handled in Sage 50

Payments recorded against the sales invoice in Sage 50

We recommend that payments are handled in Sage 50 as there are more options to add discounts and apply credit notes and foreign currency.

Where users make multiple part payments against a single invoice, the JobWatch invoice will only display the overall amount paid; not the individual amounts.

Step 7 - Handling Errors

When using the system, it is inevitable that errors will occur. To help you better understanding what went wrong, when an error occurs, the system will generate a contact note containing the type and what the error was.

Where an error does not contain details of the contact (for example; connection errors) a contact note is created against a nominated miscellaneous contact.

Contact Note Errors

When your system is first configured, the implementer will discuss and generate a contact note type which is assigned to the Sage 50 integration settings. This note type is used when an error for a contact is first generated.

Example contact note error

Add / edit a note

Reference: XER-6639298 Opened 21 hours

Person: Jason Evans

Type*: Xero Error

Parent note: [X]

Workflow: []

Status: Open

Subject*: Invoice error

Notes: Xero Integration Errors - See comments for details

Due date: 08/11/2021 17:32

Dialogue

J Evans 08/11/2021 17:31

Invoice: JEDN113 failed to process with the following error: Invoice: JEDN113 - the contact record does not exist in Xero.

When generating an error, the integration routine will read the contact record and return any notes that match the type, subject and status. Where a match is found, the routine will add a comment and it will update the due date of the note to date and time the error was logged.

Tracking errors

When posting financial documents, users are presented with a hyperlink to the error making it obvious and easy to determine what the error was. However, where errors occur for payments or contacts, it is not so obvious to the user when the error occurred.

It is recommended that users follow the below procedure:

Create an alert

An alert is a quick and easy way for users to ensure that they capture errors that occur during the daily integration process. To create an alert choose the option alerts from the JobWatch menu and select the menu option – alerts programmed and select the option “Create Alert”

1. Send an alert when:

1. Send an alert when

Who: Any web user

What: Has a note of type Xero Error expiring

When: In 0 days

- Set the Who and set Any web user
- Set the What to “Has a note of type x expiring
- Set the when to 0 days

2. Select recipients:

2. Select recipient(s) Cell phone* Email Device Popup

Send to: jason.evans@bi... Xero Testing

[Click here to add dynamic recipients](#)

Select the email addresses / popups of users, you want the alerts to be sent to.

Example popup:

Alert

Page 1 < >

Date	Message
08/11/2021 17:32	Jobwatch alert: At 17:32 the note Invoice error for 1. JE About round two Faces and ne Ltd is expiring
08/11/2021 13:08	Jobwatch alert: At 13:08 the note Something gone wong for A real Test account is expiring
08/11/2021 12:16	Jobwatch alert: At 12:16 the note Invoice error for A real Testing Time is expiring
08/11/2021 11:53	Jobwatch alert: At 11:53 the note Payment Error for A real Testing Time is expiring
08/11/2021 11:51	Jobwatch alert: At 11:51 the note Payment Error for Jason House 22 is expiring

Snooze by 5 minutes



3. Review or edit the message that will be sent

3. Review or edit the message that will be sent

Email subject: Jobwatch alert - Notes

Message: Jobwatch alert: At 13:15 the note Call back John for Tesco is expiring

Email body template: -- Use Message above --

4. Review the daily process

The screenshot shows the 'Alerts' section of the JobWatch interface. At the top, there is a navigation bar with icons for Dashboard, Schedule, Stock & Equipment, CRM, Fleet & Resources, Messages, Alerts (highlighted with a blue background and a notification bell icon), Reports, and Map. Below the navigation bar, there is a 'Create a new alert' button with a plus sign. The main area is titled 'ALERTS RAISED' and contains a table with columns for Date, Sent to, Resources, Type, Message, and Comment. The table lists five alerts from 08/11/2021. To the left of the table, there is a 'FILTER' section with dropdown menus for 'Sent to', 'Resource', and 'Type', and a checkbox for 'Unread only'. Below the filter section, there is a 'SENT ON' section with radio buttons for 'All', 'Today', and 'This week' (which is selected).

As errors are generated, you can review the error notes raised by selecting the alert and choosing the option view. This will take you to the error note for you to review, take action and close. Once you have completed this, you can choose to mark the alert as read.

Creating an error alert report

The error alert report is a standard JobWatch report that can be configured to display a daily list of errors generated by JobWatch. The report can be attached as a favorite on your JobWatch reports menu.

1. Choose the report

Select the menu option reports from the JobWatch menu and choose the report "Notes Report".

2. Using the report filters choose the options (as below)

Display

Contact group: -- Any groups --

Contact: [x]

Reference: []

Note owner: [x]

Type: Xero Error

Status: Open


Due date: Today

Created in last "X" days: []

Completed in last "X" days: []

Custom column 1: []

Custom column 2: []

 View

★ Save current view as favourite

By clicking on the save current view as favorite, the report will be stored in your favorites list.

Click view to display the report.

Reference	Contact	Date	Note owner	Type	Status	Subject	Due date	Completion date	Opened
XER-6639298	Testing Limited	08/11/2021 17:31	J Evans	Xero Error	Open	Invoice error	09/11/2021 16:08		Opened 0 Days

3. Edit each line and view the contact note error. You can then review the error, take action and close the note.