Smart IT Support Ltd.

AT2Sage

User Guide

Contents

How to install AT2Sage

AT2Sage should be installed on the same computer as your Sage Accounts 50 software is installed.

Visit http://www.smartitsoftware.co.uk to install AT2Sage.

Technical Requirements

AT2Sage is compatible with Microsoft Windows 2000, Windows XP, Windows 2003, Windows Vista, Windows 2008, Windows 7 and Windows 8.

AT2Sage supports Sage Line 50 Accounts version 8 to 20, this includes Sage Accounts 2014

You can run AT2Sage without using the Send To Sage functionality. However, AT2Sage does require Sage's SDO (Sage Data Objects) Engine to be installed and enabled in order to send invoices to Sage Accounts.

The SDO is automatically installed when you install Sage Accounts but needs a special Serial Number and Activation Key before it can be used. These details can be entered from within Sage Accounts by going to "Tools / Activation / Enable 3rd Party Integration". To obtain these details phone Sage on **0845 111 6666** and tell them that you want a Serial Number and Activation Key to enable 3rd party integration. Currently Sage does not charge for providing these details.

Ideally AT2Sage should be installed on the same PC as your Sage Accounts program is installed.
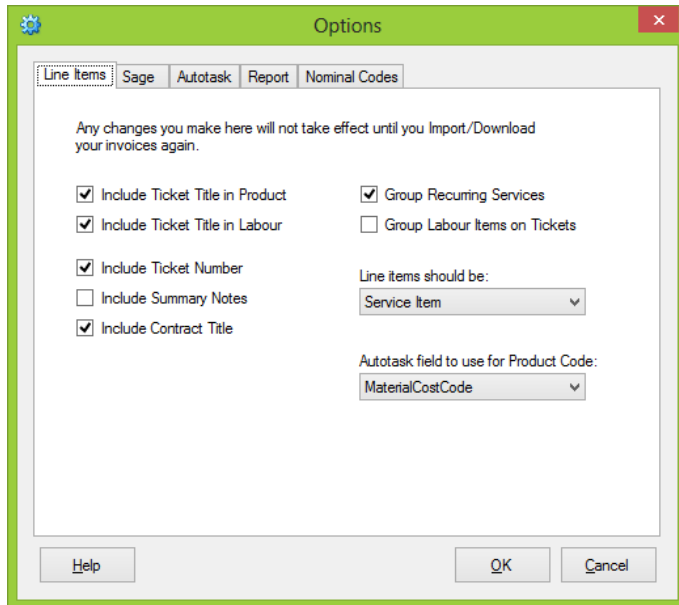
Configuration

Once installed launch AT2Sage using the AT2Sage icon on the desktop.

When you first open AT2Sage you will need to enter your Sage Accounts and Autotask credentials. To do this go to Tools, then Options and enter your credentials. Click Test Connection to verify AT2Sage can connect to your accounts.

General Options

➡ **Include Ticket Title in Product**

Ticking this option will display the ticket title in the product description on the invoice

➡ **Include Ticket Title in Labour**

Ticking this option will display the ticket title in the service description on the invoice

➡ **Include Ticket Number**

Ticking this option will display the ticket number in the product/service description on the invoice

➡ **Include Summary Notes**

Ticking this option will display the summary notes in the service description on the invoice

➡ **Include Contract Title**

Ticking this option will display the contract title in recurring services line items on the invoice

➡ **Group Recurring Services**

Ticking this option will group all service items in a group to appear as one charge. Any service items with an asterisk in the name will not be grouped

➡ **Group Labour Items on Tickets**

Ticking this option will group all the time entries on a ticket to give one labour item. It is not possible to include the summary notes on labour items when using this option.

➡ **Line Items Should Be…**
- o **Let AT2Sage Choose.** AT2Sage will use a mixed of non-stock and service items for products and services in Sage Accounts, based upon what AT2Sage feels best.
- o **Service Item.** AT2Sage will create all products within Sage Accounts as service items
- o **Stock Item.** AT2Sage will create all products within Sage Accounts as stock items.
- o **Non-Stock Item.** AT2Sage will create all products within Sage Accounts as non-stock items.

➡ **Autotask Field to use for Product Code**
AT2Sage can use either the Material Cost Code or Product Code from the product in Autotask as the Product Code in Sage. AT2Sage will remove any spaces or special characters from the code.

Sage Options

→ **Data Path**

This is the path to your Sage Accounts database, the path can vary between Sage versions. You can find the path to your database by opening Sage Accounts and going to Help > About > System Information > Directories > Data Directory.

→ **Username**

The username to log into Sage Accounts. It is recommended that you create a new user only to be used by AT2Sage.

→ **Password**

The password for the username above.

→ **Create any missing customers**

AT2Sage finds customers in Sage Accounts by matching up the Account Code in Sage Accounts with the Account Number in Autotask. If AT2Sage cannot find the account in Sage by matching these values AT2Sage will automatically create a new account in Sage

→ **Update Sage Customers**

AT2Sage will update customer accounts in Sage with any changes from Autotask, this includes Name, Address, Website Address, and telephone.

→ **Mark Terms as Agreed**

When creating or updating Sage customers AT2Sage will mark the Terms as Agreed in Sage.

→ **Insert Account Owners Name into Analysis 1**

Ticking this option will insert the Account Owners First Name as set in Autotask for that Account, into the Analysis 1 field in Sage. Many companies use this field to store the Account Owners name to allow them to produce reports for a particular Account Owner.

→ **Invoice Numbers**

- o **Use Autotask Invoice Numbers.** AT2Sage will use the invoice number generated within Autotask for the invoice number of the invoice sent to Sage Accounts. Be careful you do not create invoices with the same invoice number.
- o **Use Sage Invoice Numbers.** Invoices created within Sage Accounts will use an automatically generated invoice number from Sage Accounts.
- o **Save Them Back To Autotask.** Invoice numbers generated by Sage Accounts will be saved back to Autotask so both the invoice within Autotask and Sage Accounts have matching invoice numbers. This will not affect the invoice ID within Autotask.

➡ **Tax Code**

- o **Accounts Default Tax Code.** AT2Sage will use the default tax code for the account, for all line items on an invoice, regardless of the default tax code setup for that particular product
- o **Products Default Tax Code.** AT2Sage will use the default tax code setup for the product in Sage for the invoice, regardless of the default tax code for that account.

Autotask Options

➡ **API URL**

This is the URL AT2Sage should use for accessing Autotask. Autotask may from time to time release a new API URL, it is recommended you use the latest API URL.

➡ **Username**

This is the username AT2Sage should use to access Autotask

➡ **Password**

This is the Password used for the Autotask account above

➡ **Download invoices marked as invoiced**

AT2Sage marks invoices sent to Sage as invoiced on Autotask, when this option is un-ticked AT2Sage will not download those invoices that have been marked as sent to Sage. Ticking this box will download all invoices including those that have already been sent to Sage.

➡ **Use Invoice Date from Autotask**

Invoices Dates will be taken from the invoice date within Autotask for all invoices sent to Sage Accounts, if this option is not ticked the invoice dates on the invoices will be the date in the top right hand corner of AT2Sage main window as below;
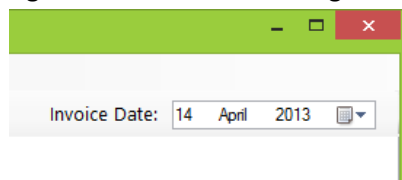
Email Options

➡ **Display Report after Send To Sage**

Ticking this option will display an HTML report in your default web browser showing details of any new customers and invoices created in Sage.

➡ **Email report after sending invoices to Sage**

Ticking this option will send an email to the specified email address with a report of all the new customers and invoices created in Sage.

➡ **Email To**

This is the Email address AT2Sage will send the email report to

➡ **Email From**

This is the email address the email will appear to have come from

➡ **SMTP Server**

The address of the SMTP server to use to send the email

➡ **Port**

The SMTP port to use to send the email

➡ **Requires Authentication**

Tick if the SMTP requires authentication to send emails

➡ **Username**

The username to use to authenticate against the SMTP server

➡ **Password**

The password for the username above

Nominal Codes

AT2Sage allows you to setup Nominal Codes for different Allocation Codes, for example you may want Bench Work to use Nominal Code 4001 and Onsite Support to use Nominal Code 4002. This allows you to create more detailed reports in Sage Accounts.

Although you can also create these Nominal Codes in Autotask, the current Autotask API does not allow AT2Sage to download these Nominal Codes. Therefore if you want AT2Sage to use Nominal Codes they must be setup in AT2Sage.

The Default Nominal Code is used for the Nominal Code of items that do not have a Nominal Code setup in the list above.

Downloading Invoices

When you've successfully tested your connections you can now start to process invoices.

To download your Autotask invoices click the Download Invoices button. You will be presented with a dialog similar to that on the right.

Choose the date range you would like to download invoices between (the date applies to the date the invoice was created in Autotask). AT2Sage will download every invoice created between these dates that have not already been invoiced by AT2Sage – providing you allowed AT2Sage to update Autotask with invoices raised (more on this later).
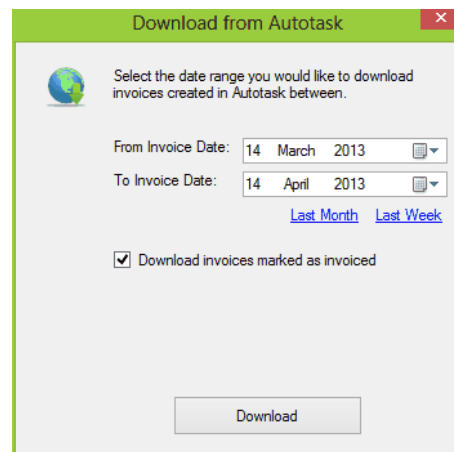
Once the invoices have been downloaded from Autotask they should appear in a list in the main window, like this:
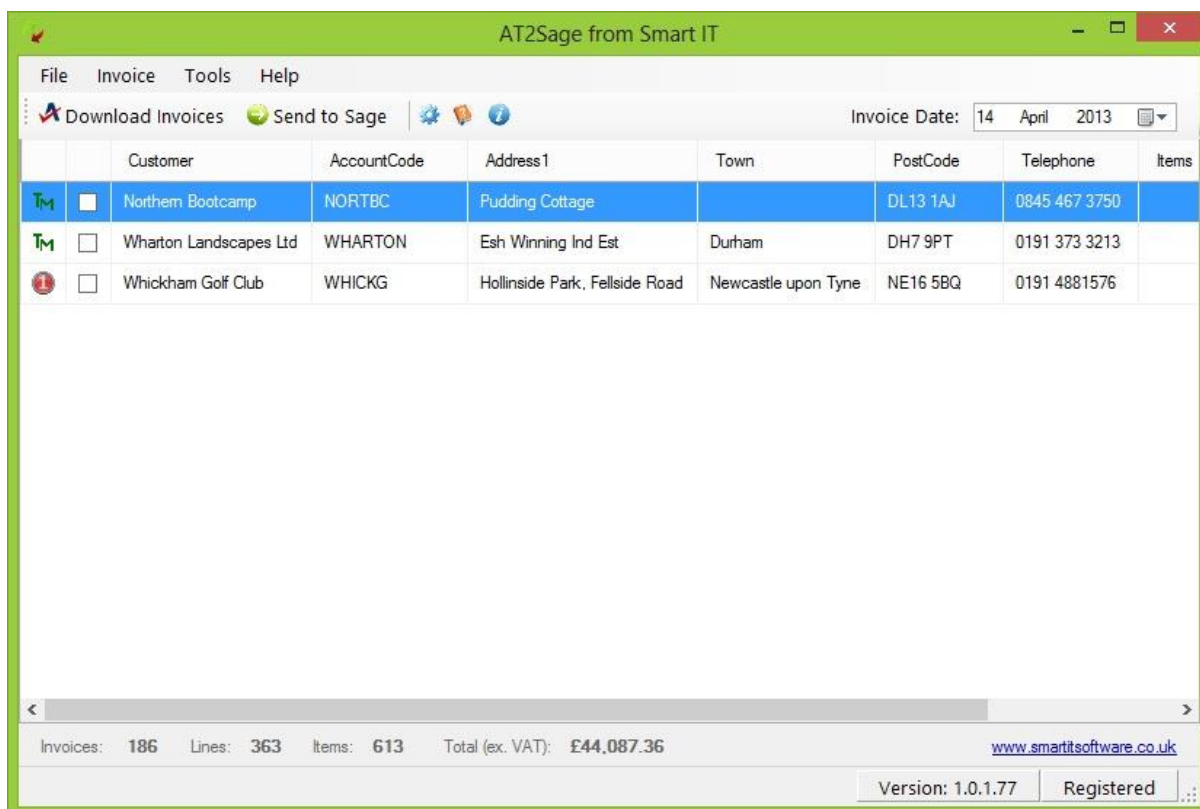
Import CSV

An alternative to directly downloading invoices from Autotask is to import a CSV file that was exported from Autotask.

First export a CSV file from Autotask as follows:

1. In Autotask go to Contracts > Export Wizard

2. Choose the dates of the invoices you would like to export and click next.

3. Select all the charges you would like to export and click next

4. In the Export Type select CSV (Comma Separated Values) and click next

5. Tick the box 'Yes, I would like the Field Names in the First Row', click next

6. Enter a Batch Export Reference Number if you wish, click Finish and wait for a box to pop up asking you to save the file.

7. Save the file somewhere on your computer

Next is the easy part. To import your invoices into Autotask click the Import CSV button, select your CSV file and click Open. Your invoices should now appear in the main window.

Send Invoices to Sage

To send your invoices to Sage Accounts 50 simply click the Send To Sage button.

AT2Sage locates accounts in Sage Accounts 50 by matching the Account Code in Sage Accounts with the Account Number in Autotask. If AT2Sage cannot find a customer with matching Account Numbers it will prompt the user with a dialog like below:
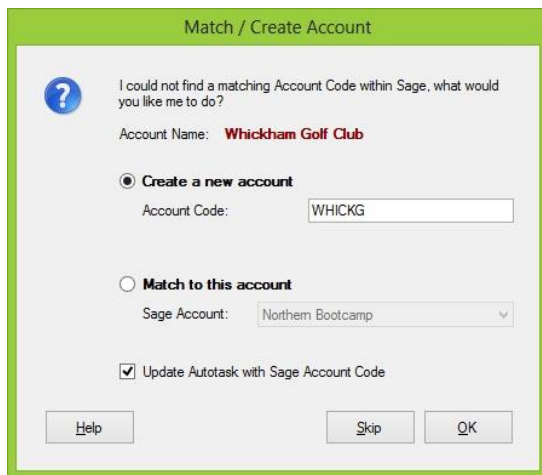
This could happen for one of two reasons.

1. **The account does not exist in Sage Accounts;**
   In this case select the first option 'Create a new account' and enter an Account Code. AT2Sage will recommend a code for you but you can use your own if you prefer. If you would like AT2Sage to save the Account Code to Autotask (to prevent AT2Sage asking the next time) tick the box 'Update Autotask with Sage Account Code' and click OK.
2. **The account exists but Account Numbers do not match**
   In this case select 'Match to this account' and choose the Sage account from the drop down list. If you would like AT2Sage to save the Account Code to Autotask (to prevent AT2Sage asking the next time) tick the box 'Update Autotask with Sage Account Code' and click OK.

Once all the invoices have been sent to Sage Accounts, AT2Sage will ask if you would like to update Autotask with a message box like below:
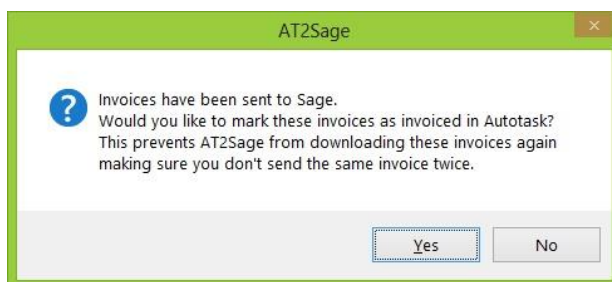
It's a good idea to click Yes here, this will prevent AT2Sage from downloading the same invoice again and sending it twice to Sage Accounts. If you click Yes AT2Sage will also save the Sage Invoice number to Autotask.

Export CSV

You can also export invoices as a CSV file for use in another program, or for processing at a later date.

To Export invoices as a CSV click Export CSV and save the CSV file to your computer.

Edit Invoice

Before sending your invoices to Sage Accounts, or exporting them, you can edit an invoice by pressing F2 or right clicking that invoice in the list and selecting Edit Invoice. This will display the Invoice Details window above.

Here you can change the company details and edit or delete charges by right clicking that charge.

You can also select another Sage account to use by clicking the button beside Account Number.

Once finished click OK to save the changes, or Cancel to cancel out without saving any changes.

Credit Notes

Autotask can produce invoices with negative line items, this could be to represent a credit for the cancellation of a service or an adjustment of a subscription. While these negative values show without any issue on the Autotask invoice, Sage Accounts does not like these values. Sage Accounts prefers all credit/negative value lines to appear on a credit note, and charges to appear on an invoice.

AT2Sage handles this by removing any negative values from the invoice and creating a separate credit note for those items. This could mean that one invoice from Autotask is sent to Sage Accounts as one invoice and one credit note.

AT2Sage relies on Sage Accounts to produce the credit note number, Sage will produce this by selecting the next consecutive number from the value stored in:

Sage Accounts > Settings > Invoice and Order Defaults > Options > Credits start from

While for most users this will not cause a problem, users who select to use Autotask invoice numbers for invoices should be aware that the number Sage Accounts produces for the credit note may clash with an invoice number you produce in Autotask.

To reduce the risk of a clash we recommend that you change the value in the 'Credits start from' box to be a number that is far out the range that you use for your Autotask invoice numbers.

Alternatively using Sage generated invoice numbers for invoices and credits will remove the risk of a duplicate invoice number being used, you can set this by going to:

AT2Sage > Tools > Options > Sage > Use Sage Invoice Numbers

Appendix

Sage Data Paths

This is easily found by going to Help>About>System Information>Directories>Data Directory

However, if you cannot open Sage 50 it can still be found.

The location depends on MANY factors, the Version of Sage 50 and the Operating system being the two key factors, however, in addition to this data can be located in a custom location!

Fortunately there is a way to locate your data via the "company" file.

It is possible to have multiple installations and multiple "company" files on your system.

Version 13 (2007) or Below
Right click on one of the Icons used to Launch Sage 50 and choose properties.

This will tell you where the Program is installed in the "Start in" box; the most common location is "C:\Program Files\Sage\Accounts". However, older versions and installations upgraded from older versions can have different paths, so can installations that have been deliberately installed into a nonstandard directory.

Open the location you have discovered, here you will find a file called "Company" it has no file extension so has no icon associated with it and looks "strange"

Double click it - You will be asked what application you want to use to open the file, (the exact dialogue varies from operating system to operating system - but you should be able to work it out) choose NOTEPAD do not choose anything else.

When the file opens you will find it contains one or more lines of text giving the path(s) to your dataset(s)

You have successfully located the path to your dataset.

Version 14 (2008) or Above Windows 95/98/ME/NT/2000/XP
Open "My Computer" and unhide hidden folders by going to Tools>Folder Options>View>Hidden Files and Folders>Show hidden files and folders>OK

Next go into your C: > Documents and Settings > All Users > Application Data > Sage > Accounts > (The year number of your version e.g. 2009 for V15)

Here you will find a file called "Company" it has no file extension so has no icon associated with it and looks "strange"

Double click it - You will be asked what application you want to use to open the file, (the exact dialogue varies from operating system to operating system - but you should be able to work it out) choose NOTEPAD do not choose anything else.

When the file opens you will find it contains one or more lines of text giving the path(s) to your dataset(s).

You have successfully located the path to your dataset.

Version 14 (2008) or Above Vista or Windows 7
Open "My Computer" and unhide hidden folders by going to Tools>Folder Options>View>Hidden Files and Folders>Show hidden files and folders>OK

Next go into your C: > Documents and Settings > All Users > Application Data > Sage > Accounts > (The year number of your version e.g. 2009 for V15).

Here you will find a file called "Company" it has no file extension so has no icon associated with it and looks "strange"

Double click it - You will be asked what application you want to use to open the file, (the exact dialogue varies from operating system to operating system - but you should be able to work it out) choose NOTEPAD do not choose anything else.

When the file opens you will find it contains one or more lines of text giving the path(s) to your dataset(s)

You have successfully located the path to your dataset.

Autotask API URL's

The current variations for the API URL (version 1.5) are:

- North America: https://webservices.autotask.net/atservices/1.5/atws.asmx
- London Data Centre: https://webservices4.autotask.net/atservices/1.5/atws.asmx (Formerly Global 1)
- Limited Release: https://webservices1.autotask.net/atservices/1.5/atws.asmx

Autotask anticipates the regular release of new versions of the Web Service API. Although new versions will, for the most part, support backward compatibility through multiple releases, there may be changes to functionality that have an impact on AT2Sage.

Please report any issues to Smart IT Support for repair.

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