



# ServiceSight

ServiceSight Accounts Integration  
& Sync Guide - QuickBooks

# ServiceSight Sync User Guide

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## COSTS ON OR COSTS OFF?

ServiceSight provides 2 levels of accounts integration.

Please review the information and considerations carefully before deciding which level to follow.

### Sales & Revenue accounting only (Section A)

For this - output costs to accounting system set to **NO**

#### Key considerations and information

- Sales Invoices and Credit notes only
- Customer and Supplier accounts
- Minimal setup required
- Potentially no changes to current accounting practices
- No requirement for nominal cost mapping
- Purchase invoices can still be processed in ServiceSight but won't be passed to QuickBooks.
- Reporting on costs available within ServiceSight
- Switching to full integration at a later date is possible

See [Section A](#) for Sales and revenue accounting only.

### Sales & Revenue accounting plus cost accounting (Section B)

For this - output costs to accounting system set to **YES**

#### Key considerations and information

- Sales Invoices and Credit notes
- Customer and Supplier accounts
- Purchase Invoices and Credit notes
- Journal transactions including but not exclusively
  - Work In Progress
  - Labour Recovery
  - Cost of Sales
  - Purchase Accruals
  - Stock Movement values (perpetual stock)
- Detailed nominal mapping required
- Likely changes to current accounting practices and principles
- Regular reconciliations advised
- Guidance from accountant highly recommended

See [section B](#) for full cost accounting.

If output costs to account system is set to **YES** then you must ensure the guidance and accounting principles in section B is fully understood and seek guidance from an accountant if necessary.

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## Section A – Sales and Revenue accounting only.

Follow the guidance in this section if you are intending to integrate with output cost to accounting system set to **NO**

With output costs to account system set to **NO** the only transactional items that will sync to QuickBooks are Sales invoices and sales credits.

## A1. Setting up the Connection

### A1.1 Establishing the Link to QuickBooks

- Go to Settings | Accounting | Accounts Link.
- Click the blue 'Connect to QuickBooks' button.
- Your QuickBooks login will appear to enable you to grant access for ServiceSight. Ensure the correct company is selected and click the 'Allow Access' button.
- ServiceSight will link to QuickBooks and you will be returned to ServiceSight and see a green 'Successfully connected to QuickBooks' message.

A new tab, 'Settings' appears along with a message stating '**You must save your account settings before you can do sync**'

You will need to check & complete the Settings tab prior to importing/exporting customers or sending invoices to QuickBooks. See section 2 on this guide for information about the settings.

### Important Notes

1. Please ensure that tax settings are enabled and setup in QuickBooks – this needs to be done to enable these settings to be saved in ServiceSight.
2. If you have more than one currency in ServiceSight then you must have a QuickBooks multi-currency license.
  - a) If multiple currencies are not required and you don't have a multi-currency QuickBooks license then simply delete the non applicable currencies from ServiceSight to leave just 1.
    - i. Settings > Accounting > Currencies.

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## A2 Accounts Link Settings

### A2.1 Vat Codes

For each VAT rate that exists in ServiceSight you will need to match it to its corresponding partner in QuickBooks. For example, if you have a 20% rate and a 5% rate in ServiceSight then you will need to select a 20% & 5% rate in QuickBooks.

See [Appendix 1](#) for guidance on maintaining VAT codes within ServiceSight including setting up new rates if required.

If you need to check or edit the rates in QuickBooks, then navigate to Taxes > Edit Vat > Edit Rates. This screen on QuickBooks allows you to toggle on or off suggested tax rates and add new rate(s) if required.

The rates that are toggled to 'on' from this list are the rates shown in ServiceSight.

#### VAT Codes

Select the QuickBooks Tax Rates which correspond with your ServiceSight VAT Codes.

ServiceSight	QuickBooks
1 - 20%	Standard 20.0% <input type="button" value="v"/>
3 - 5%	Reduced 5.0% <input type="button" value="v"/>
2 - 0%	Zero-Rated 0.0% <input type="button" value="v"/>

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## A2.2 Default Accounts

Here you can specify what item from your chart of accounts in QuickBooks is to be used for sales revenue & which code for suspense postings.

All entries here need to have an account selected in the QuickBooks column, before saving the accounts settings.

Some default accounts can be amended & overridden if required for example if you require labour sales revenue for call out jobs to map to a different code than service jobs.

We recommend completing the setup with Output costs to accounts tuned off to ensure the QuickBooks link is established, and then if required return and setup the remaining default accounts required if output costs is turned on.

You may wish to setup or amend items in QuickBooks for some of these codes.

### Important Note - Output costs to accounts system

If this is set to 'ON' then ServiceSight will also post costs and other associated postings to your accounts system as a nominal journal. Associated postings may include postings such as stock values, work in progress, labour recovery and accruals, but not exclusively.

**If unsure, then we strongly recommend you seek advice from your accountant before switching this on.**

#### Default accounts

Select the default QuickBooks Accounts for ServiceSight Sales and Suspense transactions.

Note: Saving will replace the currently selected accounts on all of your Job Types and Material Types.

ServiceSight	QuickBooks
Output costs to accounts system <span style="float: right;">OFF</span>	
Labour sales	Labour Sales
Parts & materials sales	Parts Sales
Service contracts sales	Services
Parts sales revenue	Parts Sales
Equipment sales revenue	Services
Pound sterling bank account	Bank Account
Suspense account	SS Suspense Account

[Save accounts](#)



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Default accounts required when cost posting turned OFF

ServiceSight	Description / Notes	Where to setup or amend in QuickBooks
		<i>Note – Only shows active items on this list so it may be worth flagging un-needed codes as inactive on QuickBooks.</i>
Labour Sales	Default can be overridden on Job Type basis if required.	Products and Services List. (Get Paid & Pay > Products and services)
Parts & Materials Sales	Parts can be overridden on a Job Type basis if required.  Materials can be updated on a Material type basis if required	Products and Services List. (Get Paid & Pay > Produces and services)
Service Contracts Sales	Can be overridden on a Service Contract Type basis if required.	Products and Services List. (Get Paid & Pay > Produces and services)
Parts Sales Revenue		Products and Services List. (Get Paid & Pay > Produces and services)
Equipment Sales Revenue		Products and Services List. (Get Paid & Pay > Produces and services)
Pound Sterling Bank account	A bank account for each currency must be selected (in case payments are collected through partner apps).	If no bank accounts are showing up for selection / are not linked in QB then you can manually create a bank account. To do this go to chart of accounts > Create something of type 'Cash in Bank and in hand' with the appropriate description.
Other bank accounts		
Suspense account	If no appropriate account exists you may wish to create a new account for this purpose.	This list will show any entries from the Chart of accounts which are an 'Asset' of any description.

**Once you have completed the Settings tab click the 'Save settings' button and you are ready to sync with QuickBooks.**

**Now continue to [Section C](#) to review how the accounts sync to QuickBooks functions.**

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## Section B – Full cost accounting

Follow the guidance in this section if you are intending to integrate with output cost to accounting system set to **YES**

### **Important Note - Output costs to accounts system**

If this is set to 'ON' then ServiceSight will also post costs and other associated postings to your accounts system as a nominal journal. Associated postings may include postings such as stock values, work in progress, labour recovery and accruals, but not exclusively.

**If unsure, then we strongly recommend you seek advice from your accountant before switching this on.**

### B1 ServiceSight accounting principles

The following section reviews the key principles followed by ServiceSight if full costs ServiceSight accounts integration is followed. (when '**Output costs to accounts system**' is set to ON)

These are:

1. Perpetual Stock System
2. Purchase Accruals
3. Work In Progress
4. Labour Recovery
5. Cost of Sales realised at point of sale rather than purchase.

#### B1.1 Perpetual Stock System

ServiceSight operates a *perpetual stock system*, where the stock valuation on ServiceSight is always a live figure, and goods received will add to the stock valuation, and any goods used are removed. This reflects to a balance sheet account on your accounts package. This is different from a *periodic stock system*, where the goods are not entered when received but are counted at the end of the accounting period, and the first posting relating to the purchase will occur when the invoice is received from the supplier. For examples and further detail see the [Purchase Accrual section](#) below.

Please note that this principle negates the necessity to raise periodic opening and closing stock journals in your accounts system.



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## B1.2 Purchase Accruals (sometimes referred to as goods received not invoiced)

It is often the case that goods will be purchased/received from a supplier before the invoice for those goods is received. Because the goods have been received, and under the perpetual stock system they are added to stock valuation account. As the invoice has not been received from the supplier, the liability to pay for the goods cannot be recorded as an accounts payable, and an alternative account needs to be established.

In ServiceSight, these accounts are named '*Purchase Accruals*' (another term used to describe this is the '*Goods received not invoiced*' or '*GRNI*') they would normally be defined in the accounts system as a current liability account in the balance sheet.

ServiceSight allows for 4 purchase accruals to separately track the accrual balance in these 4 areas - Parts / Materials / Equipment / Carriage. The Receipt analysis report is available within the ServiceSight insights dashboard.

### Purchase Accrual (Goods Received Not Invoiced) Example

Suppose a business has purchased goods from a supplier to the value of 800, and the goods are received before an invoice has been received.

Because a perpetual stock system is in operation, one side of the journal needed is to record the receipt of the stock.

#### Example Entry (Receiving goods)

<b>Book Parts in to Stock</b>	<b>Stock</b>		<b>Purchase Accrual</b>	
	DR	CR	DR	CR
	800.00			800.00

Since the invoice has not been received, the other side of the journal records the liability for the goods, as they cannot be posted to accounts payable, and so are posted to the purchase accrual (goods received not invoiced) account.

When the invoice is received from the supplier, the liability can be transferred from the purchase accrual (goods received not invoiced) account to the accounts payable account of the supplier using a second journal entry.

#### Invoice received journal entry

<b>Purchase Invoice Received</b>	<b>Accounts Payable</b>		<b>Purchase Accrual</b>	
	DR	CR	DR	CR
		800.00	800.00	

The balance on the Purchase Accrual (GRNI) account is now zero, and the net effect of both postings is to record the receipt of the goods into stock and the liability to pay the supplier in the accounts payable account.

**Note: - No postings are made at this point to expense accounts (cost of sales) - cost realised when revenue is realised i.e. when goods are sold.**



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## B1.3 Work In Progress

ServiceSight accounts for all work in progress (WIP) based on the cost price of items on jobs, such as Labour, Parts and Materials. The work in progress analysis report is accessed from the ServiceSight Insights dashboard.

An open chargeable job is defined as any status between Unallocated and Ready to Invoice. (So non-invoiced live jobs).

An open non-chargeable job is defined as any status between Unallocated and Ready to Complete. (So non-completed live jobs).

ServiceSight posts to a single nominal code for all WIP, which is configured in the Default Accounts setup within the accounts link settings of ServiceSight.

WIP cannot be separated out based on the type of job carried out.

The ServiceSight Work In Progress report will show total work in progress, and split this between Labour / Parts / Materials.

### Parts Purchased directly for a job

<b>Book Parts to Job from PO</b>	<b>WIP</b>	<b>Purchase Accrual</b>
	DR   CR	DR   CR
	250.00	250.00
<b>Invoice Job</b>	<b>WIP</b>	<b>Job Parts Cost</b>
	DR   CR	DR   CR
	250.00	250.00

### Parts from Stock used on a job

<b>Book Parts to Job</b>	<b>WIP</b>	<b>Stock</b>
	DR   CR	DR   CR
	125.00	125.00
<b>Invoice Job</b>	<b>WIP</b>	<b>Job Parts Cost</b>
	DR   CR	DR   CR
	125.00	125.00



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*Materials Purchased directly for a job*

<b>Book in Materials PO to Job</b>	<b>WIP</b>	DR	CR	<b>Misc Purch. Accrual</b>	DR	CR
		500.00				500.00
<b>Invoice Chargeable Job / Complete Non-Charge Job</b>	<b>WIP</b>	DR	CR	<b>Materials Cost</b>	DR	CR
			500.00		500.00	

*Materials added on to a job (without a PO)*

This is the equivalent of taking materials from stock – should there be any costs on the materials line.

<b>Visit with Materials Completed / No visit materials job completed</b>	<b>WIP</b>	DR	CR	<b>Materials Valuation</b>	DR	CR
		750.00				750.00
<b>Invoice Chargeable Job / Complete Non-Charge Job</b>	<b>WIP</b>	DR	CR	<b>Materials Cost</b>	DR	CR
			750.00		750.00	

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## B1.4 Labour Recovery

The labour recovery account on ServiceSight is used for the corresponding entry for labour costs when labour costs are added to WIP.

The account entered here will receive the credit posting for the notional cost of labour from jobs with the corresponding debit entry coming from the job type labour cost field.

A notional labour cost is recorded against jobs primarily for reporting purposes, but these postings can be configured in a number of ways depending on your treatment of your payroll journal. How you decide to treat these postings is at your discretion, the two most common options have been outlined below.

These are the postings made relating to the job labour costs:

Add Labour to Job		Labour Recovery		WIP	
	DR		CR	DR	CR
			100.00	100.00	

Complete Job (non-charge) Invoice Job (charge)		Labour Cost		WIP	
	DR		CR	DR	CR
	100.00				100.00

### Option 1 – Netting off

- This is suitable for companies that already split their payroll journal between their engineer costs and their admin costs, or don't wish to split these costs.
- Set Labour Recovery & Labour Cost (determined on Job Types) to the same nominal code.
- Requires no change to current payroll process.
- Labour recovery accounts would typically be a balance sheet liability account.
- Balance of labour recovery account will equal value of current Labour WIP.
- Can be reconciled to WIP report if needed.

### Option 2 – Use labour recovery to post engineers costs as a cost of sale

- This is suitable if you don't (or will change process to not) split your payroll journal and wish for engineers costs to be considered a cost of sale.
- This will mean the engineer labour costs effect Gross Profit (above the line) on the P&L report rather just the Net Profit (below the line).
- Labour recovery and labour cost accounts would be P&L accounts.
- Set the labour recovery account as an expense (Typically in the 6000 range in sage 50).
- Set the labour cost account on each job type as a cost of sale account (Typically in the 5000 range in sage 50).
- *Option 2a)* have one cost of sale account used on all job types.
- *Option 2b)* have different cost of sale accounts for different job types.
- E.g. 5005 for Call Out Labour / 5006 for Service Labour / 5007 for non-charge labour.
- If your payroll journal is all being posted to expenses (Typically 6000 upwards) then you can credit out your direct labour using the Labour Recovery CR posting to that nominal range and post it to COS (5000 range) using the Labour Job Cost DR posting.

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## B1.5 Cost of sales realised at point of Sale

ServiceSight follows the principle of recognising costs at point of sale. Thus ensuring that costs are recognised at same time as revenue in the P&L.

Before this point costs will be held on the balance sheet, for example in parts stock, or work in progress.

**Note** – if work is non chargeable this principle is still followed, and costs are realised upon completion of work.

# ServiceSight Sync User Guide

## B2. Setting up the Connection

### B2.1 Establishing the Link to QuickBooks

- Go to Settings | Accounting | Accounts Link.
- Click the blue 'Connect to QuickBooks' button.
- Your QuickBooks login will appear to enable you to grant access for ServiceSight. Ensure the correct company is selected and click the 'Allow Access' button.
- ServiceSight will link to QuickBooks and you will be returned to ServiceSight and see a green 'Successfully connected to QuickBooks' message.

A new tab, 'Settings' appears along with a message stating '**You must save your account settings before you can do sync**'

You will need to check & complete the Settings tab prior to importing/exporting customers or sending invoices to QuickBooks. See section 2 on this guide for information about the settings.

#### Important Notes

3. Please ensure that tax settings are enabled and setup in QuickBooks – this needs to be done to enable these settings to be saved in ServiceSight.
4. If you have more than one currency in ServiceSight then you must have a QuickBooks multi-currency license.
  - a) If multiple currencies are not required and you don't have a multi-currency QuickBooks license then simply delete the non applicable currencies from ServiceSight to leave just 1.
    - i. Settings > Accounting > Currencies.

## B3 Accounts Link Settings

### B3.1 Vat Codes

For each VAT rate that exists in ServiceSight you will need to match it to its corresponding partner in QuickBooks. For example, if you have a 20% rate and a 5% rate in ServiceSight then you will need to select a 20% & 5% rate in QuickBooks.

See [Appendix 1](#) for guidance on maintaining VAT codes within ServiceSight including setting up new rates if required.

If you need to check or edit the rates in QuickBooks, then navigate to Taxes > Edit Vat > Edit Rates. This screen on QuickBooks allows you to toggle on or off suggested tax rates and add new rate(s) if required.



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The rates that are toggled to 'on' from this list are the rates shown in ServiceSight.

## VAT Codes

Select the QuickBooks Tax Rates which correspond with your ServiceSight VAT Codes.

ServiceSight	QuickBooks
1 - 20%	Standard 20.0% <input type="checkbox"/>
3 - 5%	Reduced 5.0% <input type="checkbox"/>
2 - 0%	Zero-Rated 0.0% <input type="checkbox"/>

Save VAT codes

# ServiceSight Sync User Guide

## B3.2 Default Accounts

Here you can specify what item from your chart of accounts in QuickBooks is to be used for sales revenue & which code for suspense postings.

All entries here need to have an account selected in the QuickBooks column, before saving the accounts settings.

Some default accounts can be amended & overridden if required for example if you require labour sales revenue for call out jobs to map to a different code than service jobs.

We recommend completing the setup with Output costs to accounts tuned off to ensure the QuickBooks link is established, and then if required return and setup the remaining default accounts required if output costs is turned on.

You may wish to setup or amend items in QuickBooks for some of these codes.

### Important Note - Output costs to accounts system

If this is set to 'ON' then ServiceSight will also post costs and other associated postings to your accounts system as a nominal journal. Associated postings may include postings such as stock values, work in progress, labour recovery and accruals, but not exclusively.

**If unsure, then we strongly recommend you seek advice from your accountant before switching this on.**

#### Default accounts

Select the default QuickBooks Accounts for ServiceSight Sales and Suspense transactions.

Note: Saving will replace the currently selected accounts on all of your Job Types and Material Types.

ServiceSight	QuickBooks
Output costs to accounts system	<input type="checkbox"/> Off
Labour sales	Labour Sales
Parts & materials sales	Parts Sales
Service contracts sales	Services
Parts sales revenue	Parts Sales
Equipment sales revenue	Services
Pound sterling bank account	Bank Account
Suspense account	SS Suspense Account

Save accounts



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Default accounts required when cost posting turned ON

**Important Note** - if you need to create any new Chart of Accounts (COA) entries in QuickBooks you will then need to reload the accounts setting tab on ServiceSight to be able to select the new code.

ServiceSight	Description / Notes	Where to setup or amend in QuickBooks
Labour Sales	Default can be overridden on Job Type basis if required.	Products and Services List. (Get Paid & Pay > Products and services)
Labour Costs	Default can be overridden on a Job Type basis if required.  Generally most people will set this the same as the labour cost above.  <b>If unsure please seek advice from your accountant.</b>	This list will show all active entries from the Chart of accounts
Labour Recovery	Generally most people will set this the same as the labour cost above.  <b>If unsure please seek advice from your accountant.</b>	This list will show all active entries from the Chart of accounts  You may wish to add a new code here.
Parts & Materials Sales	Parts can be overridden on a Job Type basis if required.  Materials can be updated on a Material type basis if required	Products and Services List. (Get Paid & Pay > Produces and services)
Parts & materials costs	Parts can be overridden on a Job Type basis if required.  Materials can be Overridden on a Material Type basis if required	This will show any active entries from the Chart of accounts that are either of type 'Cost of sale' or 'Expenses'.
Service Contracts Sales	Can be overridden on a Service Contract Type basis if required.	Products and Services List. (Get Paid & Pay > Produces and services)
Parts Sales Revenue		Products and Services List. (Get Paid & Pay > Produces and services)
Cost of parts sales	Parts can be overridden on a Job Type basis if required.  Materials can be Overridden on a Material Type basis if required	This will show any active entries from the Chart of accounts that are either of type 'Cost of sale' or 'Expenses'.
Equipment Sales Revenue		Products and Services List. (Get Paid & Pay > Produces and services)
Cost of equipment sales		This will show any active entries from the Chart of accounts that are either of type 'Cost of sale' or 'Expenses'.
Parts Valuation		This will show any active entries from the Chart of accounts that are either of type 'Debtors' or 'Current Assets'.

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Materials valuation		This will show any active entries from the Chart of accounts that are either of type 'Debtors' or 'Current Assets'.
Equipment Valuation		This will show any active entries from the Chart of accounts that are either of type 'Debtors' or 'Current Assets'.
Equipment revaluation		This will show any active entries from the Chart of accounts that are either of type 'Cost of sale' or 'Expenses'.
Work in progress		This will show any active entries from the Chart of accounts that are either of type 'Current Assets', 'debtors', 'Current Liabilities' or 'expenses'.  Typically this would be a 'Current Asset' account
Pound Sterling Bank account	A bank account for each currency must be selected (in case payments are collected through partner apps).	If no bank accounts are showing up for selection / are not linked in QB then you can manually create a bank account. To do this go to chart of accounts > Create something of type 'Cash in Bank and in hand' with the appropriate description.
Other bank accounts		
Stock write off	Can be updated on Stock adjustment reason basis if required.	This will show any active entries from the Chart of accounts that are either of type 'Cost of sale' or 'Expenses'.
Carriage In		This will show any active entries from the Chart of accounts that are either of type 'Cost of sale' or 'Expenses'.
Parts purchase accruals	<b>If unsure, please seek advice from your accountant.</b>	This will show any active entries from the Chart of accounts that are either of type 'Current Liabilities'  You may wish to add a new code here.
Materials purchase accruals	<b>If unsure, please seek advice from your accountant.</b>	This will show any active entries from the Chart of accounts that are either of type 'Current Liabilities'  You may wish to add a new code here.
Carriage purchase accruals	<b>If unsure, please seek advice from your accountant.</b>	This will show any active entries from the Chart of accounts that are either of type 'Current Liabilities'  You may wish to add a new code here.
Suspense account	If no appropriate account exists you may wish to create a new account for this purpose.	This list will show any entries from the Chart of accounts which are an 'Asset' of any description.
Purchase Invoice Variance	<b>If unsure, please seek advice from your accountant.</b>	This will show any active entries from the Chart of accounts that are either of type



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		'Expenses', 'Cost of sale', 'Debtors' or 'current asset', and also any active items from the 'products and services' list.
Purchase Credit Variance	<b>If unsure, please seek advice from your accountant.</b>	This will show any active entries from the Chart of accounts that are either of type 'Expenses', 'Cost of sale', 'Debtors' or 'current asset', and also any active items from the 'products and services' list.
Purchase exchange rate differences	<b>If unsure, please seek advice from your accountant.</b>	This will show any active entries from the Chart of accounts that are either of type 'Expenses', 'Cost of sale', 'Debtors' or 'current asset', and also any active items from the 'products and services' list.

**Once you have completed the Settings tab click the 'Save settings' button and you are ready to sync with QuickBooks.**

**Now continue to [Section C](#) to review how the accounts sync to QuickBooks functions.**

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## Section C -Accounts Sync

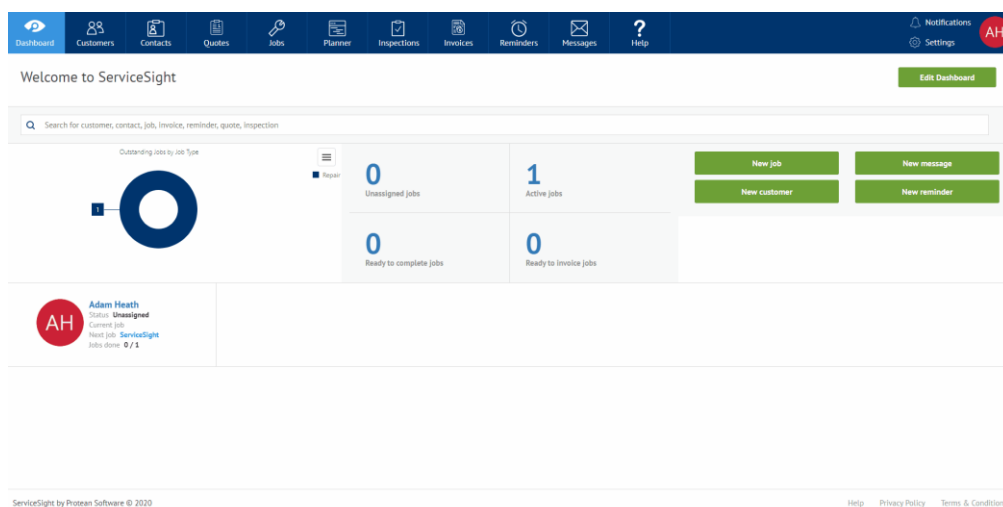
When you perform an accounts sync, this will sync various items between ServiceSight and QuickBooks.

We **strongly recommend** you review sections **C1 – C6**. on this document detailing the different elements of the accounts sync prior to performing an accounts sync for the first time.

[C1 Customers Sync](#) / [C2 Suppliers Sync](#) / [C3 Invoices Sync](#) / [C4 Payments Sync](#) / [C5 Purchase Invoice Sync](#) / [C6 Journal Entry Sync](#)

To perform an accounts sync Invoices with QuickBooks

- Go to Settings | Accounting | Accounts Link.
- Ensure you are connected to QuickBooks.
- Click the 'Sync accounts' button. This will update your sales invoices from ServiceSight into QuickBooks.
- A message will appear to show that the sync has completed.



# ServiceSight Sync User Guide

## C1 Customers Sync

### Initial Sync

When an initial SYNC is performed, this will use the customer name as the key identifier, all ServiceSight customers (Active and Closed) will Sync to QuickBooks, **all active** QuickBooks customers will sync.

We strongly recommend that a sense check takes place for identically named customers or suppliers before any initial sync.

We strongly recommend that an export of customer details is taken and retained for reference from both systems takes place prior to an initial sync.

Once you hit 'Sync Accounts' – this will perform the initial sync – it is quite likely a few records from either system will be rejected initially and need correcting. Note and guidance below will help you troubleshoot any customer records rejected by this process.

### Accounts that exist in both systems

If an account exists on both systems then the details from latest modified record in either system will be used as the master for the initial sync, however name changes will sync between systems in subsequent syncs.

### Future regular Sync

The process is no different for ongoing sync's and the field mapping for ongoing sync are the same as for the initial sync, the latest modified record in either system will be treated as the master for any changes, so you only need to update one system with any changes to fields included in the Sync

Fields included in the sync are listed below.

### Must have fields

#### Country

Any active QuickBooks customer must have the country field populated.

- This **MUST** exactly match an available country in the drop down from ServiceSight
- E.g. UK is not valid, and must be United Kingdom

### Notes / FAQ's

#### Payment Terms on ServiceSight

Once you have successfully connected QuickBooks, customer payment terms (due date) fields are no longer present within ServiceSight – payment terms would be setup in QuickBooks.

#### Credit limits

QuickBooks does not currently have a credit limit field, so credit limit would be managed within ServiceSight, and if you wish can be added as a note on QuickBooks, however notes are not a field included in the Sync.

#### What happens with Shipping addresses from QuickBooks?

Shipping addresses from QuickBooks **are not** included in the Sync

#### What happens with Site addresses from ServiceSight?

Site addresses from ServiceSight **are not** included in the Sync

#### What happens with Sub accounts from QuickBooks?

Sub Customers from QuickBooks are included in the Sync – these sync as a customer record in ServiceSight, no reference in ServiceSight to the fact it is a sub account.

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## *What happens with Contact records?*

The main contact from QuickBooks is included in the Sync – as the ‘Accounts contact’ on ServiceSight.

No other contacts form part of the sync.

## *What happens with Account numbers?*

Account numbers from ServiceSight are not included in the sync.

## Sync Fields

The table below lists field included and excluded from the Sync

ServiceSight Field	QuickBooks Field	Notes
Name	Customer Display Name	QB Company Name not part of sync – only uses the display name
Street 1	Line 1 billing street address	
Street 2	Line 2 billing street address	Any additional lines on the street address in QuickBooks are kept in QuickBooks but do not Sync with ServiceSight
Town/City	City	
County	County	
Post Code	Post Code	
Country	Country	This is a must have field and the record in QuickBooks must match the exact spelling of a country available to select in ServiceSight
Phone Number	Name and Contact - Phone Number	
Fax Number	Name and Contact - Fax Number	
Website	Website	ServiceSight website must include http:// or https:// at the start otherwise QuickBooks will reject this record
Account contact – Title	Name and contact – Title	
Accounts contact - First Name	Name and contact – First Name	
Accounts contact – Last Name	Name and contact – Last Name	
Accounts contact – Mobile	Name and contact - Mobile	
Accounts contact - Phone Number	Name and Contact - Phone Number	
Accounts contact – Fax Number	Name and Contact - Fax Number	
Vat Reg No	Tax Reg No	
Current Balance	Current Balance	
<b>Below Items not part of sync</b>		
	Name and contact – Company Name	<b>Not part of Sync</b>
	Name and Contact - Other Phone Number	<b>Not part of Sync</b>
	Terms	<b>Not part of Sync</b>
	Payment Method	<b>Not part of Sync</b>
	Preferred delivery method	<b>Not part of Sync</b>
	Customer language	<b>Not part of Sync</b>
	Tax identifier no.	<b>Not part of Sync</b>
	Name and contact – Middle Name	<b>Not part of Sync</b>
	Name and contact – Suffix	<b>Not part of Sync</b>

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	Name and contact - Company Name	<b>Not part of Sync</b>
	Notes	<b>Not part of Sync</b>
	Attachments	<b>Not part of Sync</b>
Customer Account Number		<b>Not part of Sync</b>
What 3 words		<b>Not part of Sync</b>
Customer Ref 1		<b>Not part of Sync</b>
Customer Ref 2		<b>Not part of Sync</b>
Warning notes		<b>Not part of Sync</b>
Engineer site notes		<b>Not part of Sync</b>
General notes		<b>Not part of Sync</b>
Accounts contact – Contact ref 1		<b>Not part of Sync</b>
Accounts contact – Contact ref 2		<b>Not part of Sync</b>
Credit Limit		<b>Not part of Sync</b>

# ServiceSight Sync User Guide

## C2 Supplier Sync

### Initial Sync

When an initial SYNC is performed, this will use the Supplier name as the key identifier, all ServiceSight customers (Active and Closed) will Sync to QuickBooks, **all active** QuickBooks Suppliers will sync.

We strongly recommend that a sense check takes place for identically named customers or suppliers before any initial sync. Additionally, that an export of customer details from both systems takes place prior to an initial sync.

Once you hit 'Sync Accounts' – this will perform the initial sync – it is quite likely a few records from either system will be rejected initially and need correcting. The notes and guidance below will help you troubleshoot any supplier records rejected by this process.

### Accounts that exist in both systems

If an account exists on both systems, then the details from latest modified record in either system will be used as the master for the initial sync, however name changes will sync between systems in future syncs.

### Future regular Sync

The process is no different for ongoing syncs and the field mapping for ongoing sync are the same as for the initial sync, the latest modified record in either system will be treated as the master for any changes, so you only need to update one system with any changes to fields included in the Sync

Fields included in the sync are listed below.

Must have fields.

#### *Country*

Any active QuickBooks supplier must have the country field populated.

- This **MUST** exactly match an available country in the drop down from ServiceSight  
E.g. UK is not valid, and must be United Kingdom

Notes / FAQ's

#### *Payment Terms on ServiceSight*

Currently supplier payment terms are not part of ServiceSight functionality, so these would be setup and managed in QuickBooks.

#### *What happens with Site addresses from ServiceSight?*

Supplier site addresses from ServiceSight **are not** included in the Sync

#### *What happens with Contact records*

The main contact from QuickBooks is included in the Sync – as the 'Accounts contact' on ServiceSight

No other contacts form part of the sync.

#### *What happens with Account numbers?*

Account numbers from ServiceSight are not included in the sync.



# ServiceSight Sync User Guide

## Sync Fields

The table below lists field included and excluded from the Sync

ServiceSight Field	QuickBooks Field	Notes
Name	Supplier Display Name	QB Company Name not part of sync – only uses the display name
Street 1	Line 1 billing street address	
Street 2	Line 2 billing street address	Any additional lines on the street address in QuickBooks are kept in QuickBooks but do not show in ServiceSight
Town/City	City	
County	County	
Post Code	Post Code	
Country	Country	This is a must have field and the record in QuickBooks must match the exact spelling of a country available to select in ServiceSight
Phone Number	Name and Contact - Phone Number	
Fax Number	Name and Contact - Fax Number	
Website	Website	ServiceSight website must include http:// or https:// at the start otherwise QuickBooks will reject this record
Account contact – Title	Name and contact – Title	
Accounts contact - First Name	Name and contact – First Name	
Accounts contact – Last Name	Name and contact – Last Name	
Accounts contact – Mobile	Name and contact - Mobile	
Accounts contact - Phone Number	Name and Contact - Phone Number	
Accounts contact – Fax Number	Name and Contact - Fax Number	
<b>Below items not part of sync</b>		
	Current Balance	<b>Not Part of Sync – no current field in ServiceSight</b>
	Name and contact	
	Name and Contact - Other Phone Number	<b>Not part of Sync</b>
	Terms	<b>Not part of Sync</b>
	Payment Method	<b>Not part of Sync</b>
	Preferred delivery method	<b>Not part of Sync</b>
	Customer language	<b>Not part of Sync</b>
	Tax identifier no.	<b>Not part of Sync</b>
	Name and contact – Middle Name	<b>Not part of Sync</b>
	Name and contact – Suffix	<b>Not part of Sync</b>
	Name and contact - Company Name	<b>Not part of Sync</b>
	Notes	<b>Not part of Sync</b>
	Attachments	<b>Not part of Sync</b>
Vat Reg No		<b>Not Part of Sync – no current field in QuickBooks</b>
Supplier Account Number		<b>Not part of Sync</b>
Supplier Ref 1		<b>Not part of Sync</b>
Supplier Ref 2		<b>Not part of Sync</b>
Warning notes		<b>Not part of Sync</b>
General notes		<b>Not part of Sync</b>
Accounts contact – Contact ref 1		<b>Not part of Sync</b>
Accounts contact – Contact ref 2		<b>Not part of Sync</b>

# ServiceSight Sync User Guide

## C3 Sales Invoice / Credit Sync

With the ServiceSight QuickBooks link – Sales Invoices and credits are synced in real time with QuickBooks and will appear in QuickBooks upon creation in ServiceSight.

**Important Note** – If you do edit an invoice in QuickBooks – this will only update the outstanding Balance on the invoice in ServiceSight, it will not change the gross total on the original invoice.

## C4 Payment Sync

The payment Sync from QuickBooks will update the outstanding balance on any invoices or credits in ServiceSight once a payment has been allocated to that invoice or credit in QuickBooks.

If you are taking payments on ServiceSight app or web portal via a partner payment provider (Square / QuickBooks/ Stripe) then these payments are synced to QuickBooks as part of the accounts sync process.

## C5 Purchase Invoice / Credit Sync

**Important Note – Output costs to account system.**

Purchase Invoices and Credits will only sync to QuickBooks if Output costs to accounts system is set to **On** and all default accounts required for this are setup and saved. (See [section 2.2](#) for more details).

With the ServiceSight QuickBooks link – Purchase invoices and credits that have been entered and are at committed status in ServiceSight are synced to QuickBooks as part of the accounts sync process.

Query Status Purchase invoices are not synced to QuickBooks, these would be synced once removed from query and progressed to committed status.

## C6 Journal Entry Sync

**Important Note – Output costs to account system.**

Journal Entries will only sync to QuickBooks if Output costs to accounts system is set to **On** and all default accounts required for this are setup and saved. (See [section 2.2](#) for more details).

With the ServiceSight QuickBooks link – Journal entries associated with outputting of costs from ServiceSight to QuickBooks are synced as part of the accounts sync process.

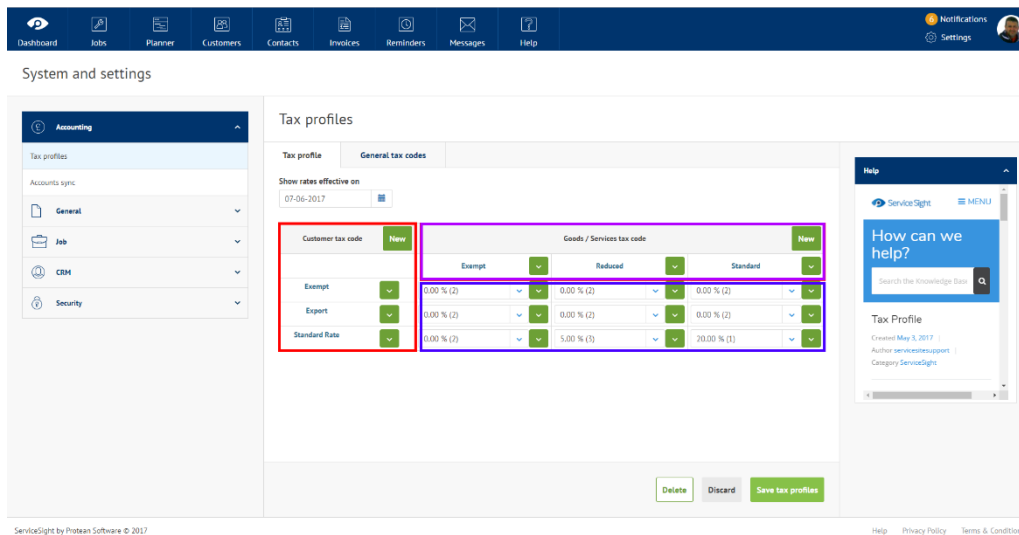
# ServiceSight Sync User Guide

## Appendix 1 - Tax Profiles in ServiceSight

When producing sales invoices ServiceSight allows you to preconfigure VAT information against customers, labour & materials so that the gross total of the invoices can be calculated accurately. The system enables you to create and maintain multiple VAT rates & profiles which can be easily applied to customers.

When you first log into ServiceSight the Tax profiles have already been configured to save you time. However, you may need to edit them at some point in the future, for example if the prevailing VAT rate changes.

- To edit a tax profile simply go to **Settings | Accounting | Tax profiles**.



Click 'Settings' by your avatar in the top right-hand corner, then select Accounting from the list that opens on the left. Then choose Tax profiles. The screen that opens has two tabs – Tax profile & General tax codes.

On the Tax profiles tab there are three main sections displayed (see screenshot above).

### 1. Red Section – Customer tax codes

Here are shown the different type of customer in relation to VAT that you might deal with – Exempt, Export or Standard, in other words, customers who are exempt from paying VAT such as charities, customers who are in other countries and customer who are in the UK and VAT registered.

### 2. Purple Section – Goods/Services tax codes

Here are shown the different types of goods or services you offer in relation to VAT – Exempt, Reduced or Standard, in other words items that are VAT exempt such as food, items that attract reduced rate VAT such as fuel and items that attract standard VAT such as parts.

### 3. Blue Section – Vat Rate Matrix

This section shows what percentage VAT rate will be applied for the combinations brought about by the Customer & Goods headings. For example if we were to look at the rate used for standard customers when buying standard products we can see that it is 20% and code 1.

Tax profiles

Tax profile **General tax codes**

Show rates effective on  
07-06-2017

Customer tax code	New	Goods / Services tax code						New
		Exempt	Reduced	Standard	Standard	Standard	Standard	
Exempt	▼	0.00 % (2) ▼	0.00 % (2) ▼	0.00 % (2) ▼	0.00 % (2) ▼	0.00 % (2) ▼	▼	
Export	▼	0.00 % (2) ▼	0.00 % (2) ▼	0.00 % (2) ▼	0.00 % (2) ▼	0.00 % (2) ▼	▼	
Standard Rate	▼	0.00 % (2) ▼	5.00 % (3) ▼	20.00 % (1) ▼	20.00 % (1) ▼	20.00 % (1) ▼	▼	

- When editing a tax profile you can change any element of the profile – you can edit the customer or goods tax codes or the rates that are being applied.
- Clicking on the green arrows alongside the customer or goods tax codes allows you to rename or delete these entries. In the matrix of VAT rates you can either:
  1. Use the white arrow box to pick another rate from the already defined list or
  2. Use the green arrow box to open a small menu offering two options:
  3. Add (to add a new rate not yet in existence) or
  4. Edit/View (change the rates being applied)

VAT code 1

Effective from

03-10-2016

01-07-2017

VAT rates

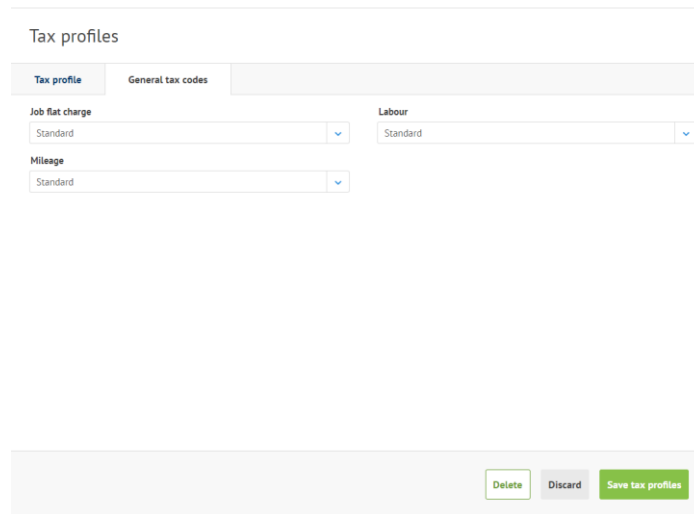
% 20.00

% 22.5

- For example, if the normal VAT rate was increased to 22.5% in a future budget to commence on 1<sup>st</sup> July 2017 you would go to grid of VAT rates and find the current rate of 20%.
- Click the green arrow and choose edit/view. The edit VAT code screen opens (see screenshot).
- Click the green 'New' button.
- Select the 'effective from' date, in this case 1<sup>st</sup> July 2017 & enter the new VAT rate to be applied from that time, in this case 22.5%
- Click the green 'Save' button at the bottom of the form to update this entry.

# ServiceSight Sync User Guide

- Now, from the 1<sup>st</sup> July VAT registered customers will be charged 22.5% VAT when purchasing standard products & services from you.
- The second tab labelled 'General tax codes' contains only three fields:

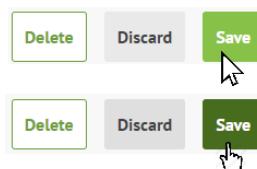


The screenshot shows a 'Tax profiles' form with two tabs: 'Tax profile' and 'General tax codes'. The 'General tax codes' tab is active. It contains three dropdown menus: 'Job flat charge' (set to 'Standard'), 'Labour' (set to 'Standard'), and 'Mileage' (set to 'Standard'). At the bottom right of the form, there are three buttons: 'Delete', 'Discard', and 'Save tax profiles'.

- These fields enable you to let ServiceSight know what Goods/Services tax code to apply when charging for fixed price jobs, labour on jobs and mileage on jobs.
- Simply use the drop-down lists to pick the appropriate type – Exempt, Reduced or Standard.
- Once you have made your selections click the green 'Save' button to create this new type and save your entries.

NB Remember to check the green 'Save' button at the bottom of the screen to ensure you do not lose any detail you have entered. Any changes need saving before leaving the customer screen.

If you hover your mouse over the button and it changes colour, and a hand icon appears then there are changes that need to be saved. If it does not change colour and remains an arrow pointer, then there are no changes that need saving.



Select the QuickBooks VAT rate from the drop-down list to match up the rates in ServiceSight. Note that you only need to match those rates that are in use on your sales invoices.

## Customers Tax Codes

Each of your Customer tax codes will need to be mapped to the QuickBooks customer tax codes. Note that the system will attempt to match them up for you, but you will need to check them and re-select when necessary.

# ServiceSight Sync User Guide



## Customer Tax Codes

Select the Xero Tax Rates which correspond with your ServiceSight Customer Tax Codes.

ServiceSight	Xero
Standard	<input type="text"/> <span>▼</span>
Exempt	<input type="text"/> <span>▼</span>
Export	<input type="text"/> <span>▼</span>

## Default accounts

Select the default Xero Accounts for ServiceSight Sales and Suspense transactions.

**Note:** Saving will replace the currently selected accounts on all of your Job Types and Material Types.

# ServiceSight Sync User Guide



## Version Control

Version	Comments	Name	Date	Approver
0.1	First draft	Matt Hayden	01/03/2023	
1.0	Approved Document	Matt Hayden	07/03/2023	JD