



ServiceSight

ServiceSight Accounts Integration
& Sync Guide - Sage 50c

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 Sage.
- Reporting on costs available within ServiceSight
- Switching to full integration at a later date is possible

See [Section A](#) for Sales and review 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 Sage are Sales invoices and sales credits.

A1. Setting up the Connection

A1.1 Establishing the Link to Sage 50c

- To sync with Sage 50c – ServiceSight will need to install a Sage Connector tool.
- This installation should be on a PC or Server with access to the Sage50 client.
- The PC or server will need to be switched on at the time of any ServiceSight to Sage accounts sync.
- Please contact servicesight support to arrange a time to carry out this installation

Once you have the sage connector installed and running - 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 Sage. See section 2 on this guide for information about the settings.

Important Notes

1. For the ServiceSight sage connector to work – you **MUST** provide a sage username and password – that is only to be used by the connector tool – we recommend you create a new user in Sage for this purpose.
2. Please ensure that tax settings are enabled and setup in Sage – this needs to be done to enable these settings to be saved in ServiceSight.
3. If you have more than one currency in ServiceSight then you must have a Sage multi-currency license.
 - a) If multiple currencies are not required and you don't have a multi-currency Sage 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 you have created on ServiceSight you will need to match it to its corresponding partner in Sage. For example, if you have created a 20% rate and a 5% rate in ServiceSight then you will need to select a 20% & 5% rate in Sage.

If you need to check or edit the rates in Sage, then navigate to Settings > Configuration > Tax codes.

The tax codes that have a description populated, are the codes / rates shown in ServiceSight.

VAT Codes

Select the Sage50 (on premise) Tax Rates which correspond with your ServiceSight VAT Codes.

ServiceSight	Sage50 (on premise)
1 - 20%	Standard rated transactions <input type="button" value="v"/>
3 - 5%	Lower Rate <input type="button" value="v"/>
2 - 0%	Exempt transactions <input type="button" value="v"/>

Save VAT codes

See [Appendix 1](#) for guidance on maintaining VAT codes within ServiceSight.

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A2.2 Default Accounts

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

All entries here need to have an account selected in the Sage 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 Sage link is established. 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 Sage 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 Sage50 (on premise) 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	Sage50 (on premise)
Output costs to accounts system	<input type="checkbox"/> OFF
Labour sales	4000 Labour Sales
Parts & materials sales	4001 Parts & materials sales
Service contracts sales	4002 Service contracts sales
Parts sales revenue	4100 Parts sales revenue
Equipment sales revenue	4101 Equipment sales revenue
Sales carriage	4905 Distribution and Carriage
Pound sterling bank account	1200 Bank Current Account
Suspense account	9999 Mispostings Account.
Refrigerant sales	4000 Labour Sales

Save accounts



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Default accounts required when cost posting turned OFF

ServiceSight	Description / Notes	Where do these come from on Sage
		<p>ServiceSight uses the Chart of Accounts in Sage to filter out some nominal codes where possible to assist selection.</p> <p>If you create new codes in Sage, you may need to clear browser history or open in incognito mode to see updated list.</p>
Labour Sales	Default can be overridden on Job Type basis if required.	Any nominal codes from the Sales range in your P&L from your sage chart of accounts.
Parts & Materials Sales	<p>Parts can be overridden on a Job Type basis if required.</p> <p>Materials can be updated on a Material type basis if required</p>	Any nominal codes from the Sales range in your P&L from your sage chart of accounts.
Service Contracts Sales	Can be overridden on a Service Contract Type basis if required.	Any nominal codes from the Sales range in your P&L from your sage chart of accounts.
Parts Sales Revenue		Any nominal codes from the Sales range in your P&L from your sage chart of accounts.
Equipment Sales Revenue		Balance Sheet – Deposits and cash / Bank accounts (within Current Assets range.)
Pound Sterling Bank account	A bank account for each currency must be selected (in case payments are collected through partner apps).	Balance Sheet – Deposits and cash / Bank accounts (within Current Assets range.)
Other bank accounts		
Suspense account	If no appropriate account exists you may wish to create a new account for this purpose.	P&L – (purchases / expenses / Overheads)

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

Now continue to [Section C](#) to review how the accounts sync to Sage 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)

Book Parts in to Stock	Stock		Purchase Accrual	
	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

Purchase Invoice Received	Accounts Payable		Purchase Accrual	
	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

Book Parts to Job from PO	WIP	Purchase Accrual
	DR CR	DR CR
	250.00	250.00
Invoice Job	WIP	Job Parts Cost
	DR CR	DR CR
	250.00	250.00

Parts from Stock used on a job

Book Parts to Job	WIP	Stock
	DR CR	DR CR
	125.00	125.00
Invoice Job	WIP	Job Parts Cost
	DR CR	DR CR
	125.00	125.00



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Materials Purchased directly for a job

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

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

	Labour Recovery	WIP								
Add Labour to Job	<table border="1"> <tr> <td style="text-align: center;">DR</td> <td style="text-align: center;">CR</td> </tr> <tr> <td></td> <td style="text-align: center;">100.00</td> </tr> </table>	DR	CR		100.00	<table border="1"> <tr> <td style="text-align: center;">DR</td> <td style="text-align: center;">CR</td> </tr> <tr> <td style="text-align: center;">100.00</td> <td></td> </tr> </table>	DR	CR	100.00	
DR	CR									
	100.00									
DR	CR									
100.00										
Complete Job (non-charge)	<table border="1"> <tr> <td style="text-align: center;">DR</td> <td style="text-align: center;">CR</td> </tr> <tr> <td style="text-align: center;">100.00</td> <td></td> </tr> </table>	DR	CR	100.00		<table border="1"> <tr> <td style="text-align: center;">DR</td> <td style="text-align: center;">CR</td> </tr> <tr> <td></td> <td style="text-align: center;">100.00</td> </tr> </table>	DR	CR		100.00
DR	CR									
100.00										
DR	CR									
	100.00									
Invoice Job (charge)	<table border="1"> <tr> <td style="text-align: center;">DR</td> <td style="text-align: center;">CR</td> </tr> <tr> <td style="text-align: center;">100.00</td> <td></td> </tr> </table>	DR	CR	100.00		<table border="1"> <tr> <td style="text-align: center;">DR</td> <td style="text-align: center;">CR</td> </tr> <tr> <td></td> <td style="text-align: center;">100.00</td> </tr> </table>	DR	CR		100.00
DR	CR									
100.00										
DR	CR									
	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.

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B2. Setting up the Connection

B2.1 Establishing the Link to Sage

- To sync with Sage 50c – ServiceSight will need to install a Sage Connector tool.
- This installation should be on a PC or Server with access to the Sage50 client.
- The PC or server will need to be switched on at the time of any ServiceSight to Sage accounts sync.
- Please contact servicesight support to arrange a time to carry out this installation

Once you have the sage connector installed and running - 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 Sage. See section 2 on this guide for information about the settings.

Important Notes

4. For the ServiceSight sage connector to work – you **MUST** provide a sage username and password – that is only to be used by the connector tool – we recommend you create a new user in Sage for this purpose.
5. Please ensure that tax settings are enabled and setup in Sage – this needs to be done to enable these settings to be saved in ServiceSight.
6. If you have more than one currency in ServiceSight then you must have a Sage multi-currency license.
 - a) If multiple currencies are not required and you don't have a multi-currency Sage license then simply delete the non applicable currencies from ServiceSight to leave just 1.
 - i. Settings > Accounting > Currencies.

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B3 Accounts Link Settings

B3.1 Vat Codes

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

If you need to check or edit the rates in Sage, then navigate to Settings > Configuration> tax codes.

The tax codes that have a description populated are the codes / rates shown in ServiceSight.

VAT Codes

Select the Sage50 (on premise) Tax Rates which correspond with your ServiceSight VAT Codes.

ServiceSight	Sage50 (on premise)
1 - 20%	Standard rated transactions <input type="button" value="v"/>
3 - 5%	Lower Rate <input type="button" value="v"/>
2 - 0%	Exempt transactions <input type="button" value="v"/>

Save VAT codes

See [Appendix 1](#) for guidance on maintaining VAT codes within ServiceSight.

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B3.2 Default Accounts

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

All entries here need to have an account selected in the Sage 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 Sage 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 Sage 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 Sage50 (on premise) 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	Sage50 (on premise)
Output costs to accounts system	<input type="checkbox"/> OFF
Labour sales	4000 Labour Sales
Parts & materials sales	4001 Parts & materials sales
Service contracts sales	4002 Service contracts sales
Parts sales revenue	4100 Parts sales revenue
Equipment sales revenue	4101 Equipment sales revenue
Sales carriage	4905 Distribution and Carriage
Pound sterling bank account	1200 Bank Current Account
Suspense account	9999 Mispostings Account.
Refrigerant sales	4000 Labour Sales

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 Sage 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 Sage
Labour Costs	<p>Default can be updated on Job type basis if required.</p> <p>Generally, most people set this as the same as the labour recovery account below.</p>	<p>P&L – (purchases / expenses / Overheads)</p> <p>Additionally, Balance sheet items to allow selection of Labour recovery code below.</p>
Labour Recovery	<p>Generally, most people will set this the same as the labour cost above.</p> <p>If unsure, please seek advice from your accountant.</p>	<p>This list will show all active entries from the Chart of accounts in sage.</p> <p>You may wish to add a new code here.</p>
Parts & materials costs	<p>Parts can be updated on Job type basis if required.</p> <p>Materials can be updated on a Material type basis if required</p>	P&L – (purchases / expenses / Overheads)
Cost of parts sales	<p>Parts can be updated on Job type basis if required.</p> <p>Materials can be updated on a Material type basis if required</p>	P&L – (purchases / expenses / Overheads)
Cost of equipment sales		P&L – (purchases / expenses / Overheads)
Parts Valuation		Balance Sheet > Fixed Assets / Current Assets.
Materials valuation		Balance Sheet > Fixed Assets / Current Assets.
Equipment Valuation		Balance Sheet > Fixed Assets / Current Assets.
Equipment revaluation		P&L – (sales / purchases / expenses / Overheads)
Work in progress		<p>This list will show all active entries from the Chart of accounts in sage.</p> <p>Typically, this would be a 'Current Asset' account</p>
Stock write off	Can be updated on Stock adjustment reason basis if required.	P&L – (purchases / expenses / Overheads)
Carriage In		P&L – (purchases / expenses / Overheads)
Parts purchase accruals	If unsure, please seek advice from your accountant.	<p>Balance Sheet > Current Liability</p> <p>You may wish to add a new code here.</p>
Materials purchase accruals	If unsure, please seek advice from your accountant.	Balance Sheet > Current Liability



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		You may wish to add a new code here.
Carriage purchase accruals	If unsure, please seek advice from your accountant.	Balance Sheet > Current Liability
Purchase Invoice Variance	If unsure, please seek advice from your accountant.	You may wish to add a new code here. P&L – (sales / purchases / expenses / Overheads)
Purchase Credit Variance	If unsure, please seek advice from your accountant.	P&L – (sales / purchases / expenses / Overheads)
Purchase exchange rate differences	If unsure, please seek advice from your accountant.	P&L – (sales / purchases / expenses / Overheads)

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

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

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Section C -Accounts Sync

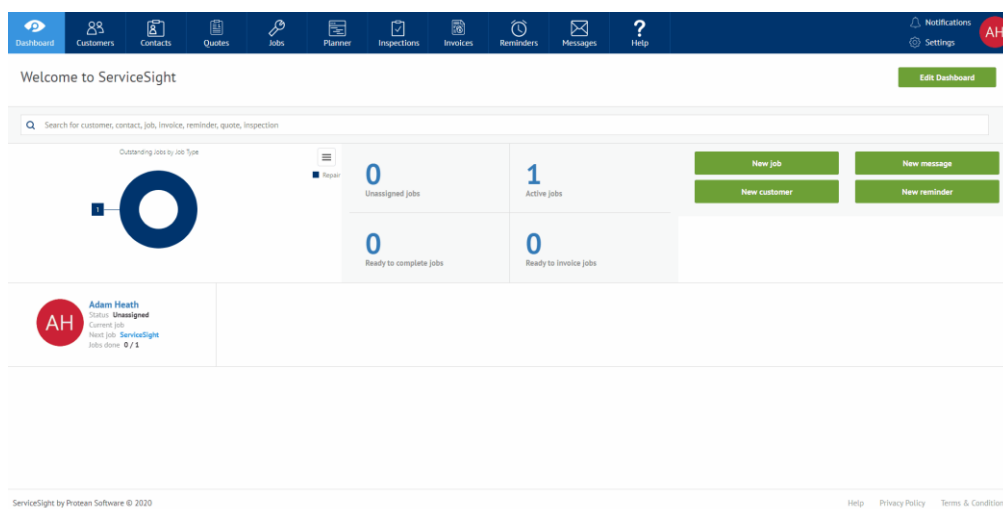
When you perform an accounts sync, this will sync various items between ServiceSight and Sage.

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 Sage

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



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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 Sage, **all active** Sage 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. The notes 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 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 Sage customer must have the country field populated from the available list.

Notes / FAQ's

Payment Terms on ServiceSight

Payment terms do form part of the Sync with Sage 50c.

Credit limits

Credit limits do form part of the Sync with Sage 50c.

What happens with Delivery addresses from Sage?

Delivery addresses from Sage **are** included in the Sync as Sites on ServiceSight

What happens with Site addresses from ServiceSight?

Site addresses from ServiceSight **are** included in the Sync as delivery addresses on Sage

What happens with Contact records?

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

No other contacts form part of the sync.

What happens with Customers on Stop?

Any customers on stop in ServiceSight will be marked as 'account on hold' in Sage and vice versa.

Sync Fields

The table below lists field included and excluded from the Sync

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ServiceSight Field	Sage Field	Notes
Account Number	A/C	
Name	Company Name	
Street 1	Line 1 billing street address	
Street 2	Line 2 billing street address	
Town/City	Town	
County	County	
Post Code	Post Code	
Country	Country	Must have a country in sage selected
Phone Number	Contact Information – Telephone	
Fax Number	Contact Information – Fax Number	
Website	Contact Information - Website	
Email	Email 1	
Accounts – Invoice Email Address	Email 1	
Accounts contact - First Name	Contact Information –Name	
Accounts contact – Last Name	Contact Information –Name	
Due Date	Payment due / payment due from	
Vat Reg No	Vat Reg No	
Credit Limit	Credit Limit	
Current Balance	Current Balance	
Currency	Currency	
On Stop	Credit control – Account on Hold	
Below Items not part of sync		
	Contact Information – Trade Contact	Not part of Sync
	Contact Information – Telephone 2	Not part of Sync
	Social Media Info	Not part of Sync
	Custom Fields	Not part of Sync
	Miscellaneous Defaults section (apart from currency)	Not part of Sync
	Pricing and discounting section	Not part of Sync
	EORI Number	Not part of Sync
	Memo - Notes	Not part of Sync
Accounts contact – Title		Not part of Sync
Accounts contact – Mobile		Not part of Sync
Accounts contact - Phone Number		Not part of Sync
Accounts contact – Fax Number		Not part of Sync
What 3 words		Not part of Sync
Customer Ref 1		Not part of Sync
Customer Ref 2		Not part of Sync
Warning notes		Not part of Sync
Engineer site notes		Not part of Sync
General notes		Not part of Sync
Accounts contact – Contact ref 1		Not part of Sync
Accounts contact – Contact ref 2		Not part of Sync
EORI Number		Not part of Sync

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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 Sage, **all active** Sage Suppliers will sync.

We strongly recommend that a sense check takes place for identically named customers or suppliers before any initial sync. Additionally, that and exports 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 Sage supplier must have the country field populated.

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 Sage.

What happens with Site addresses from ServiceSight?

Supplier site addresses from ServiceSight **are** included in the Sync, but currently map to a new supplier account in Sage.

Supplier Delivery addresses **are not** part of the Sync

What happens with Contact records

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

No other contacts form part of the sync.

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Sync Fields

The table below lists field included and excluded from the Sync

ServiceSight Field	Sage Field	Notes
Account Number	C/C	
Name	Company Name	
Street 1	Line 1 billing street address	
Street 2	Line 2 billing street address	
Town/City	Town	
County	County	
Post Code	Post Code	
Country	Country	Must have a country in sage selected
Phone Number	Contact Information – Telephone	
Fax Number	Contact Information – Fax Number	
Website	Contact Information - Website	
Email	Email 1	
Accounts – Invoice Email Address	Email 1	
Accounts contact - First Name	Contact Information –Name	
Accounts contact – Last Name	Contact Information –Name	
Vat Reg No	Vat Reg No	
Currency	Currency	
Below items not part of sync		
	Contact Information – Trade Contact	Not part of Sync
	Contact Information – Telephone 2	Not part of Sync
	Social Media	Not part of Sync
	Custom Fields	Not part of Sync
	Miscellaneous Defaults section (apart from currency)	Not part of Sync
	Pricing and discounting section	Not part of Sync
	EORI Number	Not part of Sync
	Memo - Notes	Not part of Sync
Accounts contact – Title		Not part of Sync
Accounts contact – Mobile		Not part of Sync
Accounts contact - Phone Number		Not part of Sync
Accounts contact – Fax Number		Not part of Sync
Supplier Ref 1		Not part of Sync
Supplier Ref 2		Not part of Sync
Warning notes		Not part of Sync
General notes		Not part of Sync
Accounts contact – Contact ref 1		Not part of Sync
Accounts contact – Contact ref 2		Not part of Sync
EORI Number		Not part of Sync

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C3 Sales Invoice / Credit Sync

With the ServiceSight Sage 50 link – Invoices and credits are synced and posted in to Sage as part of the accounts sync Process. Invoices are created on Sage with the details from ServiceSight.

Typically, although invoices can be viewed in Sage, they would be viewed and emailed to customers from ServiceSight.

C4 Payment Sync

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

If you are taking payments on ServiceSight app or web portal via a partner payment provider (Square / Stripe), then these payments are synced to Sage 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 Sage 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 Sage link – Purchase invoices and credits that have been entered and are at committed status in ServiceSight, are synced to Sage as part of the accounts sync process.

Query Status Purchase invoices are not synced to Sage, 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 Sage 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 Sage link – Journal entries associated with outputting of costs from ServiceSight to Sage are synced as part of the accounts sync process.

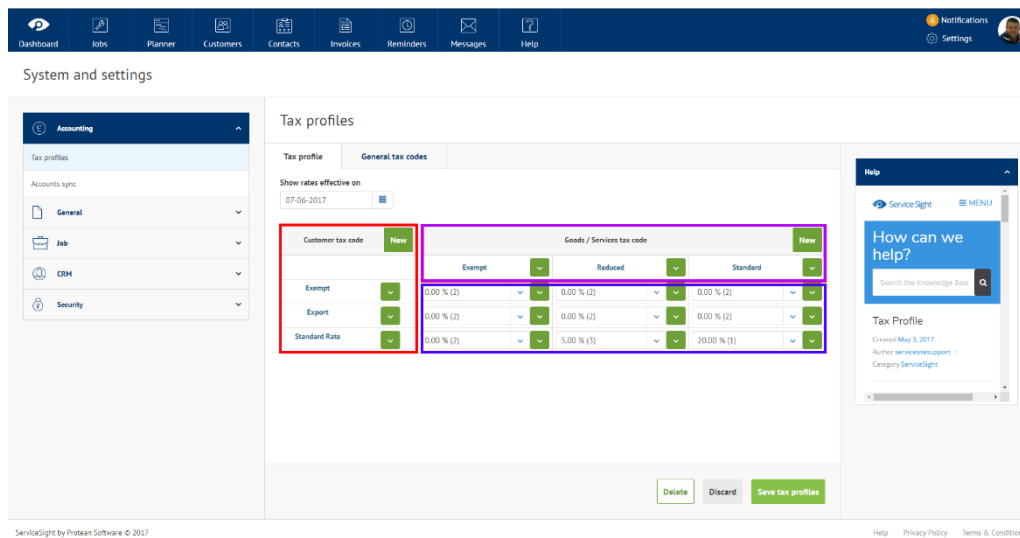
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Appendix 1 - Tax Profiles in ServiceSight

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.

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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)	0.00 % (2)	▼
Export	▼	0.00 % (2)	0.00 % (2)	0.00 % (2)	0.00 % (2)	0.00 % (2)	0.00 % (2)	▼
Standard Rate	▼	0.00 % (2)	5.00 % (3)	5.00 % (3)	5.00 % (3)	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

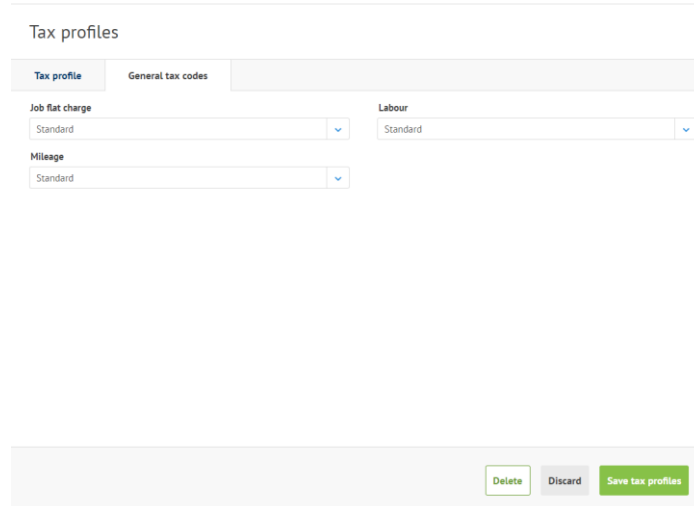
% 20.00

% 22.5

- For example, if the normal VAT rate was increased to 22.5% in a future budget to commence on 1st 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 1st July 2017 & enter the new VAT rate to be applied from that time, in this case 22.5%

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- Click the green 'Save' button at the bottom of the form to update this entry.
- Now, from the 1st 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:

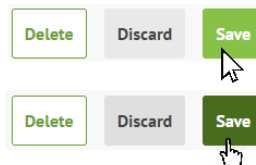


The screenshot shows a form titled 'Tax profiles' with two tabs: 'Tax profile' and 'General tax codes'. The 'General tax codes' tab is active and contains three dropdown menus: 'Job flat charge' (set to 'Standard'), 'Labour' (set to 'Standard'), and 'Mileage' (set to 'Standard'). At the bottom right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

- 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 Sage 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 Sage 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.

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Customer Tax Codes

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

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

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.

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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