TEAM Software
by WORKWAVE®

Timegate & Sage

20 September 2021 - Accounts Interface Guide

COMMERCIAL STATEMENT

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HELPDESK & SUPPORT

For help and support, please contact TEAM Software Technical Support:

- **Opening hours:** 8am -5pm Monday - Friday (excluding weekends and public holidays)
- **Contact telephone number:** 0370 626 0400 (then press option 1)
- **Email:** support@innovise.com

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INTRODUCTION

This document looks at the Timegate Sage Interface that enables you to export data from Timegate and transfer it into your Sage 50 Accounts software solution. This document guides you through how to:

- Install and configure the Timegate Sage Accounts Interface

- Use Timegate to import in to Sage 50 Accounts

- Run reports (to export the data)

- Import the report into Sage 50 Accounts

- Troubleshoot

The end-to-end process that governs the export from Timegate / import into Sage 50 process using the Interface software is shown below:

Timegate Sage Interface Installation and Usage Overview
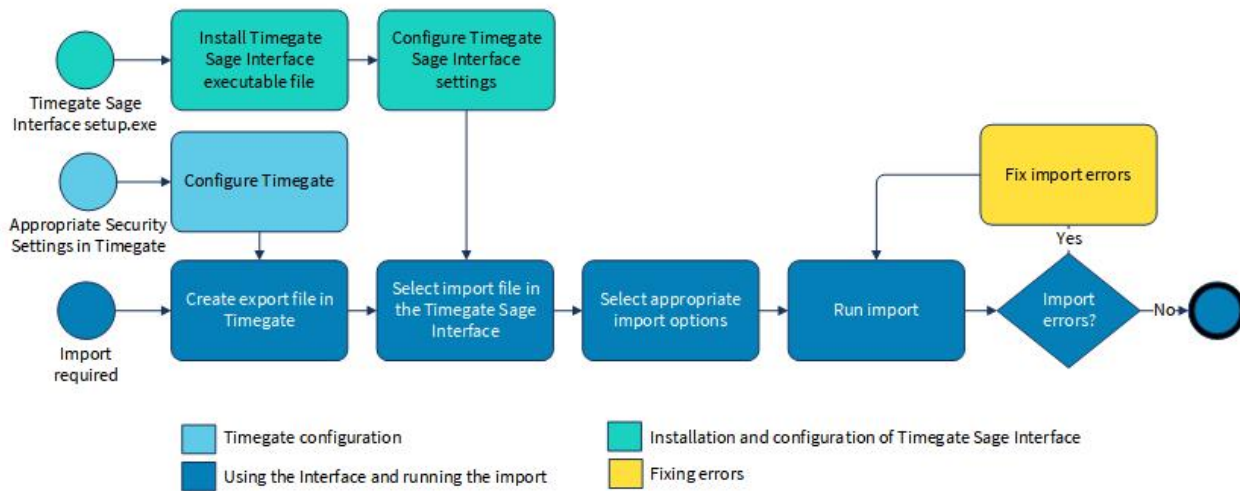
> **Please Note 1 :** This software has only been tested with a desktop version of Sage Line 50 Accounts

> **Please Note 2:** When installing the latest version of the Sage Interface, ensure that you have the latest version of the software.

INSTALLING & CONFIGURING THE SAGE ACCOUNTS INTERFACE

Installing the Interface

The Timegate Sage interface(s) must be installed on the same Windows computer that houses your copy of Sage Accounts.

To install the software:

- Log on to Windows as a Local Administrator

- Locate the **Setup.exe** file using File Explorer

- Run **Setup.exe** and follow the on screen prompts. If you are installing on a PC that is used by multiple log ons, ensure that **Everyone** not **Just me** is selected. Once successfully installed, the Timegate Sage Interface icon will appear on your desktop

Once successfully installed, the Timegate Sage Interface icon will appear on your desktop

> **Please Note:** If you are upgrading, to install the latest version of the Timegate Sage Interface Software, **you must first remove the previous version** of the Interface through the standard Windows Add or Remove Programs menu item. It may be worth copying the configuration file before removing from wherever you opted to install the interface, just to make it easier when reconfiguring. The new version is easy to configure though, so it's not critical

Configuring the Interface

Settings Page Overview

The following page is shown when Settings is selected from the **Timegate Sage Accounts Interface** application:
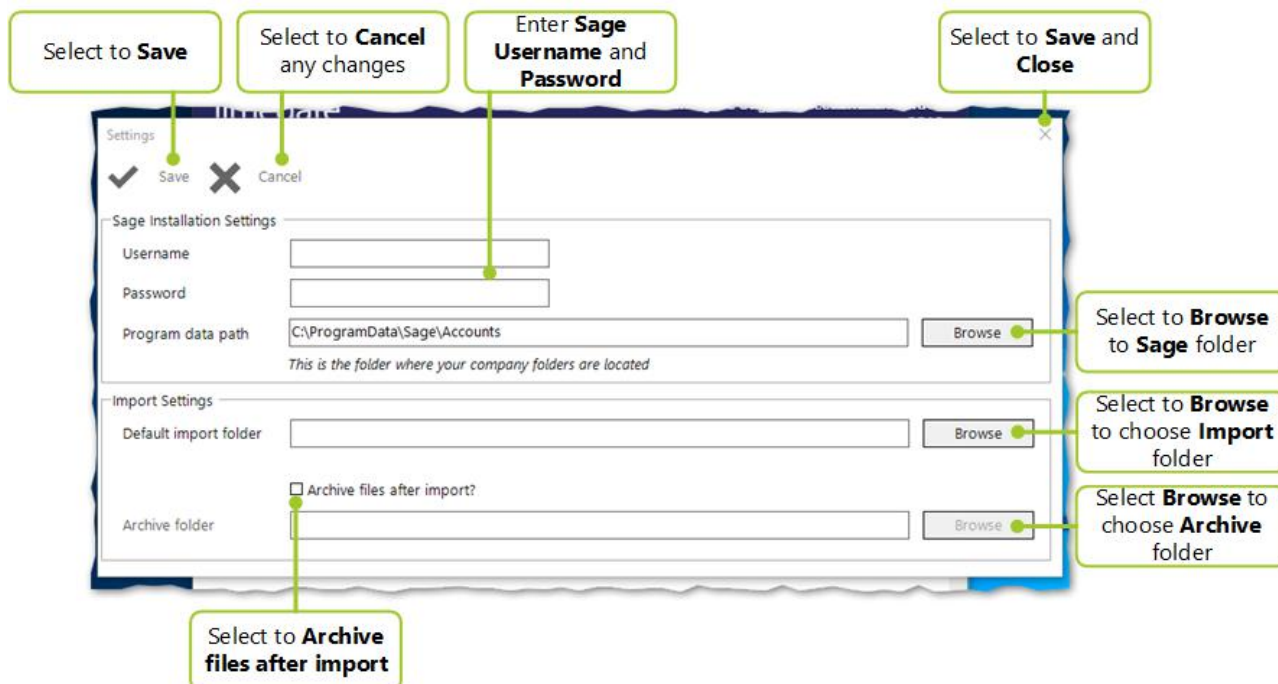
The tables below explain the fields and action buttons displayed on the page:

Screen Layout and Fields

Username Enter your **Sage account Username** here

Password Enter the **Password** associated with your Sage account here

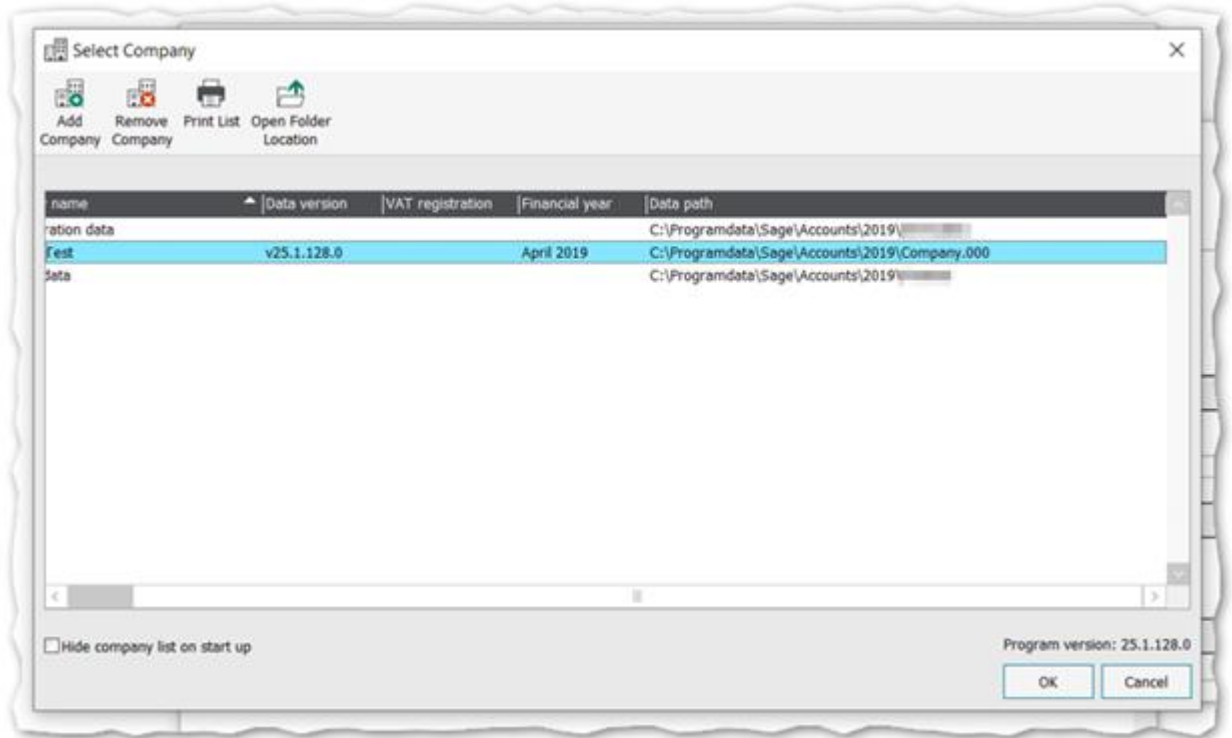**Program Data Path** Use **Browse** to select where the Sage Company folders can be found. The Program Data Path can be found initially in Sage Accounts from the Sage Select Company screen that loads initially when the Sage is run:

If your company data path is *C:\Programdata\Sage\Accounts\20xx\Company.000* then you will need to set the P**rogram Data Path** in the Timegate Accounts Interface to *C:\Programdata\Sage\Accounts\20xx*

In pre-2019 versions of the Timegate Sage Interface, you would have configured multiple Sage Companies separately (if you had more than one Sage Company set up). In the latest version of the Interface, you do not need to do this. When the Interface is run, you will have the opportunity to select which Company you wish to import into

Default Import Folder Use **Browse** to select the folder where the import files are going to be stored prior to installation (i.e the files that have been exported from the Reports section in Timegate - see the next section to find out more about how to do this)

Archive Folder Use **Browse** to select the folder where the newly imported (successfully imported) CSV file is going to be stored after it has been imported, so as to not confuse the user with lots of files with several names once they have been imported

Screen Actions

Archive Files After Import? This setting enables archiving of the current import CSV file. If selected, the **Archive Folder** becomes active, enabling you to select where you would like your files stored once they have been imported

|	
Save	Select to **Save** your settings
Cancel	Select to close window and close window without saving
Browse	Select to launch file explorer to enable you to find a folder
X	Close window without saving

Step-by-step configuration of the Settings page

Having successfully installed your Timegate Sage Interface, you will now need to configure the interface:

- Open the Timegate Sage Accounts Interface by selecting the icon on your desktop

- Select **Settings** to load the page shown above

- Enter your **Sage Username** (it is best practice to set up one of these specifically for Timegate. You should do this within Sage)

- Enter your **Sage Password** that is linked to the **Username**

- Select the **Program Data Path**. This is the folder where your company / companies folder is stored. Select Browse to locate this in your local drives (see above for more information about finding the Program Data Path)

- Select the **Default Install Folder** . This can be any folder of your choice, selected using **Browse**

- If you wish to archive your CSV import file after importing, select **Archive files after import?**

- If you have selected **Archive files after import?**, now you must define the **Archive Folder**. This can be any folder of your choice, selected using **Browse**

- Select **Save**

Testing the Interface Software

Finally, having installed and configured your Timegate Sage Interface, test the system to ensure that it is configured correctly, by selecting Import. If your system is set up correctly. the following screen and message will be displayed:
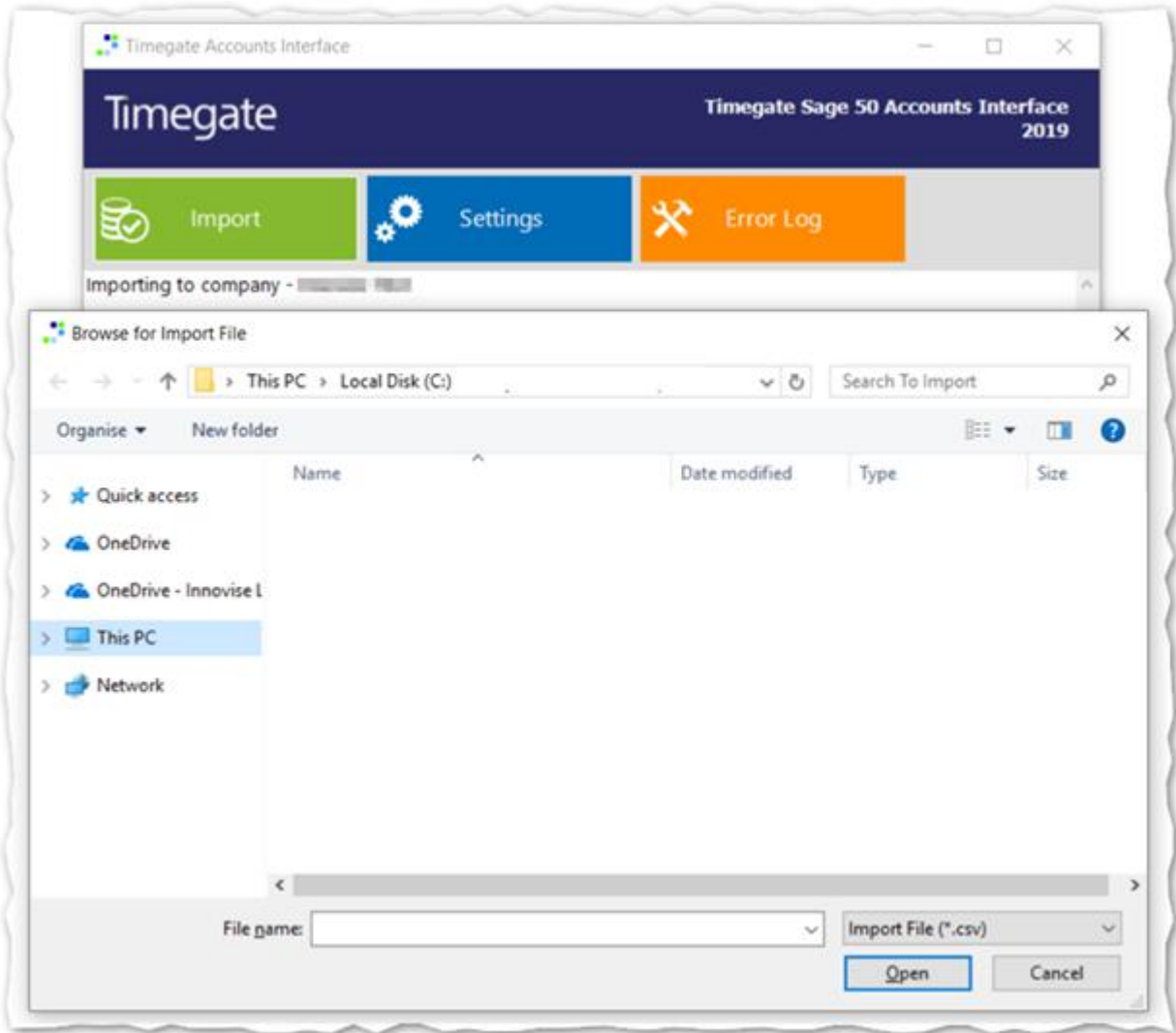
CONFIGURING TIMEGATE & SAGE ACCOUNTS

To ensure that the Timegate Sage Interface for Accounts works correctly, without error, it is essential that the data held both within Timegate and Sage align. To link Timegate to Sage there are several changes that need to be made to the data contained in both systems. The priority is to map a Timegate Customer to a Sage Customer. The Interface software provides you with two ways of doing this:

- **Option 1: Derived Customer Codes** - The first option is to use the **Timegate Customer, Site Group** and **Site Card Code** to refer to a **Sage Customer Account Reference**. This option is most suitable if your customer requires invoices to be sent to a variety of addresses

- **Option 2: Nominal Customer Codes** - The second option is to map the **Timegate Customer Code** directly to a **Sage Customer** and use the **Site Group** and **Site Card Code** as nominal codes. This option is particularly suitable if you have customers that require all invoices to be sent to a single address but you have multiple branches, or cost areas, working for them

With careful use of export report filters, it is possible to combine these working methods.

Option 1: Derived Customer Codes

Timegate **Site Cards** are mapped to Sage via a derived **Site Code**. This code is taken either from the **Site Card Code**, the **Site Group Code** or the **Customer Code**.

The import routine will attempt to read the **Site Card Code** first then, if it is blank, the **Site Group Code** and finally, if that is blank, the **Customer Code** (the **Site Name** written to the invoice line is taken from the same Timegate record as this code; for example, if the code derives from the Site Card then the Site Card Name is written to the invoice line).

This approach enables a flexible method of invoicing Sage Customers, meaning that anything from an entire Timegate Customer to a single Timegate **Site Card** can be mapped to a **Sage Customer Code**.

The following table shows some examples of how the coding system works:

Timegate			Sage
Site Card Code	**Site Group Code**	**Customer Code**	**Customer Code**
BRIERLEY	EMEA	TEAM	BRIERLEY
BRIERLEY	EMEA		BRIERLEY
BRIERLEY			BRIERLEY
	EMEA		EMEA
		TEAM	TEAM
BRIERLEY		TEAM	BRIERLEY
	EMEA	TEAM	EMEA

The invoice export information is grouped by **Code** so, for example, assuming that the **EMEA Site Group** has a code of **EMEA** the **Site Card MIDDLE** (which is a member of the **EMEA Site Group**), has the code **BRIERLEY** then the following:

Site Card	Customer Code	Rate	Hours	Week/ending date
EAST	EMEA	8.50	100	24/01/2021
EAST	EMEA	8.00	110	24/01/2021
NORTH	EMEA	8.50	100	24/01/2021
SOUTH	EMEA	8.00	110	24/01/2021
MIDDLE	BRIERLEY	7.50	50	24/01/2021
WEST	EMEA	7.50	60	24/01/2021

would be grouped like this:

Customer Code	Rate	Hours	Week/ending date
EMEA	7.50	60	24/01/2021
EMEA	8.00	220	24/01/2021
EMEA	8.50	200	24/01/2021
BRIERLEY	7.50	50	24/01/2021

The week end date is calculated by taking the duty's period end date and finding the next day prior to the Timegate **Start of Week** setting. If a duty falls on a Monday and the start of week is a Friday then the week end date will be set to the next Thursday.

To force the derived code to take the value of the next level up, for example take the Timegate Site Group instead of the Timegate **Site Code**, or the Timegate **Customer** instead of the Timegate **Site Group**, you must blank out the relevant code and save the record. To blank a **Customer** or **Site Group Code** in Timegate simply delete the existing **Code** and select **Save**, to blank out a **Site Card Code** delete the existing **Code**, put a single space in the field and select **Save**.

Option 2: Nominal Customer Codes

With this option, the Timegate Customer Code is mapped directly to a **Sage Customer**. The Timegate **Site Group Code** and **Site Card Code** fields now become the nominal code that invoice lines should be posted to. They follow the same hierarchical rules as outlined in Option 1. The following table shows some examples of how this operates:

Timegate			Sage mapping	
Customer Code	Site Group Code	Site Card Code	Sage Customer	Nominal Account
TEAM	4000	4001	TEAM	4001
TEAM	4000		TEAM	4000
TEAM		4001	TEAM	4001
BRIERLEY	4005		BRIERLEY	4005

Invoice Period Options

Regardless of the Customer Code option you decide to use, you also have the option of using invoice periods. Invoice periods take the form of a hyphen and a character appended to the end of the Sage Customer Code, in Timegate, to indicate the invoicing period. This allows you to run the invoicing extract report for a limited set of customers. It must be remembered, however, that the data being extracted is based on Timegate pay and bill records, created by the rate generation process. This means that there must be, for example, a full months' worth of data available to produce accurate invoices for monthly customers.

The table below shows the valid invoicing period codes that can be used along with examples of them in use:

Code	Description	Example
-W	Weekly	BRIERLEY-W
-2	Two-weekly	BRIERLEY-2
-3	Three-weekly	BRIERLEY-3
-4	Four-weekly	BRIERLEY-4
-M	Monthly	BRIERLEY-M
-Q	Quarterly	BRIERLEY-Q
-Y	Yearly	BRIERLEY-Y
-O	Other	BRIERLEY-O

You can exclude a specific customer from an invoice period report by either not appending a code, or by appending an invalid code, for example ' **-X**'.

It must be remembered that these flags are purely for reporting purposes and have no effect on the way bill information is generated in Timegate. The following table shows some examples of how this works for the **Derived Customer Code/Nominal Customer Code** options:

Timegate			Sage Mapping	
Customer Code	Site Group Code	Site Card Code	Customer Code	Invoice Period
TEAM-Y	EMEA-Q	BRIERLEY-M	BRIERLEY	Monthly
TEAM-Y	EMEA-Q		EMEA	Quarterly
TEAM-Y		BRIERLEY-M	BRIERLEY	Monthly
TEAM-Y			TEAM	Yearly
	EMEA-Q	BRIERLEY-M	BRIERLEY	Monthly
	EMEA-Q		EMEA	Quarterly
		BRIERLEY-M	BRIERLEY	Monthly

AVAILABLE ACCOUNTS REPORTS

Timegate Sage Interface Reports

There are a variety of Timegate reports available for exporting data from Timegate into Sage using the Accounts Interface software. The following table shows the subset of Timegate Sage reports that work:

No.	Name	Description
05-07-04	Timegate Sage Invoice Interface	To be run then saved as an export file for Timegate Sage Invoice Interface
05-07-16	Sage Invoicing - By Duty and Rate	To be run then saved as an export file for Sage

The most popular reports are shown above. Please see the "Exporting Timegate Accounts Data" on page 15 for specific details about how to use the reports. If you are still uncertain, or need further advise and guidance about selecting reports to meet with your needs, please speak to your TEAM Software representative.

Accessing Reports in Timegate

To access reports from within Timegate:
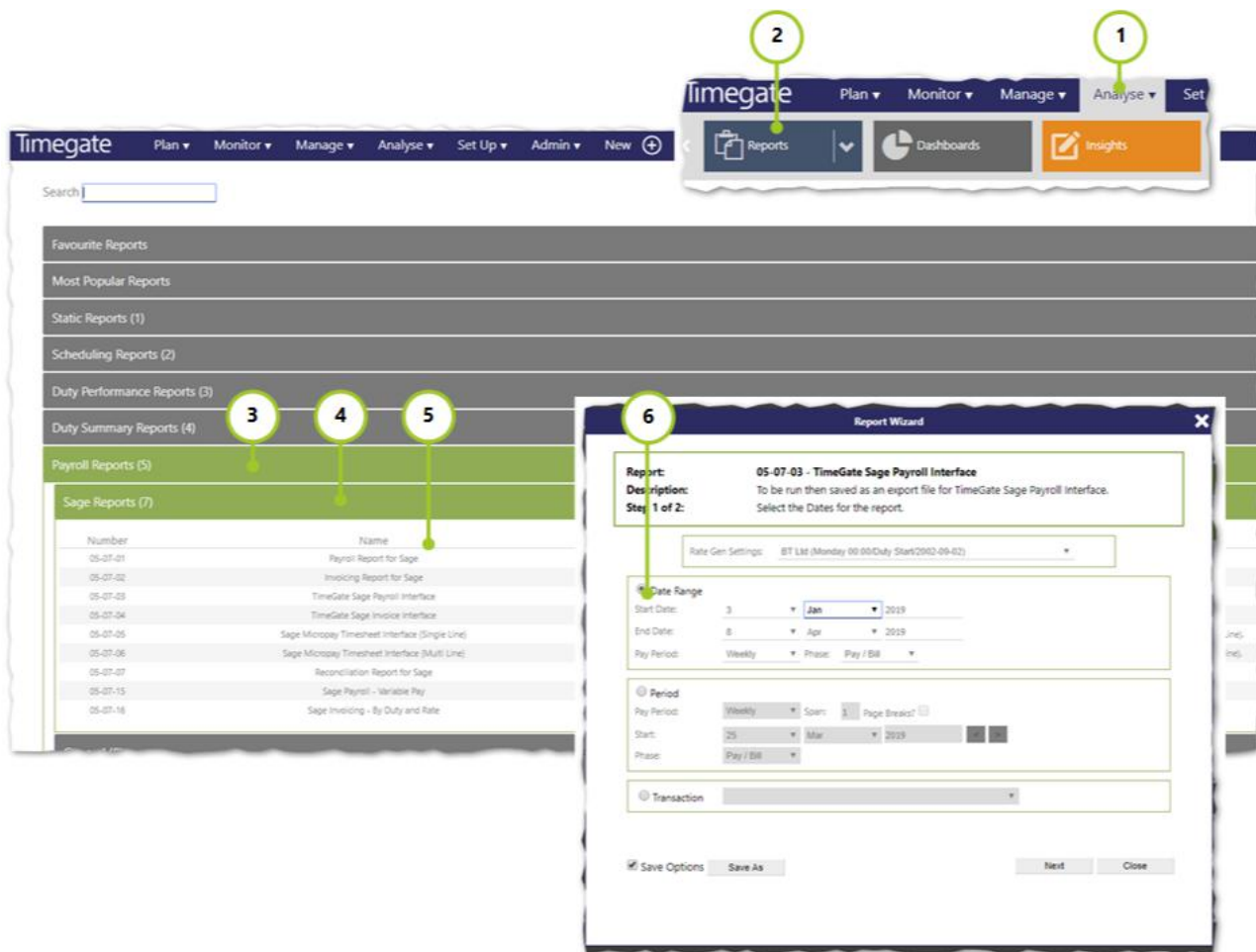
1. Select **Analyse** from the Main Menu

2. Then select **Reports** to load the Reports page

3. Select **Payroll Reports (5)**

4. Select **Sage Reports (7)**

5. Select the report of your choice

6. Follow the on screen instructions within the individual report wizards, to create the report to meet with your needs.

Please see the [Exporting Accounts Data](#) sections of this guide for further information on the individual reports

EXPORTING TIMEGATE ACCOUNTS DATA

In this section, you will be guided through the main two reports that can be used to export Accounts data from Timegate, ready for Import into Sage using the Timegate Sage Interface. The report that will be covered in this section is:

No.	Name	Description
05-07-04	Timegate Sage Invoice Interface	To be run then saved as an export file for Timegate Sage Invoice Interface

To access all of the reports, including other, lesser used Sage Accounts ones, please see Accessing Reports in Timegate within the Available Reports section of this document. If you need further help and support with which report(s) to use, or what parameters to set within the various reports, please speak to your TEAM Software representative.

05-07-04 Timegate Sage Invoice Interface Report

To open the report:

1. Select **Analyse** from the **Main Menu**

2. Then select **Reports** to load the Reports page

3. Select **Payroll Reports (5)**

4. Select **Sage Reports (7)**

5. Select **05-07-04 Timegate Sage Invoice Interface**

Once loaded, follow these steps through the Report Wizard:

Step 1/3

- Select what you wish to show on your report in terms of Timegate Codes in Sage and your Invoice periods - select **Display** next to the items you wish to display

- Enter appropriate Header, or leave as the default values

- Select how you want your information grouped using the drop down lists in the Group By fields

- Select whether or not you would like Page Breaks

- Select **Next** to move onto Step 2 / 3

- Select **Back** to close the Wizard without saving your choices

Step 2/3


- Select the dates for the report. Select either a Date Range or a Period or a Transaction

- Complete the values associated with your choices

- Select **Next** to move onto Step 3 / 3

- Select **Previous** to move back to Step 1 / 3

- Select **Back** to close the Wizard without saving your choices

Step 3/3

- Select your **Filter List** (as required). Select **Add** to add multiple filter. You can filter by a host of items ranging from Branch, through Sites to Employees

- Select **Run Report** when you are ready

- Select **Previous** to move back to Step 2 / 3

- Select **Back** to close the Wizard without saving your choices

- Select **Save Settings** if you'd like to. This enables you to return to the report and run it using the same settings again without the need to reconfigure it

- When the report is run the results are displayed in the Timegate report preview screen:
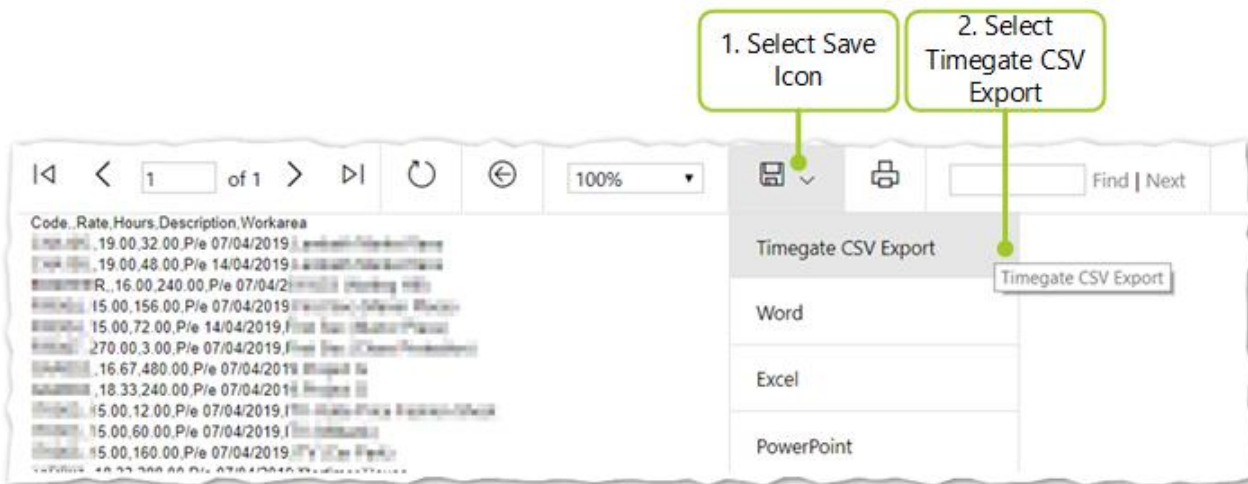
- Select **Save** icon

- Select **Timegate CSV Export**

- Follow the options on screen to download a local copy of the file, ready for importing into Sage using the Timegate Sage Interface

The following table shows an example of the data that is exported:

| Code	Rate	Hours	Description	Work Area
INNO1	8.00	12	P/E 31/03/2019	Dudley
INNO2	8.00	10	P/E 31/03/2019	Stourbridge
INNO3	7.50	8	P/E 31/03/2019	Birmingham
INNO4	7.50	8	P/E 31/03/2019	London
BRID1	8.00	9	P/E 31/03/2019	Sutton Coldfield
BRID2	8.50	7	P/E 31/03/2019	Portsmouth
BRID3	8.50	7	P/E 31/03/2019	Manchester

KEY

- **Code** - Site Code on Site Card | General

- **Rate** - Charge Rates set at Site Group Post Pay Table or Site Card | General Tab / Bill Basic Rate

- **Hours** - Number of hours billed on that Site.

- **Description** - Refers to the Period End the line falls under for example running weekly, monthly extracts

- **Work Area** - Site Details

IMPORTING ACCOUNTS DATA INTO SAGE

Interface Main Menu / Screen

The following screen shot shows the main menu/screen for the Timegate Sage Interface. It has been updated so that it has been both simplified and given the look and feel of Timegate Web Client:
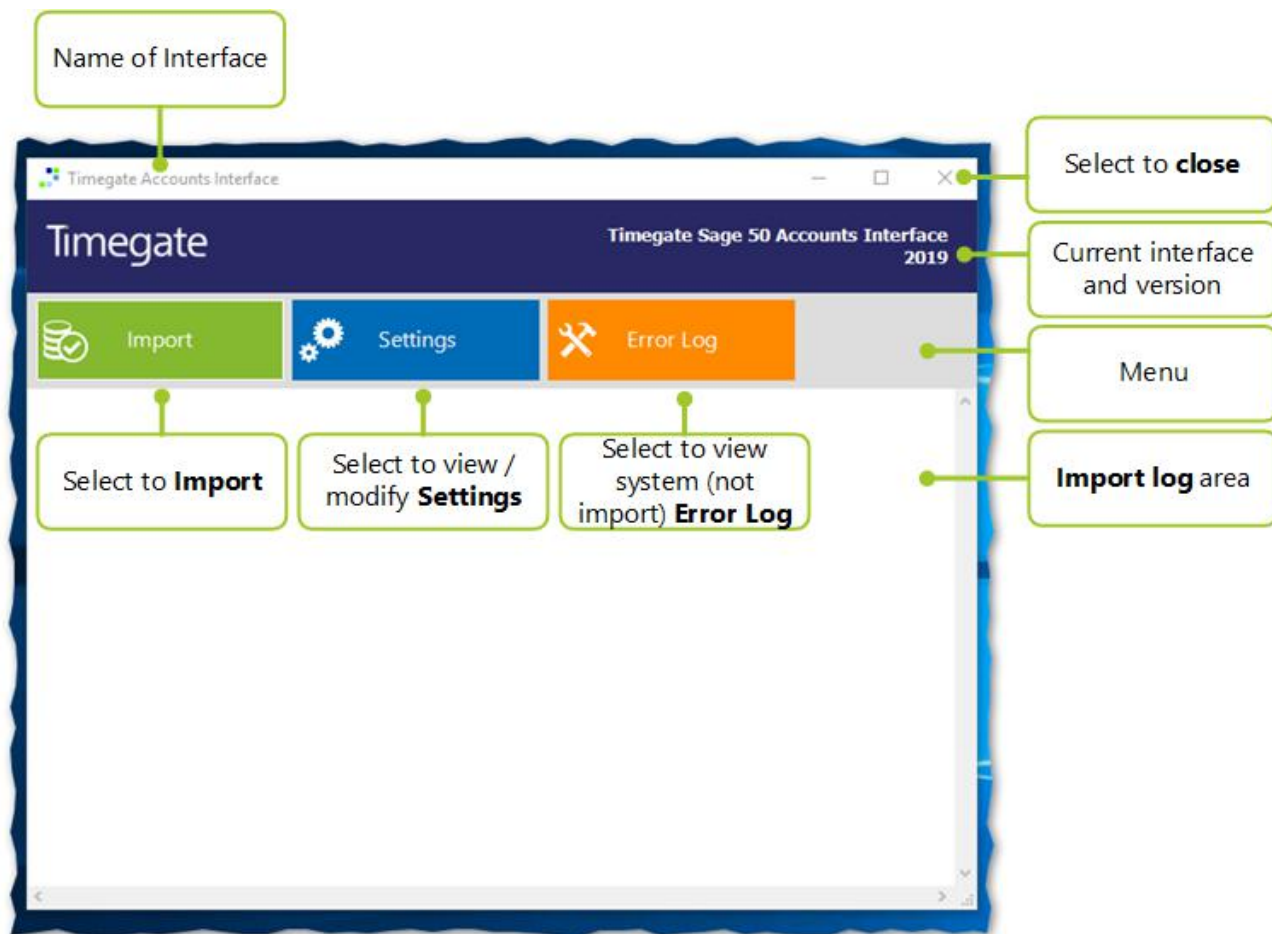
There are three menu options, all of which will be detailed in their own sections:

- **Import** - commence the import operation. Select Import and choose the file that you wish to Import into Sage

- **Settings** - to configure / edit the Interface so that the import goes as planned to and from the required locations

- **Error Log** - when selected this launches a screen where non-import errors are displayed, for example, if there are access problems because the network is down. The Error Log does not show any import errors

Finally, there is a space where the **Import Log** displays the status including problems when importing information from Timegate into Sage. **Import Log** errors can normally be solved by either checking configurations or mappings.

Accounts Interface Import

Having configured the Timegate Sage Interface using the **Settings** pages, and having run the appropriate export report in

Timegate, it is time to import your information into Sage. The import process falls into three distinct sections:

1. Select file to import

2. Verify that the data contained in the file can be imported (the system will do this and flag any problems in the Import Log if it cannot be imported - see "Import File Related Error Messages" on page 24 for further details)

3. Import the data

Accounts Interface Settings and Import Log

To select the file to import, and begin the import process:

- Select **Import**

  - Select file to import. Navigate the file structure, select the file you wish to import and then select **Open** from the screen shown below:
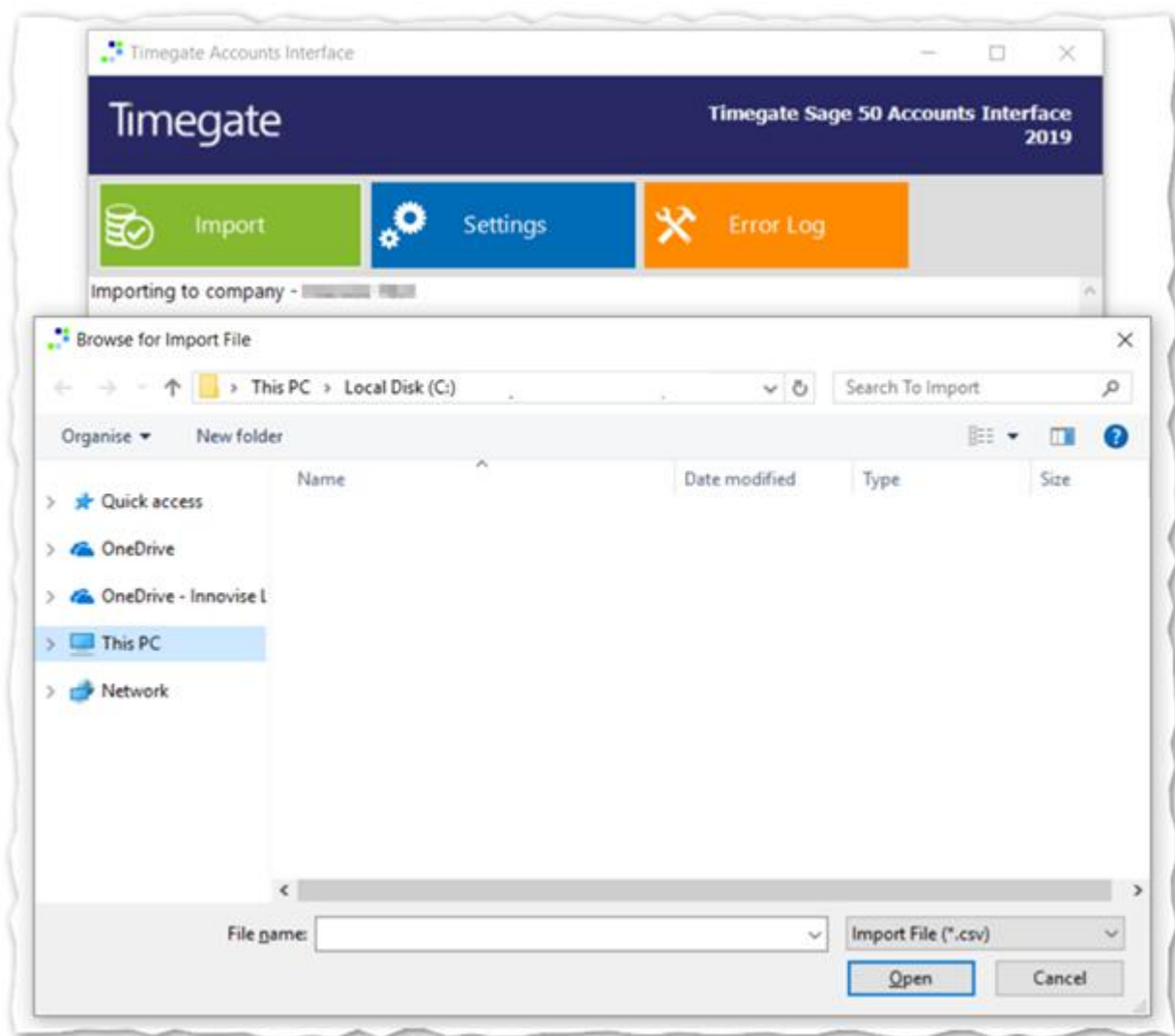
  - Once the file has been opened, the system verifies that the data contained in the file can be imported

    - If the import is unsuccessful, the problems will be flagged in the **Import Log**. **Error messages** are

shown in the "Troubleshooting" on page 23 section of this guide

- If the import is successful, the following screen is displayed:
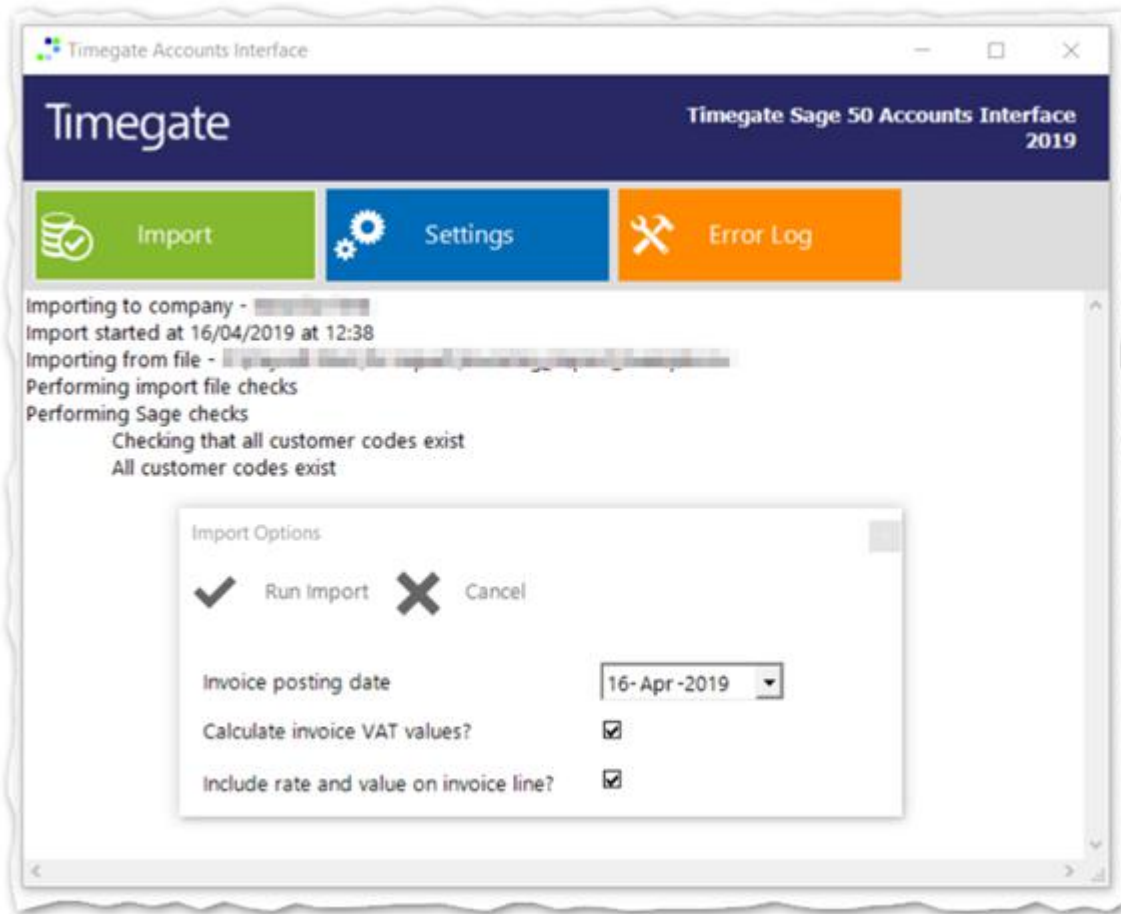
- From the screen shown above, you are able to adjust how the invoices will be created:

  - Select the **Invoice Posting Date** using the drop-down date selector. The **Invoice Posting Date** is the date that all invoices created during this run will be posted to

  - Select whether or not you wish to **Calculate invoice VAT values?** If selected, then the interface will calculate the VAT for each invoice line based on the default VAT rate for the relevant customer. If this flag is not set then the VAT value for each invoice line will be set to zero. This flag defaults to the equivalent system setting

- Finally, select whether or not you wish to **Include rate and value on invoice line?** By default the invoice line nominal code is taken from the default setting for the customer in Sage but if you are importing a nominal code file then the relevant nominal code will be used instead. Therefore, if Include rate and value on invoice line? is not selected, when imported only total income will be populated - any rates and associated values will be hidden on the invoice line.

- Select **Run Import**

- It is worth noting at this stage that if the verification fails or any errors occur during the import then no records will be updated into Sage. Once the data in the import file has been verified against Sage, you will be given the option to continue. Select **Yes** to continue with the import, or **Cancel**

At this point there should be no 'missing account reference' type errors but, as with any piece of software, other errors can occur for a variety of different reasons. If any errors do occur then they will be written to the error log and the import will be cancelled.

If archiving is enabled, then a successfully imported file is moved to the directory specified in system settings. If a file already exists in the archive directory with the same name then a number is appended to the name of the file being moved, so 'ImportFile.csv' might become 'ImportFile1.csv'.

Details of the archiving operation, including new file names, are written to the import log

Once all the records have been updated and the archiving completed you can exit, saving the import log if required

Interface Error Log

The following is the page that is displayed when Error Log is selected in the Timegate Sage Accounts Interface:
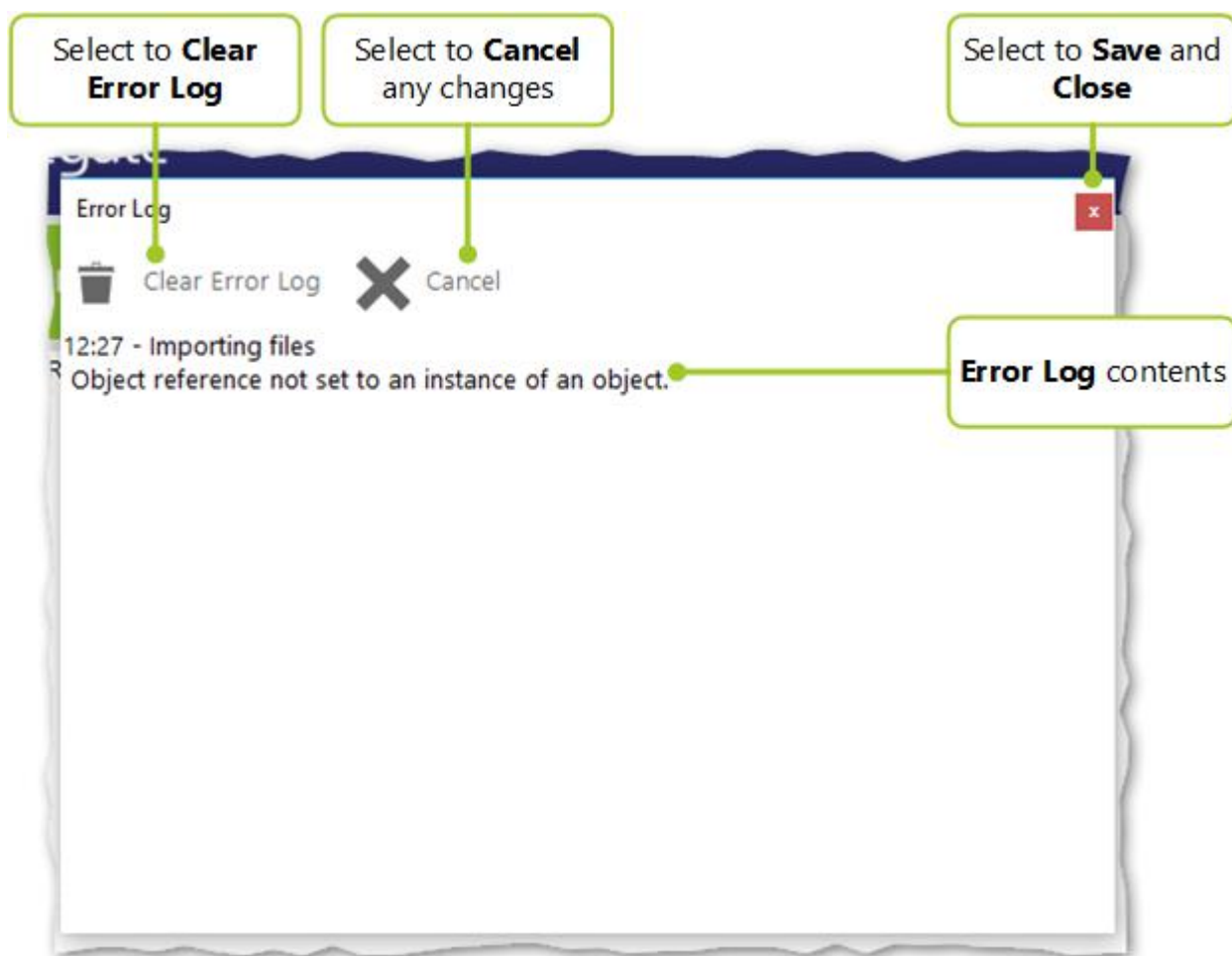
The Error Log comprises a list of system errors encountered during the import. This primary use of this screen is to provide information to the development and support department, in case of an error, helping them when troubleshooting. The Error Log, like the Import Log (see next section), is not saved to disk. Once you exit the Interface, its contents are lost. You can copy and paste information from this log as necessary. Additionally, you can select Clear Error Log to clear down any existing errors from the log. The errors reported in this screen are not simple import errors, instead, they are system errors such as the import file was locked (e.g. it was opened by someone else) when the import process was trying to read it.

TROUBLESHOOTING

The following section details the various system error messages along with their meanings and / or ways to resolve the problem.

Interface Configuration Related Error Messages

Message	Meaning/Action
IMPORT ERROR: Can't connect to Sage	Check configuration in the interface settings
IMPORT ERROR: Can't login to Sage	Check configuration in the interface settings
IMPORT ERROR: Failure connecting to Sage	Check configuration in the interface settings
IMPORT ERROR: Invalid database	Check configuration in the interface settings
IMPORT ERROR: Not connected to Sage, please review settings	Check configuration in the interface settings
SAGE ERROR: Company path is not valid, please adjust your settings	The company path in the import settings is not pointing to a valid Sage installation. Check the configuration to accounts company path and change to the correct path
SAGE ERROR: User name is not valid, please adjust your settings	The user name given in system settings does not exist in the database for the given company path. Check the logon credentials in settings
SAGE ERROR: Logon failed, please adjust your settings	The user name or password may be incorrect. Check the logon credentials in settings
SAGE ERROR: Password is not valid, please adjust your settings	The password is not correct for the given user. Check logon credentials in settings
SAGE ERROR: Sage data object not registered, please contact your support department	The Sage data objects that the import routine needs to function have not been registered. This can be done by enabling third party application support (see Sage Third-Party Integration section of this guide)
SAGE ERROR: Not connected to Sage	Check configuration in the interface settings
SETTINGS ERROR: Please review your import settings	Check configuration in the interface settings

Interface Related Error Messages

Message	Meaning/Action
SAGE ERROR: This utility is not designed to work with the version of Sage you are trying to use	Each version of the Sage interface is specifically designed to work with a given version of Sage; you will need to either upgrade your version of Sage or your version of the interface
SAGE ERROR: A Sage error has occurred; please check your error log	Select Error log on the interface to find out more details of what's gone wrong
IMPORT ERROR: Incorrect Sage version	Need to upgrade the Sage interface
IMPORT ERROR: Interface does not support target version of Sage Line	Need to upgrade the Sage interface

Message	Meaning/Action
50	
SYSTEM ERROR: Please review the error log and run the import again	Select Error log on the interface to find out more details of what's gone wrong

Import File Related Error Messages

Message	Meaning/Action
Could not archive file, please do this manually	Either the archive location does not exist, you do not have access to the archive location, or do not have permission to write to it
IMPORT ERROR: Could not open import file, please review error log	Either the import file does not exist, or you do not have access to it
IMPORT ERROR: Selected file is not a valid invoice import file	Check you have selected the correct file. If you have, then try exporting from Timegate again
IMPORT ERROR: The selected import file does not contain any data	Import file is empty
IMPORT ERROR: The selected import file does not exist	Either the import file does not exist, or you do not have access to it
IMPORT ERROR: There are no records to import	Import file is empty

Configuration Related Error Messages

Message	Meaning/Action
IMPORT ERROR: Not all customer codes exist	Interface will warn you of any customers it can't find - check that these have been mapped correctly in Timegate/Sage by referring to the relevant section of this guide
IMPORT ERROR: Not all nominal codes exist	Interface will warn you of any nominal codes it can't find - check that these have been mapped correctly in Timegate/Sage by referring to the relevant section of this guide

Sage Related Error Messages

Message	Meaning/Action
SAGE ERROR: A user is already logged into Sage in exclusive mode	A user is already logged in, in exclusive mode so the import cannot continue. Ensure that no -one else is logged into Sage using the credentials entered into the interface, then try again
SAGE ERROR: User is already logged into Sage, please log out of Sage and re-try	User was already logged into Sage and selected No from the pop-up window - see next section, below. Ensure that no-one is logged into Sage using the credentials entered into the interface, then try again
SAGE ERROR: Maximum allowed users are already logged into Sage, please try again later	The import routine cannot log into Sage because the maximum number of licensed users are already logged in. Ask some users to log out of Sage

User Specified in System Settings is Already Logged into Sage

If you receive the message shown in the screenshot above, select **No**. Log out of the offending session as this prevents data loss on the part of the user already logged in. If, however, you select **Yes** then the user is removed from the Sage Active list and the import will continue