

Timegate & Sage

20 September 2021 - Payroll Interface Guide



COMMERCIAL STATEMENT

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HELPDESK & SUPPORT

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

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TABLE OF CONTENTS

INTRODUCTION	5
INSTALLING AND CONFIGURING THE SAGE PAYROLL INTERFACE	6
Installing the Interface	6
Configuring the Interface	7
Testing the Interface Software	9
CONFIGURING TIMEGATE & SAGE ACCOUNTS	10
Employee Information	10
Rate Information	10
AVAILABLE PAYROLL REPORTS	13
Timegate Sage Interface Reports	13
Accessing Reports in Timegate	13
EXPORTING TIMEGATE PAYROLL DATA	15
05-07-03 Timegate Sage Payroll Interface Report	15
05-07-15 Sage Payroll - Variable Pay Report	17
IMPORTING PAYROLL DATA INTO SAGE	21
Interface Main Menu / Screen	21
Payroll Interface Import	22
Payroll Interface Settings	22
Payroll Interface Import Log	23
Interface Error Log	24
TROUBLESHOOTING	26
Interface Configuration Related Error Messages	26
Interface Related Error Messages	26
Import File Related Error Messages	27
Configuration Related Error Messages	27
Sage Related Error Messages	27
User Specified in System Settings is Already Logged into Sage	28

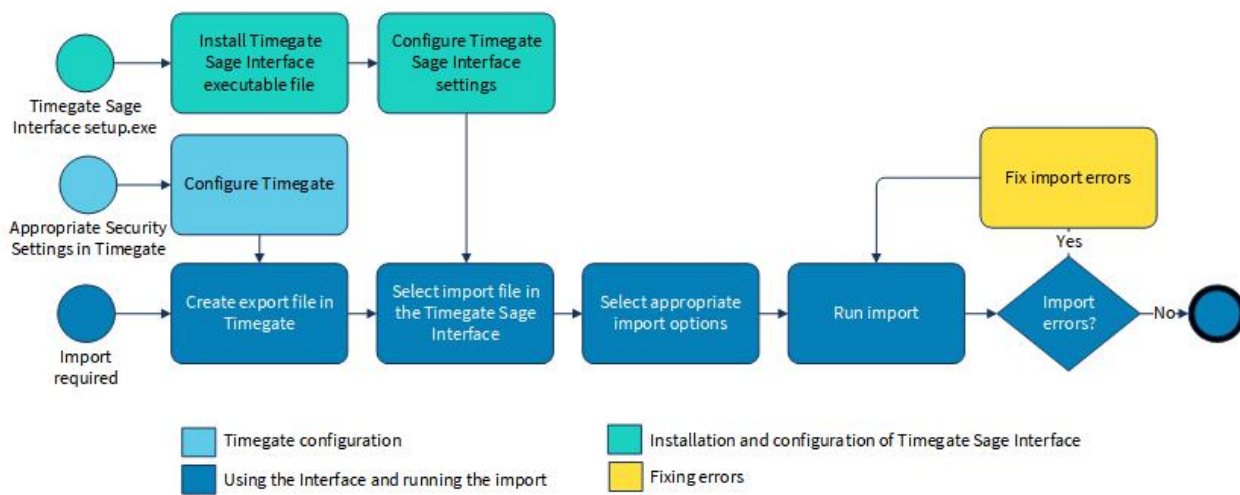
INTRODUCTION

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

- Install and configure the Timegate Sage Payroll Interface
- Use Timegate to import in to Sage 50 Payroll
- Run reports (to export the data)
- Import the report into Sage 50 Payroll
- 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 Payroll.



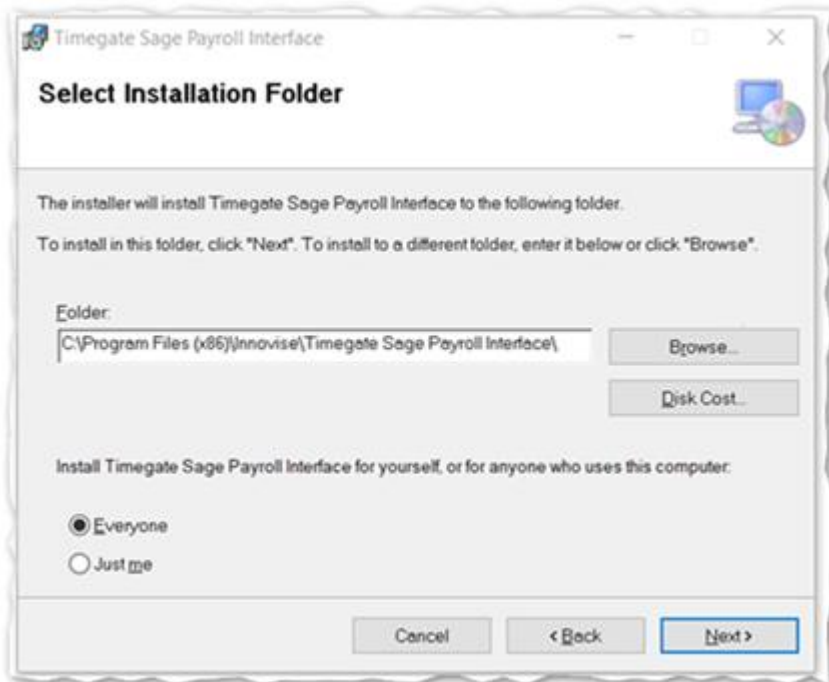
Please Note 2: When installing the latest version of the Sage Interface interface, ensure that you have the latest version of the software.

INSTALLING AND CONFIGURING THE SAGE PAYROLL INTERFACE

Installing the Interface

The Timegate Sage interface(s) must be installed on the same Windows computer that houses your copy of Sage Line 50 Payroll. 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 as shown below:



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

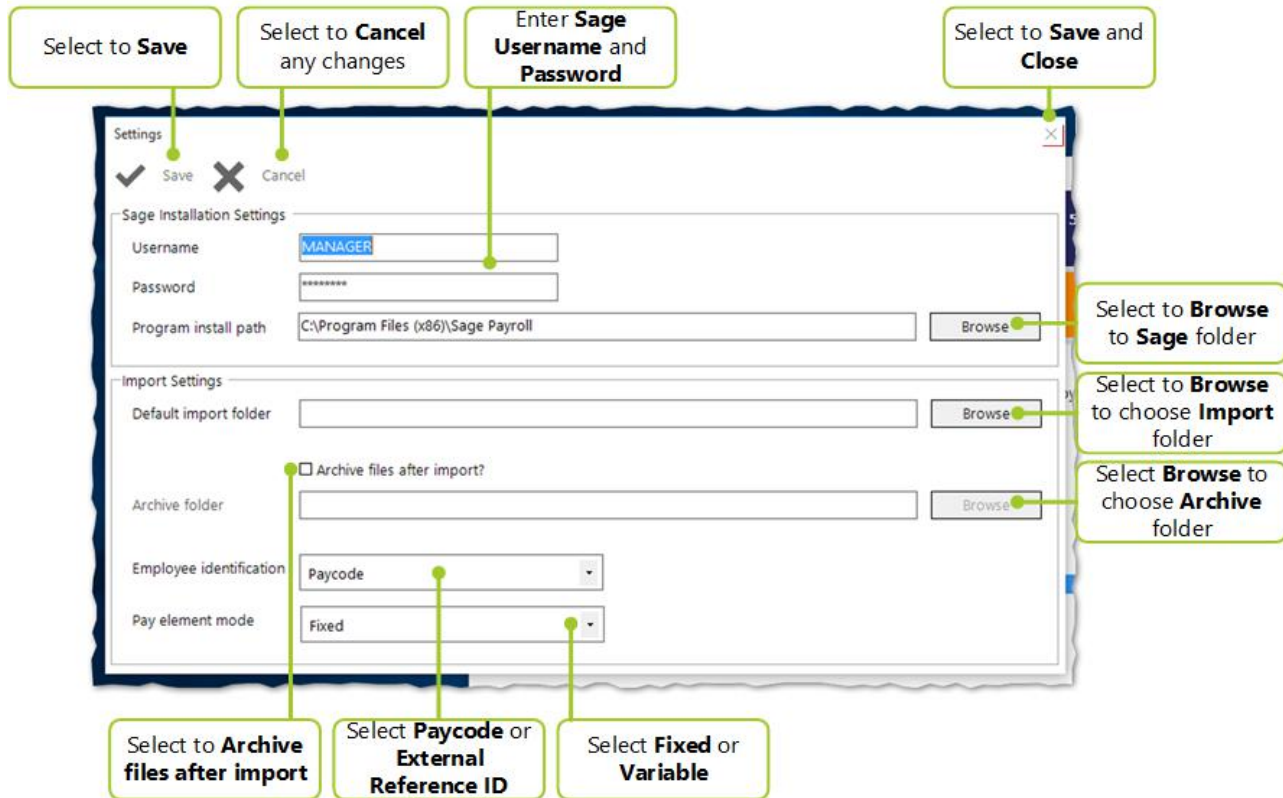


Please Note: If you are upgrading, to install the latest version of the Timegate Sage Interface Software, you must first remove the previous version of the Interface through the standard Windows Add or Remove Programs menu item. It may be worth copying the configuration file before removing from wherever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

Configuring the Interface

Settings Page Overview

The following page is shown when Settings is selected from the Timegate Sage Payroll Interface application:



The sections 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 the folder where the instance of Sage you wish to import files to is installed
- 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

- Employee Identification** Use the drop down list to select the Timegate field (either External Reference ID or Paycode) that maps to the Sage employee reference. When running the import, having selected one of the two values, if the employee's identifier is blank, then this is not flagged in the import log (see below) and no records will be imported for that employee into Sage
- Pay Element** Select the whether to import to either fixed or variable pay elements in Sage.

Mode	<p>When running the import, having selected the appropriate Pay Element Mode is essential for the export in Timegate to work correctly.</p> <p>Fixed pay elements are where a given amount is paid for a duty rather than by an hourly rate. e.g. £50 for a duty.</p> <p>Variable pay elements are where pay is paid by the hour, giving the potential to pay different pay amounts for different work. e.g. Regular time, overtime etc.</p> <p>Generally, Variable is selected here, but you should confirm this with your TEAM Software representative if you are in any doubt.</p> <p>An example below is shown of when Fixed has been selected (in error) instead of Variable when undertaking an export/import. When the content is exported from Timegate, the 12 hours that have been exported into the CSV file from Timegate is changed to 1 hour when imported into Sage. When Fixed Pay values are imported into Sage, they are always recorded as 1 hour.</p>
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

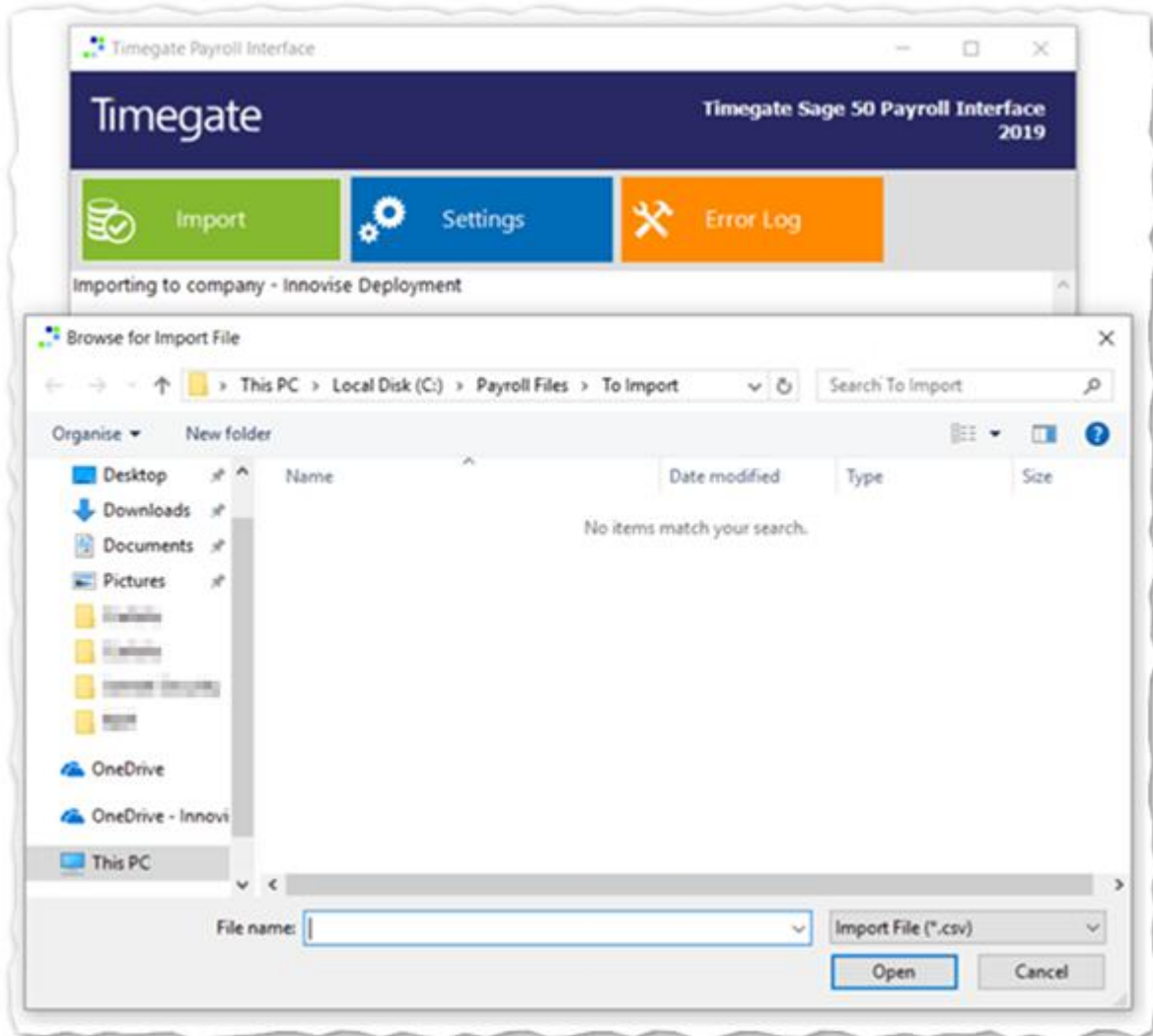
Step-by-step configuration of the Settings page

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

- Open the Timegate Sage Payroll 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 Install Path**. For Sage Payroll, this is the Sage Installation Folder. Select **Browse** to locate this in your local drives
- 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 the **Employee Identification** (see description above)
- Select **Pay Element Mode** (see description above)
- 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:



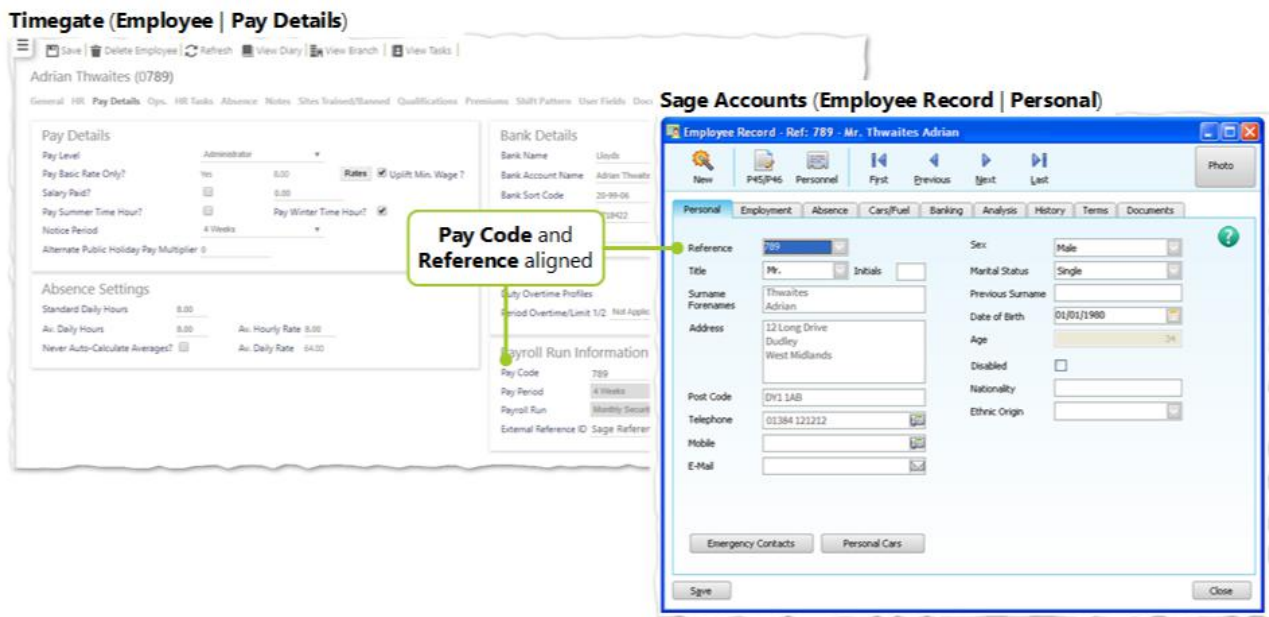
CONFIGURING TIMEGATE & SAGE ACCOUNTS

To ensure that the TimegateSage Interface for Payroll works correctly, without error, the data held within both systems must align. You will need to consider Employee and Rate information.

Employee Information

Employee Identification information from Timegate is mapped to Sage Accounts' Reference (number) by either Timegate's **External Reference ID** or **Pay Code**. This value must be numeric.

- The **External Reference ID** and **Pay Code** can be found on **Employee** records, in the **Pay Details** tab (accessed via **Set Up | Employees | Pay Details**) in Timegate.
- The Reference can be found on **Employee** records, in the **Personal** tab in Sage Accounts



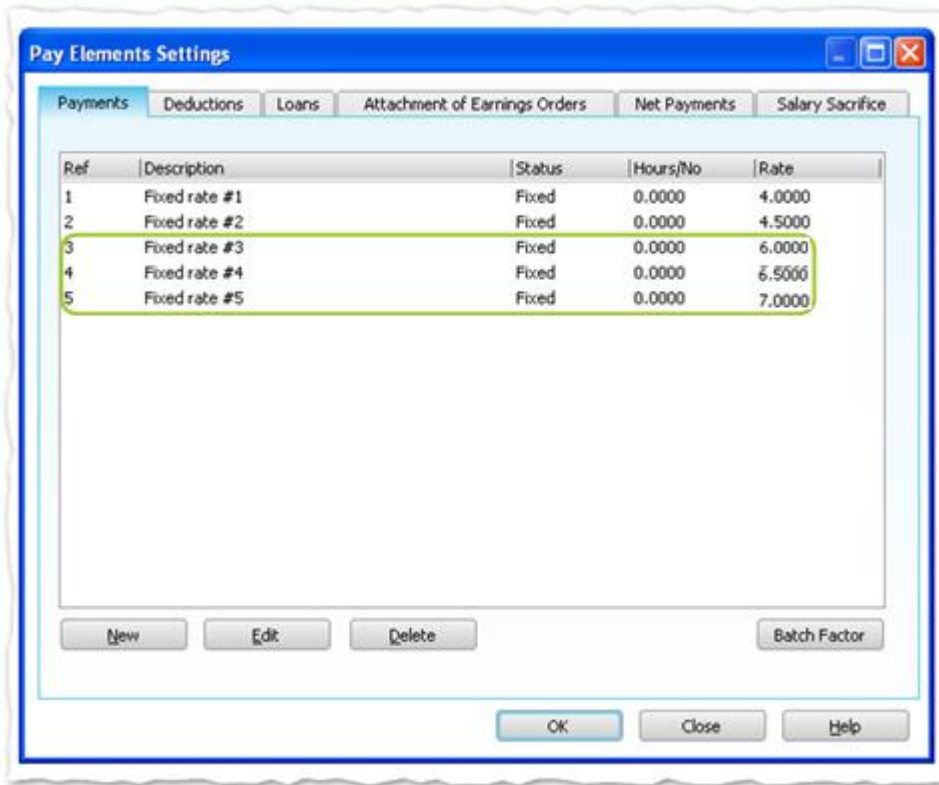
Rate Information

The records exported to Sage are derived from the information created by the Timegate rate generation process. This is also where the rate information is derived from. You can either import into fixed or variable pay elements in Sage - both approaches are shown below. You will likely be importing variable pay elements.

Fixed Pay Method

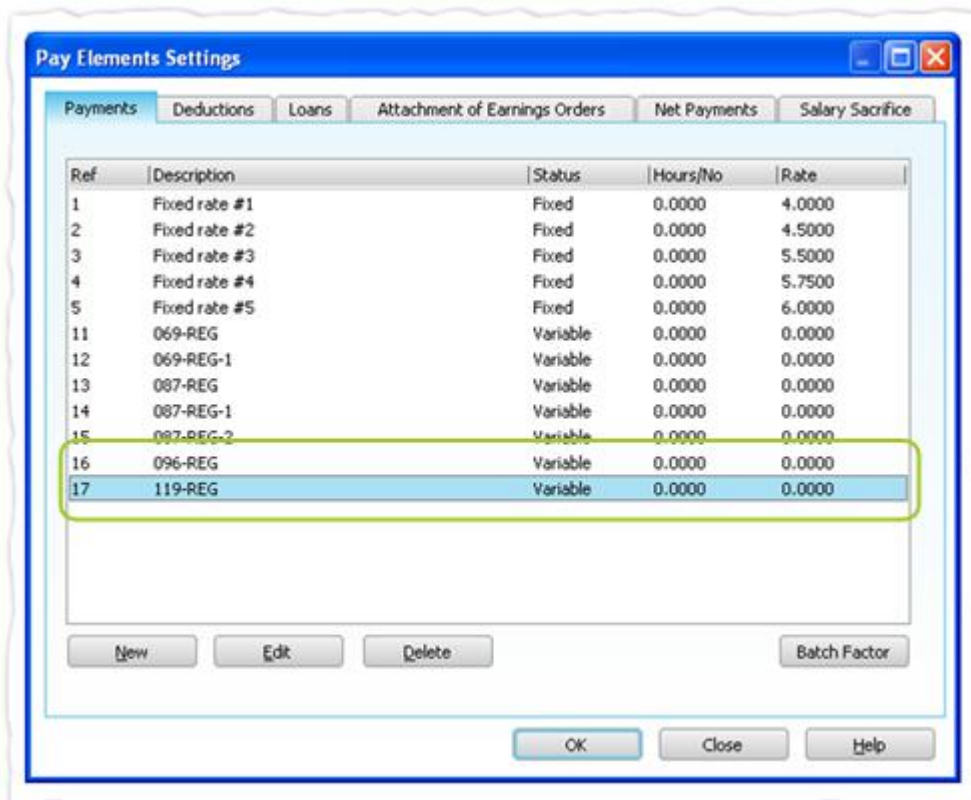
A company fixed pay element must be set up in Sage for each rate value exported by Timegate. If the export file contains rates for £6.00, £6.50 and £7.00 etc, these must be set up within Sage. The Timegate rate is matched to the Sage pay value.

This means that, as far as the import is concerned, the Sage Accounts description is arbitrary.



Variable Pay Method

A company variable pay element should be set up in Sage for each pay type exported by Timegate if the export file contains payments for 096-REG and 119-REG then these must be set-up in Sage Accounts accordingly. The Timegate pay type is matched to the Sage pay element by description. An example screenshot from within Sage is shown below:



When using Variable Pay, Hour Types have Pay Codes mapped to them that enable the calculation of the overall pay.

For the export from Timegate to work correctly, you must ensure that all Hour Types have a Pay Code entered (i.e. assigned) to them.

Your Pay Codes can be found in Timegate within the Admin | Finance | Hour Types section.

Assigning the Pay Codes to the Hour Types is shown below:

The screenshot shows the 'Hour Types' management interface in Timegate. It features a table with columns for Code, Description, Summary Hour Type, Pay Method, Pay Column, Pay Multiplier Column, Pay Multiplier, Bill Method, Bill Column, Bill Multiplier Column, Bill Multiplier, Remain in this Hour Type?, and Pay Code. A callout box with the text 'Enter Pay Code' points to the 'Pay Code' column in the first row of the table.

Code	Description	Summary Hour Type	Pay Method	Pay Column	Pay Multiplier Column	Pay Multiplier	Bill Method	Bill Column	Bill Multiplier Column	Bill Multiplier	Remain in this Hour Type?	Pay Code
ADD	Additional	Regular (Regu)	Table Rate	1 Regular Pay	(none)	1	Table Rate	2 Regular Bill	(none)	2	<input type="checkbox"/>	ADD
ADD-BH	ADD Bank Holiday	Bank Holiday	Table Rate	1 Regular Pay	(none)	2	Table Rate	2 Regular Bill	(none)	2	<input type="checkbox"/>	ADD-BH
ADD-OOT1	ADD Daily Overtime 1	Overtime (Ovt)	Table Rate	1 Regular Pay	(none)	1.5	Table Rate	2 Regular Bill	(none)	1.5	<input type="checkbox"/>	ADD-OOT1
ADD-OOT2	ADD Daily Overtime 2	Overtime (Ovt)	Table Rate	1 Regular Pay	(none)	2	Table Rate	2 Regular Bill	(none)	2	<input type="checkbox"/>	ADD-OOT2
ADDNB	Additional No Bill	Regular (Regu)	Table Rate	1 Regular Pay	(none)	1	Table Rate	2 Regular Bill	(none)	0	<input type="checkbox"/>	ADDNB
ADDNB-BH	ADDNB Bank Holiday	Bank Holiday	Table Rate	1 Regular Pay	(none)	2	Table Rate	2 Regular Bill	(none)	0	<input type="checkbox"/>	ADDNB-BH
ADDNB-OOT1	ADDNB Daily Overtime 1	Overtime (Ovt)	Table Rate	1 Regular Pay	(none)	1.5	Table Rate	2 Regular Bill	(none)	0	<input type="checkbox"/>	ADDNB-OOT1
ADDNB-OOT2	ADDNB Daily Overtime 2	Overtime (Ovt)	Table Rate	1 Regular Pay	(none)	2	Table Rate	2 Regular Bill	(none)	0	<input type="checkbox"/>	ADDNB-OOT2
ADDNB-POT1	ADDNB Period Overtime 1	Overtime (Ovt)	Table Rate	1 Regular Pay	(none)	1.5	Table Rate	2 Regular Bill	(none)	0	<input type="checkbox"/>	ADDNB-POT1
ADDNB-POT2	ADDNB Period Overtime 2	Overtime (Ovt)	Table Rate	1 Regular Pay	(none)	2	Table Rate	2 Regular Bill	(none)	0	<input type="checkbox"/>	ADDNB-POT2
ADD-POT1	ADD Period Overtime 1	Overtime (Ovt)	Table Rate	1 Regular Pay	(none)	1.5	Table Rate	2 Regular Bill	(none)	1.5	<input type="checkbox"/>	ADD-POT1
ADD-POT2	ADD Period Overtime 2	Overtime (Ovt)	Table Rate	1 Regular Pay	(none)	2	Table Rate	2 Regular Bill	(none)	2	<input type="checkbox"/>	ADD-POT2
AUTO	AUTO Cleared - Please Change	Regular (Regu)	Table Rate	1 Regular Pay	(none)	0	Table Rate	2 Regular Bill	(none)	0	<input type="checkbox"/>	AUTO
PTB	Partial Day	Regular (Regu)	Table Rate	1 Regular Pay	(none)	1	Table Rate	2 Regular Bill	(none)	1	<input type="checkbox"/>	PTB

AVAILABLE PAYROLL REPORTS

Timegate Sage Interface Reports

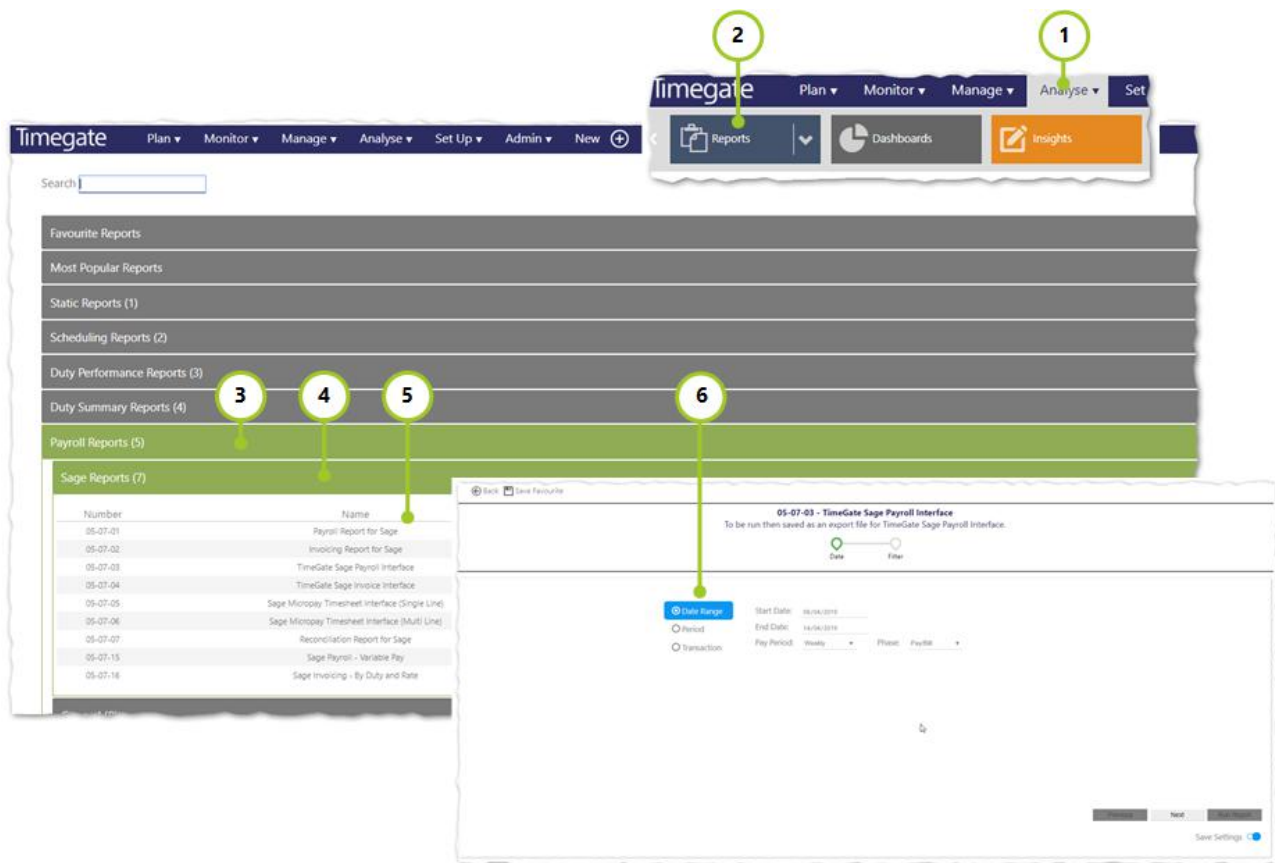
There are a variety of Timegate reports available for exporting data from Timegate into Sage using the Payroll Interface software. The following table shows the subset of Timegate Sage reports that work:

No.	Name	Description
05-07-03	Timegate Sage Payroll Interface	To be run then saved as an export file for Timegate Sage Payroll Interface
05-07-15	Sage Payroll - Variable Pay	To be run then saved as an export file for Timegate Sage Payroll

The most popular report used is highlighted in bold above. Please see "Exporting Timegate Payroll Data" on page 15 for specific details about how to use these reports. If you are still uncertain or need further advice 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 (please note that this approach is the same for any report being run, not just for **05-07-03 Timegate Sage Payroll Interface** report as shown):



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 "Exporting Timegate Payroll Data" on the next page for guidance about those reports that are specific to your version of the **Timegate Sage Interface**

EXPORTING TIMEGATE PAYROLL DATA

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

No.	Name	Description
05-07-03	Timegate Sage Payroll Interface	To be run then saved as an export file for Timegate Sage Payroll Interface
05-07-15	Sage Payroll - Variable Pay	To be run then saved as an export file for Timegate Sage Payroll

To access the reports, please see Accessing Reports in Timegate within the Available Reports section of this document. If you need any further help and support regarding the setting up and configuration of reports, please speak to your TEAM Software representative.

05-07-03 Timegate Sage Payroll 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 **05-07-03 Timegate Sage Payroll Interface**. Once loaded, follow these steps through the Report Wizard:

Wizard Step 1 / 2

05-07-03 - TimeGate Sage Payroll Interface
To be run then saved as an export file for TimeGate Sage Payroll Interface.

Date Filter

Date Range Start Date: 08/04/2019
 Period End Date: 14/04/2019
 Transaction Pay Period: Weekly Phase: Pay/Bill

Previous Next Run Report Save Settings

- Select the **Rate Generation Settings** that you wish to use
- Select the dates for the report. Select either a **Date Range** or a **Pay Period** or a **Transaction**

- Complete the values associated with your choices
- Select **Next** to move onto Step 2 / 2
- Select **Back** to close the Wizard without saving your choices

Wizard Step 2 / 2



- Select your **Filter List** (as required). Select **Add** to add multiple filters
- 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 1 / 2
- 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 how the data is grouped together when imported. The report shows the total number of hours worked by each employee for each rate within the selected date range. Take this example:

Duty	Employee	Rate	Hours
123456	123	8.00	12
123457	123	8.00	10

Duty	Employee	Rate	Hours
123458	123	7.50	8
123459	123	7.50	8
123460	123	8.00	9
123461	123	8.50	7
123462	123	8.50	7
123463	123	7.50	12

The following is the export report file that would be produced in a CSV format:

Employee	Rate	Hours
123	7.50	28
123	8.00	31
123	8.50	14

05-07-15 Sage Payroll - Variable Pay 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 **05-07-15 Sage Payroll - Variable Pay**

Once loaded, follow these steps through the Report Wizard:

Wizard Step 1/4

05-07-15 - Sage Payroll - Variable Pay
To be run then saved as an export file for TimeGate Sage Payroll.

Grouping Date Filter Options

Display	Header	Group By	Page Break
<input type="radio"/>	Employee	Employee ID	<input type="checkbox"/>
<input type="radio"/>	Include Operational Phase Records	No	<input type="checkbox"/>
<input type="radio"/>	Summarise T&S Payments	No	<input type="checkbox"/>

Previous Next Run Report

Save Settings

- Select the content that you wish to display (export) from the report along with how you want it labelled and how you wish to group it.
- Make your selection from the three choices available
- Select **Next** to move onto Step 2 / 4
- Select **Back** to close the Wizard without saving your choices

Wizard Step 2/4

05-07-15 - Sage Payroll - Variable Pay
To be run then saved as an export file for TimeGate Sage Payroll.

Grouping Date Filter Options

Date Range Start Date: 16/04/2019
 Period End Date: 17/04/2019
 Transaction Pay Period: Weekly Phase: Pay/Bill

Previous Next Run Report
Save Settings

- Select the **Rate Generation Settings** that you wish to use
- Select the dates for the report. Select either a **Date Range** or a **Pay Period** or a **Transaction**
- Complete the values associated with your choices
- Select **Next** to move onto Step 3 / 4
- Select **Previous** to move to Step 1 / 4
- Select **Back** to close the Wizard without saving your choices

Wizard Step 3/4



- Select your **Filter List** (as required).
Select **Add** to add multiple filters. You can filter by a host of items ranging from **Branch**, through **Sites** to **Employees**
- Select **Next** to move onto Step 4 / 4
- Select **Previous** to move back to Step 2 / 4
- Select **Back** to close the Wizard without saving your choices

Wizard Step 4/4



- Select **Report Options** from the five choices available
- Select **Run Report** when you are ready
- Select **Previous** to move back to Step 3 / 4
- 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 The following table shows an example of the data that is exported:

Employee Paycode	Total	Hours	Element
1	7	40	Basic
1	14	44	DT
3	12	15	Basic
10	7	76	Basic
18	7	84	Basic
23	8.50	10	Basic
24	8.50	4	Basic

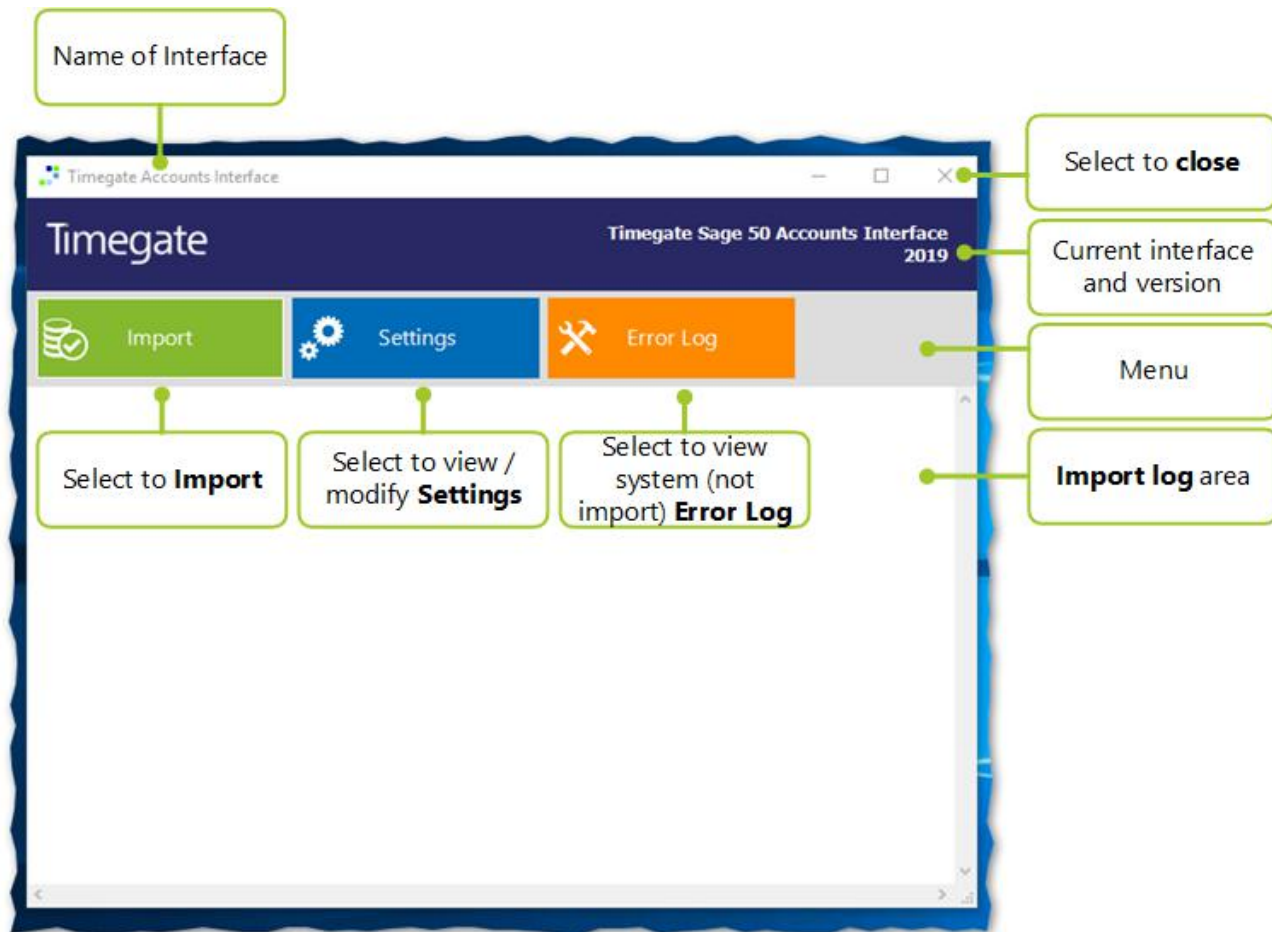
KEY

- **Employee Paycode** - Unique identifier for the employee (Employee Pay Code from Employee | HR)
- **Total** - Hourly pay rate for this payment
- **Hours** - Number of hours to be paid
- **Element** - The Sage Pay Element this payment is to be posted e.g. Basic / single time, DT / double-time etc. This is defined in the field Hour Type (Pay Code)

IMPORTING PAYROLL 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:



The page looks the same for both the Accounts and Payroll Interfaces, with the exception of the title on the page. For the Timegate Sage Payroll Interface, it will read **Timegate Sage 50 Payroll Interface 2019** instead of **Timegate Sage 50 Accounts Interface 2019** (which is shown above)

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.

Payroll Interface Import

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

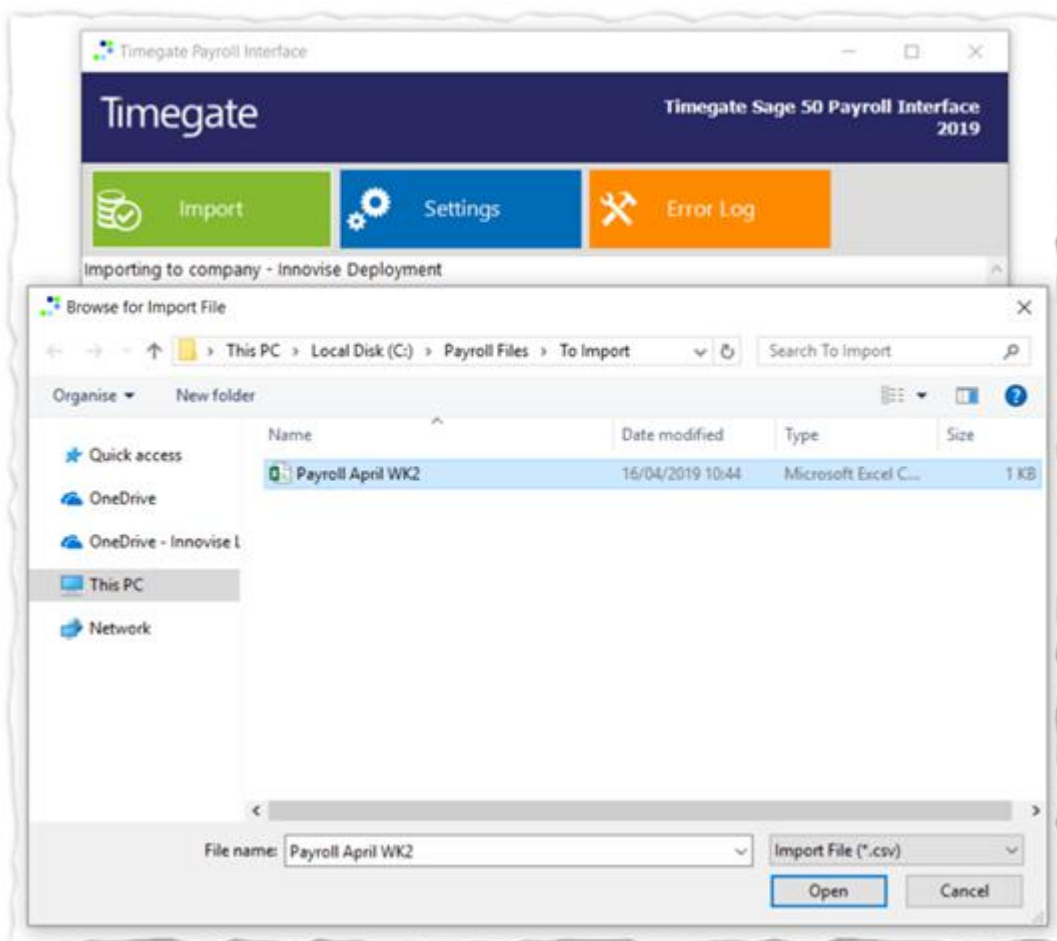
Timegate, it is time to import your information into Sage. The import process falls into three distinct sections:

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 below for further details)
3. Import the data

Payroll Interface Settings

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

- Select **Import**
- Select file to import from the file manager window that has opened in the default folder (as specified in the system settings). When selecting **Import**, the following screen will be shown from which you should select your import file and then select **Open**:



- Once a file has been selected the import process is started and the system proceeds to verify both the data in Sage and the data in the import file. 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.

- Select how you would like the Timegate Sage Interface to clear any existing pay elements in Sage. There are three choices:
 - Leave pay elements alone - do not do anything to data following import
 - Clear pay elements for employees that I'm importing - this option forces the import routine to clear down all the current payment data for all employees in Sage
 - Clear pay elements for all employees in Sage - this option will clear down the current payment data for any employees included in the import file (the .csv file), but not those that are not listed within the import file



- Having selected the way to clear any existing pay elements, it's time to undertake the import. Select **Run Import**
- If you decide not to run the import, select **Cancel**

Payroll Interface Import Log

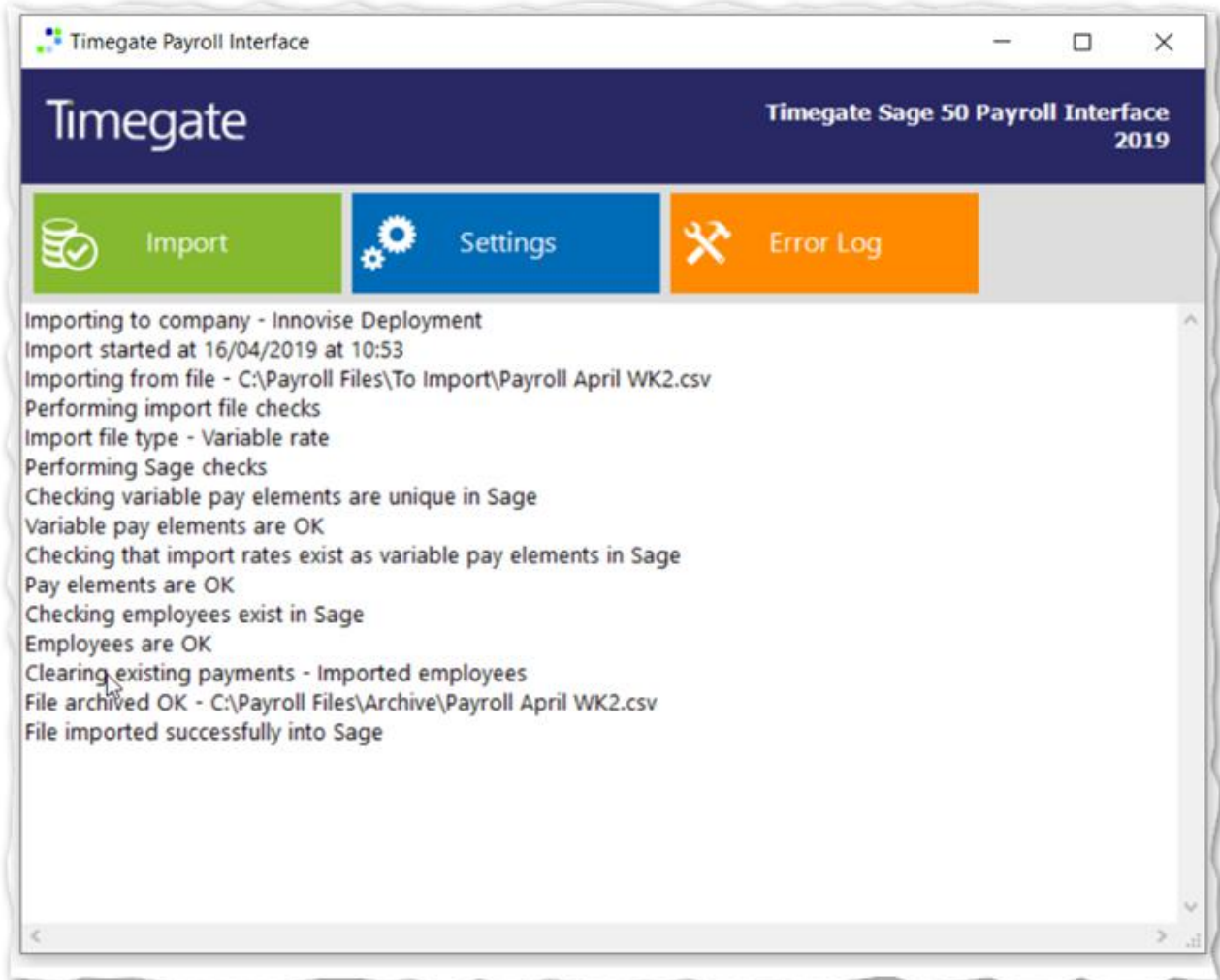
As the system commences its import, it runs a series of progress checks to ensure everything is operating correctly and that the data is importing without error.

The following list details some of the checks and associated errors that you may see in the Import Log:

- Check to see that the company pay rates, fixed or variable, contained in the Sage Payroll database, are unique to ensure that the correct ones are mapped during the import. If they are not, error messages will be shown in the Import Log. The import will be cancelled
- Check that fixed pay elements are matched and unique, by rate and variable by description. Any rates that are missing will be displayed in the Import Log. The import will be cancelled

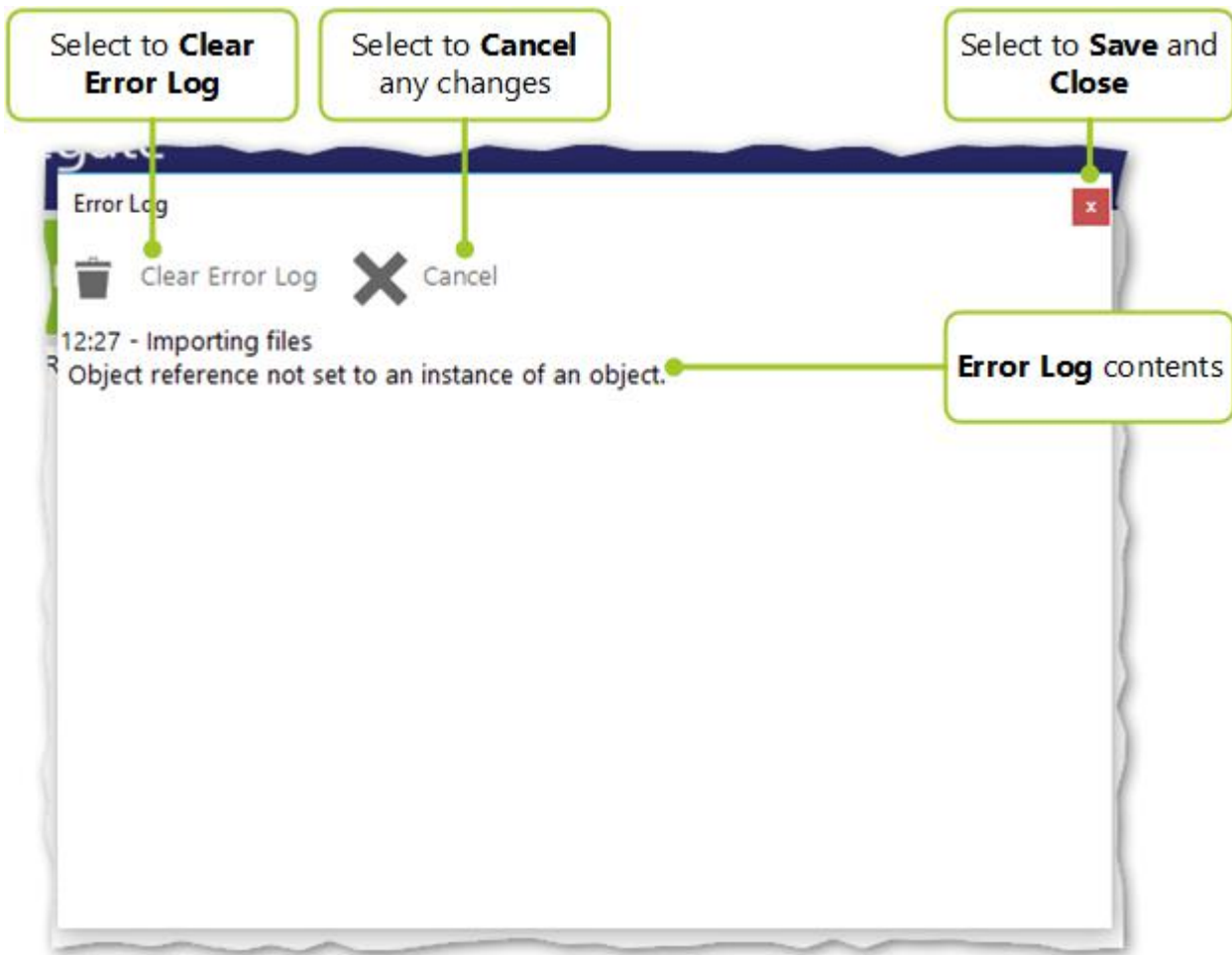
- Check to ensure that the file being imported is of a valid type, and that there is data in it to import. The validated import file is then verified against Sage to ensure that all of the rates in the file exist in Sage. Any that do not exist are written to the Import Log. The import will be cancelled
- Check that the employees in the import file exist in Sage. If any do not exist, then they are written to the Import Log. The import will be cancelled

If the import is successful, messages that are similar to those shown below will be displayed:



Interface Error Log

The following is the page that is displayed when Error Log is selected in the Timegate Sage 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, 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

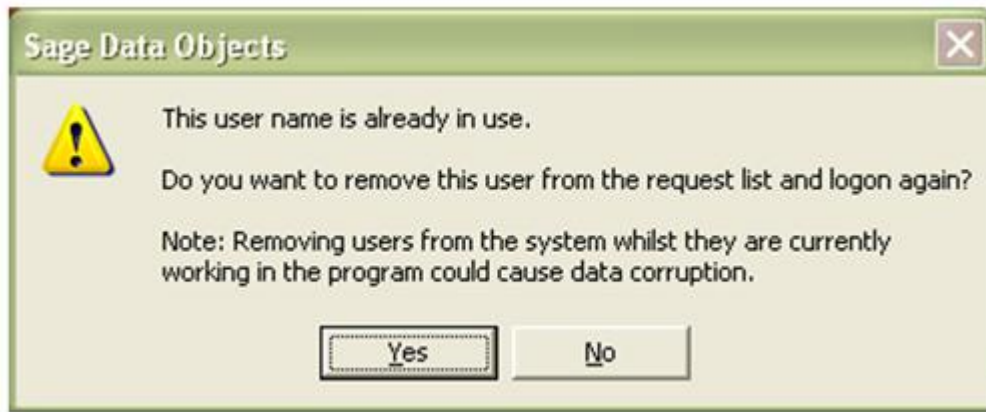
Configuration Related Error Messages

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