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Overview

The Mobius Connect for Sage 50 CA Integration allows you to import your Manage accounting data directly into your Sage 50 Canada application.

Feature Summary

Below is a quick list of features available within this integration:

1	**Create Customers**	▯
2	**Create Vendors**	▯
3	**Create Products**	▯
4	**Multiple currency**	▯
5	**Standard Invoices**	▯
6	**Agreement Invoices**	▯
7	**Miscellaneous Invoices**	▯
8	**Down Payment Invoices**	▯
9	**Credit Memos**	▯
10	**Expenses**	
	a. Transfer with Expense as Bill Option	▯
	b. Transfer without Expense as Bill Option	▯
11	**Procurement**	
	a. Item receipts	▯
	b. Inventory Adjustments	▯
	c. Inventory Transfers (Multiple Warehouses if available)	▯
12	**Sync Invoice Payments**	▯

Feature is fully implemented	▯	Feature will be added in future release	●
Feature is partially implemented	▯	Accounting package does not support feature	NA
Feature is not available	▯		

Configuration

System Requirements

In order to use the Mobius Connect for Sage 50 CA Integration, you must have the following installed on your network and/or your machine(s):

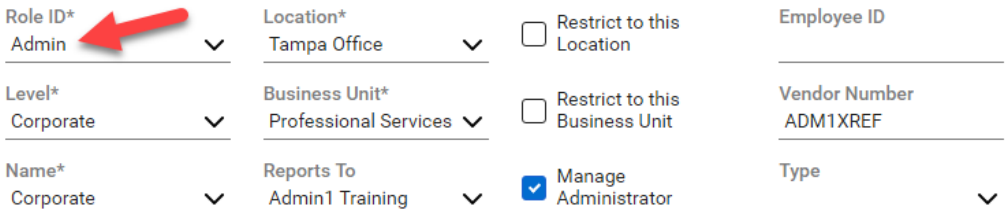
- Your Manage software must be setup up with login credentials that have access to the Accounting features of Manage. Additionally, your Manage software must have its Accounting Package configured. See ConnectWise Manage Configuration.
- Sage 50 Canada must be installed.
- Your Sage 50 Canada software must be set up with login credentials that have access to write to the Sage 50 Canada system that will be used.
- Your Sage 50 Canada software must be set up with a "3rd Party Integration" user. See Sage 50 Canada Configuration.
- .NET 4.0 Framework or Higher must be installed on your system. If this is not installed, you will be prompted to automatically install it when you attempt to install the integration application.
- Internet Access: While it is not required to have access to the internet every time you wish to run the integration, updates will automatically download as they become available. Therefore, an internet connection is recommended.

ConnectWise Manage Configuration

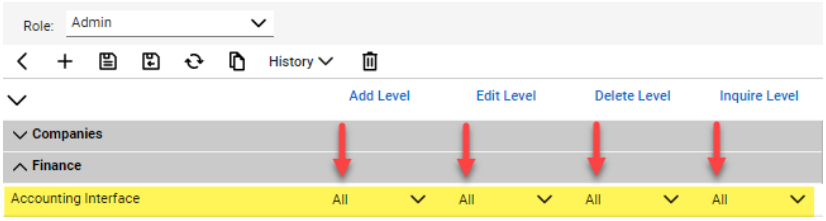
Before using the integration application, you must ensure that Manage is configured to allow the integration program access to the accounting system.

Configuration of Manage Login

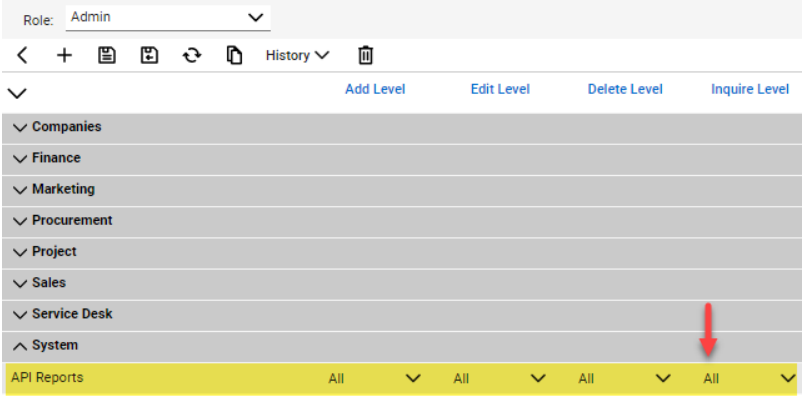
In order for the Member to be able to work with the accounting information, they must be assigned as a security role that allows access to the GL Interface. With a default installation, the "Role ID" field must be set to "Admin".



If, instead, you wish to create your own role rather than use the Manage defaults, you need to ensure that the security role allows access for the Accounting Package and GL Accounts, as highlighted below.



Additionally, you need to ensure that that the security role levels setting is set to “All” for “Inquire Level” on the “API Reports” line within the System Module, as depicted below.

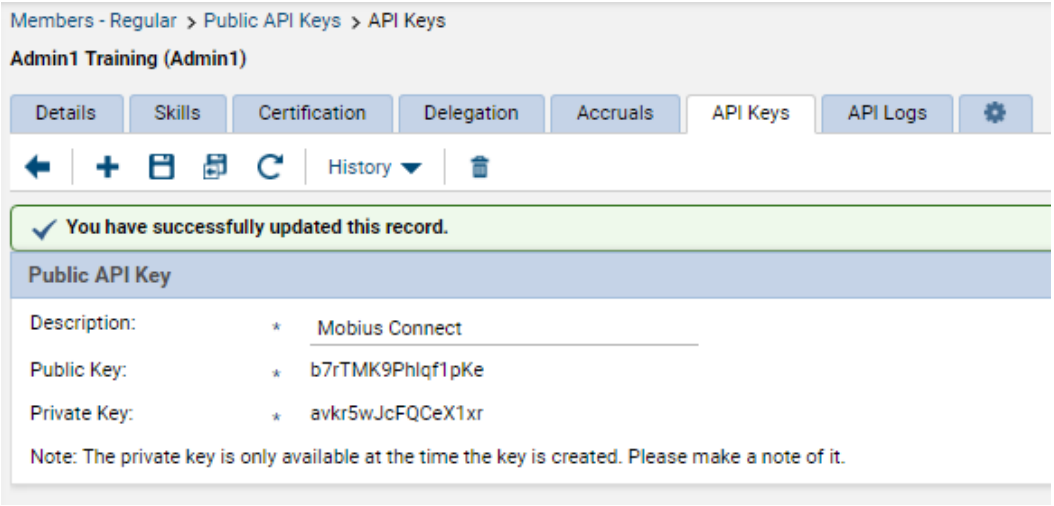


Configuration of Integrator Login

In addition to accessing the Manage Accounting System, the integration also requires credentials to access the REST API. There are two options for providing credentials to access the REST API: APIKey and MemberImpersonation

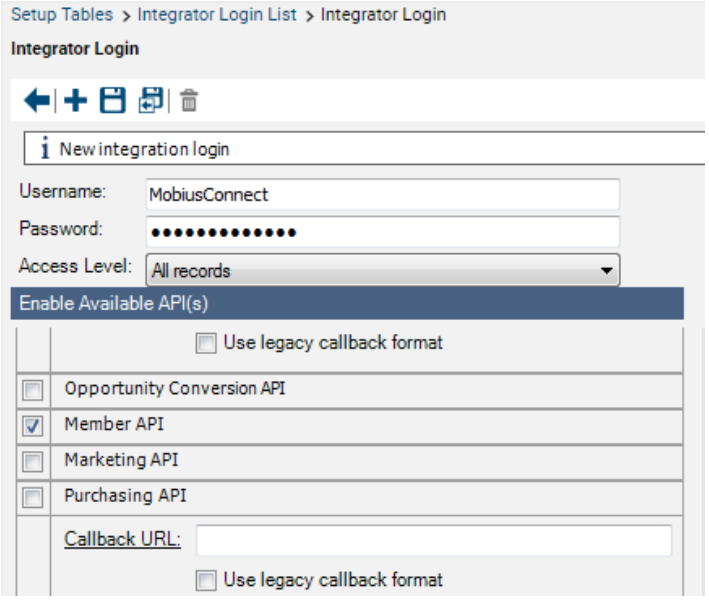
Option 1: APIKey Authentication

To setup APIKey Authentication in Manage, navigate to the “API Keys” tab on the member setup for accessing the Accounting System. Enter a description and click Save to generate a Public/Private key-pair. You may want to save the Private Key somewhere as it will not be visible again once you close the API Keys screen.


Members - Regular > Public API Keys > API Keys
Admin1 Training (Admin1)
Details
Skills
Certification
Delegation
Accruals
API Keys
API Logs
History
You have successfully updated this record.
Public API Key
Description:
Mobius Connect
Public Key:
b7rTMK9Phlqf1pKe
Private Key:
avkr5wJcFQCeX1xr
Note: The private key is only available at the time the key is created. Please make a note of it.

Option 2: MemberImpersonation Authentication

To setup MemberImpersonation Authentication in Manage, open the Integrator Login setup table by navigating to *System > Setup Tables* and searching for "Integrator Login". Click to create a new Integrator Login. Provide a Username and Password, select "All records" for Access Level, and click to enable the "Member API"



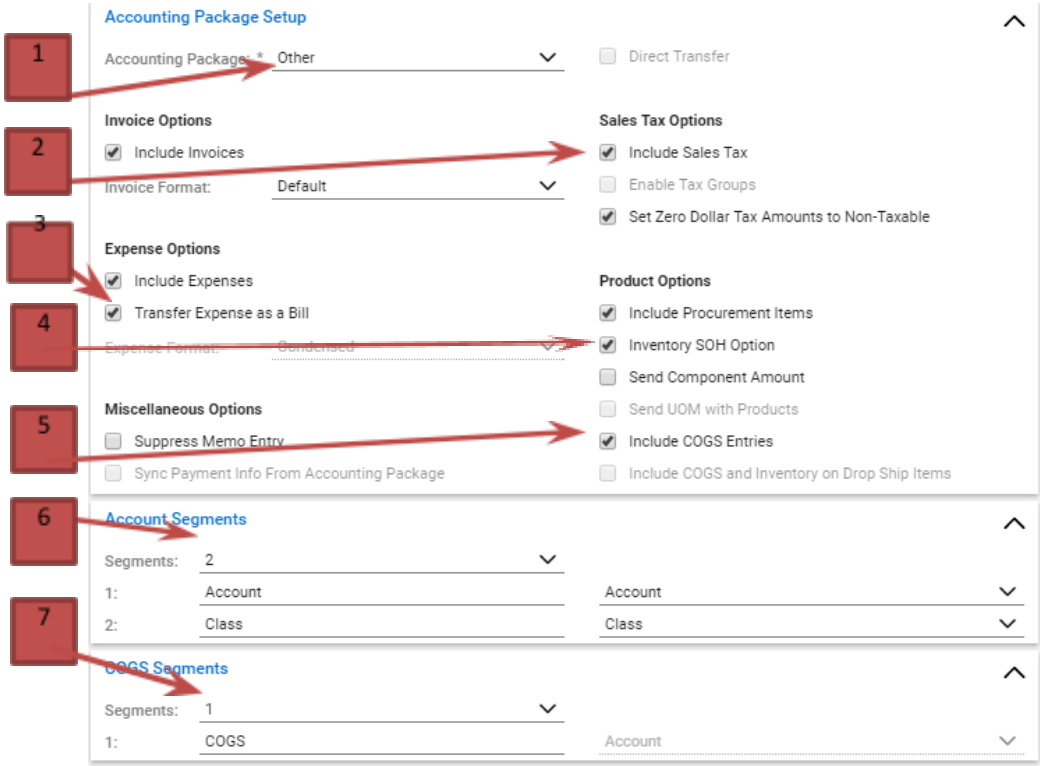
Configuration of GL Accounts

Your company will need to have their GL Accounts properly configured in order for Manage to provide the integration application with the correct information. Because this process is largely specific to your Company, the exact details of this configuration are outside of the scope of this document. Please visit the ConnectWise University before beginning to set up your GL Accounts, or speak with your Manage Consultant at Consulting@ConnectWise.com for more information.

> Please note that if you use a **HYPHEN** as the delimiter between multi-segmented GL Accounts in Sage 50 Accounts, you will need to contact Help@ConnectWise.com to change the API export to use a hyphen instead of the default colon.

Configuration of the Accounting Package

Once your accounts are set up, you will need to set up the Accounting Package. This describes to Manage how your accounts will be exported to Sage 50 Canada. It has a number of options, some of which are specific to other accounting software (such as QuickBooks). You can set up this screen at *System > Setup Tables > Accounting Package* using the following steps:



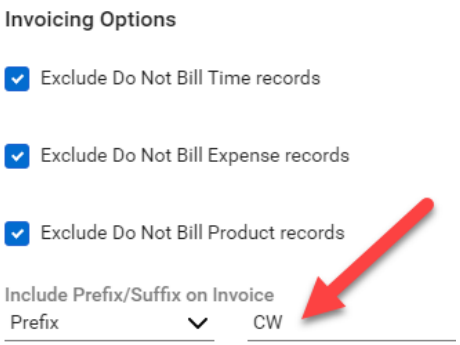
1. Set the "Accounting Package Setup" dropdown to "Other."
2. In the *Sales Tax Options* section, ensure that "Include Sales Tax" is checked.
3. If you will be transferring Expenses, ensure that "Transfer Expense as a Bill" is checked.
4. In the *Product Options* section, ensure that "Inventory SOH Option" is checked.
5. If you will be transferring Costing, ensure that "Include COGS Entries" is checked.
6. In the *Account Segments* section, choose the maximum number of segments an account in your company will have. Ensure that each segment to be a part of your GL Account structure has a type of "Account." (Please note that Classes may be used in certain circumstances.)
7. In the *COGS Segments* section, choose the maximum number of segments a COGS account in your company will have. Ensure that each segment to be a part of your GL Account structure has a type of "Account."

GUIDE TO INTEGRATION IMPLEMENTATION

You'll notice that there are a few other options in the Accounting Package that we have not explicitly mentioned, such as "Include Invoices", "Include Expenses" and "Include Procurement Items." Some of these fields only affect the default values of the Accounting Integration screen built into Manage. This integration does not use that screen; so, these options will have no effect on the integration.

Configuration of Invoice Number Prefix

It is necessary to use a non-numerical prefix when transferring AR Invoices from Manage to Sage 50 Canada. To allow Manage to automatically add a prefix to all your invoice numbers, navigate to *System > Setup Tables > Billing Setup*. You will have to perform the following step for each Division you will be creating invoices with that will ultimately be transferred to Sage 50 Canada. Open a division and look for the "Include prefix/suffix on invoice" checkbox. Be sure to select the "Prefix" radio button, and enter a non-numerical value to set the prefix that will automatically be used by Manage every time an invoice is created.

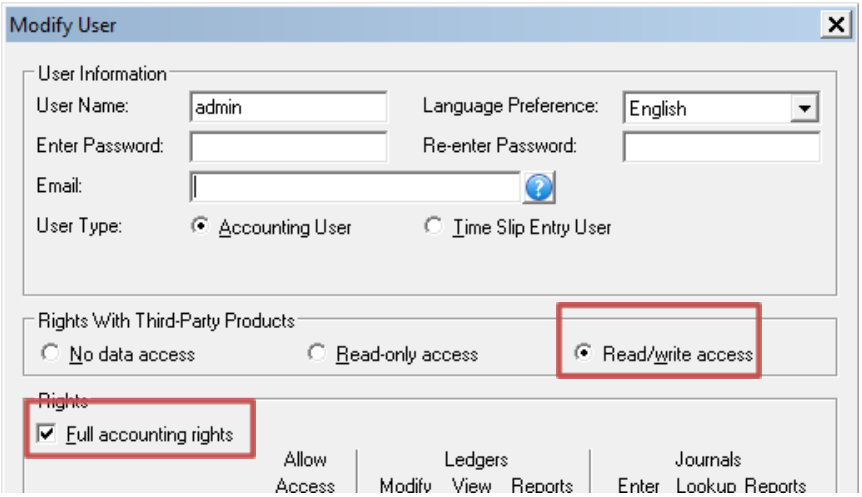


Sage 50 Canada Configuration

Configuration of Sage Login

In order to allow the integration to successfully access Sage 50 Canada, you will need to configure User Permissions within Sage for the integration user account.

1. Under *Rights With Third-Party Products,* select the "Read/write access" radio button.
2. Under *Rights,* verify that the user has "Full accounting rights" checked.



Read/Write access must be set for the user that the integration will use to connect to Sage 50 Canada *before* you can successfully use the integration.

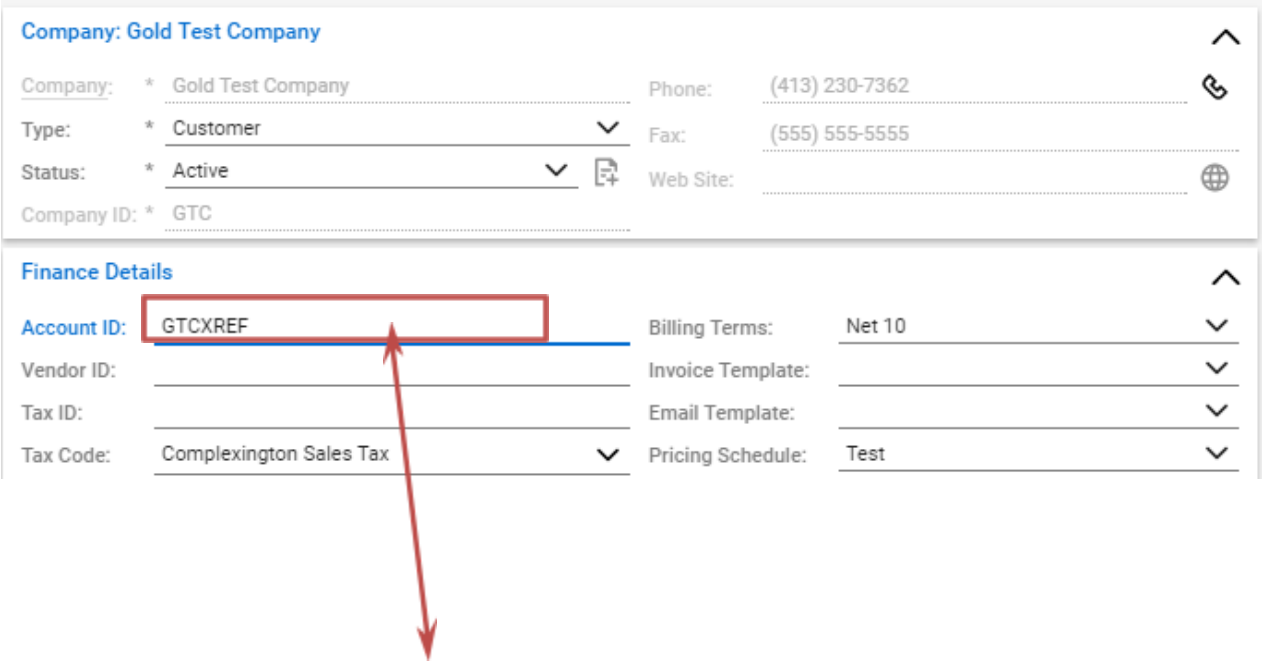
Mapping Corresponding Data

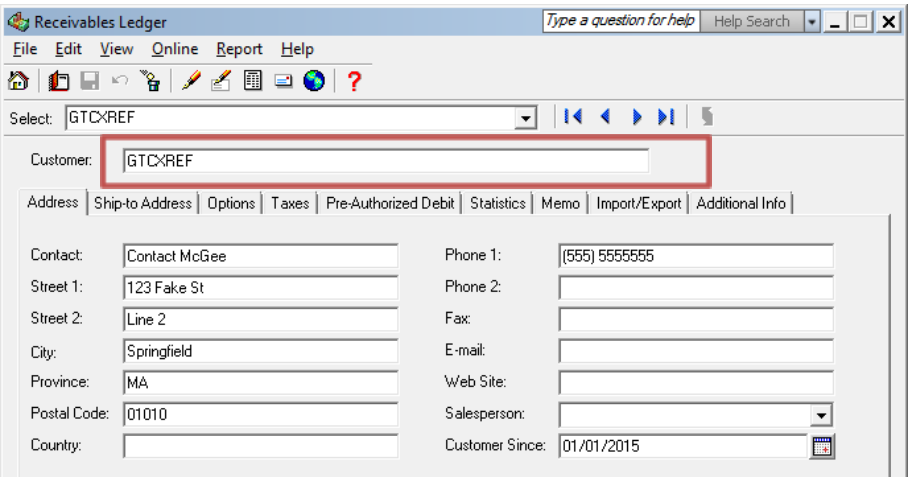
There is data in Manage that will have corresponding data in Sage 50 Canada. For example, when you create an invoice in Manage for the Company "Acme Inc.", the integration program will need to create an Invoice in Sage 50 Canada for the Customer "Acme Inc.". In order to know against which Sage 50 Canada Customer this invoice will be created, Manage needs some way to associate the "Acme Inc." in Manage with the "Acme Inc." in Sage 50 Canada. This process of associating data is known as *mapping*.

The following sections will describe what data needs to be mapped. When an improper mapping is found, the integration program will fail before attempting to export any data, giving you the information needed to fix the mapping.

Customers

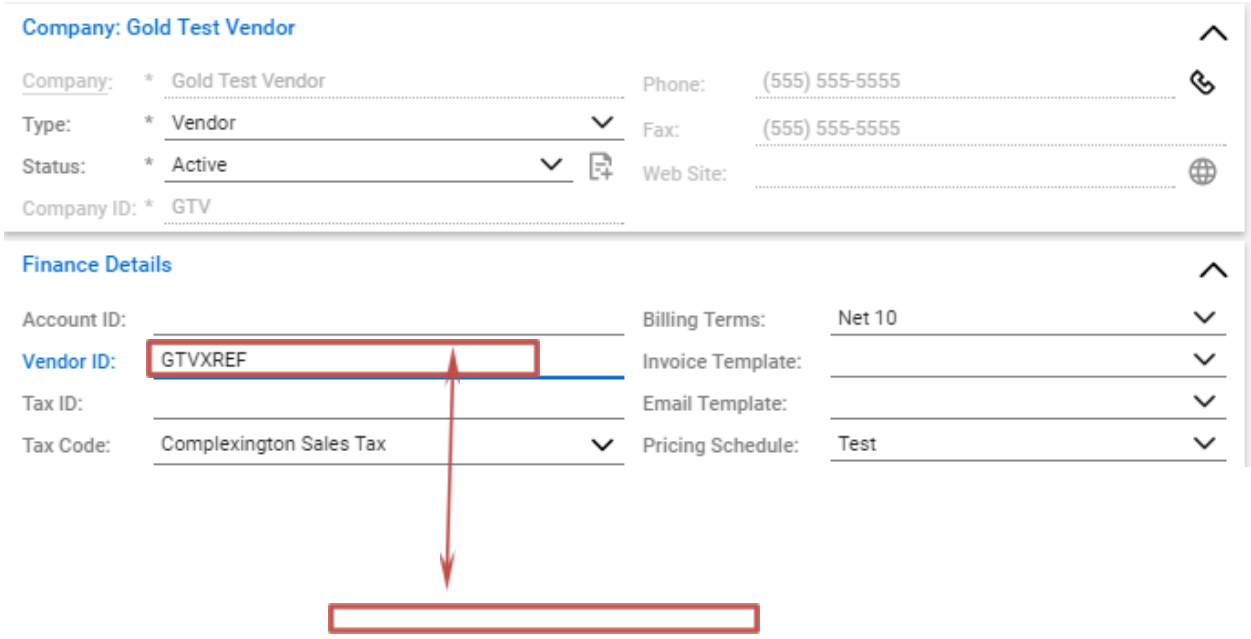
Companies in Manage are mapped to **Customers** in Sage 50 Canada. The "Account" field on the Manage *Finance > Company Finance* screen needs to match the "Customer" field on the *Receivables > Customers* screen in Sage 50 Canada. If a Customer in Manage has an invoice to be imported into Sage 50 Canada and the customer does not exist in Sage 50 Canada, a new Customer will be created in Sage 50 Canada automatically.

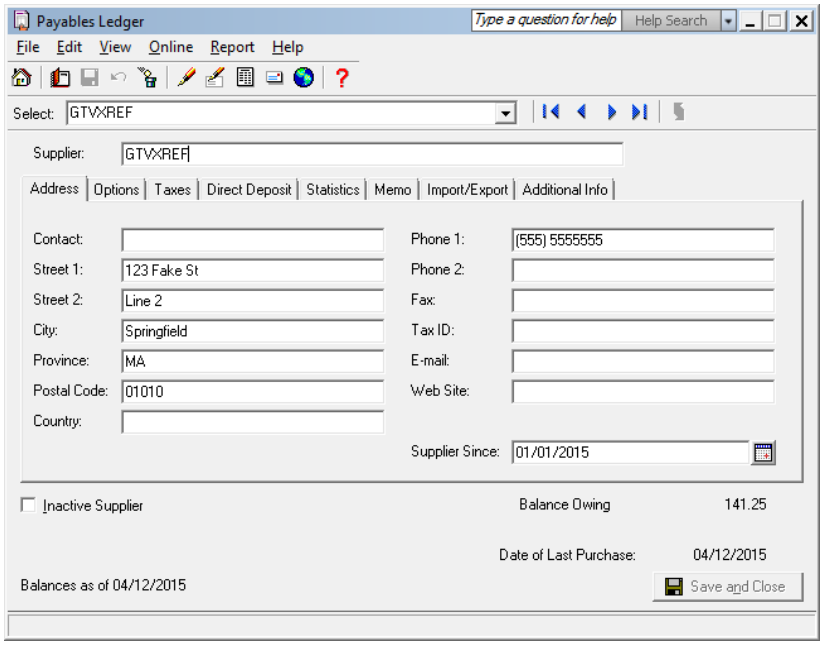




Vendors

Companies flagged as Vendors in Manage are mapped to **Suppliers** in Sage 50 Canada. The "Vendor XREF" field on the Manage *Finance > Company Finance* screen needs to match the "Supplier" field on the *Payables > Suppliers* screen in Sage 50 Canada. If a Vendor in Manage has a PO to be imported into Sage 50 Canada and the Vendor does not exist in Sage 50 Canada, a new Vendor will be created in Sage 50 Canada automatically.

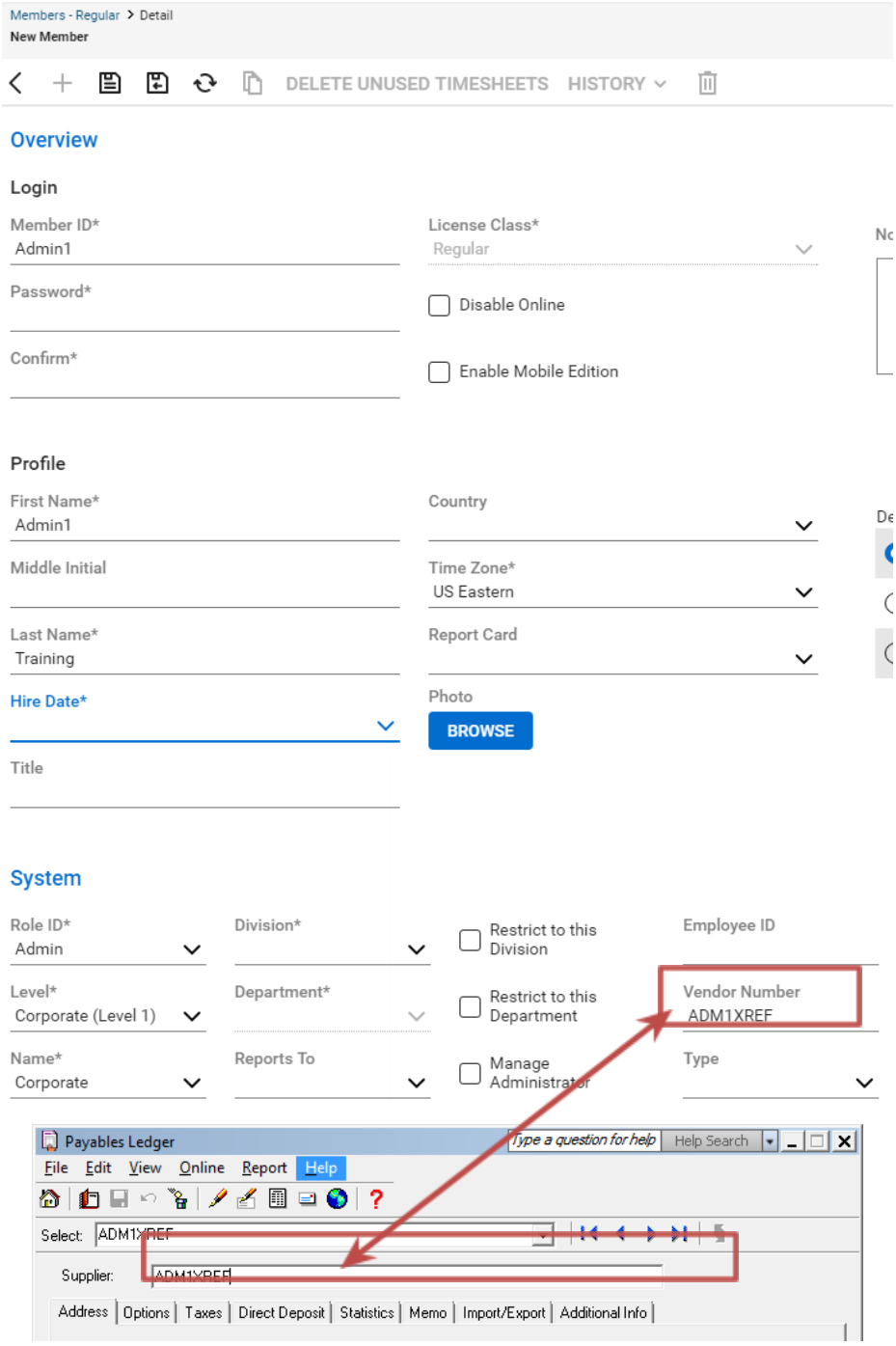



Payables Ledger
Type a question for help
Help Search
File Edit View Online Report Help
Select: GTVXREF
Supplier: GTVXREF
Address Options Taxes Direct Deposit Statistics Memo Import/Export Additional Info
Contact:
Street 1: 123 Fake St
Street 2: Line 2
City: Springfield
Province: MA
Postal Code: 01010
Country:
Phone 1: (555) 5555555
Phone 2:
Fax:
Tax ID:
E-mail:
Web Site:
Supplier Since: 01/01/2015
Inactive Supplier
Balance Owing 141.25
Date of Last Purchase: 04/12/2015
Balances as of 04/12/2015
Save and Close

Members

Reimbursable expenses in Manage are created as **Payable Invoices** in Sage 50 Canada. Therefore, for each member with an expense, a Supplier will need to be set up in Sage 50 Canada that corresponds to the Member. The "Vendor Nbr" field on the Manage *System > Members* screen needs to match the "Supplier" field on the *Payables > Suppliers* screen in Sage 50 Canada.

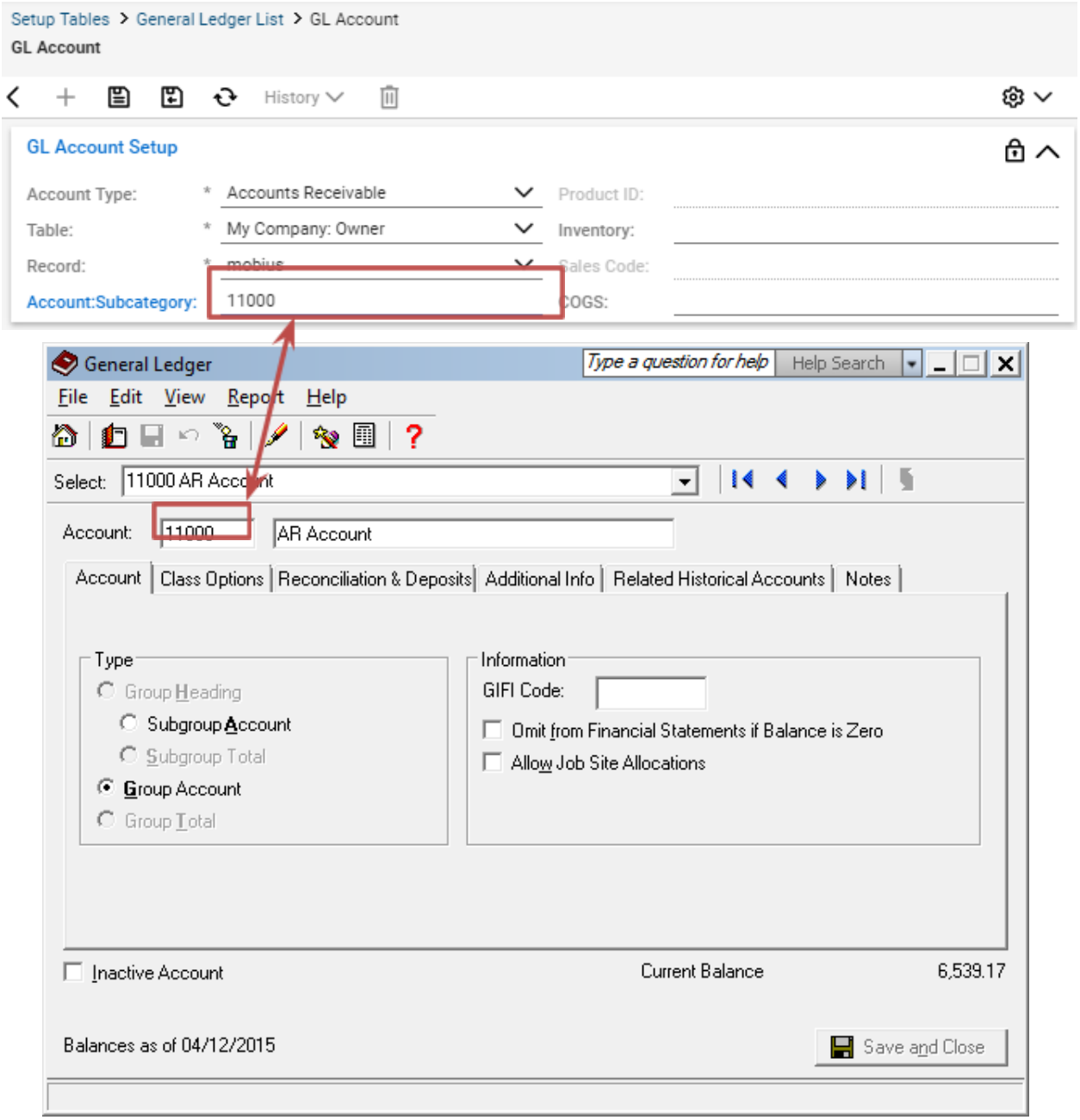
GUIDE TO INTEGRATION IMPLEMENTATION



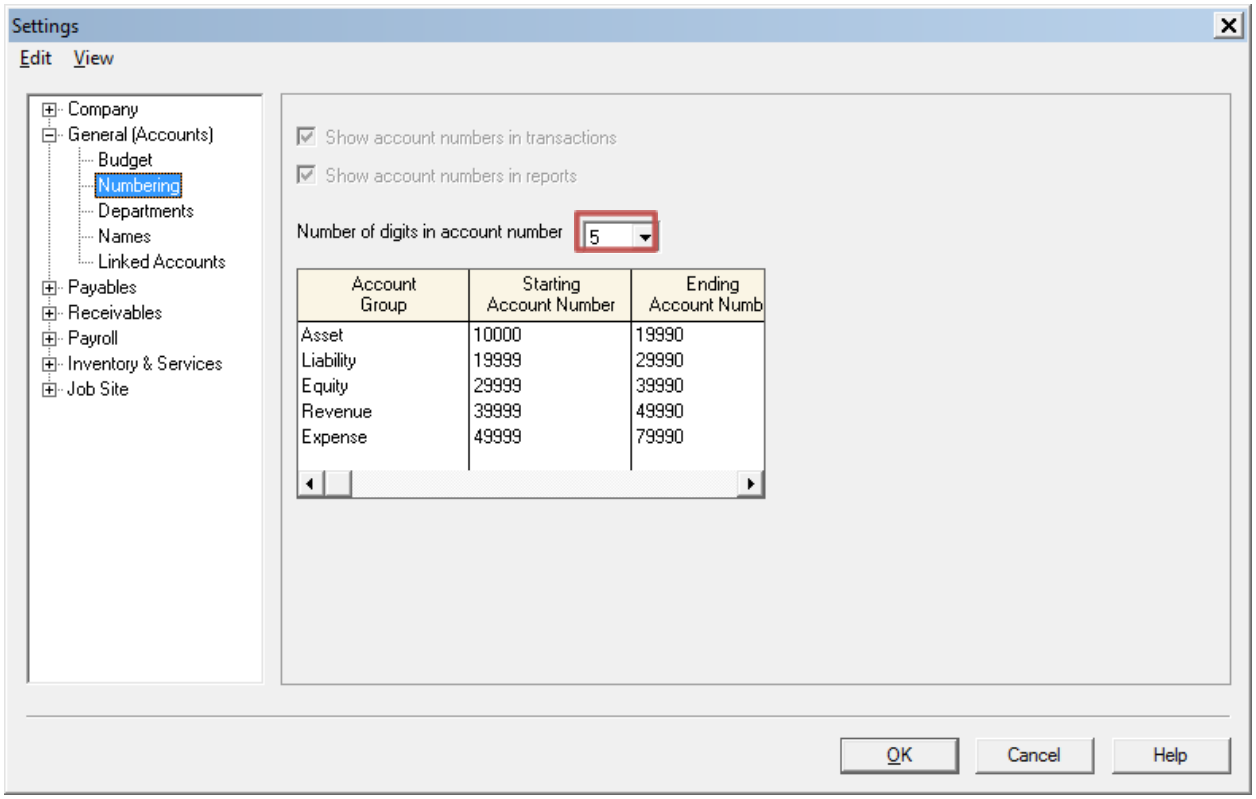
GL Accounts

The “Account” field on the *System > Setup Tables > GL Accounts* table in Manage must be consistent with the “Account” field on the *Company >Chart of Accounts* screen in Sage 50 Canada. Note that Accounts will not be automatically created in Sage 50 Canada if they are not found. An error message will be raised when attempting to push transactions.

GUIDE TO INTEGRATION IMPLEMENTATION



Accounts in Sage 50 Canada can only contain numerical values, so it is important that the account value in Manage is setup to reflect this limitation. It is also important to set the number of digits allowed for an account number in Sage 50 Canada. To do so, go to *Setup > Settings > General (Accounts) > Numbering* and select a value from the "Number of digits in account number" dropdown.



Tax Codes

In order to allow for the proper calculation of tax in both Manage and Sage 50 Canada, you need to map the Tax Code you have set up in Manage to the tax code you have set up in Sage 50 Canada.

Multi-Level Tax Setup

Manage supports up to 5 levels of tax on a single tax setup. The following illustrates an example of a 5 tiered tax. It is important to note that the "Tax Code" and "Tax Code Xref" fields (selected in red) are 2 characters in length. This is a requirement of the fields that these values map to in Sage 50 Canada.

GUIDE TO INTEGRATION IMPLEMENTATION

Tax Code*: CT
Caption on Invoice*: Sales Tax
☐ Default
Name*: Complexington Sales Tax
Effective Date*: Sat, 12/1/2012
☐ Display each level on the invoice
Country: United States
Cancel Date:
☐ Calculate PST on GST (Canada)

Tax Level 1

Rate Type: Percent
☑ Tax Products
☐ Apply Single Unit Limit
Tax Rate: 0.01
Taxable Max: 0
☑ Tax Services
Unit Minimum:
Unit Maximum:
☑ Tax Expenses
Caption: COMPLEX1
Tax Code Cross Reference: CT
Agency Cross Reference: COMAGNC1

Tax Level 2

Rate Type: Percent
☑ Tax Products
☐ Apply Single Unit Limit
Tax Rate: 0.02
Taxable Max: 0
☑ Tax Services
Unit Minimum:
Unit Maximum:
☑ Tax Expenses
Caption: COMPLEX2
Tax Code Cross Reference: CT
Agency Cross Reference: COMAGNC2

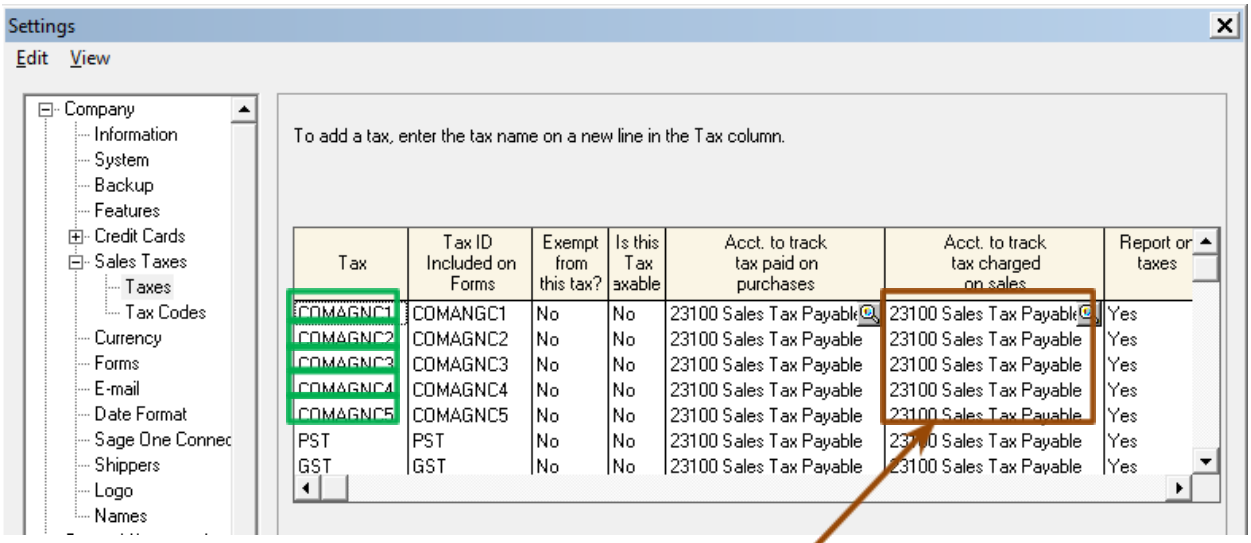
Tax Level 3

Rate Type: Percent
☑ Tax Products
☐ Apply Single Unit Limit
Tax Rate: 0.03
Taxable Max: 0
☑ Tax Services
Unit Minimum:
Unit Maximum:
☑ Tax Expenses
Caption: COMPLEX3
Tax Code Cross Reference: CT
Agency Cross Reference: COMAGNC3

The Tax Code and all of the Tax Code Xref values should be the same when setting up your Manage tax. It is also important to note that the tax rate for each level is a decimal value. When creating your corresponding tax in Sage 50 Canada, the tax rate will be the percentage equivalent.

GUIDE TO INTEGRATION IMPLEMENTATION

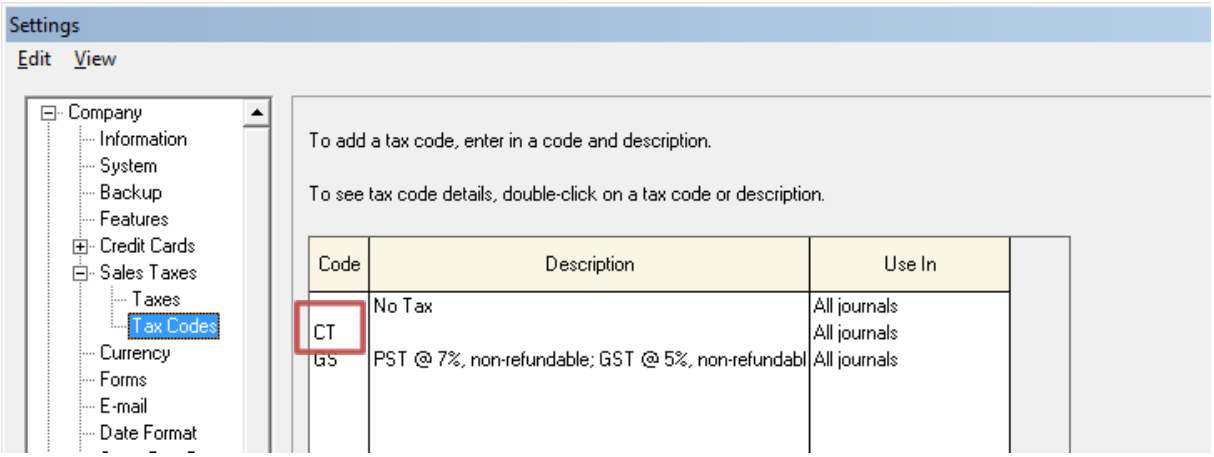
To create the corresponding 5 level tax in Sage 50 Canada, you must first establish each level of the tax. To do so go to *Setup > Settings > Company > Sales Tax > Taxes*. The "Tax" in Sage 50 Canada must be consistent with the Manage "Agency Xref" for each level of the tax being created. The green selected values below match the green selected values in the Manage illustration.



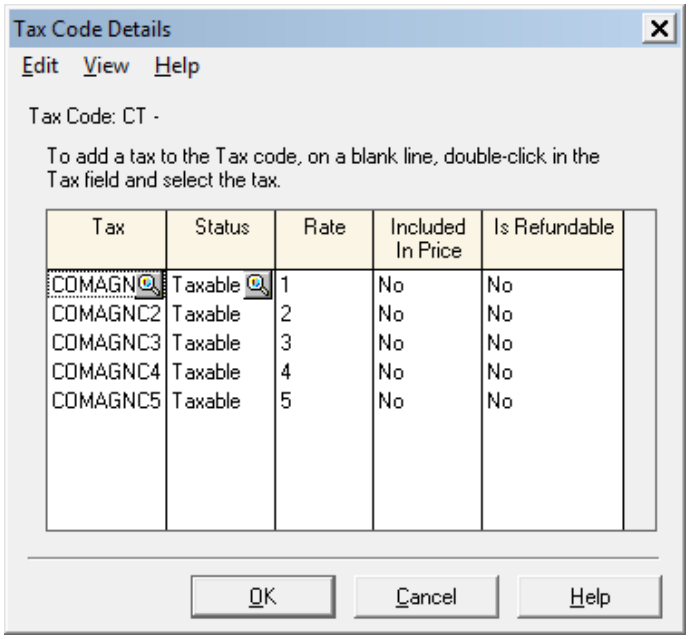
The integration will also validate that the Sage 50 Canada "Acct. to track tax charged on sales" account numbers match the "Account" number for the Sales Tax Payable account type the Manage tax is setup to use.

GUIDE TO INTEGRATION IMPLEMENTATION

After a Sage 50 Canada "Tax" has been created for each Manage tax level's "Agency Xref", a Sage 50 Canada "Tax Code" can be created. To do so, go to *Setup > Settings > Company > Sales Taxes > Tax Codes*. Click on the Code column beneath the "No Tax" Description record to create a new Tax Code. The Sage 50 Canada "Code" must be consistent with the Manage "Tax Code" and "Tax Code Xref" values. The red selected value below matches the red selected values in the Manage illustration.



Double click on the new Sage 50 Canada "Code" to open the "Tax Code Details" interface. This is where you will be able to establish the tax levels for your tax code.

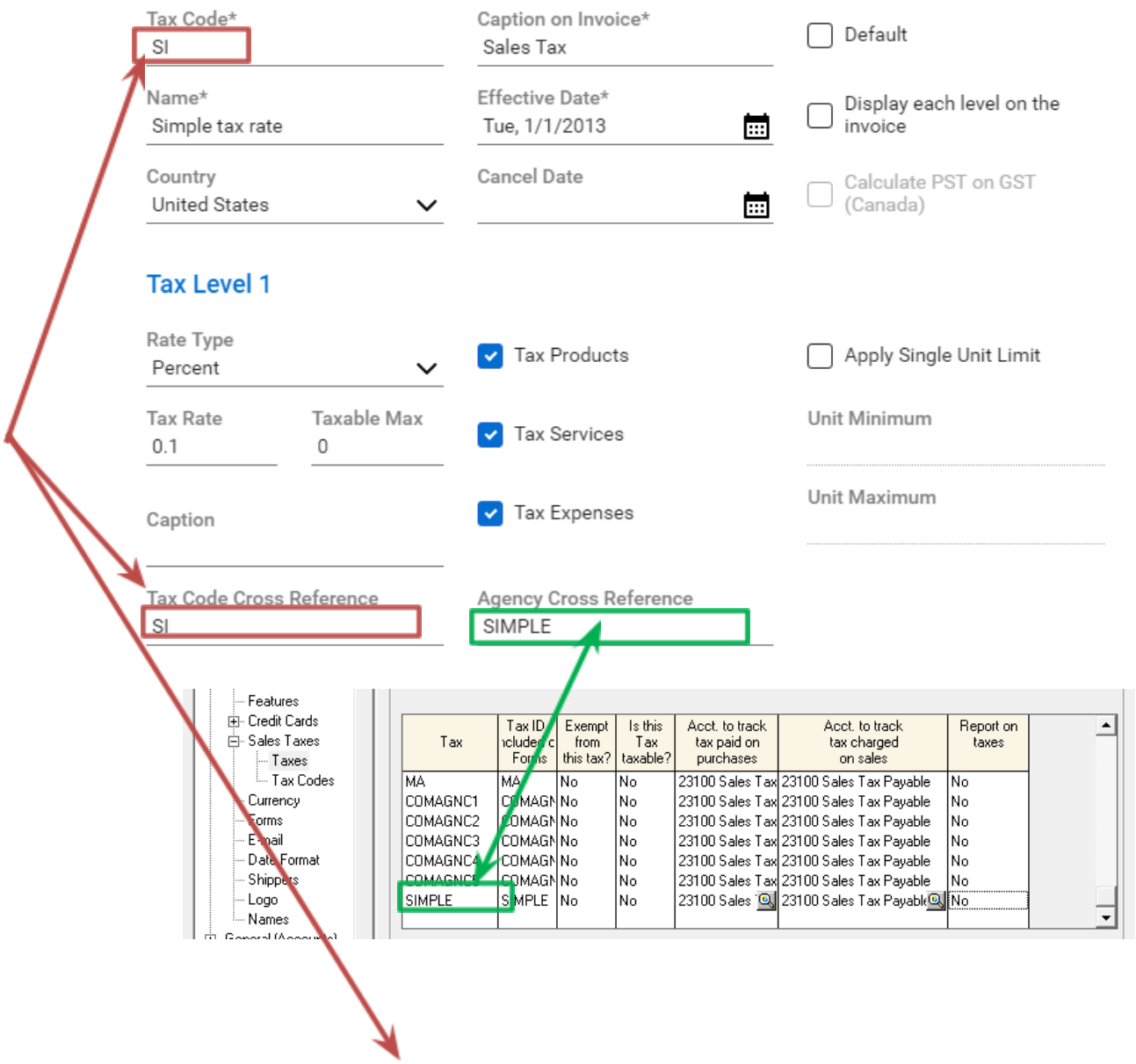


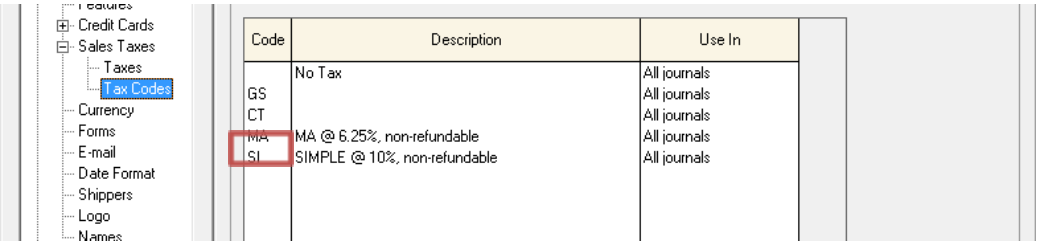
GUIDE TO INTEGRATION IMPLEMENTATION

In the "Tax" column, click on the magnifying glass to select a tax. For each Tax set the percentage value equivalent of Manage's matching "Agency Xref" decimal value tax rate. (e.g. If Manage tax rate is .01, Sage 50 Canada percent equivalent is 1).

Single Level Tax Setup

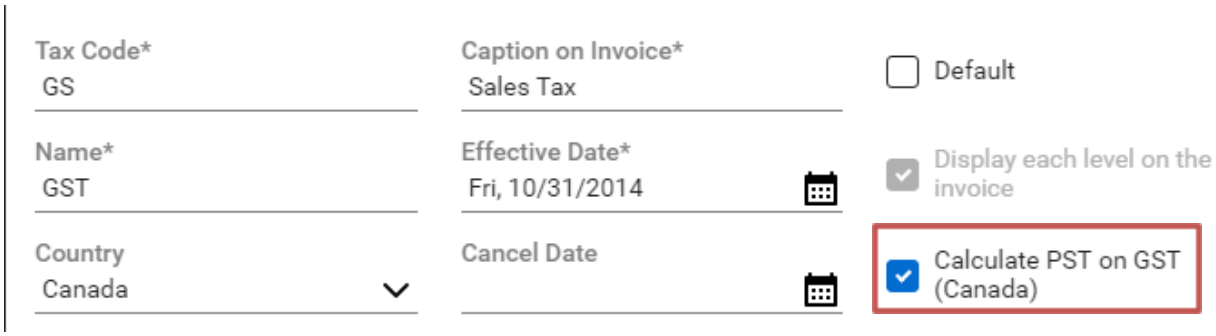
If you need to establish only a single level tax setup, follow the steps for the multi-level tax setup, but only create a Level 1 tax in Manage. In Sage 50 Canada create only 1 "Tax" to assign to a "Tax Code."



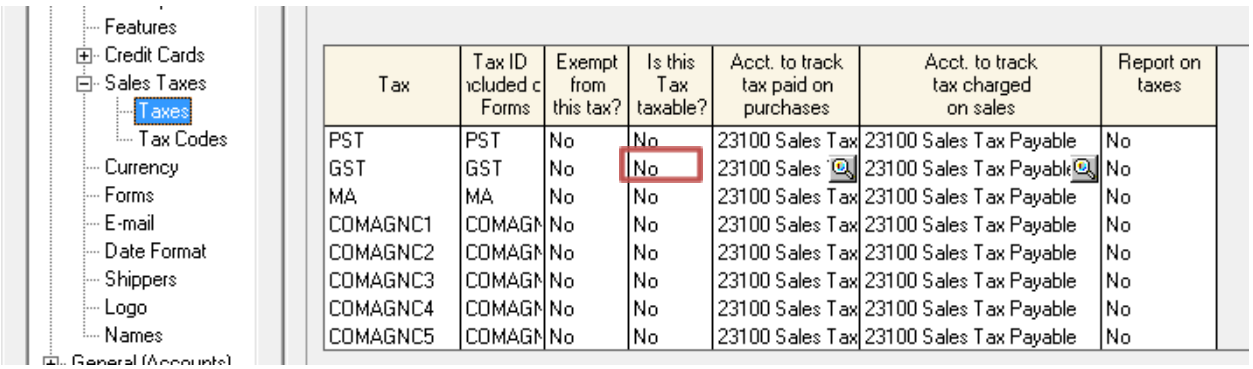

Credit Cards
Sales Taxes
Taxes
Tax Codes
Currency
Forms
E-mail
Date Format
Shippers
Logo
Names
Code
Description
Use In
No Tax
All journals
GS
All journals
CT
All journals
MA
MA @ 6.25%, non-refundable
All journals
SI
SIMPLE @ 10%, non-refundable
All journals

PST on GST Tax Setup

If you need to establish a tax on tax configuration, you can do so by configuring a 2 level tax setup in Manage. You will need to check the "Canada: Calculate PST on GST?" checkbox to enable the tax on tax calculation. When this option is checked, the 2nd level tax will apply to the total after the 1st tax has been applied to an invoice.

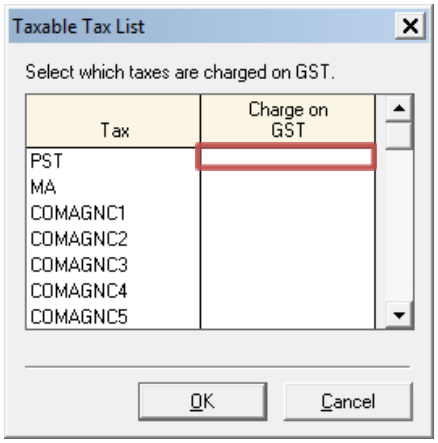


To configure the same tax setup to map to in Sage 50 Canada, follow the steps outlined for the multi-level tax setup. First create your Manage level 2 tax in Sage 50 Canada. When defining the Manage level 1 tax, in this case "GST" as a "Tax" in Sage 50 Canada, click on the "No" in the column "Is this Tax taxable" for the "GST" record.

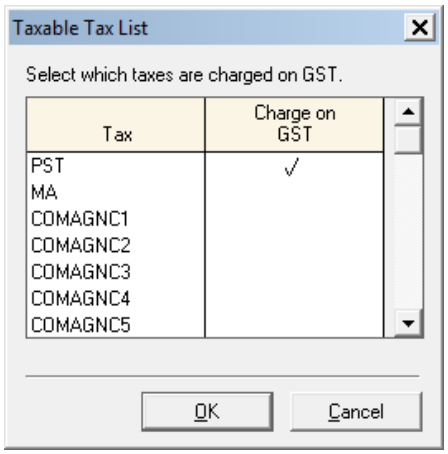


Tax	Tax ID included c Forms	Exempt from this tax?	Is this Tax taxable?	Acct. to track tax paid on purchases	Acct. to track tax charged on sales	Report on taxes
PST	PST	No	No	23100 Sales Tax	23100 Sales Tax Payable	No
GST	GST	No	No	23100 Sales	23100 Sales Tax Payable	No
MA	MA	No	No	23100 Sales Tax	23100 Sales Tax Payable	No
COMAGNC1	COMAGN	No	No	23100 Sales Tax	23100 Sales Tax Payable	No
COMAGNC2	COMAGN	No	No	23100 Sales Tax	23100 Sales Tax Payable	No
COMAGNC3	COMAGN	No	No	23100 Sales Tax	23100 Sales Tax Payable	No
COMAGNC4	COMAGN	No	No	23100 Sales Tax	23100 Sales Tax Payable	No
COMAGNC5	COMAGN	No	No	23100 Sales Tax	23100 Sales Tax Payable	No

This will open the "Taxable Tax List" window where you can select which tax is going to tax your tax. Click on the "Charge on GST" column for the tax record you would like to select. In this case PST.



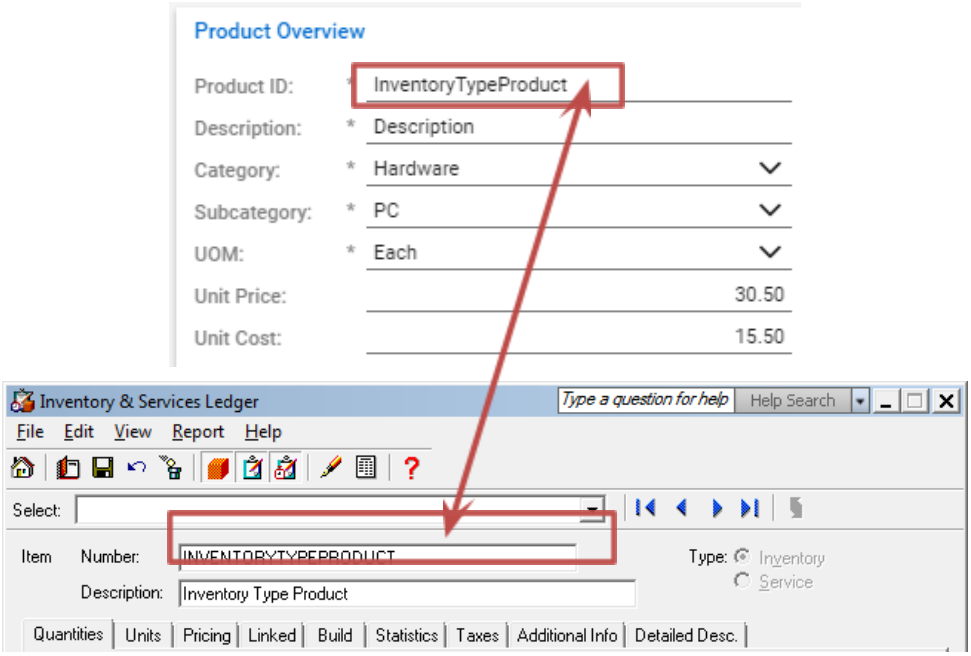
A checkbox will appear. Click Ok to save and close the "Taxable Tax List" window.



The "Is this Tax taxable?" column for your tax should say "Yes" when the "Taxable Tax List" closes. This setting will calculate PST on GST the same as Manage. Continue establishing your tax setup as outlined in the Multi-Level Tax Setup section to finish establishing your PST on GST Tax Setup.

Products

If you have Products in Manage that you keep track of, then the "Product ID" field on the *Procurement > Product Catalog* screen in Manage must be consistent with the "Number" field on the *Inventory & Services > Inventory & Services Ledger* screen in Sage 50 Canada. If a Product in Manage (on an Invoice or PO) is not found in Sage 50 Canada, it will be automatically created. Please note that the integration does not support serialization of products; so, any serialized products in Manage will be created in Sage 50 Canada as non-serialized.



Note: The integration will uppercase product numbers upon creating them.

Service vs. Inventory Product Type

It is important to note that Sage 50 Canada requires specifying a COGS class account for Inventory type products, and an Expense class account for Service type products. This requires establishing special GL configurations in Manage to differentiate cost of sales between these two product types.

Sage 50 Canada only has 2 product types, Inventory and Service. In Manage, however, there are 4 different "Type Xref" values from which to choose when defining a Product Type: Inventory Part, Non-Inventory Part, Other Charge, and Service. These XRef values dictate which item type will be created in Sage. The following table illustrates these mappings.

Manage	Sage 50 Canada	GL Account
Inventory Part	Inventory	COGS
Non-Inventory Part	Service	Expense
Other Charge	Service	Expense
Service	Service	Expense

The "Type Xref" can be set in ConnectWise Manage *System > Setup Tables > Products > Product Types*. In the following screenshot, we're creating a Product type record called Fixed Cost Service. The Type Xref is of type Service. All Fixed Cost Service products created in Manage will map to Sage 50 Canada as Service type products and will therefore require an Expense class account to track cost of sales.

Product Type

Name*
Inventory

☐ Inactive

Type Xref
Inventory Part
- Inventory Part
- Non-Inventory Part
- Other Charge
- Service

In the below example, we're creating a Fixed Cost Service. Note that the Category/Subcategory is set to Managed Services / Managed Services.

Product Overview

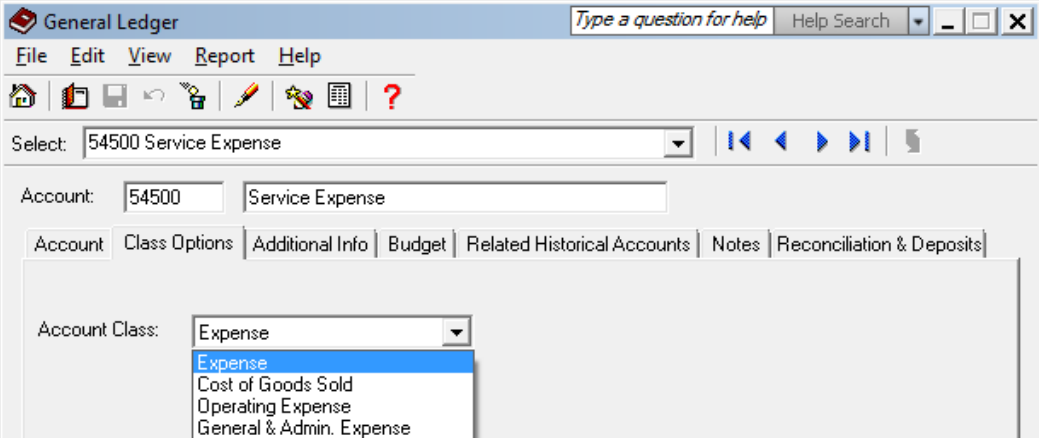
Product ID: *	Remote Backups	Product Type: *	Fixed Cost Service
Description: *	Remote Backups	Product Class: *	Non-Inventory
Category: *	Managed Services	Price Attribute:	T & M
Subcategory: *	Managed Services	Serialized:	☐
UOM: *	Month	Apply Cost by Serial #:	☐
Unit Price:	350.00	Minimum Stock Level:	0
Unit Cost:	0.00	Phase Bundle:	☐

In Manage, the cost of sales account will still be labeled "COGS", but we specify different accounts for product revenue using the Category / Subcategory. In the below example, only Managed Service category products will have a "COGS" account of 54500.

GL Account Setup

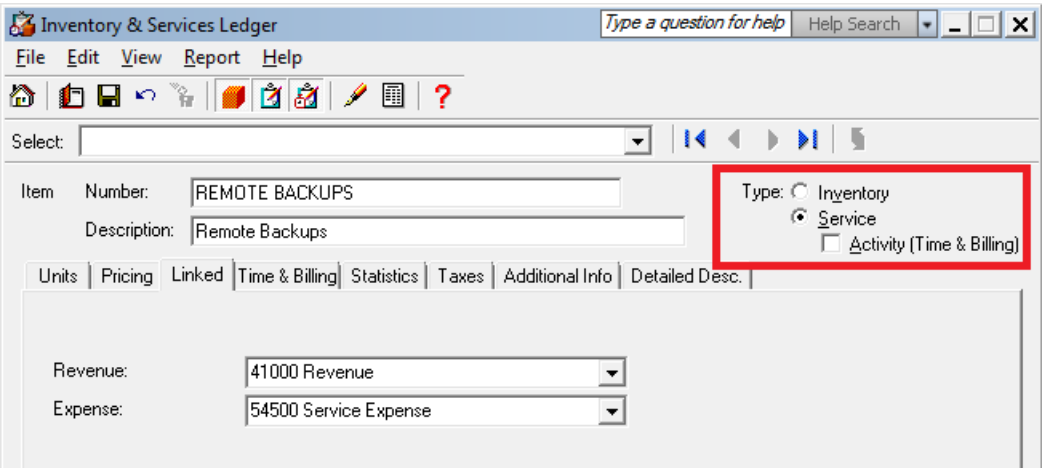
Account Type: *	Revenue-Product	Product ID:	
Table: *	My Company: Owner	Inventory:	12000
Record: *	mobius_f	Sales Code:	
Account:	41000	COGS:	54000

In Sage, we can create our Expense class account 54500 by setting the Account Class to Expense on the Class Options tab.



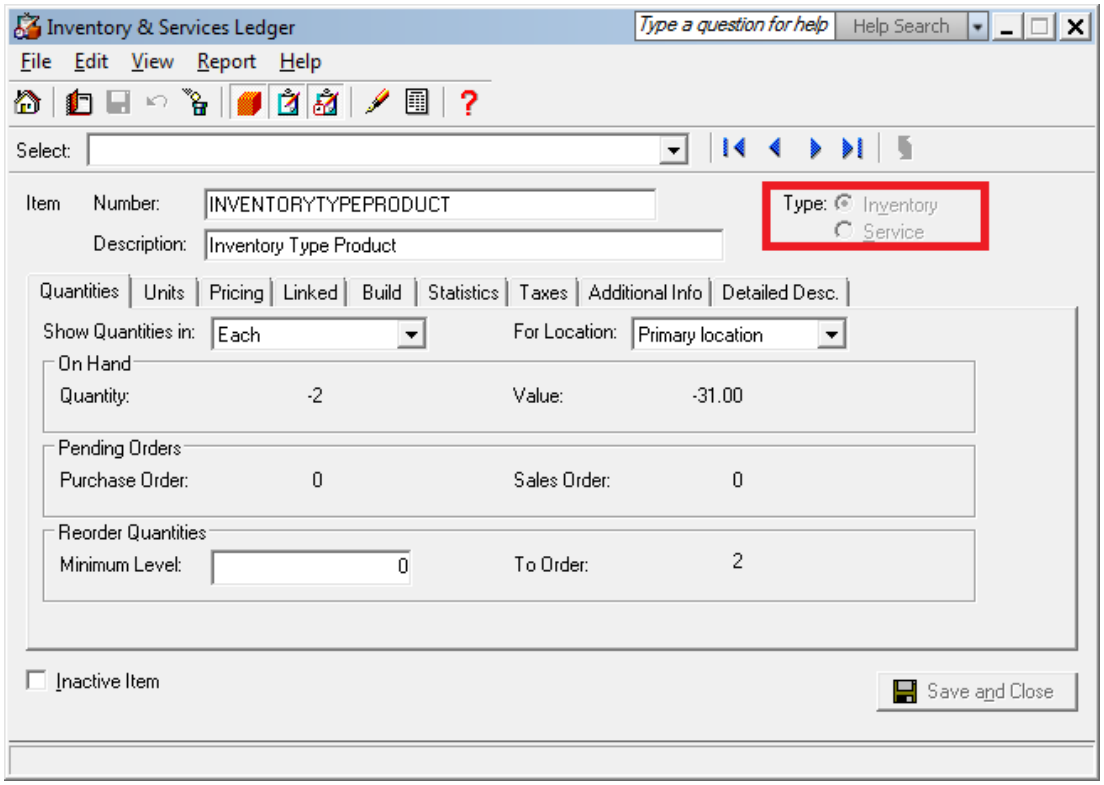
Notice that if we were creating an Inventory Type product in Sage, our COGS account would need to be a Cost of Goods Sold Account Class.

Now when we transfer an invoice with our REMOTE BACKUPS product, the expense account will properly link to account 54500, which is an expense class account.



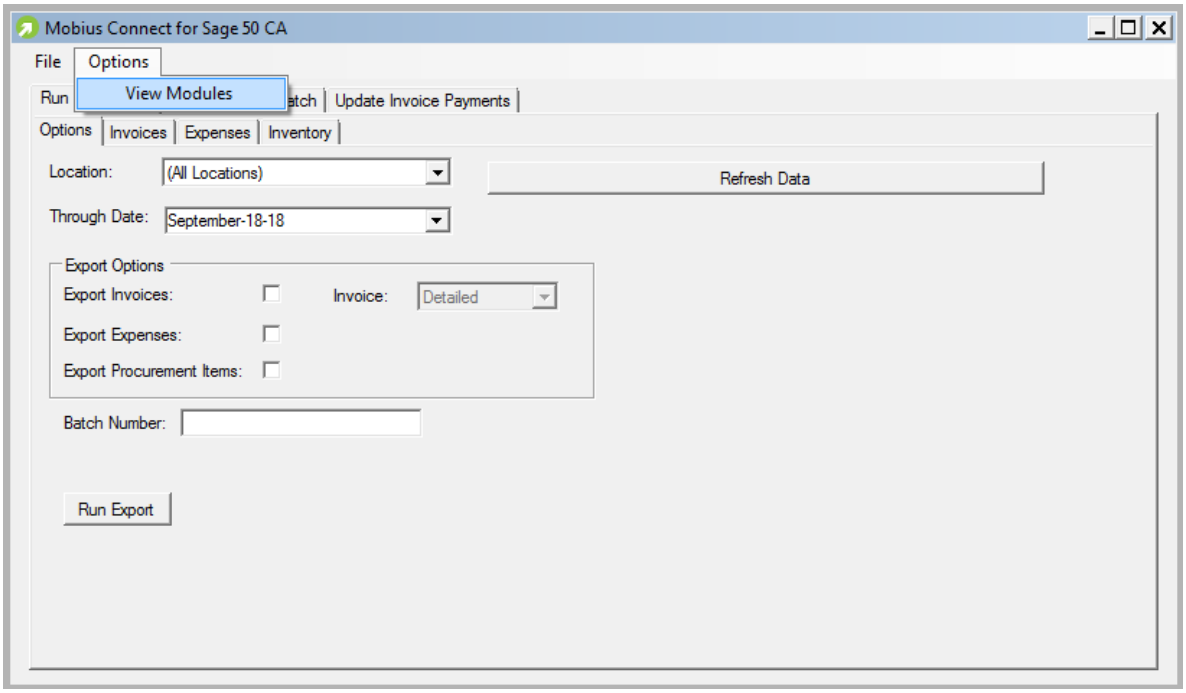
Properly configured Inventory Type products in Manage, will map to a separate Cost of Goods Sold account class.

GUIDE TO INTEGRATION IMPLEMENTATION

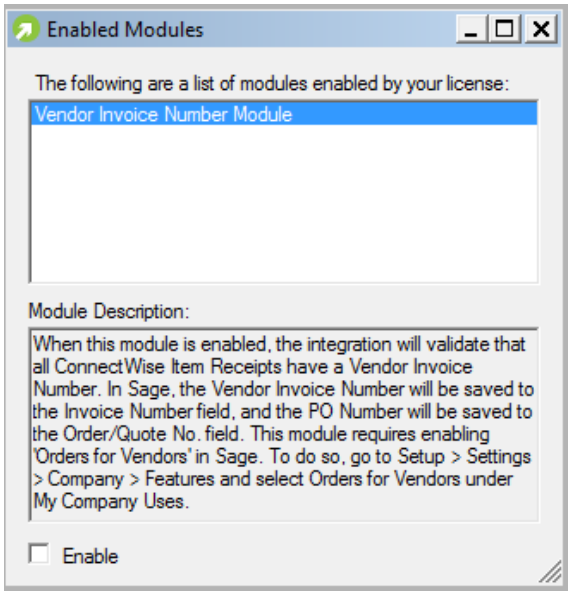


Item Receipts

Item receipts in Manage can be mapped to Sage 50 Canada in one of two ways by enabling or disabling the "Vendor Invoice Number" module. To enable/disable the Vendor Invoice Number module, on the integration's main window, go to *Options > View Modules*.



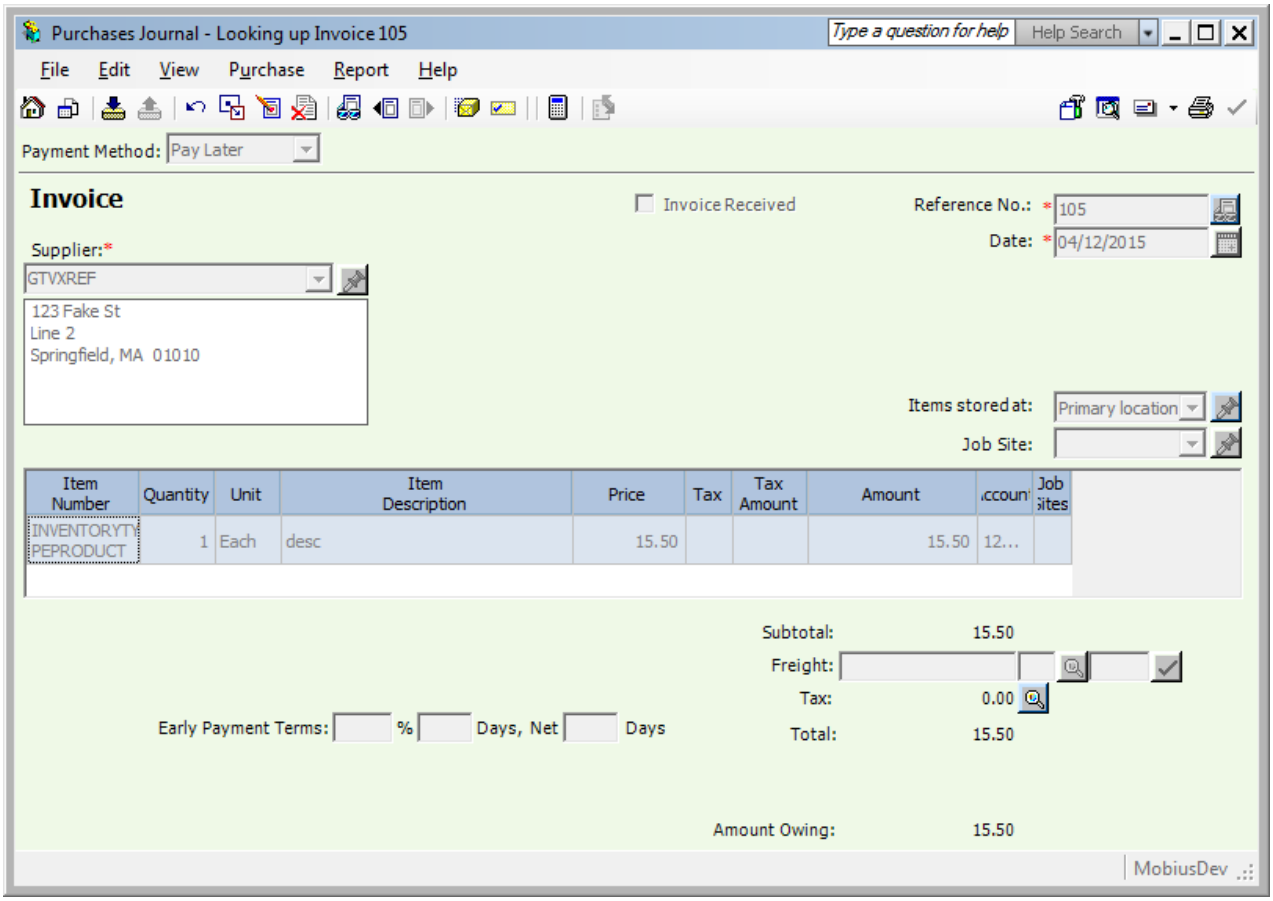
This will open the Modules window where you should see the "Vendor Invoice Number Module". In the bottom of this window is a checkbox to enable/disable this module.



With the Vendor Invoice Number Module Disabled

By default, this module is NOT enabled. The default behavior of the integration when handling Item Receipts is to use the Manage "PO Number" as the Payable Invoice "Invoice Number" in Sage. The "Invoice Received" flag will NOT be set, and the "Invoice Number" label will read "Reference No."

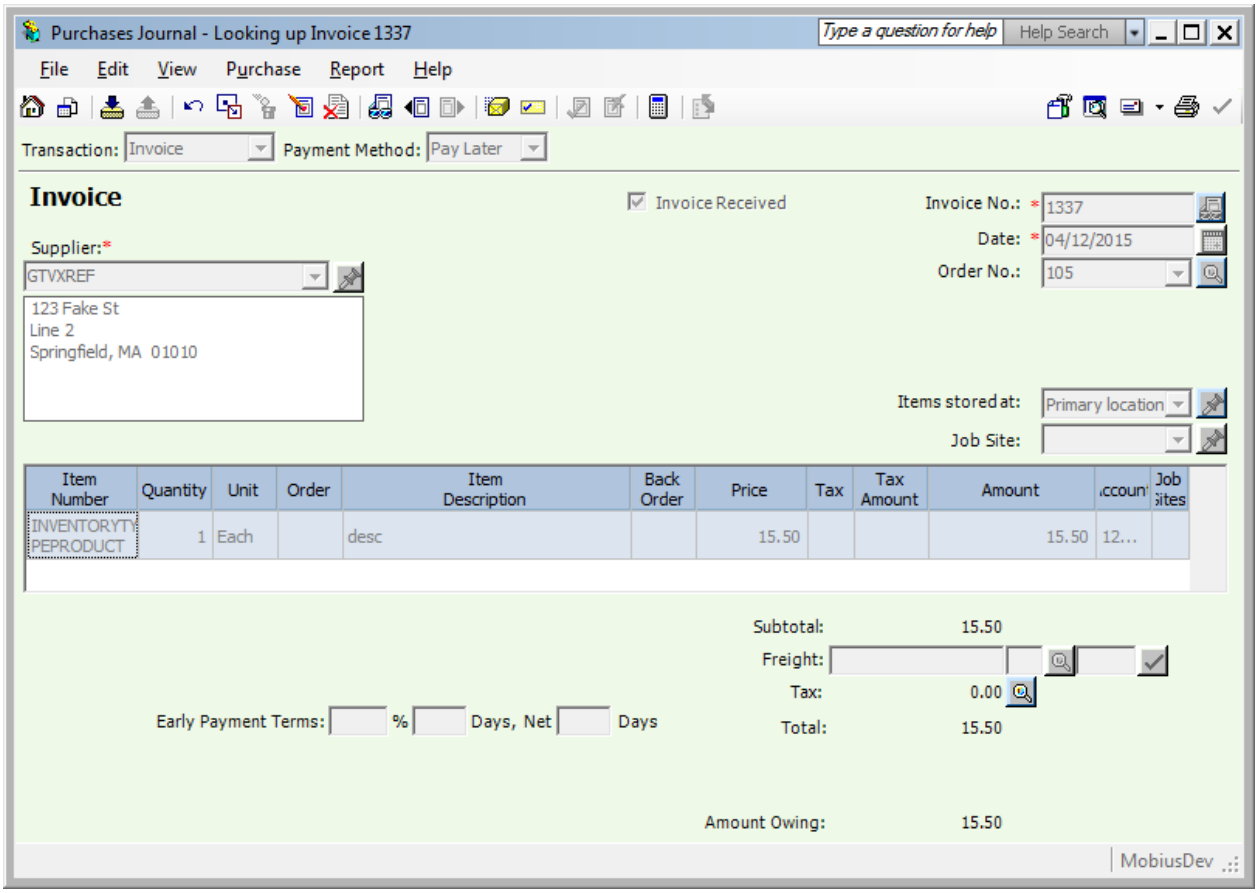
GUIDE TO INTEGRATION IMPLEMENTATION



If you always use the Vendor Invoice Number in Manage, then you may want to enable the Vendor Invoice Number Module. Enabling the module will require activating "Order Numbers" on the Sage Purchases Journal interface. To do so in Sage, go to *Setup > Settings > Company > Features* and check "Orders for Suppliers" under "My Company Uses."

With the Vendor Invoice Number Module Enabled

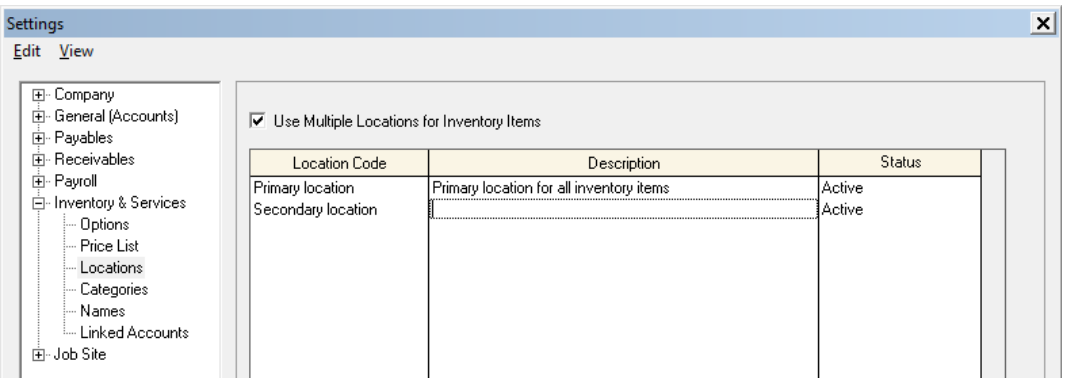
When the Vendor Invoice Number Module is enabled, the integration will use the Manage "Vendor Invoice #" field as the Payable Invoice "Invoice Number" in Sage. The Sage Payable Invoice "Invoice Received" flag will be set, and the Manage "PO Number" will be saved to the Payable Invoice "Order No." field.

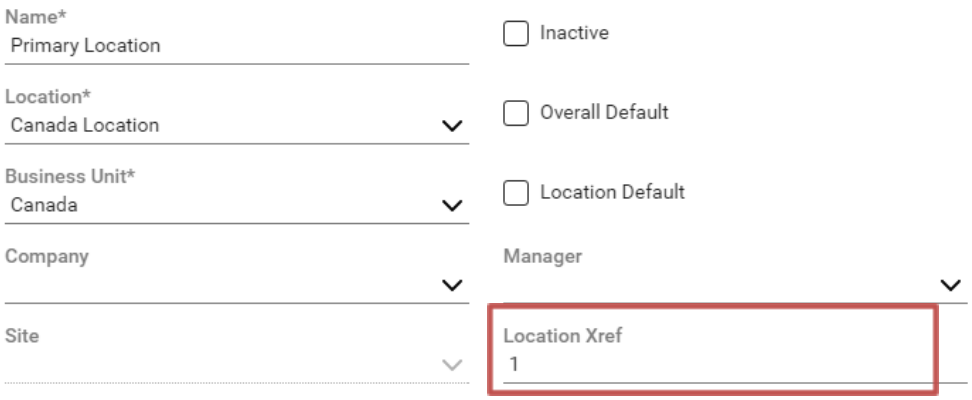


Please Note: When using the Vendor Invoice Number Module, extra validations are activated to ensure that all Manage Item Receipts have a Vendor Invoice Number, and that "Order Numbers" have been turned on for your Sage Purchases Journal interface.

Inventory Adjustments & Transfers

If you use multiple locations for inventory items in Sage 50 Canada, you can map Manage Warehouses to Sage 50 Canada locations for transferring Manage Inventory Adjustments and Transfers. The position of a location in the Locations setup screen located at *Setup > Settings > Inventory & Services > Locations* maps to a Manage Warehouse Location Xref value as an integer. If the Sage 50 Canada Location is first in the list a Manage Warehouse with Location Xref value of 1 would map to it. Consider the following setup:





GUIDE TO INTEGRATION IMPLEMENTATION

Name*
Secondary Location

Inactive

Location*
Canada Location

Overall Default

Business Unit*
Canada

Location Default

Company

Manager

Site

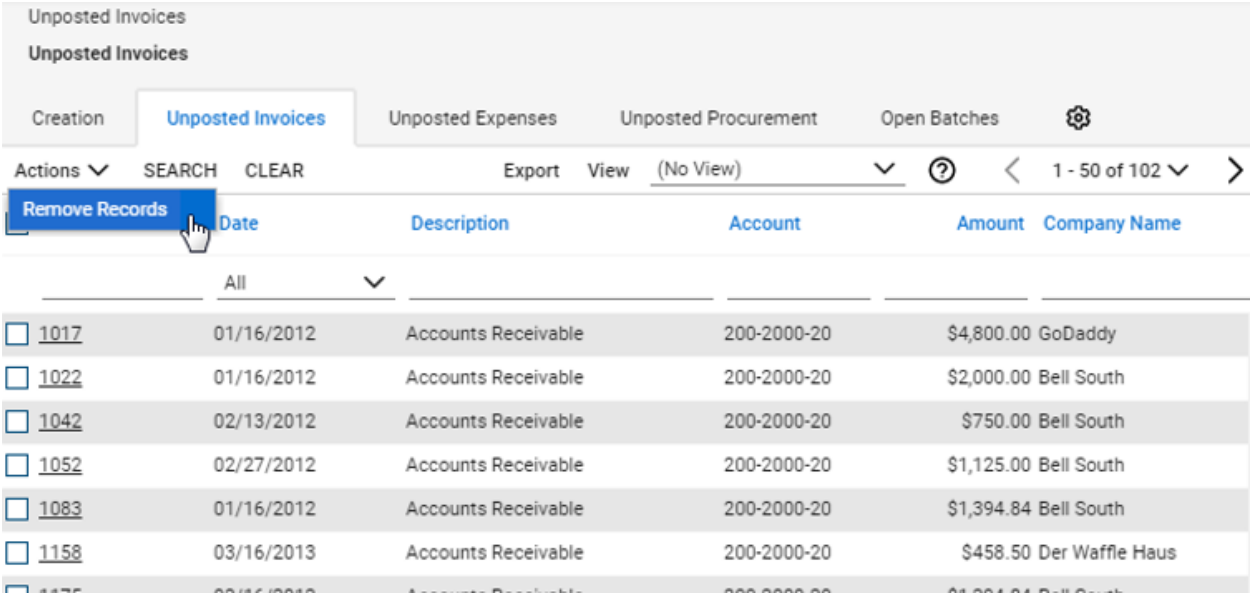
Location Xref
2

Clearing Transactions

If you do not have any transactions in Manage that you have already exported to an accounting package, you can skip this section.

If you currently have transactions in Manage that you have either manually created in Sage 50 Canada (or otherwise created in accounting software, and therefore have no need to account for them in Sage 50 Canada), you will not want the integration application to export those transactions into Sage 50 Canada again.

To remove unnecessary records from Manage so that the integration does not attempt to export them, navigate to the *Finance > Accounting Interface*. Go to the Unposted tab to remove unnecessary records. Select the transactions, then click “Actions” > “Remove Records”.



You will receive a pop up to confirm this action. Please enter a Batch Number and click “Save”.

Remove Records

Removing records will not transfer to the accounting package or export to a file. To bring records back, please go to the Open Batches tab to delete the batch.

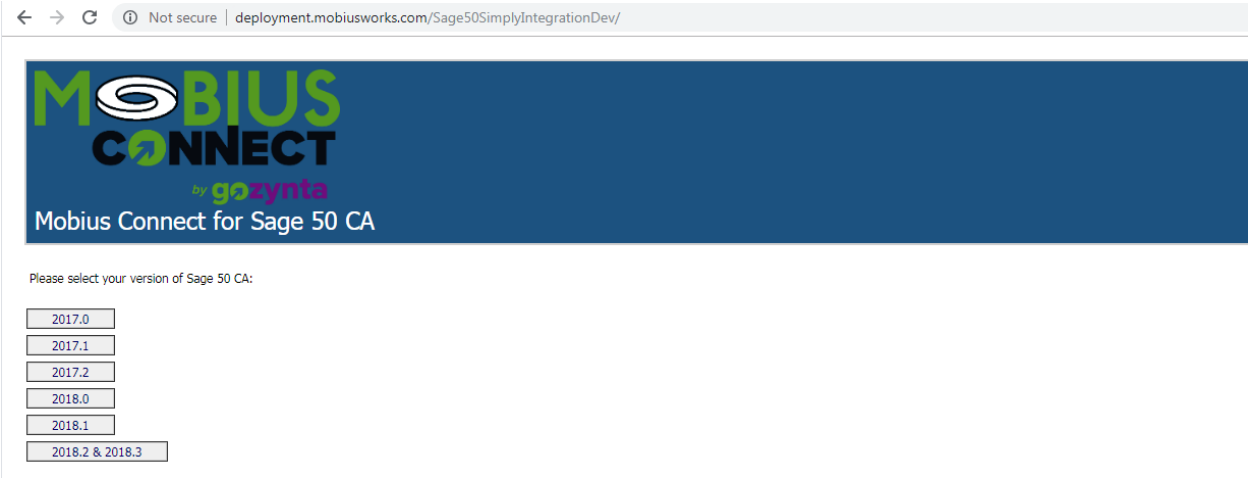
Enter Batch Number: *

SAVE CANCEL

Installation

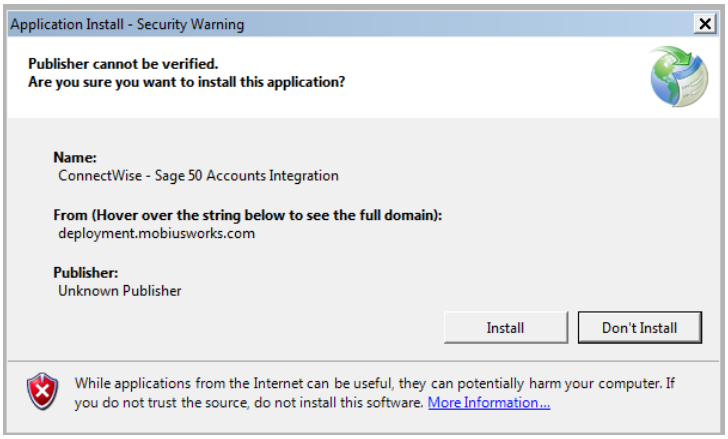
To install the Mobius Connect for Sage 50 Canada Integration, follow the instructions below. Note that the steps and screen shots are from a machine that already had the .NET Framework installed. Also, the browser in the examples is Internet Explorer.

1. Go to the installation page: deployment.mobius-connect.com/Sage50SimplyIntegration.



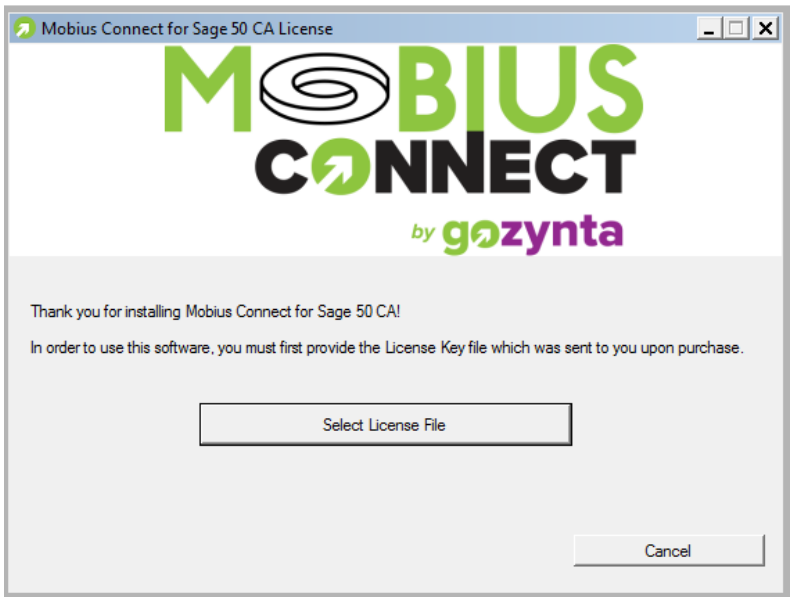
2. Select your version of Sage 50 Canada. If you're unsure, open Sage and go to *Help > About Sage 50…*

3. Click **Install**.



The installation creates a Mobius Connect for Sage 50 Canada Integration desktop icon.

The application will open immediately after installation. You will be required to activate the integration with the license key file. Click “Select License File” to install your license file and activate the integration.

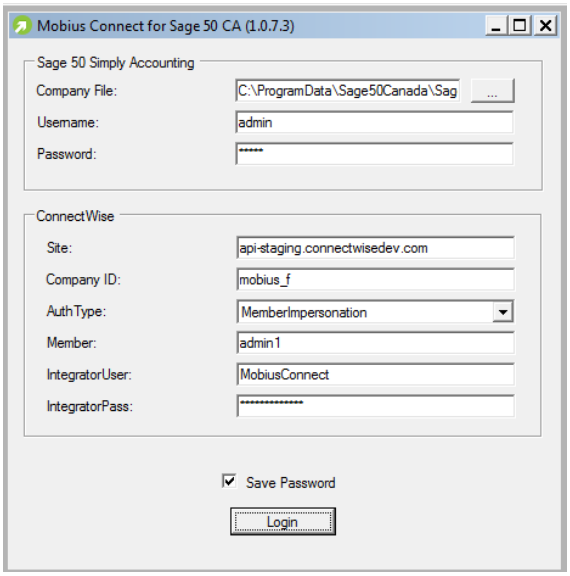


If you do not have a license file, please contact your ConnectWise Account Manager at AccountManager@ConnectWise.com.

Using the Application

Logging In

The first time you run the application, you will be prompted for both your Sage 50 Canada and Manage credentials. They will be retained on the Login screen for your convenience when you run the application the next time.

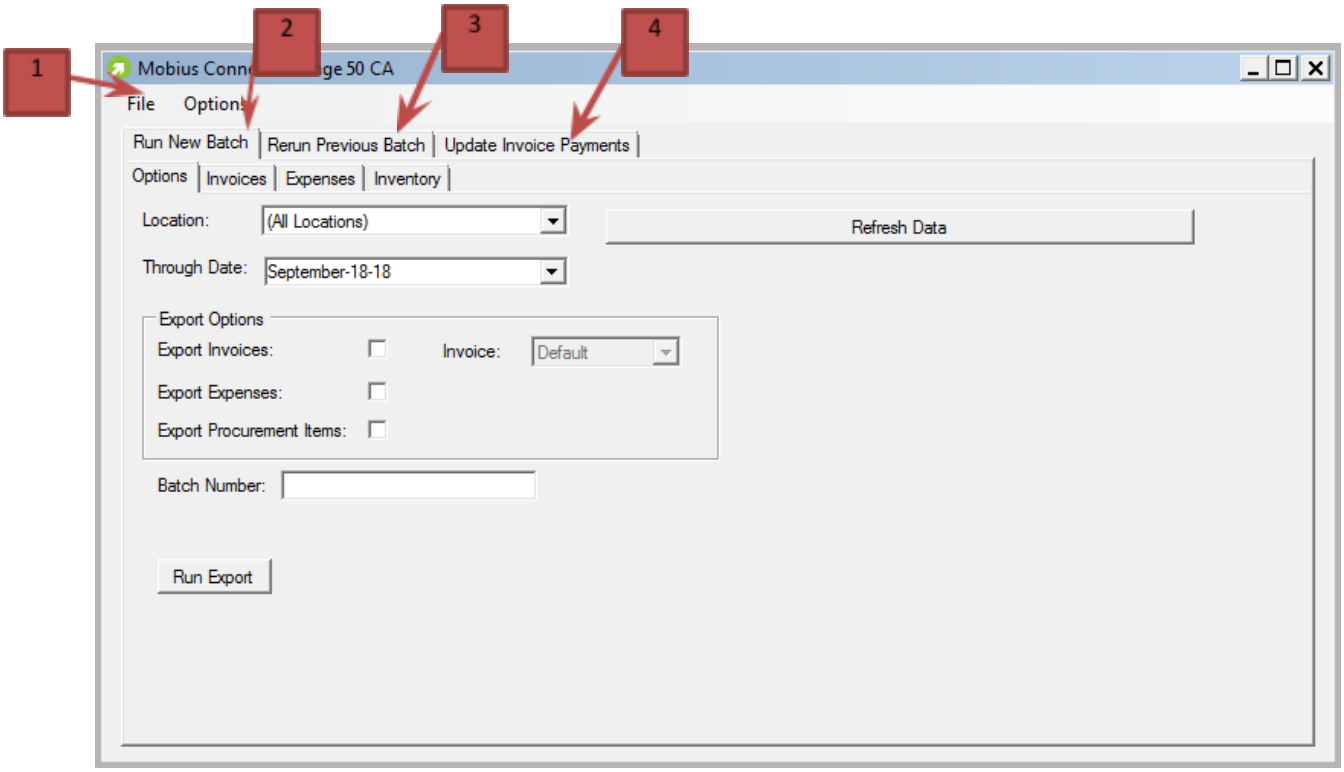


1. Enter the following Sage 50 Canada information in the Login screen:
   - **Company File:** This is the file for your company. By default, your company file will be stored under "C:\ProgramData\Sage50Canada\SageCanadaCompany". Click the **…** button to bring up a menu to help you choose the correct file. For example, the file chosen in the above example is "C:\ProgramData\Sage50Canada\SageCanadaCompany\MobiusDev.SAI". Note: Your company file should have a file type extension of SAI.
   - **Username & Password:** The login credentials of the user account that you have configured in Sage 50 Canada for Third Party Read/Write access. See Sage 50 Canada Configuration.
2. Enter the following Manage information in the Login screen:
   - **Site:** The domain name of the Manage site. For example, "connectwise.mycompany.com". ***Please note:*** Do not include the "https://" part of the URL.
   - **Company ID:** Your company database ID as assigned by Manage
   - **Auth Type:** Select the method of Authentication setup in ConnectWise Manage Configuration
     - **MemberImpersonation:** If using MemberImpersonation **AuthType**, enter your **Member, Integrator User,** and **Integrator Pass**
     - **APIKey:** If using APIKey **AuthType**, enter your **Public Key** and **Private Key**
3. **Save Password** – Check this box if you would like your Sage 50 Canada and Manage passwords saved for the next time you run the application.
4. Click **Login**.

Your passwords will be encrypted using Window's built-in cryptography system. Therefore, the saved password will only be allowed to be used by the currently logged in user on the same machine.

The Main Screen

The following is a guide of the various parts of the Main Screen.



1. **File Menu**: The file menu gives you the ability to exit the application, or logout and return to the login form.
2. **Run New Batch**: This tab allows you to select transactions and options needed to run a batch, which will export a list of transactions from Manage and import them into Sage 50 Canada.
3. **Rerun Previous Batch**: This tab allows you to select a batch that was previously run. This is useful for running a batch that successfully imported to Sage 50 Canada, but for reasons (such as a backup restore on the Sage 50 Canada system), needs to be run again.
4. **Update Invoice Payments**: This will look for updated balances on Accounts Receivable invoices in Sage 50 Canada, and update the corresponding Manage invoice with the amount that has been paid.

Running a New Batch

Setting up the Batch

The following explains how to use the integration application to run a new batch. This operation will export transactions that you select from Manage and import them into Sage 50 Canada. When the operation finishes, a new "Batch" is created in Manage that remembers the transactions that were part of the batch.

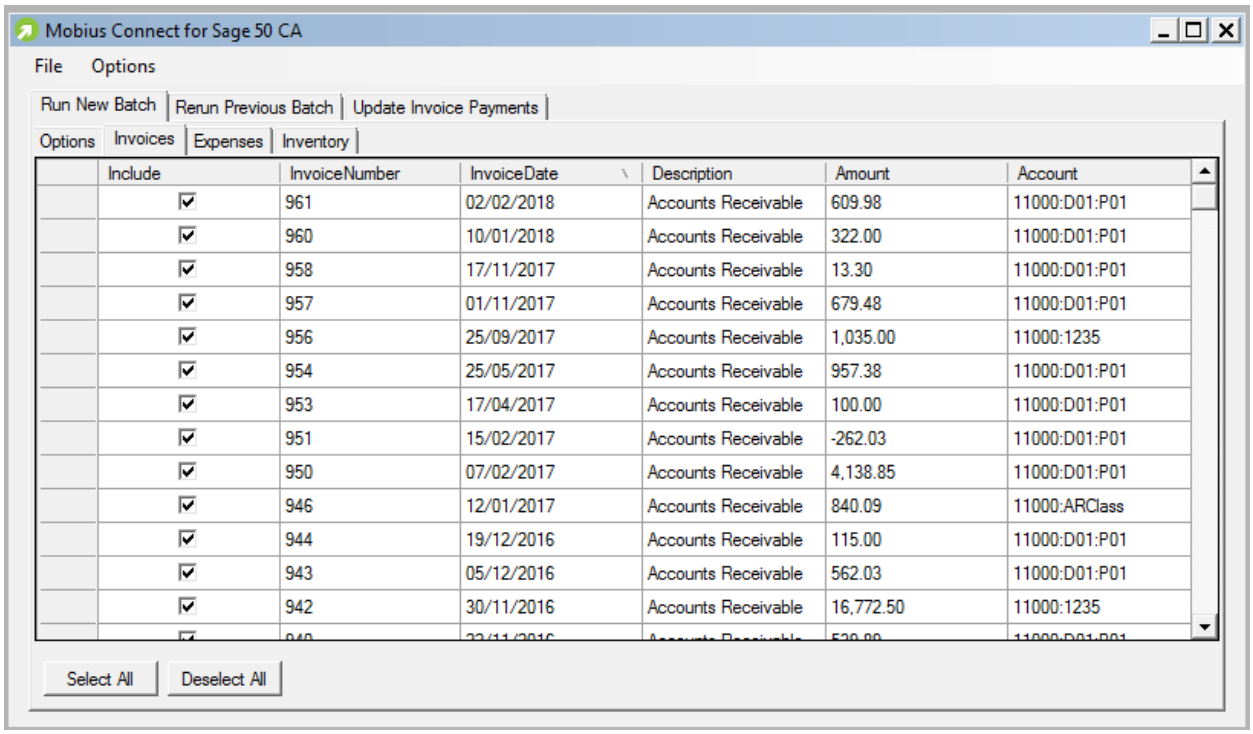
1. **Select Location –** If you are going to import records from a specific office location, choose the location from the dropdown box. To import records from all available locations, leave the field blank. If you have a location that is not present in the combo box, then that location does not have any transactions to export.
2. **Select Through Date –** If you wish to only select transactions that occurred up to a certain date, select that date as the "through date". Transactions that occurred after the "Through Date" will not show as transactions that you can select for the batch.
3. **Select Export Options –** Select the various options that will control the export. These options are described below:
    a. **Export Invoices –** Check this box to have AR Invoices exported as part of the batch. Leaving this box unchecked means that AR Invoices will not be exported as part of the batch.
    b. **Invoice -** This dropdown allows you to select the level of detail that is shown on an invoice line. For example, the invoice line for a Service Ticket in Manage might show in its description "Ticket #1234 – Set up computer for new hire". With "Default" selected, this invoice line will simply say "Service." The "Condensed" option will provide brief details and the "Detailed" option will provide extensive details.
    c. **Export Expenses –** Check this box to have reimbursable exported as part of the batch.
    d. **Export Inventory –** Check this box to have inventory transactions (Item Receipts, Inventory Adjustments, and Inventory Transfers) included as part of the batch.

You may sometimes find that a transaction you expected to be listed is not because of some missed step somewhere along the way (such as an invoice never having been marked as "Closed"). After performing this step, you can press "Refresh Data" in order for that transaction to show up in the list of transactions.

Note that transactions in Manage are set up to use the accounts as they existed at the time the transaction was closed. For example, if the Manage GL Setup Table has 1100 set for Accounts Receivable, then the invoice will be tagged with 1100 when it is closed. If you then change the Accounts Receivable account in the Manage GL Setup Table to 1200, the invoice will STILL use the old account, 1100. To update a closed invoice to use the new account, set the invoice to an "Open" status, save the change, then set it back to a "Closed" status, and save again. This will effectively "reset" the GL accounts against which the invoice is set.

Selecting Specific Invoices

By clicking on the “Invoices” tab, you can explicitly control which invoices you want to include in the batch.

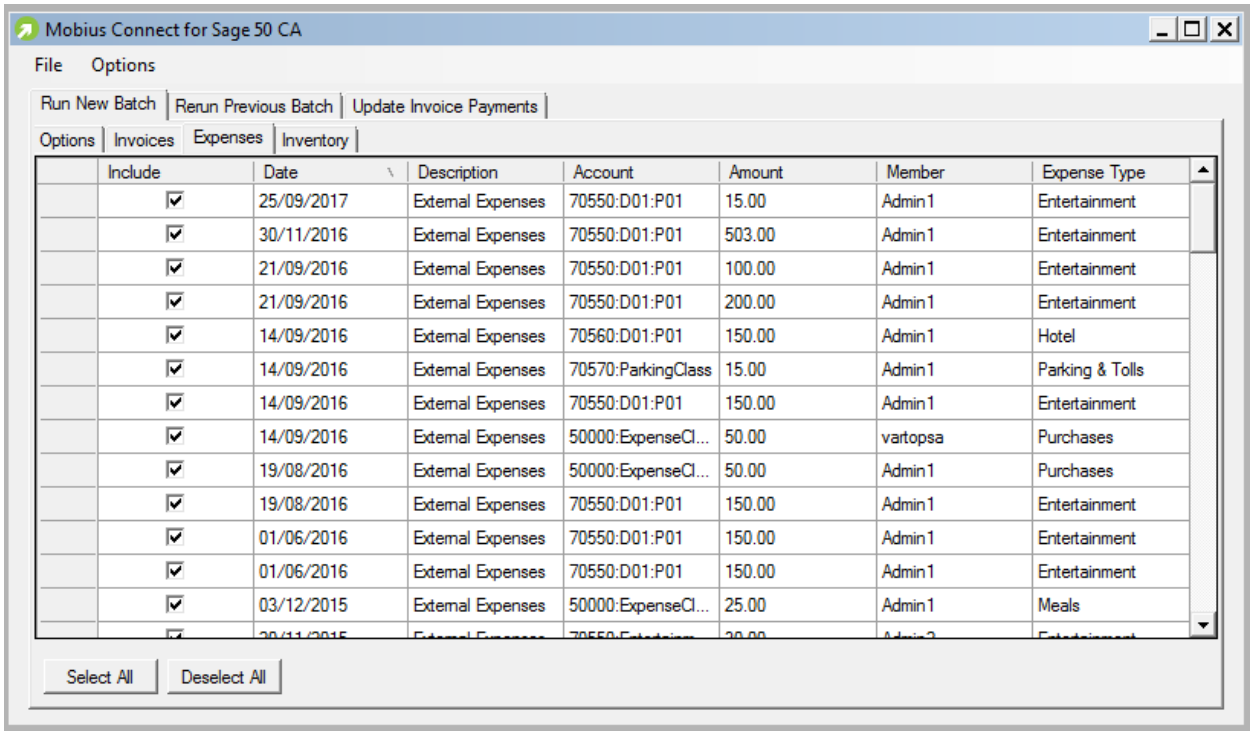


Include	InvoiceNumber	InvoiceDate	Description	Amount	Account
☑	961	02/02/2018	Accounts Receivable	609.98	11000:D01:P01
☑	960	10/01/2018	Accounts Receivable	322.00	11000:D01:P01
☑	958	17/11/2017	Accounts Receivable	13.30	11000:D01:P01
☑	957	01/11/2017	Accounts Receivable	679.48	11000:D01:P01
☑	956	25/09/2017	Accounts Receivable	1,035.00	11000:1235
☑	954	25/05/2017	Accounts Receivable	957.38	11000:D01:P01
☑	953	17/04/2017	Accounts Receivable	100.00	11000:D01:P01
☑	951	15/02/2017	Accounts Receivable	-262.03	11000:D01:P01
☑	950	07/02/2017	Accounts Receivable	4,138.85	11000:D01:P01
☑	946	12/01/2017	Accounts Receivable	840.09	11000:ARClass
☑	944	19/12/2016	Accounts Receivable	115.00	11000:D01:P01
☑	943	05/12/2016	Accounts Receivable	562.03	11000:D01:P01
☑	942	30/11/2016	Accounts Receivable	16,772.50	11000:1235

Checking the checkbox in the “Include” column will cause the transaction to be included in the batch. Conversely, unchecking the checkbox in the “Include” column will cause the transaction to NOT be included in the batch. You may also click the “Select All” or “Deselect All” buttons to check or uncheck all transactions, respectively.

Selecting Specific Expenses

By clicking on the "Expenses" tab, you can explicitly control which reimbursable expenses you want to include in the batch.



Include	Date	Description	Account	Amount	Member	Expense Type
☑	25/09/2017	External Expenses	70550:D01:P01	15.00	Admin1	Entertainment
☑	30/11/2016	External Expenses	70550:D01:P01	503.00	Admin1	Entertainment
☑	21/09/2016	External Expenses	70550:D01:P01	100.00	Admin1	Entertainment
☑	21/09/2016	External Expenses	70550:D01:P01	200.00	Admin1	Entertainment
☑	14/09/2016	External Expenses	70560:D01:P01	150.00	Admin1	Hotel
☑	14/09/2016	External Expenses	70570:ParkingClass	15.00	Admin1	Parking & Tolls
☑	14/09/2016	External Expenses	70550:D01:P01	150.00	Admin1	Entertainment
☑	14/09/2016	External Expenses	50000:ExpenseCl...	50.00	vartopsa	Purchases
☑	19/08/2016	External Expenses	50000:ExpenseCl...	50.00	Admin1	Purchases
☑	19/08/2016	External Expenses	70550:D01:P01	150.00	Admin1	Entertainment
☑	01/06/2016	External Expenses	70550:D01:P01	150.00	Admin1	Entertainment
☑	01/06/2016	External Expenses	70550:D01:P01	150.00	Admin1	Entertainment
☑	03/12/2015	External Expenses	50000:ExpenseCl...	25.00	Admin1	Meals

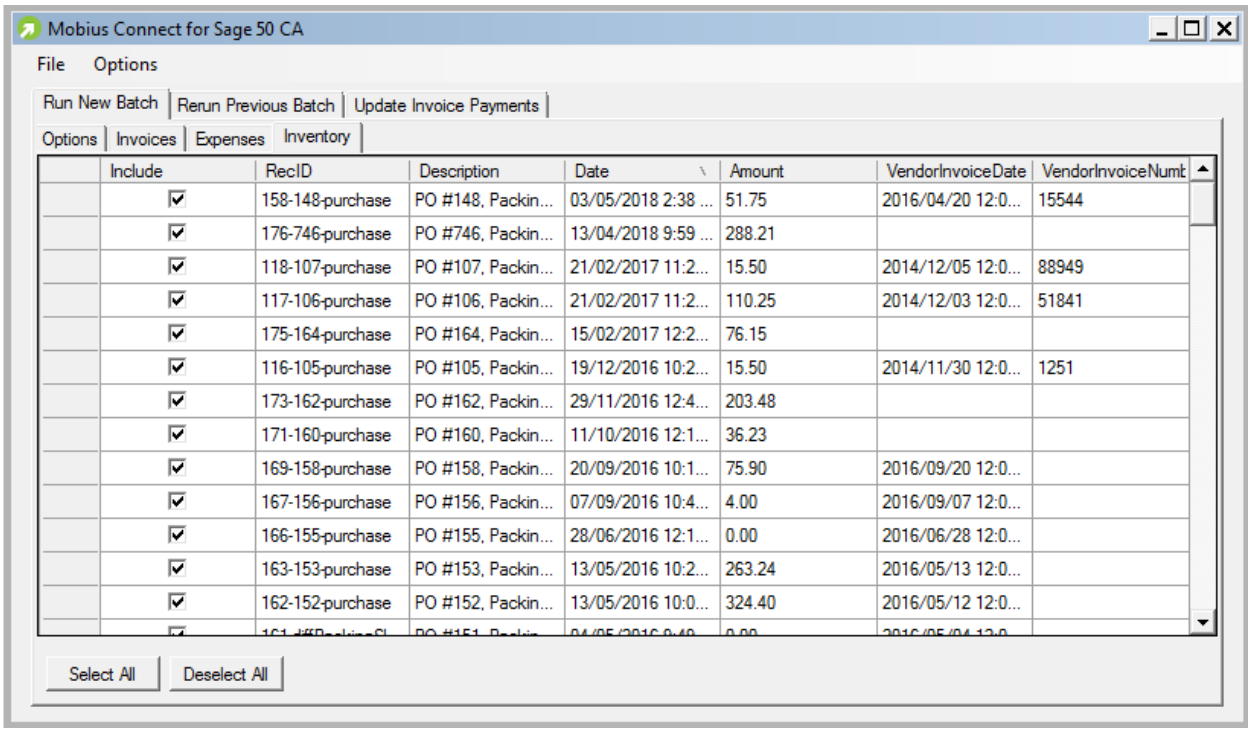
Checking the checkbox in the "Include" column will cause the transaction to be included in the batch. Conversely, unchecking the checkbox in the "Include" column will cause the transaction to NOT be included in the batch. You may also click the "Select All" or "Deselect All" buttons to check or uncheck all transactions, respectively.

Note: Non-billable, non-reimbursable expenses do not transfer with the Expense as Bill option. However Sage 50 US does not support transfer without the Expense as Bill option.

Non-reimbursable expenses need to be batched manually in ConnectWise to clear it out of the unposted transaction list.

Selecting Specific Inventory Transactions

By clicking on the "Inventory" tab, you can explicitly control which inventory transactions you want to include in the batch.



Include	RecID	Description	Date	Amount	VendorInvoiceDate	VendorInvoiceNumb
☑	158-148-purchase	PO #148, Packin...	03/05/2018 2:38 ...	51.75	2016/04/20 12:0...	15544
☑	176-746-purchase	PO #746, Packin...	13/04/2018 9:59 ...	288.21		
☑	118-107-purchase	PO #107, Packin...	21/02/2017 11:2...	15.50	2014/12/05 12:0...	88949
☑	117-106-purchase	PO #106, Packin...	21/02/2017 11:2...	110.25	2014/12/03 12:0...	51841
☑	175-164-purchase	PO #164, Packin...	15/02/2017 12:2...	76.15		
☑	116-105-purchase	PO #105, Packin...	19/12/2016 10:2...	15.50	2014/11/30 12:0...	1251
☑	173-162-purchase	PO #162, Packin...	29/11/2016 12:4...	203.48		
☑	171-160-purchase	PO #160, Packin...	11/10/2016 12:1...	36.23		
☑	169-158-purchase	PO #158, Packin...	20/09/2016 10:1...	75.90	2016/09/20 12:0...	
☑	167-156-purchase	PO #156, Packin...	07/09/2016 10:4...	4.00	2016/09/07 12:0...	
☑	166-155-purchase	PO #155, Packin...	28/06/2016 12:1...	0.00	2016/06/28 12:0...	
☑	163-153-purchase	PO #153, Packin...	13/05/2016 10:2...	263.24	2016/05/13 12:0...	
☑	162-152-purchase	PO #152, Packin...	13/05/2016 10:0...	324.40	2016/05/12 12:0...	

Checking the checkbox in the "Include" column will cause the transaction to be included in the batch. Conversely, unchecking the checkbox in the "Include" column will cause the transaction to NOT be included in the batch. You may also click the "Select All" or "Deselect All" buttons to check or uncheck all transactions, respectively.

Select a Batch ID

Once you select the transactions that you want to export in the batch, you must pick a Batch Number.

Manage recommends that you use a separate batch for Invoice, Expense, and Inventory transactions. In order to ensure that your batch numbers stay unique and easy to understand, a naming convention is also recommended. A common naming convention might be the date, initials of the person running the batch, and the type of batch being run. For example, if John Doe were to run three batches on January 1st of 2013, he might run the integration three times with the following batch numbers:

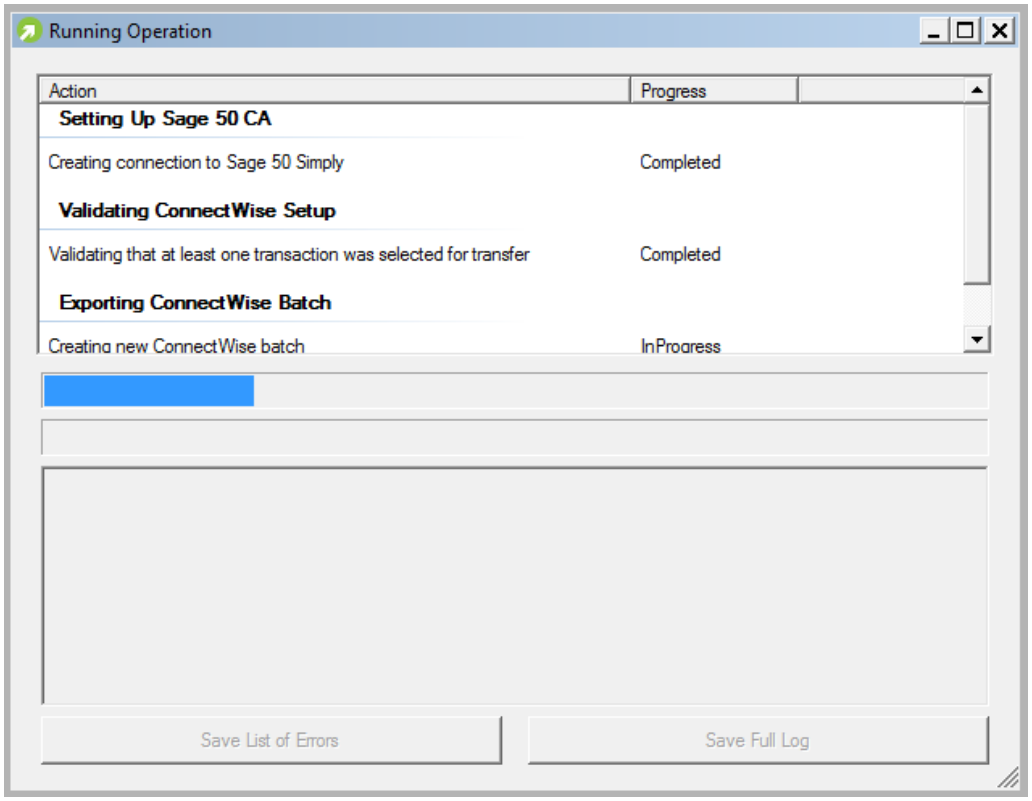
- 20130101JD-I (Used for all invoice transactions)

- 20130101JD-E (Used for all reimbursable expense transactions)
- 20130101JD-P (Used for all inventory transactions. “P” stands for “Procurement”)

Determine which Batch Number you wish to use, and type it into the “Batch Number” field.

Run the Batch

Click “Run Export”. This will start the export process.



Once started, a screen will appear that provides the status of the export process. When the export process completes, you will have a description of the results in the lower part of the screen. At this point, you can save a log of the results:

- Click “Save List of Errors” to create a file that contains the list of errors that occurred. You might have to fix issues with various transactions and then rerun. Having this list of errors is helpful for listing those errors.
- Click “Save Full Log” to create a file that contains much more information on the errors and the cause of those errors. This log is useful if you have a question on a specific error message and would like to send it to a Mobius Works support technician, as it provides us a great deal of information that helps us discover what happened.

When the export finishes, you will be left in one of three states. You should read the text in the output screen to determine the results of your batch. In general, you will experience one of three results:

1. *The batch failed*

In this case, an error occurred before any transactions started to be imported into Sage 50 Canada. These errors might be as simple as not being able to connect to either Manage or Sage 50 Canada.

Additionally, this integration performs a number of validation checks before starting to push transactions to Sage 50 Canada. An example validation is to check to make sure that a Vendor has been mapped successfully and the Vendor ID it was mapped to exists in the Sage 50 Canada system. If any such validations fail, the batch will fail entirely.

You should fix whatever the error messages indicate, and try to run the batch again. Because no transactions were exported, just as if you had never run the batch.

2. *The batch completed successfully*

In this case, the batch was run successfully. All selected transactions were exported to Sage 50 Canada and no errors occurred. Additionally, Manage was updated with the information of all the transactions, creating a new "Batch" with the Batch ID provided, that stores the list of transactions that were selected. These transactions will no longer show in the integration screen since they are considered to have been transferred to Sage 50 Canada.

3. *The batch completed, but some transactions contained errors*

In this case, all the validation passed, and at least one transaction was successfully imported into Sage 50 Canada. However, there were some transactions that failed. In this case, a batch is still created with the transactions that did successfully transfer. Since a batch was created for the successful transactions, another batch will need to be created once the unsuccessful transactions are corrected based on the suggestion(s) in the error message.

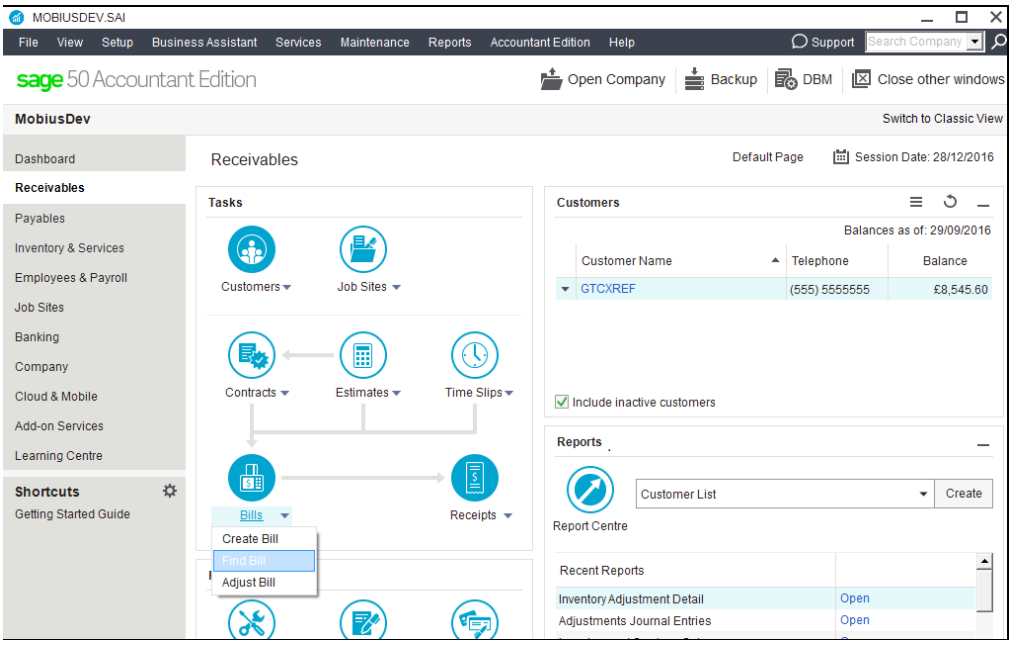
For example, assume that John Doe ran batch "20130101JD-I", which pushed 25 successful invoices to Sage 50 Canada, but failed on three invoices. John should correct the issues described by the error messages, and then create another batch for these last three. This new batch number could be called "20130101JD-I-1"

Validating a Batch

Although the integration program itself performs a number of validations (such as checking to make sure that an account specified on a transaction is an account in Sage 50 Canada), it is a good idea to check some of the data to ensure that things have worked reliably.

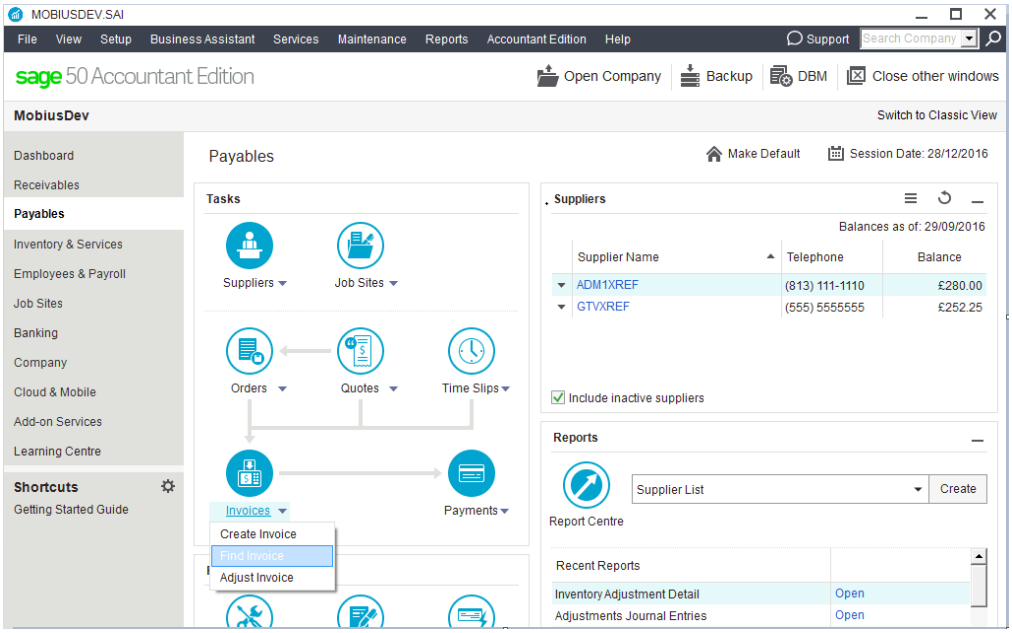
Invoices

To verify invoices in Sage 50 Canada, navigate to *Receivables > Bills > Find Bill:*



Expenses

To verify expenses in Sage 50 Canada, navigate to *Payables > Invoices > Find Invoices:*



Item Receipts

To verify item receipts in Sage 50 Canada, navigate to *Inventory & Services > Inventory & Services > View Inventory & Services:*

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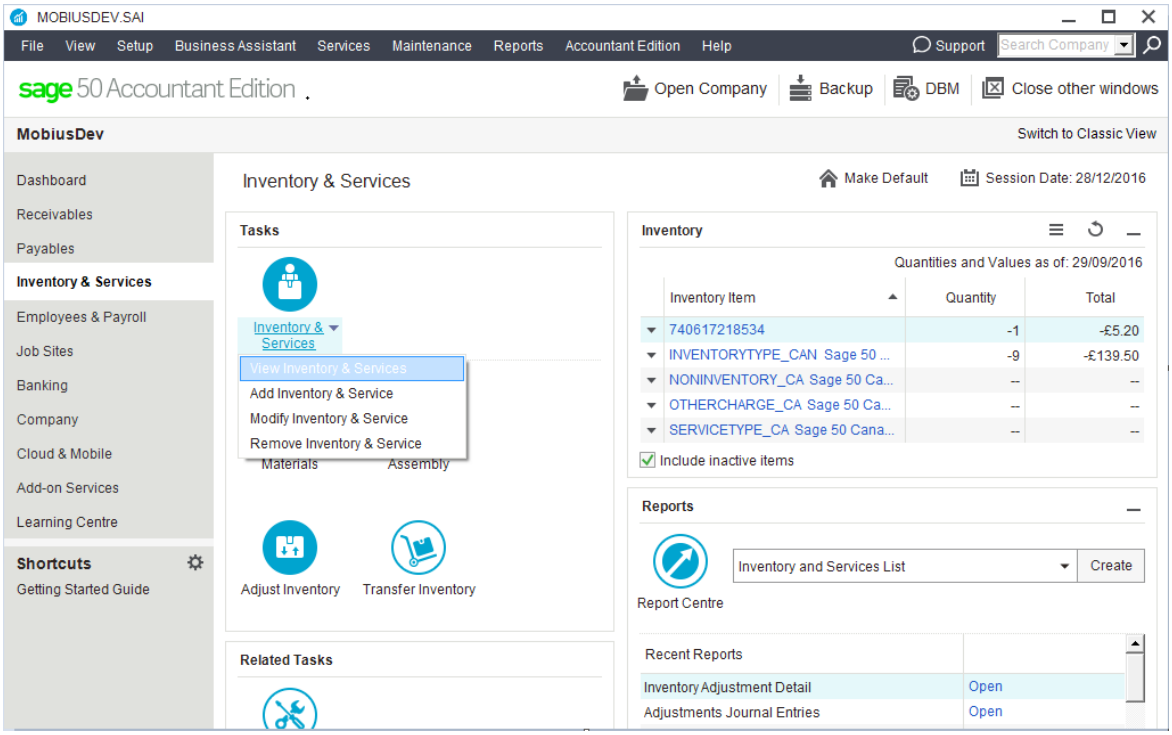


GL Entries

Sage 50 Canada has 2 Product Types:

1. Inventory
2. Service

These types are mapped to Manage Item Types as follows, and will apply the following transactions:

1. Manage **Inventory** > Sage **Inventory**
    - Purchase (Item Receipt)
        - Accounts Payable *Credit*
        - Inventory *Debit*
    - Sale (AR Invoice)
        - *Inventory *Credit*
        - *COGS *Debit*
        - Revenue *Credit*
        - Accounts Receivable *Debit*
2. Manage **Non-Inventory, Service, Other Charge** (or NULL/Unknown) > Sage **Service**
    - Purchase (Item Receipt)
        - Accounts Payable *Credit*
        - COGS *Debit*
    - Sale (AR Invoice)
        - Revenue *Credit*
        - Accounts Receivable *Debit*

**This transaction is handled by the accounting package directly, not the integration.*

Rerunning an Existing Batch

There might be a rare case where you have previously run a batch, and you wish to run that batch against your Sage 50 Canada software again. For example, you might have run a batch successfully, only to have the Sage 50 Canada software require to be restored from a backup, thus losing all of the changes. In this case, you'd want to rerun the batch.

One way to do this would be to use the Accounting Interface screen in Manage to delete the batch, but this means that you would have to carefully select the transactions again, which could be error-prone.

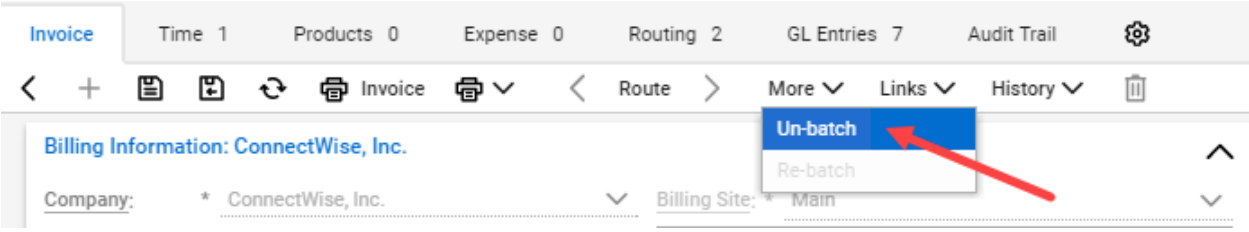
Another possibility is to click the “Rerun Previous Batch” tab in the integration program. In this tab, you would type in the Batch ID, then click “Run” rerun the batch. The batch is then rerun against the Sage 50 Canada database.

WARNING: While this can be useful, this feature can be used to duplicate transactions in the Sage 50 Canada system. This could occur if the transactions created in the Sage 50 Canada system, as a result of the first run of the batch, still exist in the Sage 50 Canada system when the batch is rerun! *Use caution when rerunning batches!*

Un-posting Transactions

Invoices

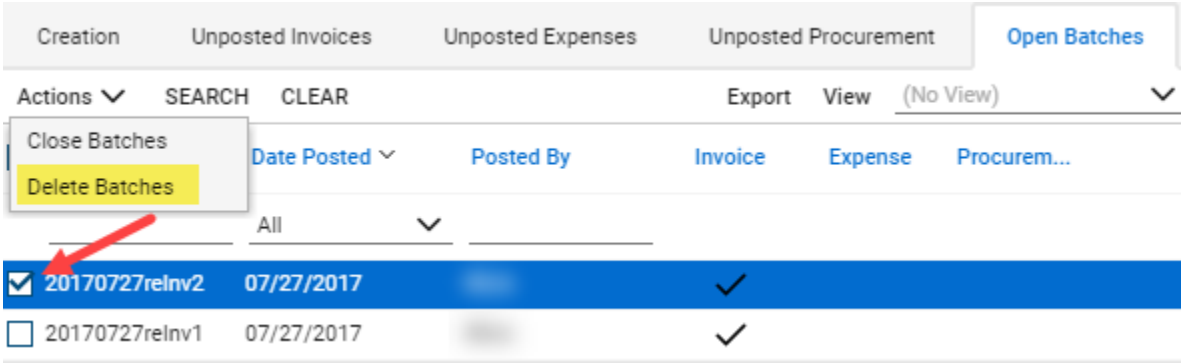
If you feel you've made an error on a particular invoice, you have the ability to un-batch it individually. Go to the Invoice, and click on "More" > "Un-batch".



Click **OK** to the verification message. The invoice will then be un-batched and will return to the unposted Invoices list in the integration, ready to be exported. Please note that this did not delete the invoice from your accounting package. You will need to do that manually.

Batches

If you feel you have made an error and need to restore some of the transactions that have been previously batched from the "Unposted" tabs, you can delete the batch in Manage at *Finance* > *Accounting Interface* > *Open Batches*. Click the checkmark next to the batch, then click "Actions" > "Delete Batches".



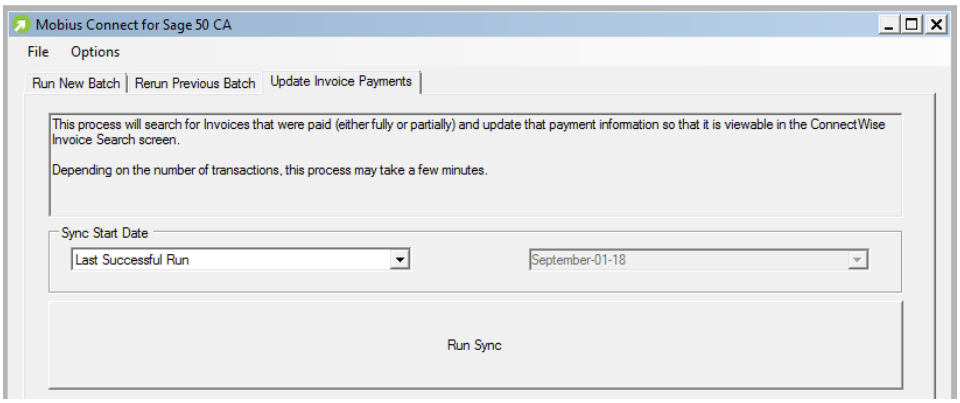
Click **OK** to the verification message. The batch will then be deleted, and the transactions are again listed on the "Unposted" tabs, ready to be exported. Please note that this did not delete the transactions from your accounting package. You will need to do that manually.

If you choose Close instead of Delete, then the transactions will stay posted and you will no longer be able to see the batch. In this case, you will need to contact your ConnectWise Consultant at Consulting@ConnectWise.com to restore it for you if you ever need it again. As a result, it is recommended to never Close a Batch in Manage.

Synchronizing Invoice Payments

Your typical workflow will include creating invoices in Manage, and exporting those invoices to Sage 50 Canada. However, when you receive payments from customers, you will use Sage 50 Canada to record that the payment was received. Since it is useful to be able to look at an invoice in Manage and know if that invoice has been paid without needing to access Sage 50 Canada, the integration program allows you to synchronize payment updates so that Manage shows you what payments have been made to invoices. Use the following steps to accomplish this:

1. At the integration main form, click on the "Update Invoice Payments" tab.



2. Select the "Start Date". You will have the following options for a Start Date:
   - **Last Successful Run**: Will synchronize all invoices that were updated with new payment info in Sage 50 Canada since the last time the current user ran a synchronization on the current computer.
   - **Past Week**: Will synchronize all invoices that were updated with new payment info in Sage 50 Canada in the past 7 days.
   - **Past Two Weeks**: Will synchronize all invoices that were updated with new payment info in Sage 50 Canada in the past 14 days.
   - **Past Month**: Will synchronize all invoices that were updated with new payment info in Sage 50 Canada since the current day in the past month (e.g., if today is the 10th of April, all invoices updated on March 10th and later will be synced).
   - **Custom Date**: Will synchronize all invoices that were updated with new payment info in Sage 50 Canada since a date of your choosing up until today.
3. Click "Run Sync".

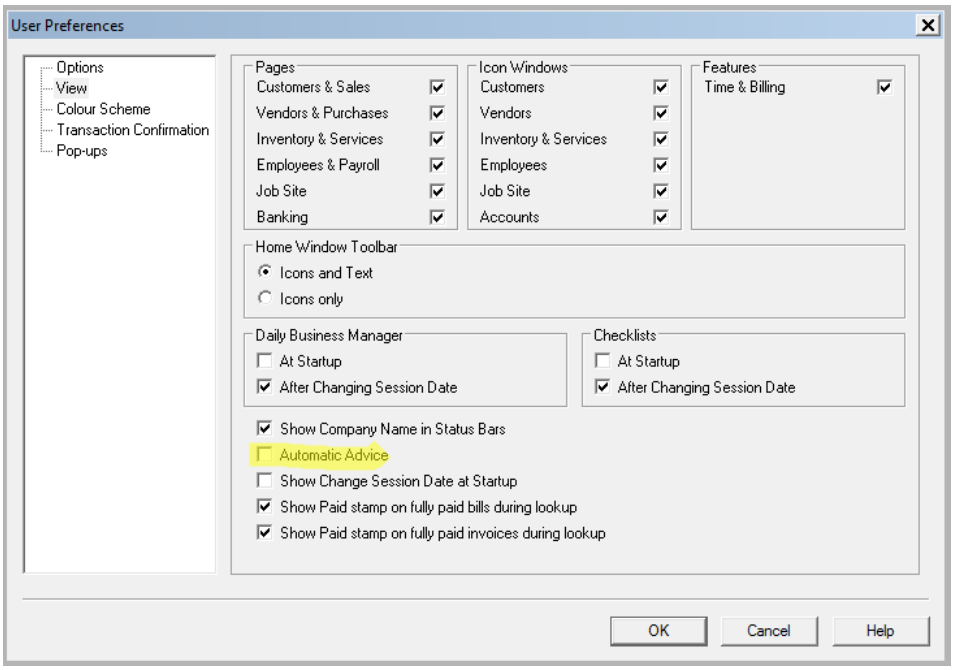
All invoices that were updated on or after the Start Date will have their payment info updated in Manage. This info includes the total amount that has been paid, and the date that the invoice was paid in full. You can view these results in Manage "Invoice Search" screen, by accessing Finance -> Invoice Search. Each invoice will have a "Paid Amount" and "Date Paid" field. Note that the "Date Paid" field will only be filled with a date if the invoice was paid in full.

Unlike transactions, it is perfectly valid to update an invoice even after it has been updated. If an invoice has a $50 payment received on March 1, 2020, and you run the invoice synchronization more than once over that day, the second time will just leave the paid amount in Manage at $50, and no harm will be done. Therefore, if you are unsure of the last date that a synchronization was run, it is better to pick a date far in the past.

Additional Notes

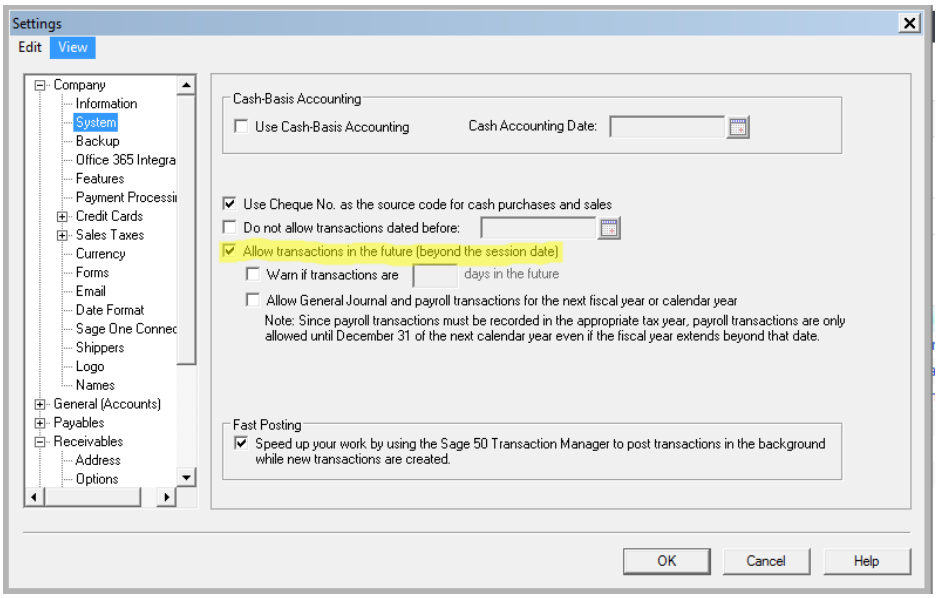
Following are a few recommended settings to prevent Sage 50 Canada from providing feedback to the integration that ultimately prevents certain actions from completing successfully.

1. **Turn Off Automatic Advice in Sage 50 Canada**
   This prevents Sage 50 Canada from trying to provide "useful" feedback to the integration. If this option is enabled and an action occurs which activates the "Automatic Advice", the integration will **NOT** be able to successfully transfer the batch it is processing. To disable Automatic Advice, go to *Setup > User Preferences > View > Uncheck Automatic Advice.* **Automatic Advice is user specific and must be disabled for the user account that the integration will be using to connect to Sage 50 Canada.**



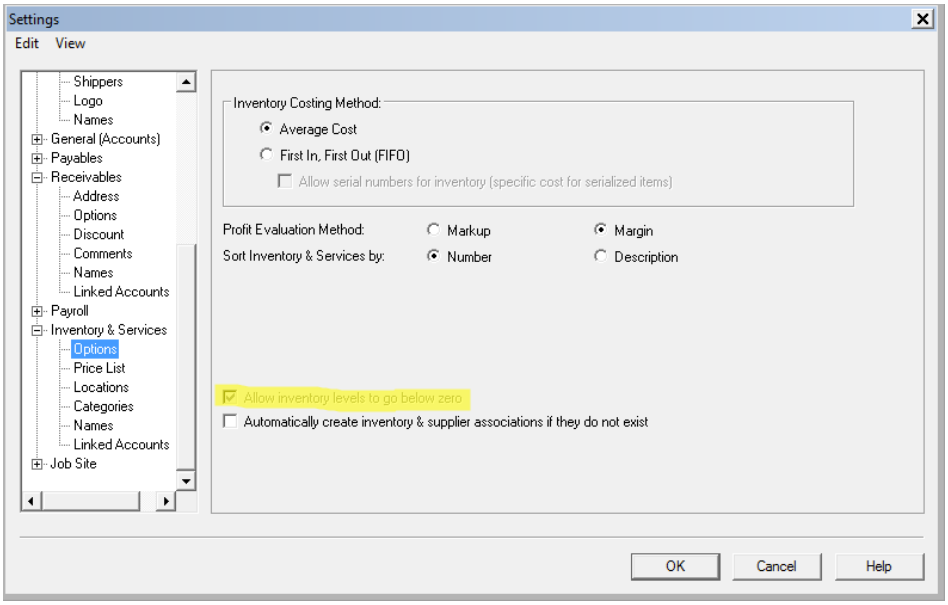
2. **Allow Transactions in The Future**

   In the event that you need to post invoices that are beyond your session date, you will need to enable "Allow Transactions In The Future". To do so go to *Setup > Settings > Company > System > Check Allow Transactions in the Future*. **This does not allow for posting transactions prior to your fiscal period.**



3. **Allow Inventory Levels to Go Below Zero**

   If the integration creates a new Inventory Type item in Sage 50 Canada that does not already exist, the quantity on hand will default to 0. If this item is immediately applied to a receivable invoice, the integration will fail to create that invoice if this option is not enabled. To enable this option, go to *Setup > Settings > Inventory & Services > Options* and check to enable *Allow inventory levels to go below zero.*



Customer Support

If you have any questions, please feel free to contact our consulting team at Help@ConnectWise.com or www.ConnectWise.com/chat.

Contact Us

For more information about any of our products or services, please feel free to contact your Account Manager at AccountManager@ConnectWise.com.

Don't have an Account Manager yet? No problem! Please feel free to contact us at http://www.connectwise.com/contact-us.