Sage Cloud Connector
Getting Started Guide

July 2014

Contents

Chapter 1: Sage Cloud Connector Overview

Sage Cloud Connector connects your accounting or ERP system to the cloud, allowing information to flow between your on-premise system and your Sage web and mobile applications.

Here are a few ways Sage Cloud Connector enables you to do business like never before:

- **Create orders and process payments anywhere.** Sales reps can use Sage Mobile Sales to show inventory items, create quotes and orders, and process payments, all on their mobile device. Orders, invoices, and payment receipts are downloaded automatically to your accounting or ERP system.
- **Update work orders and process payments wherever your customers are.** Service technicians can use Sage Mobile Service to track work orders and process payments on their mobile device. Invoices and payment receipts are downloaded automatically to your accounting or ERP system.
- **Automatically email invoices that customers can pay with one click.** Sage Billing and Payment automatically emails invoices to your customers, who can click a button to pay immediately. Payment receipts are downloaded automatically to your accounting or ERP system.

After you set up Sage Cloud Connector, it transfers company information and transactions securely and continuously between your accounting or ERP system and your Sage applications, ensuring that you and your staff are always viewing and working with the latest information.

How Your Information Is Stored

Sage is committed to the security and privacy of our customers' data. Sage Cloud Connector uses powerful encryption and authentication technology to ensure the highest level of security for your company information as it is stored and transmitted between your on-premise accounting or ERP system and your Sage web and mobile applications.

The following features ensure that your company information is safe and secure:

- **On-premise software security features.** Sage Cloud Connector uses an account set up by you to sign in to your accounting or ERP system.

- **Sage ID.** Sage Cloud Connector is configured to use a password-protected Sage ID that you create.
- **Secure HTTPS channel.** Sage Cloud Connector transmits and verifies your Sage ID credentials through a secure HTTPS channel using the OAuth 2.0 protocol.
- **Microsoft Windows Data Protection API.** Sage Cloud Connector encrypts your data using a key that ensures it can be decrypted only on the server where your accounting or ERP system is installed.

Getting Started Checklist

Complete the following steps to set up your Sage web and mobile applications.

1. **Activate your Sage applications.**

   The welcome email you received from Sage contains an activation code and a link to the activation website. Click the link and follow the instructions to create a Sage ID and activate your applications.

2. **Prepare your accounting or ERP system for Sage Cloud Connector**.

   Before you install and set up Sage Cloud Connector, prepare your accounting or ERP system to ensure that your data is ready to synchronize with the cloud. For instructions, see "Preparing your Accounting or ERP System" (page 4).

   > **Note:** If you use Sage 50, you do not need to prepare your system. You will need to have at least one receipt posted in your company so that the default cash account is assigned for all receipts.

3. **Install and set up Sage Cloud Connector.**

   Install and set up Sage Cloud Connector to begin synchronizing data between your accounting or ERP system and your Sage mobile and web applications. For instructions, see "Installing and Setting Up Sage Cloud Connector" (page 12).

4. **Set up your new Sage applications.**

   Some applications require additional setup steps, such as specifying tax information, credit card information, and profile information for individual users. For additional instructions, see the help for each application.

5. **Add and invite users.**

   From a Sage web application, click the **Add/edit users** link to open User Management. Use this application to create user records and invite those users to access your Sage web and mobile applications. For more information, see the User Management help.

6. **Set up mobile devices.**

   Some Sage mobile apps require additional setup steps , such as entering merchant information for mobile payment processing. For additional instructions, see the help for each application.

Chapter 2: Preparing your Accounting or ERP System

Before setting up Sage Cloud Connector and configuring your Sage applications, complete the following steps to prepare your system.

Important! Sage Cloud Connector synchronizes data between your Sage web and mobile applications and a single accounting or ERP system. Do not attempt to connect your Sage web and mobile applications to multiple accounting or ERP systems.

Note: If you use a Sage ERP system, see the setup steps for your system listed in the following sections:

- "Sage 100 ERP" (page 5)
- "Sage 300 ERP" (page 8)

Sage 50 Accounting—U.S. Edition

If you use Sage 50, you do not need to prepare your system. You will need to have at least one receipt posted in your company so that the default cash account is assigned for all receipts.

To get started, see "Installing and Setting Up Sage Cloud Connector" (page 12).

Sage 100 ERP

Complete the following steps to synchronize Sage 100 ERP with your Sage web and mobile applications.

To prepare Sage 100 ERP for synchronization:

1. Create a user ID that will be used by Sage Cloud Connector. This user ID should not be used for anything else. The user ID should have access to all tasks, security events, and module options.
2. In Company Maintenance, on the **Preferences** tab, select the **Allow External Access** check box.
3. If you will generate statements through Sage Billing and Payment, set up a form code in Statement Printing.
    a. In the **Form Code** field, enter SBPSTATEMENTS.
    b. Select the options that you want to use for all statements generated through Sage Billing and Payment. Please note the following:
        - If you want to include zero-balance invoices on the statements, select **Current Month Only** from the **Zero Balance Invoices** list. If you select **Yes**, all zero-balance invoices in the history file will be included on the statements for open-item customers.
        - Bill-to invoices are ***not*** included on statements, even if the **Bill To Invoices on Sold To Customer Stmts** check box is selected.
        - Selecting the **Inactive** check box to generate statements for inactive customers is not supported.
4. If you will use Sage Sales Tax powered by Avalara to calculate sales tax for transactions processed through a Sage mobile application, set up a tax code and tax schedule. This tax code and schedule will override tax calculations in your accounting or ERP system.
    a. Create a tax code with the following settings:
        - Tax Code: MOBILETAXCODE
        - Taxable Limit: 0.00
        - Tax Class: accept default (usually NT,TF,TX)

- Tax Rate: make sure all Tax Rates are set to zero,
- Taxable Tax Class (TX): Make sure Sales is selected.

b. Create a tax schedule with the following settings:

- Tax Schedule: MOBILETAX
- Tax Code: MOBILETAXCODE

Note: Do not assign any other tax codes for this tax schedule.

5. If you will use Sage web and mobile applications to process credit card transactions, verify that the **Allow Credit Cards** option is selected in Accounts Receivable Options.
6. Create payment types to process credit card, check, and cash transactions in Sage web and mobile applications.

a. If you will use Sage web and mobile applications to process credit card transactions, create a payment type to use for credit card payments. Specify the accrual and merchant accounts, and then specify the following settings for the payment type:

- Payment type: MOBCC
- Payment method: Credit Card
- Default transaction: Deposit/Sale
- Merchant ID: (leave blank)
- Merchant Key: (leave blank)

Caution! You must leave the **Virtual Terminal ID** and **Merchant Key** fields blank to avoid double-posting to the credit card accounts.

b. If you will use Sage web and mobile applications to process payments made by check, create a payment type to use for check payments:

- Payment type: MCHCK
- Payment method: Check
- Default transaction: Deposit/Sale

   c. If you will use Sage web and mobile applications to process payments made by cash, create a payment type to use for cash payments:

      - Payment type: MCASH
      - Payment method: Cash On Delivery

7. Make sure Terms Code 00 (No Terms) exists and uses the following default settings:

   - Days Before Due: 0,
   - Days Discount Allowed: 0
   - Discount Rate: 0

   This terms code is used for transactions that are paid in full in a Sage web or mobile application, so that the amount paid matches exactly the amount of the invoice. It is not used for transactions that are billed on account.

Sage 100 ERP is now ready for synchronization. For instructions on setting up Sage Cloud Connector, see "Installing and Setting Up Sage Cloud Connector" (page 12).

After you perform these steps, all open invoices in your on-premise system will be uploaded to Sage Billing and Payment.

Sage 300 ERP

Complete the following steps before synchronizing Sage 300 ERP with your Sage web and mobile applications.

1. Create a user ID that will be used by Sage Cloud Connector. This user ID should not be used for anything else. The user ID should have access to all ERP modules and screens, and should be authorized to override customer credit limit restrictions.
2. If you will use Sage Sales Tax powered by Avalara to calculate sales tax for transactions processed through a Sage mobile application, set up a tax group in Tax Services.

   This tax group uses a single tax authority, new customer and item tax classes, and a rate of 0. It is used to override tax calculations in your accounting or ERP system.

   a. On the Tax Authorities screen, create a tax authority with the following settings:
      - Tax Authority: MOBILETAX
      - Report Tax on Retainage Document: No Reporting
      - No Tax Charged Below: 0.00
      - Tax Base: Selling price
      - Report Level: At invoice level
      - Allow Tax In Price: No

   b. On the Tax Classes screen, create a tax class for customers with the following settings:
      - Tax Authority: MOBILETAX
      - Transaction Type: Sales
      - Class Type: Customers
      - Exempt: No

   c. On the Tax Classes screen, create a tax class for items with the following settings:
      - Tax Authority: MOBILETAX
      - Transaction Type: Sales

- Class Type: Items
- Exempt: No

d. On the Tax Rates screen, set the tax rate for the MOBILETAX tax authority to 0.

e. On the Tax Groups screen, create a tax group with the following settings:

- Tax Group: MOBILETAX
- Transaction Type: Sales
- Tax Calculation Method: Calculate tax by summary
- Taxable: No
- Surtax: No

This new tax group should contain a single tax authority, which is the new MOBILETAX authority you created.

3. If you will generate statements through Sage Billing and Payment, review and verify settings in Accounts Receivable to support generating statements.
   - On the Processing tab of the A/R Customers screen, verify that the **Print Statements** check box is selected for each customer for which you want to generate statements.
   - If you want to include zero-balance statements, verify that the **Print Zero-Balance Statements** check box is selected on the Statement tab of the A/R Options screen.
4. In Accounts Receivable, create a terms code and payment codes for Sage web and mobile applications.

   a. On the A/R Terms screen, create a terms code with the following settings to support transactions that are paid in full in Sage web and mobile applications:

   - Terms Code: 00
   - Calculate Base for Discount With Tax: Excluded
   - Due Date Type and Discount Type: Days From Invoice Date
   - Payment Number: 1
   - Percent Due: 100.0000

- No. of Days: 0
- Discount Percent: 0.0000
- No. of Days: 0

This terms code is used for transactions that are paid in full in a Sage web or mobile application, so that the amount paid matches exactly the amount of the invoice. It is not used for transactions that are billed on account.

b. On the A/R Payment Codes screen, create payment types to process credit card, check, and cash transactions in Sage web and mobile applications.

   i. If you will use Sage web and mobile applications to process credit card transactions, create a payment type to use for credit card payments.
      - Payment Code: MOBCC
      - Payment Type: Credit Card

   ii. If you will use Sage web and mobile applications to process payments made by check, create a payment type to use for check payments:
      - Payment Code: MCHCK
      - Payment Type: Check

   iii. If you will use Sage web and mobile applications to process payments made by cash, create a payment type to use for cash payments:
      - Payment Code: MCASH
      - Payment Type: Cash

5. If you use Sage Mobile Sales, on the O/E Miscellaneous Charges screen, create a miscellaneous charge code for shipping and handling charges with the following settings:
   - Miscellaneous Charge Code: MSANDH
   - Amount: 0
   - Misc. Charge Revenue: (Specify the general ledger revenue account to which amounts entered as miscellaneous charges are posted.)

   Note: For a multicurrency company, the MSANDH currency must match the currency specified when you set up Sage Cloud Connector.

6. If you use Sage Mobile Sales, ensure either that all your customers have a default location code specified, or that Order Entry uses a default template with a default location specified.

   If no default location is specified for customers, errors may occur when creating transactions in Sage 300 ERP.

7. In Accounts Receivable Options, ensure that a default bank is specified. This bank must accept transactions in the currency specified when you set up Sage Cloud Connector.

8. If you use optional fields for any transactions created by Sage web and mobile applications, ensure that all optional fields for these transactions have default values specified.

   This applies to the following optional fields:

   - **Order Entry:** Orders, Order Details, Shipments, Shipment Details, Invoices, and Invoice Details.
   - **Accounts Receivable:** Receipts.

Sage 300 ERP is now ready for synchronization. For instructions on setting up Sage Cloud Connector, see "Installing and Setting Up Sage Cloud Connector" (page 12).

Chapter 3: Installing and Setting Up Sage Cloud Connector

Important! Sage Cloud Connector synchronizes data between your Sage web and mobile applications and a single accounting or ERP system. Do not attempt to connect your Sage web and mobile applications to multiple accounting or ERP systems.

Before you install and set up Sage Cloud Connector, you must complete the following steps:

1. Sign in to one of the Sage web or mobile applications you have purchased. Signing in accomplishes two important steps:
   - Walks you through creating a Sage ID that will be associated with your Sage mobile and web applications (or connects your existing Sage ID to your Sage mobile and web applications).
   - "Provisions" your Sage web and mobile applications, enabling Sage Cloud Connector to upload information from your accounting or ERP system to the cloud.
2. Prepare your accounting or ERP system for Sage Cloud Connector. For instructions, see "Preparing your Accounting or ERP System" (page 4).

The Sage Cloud Connector installation program checks to determine if the following prerequisites are installed on the server.

- .NET Framework 4.5
- SQLLocalDB utility (to create and manage an instance of Microsoft SQL Server Express LocalDB)

These programs are required to run Sage Cloud Connector, and they will be installed if they are not present. If .NET Framework 4.5 is installed, your server will be restarted afterward.

To install and set up Sage Cloud Connector:

1. Download the Sage Cloud Connector installation program.
2. Double-click the download file to start the installation wizard and install the program.

3. From the Start menu, open **Sage** > **Sage Cloud Connector Configuration**.
4. Click the Sage ID sign-in link to sign in using your Sage ID.

   > **Important!** Sign in using the Sage ID that was used to activate your Sage web and mobile applications.

   After you have signed in, the Tenant Configuration screen appears. If the screen does not appear, click the **Add** button to open it.

5. On the Tenant Configuration screen, enter the required information.

   > **Note:** The fields that appear on this screen vary depending on which Sage accounting or ERP system you use.

   a. **Company** or **Company Name:** Enter the company ID to synchronize from your accounting or ERP system. This may be labeled Company Name, Company Code, Database ID, or something else, depending on which Sage accounting or ERP system you use.

      If you use Sage 50, use the full company name. You can copy and paste from the Company Name field in **Maintain** > **Company Information**.

   b. **Company Path:** If this field appears, enter the path to your Sage 50 company data folder. (To find this information, open your Sage 50 company and select **Maintain** > **Company Information**. You can copy the directory from this window and paste it into the **Company Path** field.)

   c. **Server Name:** If this field appears, enter the Windows computer name of the workstation where your Sage 50 company data is located. (To find the computer name, on the Windows **Start** menu, right-click **Computer**, and then click **Properties**.)

   d. **User ID** and **Password:** If you use a Sage ERP system, enter the user ID and password you created to allow Sage Cloud Connector to access data from your ERP system. For more information, see "Preparing your Accounting or ERP System" (page 4).

      If you use Sage 50, User ID and Password are not required.

e. **Currency Code:** If you use a multicurrency accounting or ERP system, enter USD or CAD to specify the currency to use for your Sage web and mobile applications. If you use a single-currency company in a system that supports multicurrency accounting, enter the home currency of your company.

f. **Age Statements By:** If this field appears, enter 0 to age statements by due date, or enter 1 to age statements by document date.

g. **Number of Days:** If this field appears, enter the number of days of paid or completed transactions to include in customer statements. This is typically the number of days between customer statements, though you can specify a longer period if you want statements to include historical information about paid or completed transactions.

h. **ReferenceNumberSuffix:** If this field appears, leave it blank. It is not used or required.

6. Click the **Test Connection** button to verify that the information you have entered is correct.

   If you use Sage 50, a message appears and notifies you that the connection failed. To reset and retest the connection, perform the following steps:

   a. Exit and restart Sage 50.

   b. On the Third Party Application Access screen that appears, click **Allow Access**.

   c. On the Sage Cloud Connector Tenant Configuration screen, click **Test Connection.**

7. Click **OK**.

8. On the Sage Cloud Connector Configuration screen, click **Start Synchronizing**.

   If you use Sage 50, perform the following steps:

   a. Exit Sage 50 and reopen your company.

   b. On the Third Party Access Application screen that appears, click **Allow Access**.

Sage Cloud Connector begins synchronizing data from your Sage accounting or ERP system with your Sage applications.

- Depending on the amount of data and the speed of your Internet connection, initial synchronization could take as much as several hours for very large data sets. After initial synchronization is complete, new transactions and data are transferred as they are created.
- If you use Sage 100 ERP, invoices that have already passed though the Sales Journal Update are not emailed through Sage Billing and Payment during the initial upload of open invoices.

When the synchronization process is complete, an entry appears in the Windows Event Viewer, showing how many records of each type were uploaded. (For example, "130 customers were uploaded.")

Tip: The Event Viewer displays any warnings and error messages that may occur while synchronizing your data. You may want to increase the default size of the event log to 256 MB to ensure there is sufficient storage for these messages. For more information, see the help and documentation for the version of Windows you use.

Note: If you use Sage 50, you will see errors for the initial upload in the Windows Event Viewer, but these errors will not appear in the next upload after you allow third party access.

To open the Event Viewer and see Sage Cloud Connector status:

1. On the **Start** menu, click **Control Panel** > **Administrative Tools** > **Event Viewer**.
2. Open **Applications and Services Logs** > **Sage Cloud Connector**.

Stopping and Starting Data Synchronization

After setting up Sage Cloud Connector, you can stop synchronizing data between your accounting or ERP system and your Sage web and mobile applications at any time, and then start synchronizing again later.

For example, you may want stop synchronizing data in the following cases:

- When performing maintenance on the computer or server where your accounting or ERP system is installed.
- When changing sales tax settings in your accounting or ERP system that will affect the way sales tax is calculated in your Sage web and mobile applications.

  Note: If you use information uploaded from your accounting or ERP system to calculate sales tax in Sage web and mobile applications, make sure to complete and process all open transactions in web and mobile applications before making any changes to tax settings (including tax settings for customers or items in Accounts Receivable). After making changes, restart synchronization and check the Windows Event Viewer to make sure the changed tax settings have been synchronized.

To stop synchronizing data:

1. Open Sage Cloud Connector.
2. Click **Stop synchronizing**.

Sage Cloud Connector stops synchronizing data.

To start synchronizing data:

1. Open Sage Cloud Connector.
2. Click **Start synchronizing**.

Sage Cloud Connector starts synchronizing data. To verify that data has been synchronized, open the Windows Event Viewer and review the log file for Sage Cloud Connector.

Checking for Updates to Sage Cloud Connector

Note: Auto-update is not available for Sage 50 Accounting—U.S. Edition. Sage 50 customers will be advised when new versions of Sage Cloud Connector become available.

If you use a Sage ERP system with Sage Advisor Update, you can set up Sage Advisor Update to automatically check for updates and ensure you are always using the most current version of Sage Cloud Connector.

To set up Sage Advisor Update for Sage Cloud Connector:

1. On the **Start** menu, click **All Programs** > **Sage** > **Advisor Update** > **Sage Advisor Update**.
2. On the **Manage Updates** tab, click **Check for Updates**. If an update is available, select the update, and then click **Download & Install**.
3. On the **Configuration** tab, set up automatic checking and updates.
   a. **Update:** Schedule Sage Advisor Update to check for updates daily at 2:00 a.m., and set the **Session Timeout** fields to 15 minutes.

   b. **Download:** For **Sage.NA.SBS.CloudConnector**, select **Download and Install**.

4. If you want to receive email notification of updates, set up email notifications on the **Notifications** tab.

Sage Advisor Update will now check for updates, download updates, and send email notifications according to the settings you specified.

Chapter 4: Setting Up Your Sage Applications

Important! To avoid emailing invoices to customers who may have already been invoiced through your accounting or ERP system, set up Sage Cloud Connector *before* setting up Sage Billing and Payment. If you have already set up Sage Billing and Payment, turn off the Auto-email feature. Click the **Settings** link, and clear the **Auto-email** check box.

Some applications require additional setup steps, such as specifying tax information, credit card information, and profile information for individual users. For additional instructions, see the help for each application.

Generally, these additional setup steps are as follows:

- **In web applications,** an administrator sets up system-wide settings such as tax calculation and user roles.
- **In mobile apps,** individual users enter information specific to their role or mobile device, such as merchant account information for processing credit card payments.

Adding and Inviting Users to Your Sage Applications

After setting up Sage web applications, use the User Management application to add new users and give them access to your Sage web and mobile applications.

Some applications include a web application for administrative users and a mobile app for field users. In User Management, you can give each user permission to use one or both of these applications.

To add and invite a user:

1. Sign in to a Sage web application.
2. At the top of the screen, click **Add/edit users**.

   The User Management application appears.
3. Click **Create new user**.
4. Enter the user's name and email address.

> **Note:** The email address must match the email address used for Sage ID.

5. Select the application(s) the user is authorized to use. If you select multiple applications, the invitation email sent to the user includes a link to each application.

   For some applications, you can select one of multiple options, such as **Web & Mobile** and **Mobile only**. Depending on the option you select:

   - The user's invitation may include links to web applications, download links for mobile apps, or both.
   - Some applications assign default profile settings based on a user's authorization. For example, in Sage Mobile Service, users with **Mobile only** access are assigned a technician role by default.

6. Click **Save**.

   The user record appears in the list of users.

7. Click **Invite**.

An invitation email is sent to the user. The email includes the following information:

- Instructions for creating a new Sage ID, or for connecting an existing Sage ID to the application(s) the user is authorized to use.
- A link to each web application the user is authorized to use, and a download link for each mobile application.

If they do not have a Sage ID, they will be prompted to create one the first time they sign in to a web or mobile application. If they already have a Sage ID, they will be prompted to connect their existing Sage ID to the Sage web and mobile applications they are allowed to use.

> **Note:** Some applications require additional setup steps, such as specifying tax information, credit card information, and profile information for individual users. For additional instructions, see the help for each application.

Appendix A: Information and Transactions Transferred by Sage Cloud Connector

After you set up Sage Cloud Connector, it transfers company information and transactions securely and continuously between your accounting or ERP system and your Sage applications, ensuring that you and your staff are always viewing and working with the latest information.

Data is encrypted and transmitted using a secure HTTPS channel to ensure safety and security, and is compressed to minimize bandwidth usage and cost.

Not all data from your accounting or ERP system is transferred to your Sage applications. The following sections describe how Sage Cloud Connector uploads customer records, inventory items, and some transactions to your Sage applications, and downloads transactions to your accounting or ERP system.

- "Sage 50 Accounting—U.S. Edition" (page 21)
- "Sage 100 ERP" (page 23)
- "Sage 300 ERP" (page 27)

Note: For information about payment codes, terms codes, tax groups, and other settings specific to processing these transactions, see "Preparing your Accounting or ERP System" (page 4).

Sage 50 Accounting—U.S. Edition

Sage Cloud Connector uploads and downloads Sage 50 information and transactions for use in your Sage web and mobile applications.

Information uploaded to Sage applications

Sage Cloud Connector uploads customer records, inventory items, and some transactions from Sage 50 to your Sage applications.

Customer records

Customer records are uploaded for use in Sage web and mobile applications.

All customer contacts are uploaded. One address is uploaded per customer. If a customer has multiple addresses, only the primary bill-to address is uploaded.

Inventory items

Inventory items are uploaded for use in Sage web and mobile applications, as follows:

- Item classes are uploaded as follows:
  - Stock, non-stock, service, assembly, description, labor, and substock items are uploaded.
  - Activity, charge, serialized, serialized assembly, and master stock items are ***not*** uploaded.
- If an item has multiple price levels, only Price Level One is uploaded.

Transactions

Sales quotes created in Sage mobile applications are temporarily downloaded to Sage 50 for pricing. Taxes and terms are calculated according to the customer record specified in the quote, and then the quote is uploaded to the application. This process occurs each time a quote is entered or edited in a Sage application.

Sales tax information

Sales tax amounts for quotes and orders are calculated in Sage 50. The calculated sales tax amounts appear in Sage web and mobile applications.

Note: If you need to use sales tax information in your web and mobile applications, ensure that the computer where Sage 50 is installed is turned on so that sales tax amounts can be calculated.

Information downloaded to Sage 50

Sage Cloud Connector downloads sales quotes and orders from your Sage applications to Sage 50. For details, see "Integration with Your Accounting or ERP System" in the Sage Mobile Sales help at http://help.mobilesales.na.sage.com/en-us/web/win/index.htm.

Sage 100 ERP

Sage Cloud Connector uploads and downloads Sage 100 ERP information and transactions for use in your Sage web and mobile applications.

Information uploaded to Sage applications

Sage Cloud Connector uploads customer records, inventory items, and some transactions from Sage 100 ERP Accounts Receivable to your Sage applications.

Customer records

Customer records are uploaded from Accounts Receivable for use in Sage web and mobile applications.

All customer contacts are uploaded. One address is uploaded per customer. If a customer has multiple addresses, only the primary record is uploaded.

Inventory items and services

Inventory and miscellaneous items are uploaded from Sage 100 ERP for use in Sage web and mobile applications, as follows:

- **Items.** Items are uploaded from Inventory Management. Note the following rules and exceptions that apply to uploaded items:
  - Price and unit of measure (UOM) are from the item's default Price List price and UOM for the currency being used.
  - Kit items and kit components are uploaded.

  > **Note:** When viewing kit items in Sage Mobile Sales, you can view only the parent item; you cannot break out the individual components.

- **Services.** Items are uploaded from Accounts Receivable for use as service types in Sage Mobile Service. Items uploaded as service types use the first price and UOM listed in Accounts Receivable for the item.

Transactions

Sage Cloud Connector uploads specific transactions from Accounts Receivable and Sales Order, as follows:

- **Invoices.** Open invoices are uploaded from Accounts Receivable and Sales Order. Note the following rules and exceptions:
  - Only invoices from Accounts Receivable and Sales Order are uploaded.
  - Retainage invoices, and invoices generated from a retainage invoice, are *not* uploaded.
  - If you use Job Cost, job-related invoices are *not* uploaded.
  - Charges, credit memos, and debit memos are *not* uploaded.
- **Quotes.** Sales quotes created in Sage mobile applications are temporarily downloaded to Sales Order for pricing. Taxes and terms are calculated according to the customer record specified in the quote, and then the quote is uploaded to the application. This process occurs each time a quote is entered or edited in a Sage application.

  > **Note:** Quotes downloaded from Sage mobile applications are not saved in Sage 100 ERP.

- **Statements.** Data and transactions are uploaded from Accounts Receivable to support generating customer statements in Sage Billing and Payment.

  > **Note:** Statements are not downloaded from web applications to Sage 100 ERP, so statement-related information in that system (such as last statement date and last statement balance) is not updated by your web applications.

Sales tax information

Sage Cloud Connector uploads tax schedules, tax codes, and tax classes from the tax module of Sage 100 ERP for use in Sage web and mobile applications where sales tax is calculated in the application.

Customer and item records uploaded from Accounts Receivable include information about the tax class specified for each customer or item.

If you use Sage Sales Tax powered by Avalara to calculate sales tax for transactions processed through a Sage mobile application, sales tax information uploaded from Sage 100 ERP is not used.

Information downloaded to Sage 100 ERP

Sage Cloud Connector downloads quotes, sales orders, invoices, and receipts from your Sage applications to Sage 100 ERP.

For orders with deposit and "Buy Now" orders, a prepayment is created in Accounts Receivable Cash Receipts Entry and applied to the order. These receipt entries are added to a new batch for processing each day, with the batch source specified as Sales Order.

Downloaded invoices are added to a new invoice batch for processing each day.

Sales quotes

Sales quotes created in Sage mobile applications are temporarily downloaded to Sales Order for pricing. Taxes and terms are calculated according to the customer record specified in the quote, and then the quote is uploaded to the application. This process occurs each time a quote is entered or edited in a Sage application.

Note: Quotes downloaded from Sage mobile applications are not saved in Sage 100 ERP.

Sales orders

Sales orders created in Sage Mobile Sales are downloaded to Sales Order, either as sales orders or as invoices.

- **"On account" orders.** Orders without payment are downloaded to Sales Order as sales orders. Pricing is calculated by Sage 100 ERP, based on pricing calculated for the quote if applicable.
- **Orders with deposit.** Orders with a cash or check payment recorded are downloaded to Sales Order as sales orders with 100% prepayment/deposit. A prepayment is also created in Accounts Receivable Receipt Entry and applied to the order. Pricing is calculated by Sage 100 ERP, and the order uses Terms Code 00.

  Important! Any changes to an order that changes its total amount will require an adjustment in Sage Payment Solutions to reflect the actual amount. If an order cannot be fulfilled for any reason (such as an out-of-stock item), you must issue a refund via manual credit memo.
- **"Buy Now" orders.** Orders paid using the Buy Now feature in Sage Payment Solutions are downloaded as "shipped and invoiced" orders—that is, Sage 100 ERP creates an order, a shipment, and an invoice with a prepayment/deposit of 100% on the invoice. A prepayment is also created in Accounts Receivable Cash Receipts Entry and applied to the order.

Pricing for the order is calculated by Sage 100 ERP, and the order uses Terms Code 00. Sales tax is calculated according to the method selected for your web and mobile applications (either using Sage Sales Tax powered by Avalara or using sales tax information uploaded from Sage 100 ERP).

Caution! Do not modify invoices for orders paid using the Buy Now feature unless absolutely necessary to correct an error. Modifying these invoices may change the credit card transaction amount or sales tax amount, causing reconciliation problems.

Invoices

Invoices created in Sage Mobile Service are downloaded to Accounts Receivable, as follows:

- **"On account" invoices.** Terms for "on account" invoices are calculated according to the customer record.
- **Paid invoices.** Paid invoices are downloaded to Accounts Receivable as invoices with 100% prepayment/deposit and Terms Code 00. A prepayment is also created in Accounts Receivable Receipt Entry and applied to the invoice.

Sales tax is calculated according to the method selected for your web and mobile applications (either using Sage Sales Tax powered by Avalara or using sales tax information uploaded from Sage 100 ERP).

Receipts

Receipts for invoices paid in Sage applications are downloaded to Accounts Receivable and applied to the paid invoice. Receipts are added to a new receipt batch for processing each day.

Sage 300 ERP

Sage Cloud Connector uploads and downloads Sage 300 ERP information and transactions for use in your Sage web and mobile applications.

Information uploaded to Sage applications

Sage Cloud Connector uploads customer records, inventory items, and some transactions from Sage 300 ERP Accounts Receivable to your Sage applications.

Customer records

Customer records are uploaded from Accounts Receivable for use in Sage web and mobile applications.

All customer contacts are uploaded. One address is uploaded per customer. If a customer has multiple addresses, only the primary record is uploaded.

Inventory items and services

Inventory items and service types are uploaded from Sage 300 ERP for use in Sage web and mobile applications, as follows:

- **Items.** Items are uploaded from Inventory Control. Note the following rules and exceptions that apply to uploaded items:
  - Price and unit of measure (UOM) are from the item's default Price List price and UOM for the currency being used.
  - Kit items and kit components are uploaded.

    > **Note:** When viewing kit items in Sage Mobile Sales, you can view only the parent item; you cannot break out the individual components.
- **Services.** Items are uploaded from Accounts Receivable for use as service types in Sage Mobile Service. Items uploaded as service types use the first price and UOM listed in Accounts Receivable for the item.

Transactions

Sage Cloud Connector uploads specific transactions from Accounts Receivable and Order Entry, as follows:

- **Invoices.** Open invoices are uploaded from Accounts Receivable and Order Entry. Note the following rules and exceptions:
  - Only invoices from Accounts Receivable and Order Entry are uploaded.
  - Invoices from Order Entry are uploaded only if they have been posted in Accounts Receivable.
  - Invoices are uploaded only if they use the currency you specify when setting up Sage Cloud Connector. For more information, see "Installing and Setting Up Sage Cloud Connector" (page 12).
  - Retainage invoices, and invoices generated from a retainage invoice, are *not* uploaded.
  - If you use Project and Job Costing (Sage 300 ERP), job-related invoices are *not* uploaded.
  - Charges, credit notes, and debit notes are *not* uploaded.
- **Quotes.** Sales quotes created in Sage mobile applications are temporarily downloaded to Order Entry for pricing. Taxes and terms are calculated according to the customer record specified in the quote, and then the quote is uploaded to the application. This process occurs each time a quote is entered or edited in a Sage application.
- **Statements.** Data and transactions are uploaded from Accounts Receivable to support generating customer statements in Sage Billing and Payment, as follows:
  - Zero-balance statements are uploaded if you selected the option to include zero-balance documents when setting up Sage 300 ERP. For more information, see "Preparing your Accounting or ERP System" (page 4).
  - Sage Cloud Connector uses the Aged Trial Balance report to generate statement data, with a cutoff date matching the statement date.
  - Statements are uploaded only for customers using the currency you specified when setting up Sage Cloud Connector. For more information, see "Installing and Setting Up Sage Cloud Connector" (page 12).
  - If new transactions are added between the time the statement is generated and the time the statement is paid, Sage 300 ERP may not apply the statement payment to the same transactions that were originally on the statement, and payments may be applied in a different order.

- Statements for balance-forward customer accounts are uploaded as though for an open-item customer account. The statement does not include a **Balance Forward** line, and displays all open documents for the customer.
- Terms discounts are not included in the statement uploaded to Sage Billing and Payment. However, when making the statement payment, Sage 300 ERP subtracts terms discounts where applicable. As a result, some transactions may be overpaid. Any unapplied amount is applied to the next open transaction, or can be applied to any other transaction in Sage 300 ERP at a later date.

Note: Statements are not downloaded from web applications to Sage 300 ERP, so statement-related information in that system (such as last statement date and last statement balance) is not updated by your web applications.

Sales tax information

Sage Cloud Connector uploads tax groups, tax codes, and tax classes from Sage 300 ERP Tax Services for use in Sage web and mobile applications where sales tax is calculated in the application.

Customer and item records uploaded from Accounts Receivable include information about the tax class specified for each customer or item.

If you use Sage Sales Tax powered by Avalara to calculate sales tax for transactions processed through a Sage mobile application, sales tax information uploaded from Sage 300 ERP is not used.

Information downloaded to Sage 300 ERP

Sage Cloud Connector downloads quotes, sales orders, invoices, and receipts from your Sage applications to Sage 300 ERP.

For orders with deposit and "Buy Now" orders, a prepayment is created in Accounts Receivable Receipt Entry and applied to the order. These receipt entries are added to a new batch for processing each day, with the batch source specified as Order Entry.

Downloaded invoices are added to a new invoice batch for processing each day.

Sales quotes

Sales quotes created in Sage mobile applications are temporarily downloaded to Order Entry for pricing. Taxes and terms are calculated according to the customer record specified in the quote, and then the quote is uploaded to the application. This process occurs each time a quote is entered or edited in a Sage application.

Sales orders

Sales orders created in Sage Mobile Sales are downloaded to Order Entry, either as sales orders or as invoices.

- **"On account" orders.** Orders without payment are downloaded to Order Entry as sales orders. Pricing is calculated by Sage 300 ERP, based on pricing calculated for the quote if applicable.
- **Orders with deposit.** Orders with a cash or check payment recorded are downloaded to Order Entry as sales orders with 100% prepayment/deposit. A prepayment is also created in Accounts Receivable Receipt Entry and applied to the order. Pricing is calculated by Sage 300 ERP, and the order uses Terms Code 00.

  > **Important!** Any changes to an order that changes its total amount will require an adjustment in Sage Payment Solutions to reflect the actual amount. If an order cannot be fulfilled for any reason (such as an out-of-stock item), you must issue a refund via manual credit note/memo.

- **"Buy Now" orders.** Orders paid using the Buy Now feature in Sage Payment Solutions are downloaded as "shipped and invoiced" orders—that is, Sage 300 ERP creates an order, a shipment, and an invoice with a prepayment/deposit of 100% on the invoice. A prepayment is also created in Accounts Receivable Receipt Entry and applied to the order.

  Pricing for the order is calculated by Sage 300 ERP, and the order uses Terms Code 00. Sales tax is calculated according to the method selected for your web and mobile applications (either using Sage Sales Tax powered by Avalara or using sales tax information uploaded from Sage 300 ERP).

  > **Caution!** Do not modify invoices for orders paid using the Buy Now feature unless absolutely necessary to correct an error. Modifying these invoices may change the credit card transaction amount or sales tax amount, causing reconciliation problems.

Invoices

Invoices created in Sage Mobile Service are downloaded to Accounts Receivable, as follows:

- **"On account" invoices.** Terms for "on account" invoices are calculated according to the customer record.
- **Paid invoices.** Paid invoices are downloaded to Accounts Receivable as invoices with 100% prepayment/deposit and Terms Code 00. A prepayment is also created in Accounts Receivable Receipt Entry and applied to the invoice.

Sales tax is calculated according to the method selected for your web and mobile applications (either using Sage Sales Tax powered by Avalara or using sales tax information uploaded from Sage 300 ERP).

In rare cases, Sage Mobile Service uses the first available item tax class to generate the tax amount, but the resulting A/R invoice in Sage 300 ERP shows the customer’s tax class. This occurs if all of the following conditions are true:

- You selected the **Use your accounting or ERP system** option for calculating sales tax in Sage Mobile Service.
- The tax authority specified for an item (on the Tax Status tab of the A/R Items screen) does not match the tax authority specified for the customer's tax group (on the Invoicing tab of the A/R Customers screen).
- The tax class for the customer for that authority does not match the tax class for the item.

Receipts

Receipts for invoices paid in Sage applications are downloaded to Accounts Receivable and applied to the paid invoice. Receipts are added to a new receipt batch for processing each day.

Appendix B: Troubleshooting

This article provides troubleshooting information for issues and error messages you may encounter while using Sage Cloud Connector.

Errors when calculating sales tax or generating customer statements

If you experience errors when calculating sales tax or generating customer statements, make sure you are using Sage Cloud Connector version 2.2.1 or later. Earlier versions of Sage Cloud Connector do not support these features.

"Tax information for item is invalid" warning messages in Event Viewer

If you use Sage Mobile Service and you use Sage Sales Tax powered by Avalara to calculate sales tax, you may see warning messages similar to the following example in the Windows Event Viewer for invoices downloaded from Sage Mobile Service:

> Warning. Tax information for item CA-78 is invalid. No tax class could be found for tax authority MOBILETAX. The current item tax class will not be changed.

You can safely ignore these messages, which appear because tax amounts calculated in Sage Mobile Service override amounts calculated in your accounting or ERP system for the MOBILETAX class and authority. The invoices created in Accounts Receivable use the amount calculated in Sage Mobile Service.