



redware

Sage Connector 2.83

Manual

Author: Stamati Crook
Email: stamati.crook@redware.com
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redware research ltd.
32 Welbeck Ave, Hove BN3 4JL, England.
web +44 (0) 203 1794 444 - 0845 3010 444 web www.redware.com email support@redware.com

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2. Redware Research Limited

redware research limited is a consultancy and software house specialising in billing solutions and software add-ons for Microsoft CRM and Sage users. We are based in Brighton on the south coast of England and welcome telephone enquiries on 0845 3010 444.

You should take a look at our **Handbooks** available online and from Amazon for a detailed look at Microsoft CRM and related technologies.

We offer the following products:

- **SYNC Accounting** to publish your Sage 50 accounting data to the internet for creating customer portals and customer service intranets.
- Our **SYNC Connector** for Microsoft CRM to integrate your Sage 50 accounting database with Microsoft CRM (all versions including CRM2013).
- We have an **SMS text messaging** module for Microsoft CRM which integrates the activity record for outgoing and incoming text messages.
- Our **credit scorecard** website at <http://www.credit-scorecard.com> allows you to analyse financial information on UK and European Companies to provide credit limit guidelines.
- We offer this **Sage Connector** for Sage 50 to upload your invoices automatically into the accounting database from a simple text file.
- We have a **telecoms reseller billing solution** for companies providing VOIP and BT Openreach calls to customers.

Most of our products are available for download at <http://www.redware.com>.

Consultancy

We offer programming consultancy for billing solutions for Sage 50 and other accounting systems and integrations with Microsoft CRM and we are now developing for smart phones and tablets.

Contact Us

For more information please contact:

redware research limited
32 Welbeck Ave
Hove BN3 4JL
England
web <http://www.redware.com/sync>
tel 0845 3010 444 or +44 (0) 203 1799444.
email sync@redware.com

Note from Sage

Redware Research Limited are Sage Developers.

Sage Billing was created using development software belonging to The Sage Group PLC or one or more of its subsidiaries at North Park, Newcastle upon Tyne NE13 9AA (Tel: 0191 294 3000).



3. Introduction

Sage Billing allows third parties and end users to integrate systems with Sage 50 using simple comma-separated text files.

This document provides you with the information you require to integrate your systems with Sage 50. We also have some videos at <http://www.redware.com/sage/sagebilling>.

Version 2.83 improves:

- Better formatting of the address.
- Addition of defaults for the currency, product, country.

Version 2.66 has many improvements including:

- The ability to synchronise data with a web server using CSV datafiles and ftp.
- Batch export so you can schedule regular exports of CSV datafiles from Sage.
- Addition of Bank Account export for suppliers and customers.
- Addition of transaction types to allow a payment against an existing invoice in Sage.

4. Overview

Sage Billing is a software utility for automating the creation of invoices in Sage Line 50.

The software takes customer, product, and invoice data from simple spreadsheets and loads them into Sage 50 without any re-typing. You can maintain and update your invoice data in any spreadsheet package or create the files from your own systems.

Sage Billing can also handle Suppliers and Purchase Orders or more complex billing including payment and Direct Debit processing and Credit Notes, Quotations and Sales Orders.

Our software can be integrated in many ways to suit the needs of your business and our software design principles are to keep the technology as simple as possible and to ensure that the accounting department have full control of the process.

Some examples of how Sage Billing can be used include:

- Integrate with your own database systems (including e-commerce sites) to upload new customers and products and orders into Sage for invoicing.
- Manage regular monthly billing for all your customers with a single spreadsheet containing a list of the products and amounts to be invoiced for each customer.
- Automate routine invoicing by adding orders for regular customers into a spreadsheet and uploading into the accounting database at the end of the day.
- Manage billable items against each manufacturing job by adding items into a spreadsheet as they occur and upload as an invoice when the job is completed.
- Maintain timesheet information in a spreadsheet and bill customers at the end of each month.
- Allow salespeople to email in orders as a spreadsheet for automatic data entry into Sage.

The integration process generally involves maintaining details of the transactions in a spreadsheet and uploading them periodically. Separate spreadsheets are maintained for data entry of new customers or products as required.

All invoices are uploaded as product invoices into the accounting database and can be reviewed or deleted before printing and updating onto the sales ledger. The accountant or bookkeeper has full control of the invoicing process as nothing is automatically posted.

Sage Billing software is easily automated to integrate with your existing systems by creating CSV files of the appropriate format and placing them in a folder for automatic uploading into Sage at regular intervals.

Sometimes the data may be incomplete for a particular record for example when a new product has not yet been entered into Sage. In this case the record is written out from the spreadsheet into an error file and notes made in a log file for review. The cause of the error can be fixed and the error file processed again through the billing process.

Redware publishes companion products:

- **Sage Reporting** outputs all your Sage invoices as PDF files for automated emailing or uploading onto a customer portal.
- **SYNC Accounting** displays sales history directly from the accounting database in a web site for use by your staff who can view invoices and transactions bothering the accounts department.
- **CRM Integration** integrates Sage 50 with Microsoft CRM.

More information at <http://www.redware.com/sage/index.html>.

5. Quick Start

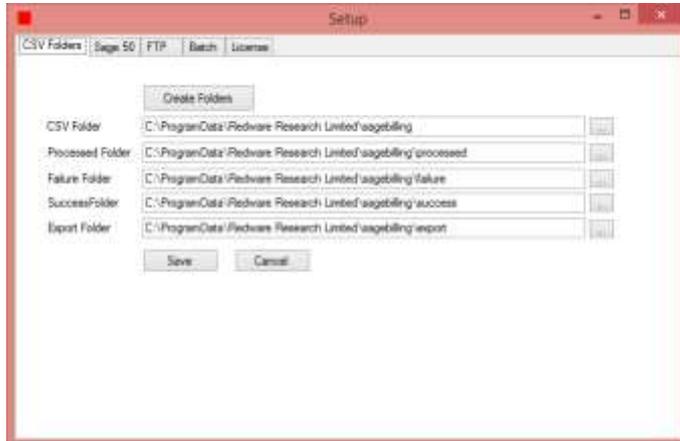
Please use these instructions if you are in a hurry to start testing and please refer to the **SETUP** section later in the document for more details.

The application is not configured when you first start so you must **setup** the folders to contain the CSV files for uploading and the connection to Sage and the licensing.

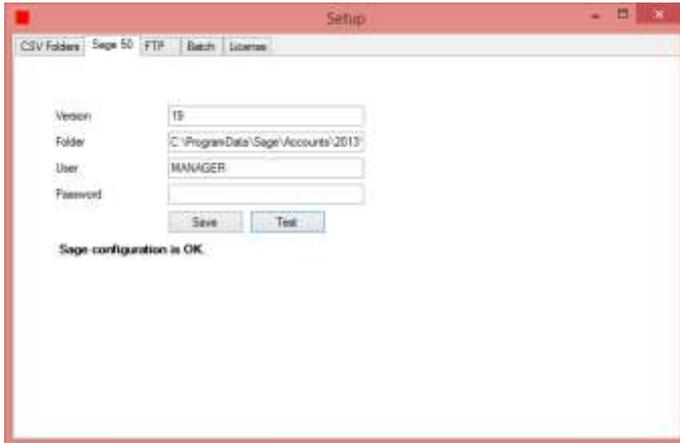


Press the **create folders** button to create the folders for uploading.

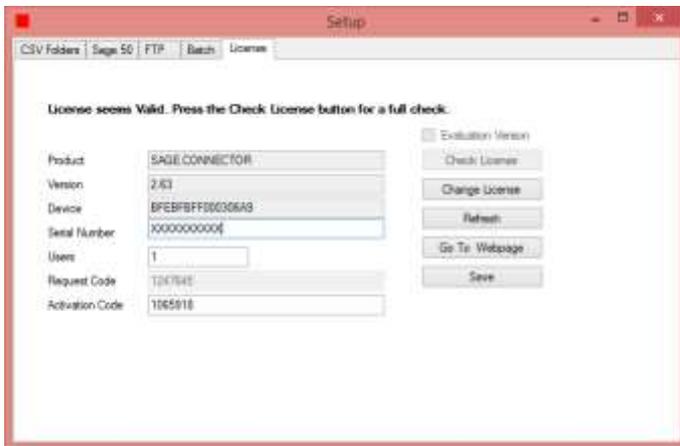
You need to place your CSV files for uploading into the **CSV folder** and make sure the filenames begin with customer, product, transaction as appropriate.



You need to configure your Sage folder. Start off with the default demo data when testing and make sure you make backups before uploading into your live database.



Now setup your license (when you have purchased the software) otherwise your uploads will be limited to accounts beginning A-C. Press the **change license** button and then **refresh** after entering your **serial number**. You should see the **activation code** populated on the page and then you can save your license details to activate the software.



Now close and open the software, copy the files into the CSV folder and start processing.

6. Data

All data is supplied as a simple text file which can be maintained easily with a spreadsheet program or exported from your own database or e-commerce systems. We use CSV files (comma-separated values) which are easily viewed and maintained with a variety of software applications including Microsoft Excel and Notepad.

There are four types of data file:

- **Customer** – for uploading new customers.
- **Supplier** – for uploading new suppliers.
- **Product** – for uploading and maintaining product details.
- **Transaction** – for uploading new Invoices. Quotations, Sales Orders, Purchase Orders, Direct Debits, and Credit Notes can also be added with this data file.

Full details on the information you are able to supply for each data type is found later in this document. The files must be copied to a particular folder (or ftp site) for processing and the file name has a particular naming convention and should be prefixed with the data type followed with a hyphen and a sequence number. A file called **CUSTOMER-01929.CSV** contains a list of new customers for example.

The system will process all file types in a particular order usually determined by a sequential number in the filename after the prefix so that **CUSTOMER-01929.CSV** is processed before file **TRANSACTION-01930.CSV**. You need to ensure that customer, supplier, and product files are processed before the corresponding transactions so that any new accounts or product records are created before they are needed.

CSV files themselves are very simple and you just need to make sure that there are quotation marks around any string values that have a comma in them and ensure that numbers and dates are in the correct format (invalid values are ignored). Your spreadsheet program will be able to create files in CSV format automatically.

Note that account and telephone numbers and product codes that begin with a zero should be enclosed in quotation marks if they contain only digits. In Excel you may have to format the cells as a character type to prevent them being saved as numeric values and losing the leading zeroes and you may have some problems if you open and close files. Dates should be represented in the format 2011/7/15 for clarity.

Sometimes there is not enough information supplied for the record to be processed or a perhaps a related account or product has not been entered into the database. In this case, the line in question is copied out to a file in an error folder and an error message is written to a log file.

The original file is renamed as processing begins and then copied out to a different folder so that transactions are not processed twice. The processing sequence for a particular file occurs as follows:

- The CSV file is renamed to a TXT file before processing.
- Processing begins and successfully processed lines of data are copied out into a file in the success folder. Any errors are copied into a file in the failure folder ready for reprocessing in the future.
- The renamed data file is copied out to the processed folder once processing is finished.

You can review any issues and fix the problems for the data to be reprocessed at a later date if required by renaming the error file and passing it through the billing process again.

If you have specified an ftp folder then the files are downloaded to local folders before processing. The file on the ftp server is renamed before downloading and can be deleted once the download has taken place. The error and success files are uploaded back up to the server and renamed locally.

7. Billing Program

The Billing process is normally run as a batch program at certain times of the day (perhaps early in the morning before anyone gets to work). However you can access all the functionality from the program by running it interactively and move to a batch process once you are comfortable with how the program works.

Double click on the **sagebilling.exe** program or the shortcut to run the application.

The main form gives you several options:

- **CSV Viewer** to view all the CSV files ready for uploading.
- **Sage Viewer** to view the data inside Sage.
- **Setup** to configure the system.
- **Batch** to process all the CSV files as if you were running unattended in batch mode.
- **Documentation** to view this document.
- **Quit** to quit the program.



Some of the buttons are disabled the first time you run the program as you need to configure and license the software using the **Setup** button.

Batch Processing

You can run the program unattended in batch mode by adding the parameter '**batch**' to the command line. You might add this in the shortcut or create a bat file as follows:

```
C:  
cd \redware\sagebilling-2.83  
sagebilling.exe batch
```

You can set up your machine to run this as a scheduled task at particular times of day using the **Task Scheduler** from your control panel although you will need to make sure that there are sufficient Sage licenses available when the program runs. You can leave the workstation on and schedule the program to run early in the morning before anyone logs on to Sage.

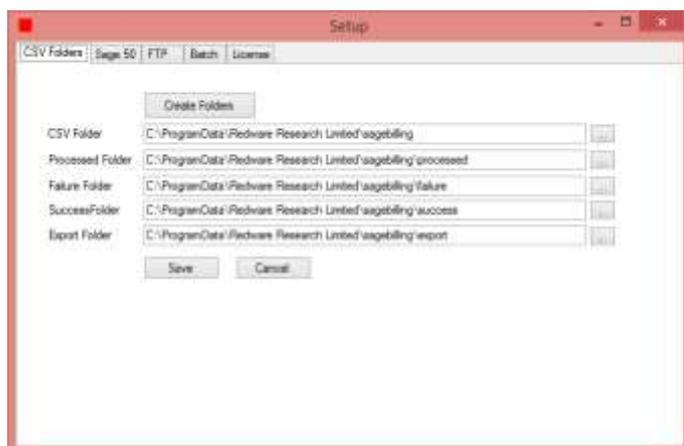
8. Setup

The setup form allows you to set values into the configuration file. You may also enter the configuration data carefully in the file **sagebilling.exe.config** which is situated in the program folder.

CSV Folders

The billing system renames and moves physical files around quite a lot to provide an easy way of monitoring processing. The source data needs to be placed in the **csv** folder as a comma separated file with a suffix of CSV. It is renamed to a text file before processing and successful transactions are copied into a file of the same name in the **success** folder with failures copied to the **failure** folder. The file is moved to the **processed** folder once processing is completed.

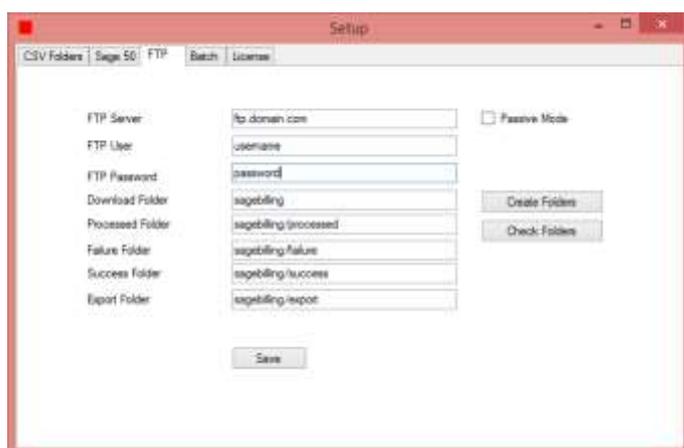
Press the **create folders** button if the settings are blank to automatically create the default folders. Note that Windows usually creates these inside a hidden folder called **c:\programdata**.



The **export** folder receives all export files and these files are exported back up to the ftp server if the export folder is specified on the ftp setup.

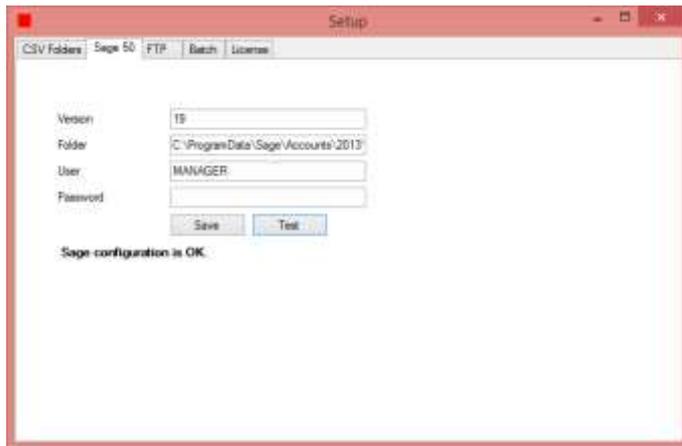
FTP Setup

Sage Billing can interact with files stored on an ftp server. The local folders still need to be configured as the files are copied from the ftp server down into the local folders before processing. The **export** folder on the ftp server receives exported files if specified.



Sage Setup

Choose Version 21 for Sage 2015 (20 for Sage 2014, 19 for 2013, 18 for 2012 and so on) and enter the folder containing your data (with the ACCDATA suffix) and the username and password. Press the Test button to check connectivity to Sage and look in the troubleshooting section for tips if it does not connect properly.



You may need to register your third party activation with Sage (for free) periodically so keep hold of the activation codes that Sage give you over the phone when you register. See the **Tools-Activation-Activate** Third Party in Sage for the phone number to call.

License Setup

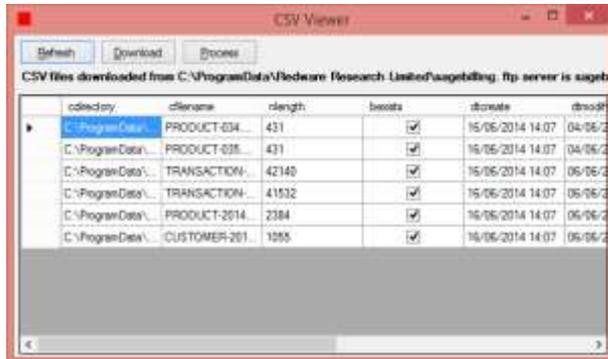
The evaluation version only processes accounts beginning with A-C. You will need your serial number to register. Ask your software dealer or press the **buy** button if you need to buy a license.

Click the **change license** button to enter the **serial number**. Then press the **refresh** button to refresh the device and the request and activation codes (you need to connect to the internet). If you have problems then press **go to webpage** to get the activation code manually from the website. Remember to **save** the changes.



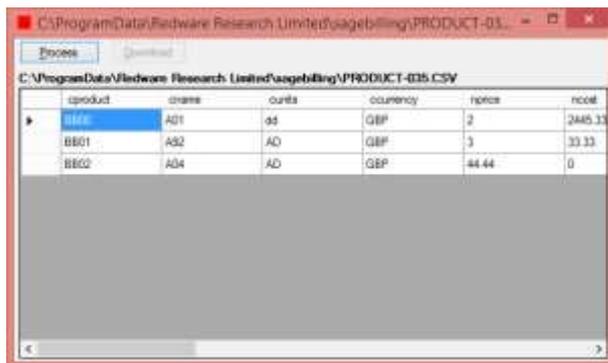
9. CSV Viewer

The CSV Viewer shows you all the files waiting to be processed. Notice the sequence number that determines the order in which the files are processed. Each data file has a prefix which determines the type of data to upload and a suffix which is used to create the sequence number if appropriate. The creation date is also used to set the sequence if a numeric suffix is not found.



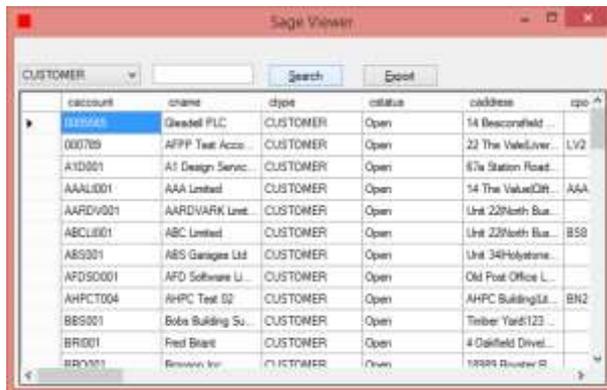
Pressing the **process** button will process all the files or you can use the bars on the left of the grid to select individual files for processing (use the shift button while clicking to select multiple rows).

Some configurations need to download files from an ftp server and these files can be downloaded locally with the **download** button if required and viewed before processing. You can also double click on a file to view and process an individual file if required.



10. Sage Viewer

You can view the data in Sage at any time with the Sage Viewer. You can specify an account prefix if you want to select certain records.



The screenshot shows the Sage Viewer application window. At the top, there is a dropdown menu set to 'CUSTOMER', a search input field, and an 'Export' button. Below this is a table with the following columns: 'account', 'cname', 'ctype', 'cstatus', 'caddress', and 'cpo'. The table contains several rows of customer data, with the first row highlighted in blue.

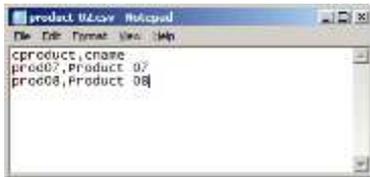
account	cname	ctype	cstatus	caddress	cpo
000000	Gleadell PLC	CUSTOMER	Open	14 Beaconfield ...	
000789	AFFP Test Acco...	CUSTOMER	Open	22 The Vale/Liver...	LV2
A1D001	A1 Design Servic...	CUSTOMER	Open	67a Station Road...	
AAAL001	AAA Limited	CUSTOMER	Open	14 The Vale/Diff...	AAA
AARDV001	AARDVARK Limit...	CUSTOMER	Open	Unit 22North Bus...	
ABCL001	ABC Limited	CUSTOMER	Open	Unit 22North Bus...	B58
ABS001	ABS Garage Ltd	CUSTOMER	Open	Unit 34Hollystone...	
AFDSC001	AFD Software Li...	CUSTOMER	Open	Old Post Office L...	
AHPC1004	AHPC Test SQ	CUSTOMER	Open	AHPC Building/Lit...	BN2
BBS001	Boba Building Su...	CUSTOMER	Open	Timber Yard/123...	
BRID01	Fred Bland	CUSTOMER	Open	4 Oakfield Drive...	
BRV001	Brownie Inc	CUSTOMER	Open	1882a Dunster R...	

Pressing the **export** button will create the corresponding CSV file in the export folder (both locally and on the ftp server) with an incrementing timestamp as the suffix of the filename.

11. Sage Data

This section defines the fields that are defined for each of the data file types. It is not necessary to specify all the columns but the file must contain the field names exactly as specified in these notes in the first line.

Values are automatically converted to the appropriate data type and you can tell from the first letter of the field name whether the field is a character, date, numeric, or Boolean (YES/NO) value. The system attempts an intelligent conversion to the data type where possible and simply ignores invalid values.



You can open and view the files when testing your interface to make sure that the values are being recognised correctly.

12. Customer/Supplier Data

Customer data is only added into Sage 50 and never updated. This may change in the future but has been specified so the accounts department can be sure that any changes they make to the account address will not be overwritten.

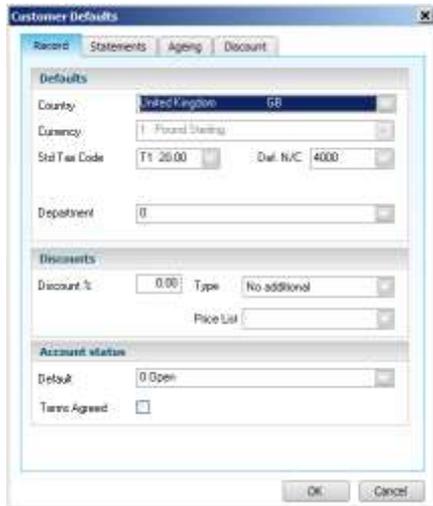
The application works by looking up the account number in the accounting database. If a match is found then the data is ignored as the customer record already exists (and is not updated). If no match is found then a new customer record is created. You can also use your own virtual account numbers (prefixed with a #) and the system will automatically create and maintain the account numbers in Sage.

Customer files have the following fields available (bold fieldnames are mandatory).

ccount	Account Number	Maximum of 8 characters and must be specified. Prefix with # for a virtual number.
cname	Account Name	
caddress	Address	The address delimited with a newline character (defaulting to a). Maximum of 5 lines of 60 characters in Sage.
busenominal	Force nominal code on all line items	TRUE/FALSE
busetax	Force tax code on all line items	TRUE/FALSE
canalysis01	Analysis Code 01	Max 30 characters.
canalysis02	Analysis Code 02	Max 30 characters.
canalysis03	Analysis Code 03	Max 30 characters.
ccontact	The full name of the main Contact	Max 30 characters.
ccountrycode	ISO Country Code	2 Characters (GB,US).
ccurrency	Currency ISO Code	3 Characters (GBP, EUR, USD).
cdepartment	Department Name	Must match Department in Sage.
cemail	Email Address	Max 255 characters.
cfax	Fax Number	Max 30 characters.
cnominal	Nominal Code (e.g. 4002) which must exist in Sage.	
cpricelist	Default Pricelist	
ctaxreference	VAT Number	Max 8 characters.
ctaxcode	Default Tax Code in the format T1/T2.	
ctelephone	Telephone Number	Max 30 characters.
cterms	Payment Terms	
cweb	Web Address	Max 255 characters

The following fields that can be exported from Sage are not currently set when uploading into Sage: cmobile, cowner, cpricelist, cstatus, cnote, ctype, clegalentity, bonhold, bdonotmail, nbalance, nlimit, nturnover.

Note that you can set customer and supplier defaults from the **Settings...Customer Defaults** menu in Sage.



Supplier

Suppliers are added into Sage just as for a customer data file (no modifications made to existing data) with the same fieldnames.

Virtual Account Numbers

Customers and Suppliers must exist in the accounting database before the corresponding transaction is processed. Typically the first few letters of the account name are used for the account reference with an incrementing number to make up the rest. A company called **REDWARE RESEARCH LIMITED** might be allocated the account reference **REDWA003** for example.

You can specify your own account numbers or use a virtual account number if you want to use the automatic naming of the account references. Virtual account numbers are prefixed with a # in your CSV files and the actual reference is created and substituted in its place. The virtual number can be used in both the customer and the transaction table. In this case you might have used **#01919** as a virtual account number which be replaced with **REDWA003** as the data was created in Sage.

A log file of virtual account numbers and their corresponding new account references is maintained for you to push back and update your own systems if necessary and you can keep using your own virtual account numbers as long as the log file is available to the billing program. The log file is exported automatically each time a change is made if you have the export folders specified in the configuration.

Note that the virtual account numbers apply only to customers and suppliers and not for products.

13. Product Data

The following fields from the product data file are used to add and modify product records in Sage.

cproduct	Product Code	Max 30 characters.
cname	Product Name	Truncated to 60 Characters.
bstock	Stock Control Required	TRUE/FALSE
ccurrency	ISO Currency	
ccategory	Stock Category	Must match category in Sage.
cdepartment	Department	Must already be in Sage.
cpurchasenominal	Default Purchase Nominal Code	Max 8 Characters and in Sage.
csalesnominal	Default Sales Nominal Code	Max 8 characters and in Sage.
csupplier	Supplier	Truncated to 8 Characters and supplier must exist in Sage.
csupplierpart	Supplier Part Number	Truncated to 16 Characters.
ctaxcode	Default Tax Code	2 Characters T1/T2/T3/T4.
cunits	Product Units	Truncated to 9 characters.
ncost	Standard Cost Price	
nprice	Default Retail Priceper Unit	

The following fields exported from Sage are not imported into Sage: nstock, nallocated, nonorder, cdescription, clegality.

Note that you can set defaults for all new products in the **Settings...Product Defaults** form in Sage:



One setting you cannot set here is the default product type which can be Stock, Non-Stock, or Service Item (0,1, or 2) which you can set into the config file of the application as follows:

```
<add key="sage.defaultstockitemtype" value="1"/>
```

14. Transaction Data

The transaction file currently allows the following transaction types:

- Invoice records created in Sage as product invoices using the customer and product records which must have already been uploaded.
- Credit Note records against a customer and product.
- Purchase Orders against a supplier and product.

Transactions are grouped together using the **account number, taxpoint date, and the reference**. Records with the same values for these three fields (wherever located in the same data file) will be processed as multiple lines for a single invoice, credit note, or purchase order. If the values for the reference field differ then they will be processed as different documents. Note that you can leave the taxpoint date blank if you wish.

ctransactiontype	Transaction Type	INVOICE/CREDITNOTE/DIRECTDEBIT/PURCHASE.
clledger	Ledger	SALES/PURCHASE
caaccount	Account Number	Max 8 characters and can be a virtual account number.
ccurrency		3 character ISO currency code.
cddepartment	Sage Department	Must be in Sage.
cdescription		Override the product description if required and is a max of 180 characters or more for a service type product.
cnominal		Nominal code must be in Sage.
cproduct	Product Code	Max 30 characters and must already be in Sage.
cproject	Sage Project	Must be in Sage (not recommended).
creference	Reference	Populates Customer Order number in Sage and groups items into a single invoice.
csequence		Sequence for items to appear in the invoice.
cunits		Truncated at 7 characters.
dtaxpoint		Taxpoint Date
nquantity	Quantity	Number of Units (can be a decimal)
nunitprice		Price per Unit
ndiscount		Discount per Line Item (used for rounding errors)

You can optionally specify payment data for an invoice item but note the amount should include tax and you should specify tax in the line item to prevent rounding errors:

dpaymentdate	Payment Date	
cbank	Bank Account in Sage	
cpaymentreference	Payment Reference	
cpaymenttype	CQ, CC or DD.	
npaymentamount		Payment amount.

The following fields that can be exported from Sage are ignored in the import process: **accountsreference, ccontact, crmreference, crmtransactionid, crmcontactid, crmaccountid, crmguid, cotherreference, clledger, clegalentity, cowner.**

Transactions are grouped together by the software and added into Sage as a single sales document where the date, the account number, and the reference match. The above fields specify each line item but additional columns can be specified to set values against the document such as the invoice or delivery address. You can specify these values against all the line items or just against the first item as specified by the **csequence** value in the file. The following values are taken from the first occurrence for each document:

caddress	Address	Address used to overwrite the address taken from the Sage account record. Separate lines with a comma or a character.
-----------------	----------------	---

cdaddress	Delivery Address	
ccontact		Truncated at 30 Characters.
clegalentity	Legal Entity	Support multiple Sage companies is defined in the configuration file.
cpaymentreference		Payment Reference.
cpaymenttype	Payment Type	CC/DD
creference		Truncated at 7 characters. Customer order number is used to group transactions into a single invoice.
cbank		Bank account for payment must be in Sage.
cowner	Taken By.	

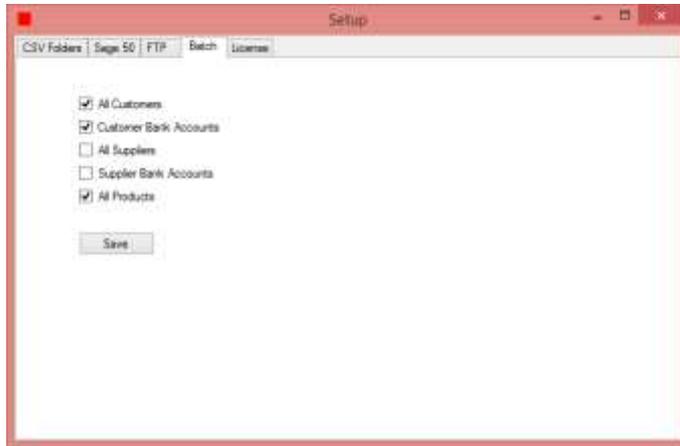
A sales document is created from the data supplied in the transaction record but a lot of information is taken from corresponding account record including:

- Invoice Address
- Delivery Address
- Contact Name
- Telephone Number
- Global Tax Code (Customers only)
- Department and Global Department
- Currency
- Default Nominal Code is set from the account if the override flag is set on the account.
- Default Tax Code is set from the account if the override flag is set on the account.

15. Batch Export

The Sage View page can be used for ad hoc export of Customers and Suppliers and Invoices as well as Product information and Bank Account details. The data is exported to the export folder defined in the setup and also pushed up to a server if the ftp options are configured.

You can configure data to be exported automatically from the Batch tab on the setup form:



The required files are created in the export folder each time the program is run in batch mode or the Batch button pressed.

16. Installation Notes

Sage

Use the **Settings-Access Rights** option in Sage to add a new user and grant access to at least the Invoicing, Customers and Sales Order Processing modules.

We have different versions of our software for each version of Sage so please request the latest version of the program if you upgrade your copy of sage by emailing your details and the version number of sage to sync@redware.com. You can see the version supported in the title of the main application window.

You need to make sure the ODBC driver for Sage is installed on your machine. You will find the setup file in your program folder (**C:\Program Files (x86)\Sage\Accounts\ODBC32**) and right-click on **setup.exe** and "run as administrator" to install onto your machine.

Your copy of Sage Line 50 may need to be activated to allow our program to function and this is done (for free) via the **Tools-Activation-Enable 3rd Party Integration** menu option in Sage which may require you to locate your serial number and telephone Sage for an activation key. The telephone number is indicated on the Sage activation form.

Versions prior to Sage 2009 will not run under Windows 7 and you need to run on a Windows XP machine. This software is fine with Windows 8 but bear in mind it is running as a 32 bit program in order to maintain compatibility with Sage.

Upgrading to a New Version

New versions of the software will become available from time to time (you are paying an annual software maintenance fee for this privilege) or you may need to upgrade because you have changed to a later version of your accounts or CRM system.

Usually the process for installing a new version of our software is to create a new folder (for example c:\redware\sageconnector-2.66\) with the new program files and copy over the following files from your existing program folder:

- The config file (**sage-connector-2014.exe.config**).
- The current list of virtual account numbers (**hashaccount.csv**).
- Any *.log files perhaps for reference.

Configuration File

All program settings are stored in a configuration file called **sagebilling.exe.config**. Many of these settings are accessed from the program using the **setup** form which is used to configure the settings for accessing your Sage database for example.

You may edit the config file directly to change settings if you desire but please make a copy as the program will not run if there are errors in the XML. There are also some advanced settings that can be specified in this file as detailed below.

The Sage logon details are stored (not encrypted!) for the program to log into Sage. Version 16 is the current Sage 50 2011 and the appropriate folder containing the accounting data must be specified along with the username and password details.

```
<add key="sage.mode" value="SAGE50"/>
<add key="sage.version" value="16"/>
<add key="sage.folder" value="C:\Documents and Settings\All Users\Application
Data\Sage\Accounts\2010\Demodata\ACCDATA"/>
<add key="sage.user" value="manager"/>
<add key="sage.password" value=""/>
```

The default stockitem type is 0 for a Stock Item, 1 for Non-Stock and 2 for a Service items in Sage:

```
<add key="sage.defaultstockitemtype" value="1"/>
```

The system defaults to recognising CSV files in the folder specified by the **csv.folder** parameter which are renamed as TXT files when processing begins. Files are copied to the **csv.okfolder** once processed and any lines that have not been processed are copied into a file with the same name in the **csv.errorfolder**. Look in the log files found in the program folder for details of any error messages.

```
<add key="csv.extension" value="csv"/>
<add key="csv.renameextension" value="txt"/>
<add key="csv.folder" value="c:\temp\csv"/>
<add key="csv.processedfolder" value="c:\temp\csv\processed"/>
<add key="csv.errorfolder" value="c:\temp\csv\error"/>
```

Ftp details are required if data is to be downloaded from a remote ftp site. The same file extension and rename extension is used as for the CSV files and the files are first renamed and then downloaded to the CSV folder specified above before copying out to the processed folder (which is relative to the ftp folder).

```
<add key="ftp.server" value="ftp://79.170.44.55"/>
<add key="ftp.user" value="username"/>
<add key="ftp.password" value="password"/>
<add key="ftp.folder" value="sageupload"/>
<add key="ftp.processedfolder" value="processed"/>
```

Defaults can be setup for the system if it proves difficult to specify the currency in each CSV file for example. On the whole we recommend you avoid defaults and set the correct values into the CSV file.

```
<add key="sage.defaults" value="YES" />
<add key="sage.address.delimiter" value="," />
<add key="sage.defaultcurrency" value="GBP" />
<add key="sage.defaultproduct" value="" />
<add key="sage.defaultstockitemtype" value="1" />
<add key="sync.defaultcurrency" value="GBP" />
```

The update mode defaults to a blank value which means that customers, suppliers and products are added into the accounting database and never modified. Accountants usually like to maintain control over their data but the mode can be changed to SYNC which means that selected fields (see the documentation) will be updated for existing records:

```
<add key="sage.customer.mode" value="SYNC" />
<add key="sage.product.mode" value="SYNC" />
<add key="sage.supplier.mode" value="SYNC" />
```

Miscellaneous

Additional configuration settings (not normally set) include:

- sage.defaulttaxcode
- sage.defaultstockpurchasenominal
- sage.defaultcurrency
- sage.decimalplaces
- sage.defaultstocktaxcode
- sage.defaultstockcategory
- sage.defaultstockitemtype
- sage.multicurrency
- sage.defaultproduct
- sage.setproductpriceifzero
- sage.defaultdepartment
- sage.setdefaultdiscountfromaccount
- sage.recalculatevat