

# 1. Where to find your billing documents

This guide will give you more information on how to push billing documents to SageOne. Billing documents refer to:

- Invoices
- Credit Notes
- Write-offs
- Adjustments

You will be able to find these documents by going to “**Billing**” and then clicking on the **relevant option**.

Billing ▾ Reports ▾ Tool

- Billing Setup ▸
- SageOne Data ▸
- Import Wizard ▸
- Products ▸
- Exception Reports ▸
- Month-end Processing
- Recurring Billing ▸
- Debit Run Batches ▸
- Credit Card Batches
- Commission
- Invoices
- Credit Notes
- Adjustments
- Write Offs
- All Documents

On the following screen, you will be able to see a screen similar to the one below:

Invoices

Select one or more Labels:  All Billing Groups:  All Customer Groups:  All Months:  All States:  All Types:  Normal:

Select one or more Categories:  Screen Total: R 11,755.79 Create Invoice Push Selected to Sage Push All to Sage Remove Invoices Refresh

10 records per page Search:  Copy Columns Clipboard Export Columns CSV Export Columns Excel Show / Hide Columns

Account Code	Period	Customer	Reference	Document Date	Due Date	Document No	Pay Method	Paid	Document Amount	Labels	
BRO001	July 2018	Brother Bertina	JOB000026	2018-07-17	2018-07-18	INV0000260	Credit Card	Unpaid	R 2,835.06		
LIC002	July 2018	Lichaan October	JOB000025	2018-07-16	2018-07-17	INV0000255	EFT	Unpaid	R 2,700.00		
LIC002	July 2018	Lichaan October	JOB000025	2018-07-13	2018-07-14	INV0000254	EFT	Overdue	R 2,500.00		
BRO001	April 2018	Brother Bertina	Recurring Invoice	2018-04-30	2018-05-01		Credit Card		R 204.29		
BRO001	May 2018	Brother Bertina	Recurring Invoice	2018-05-31	2018-06-01	INV0000256	Credit Card	Unpaid	R 2.40		
SAL001	July 2018	Salie's Wireless IT	JOB000024	2018-07-12	2018-07-13	INV0000253	EFT	Overdue	R 2,500.00		
JES002	May 2018	Jessica New	Recurring Invoice	2018-05-31	2018-06-01	INV0000257	EFT	Unpaid	R 200.00		
JES002	May 2018	Jessica New	Recurring Invoice	2018-05-31	2018-06-01	INV0000258	EFT	Unpaid	R 200.00		
WEN001	July 2018	Wendilyn October	Recurring Invoice	2018-07-31	2018-08-01		EFT		R 600.00		
MAT001	July 2018	Matt Test	Recurring Invoice	2018-07-31	2018-08-01				R 14.04		
<b>On screen Total:</b>									<b>R 11,755.79</b>		

On the right-hand side of the screen, you will be able to see all the **action buttons**.

Invoices

Select one or more Categories:  Screen Total: R 11,755.79 Create Invoice Push Selected to Sage Push All to Sage Remove Invoices Refresh

10 records per page Search:  Copy Columns Clipboard Export Columns CSV Export Columns Excel Show / Hide Columns

Account Code	Period	Customer	Reference	Document Date	Due Date	Document No	Pay Method	Paid	Document Amount	Labels	
BRO001	July 2018	Brother Bertina	JOB000026	2018-07-17	2018-07-18	INV0000260	Credit Card	Unpaid	R 2,835.06		
LIC002	July 2018	Lichaan October	JOB000025	2018-07-16	2018-07-17	INV0000255	EFT	Unpaid	R 2,700.00		
LIC002	July 2018	Lichaan October	JOB000025	2018-07-13	2018-07-14	INV0000254	EFT	Overdue	R 2,500.00		
BRO001	April 2018	Brother Bertina	Recurring Invoice	2018-04-30	2018-05-01		Credit Card		R 204.29		
BRO001	May 2018	Brother Bertina	Recurring Invoice	2018-05-31	2018-06-01	INV0000256	Credit Card	Unpaid	R 2.40		
SAL001	July 2018	Salie's Wireless IT	JOB000024	2018-07-12	2018-07-13	INV0000253	EFT	Overdue	R 2,500.00		
JES002	May 2018	Jessica New	Recurring Invoice	2018-05-31	2018-06-01	INV0000257	EFT	Unpaid	R 200.00		
JES002	May 2018	Jessica New	Recurring Invoice	2018-05-31	2018-06-01	INV0000258	EFT	Unpaid	R 200.00		
WEN001	July 2018	Wendilyn October	Recurring Invoice	2018-07-31	2018-08-01		EFT		R 600.00		
MAT001	July 2018	Matt Test	Recurring Invoice	2018-07-31	2018-08-01				R 14.04		
<b>On screen Total:</b>									<b>R 11,755.79</b>		

In the case that these buttons are greyed out, it means that this document has already been pushed to SageOne and can no longer be edited or amended. You will, however, be able to view, send, download or duplicate the invoice. You will also be able to go to the customer's profile by clicking on the **black** button.

Account Code	Period	Customer	Reference	Document Date	Due Date	Document No	Pay Method	Paid	Document Amount	Labels
BRO001	July 2018	Brother Bertina	JOB000026	2018-07-17	2018-07-18	INV0000260	Credit Card	Unpaid	R 2,835.06	
LIC002	July 2018	Lichaan October	JOB000025	2018-07-16	2018-07-17	INV0000255	EFT	Unpaid	R 2,700.00	
LIC002	July 2018	Lichaan October	JOB000025	2018-07-13	2018-07-14	INV0000254	EFT	Overdue	R 2,500.00	

If the buttons on the right-hand side of the screen are colourful, this means that the document is still in draft mode and that you will still be able to edit, amend or delete it. After you have finished amending your document, it will need to be pushed to SageOne.

Account Code	Period	Customer	Reference	Document Date	Due Date	Document No	Pay Method	Paid	Document Amount	Labels
ALI001	June 2018	Alice Liddel	stfgvvtfgtgdftg	2018-06-15	2018-06-16				R 500.00	Red Draft
BRO001	July 2018	Brother Bertina	Recurring Invoice	2018-07-31	2018-08-01		Credit Card		R 22.31	
CAR001	July 2018	Carmen Satie	Recurring Invoice	2018-07-31	2018-08-01		EFT		R 1,598.00	
MAT001	July 2018	Matt Test	Recurring Invoice	2018-07-31	2018-08-01				R 14.04	
WEN001	July 2018	Wendilyn October	Recurring Invoice	2018-07-31	2018-08-01		EFT		R 600.00	
BRO001	April 2018	Brother Bertina	Recurring Invoice	2018-04-30	2018-05-01		Credit Card		R 204.29	

## 2. Pushing documents to SageOne

Billing documents can be pushed in one of two ways:

- Pushing single billing documents
- Pushing batches or multiple billing documents

You will need certain HeroTill permissions to be able to push billing documents to SageOne. If you are unable to see the **Generate SageOne Invoice** button, or the **Push All**

to Sage or the **Push Selected to Sage** buttons, please inquire with your systems administrator about your permissions.

Invoices

10 records per page

Select one or more Categories Screen Total: R 4,355.64 **Create Invoice** **Push Selected to Sage** **Push All to Sage** **Remove Invoices** **Refresh**

Search:  Copy Columns Columns Export Columns CSV Export Columns Excel Show / Hide Columns

Account Code	Period	Customer	Reference	Document Date	Due Date	Document No	Pay Method	Paid	Document Amount	Labels
ALI001	June 2018	Alice Liddel	stfgvvsfgpsdtdg	2018-06-15	2018-06-16				R 500.00	Bad Debt
BRO001	July 2018	Brother Bertina	Recurring Invoice	2018-07-31	2018-08-01		Credit Card		R 22.31	
CAR001	July 2018	Carmen Sale	Recurring Invoice	2018-07-31	2018-08-01		EFT		R 1,598.00	
MAT001	July 2018	Matt Test	Recurring Invoice	2018-07-31	2018-08-01				R 14.04	
WEN001	July 2018	Wendilyn October	Recurring Invoice	2018-07-31	2018-08-01		EFT		R 600.00	
BRO001	April 2018	Brother Bertina	Recurring Invoice	2018-04-30	2018-05-01		Credit Card		R 204.29	
OLI001	June 2018	Olivander's Wand Shop	Sho Testing Bill -7.1	2018-06-01	2018-06-10	10	Direct Debit	Paid	R 30.00	
VOL001	January 2018	Voidemort's academy - Pre Cancellation Test	Sho Testing Bill -7.0	2018-01-01	2018-06-10	9	Direct Debit		R 189.00	
PER001	January 2018	Perfect customer	test	2018-01-31	2018-02-05	INV0000051	EFT	Overdue	R 999.00	
DEA001	February 2018	Dean Marx	Recurring Invoice	2018-02-28	2018-03-05	INV0000052		Overdue	R 200.00	

## 2.1. Pushing Single billing documents to SageOne

You will be able to push single billing documents to SageOne by clicking on the **Generate SageOne Invoice** found on the right-hand side of the screen. This method will mostly be used in the case of installation and other manually created invoices.

Account Code	Period	Customer	Reference	Document Date	Due Date	Document No	Pay Method	Paid	Document Amount	Labels
ALI001	June 2018	Alice Liddel	stfgvvsfgpsdtdg	2018-06-15	2018-06-16				R 500.00	Bad Debt
BRO001	July 2018	Brother Bertina	Recurring Invoice	2018-07-31	2018-08-01		Credit Card		R 22.31	
CAR001	July 2018	Carmen Sale	Recurring Invoice	2018-07-31	2018-08-01		EFT		R 1,598.00	
MAT001	July 2018	Matt Test	Recurring Invoice	2018-07-31	2018-08-01				R 14.04	
WEN001	July 2018	Wendilyn October	Recurring Invoice	2018-07-31	2018-08-01		EFT		R 600.00	
BRO001	April 2018	Brother Bertina	Recurring Invoice	2018-04-30	2018-05-01		Credit Card		R 204.29	
OLI001	June 2018	Olivander's Wand Shop	Sho Testing Bill -7.1	2018-06-01	2018-06-10	10	Direct Debit	Paid	R 30.00	
VOL001	January 2018	Voidemort's academy - Pre Cancellation Test	Sho Testing Bill -7.0	2018-01-01	2018-06-10	9	Direct Debit		R 189.00	
PER001	January 2018	Perfect customer	test	2018-01-31	2018-02-05	INV0000051	EFT	Overdue	R 999.00	
DEA001	February 2018	Dean Marx	Recurring Invoice	2018-02-28	2018-03-05	INV0000052		Overdue	R 200.00	

After clicking on the **Generate SageOne Invoice** button, you will see the following pop-up screen. Click on the **Generate** button to push the invoice to SageOne.

Generate SageOne Invoice ✕

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Are you sure you want to generate a SageOne invoice?

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**Generate**

Once you click on the **Generate** button, the invoices will be emailed to the customer and will no longer be in draft status.

## 2.2. Pushing multiple billing documents to SageOne

If there are a few billing documents that need to be pushed, you can click on either the **“Push All to Sage”** button or on the **“Push Selected to Sage”** button. This method will mostly be used when doing your monthly billing run.

Please note that some billing documents screens might not have the Push Selected to Sage button.



Push Selected Invoices to SageOne ✕

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Are you sure you want to push all selected outstanding invoices to SageOne?

3 pending invoices will be pushed.

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Cancel

Push Now

### 2.2.2. Push all to Sage

To push all draft invoices to SageOne, you can click on the “**Push All to Sage**” button.

Invoices

10 records per page

Select one or more Categories Screen Total: R 11,755.79 Create Invoice Push Selected to Sage Push All to Sage Remove Invoices Refresh

Search:

Account Code	Period	Customer	Reference	Document Date	Due Date	Document No	Pay Method	Paid	Document Amount	Labels
BR0001	July 2018	Brother Berlina	JOB000026	2018-07-17	2018-07-18	INV0000260	Credit Card	Unpaid	R 2,835.06	
LIC002	July 2018	Lichaan October	JOB000025	2018-07-16	2018-07-17	INV0000255	EFT	Unpaid	R 2,700.00	
LIC002	July 2018	Lichaan October	JOB000025	2018-07-13	2018-07-14	INV0000254	EFT	Overdue	R 2,500.00	
BR0001	April 2018	Brother Berlina	Recurring Invoice	2018-04-30	2018-05-01		Credit Card		R 204.29	
BR0001	May 2018	Brother Berlina	Recurring Invoice	2018-05-31	2018-06-01	INV0000256	Credit Card	Unpaid	R 2.40	
SAL001	July 2018	Salle's Wireless IT	JOB000024	2018-07-12	2018-07-13	INV0000253	EFT	Overdue	R 2,500.00	
JE5002	May 2018	Jessica New	Recurring Invoice	2018-05-31	2018-06-01	INV0000257	EFT	Unpaid	R 200.00	
JE5002	May 2018	Jessica New	Recurring Invoice	2018-05-31	2018-06-01	INV0000258	EFT	Unpaid	R 200.00	
WEND01	July 2018	Wendilyn October	Recurring Invoice	2018-07-31	2018-08-01		EFT		R 600.00	
MAT001	July 2018	Matt Test	Recurring Invoice	2018-07-31	2018-08-01				R 14.04	

On screen Total: R 11,755.79

After clicking on this button, you will have the option to either push **all** to sage or to just push invoices with specific **payment methods**. This is a useful function for in-house monitoring to ensure that customers are billed correctly.

## Push All Invoices to SageOne

Are you sure you want to push all outstanding invoices to SageOne?

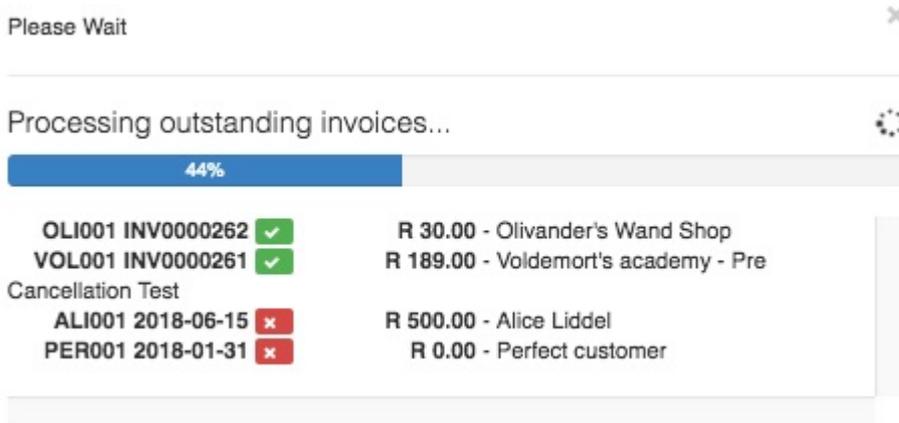
Please select which invoice types to push to SageOne:

Direct Debit
  Credit Card
  Cash
  EFT
  All

Cancel

Push Now

After choosing the applicable method, click on the “**Push Now**” button. This method will not take into account the number of draft invoices on the current screen, but rather push all draft invoices to SageOne. After clicking on the “**Push Now**” button, you will see the following screen.



Please Wait

Processing outstanding invoices...

44%

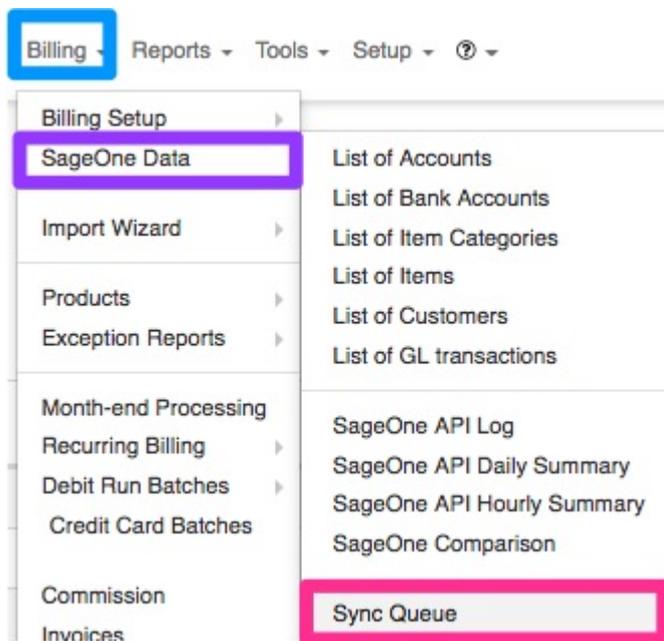
OLI001 INV0000262	✓	R 30.00 - Olivander's Wand Shop
VOL001 INV0000261	✓	R 189.00 - Voldemort's academy - Pre
Cancellation Test		
ALI001 2018-06-15	✗	R 500.00 - Alice Liddel
PER001 2018-01-31	✗	R 0.00 - Perfect customer

On the above screen, you will be able to view which invoices as successfully pushed as well

as which invoices were unsuccessful.

## 2.3. What should I do if the invoice did not push to SageOne?

In the case that the invoices have not been successfully pushed to SageOne, you can go to the SageOne sync queue to view if there might be any syncing errors. To find the SageOne sync queue, you can go to “Billing” - “SageOne Data” and then click on the “Sync Queue” option.



From this screen, you will be able to see any **syncing errors**. If there are syncing errors, click on the **resync** button next to the line item to re-sync it.

SageOne Sync Queue

Customers 18 Done Products 0 Error 13 Done Analysis Codes 2 Done Error All Sources Re-Sync Refresh

10 records per page Search: Copy Columns Clickable Export Columns CSV Export Columns Excel Show/Hide Columns

Row Num	Record Source	Record ID	Record Type	Code	Title	Integration ID	Status	Date
102	Product	12	CampusKey	BevCoffee	Coffee		Error	2018-06-29 16:14:20
103	Product	13	CampusKey	Breakfast	Daily Breakfast		Error	2018-06-29 16:14:23

If the line item is still in error status, please contact the HeroTill support team for further assistance.