



sage

Getting Started with
Sage One Accounting

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Introduction

Sage One Accounting is an online accounting service that's perfect for growing or established small businesses. As well as managing cash flow, quotes, income, expenses and VAT. Sage One Accounting offers powerful features that let businesses trade internationally, control how they share accounts data with trusted colleagues and get real insights into their finances and future with business forecasts, and more.

Within a couple of clicks, you can work in real time with you and connect to other powerful business apps. If you ever have a question, our UK-based support team are a phone call or email away, 24/7, 365 days a year. As Sage One is browser based, it doesn't require any installation, so you are always using the latest version meaning you'll never need to upgrade. This also means that you can access Sage One from anywhere at any time - all you need is Internet access and the latest version of your browser.

Quick Start Guide – entering key business information

We've created a Quick Start Guide for new users of Sage One Accounting to streamline the process of Getting Started. This captures the key business details for a new user.

Once your service is activated you'll be taken to the Quick Start, which will prompt you (or your accountant on your behalf, if you prefer) to complete the following:

- Name and type of business
- Address and contact details
- VAT information
- Important dates

Once this has been completed, you will be directed to the Getting Started page. You can use the Getting Started option as a check list to help you get up and running with Sage One, from entering your customer and supplier information to customising settings and preferences for their business. This option can always be accessed from the Summary tab.

Set Up Customers

In this section, we'll look at how to:

- Create or Import customer records
- Enter money customers owe
- Review the figures

Create or Import Customer Records

If you regularly deal with the same customers and suppliers, you can either manually create their records in Sage One Accounting, or to save time you can import them using Comma Separated Value (CSV) files. CSV files are files held in a standard windows format that other software can use. They're therefore often used to transfer information between different software such as Sage and Microsoft Excel.

To import customer contact records:

1. Contacts > New Contact > Import Customers or Import Suppliers. If you're importing from Sage Instant Accounts, proceed to step 6.

You can also import contacts from Contacts > Customers/Suppliers > New Customer/New Supplier > Import Customers/Suppliers

2. To download the template > click the download a template CSV here link.

Depending on your Internet browser, one of the following happens:

- The file opens in Microsoft Excel.
- The file downloads automatically to your Downloads folder > browse to your Downloads folder and open the file.

You're prompted to open or save the file > Open.

If you've already created a CSV file without using the template, you should download the template and check your file is in the correct format, including the header row, as if it's not, the import can fail. If your file isn't in the right format, before continuing, you should amend it so it matches the template then proceed to step 6.

3. Enter the required information in the CSV file.

The template shows examples of what you should enter. You should delete these example lines before importing your records into Sage One. Don't amend the column headings.

4. File > Save As > browse to the location in which you want to save your file, for example your Windows desktop.
5. Save as type > CSV (Comma delimited) (*.CSV) > Save > close the file.
6. From within Sage One > Browse or Choose File > browse to where you saved your CSV file > Open.
7. CSV Format > choose either Sage One Accounting or Sage Instant Accounts > Upload.

You can't use Sage One while the data is uploading.

If for any reason the upload fails, a message appears advising why it's failed. You should fix the errors then try uploading the CSV file again. For more information about the format the file should be in, please see the previous section Contact CSV file format.

8. Click OK.

You've successfully imported your contacts and they appear on the contacts list.

Enter money customers owe

Whether you're just starting a business or changing from another accounting system, you're likely to have opening balances. Without accurate opening balances, the reports produced by Sage One can't give you a true picture of your financial position.

In Sage One Accounting you can enter opening balances for:

- Outstanding customer transactions
- Outstanding supplier transactions
- Bank account balances
- Nominal ledger trial balance values

In order to enter any opening balances you need a list of outstanding customer and supplier invoices and credit notes, closing trial balance from the previous accounting period and your bank statements. You also need a list of unrepresented bank items from your previous accounting system.

We recommend you start using Sage One from the start of a new accounting period, whether this is a new tax month or quarter or the start of your financial year. You should also complete your final VAT Return using your previous system. You can then produce the final trial balance from this system to use when entering opening balances. This ensures that all the values you enter in Sage One are accurate and have been reconciled.

If required, you can import your customer and supplier opening balances. Alternatively, to manually enter them, follow the steps below.

Before you enter any opening balances, you need to check you've entered your VAT scheme and the start date for their Sage One transactions. This should have been completed during the 'Quick Start' set up.

1. Settings tab > Financial Year & VAT.
2. Accounts Start Date > enter the day you intend to start using Sage One from. For example, if you stopped using your previous accounting system on 30 September, enter 1 October.

You can't enter any transactions before this date, only opening balances.

3. VAT Scheme > choose the relevant VAT scheme > Save.

You're now ready to start entering your opening balances.

1. Settings > Customer Opening Balances.
2. Check the accounts start date is correct. If it isn't, click the date > change it as required > Save.
3. New Opening Balance > complete the following information:

Type	To record an invoice, choose Inv or to record a credit note, choose Crn.
Date	Enter the date of the invoice or credit note. This must be before the date entered in Financial Settings > Accounts Start Date.
Customer	Choose the required customer.
Reference	Enter a reference for the opening balance, for example the invoice or credit note number.
Details	If required, enter any additional information, such as what the invoice or credit note was for.
Net	This option only appears if you use the VAT Cash Accounting scheme. Enter the net value of the transaction.

VAT Rate	This option only appears if you use the VAT Cash Accounting scheme. Choose the appropriate VAT Rate.
Total	If you use the Standard or Flat Rate VAT scheme, enter the gross value of the invoice or credit note. If you use the VAT Cash Accounting scheme, this value automatically calculates from the net amount and VAT rate.

If you've any outstanding payments on account, you should enter these as credit notes which you can then allocate to an invoice at a later date.

4. If you've enabled multi-currency transactions, and the customer is based overseas, enter the following information:

Total (currency symbol)	Enter the amount in the customer's base currency, for example, US dollars.
Exchange rate	If you use live exchange rates, this is the latest rate. If required, change this to the rate used for the original transaction. The total value in your base currency automatically updates based on the foreign value and the exchange rate.

5. Save > repeat these steps until you've entered all outstanding invoices and credit notes for each of your customers.

You've successfully entered the customer opening balances for you. When you enter any nominal opening balances, the total amount entered here appears on the Trade Debtors control account and the opposite entry is posted to the Opening Balances Control Account.

If you use the Standard or Flat Rate VAT scheme, VAT should already have been accounted for on the final VAT Return that has been produced from their previous system, therefore no values are posted to the VAT on Sales nominal ledger account. If you use the VAT Cash Accounting scheme, VAT is calculated when the customer pays the invoice. As the VAT hasn't yet been accounted for, it's posted to the VAT on Sales Holding Account nominal account until payment is received.

To pay an opening balance invoice you would need record a **customer receipt** in Banking.

Review the Aged Debtors Report

The Aged Debtors Report shows you how much you are owed at any point in time by each of their customers. You can use the report to keep track of:

- How much customers owe
- How long customers have owed money for
- Which of customers owe the most money
- The credit limit you are giving to your customers

When the credit limit is exceeded the credit limit value is highlighted red. If the account balance is between 75% – 100% of the credit limit, the value is highlighted amber to show they're nearing the credit limit you've set.

The report is broken down by ageing periods, which by default is every 30 days. You can change this if necessary.

To produce the Aged Debtors Report:

1. Reporting > Reports > Aged Debtors Report.

The report shows all customers with an outstanding balance up to the current date. To view the report for a particular customer, enter their company name or reference in the Type to search box.

2. Refine > enter the date you want to run the report up to.

If you use analysis types, for example customer groups, you can also choose the relevant analysis type and category and only the customers who belong to that group appear on the report. The Analysis Type and Analysis Category drop-down menus only appear if you've already [created your analysis types](#).

3. To view the customer's account, click the relevant line > to return to the report, click back on your browser menu bar.
4. To save or print the report > Export > choose one of the following:

- CSV – Depending on your Internet browser, the file automatically downloads to your Downloads folder or you're prompted to save the file > browse to where you want to save the file > Save.
- PDF – The PDF opens in a new window or tab. Open your browser File menu then choose to print or save the report.

To view details of which transactions make up each of the values on the report, click View the detailed report. From here you can see the outstanding transactions and view details of each one by clicking the relevant line. You can also export this information to a CSV file or PDF. To return to the Aged Debtors Report, click back on your browser menu bar.

The reverse process can be followed to set up suppliers, enter any money owed, and review the [Aged Creditors Report](#).

Connect Bank Accounts

In this section, we'll look at how to:

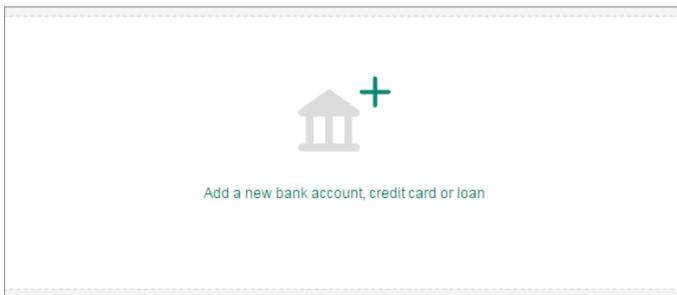
- Set up bank accounts
- Link to an online bank account

From the banking tab you can easily view and manage their bank accounts, credit cards, loans and banking transactions. You can see details of your bank accounts here, including the balance, account number and sort code.

Before it's possible to link to an online bank account, you will first need to set up a bank account in Sage One Accounting.

To add a bank account

1. Banking > Add a new bank account, credit card or loan.



2. Complete the following information

Account Type	Choose the bank account type you want to create.
Account Name	The name of the account as you want it to appear in the bank account list.
Sort Code	Enter the bank sort code, excluding dashes.
Account Number	The bank account number for this account.
Last 4 digits of your credit card number	If the account type is a credit card, enter the last 4 digits for this account.
Add an opening balance	If you want to enter an opening balance for the account, click Add an opening balance and enter the opening balance date. Note: Before entering an opening balance, you should set your Accounts Start Date.
Balance	If the bank account has a positive opening balance, enter the value here.
Overdrawn Balance	If the bank account has a negative opening balance, enter the value here.

3. Click Add account.

The new bank account is now ready to use.

Linking to an online bank account – bank feeds

Bank feeds easily imports your transactions from your online bank account. This saves time manually entering transactions, simplifies bank reconciliation and ensures your accounts are up to date and accurate.

The bank feeds service connects directly to your bank account via a secure service and displays the transactions in Sage One. You can then choose to create new transactions, which are imported immediately into your accounts; or matched with existing Sage One transactions that have already been entered.

Service and security

Bank feeds is an optional service and is provided by Yodlee, a third party online banking solution provider. Yodlee connects to your online bank account and retrieves statement and account transaction information for you to use with Sage One.

Sage One doesn't store your online banking credentials, these are stored by Yodlee.

Yodlee are certified as a **Payment Cards Industry (PCI) Level 1 Service Provider** and have **EU Privacy Safe Harbor certification**. For more information about data security, please visit www.yodlee.com.

If your online banking service uses multi-factor authentication security, they must enter their security key or passcode when they set up bank feeds and before downloading transactions.

We recommend you confirm with their online banking provider if using bank feeds compromises the terms and conditions of their service.

Before setting up bank feeds

You can link a bank feed to current, savings and credit card bank account types in Sage One. You can't link to a Loan, Cash in hand or Other account type.

You can download transactions from the last 90 days. If you need transactions that are more than 90 days old, you can **import your bank statement**, or enter the transactions manually before continuing.

If you're in the middle of importing a bank statement, you should complete this first to avoid duplicating transactions. If you're part way through **reconciling your bank account** you should complete this.

It's important to consider the date you want to start using bank feeds and import transactions from. Ideally you should choose the day after the date you last reconciled your bank up to. If you enter a date before this, the transactions are included in the import but you can discard them.

To set up bank feeds

Please note – you should perform this stage of the process.

1. Banking > click Connect your bank.
2. Read the terms and conditions > select I accept the Terms and Conditions check box.
3. Click Continue.
4. Enter the name of your bank > Search.
5. Select your bank > enter your online banking credentials.

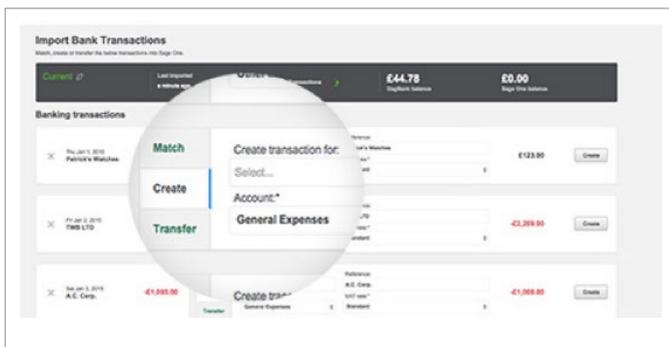
These are the same details you use to log in to your online banking website. If your online banking service uses multi-factor authentication security, you're requested to enter further security details.

6. Click Add.

Sage One verifies your credentials and lists your online bank accounts.

7. Close > select the account you want to link to > Continue.
8. Enter the date you want to import transactions from > Finish.

Your transactions are downloaded and each item appears on a different line, ready to process.



To process downloaded transactions

For each downloaded transaction, you can choose to:

Match	<p>Sage One automatically matches existing payments or receipts recorded on the same day for the same value.</p> <ul style="list-style-type: none"> • If the match found is correct > Match. • If the match isn't correct > to remove the match, choose Create, Transfer or Discard as appropriate. • If Sage One can't match the transaction > Find Match. <p>Sage One checks the amount and date against existing transactions and lists any that match.</p> <ul style="list-style-type: none"> • Select the check box for the relevant transaction > Confirm match.
Create	<p>Use this option to create the transaction in Sage One.</p> <p>Enter the following details, then click Create:</p> <ul style="list-style-type: none"> • Create transaction for – If applicable, enter the contact's name, as you type a list of your contacts appears > choose the relevant contact. • Account – Choose the ledger account you want to record this payment or receipt against. • Reference – This is the same as the reference on your statement, however you can change this. • VAT rate – Choose the relevant VAT rate. <p>This option only appears if you're registered for VAT.</p>
Transfer	<p>Use this option to transfer the value from or to the selected bank account.</p> <p>Enter the following details, then click Transfer:</p> <ul style="list-style-type: none"> • Transfer From or Transfer To – Choose the relevant bank account. • Reference – This is the same as the reference on your statements, however you can change this.
Discard	<p>If you've already entered the transaction and you don't want to import it > click the discard button > Yes.</p>

Once you've imported the transactions into Sage One, to save time they're automatically marked as **cleared in the bank**.

To download new transactions

1. Banking > click new transactions for the required bank account.



If your online banking service uses multi-factor authentication security, they will be requested to enter their security details – they'll have to perform this action before you can continue processing transactions.

Transactions that appear on your statement since you last imported then appear. You can match, create transfer or discard as appropriate. For more information, please see the previous section.

To refresh bank feeds

Bank feeds can be manually refreshed, once every 15 minutes.

1. Banking > click the refresh  button for the relevant bank account.

If your online banking service uses multi-factor authentication security, they must enter their security details before the bank feed refreshes each time.

The bank feeds refreshes and any new transactions are downloaded.

To help you with any bank feeds queries you may have, we've put together a list of [common questions](#).

Set Up the Chart of Accounts

In this section, we'll look at how to:

- Review the standard Chart of Accounts
- Enter opening account balances
- Review the Trial Balance report

The chart of accounts is a list of all of the accounts used by your business. These accounts are known as nominal ledger accounts. You can use it to analyse your income, expenditure, assets, liabilities and capital when running the [management reports](#). This helps you to see how your business is performing at any moment in time. Each nominal ledger account has a unique number, although it doesn't matter which number you use, as it's the category you choose when creating a new account that determines where it appears on the reports.

Included in Chart	Nominal Code	Ledger Name	Category	Category Group	VAT Rate	Visible?	Display Name
✓	0001	Assets - Cost	Fixed Assets	Asset	Standard	✓	Assets - Cost
✓	0030	Office equipment and IT - Cost	Fixed Assets	Asset	Standard	✓	Office equipment and IT - Cost
✓	0031	Office equipment and IT - Accumulated Depreciation	Fixed Assets	Asset	No VAT	✓	Office equipment and IT - Accumulated Depreciation
✓	0040	Fixtures and fittings - Cost	Fixed Assets	Asset	Standard	✓	Fixtures and fittings - Cost
✓	0041	Fixtures and fittings - Accumulated Depreciation	Fixed Assets	Asset	No VAT	✓	Fixtures and fittings - Accumulated Depreciation
✓	0050	Motor Vehicles - Cost	Fixed Assets	Asset	Standard	✓	Motor Vehicles - Cost
✓	0051	Motor Vehicles - Accumulated Depreciation	Fixed Assets	Asset	No VAT	✓	Motor Vehicles - Accumulated Depreciation
✓	1000	Stock	Current Assets	Asset	Standard	✓	Stock

Review the standard Chart of Accounts

Sage One Accounting uses a standard layout designed for small businesses. If required, you can customise the standard chart of accounts layout to suit the needs of your business.

You can view the chart of accounts from the Settings tab > Chart of Accounts. From here you can:

- View details or edit existing nominal ledger accounts, or create new accounts.
- Filter the list by nominal ledger accounts included or excluded from the chart of accounts or by category.
- Search for nominal ledger accounts by the code, ledger name or display name.
- View which nominal ledger accounts are control accounts. These are marked with an asterisk.

If there's a tick in the Visibility section, then you can use the account in that area of the program when you enter transactions. If there's no tick, then you can only use the account for posting journals and reporting purposes.

To create a new nominal ledger account

If you want to create a new bank account, you should do this from Banking > New Bank Account. When you create your bank account, you can enter the nominal ledger account code you want to use. This ensures the nominal ledger account links to the correct bank account.

1. Settings tab > Chart of Accounts.
2. New Ledger Account > complete the following information:

Included in Chart	Leave this check box selected.
Ledger Name *	Enter the name for this account as you want it to appear on the ledger.
Display Name *	If you want a different name to the ledger name to appear when posting transactions and on your reports, enter it here.
Nominal Code *	Enter the nominal code you want to use for the new account. If you want to keep similar nominal codes together, the default nominal code ranges for each category are as follows: Assets = 0001 – 1999 Liabilities = 2000 – 2999 Capital = 3000 – 3999 Income = 4000 – 4999 Expenditure – Direct expenses = 5000 – 5999 Expenditure – Overheads = 6000 – 9999
Category *	Choose the category for the nominal ledger account. The category determines where the account appears on your management reports. If you're not sure which category to choose, you should check with your accountant.
Category Group	The category group is determined by the category you choose and you can't change this.
VATRate	Choose a default VAT rate. If required, you can change the VAT rate when entering transactions.
Visibility	The areas of Sage One in which the nominal ledger account is available for use are automatically selected based on the category you chose. If necessary, you can change these by clearing or selecting the relevant check boxes. Note: All nominal ledger accounts must be available in journals and reports.

* These details are compulsory.

3. Click Save.

To edit an existing nominal code

You can't change the ledger name or category of control accounts, indicated by an asterisk, or exclude them from the chart of accounts.

1. Settings tab > Chart of Accounts.
2. Click the nominal ledger account you want to edit.

To quickly find the nominal ledger account, if you know the code or name, enter this in the search box.

3. Make the necessary changes. For more information, please see step 2 in the previous section.

If you amend the category, this doesn't affect any transactions posted to the previous category using this account.

4. Click Save.

To exclude a nominal ledger account from your chart of accounts

You can't delete a nominal ledger account however, provided it isn't a control account, you can exclude it from the chart of accounts. If you exclude the nominal ledger account, it's not available for selection when posting transactions.

1. Settings tab > Chart of Accounts.
2. Click the required nominal ledger account > clear the Included in Chart check box > Save.

If you want to include the nominal ledger account again in the future, simply edit the account and select the Included in Chart box.

Enter opening account balances

1. Settings tab > Nominal Opening Balances.
2. Check the date for your opening balances.

This defaults to the date immediately prior to the one you entered in Accounts Start Date. You shouldn't change this.

3. Enter a reference for your opening balances.

If you've already entered your customer, supplier and bank opening balances, the values automatically appear. If necessary, you can amend these values by clicking the relevant line and following the steps in the relevant sections above.

4. Enter the remainder of your trial balance as follows:

Ledger Account*	Choose the relevant nominal ledger account you want to record the opening balance for.
Details	If required, enter any additional details.
Debit	If the trial balance shows a debit value, enter this here.
Credit	If the trial balance shows a credit balance, enter this here.

5. Repeat the previous step on the next available line until you've entered all values from your trial balance.

As you enter your trial balance, to ensure the total debits and credits balance, the opposite entry posts to the Opening Balances Control Account. Once you've entered all the values from your trial balance, this account should be zero. If it isn't, check you've entered the correct values for each entry.

If necessary, you can save your opening balances without entering the full trial balance and Sage One retains the values you enter here. A value remains in the Opening Balances Control Account until you can enter the full trial balance.

6. Check the opening balances entered match those on your trial balance > Save.

You've successfully entered your opening balances and the values appear on the relevant nominal accounts.

If you have opening balances in your VAT on Sales or VAT on Purchases ledger account that haven't yet been included on a VAT Return, Sage One can't automatically include them on a return. Instead, you need to **manually adjust** your VAT Return, and then **post a journal** to clear these values.

To edit or delete an opening balance

1. Settings > Accounting Settings > click the type of opening balance you want to edit or delete.
2. Do one of the following:
 - To delete the opening balance, click the delete button > if prompted to confirm you want to delete the transaction > Yes.
 - To edit a customer or supplier opening balance, click the relevant line > amend the details as required > Save.
 - To edit a bank or nominal opening balance > amend the relevant line as required > Save.

If you amend your opening balances, and this results in a difference between the debits and credits in the Nominal Opening Balances option, the difference posts to Opening Balances Control Account (9998). You should check the value for each item matches the values on the trial balance you're using to enter your opening balances. If they don't, before saving your opening balances, amend any as required and check the balance on ledger account 9998 is zero.



Review the Trial Balance report

The trial balance shows the balance on each nominal ledger account between a specified date range. The balances appear as debits or credits and the totals always balance. The report includes transactions between the dates you enter and doesn't include any values brought forward from earlier periods. If you want to include brought forward values, so that you can see the total current balance for each nominal ledger account, you should run the periodic trial balance instead.

1. Reporting > Reports > Trial Balance.
2. From the Reporting Period drop-down menu choose one of the following options:

This Month	To produce the report for the current month, use this option.
This Quarter	To produce the report for the the current quarter, use this option. For example, if the current month is June, the date range is 01/04/2015 to 30/06/2015.
This Year	To produce the report for the current year, use this option.
This Financial Year	The report dates default to a 12 month period, based on the day and month you entered for your Year End Date in Financial settings . Note: This produces the report for the current year regardless of the year set in Financial settings.
Last Month	To produce the report for the previous month, use this option.
Last Quarter	To produce the report for the previous quarter, use this option. For example, if the current month is June, the date range is 01/01/2015 to 31/03/2015.
Last Year	To produce the report for the previous year, use this option.
Last Financial Year	The report dates default to a 12 month period for the last financial year, based on the day and month you entered for your Year End Date. Note: This produces the report for the previous year regardless of the year set in Financial settings.
Custom	Enter the report dates you want to run the report from and to.

To view how the values are calculated for a particular ledger account, click the relevant line. This links to the Nominal Activity Report and shows the transactions for this account up to the specified date. To view details of a transaction, click the individual entry. To return to the Trial Balance Report, click back on your browser menu bar.

3. To save or print the report > Export > choose one of the following options:
 - CSV – Depending on your Internet browser, the file automatically downloads to your Downloads folder or you're prompted to save the file > browse to where you want to save the file > Save.
 - PDF – The PDF opens in a new window or tab. Open your browser File menu then choose to print or save the report.

Extra Settings

In this section, we'll look at how to:

- Set up departments, cost codes and projects
- Enable foreign currency transactions
- Invite other users
- Review default settings and preferences

Set up departments, cost codes and projects

You can create analysis types in Sage One to help you analyse your accounts in more detail. For example you might want to analyse profit and loss by department or run an aged debtors report for a specific group of customers.

Transaction analysis

Use this option to add analysis types to transactions such as invoices and payments. For example you might want to add a department to sales invoices and report on this. The following analysis types are available, which you can amend if required:

- Department
- Cost centre
- Project

Group analysis

Use this option to add analysis types to your records. For example, you might want to group their customers by region. You can customise this if required, so instead of customer groups, you may want to have a salesperson group, or analyse sales by marketing campaign.

- Customer
- Supplier
- Product

Within each analysis type you can create your own categories and select the areas of Sage One you want the analysis types to be available in. For example, you might want to allocate a project reference to sales, purchases and bank transactions but not journals. Once you've created your analysis categories, you can then use them when posting transactions or apply them to a group record and when running reports.

You can filter the following reports for a particular analysis type:

Transaction analysis

- Profit and loss
- Nominal activity

Group Analysis

- Aged debtors
- Aged creditors
- Profit analysis

You can also refine the customer, supplier, product and service lists to show records allocated to a particular group.

To create analysis types

1. Settings tab > Analysis Types.
2. To analyse your data at transactional level, for example individual postings to your ledger account, click Transaction Analysis.
Alternatively, to analyse your data by groups, click Group Analysis.
3. Click the relevant analysis type, for example Cost Centre.

If necessary you can amend the analysis type description. To do this, simply click the type you want to change > enter your own description > Save.

4. If required amend the code and name of the first category > repeat as necessary.

If you want to enter more than three categories, on the next available line, enter a code and name.

To delete a category, click the delete button

If a category has been previously used on a transaction or record, a tick appears in the In use? column. You can't delete a category if it's in use. If it's been used on a transaction, we recommend changing the name to not in use. If it's a group category, you can remove it from the relevant record then delete it.

5. Select the areas of Sage One in which you want the analysis type to be available for selection > Save > if you've amended a category which is in use, click Yes.

You need to save the changes to each analysis type individually.

6. Repeat steps 2 to 5 for any other analysis types you want create.

You've successfully created your analysis types. If you created a transaction analysis type, when you post a transaction, you've the option of selecting the relevant category. If you created a group analysis type, you need to allocate it to the relevant records.

To allocate a group analysis type to a record

- Customer or supplier record – Contacts > click the relevant contact record > Analysis > Customer Group > choose the required group > Save.
- Product or service record – Products & Services > click the relevant record > Analysis > Supplier Group > choose the required group > Save.

The Analysis option is only available if you've already created your analysis groups.

To delete an analysis category

You can't delete a category if it's in use. If it's been used on a transaction, we recommend changing the name to not in use. If it's a group category, you can remove it from the relevant record by following the steps in the previous section and changing the analysis to None, then follow the steps below.

1. Settings tab > Analysis Types.
2. Click Transaction Analysis or Group Analysis as required > click the relevant analysis type.
3. Click the delete button next to the category you want to remove > Save.

If you want to remove an analysis type from use, clear the check boxes in Active Areas for this Analysis Type > Save.

Enable foreign currency transactions

If you trade with companies based overseas, it's possible to process foreign currency transactions in Sage One Accounting. You can easily record invoices, credit notes, payments and receipts in different currencies. You can choose to use live exchange rates from the European Central Bank (ECB), which update daily so you're always using the most up to date rate, and you can also track any losses or gains as a result of changes in the rate.

To set up foreign currency transactions

Before you start processing using different currencies, you need to enable foreign currency transactions and enter the correct currency in your contact records.

1. Settings tab > Foreign Currencies.
2. Select the Enable Foreign Currency Transactions check box.
3. Use Live Exchange Rates > to automatically use the most up to date exchange rates from the ECB, select this check box.

If you choose not to use live exchange rates, you must manually enter and maintain the rates for the relevant currency. You can do this from here or alternatively, you can enter the rate when posting individual transactions.

Three currencies are automatically created for you, euro, pound sterling and US dollars. You can't delete your base currency, pound sterling, or a currency that's in use. If you need to delete any currencies not in use, click the delete button .

4. To add a new currency > on the next available line, choose the currency you require.

If you chose to use live exchange rates, the latest rates from the ECB appear. When entering foreign currency transactions, the most up to date rate from the ECB is used and not the exchange rate as at the date of the transaction. You can overwrite the exchange rate if required. If you chose not to use live exchange rates, manually enter the rate.

5. Check or enter the following information:

Bank Charges Ledger Account*	This is the nominal ledger account used for any bank charges you might incur. If required you can change this. For example, to keep a record of how much foreign transactions cost you in bank charges, you may want to use a separate nominal ledger account to the one you use for normal bank charges. If necessary, you can create a new code from Settings > Accounting Settings > Chart of Accounts.
Exchange Rate Gains and Losses Ledger Account*	If the exchange rate changes between creating an invoice and receiving or making a payment, the difference posts to this nominal ledger account. This helps you keep track of how much you gain or lose through changes in the rates.

6. Click Save.

You've successfully enabled foreign currency transactions and chosen your currencies. You're now ready to check the currency settings in your customer and supplier records.

To check or enter the currency in the contact records

If there are transactions on a contact record, you can't change the currency. Instead, you need to create a **new contact record** for the currency you want to use.

1. Contacts > click the required contact.
2. Currency > choose the required currency.

If you haven't already done so, if the contact is VAT registered, enter the VAT registration number and ensure the address shows the correct country.

3. Click Save.

You're now ready to start processing foreign currency transactions.

To process foreign currency transactions

Once you've set up Sage One Accounting for foreign currency transactions, you'll notice some differences when recording transactions. Your invoices, credit notes, quotes, payments and receipts now appear in the relevant contact's currency. You can see the exchange rate used and what the value of the transaction is in your base currency, pound sterling, and can also record any currency charges incurred. When recording bank transactions, the value on the bank activity always appears in your base currency. To view details of the transaction, including the foreign amount and exchange rate used, from within the relevant bank account, simply click the payment or receipt.

Journals, other payments and other receipts are always posted in base currency and you can't enter quick entries using foreign currency. If you need to enter an invoice or credit note, please see the section below.

If you use the VAT Cash Accounting Scheme, although VAT is payable to HMRC when a payment has been made or received, the amount of VAT due is calculated from the values on the original invoice or credit note. Sage One Accounting calculates this automatically for you when you run a VAT Return.

Invite other users to work in Sage One

If you have more than one person processing their accounts, you can invite multiple users to have access to Sage One Accounting. Having individual users means you can assign people different roles from read only to full access. If required, you can also restrict users' access to certain areas of Accounting.

To invite users, you must log into Accounting as the owner. The owner is the person who originally signed up to Accounting and has access to all areas of the service. As the linked Sage One Accountant, you are automatically given 'owner' rights.

You can assign users one of the following roles:

Read Only	The user is able to view data but not enter or amend any details.
Restricted Access	The user can enter invoices, credit notes, payments and receipts. By default a restricted user can't edit delete or void transactions and has no access to the Journals or Settings areas. They also can't run statutory reports, such as the VAT Return.
Full Access	The user has access to all options within Sage One.
Custom	If you choose to apply a custom role to a user name, you can specify what access you want them to have to the different areas available in Sage One. For example, you might want them to have full access to sales but no access to the Banking area.
No Access	The user is unable to access options within Sage One.

Advanced Permissions ▲

Sales* Full Access ▼	Products & Services* Full Access ▼	Journals* Full Access ▼
Purchases* Full Access ▼	Contacts* Full Access ▼	Statutory Reporting* Full Access ▼
Bank* Full Access ▼	Reporting* Full Access ▼	Settings* Full Access ▼

Advanced Permissions -		
Sales*	Products & Services*	Journals*
Full Access	Full Access	Full Access
Purchases*	Contacts*	Statutory Reporting*
Full Access	Full Access	Full Access
Bank*	Reporting*	Settings*
Full Access	Full Access	Full Access

The following tasks require a user to have full access:

- File a VAT Return or any other statutory forms online
- Adjust a VAT Return
- Make changes to your business or financial settings
- Enter journals
- Reconcile a bank account
- View management reports
- Access bank records
- View bank balances

You can find out more about which options users with different roles can access, from our [Detailed user access levels](#) article.

To invite a new user

If you have more than one business setup in Accounting, you can invite the same or different users to each of your businesses. Once the user has accepted your invites, they can see the companies they have access to from the business list drop-down menu.

1. Click Settings  > User Management > Invite User.
2. Enter the user's email address.

When you save the user's details, an email is sent to the address entered inviting them to access Sage One. The first time they access Sage One, they're prompted to enter a password and choose their security questions.

3. If this user is a system manager, select the System Manager check box.

You must only select this check box if you want the user to have full access to all areas of Sage One. A system manager can access User Management, set up new users and change the access of existing users.

4. Choose the role you want the user to have.

If you want the user to have different access levels to the available options within Sage One, choose Custom.

5. If you chose Custom > Advanced Settings > choose the required role for each area. For more information, please see the previous section.
6. Click Save.

You've successfully invited a new user to access Accounting. The user can now activate their user account from the link in the activation email and once they've logged in a tick appears in the Activated column. You can also see the date they last logged in.

Review default settings and preferences

To save you time when creating records and processing transactions, you can enter the following default settings and preferences for Sage One Accounting.

Customer defaults

Supplier defaults

Product and service defaults

Bank defaults

Chart of accounts defaults

Enter your preferences from the Settings tab > Defaults.

Settings Overview

From the Settings tab, you can always manage your Sage One settings and enter/amend default information to suit their business needs.

Financial Year & VAT Chart of Accounts

Defaults

Analysis Types

Google Drive

Foreign Currencies

Credit Card & Customer Payments

About your Business

Payroll Integration

Invoice & Quote Settings

Opening Balances

Customise Invoices

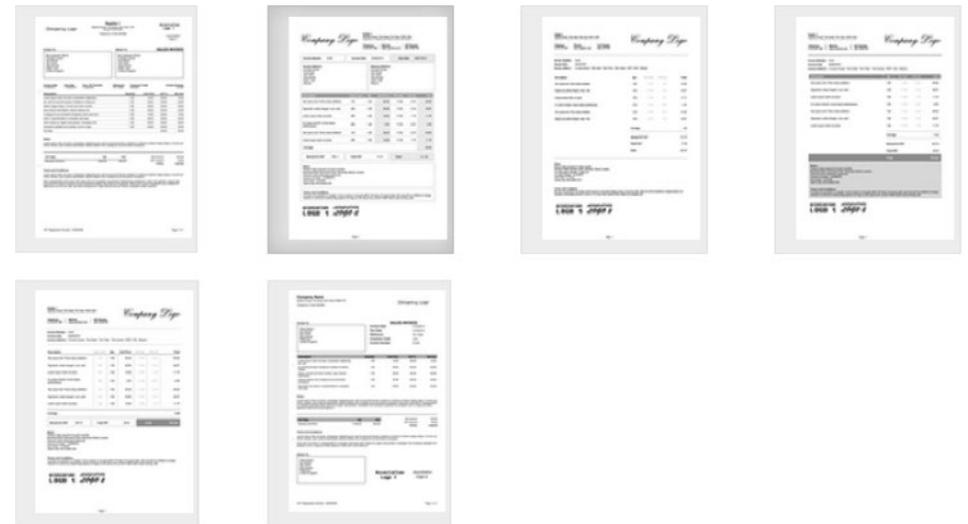
You can personalise their invoices and quotes they send to their customers by choosing from a variety of templates and adding logos. It's also possible to enter any terms and conditions you want to appear on the layouts and enter default invoice numbering and quote options.

- Settings tab > Invoice & Quote Settings.

To make changes to your default settings, please see the following sections then, once you're happy with your settings, click Save.

There are six invoice and quote templates available, so you can choose the most suitable layout for your business.

- To change the template for your invoices and quotes, Template Settings > select the required layout.



You can amend the following information for your invoices and quotes:

Next Invoice Number	If you want your invoices to start from a particular number, enter the number here. This could be for example, because you've just started using Sage One and you want your invoice numbers to continue on from your previous accounting system.
Sales Invoice Number Prefix	If required, amend the prefix used for your invoice numbers.
Sales Credit Note Number Prefix	If required, amend the prefix used for your credit note numbers.
Quick Entry Prefix	This prefix is used for both sales invoices and credit notes entered as quick entries. This helps you to identify how they've been entered. You can amend this if required.
Quote Default Days to Expiry	Enter the number of days a quote is valid for. The expiry date calculates based on the quote date and the number of days you enter here.
Sales Quote Number Prefix	If required, amend the prefix used for your quotes. To help you easily identify your quotes, this should be different from the prefix used for your invoices or credit notes.
Next Quote Number	If you want your quotes to start from a particular number, enter it here.

You can enter the following information to show on invoices and quotes.

Invoice Terms and Conditions	Enter any terms and conditions you want to appear on your invoices. If you have different terms and conditions that apply to specific customers, you can customise these in their record. If you do this, the custom settings in the record are used when creating invoices, not the terms and conditions you enter here. Any changes you make don't affect invoices you've already created.
Terms (from Defaults)	This is the default number of credit days. If you need to change this, click Defaults > Customer Credit Days > amend the number of days > Save.
Quote Terms and Conditions	Enter any terms and conditions you want to appear on your quotes.
Default Invoice Notes	Enter any notes you want to appear on your invoices, credit notes and quotes. You can select to Show on Invoice and/or Show on Credit Note. These notes can be used for bank details or other messages, such as opening times.

If you have a company logo, you can add this to the template. If you want to add images to the bottom of invoices, for example, a trade membership or accreditation, you can also add up to two association logos. We recommend you use an image size of 280 x 200 pixels or less, and a file size of no larger than 64Kb and the file type should be JPG, GIF or PNG.

- Click Upload Image for the relevant logo option > browse to the image file > Open > repeat as required.

If you sell goods or services to VAT registered customers in the EU, although VAT is zero rated, you should inform customers on their invoices of the VAT rate which would normally apply if you were to sell the item within the UK. This text automatically appears depending on the VAT rate you choose when you create the invoice. If required, you can amend the default text that appears on the invoice here.

Record Expenses

There are a number of ways of recording Expenses in Sage One Accounting. Each transaction entered will record the debit and credit values automatically (as per bookkeeping rules).

We'll start by recording some Supplier Invoices.

Create and manage purchase invoices

There are two ways for you to record Supplier Invoices in Sage One Accounting: -

- **Purchases tab > Purchase Invoices**

Use this option to record invoices from Suppliers individually, or if you need to record the invoice against your Product Records you have entered in Sage One.

This method offers extra features such as creating a Draft invoice before saving it to Sage One.

- **Purchases tab > Quick Entries**

You can use the Quick Entries option in Sage One to quickly enter purchase invoices and credit notes for one or more suppliers at the same time. This saves you time if you have a lot of invoices or credit notes to enter and you don't want to record them against a particular product record. Once you've entered a quick entry invoice, when you need to pay it, you can do this using a **supplier payment**. If you've entered a credit note, you can **allocate**, or if necessary, **refund** it, as normal.

If want to record the purchase of a particular product that you've created a record for, you must use the **Purchase Invoices** or **Purchase Credit Notes** options instead.



Record Income

Similar to recording Expenses, there are different methods of recording Income in Sage One Accounting. You might offer credit terms to some customers to Buy Now / Pay Later, and others may need to pay straight away.

Again, Sage One records the double entry of each transaction in the background.

Let's start with recording Customer Invoices.

Record Income

Similar to Supplier Invoices, you can enter Customer Invoices in one of two ways in Sage One Accounting:

- **Sales tab > Sales Invoices**

Use this option to record invoices for customers individually, or if you need to pick up the Product Records you have entered in Sage One.

As a business, you would normally send an invoice to your Customer, either printed or emailed, so there are extra features in the Sales Invoices area in comparison to Purchase Invoicing.

To manage an existing invoice:

- Sales > Sales Invoices > click the required invoice.

From here you can:

- View the details of the invoice, including whether it's paid or unpaid.
- Check if the invoice has been issued or not. The invoice shows as issued if you've emailed or printed the invoice.
- Email the invoice. You can send your invoice to your customer as a PDF file attachment.
- Print the invoice (Depending on your Internet browser) the PDF invoice opens in a new window or tab. You can choose to print from your browser file menu.

- Copy the existing invoice, creating a new invoice with the exact details without re-entering the information
- Edit the existing invoice. If the invoice has already been paid, credited or included on a VAT Return, you can't amend it. For more information, please see [To edit or void a sales invoice](#).
- Record a **payment** against the invoice.
- **Create a credit note** from the More option.
- Sales tab > Quick Entries

You can use the Quick Entries option in Sage One to save time by quickly entering sales invoices and credit notes that you create either in a different system or by hand. You can do this for one or more customers at the same time.

If you use the Quick Entries option to enter the details of a customer invoice or credit note, you can't print this. If you need a printable version, use the Sales Invoices or Sales Credit Notes options instead. You must also use these options if you want to record the sale of a particular product or service that you've created a record for.

Once you've entered a quick entry invoice, when the customer pays it, you record this against the invoice as a customer receipt. If you've entered a credit note, you can allocate, or if necessary, refund it, as normal.

To add a quick entry

1. Sales > Quick Entries > New Quick Entry.
2. Enter the following information:

Type *	To add an invoice, choose Inv, or to add a credit note, choose Crn.
Date *	Enter the transaction date.
Customer *	Choose the customer.
Reference *	Enter a reference, for example, an invoice number from another system.
Ledger Account*	Choose the ledger account you want to use for this transaction.
Details	If necessary, you can enter additional information about the invoice or credit note.
Net	Enter the net amount of the invoice or credit note. Tip: If your company is VAT registered and the Net, VAT Rate and VAT columns don't appear, check you've entered your VAT scheme correctly in Settings > Financial Settings.
VAT Rate	Choose the required VAT rate.
VAT	This calculates automatically based on the net amount and VAT rate.
Total	The total value of the invoice or credit note calculates automatically.

* These details are compulsory.

If you've created analysis types, you can also choose these when creating the quick entry.

3. To add more transactions, on the next line, repeat the above step > Save.

You've successfully recorded the quick entry which appears on the quick entries list and the customer's activity.

Customer and Supplier Statements

You can produce statements in Sage One Accounting to send to customers and suppliers to show the position of their account. The statement shows all transactions and the total invoiced to the customer between a particular date range. It also shows the amount the customer has paid/the supplier is owed and the amount outstanding at the end of the period specified.

For example, let's take a look at a customer statement.



To view and manage a customer statement

1. Contacts > Customers > click the required customer.
2. Manage > Statements > enter the required date range.

The transactions entered between the two dates appear. The brought forward balance is the customer's account balance as at the day before the date entered in From Date.

You can choose to email the statement to your customer or save it as a PDF or CSV file. You can also set up monthly statements which are then emailed automatically to your customer on the day you specify.

By default, the main address appears on the statement and, if you choose to email the statement, it's sent to the email address for the main contact. If you prefer to use a different address or email it to a different contact, you can change this.

To email the statement:

1. Manage Statement > Email.
2. Check or enter the following information:

To *	If the main customer contact has an email address, this automatically appears. If necessary, you can amend this and enter additional email addresses separated by a semicolon. Tip: If you want to amend the default email address the statement is sent to, please see To amend the default statement address below.
Cc	Your Sage One login email address automatically appears. If necessary, you can delete or amend this.
Message *	Enter any text that you want to appear in the email message.

To view the statement you're about to send, click the statement link above the message.

3. Click Send.

To send monthly statements:

If you send regular monthly statements to your customer, you can set up Sage One Accounting to send these automatically.

1. Manage Statement > Send Monthly Statement.
2. Check or enter the following information:

Email statements monthly on day *	Enter the day of the month you want to send the statement to your customer. The statement includes transactions entered up to the day of the month prior to this. For example, if you enter day 10, the statement includes transactions from day 10 of the previous month to day 9 of the current month. Tip: If you want to send statements up to the last day of the previous calendar month, enter 1 here. The statement includes transactions entered from day 1 to the end of the previous month. For example, a statement sent on 1 June includes transactions from 1 May to 31 May. This means you can send statements up to the last day of the month even if it's 28, 30 or 31 days.
Exclude zero balances	If you don't want to include transactions which have a zero balance, select this check box.
To *	If the main customer contact has an email address, this automatically appears. If required, you can amend this and enter additional email addresses separated by a semicolon. Tip: If you want to amend the default email address the statement is sent to, please see To amend the default statement address above.
Cc	Your Sage One login email address automatically appears. If necessary, you can delete or amend this.
Message *	Enter any text that you want to appear in the email message.
Enable Monthly Statement	Monthly statements are sent to your customers while this check box is selected.

3. Click Send.

You've successfully enabled monthly statements which are now emailed to the customer in question on the day you specified. You can stop the statements at any time from Manage Statement > Send Monthly Statement > clear the Enable Monthly Statement check box > Save.

Products and Services

The products and services list is a list of all the products and services that you've created in Sage One Accounting. From here you can see the code and description for your items. For products, you can see the cost and standard sales price and for service items, you can see the rate and frequency.

Products & Services									
Create, view and manage records of the products or services that you sell.									
0 of 0 selected		Type to search			New Product		New Service		
Code	Description	Ledger Account	Rate Frequency	Rate	Cost Price	Sales Price	VAT Rate	Purchase Ledger Account	
<input type="checkbox"/> widget	Widget	Sales Type A (4000)			4.00	10.00	Standard	Cost of sales - goods (5000)	
<input type="checkbox"/> PHOTO	Photocopying	Sales Type A (4000)			0.00	2.50	Standard	Cost of sales - goods (5000)	
<input type="checkbox"/> Crazy Paving	Crazy Paving	Sales Type A (4000)	Annually	2,000.00			Standard		
<input type="checkbox"/> Labour	Labour	Sales Type A (4000)	Annually	0.00			Standard		
<input type="checkbox"/> Labour	Labour	Sales Type A (4000)	Hourly	10.00			Standard		
<input type="checkbox"/> test	test	Sales Type A (4000)	Annually	0.00			Standard		
<input type="checkbox"/> consultancy	Consultancy	Sales Type A (4000)	Fixed Rate	200.00			Standard		

From the products and services list, you can:

- Create a new **product** or **service**.
- View details of an existing product or service – To do this, simply click the relevant item.
- Edit or delete an existing **product** or **service**.

To view products or services only click Products & Services > Products, or Products & Services > Services. From here, you can also search for an individual product or service by code or description.

Cash flow

We understand how important it is for you to know the financial position of your company. To help you with this and to monitor the cash coming into and going out of your business, you can use the cash flow statement.

You can also use the cash flow forecast to estimate how much money a business will have, or need, at any point in the future, helping you to plan ahead. The forecast shows your expected cash flow in and cash flow out based on when invoices are due to be paid, credit notes due to be refunded and any recurring income or expenses due in the period you specify.

When running a forecast, you can also add manual adjustments to include values that might not already be accounted for. For example, you may want to apply for a loan, but first want to see how your predicted cash flow will change if you add this value to your accounts. If you add a manual adjustment, this is only used for the cash flow forecast and the values aren't added to your ledgers.

The values calculated for the cash flow statement are from payments and receipts already paid or received. The values on the forecast, are based on when payments and receipts are due to be paid or received.

Opening Balance	This is the net value of money in and out less any liability at the date before you're running the cash flow statement or forecast for.
Cash Flow In	This includes the total value of your: <ul style="list-style-type: none"> • Customer receipts • Supplier refunds • Other income • Bank transfers and deposits
Cash Flow Out	This includes the total value of your: <ul style="list-style-type: none"> • Supplier payments • Customer refunds • Other expenses • Bank transfers
Closing Balance	The total cash flow in less the total cash flow out.
Liability to offset	If you have any VAT liability for this period, it appears here. If the VAT period isn't closed, this is an estimate.
NETBalance	The closing balance less any VAT liability for this period. Or if you can reclaim VAT this period, this is added to the closing balance.

Banking

From the banking tab you can easily view and manage your bank accounts, credit cards, loans and banking transactions. You can see details of your bank accounts, this includes the balance, account number and sort code.

The screenshot shows the 'Banking' section of the Sage One software. At the top, there is a 'New Entry' button and a green checkmark indicating that bank accounts are connected. Below this, there are four bank account cards arranged in a 2x2 grid. Each card features a bank logo, the current balance in Sage One, and the date of the last transaction. The Barclays card shows a balance of £24,874.63 and a last transaction 3 months ago, with a 'Connect to Bank' button. The Cash in Hand card shows a balance of £1,410.00 and a last transaction 5 months ago. The RBS card shows a balance of £18,957.00 and a last transaction 2 months ago, with a '2 new transactions' button. The Santander card shows a balance of £9,044.78 and a last refresh 10 days ago, with a 'Connect to Bank' button. A 'Delete' button is visible at the bottom of the Santander card.

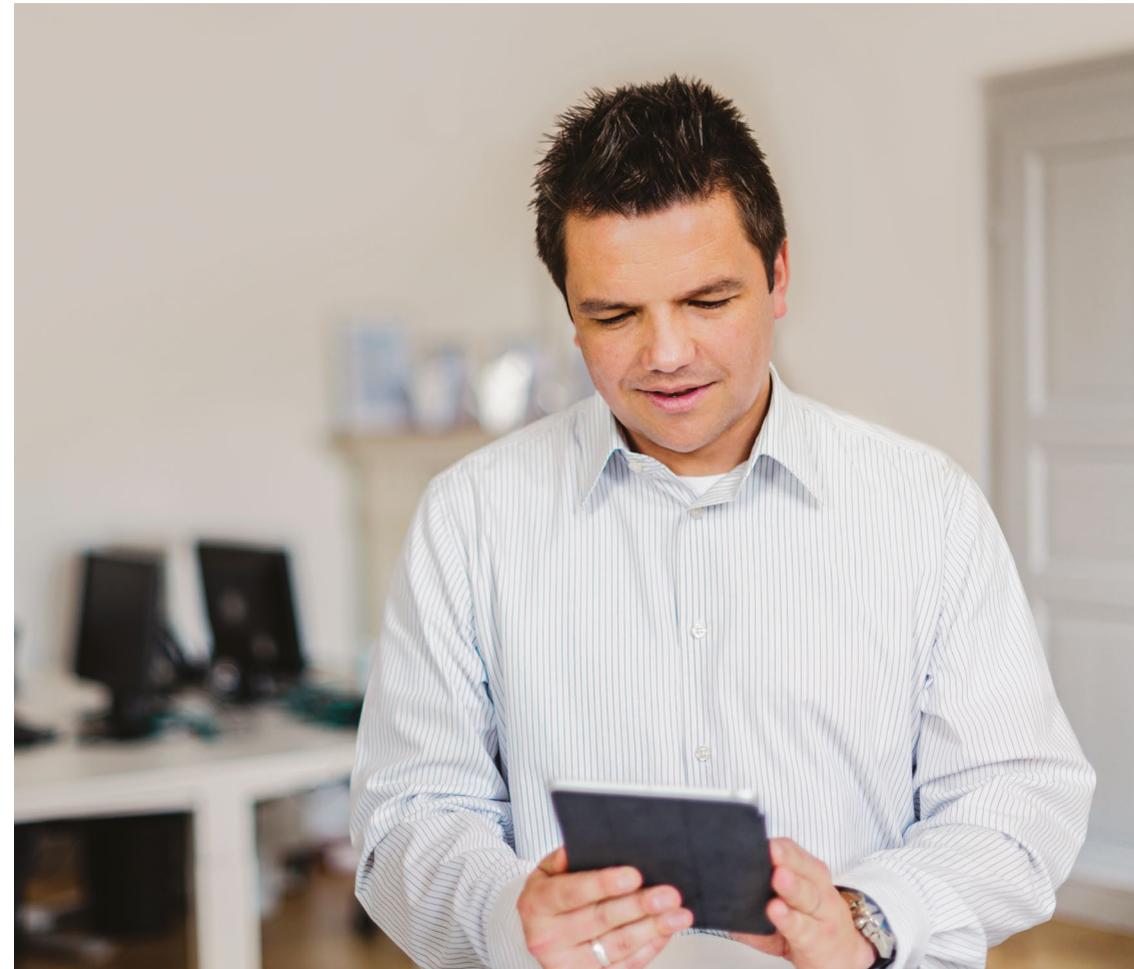
From here, you can:

- **Add** a new bank account.
- **View, edit or delete** an existing bank account.
- Record a **supplier payment** or **customer receipt**.
- Record **other payments** and **receipts** without having to first create an invoice.
- **Transfer money** between two bank accounts.
- **Connect to an online bank account** using banks feeds. Once you've linked your bank account, it shows the bank balance, the number of new transactions ready to download and when it was last refreshed.

If you want, you can change the order of bank accounts. To do this, hover over the button in the top right-hand corner  and drag the account to where you want it.

Journals

A journal is used for recording non-regular transactions, for example the depreciation of a fixed asset or writing off a bad debt. You can also use journal entries to transfer values from one nominal account to another. When you create a journal entry you must follow the principles of double-entry bookkeeping; for every debit total there must be a corresponding credit balance. This can be made up of several credits as long as the overall total balances.



How journals affect the VAT return

Journal entries don't normally affect the VAT Return and are used to move values from one nominal ledger account to another. However, if required, you can choose to include them on your VAT return. How it affects the VAT return depends on how you enter the journal.

Journal type	Changes to the VAT return
Journal credit to VAT on sales	Increases box 1
Journal debit to VAT on sales	Decreases box 1
Journal debit to VAT on purchases	Increases box 4
Journal credit to VAT on purchases	Decreases box 4
Journal debit to any income nominal code	Decreases box 6
Journal credit to any income nominal code	Increases box 6
Journal credit to any expenditure nominal code	Decreases box 7
Journal debit to any expenditure nominal code	Increases box 7
Journal credit to any other nominal code*	Increases box 6
Journal debit to any other nominal code*	Decreases box 7

* This doesn't include journals to the following nominal codes:

- Income
- Expenditure
- VAT on sales
- Vat on purchases
- VAT on Sales Holding
- VAT on Purchases Holding
- VAT liability

If you use the Flat Rate VAT scheme you can't journal a value to directly affect box 1. Instead, if you need to record a sale for your VAT Return, you can post a journal to an income nominal ledger account which affects box 6 as above, Sage One then calculates the VAT based on your flat rate percentage and includes it in box 1. If you still need to amend the value in box 1, you can manually adjust your VAT Return.

To post a journal entry

1. Journals > New Journal > complete the following information:

Date	Enter the date you want to use for the journal.
Reference	Enter a reference for the journal.
Description	If required, enter a description for the journal.
Ledger Account *	Choose the nominal ledger account you want to use for the first line of the journal.
Details	If required, enter details for the journal line.
Debit	If this journal line is for a debit value, enter the value here and leave the credit as 0.00.
Credit	If this journal line is for a credit value, enter the value here and leave the debit as 0.00.
Include on VATReturn?	Choose whether you want to include this journal on a VATReturn.

* These details are compulsory.

If you've previously created transaction analysis types, for example, departments or projects, and made them active in the journals area, you also have the option to choose the analysis type when you enter your journal.

2. Check the total value of credits and debits balance > Save.

Reporting

Use the [reports in Sage One Accounting](#) to view your company and financial information at a glance.

Management reports

View the worth and performance of your business.

- Profit and loss
- Balance sheet
- Aged debtors
- Aged creditors

Detail reports

View transactions for sales, purchase and ledger accounts.

- Sales day book
- Purchase day book
- Profit analysis
- Nominal activity

Cash reports

View bank transactions and analyse your cash flow.

- Cash flow forecast and statement
- Receipts and payments day book
- Unreconciled bank transactions
- Unallocated receipts or payments

VAT reports

View your VAT returns and EC sales.

- VAT return
- EC sales analysis report

Accounting and audit

View transaction details and the balances on your ledger accounts.

- Trial balance
- Periodic trial balance
- Audit trail

Lists

View and export a list of your ledger accounts.

- Chart of accounts

Sage Pay reports

View imported Sage Pay ecommerce payments.

- Sage Pay ecommerce payments

VAT

Most companies are registered for VAT and need to submit a return to HMRC once a month or quarterly. Doing this in Sage One Accounting is quick and easy. Once you've created the return, you can also record your [payment or refund of VAT](#).

If you'd like to know more about how Accounting calculates the values on your return, please see our [How the VAT Return calculates article](#).

To create a VAT return and submit it to HMRC:

3. Reporting > Vat Returns.
4. Create VAT Return > check and if necessary amend the from and to dates > Calculate.

If you have transactions from an earlier period which haven't been included in a VAT Return, you're asked if you want to include them. To view these transactions > View prior period transactions. To include these transactions on the current return > Yes, alternatively, if you don't want to include them > No. If you click No, you won't be prompted to include these transactions again on future returns.

5. Check the values on the VAT Return are correct.

To check which transactions the VAT Return includes, click detailed report. The report shows the transactions included in each box on the return. If you want to know more about how the values in each box are calculated, please see our [How the VAT Return calculates article](#).

6. If you want to adjust any values on the return, click Adjust next to the relevant box > enter the amount you want to change the value by > enter a reason for the change > Save.
7. To print the return, click Print > open your browser menu > choose to print or save the report.
8. To print the detailed report > click the detailed report link > choose pdf.
9. Once the file has downloaded, from the menu bar, choose the relevant report.



From within your browser you can then print the report.

10. Select one of the following options:

- Submit online to the Government Gateway – If you want to submit directly to HMRC using Sage One, select this option. Check or enter your Government Gateway credentials. HMRC use these details to identify your company, therefore you must check they're correct before continuing.
- Submit to HMRC by other means – Select this option if you want to manually submit your VAT Return to HMRC through their [website](#).
- Save this return and submit it later – If you don't want to complete the VAT Return yet, for example, because you want to check your values are correct, select this option. You can then return to the saved return at a later time to complete it and, if applicable submit it to HMRC using Sage One.

If you choose to save the return for later, the transactions included in this return are marked as VAT reconciled and you can make limited changes to them.

You've successfully created your VAT Return. You can view the status of the return from the VAT Return list. Once you're ready to do so, you can record [payment or refund of VAT](#) from HMRC as appropriate.

If for any reason your submission to HMRC wasn't successful, from the VAT Return list, click the relevant return and the [reason for the submission failing](#) appears on the right-hand side. You should fix the error and try submitting again.

The most common reason for a VAT Return failing to submit is error code 1046 authentication failure. This is because HMRC can't recognise the credentials you used to submit your return. If this is the case, select Submit online to the Government Gateway > enter the correct details > try submitting again

Sage Pay

We know that managing cash flow is one of the biggest challenges you face. Sage Pay is a key feature available in Sage One Accounting that can help you get paid up to two times faster.

Sage Pay:

- Makes it easier for you customers to pay them – add a "Pay Now" button to invoices, statements and letters allowing customers to pay instantly online by debit/credit card or Pay Pal.
- Enables you to always be able to take an immediate payment – accept debit/credit payments over the phone from within Sage One Accounting.
- Saves you time and reduces errors with seamless integration – automatically record payments within Sage One Accounting.

If you already have a Sage Pay account, they can use this to offer their customers more ways to pay and speed up their cash flow. The options available depend on the type of Sage Pay account you hold.

If you have a mail order / telephone order (MOTO) merchant account, they can take card payments by telephone or mail order.

If they have an ecommerce online payments account, then it's possible to add a Pay Now button to invoices so customers can pay their invoices online immediately and the receipt is recorded in Accounting. You can also import transactions direct from the Sage Pay account. This is particularly useful if you take online payments from customers without issuing invoices. When you import transactions you can match them to existing customer records. To help you keep track of any receipts that you can't match to a record, you may want to [create a new record](#) called, for example, Sage Pay transactions. You can then choose this as the default customer account when enabling the integration and any receipts which aren't matched to a record are allocated to this one.

If you don't already have a Sage Pay account, to find out more about the services they provide and how to apply for an account, please visit www.sagepay.com

If you process foreign currency transactions, payments taken by the Pay Now option or MOTO are always recorded in your base currency, pound sterling.

Updates to Sage One Accounting

We make regular updates to this service, based largely on feedback from you. Bookmark the page below to keep up to date with the latest changes to our service:

<http://uk.sageone.com/accounting-updates/>

Exciting new updates ✕

We've made some changes to your service.
We hope you like them.

See what's new



Should you require any further assistance
please contact the Sage One Customer
Services team on 0845 111 66 11



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