



# Sage 100

## Sage Payroll Services Getting Started Guide

This is a publication of Sage Software, Inc.

© 2017 The Sage Group plc or its licensors. All rights reserved. Sage, Sage logos, and Sage product and service names mentioned herein are the trademarks of The Sage Group plc or its licensors. All other trademarks are the property of their respective owners.

Last updated: February 3, 2017

# Contents

- Chapter 1: About Sage Payroll Services for Sage 100 ..... 1
  - How it works ..... 1
  - Before you start ..... 2
  - Customer Support ..... 2
  
- Chapter 2: Set up Sage 100 for payroll ..... 4
  - Step 1: Activate Sage Payroll Services ..... 4
  - Step 2: Integrate your general ledger ..... 5
  - Step 3: Synchronize your chart of accounts ..... 6
  - Step 4: Set up Sage Payroll Services ..... 7
  
- Chapter 3: Process payroll ..... 10
  - Processing payroll in Encore Online .....10
  - Update your general ledger after payroll .....10

# Chapter 1: About Sage Payroll Services for Sage 100

Thank you for subscribing to Sage Payroll Services!

This guide describes how to set up Sage 100 for integration with your new payroll service. We offer three levels of payroll service for Sage 100: Sage Payroll Essentials (self-service with do-it-yourself tax filing), Sage Payroll Essentials Plus (self-service plus tax filing services), and Sage Payroll Full Service.

## How it works

To get started, you synchronize your general ledger accounts from Sage 100 with Sage Payroll Services using your Sage ID.

After your general ledger accounts are mapped to the corresponding accounts in Encore Online, the online payroll program, you can process payroll. When payroll is complete, synchronize the journal entries from payroll into your general ledger in Sage 100.

## How your information is stored

Sage is committed to the security and privacy of our customers' data. We use powerful encryption and authentication technology to ensure the highest level of security for your company information as it is stored and transmitted between your accounting program and your Sage web applications.

The following features ensure that your company information is safe and secure throughout the data transfer process:

- **Sage ID.** The Synchronization Wizard in your Sage 100 program is securely configured to use a password-protected Sage ID that you create.
- **Secure HTTPS channel.** The Synchronization Wizard transmits and verifies your Sage ID credentials through a secure HTTPS channel using the OAuth 2.0 protocol.
- **Microsoft Windows Data Protection API.** The Synchronization Wizard encrypts your data using a key that ensures it can be decrypted only on the server where your Sage 100 program is installed.

## Before you start

### 1. Set up general ledger in your accounting program

Verify that you have set up your general ledger in Sage 100 2015 with Product Update 2 (5.20.2) with program fix GL5002-T, or Product Update 3 or later and that you have enrolled in Sage Payroll Services.

If you don't have a currently supported version of Sage 100, call 866-530-7243 to purchase it. See the Sage 100 help for instructions to set up your general ledger in Sage 100 for payroll.

**Note:** If you use Sage 100 2015 PU2 (5.30.2), the Program Fix GL5002-T is required for the payroll service integration. You can download this Program Fix from the Sage Knowledgebase at <https://support.na.sage.com>. Log into the Knowledgebase and then search for **Issue ID 68206**.

### 2. Enroll in Sage Payroll Services (if you haven't already done so)

Be sure that you have enrolled in the payroll service level that suits your company size and needs. If you haven't already enrolled, visit <http://na.sage.com/us/sage-payroll-services> to learn more, request a quote, and enroll in Sage Payroll Services. Or call 866-835-9347 to speak with a Sage Payroll Services sales representative.

### 3. Order your preprinted payroll checks from Sage Checks and Forms

If you haven't yet ordered your check stock, go to <https://www.sagechecks.com/> or call 800-617-3224 to order these specially formatted checks for use with Sage Payroll Services.

## Customer Support

If you have a question and can't find the answer here, or if you're experiencing an issue, contact Sage Customer Support. Depending on your Sage Business Care Plan, you can contact our Customer Support analysts by telephone or live chat, submit a support request online, and browse help and troubleshooting articles in the Sage Knowledgebase.

### Contacting Sage 100 Support

To speak to a customer support representative, call 800-854-3415. Our Support Center is open Monday through Friday, 9 a.m. ET to 8 p.m. ET.

Visit the Sage Knowledgebase at <https://support.na.sage.com> and review **article ID 20307** for additional support resources specific to Sage 100.

**Note:** The Sage 100 support team can help you prepare Sage 100 for integration with Sage Payroll Services.

## Contacting Sage Payroll Services Support

Because payroll support is customized to your needs and level of service, we send you your specific support contacts and resources when you enroll in the service.

Visit <https://www.sage.com/us/sage-payroll-services/support> for contact information for Customer Support for Sage Payroll Services.

# Chapter 2: Set up Sage 100 for payroll

After enrolling in Sage Payroll Services, you will receive a welcome email with an overview of the next steps to set up and use your new payroll service.

**Important!** If you have more than one company enrolled in Sage Payroll Services, you must follow these steps for each company. You must activate the service, manage users, and synchronize your data for each company individually.

## Step 1: Activate Sage Payroll Services

After you receive the welcome email and within 5 business days of your enrollment, we send you an email with a link to activate the payroll service integration using your Sage ID.

### Activating services with Sage ID

Sage ID is a unified sign-in system that gives you and your users access to your Sage web and mobile applications. If you do not have a Sage ID, you will be prompted to create one when you click the link to activate the service. If you already have a Sage ID, you will be prompted to connect your existing Sage ID to the payroll service you are activating.

### Manage users

After you activate the integration service with your Sage ID, we send you an email with a link to User Management. User Management is an online tool that lets you invite users who can access your company's Sage web and mobile applications.

Specifically for Sage Payroll Services, you can use User Management to determine who can use the Synchronization Wizard to synchronize general ledger information and journal entries to and from Sage 100 and the Encore Online. You can give access to more than one user for the Synchronization Wizard.

**Note:** See online help in Sage User Management for detailed instructions for inviting new users to your services.

## Step 2: Integrate your general ledger

Integrating Sage Payroll Services with your Sage 100 general ledger allows you to upload account numbers and bank codes to use during payroll processing in the online payroll program. You can also download the payroll transactions into Transaction Journal Entry in Sage 100. Depending on the options you select, you can post the downloaded transactions to both the General Ledger and Bank Reconciliation modules.

### Defining Sage Payroll Services options

Use Sage Payroll Services Options to specify which online payroll service you are using and select the source journal to use when transactions from the service are downloaded to Transaction Journal Entry. You can also select whether to post transactions to the Bank Reconciliation module.

### Integrating Sage Payroll Services with general ledger

1. In Sage 100, select **General Ledger Payroll Services** menu > **Payroll Services Options**.
2. In the **Payroll Service** field, select Sage Payroll Services.
3. Enter the source journal to use when downloading transactions from Sage Payroll Services, and select whether to integrate the Bank Reconciliation module.

**Note:** The Bank Reconciliation module can be integrated with Sage Payroll Services only if the **Integrate with Bank Reconciliation** check box is selected in General Ledger Options.

4. Click **Accept**.

### Sage Payroll Services Account Selection

Use Sage Payroll Services Account Selection to select which general ledger accounts are available for use in your online payroll service. You can select individual accounts or ranges of accounts.

Select all accounts you need for payroll. Required accounts include taxes withheld, taxes payable, wage expense, employer tax expense, employer benefit expense accounts, and payroll services fee expense account.

If the Bank Reconciliation module is integrated with your payroll, you can also select which bank codes are used with the service.

### To select the accounts that will be available for use in payroll

1. Select **General Ledger Payroll Services** menu > **Payroll Services G/L Account Selection**.
2. Enter the general ledger account numbers you want to use in payroll. What you enter here will be



available in the Sage Payroll Services program for payroll processing.

**Important!** All of the general ledger accounts that you are synchronizing with the Sage Payroll Services program must have an account description. If the accounts are missing descriptions, your account information will not be synchronized successfully. If you need to enter an account description, select **General Ledger Main** menu > **Account Maintenance**.

3. If you selected the **Integrate with Bank Reconciliation** check box in **Sage Payroll Services Options**, click the **Bank Rec** tab and enter bank codes to use with Sage Payroll Services.
4. Click **Accept**.
5. If you will use a proxy server when synchronizing data with Sage Payroll Services, select **Library Master Setup** menu > **URL Maintenance** to enter the proxy server URL, user ID, and password. The URL code for Sage Payroll Services is SAGESPR.

**Tip:** See the help topic for URL Maintenance in Sage 100 for more information about setting up the synchronization for use with a proxy server.

### After you select accounts

- The accounts and bank codes you select are uploaded to your payroll service during the synchronization process.
- Any changes to accounts and bank codes since the last synchronization are automatically uploaded.
- Accounts with an Inactive or Deleted status are not uploaded during synchronization.

**Tip:** See help in Sage 100 for more details and a list of fields in the Account Selection window.

## Step 3: Synchronize your chart of accounts

The Synchronization Wizard connects Sage 100 with Sage Payroll Services to synchronize general ledger information between your accounting program and the online payroll service.

### Syncing your chart of accounts

Use the Synchronization Wizard to synchronize your general ledger account information with Sage Payroll Services.

### Before you start

- The synchronization process requires an Internet connection.
- The Sage ID you use here must be authorized to use Sage Payroll Services with your company. See the "Manage users" (page 4) section in this guide for more information.

## To sync your chart of accounts

1. In Sage 100, open the company you have enrolled in Sage Payroll Services.
2. Select **General Ledger Payroll Services** menu > **Payroll Services Synchronization Wizard** to open the Synchronization Wizard and click **Next**.
3. On the **Synchronization Wizard Sign In** window, enter your Sage ID email and password, and then click **Sign In**.
4. On the **Connecting to Sage Payroll Services** window, select your company to synchronize and click **Next**. After the first sync, the company is selected by default. The wizard can take several minutes to transfer your data.
5. After the synchronization completes, click **Next**.
6. Click **Finish** to close the wizard.

**Warning!** If the synchronization fails, your data is not transmitted. Contact Customer Support at 800-854-3415 for assistance. View the **SPSSync\*.log** file located in the ... \MAS90\SOA folder for details of the sync failure.

## Step 4: Set up Sage Payroll Services

After you synchronize your general ledger accounts from Sage 100 with your Sage Payroll Services account, and before you can process your first payroll, your payroll information must be set up in the Encore Online.

### Setting up Sage Payroll Services

Your company information, employees, tax information, and payroll details must be set up in Encore Online, the payroll service program. Depending on your level of service and your enrollment process, you may have set up your company using the payroll setup program (Guided Payroll Setup), or you may have worked with one of our payroll experts directly.

#### If you enrolled using the payroll setup program

We carefully review and validate your setup information to make sure everything necessary is entered in the system for your payroll. Then, we will email you the link to the online payroll program, Encore Online, and we provide you with detailed instructions to process payroll.

**Tip:** You use the same username (your email address) and password for both the payroll setup program and Encore Online, where you process payroll.

If you worked with Sage Payroll Services Support to enroll and set up

If you worked with our payroll specialists directly to enroll and set up your company, we will walk you through the remaining set-up process in Encore Online.

Your payroll specialist will provide you with the link to the program, and your username and a temporary password to log in to Encore Online. If you enrolled in Sage Payroll Full Service, we help you process your first payroll or we process payroll for you, according to your preferences.

## Mapping general ledger accounts

The general ledger accounts synchronized from your Sage 100 program must be mapped to the earnings, deductions, taxes, and bank accounts for payroll in Encore Online. Follow the instructions in [Help](#) in Encore Online to map the accounts yourself, or work with our payroll experts (for a fee) to map the accounts.

This one-time setup ensures that the general ledger journal entries from payroll are correctly generated before you download them into Sage 100.

### Timing to map general ledger accounts

You can process payroll in Encore Online before you map the general ledger accounts. However, you must have the general ledger integration feature activated before you start processing payroll. This is necessary for the system to create journal entries so you can download them to your Sage 100 general ledger when you're ready.

### To confirm general ledger integration is set up

1. Log in to Encore Online.
2. Select **PAYROLL > GENERAL LEDGER > Mapping** (tab).

**Note:** If **Basic Setup** is selected, Mapping is the only page you will see.

3. Confirm that **Payroll System GL Codes** are listed. These represent payroll items, such as earnings, deductions, taxes, and bank accounts. They are listed here only if the general ledger integration is set up.

Account Setup **Mapping** Export Setup GL Download

Allocation:  
 Use Account Name/Code  
 Use Account Number

Map payroll transaction data to general ledger accounts in your accounting system. [Learn More](#)

Payroll GL Account Mapping

Group By:  
 Dept.  Mapped  Debit  None  
 Division  UnMapped  Credit

Copy Mapping to Multiple Items:  
 Item: \*Select\*  
 Copy To: \*Select\*

Reset Mapping   Show Deactivated Items

Select	Payroll System GL Code	Debit/Credit	Chart Of Account Allocation
<input type="checkbox"/>	401K	Credit	*Select*
<input type="checkbox"/>	401KCO	Credit	*Select*
<input type="checkbox"/>	BILLING1	Credit	*Select*
<input type="checkbox"/>	FICA	Credit	*Select*
<input type="checkbox"/>	FIER	Credit	*Select*

Not all items are currently mapped

Bank Account Mapping

Reset Mapping

Bank Name	Bank A/C Number	Chart Of Account - Bank A/C Name
Taxes	456745422	*Select*
Service Charge	68413131	*Select*
Net Pay	433154611	*Select*
Deductions	12135644	*Select*

## Next steps:

- See online Help to learn how to [map your general ledger accounts](#), or
- "Process payroll" (page 10)

**Warning!** If you see the message *This feature is not currently activated based on your General Ledger set up*, contact Customer Support (<https://www.sage.com/us/sage-payroll-services/support>) immediately to have the integration set up. If you process payroll before the general ledger integration is set up, journal entries will not be created and you will have to manually enter them in Sage 100.

# Chapter 3: Process payroll

Payroll processing is easy with Sage Payroll Services! We provide you with a unique link to your online payroll company, resources customized to your needs and level of service, and a few ways to submit your payroll:

- **Sage Payroll Essentials.** If you enrolled in this self-service payroll option, you can enter your payroll information directly in Encore Online, and you prepare and file your own payroll taxes. We offer you support from payroll experts through live chat, email, or you can request a callback.
- **Sage Payroll Essentials Plus.** If you enrolled in this self-service payroll option, you can enter your payroll information directly in Encore Online. We offer you support from payroll experts through live chat, email, or you can request a callback.
- **Sage Payroll Full Service.** If you enrolled in this full-service payroll option, you can submit your payroll information by phone, fax, email, or enter it directly in Encore Online. With full-service payroll, we provide you with one-on-one service from payroll experts committed to simplifying payroll for your business.

## Processing payroll in Encore Online

Encore Online is a comprehensive online payroll processing program. You can use the program to add and edit employees (who receive W-2 forms) and contractors (who receive 1099 forms). Depending on your payroll services setup, you can also view and maintain your company and payroll setup.

You use Encore Online to process payroll for all of your employees and contractors.

Review [online Help](#) or the [Processing payroll guide](#) for step-by-step instructions.

## Update your general ledger after payroll

Each time after processing payroll, you must use the Synchronization Wizard to download the journal entries from payroll into your Sage 100 general ledger.

**Note:** You must map your general ledger accounts from Sage 100 to payroll items in Encore Online before you can download the journal entries. See "Mapping general ledger accounts" (page 8) in this guide for more information.

## Syncing payroll journal entries

Follow these steps after payroll is processed to download the payroll journal entries.


## Before you start

- The synchronization process requires an Internet connection.
- Use the Managed Payroll - Pre-Sync GL Posting Report in Encore Online (PAYROLL > REPORTS) to review the journal entries that are ready to download to Sage 100.

## To sync payroll journal entries

1. In Sage 100, open the company that is enrolled in Sage Payroll Services.
2. Select **General Ledger Payroll Services** menu > **Payroll Services Synchronization Wizard**.
3. On the **Synchronization Wizard Sign In** window, enter your Sage ID email and password, and then click **Sign In**.
4. On the **Connecting to Sage Payroll Services** window, verify your company is selected, and then click **Next** to start the synchronization process. The wizard can take several minutes to transfer your data.

**Note:** If you have multiple companies and the correct company is not selected by default here, make sure you have the company open in Sage 100.

5. After the synchronization completes, click **Next**.
6. Select the check box next to **Access G/L Transaction Journal Entry after clicking Finish** and click **Finish**.
7. The **Transaction Journal Entry** window opens. Click the **List Entries** button (  ) and select the Source Journal defined for payroll to view the journal entries generated from the processed payroll.
  - The entry should match the Managed Payroll - Pre-Sync GL Posting Report from your payroll in Encore Online.
  - If the entry is incorrect, you can edit the entry on the **Lines** tab.
  - If you want to delete a transaction journal entry, select the entry and click **Delete**.
8. Click **Accept**.
9. Click the **Print** button to print and update the transaction journal. Click **Yes** when prompted to update the Transaction Journal.

**Warning!** If the synchronization fails, your data is not transmitted. Contact Customer Support at 800-854-3415 for assistance. View the **SPSSync\*.log** file located in the ...IMAS90\SOA folder for details of the sync failure.

## Syncing payroll service fees

The journal entry for your payroll service fees is available immediately after processing payroll. The fees journal entry is downloaded to the Transaction Journal Entry with the payroll journal entries when you use the Synchronization Wizard after payroll.

**Tip:** You specify the **Fee Expense Account** for the fees journal entry when your G/L accounts are mapped in Encore Online. See online Help to learn more about [mapping general ledger accounts](#).