DIANO

DIANO ACADEMY · MODULE COURSE M17

Moving your books into DIANO

Opening balances, unpaid invoices and lists from Sage or another program

For: The Company Admin, the Finance Manager and the bookkeeper or accountant doing the move · **Length:** 40 minutes · **Track:** M: Per module · **Version:** 5 November 2026

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Moving your books into DIANO

WHO IT IS FOR
The Company Admin, the Finance Manager and the bookkeeper or accountant doing the move

LENGTH
40 minutes

BEFORE THIS COURSE
A new, empty DIANO company. Track S (Coming from Sage) helps.

YOU WILL BE ABLE TO
Pick a start date, export the right files, upload them, fix the checks that fail, and bring the books across.

Move to DIANO brings your opening balances, unpaid invoices and lists across from your old program, and checks every figure first. This course follows **Move your records into DIANO from another program** (diano.co.za/help/app/move.html), **Move to DIANO: each program** (diano.co.za/help/app/move-per-program.html) and the public guides at **diano.co.za/help/move/**.

Who does what

- A **Company Admin**, or a **bookkeeper they invite**, does the move.
- **Only the Company Admin presses Bring it across.**
- The bookkeeper's link works only for this move, for 14 days or until the move is done.
- Staff: a Company Admin brings the staff across; HR Payroll users can check the files.

Before you start: the start date

- Pick the day you start working in DIANO. DIANO recommends the **first day of this month**.
- The best time to move is just after you finish a month: your VAT return (and payroll) for last month is done.
- All the reports are **for the day before your start date**.
- Choose how much comes across: **Balances on the start date** (the usual choice) or **Lists only**.

The files from your old program

File	What it is
Trial balance	Every account with its balance on the day before the start date. Debit and credit totals the same
Unpaid customer invoices	The detailed age analysis: one line per invoice, not per customer
Unpaid supplier invoices	The same for suppliers (skip it if you owe nobody)

File	What it is
Customer list, supplier list	One line each: name, code, e-mail, phone
Item list	Code, description, selling price and cost (if it applies)
Chart of accounts	Each account with its type (if it applies)

Save each as CSV or Excel, not PDF, and don't change the files in Excel before you upload them. For Sage Pastel (Partner, Xpress, 50cloud), Sage Business Cloud Accounting, Sage 200 Evolution and Sage Payroll, the exact menus are in the guides at diano.co.za/help/move/.

Do the move

1. Open **Settings** and choose **Bring data into DIANO**. Under **Move my business from another program**, press **Move to DIANO**.
2. **Your program:** choose it, and your payroll program if you pay staff. Not sure? Choose **I'm not sure** for 3 quick questions.
3. **Your start date** and how much comes across.
4. **Export your files:** follow the steps for your program, one screen per file.
5. **Upload your files:** drop them all at once, or one zip.
6. **Check your figures:** DIANO compares every figure. Nothing changes in DIANO yet.
7. **Bring it across:** the Company Admin presses it, and DIANO e-mails when it is done. Then follow **Your first week**.

You can stop and carry on later, on another device. If the move stops, nothing is left half-done: DIANO removes what it had started.

When the numbers don't match

The message	The fix
The trial balance doesn't balance	Run it again for the day before the start date, with all accounts shown, also zero balances
What customers owe doesn't match the unpaid invoices	Run the detailed report for the same date; link (allocate) payments and credit notes to invoices in the old program first
What you owe suppliers doesn't match	The same, for suppliers
A VAT balance, but the company isn't VAT-registered in DIANO	Set the VAT status in DIANO, or ask your accountant to clear it in the old program
A code is used twice	Give each one its own code in the old program and export again

The message	The fix
A customer on an invoice is not in the customer list	Export the list again with all customers, also inactive ones

Still different? You can tick the box to put the difference into an account called **Suspense**, only if you will sort it out with your accountant later. DIANO never does this without your tick.

On move day and after

- From your start date, capture new invoices and payments in DIANO only. Stop capturing in the old program.
- Keep the old program for a few months so you can look things up. Don't delete it.
- If an earlier move went wrong, undo it on the last step of Move to DIANO.

Common mistakes

- **Exporting to PDF.** DIANO needs CSV or Excel.
- **The summary age analysis** instead of the detailed one (one line per invoice).
- **Reports on different dates.** Every report is for the day before the start date.
- **Moving into a company you already started working in.** A move needs an empty company.
- **Capturing in both programs after the start date.**

Exercise (practice company)

1. As **Thandi Mokoena (Company Admin)**, in an empty practice company, open **Move to DIANO**. Choose **Excel or another spreadsheet**, start date 1 November 2026, **Balances on the start date**.
2. Upload the six practice files.
3. Read the checks. The debtors in the trial balance (R 86 250.00) should equal the unpaid customer invoices, and the creditors (R 41 400.00) the unpaid supplier invoices.
4. Your trainer removes one line from unpaid-customer-invoices.csv. Upload it again and read the message. Put the file back and check again.
5. Press **Bring it across** only if your trainer says so.

Where to read more

- Help Centre: Move your records into DIANO from another program · Move to DIANO: each program
- Public guides: diano.co.za/help/move/ (Sage Pastel, Sage Business Cloud Accounting, Sage 200 Evolution, Sage Payroll, What if my numbers don't match?, Moving staff and payroll)
- Next course: Track S, Coming from Sage