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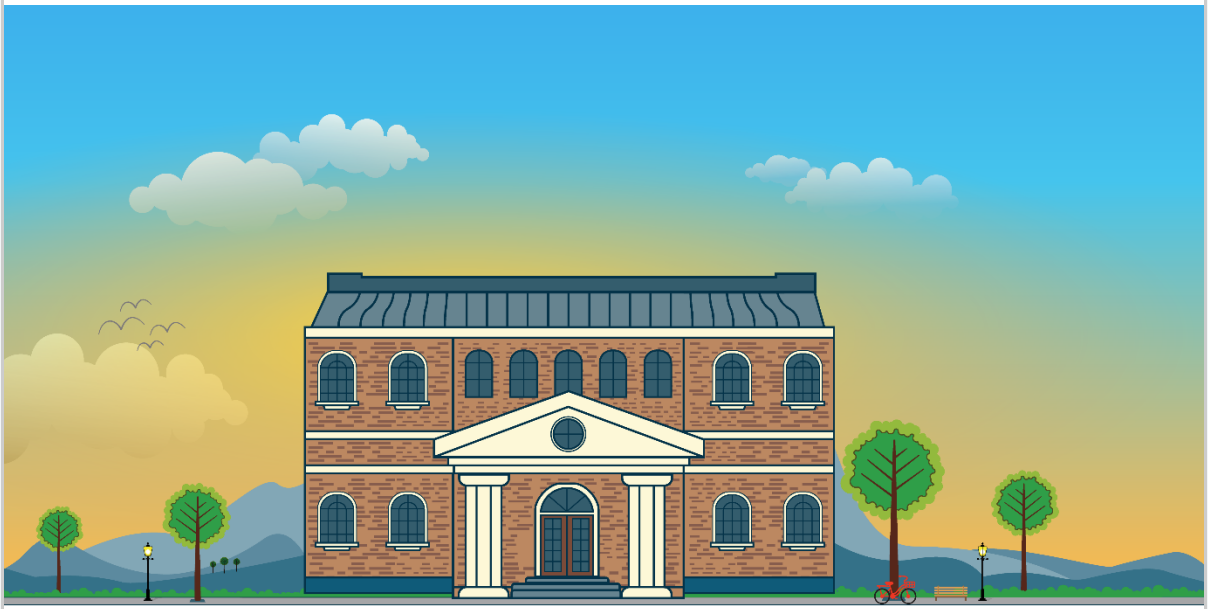

Newsflash October 2020

Sage Knowledgebase

Important System Information

Current Software Release

Release 5.5a is a mandatory release for all users and must be installed before completing the Interim Reconciliation submission to SARS. Visit **Sage City Announcements, News and Alerts**, to read about what has been included in this new release, as well as which IRP5 code changes need to be manually amended in each payroll company.

Our **Mid-year Centre** contains everything you will need to complete the Interim Reconciliation submission to SARS. Items include:

- **Interim/TYE checklist**
- **SARS Submission: Preparation phase**
- **SARS Submission: Submission phase**
- **Interim Recon FAQ**
- **IRP5/IT3a report Validation errors and solutions**
- **IRP5 file import (into SARS e@syFile) errors**

Important:

Companies claiming ETI must validate their ETI data before beginning the reconciliation process. We have established that the scenarios below may have calculated ETI incorrectly or the Set/Period count may be incorrect.

1. Incorrect validation rules applied in April 2020 for the following:

- Employees with more than R6 500 in ETI remuneration - Either a positive or negative amount might have calculated for ETI
- Employees who did not have the Valid ID field ticked or employees who are not Refugee/Asylum Seekers - reflected ETI amounts
- ETI may have calculated for employees with Minimum Wage = Zero

2. Employees older than 29 years, with an incorrect Period Set.

3. Employees 29 and younger who have already completed 24 ETI Periods, with an incorrect Period Set.

ETI take-on guidelines

Legislative changes

RSA Users only

Covid-19 PAYE Deferral Relief: Payment of Deferred Amounts
SARS published a notice regarding the repayment of the deferred PAYE amounts. View the notice **here**.

Reminder: EMP501 Interim Reconciliation Deadline

Please note that the deadline for submissions is 31 October 2020.

SARS e@syFile Employer Release V7.0.9
SARS e@syFileTM Employer version 7.0.9 is now available on the **SARS efiling website**. Users who previously received ETI errors (Error 1777) on the EMP501 Status Dashboard in e@syFile after submission, must resubmit on the latest version of SARS e@syFile. Please note that SARS may release software updates at any time during the submission period. Ensure that you submit your EMP501 Employer Interim Reconciliation on the latest release. For assistance with e@syFile installs, resubmissions, updates and other technical queries, please contact SARS on 0800 00 SARS (7277).

TERS Benefit Extended

According to **Government Gazette 43693**, the TERS benefit shall remain in operation for as long as the declaration of Covid-19, in terms of the National Disaster Management Act, as a national disaster subsist or until withdrawn by the Minister, whichever comes first. Therefore, the TERS benefit is extended until 15 November 2020 (which aligns with the extension of the national state of disaster), since the Minister has not issued a notice to withdraw the TERS benefit. Currently, the TERS benefit applications for periods extending after 15 September 2020 have not opened.

Non RSA users

Mauritius: CSG Contribution - New statutory contribution

New regulations for the Contribution Sociale Generalisée (CSG) have been made available. The CSG regulations were introduced by section 42(f) of the Finance (Miscellaneous Provisions) Act 2020 through a new Part in the National Pensions Act. The effective date for this new statutory contribution is 1 September 2020. For more information regarding these changes, please click **here**.

Tanzania: SDL Monthly Return and Statement and Payment of Tax Withheld

The following new reports for Tanzania are now available for download:

- Tanzania SDL Monthly Return (Summary report)
- Tanzania Statement and Payment of Tax Withheld for Employees (Detail report)

For the new templates and more information regarding these reports, please click **here**.

Zambia: NHIMA and WCF Report changes

The following changes have been made to the Zambia reports and the new templates are available for download:

- Zambia NHIMA Contribution schedule: Employee title not printing
- Zambia WCF Form 14: Changed Reporting Period to April 2020 – December 2020
- For more information on these changes, please click below.

Read more

General Announcements

Extended Hours – Call Centre

Please take note of our telephone support extended hours in October 2020:

- 26 – 30 October 2020 (Mon - Fri) 8am until 6pm
- 31 October 2020 (Sat) 9am until 1pm

Customer Care

1 October 2020 marks the start of our new financial year and we are feeling positive about FY2021. Customer Experience [CX] SA is working hard to bring the voice of the customer to Sage and to drive up our Customer Satisfaction and Net Promoter Score [NPS]. Read more about our NPS survey **here**.

Business Partner Consulting Services

Need to book a consultation? We can connect you with an accredited Sage Business Partner. Click **here** to make a booking.

Sage Online Support Webinars

We are hosting free webinars to tell you more about the different support channels we have available. Click **here** to register for the free webinar.

If you're still reaching for the phone when you need assistance, there's a better and faster way to get the support you need. Click **here** to know more.

Survey from our Support Team
Please click below to participate in a short survey. Help us gain valuable insight into what customers prefer when it comes to resolving everyday system related queries. We want to understand your support preferences to become better at what we do.

Share your feedback

Sage Online Resources

Finding Answers Fast: Resources for Sage solutions.

Sage has many resources available to help you get the most value out of your Sage solution. Sometimes, however, having multiple options can be a little overwhelming. Now you can get quick access to all resources by remembering a single URL: **www.SageCity.com/Resources**
Select your Country or Region (Africa), Select your Product.

Sage Online Resources

Sage City Mid-year Centre

In preparation for the SARS Employer Mid-year Reconciliation (EMP501) due 31 October 2020, the Customer Service teams have implemented all possible measures to ensure our customers who require support are assisted. We do anticipate, however, that our traditional telephonic and web form support channels will be significantly impacted by the query volumes, extending the hold and response times you experience.

There are a number of tools available to help you with the Mid-Year submission to SARS. Read more **here**.

Mid-year Centre

Learning Services

Annual Labour Law Webinar

Sage Learning Services will be running our Annual Labour Law webinar presented by Andrew Levy on 10, 12 & 16 November 2020.

Price: R1 300 excluding VAT
Duration: 9am – 1pm

Note: As of from 1 October 2020, classroom training is available at our Midrand, PE and Bloemfontein training centres.

For more information on either of the above please contact 011 304 1820 or e-mail us training.za@sage.com

More about Learning Services

Operating Hours

Monday to Thursday: 8 am to 5 pm
Fridays: 8 am to 4 pm
We are closed on all RSA Public Holidays.

Contact Details

[Payroll Support]

[Annual Licence Fees or Renewals]

[Credit Control]

[Sales - Additional Module Sales]

[Sales - Maximum Employee Licencing]

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