



## Newsflash

May 2023

### **Sage Business Cloud Payroll Professional**

#### **Current payroll software version - Release 6.0b**

The new version was deployed on 8 May 2023. For more information on this update and features included, click [here](#).

## Sage Self Service v1.20

A new version of our Self Service module has been released with additional features. Click [here](#) to read more about this release.

Review frequently asked questions on this month's **Support Snippets**.

[Read Snippets](#)

## Legislative changes

### South Africa

- [Reminder: Annual Employer EMP501 Reconciliation submissions deadline](#)
- [SARS e@syFile Employer v7.3.4](#)
- [Reminder: Return of Earnings \(W.As.8\) submissions deadline](#)

### Ghana

- [2023 Tax table changes effective May 2023](#)

### Zimbabwe

- [NSSA Insurance Earning Ceiling Increase \(April to June 2023\)](#)

## Real-time information notifications

Stay updated on the latest news related to the payroll environment by activating real-time notifications on the Sage City forums. Click [here](#) for steps to activate your notifications.

[Latest news](#)

## General Announcements

### Telephone Number

The contact number you can find us on is **086 123 SAGE (7243)**.

Click [here](#) for more information how we simplified the call process.

### Sage Compliance documents

If you require the BEE certificate, bank verification or other compliance documents from Sage, you can request them [here](#).

## Payments to Sage

To help maintain access to your software, we need to allocate your payment to the right account. The easiest way to do this:

- Make use if the Pay Now or recurring payments options available on the Sage Customer Portal
- Always use your Sage account number (Site code) as payment reference on all payments to Sage
- When paying via EFT, please pay into the appropriate bank account that reflects on your statement
- To make it easier, we have introduced the *Pay Now* function and *Debit Order* options on the [Sage Customer Portal](#). Click [here](#) to download our guide for these payment options.

Due to the introduction of POPIA on 1 July 2021, we are unable to obtain details from banks to investigate incorrect payment references.

## Sage Finance available on Live Chat

You can contact the Sage Finance team with any invoice or payment-related queries without the need to wait on the telephone queue.

**Live Chat**

## Engage with Sage

### Please share your feedback

At Sage, we're serious about improving the quality of our Call Centre Service.

After each engagement with a Call Centre Agent (either on phone or email) you'll receive a survey asking you to rate your interaction.



Please take a few minutes to complete the survey. Your feedback is used to improve our service to you!

## Sage City - Verification of answered questions

You can help build and improve our community forums by verifying answers to your posted questions.

Click [here](#) to read more.

## Support Resources

Visit and bookmark the [Sage Resources Centre](#) for quick access to all help options, including:

- [Sage Knowledgebase](#)
- [Sage University](#)
- [Sage City discussion forums](#)
- [Sage City Year-end Centres](#)
- Live Chat:
  - [Finance](#)
  - [Payroll software support](#)
  - [Infoslips](#)
- [Submit query online](#)
- Telephonically on (+27) 086 123 7243 (SAGE)

[Watch video](#)

## Support operating hours

### Live Chat, Telephone and Webforms

- Mondays to Thursdays - 08:00 to 17:00
- Fridays - 08:00 to 16:00

We are closed on weekends & South African public holidays.

## Need help?

Visit [Sage.com/Resources](#) for support, including links to the Sage Knowledgebase, Sage University, and more.

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