

FAQs

1. Background

- Effective 1 October 2019, Sage will no longer provide Compliance Advisory Services related to any applicable legislation (including PAYE, UIF, SDL, ETI, Equity, BCEA, LRA or OID) in South Africa and similar legislation in the rest of Africa and the Middle East
- Sage will continue to provide high quality technical product-related support for all products

2. FAQs

Below is a list of questions that could be raised by our customers and internal teams.

1. Who are these Business Partners? And how will they help me?

These are Businesses that have Partnered with Sage to offer a range of services to our customers. A list of Business Partners certified with Sage is available on our Sage websites. Click the below links to view the list.

- [South Africa](#)
- [Africa](#)
- [Kenya](#)
- [Nigeria](#)
- [Middle East](#)

Each Business Partner leverages their own skill, experience and knowledge differently. A Business Partner that is affiliated to Sage (as a certified Business Partner) operates as a separate legal entity to Sage and would be fully accountable for the delivery of services agreed upon.

We recommend that you contact the Business Partners listed on the Sage websites to enquire about the range of services and their methods of service delivery in assisting you with the possible questions or services you may need.

You can choose the Business Partner that best suits your business needs.

2. Who is my business partner?

If you are not already working with a Sage business partner, you can find a list of Sage business partners on the Sage websites. You can also make use of the services of any other tax practitioner for your Compliance Advisory services.

If you are linked to Business Partner who does not offer legislative and compliance advisory services, you may utilise another Business Partner or other tax practitioner for legislative and compliance advisory services while maintaining your existing relationship with your preferred Business Partner.

3. Who do I contact now for support?

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Sage will continue to provide technical payroll product support. Visit our product support page (<https://www.sage.com/en-za/support/>) and select your product to connect with us for assistance.

Visit our tax website <http://tax.sage.co.za/> to download our helpful Sage Pocket guide. For any legislative and compliance related queries we recommend you contact your tax practitioner, auditor, accountant to discuss your business requirement to help determine a suitable solution.

4. I choose to do business with Sage, but now I must contact a third party. Why has Sage now changed its business model? Is Sage not doing well in the market?

Sage Africa and Middle East is one of the fastest-growing regions at Sage. Becoming a great SaaS company (Software as a Service) requires that we continually review our operating model and the way we deliver services to our customers in order to meet your evolving needs in a competitive environment. In line with our strategy, we are moving towards an indirect business model in terms of the payroll services that we deliver.

5. What does it mean to become a SaaS company?

Becoming a great Software as a Service (SaaS) company requires that we continually review our operating model and the way we deliver services to our customers in order to meet your evolving needs in a competitive environment. In line with our strategy, we are focussing on providing a software licensing and delivery model in which software is sold on a subscription basis.

6. Are these Business Partners you are referring to tax practitioners? And, are they certified with local revenue authority?

You can contact the business partners listed on the Sage websites to enquire about the range of services they deliver. The Tax Administration Act for South Africa requires anyone providing tax advice or assist/submit tax returns on behalf of anybody else to be registered as a tax practitioner both with SARS and a controlling body. For other regions similar regulations may apply, kindly engage your local revenue authority for confirmation.

7. What do we pay ALF for?

The ALF (also referred to as the annual software renewal) fee entitles you to access to the following benefits:

- Continued access to the Sage payroll product,
- Access to product updates, fixes and ongoing product innovation,
- access to technical product support,
- and access to our modern online support platforms.
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8. What services can Sage's Customer Success team (customer support) provide?

Sage will continue to provide technical payroll product support which includes;

- Receive product updates
- Assisting to clarify or resolve an onscreen error or notification message that may appear during the daily use of our product.
- Providing of insight into system related configuration options or clarifying differences between configuration options. For example, provide insight into the leave pay calculation and on how it may be configured in a Sage Product.
- Advising on configuration changes after you have confirmed with a tax practitioner, auditor, and accountant what the tax implications will be.

In the event you need further assistance on a legislative or compliance related query;

- We will guide you to the relevant information portals for more information (relevant authorities) to seek clarification and guidance.
- Or, we will advise you to contact your preferred tax practitioner, auditor, accountant, or labour consultant to discuss your business requirement to help determine a suitable solution.

Other related services are still accessible:

- Enquiring on payment
- Licensing and renewal codes
- Requesting your account statement or account history

9. What services can Sage's Professional Services team (onsite and remote consulting) provide?

Sage can provide the following services dependent on resource availability by the Professional Services Centre of Excellence (CEO) team.

- Technical audits
- Functional audits
- Data migrations
- Upgrade assistance
- Technical implementation assistance
- Architectural design recommendations
- Functional development standards and integration audits
- Functional implementation assistance
- Payroll audit
- Business analysis services
- Change management services
- HR services
- Technical maintenance
- Project management
- Project governance

10. Will Sage still inform customers about legislative changes?

Legislative changes and submission dates are proposed and managed by the relevant tax authorities. To ensure you are up to date with the relevant legislative changes and submission dates we recommend you contact your preferred tax practitioner, auditor, and accountant or visit the website of local tax authorities.

11. Will my software still follow legislation rules set out PAYE, UIF, SDL, ETI, Equity, BCEA, LRA and OID?

Sage remains fully committed to ensuring that we constantly evolve and deliver innovation within our products. We will continue to invest in developing our products in line with regulatory requirements and best practice guidance ensuring our solutions meet the evolving needs of our customers.