

[View this email in your browser](#)The Sage logo is displayed in a bright green, lowercase, sans-serif font.

Sage 50c Pastel Accounting Newsflash - August 2020

[Visit the Support Page](#)

Netcash Payment Details Update

Netcash (previously Sage Pay) has updated its banking details to allow all Sage South Africa payments to be made into a single Mercantile bank account as from 1 August 2020.

Should your company have a Netcash account and make use of the salary or creditor services, those accounts with the major banks will still be available to you.

[Read more](#)

Forgot your Company Password?

Use email address and user name to retrieve password.

You can use your email address and user name set for a user on a company to retrieve your password without having to send the data to us to retrieve the password. This will save on down time.

[Find out more](#)

Knowledge Awareness Survey

Our goal is to ensure that our customers get the support they need when they need it the most, with various support channels available.

The aim of the survey is to gain valuable insights into our customers habits when looking for information to resolve everyday system related questions and the support preferences for these.

[Complete the survey](#)

Professional Services & Future Working Models

Sage South Africa is moving to an indirect business model where we will focus on providing high-value expertise in product functionality, support, and technical advice, while our partners will sell and implement our software.

These changes are a continuation of a process that we started almost a year ago, as we focus our business on customer and partner success.

[Read more](#)

Currently Trending Issues

Keep up to date with the latest issues, solutions and frequently asked questions.

[Find out more](#)

Live Chat Changes

Please ensure that you select the correct department when logging onto Live Chat to be connected to the right support agent to assist with your query.

Please note our support hours are 8am – 5pm Monday to Thursday and 8am – 4pm on Friday and 9am – 12pm on Saturday. Please note that Live chat is not available on public holidays or on Sundays.

[How to use Live Chat](#)

SAGE PRODUCT REGISTRATION

Everything you need to know about registering your software!



Registering your software

You can register your software online anytime. You will need your base serial number to access this page.

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