



Newsflash

July 2022

Sage Pastel Payroll

Current software versions

2023 update 1d

Our current update is 2023 Update 1d and was released on the 22nd of July 2022.

This update includes the following changes:

- An update product identifier has been added for the desktop icon
- MIBFA - Pension/Provident fund increase
- Security Council – Provident fund increase
- A new transaction 6016 has been created for 'Petrol Card'.
- New Tax total 3622 – Long Service Cash Award has been added

For more information regarding this update, read our [Sage City post](#).

[Download Manager](#)

Legislative changes

Low or Interest Free Loan/Debt Fringe Benefit - New Repo Rate Effective August 2022

The repurchase rate (repo rate) has increased from 4.75% to 5.5% on 22 July 2022. As from August 2022, the 'low or interest free loan/debt' fringe benefit should be calculated by using the new 'official interest rate'.

Individual Filing Season 2022

SARS confirmed on their website that Individual Filing season will start on 1 July 2022. Click [here](#) for more information.

SARS e@syFile v7.2.7

SARS released a new version of their software required for submissions on 10 June 2022 and is available to download from the [SARS website](#).

2022-2023 Pocket Guide

#Trending

How to do a Monthly Tax Calculation

View our knowledgebase article [here](#).

Received an Employment Tax Validation report from SARS?

View our video [here](#) that will assist you on how to locate, interpret and troubleshoot the ETV file.

Join our free informative webinar session!

Our support team will be hosting free informative sessions to shed light on specific topics.

[Click here to sign up for webinar session.](#)

- **10 August 2022:** Integration with accounting
- **24 August 2022:** Clearing of Exceptions

View our schedule for the remainder of the year [here](#).

Trending Topics

Self-help Options

Check out [Sage.com/Resources](#) for quick access to all self-help options, including links as below:

- [Sage Knowledgebase](#)
- [Sage City](#)

Accessing the Sage Portal for the first time

The Sage Portal replaced the Sage Customer Zone and there are a few key changes you need to be aware of when accessing the new portal.

Logging into the Sage Portal for the first time requires a Sage password. If you don't have a Sage password yet, you will need to create one. This is a once-off process. Click [here](#) to find out how to reset your Customer Zone password.

Some Sage Portal FAQ's as found on our [Sage Knowledgebase](#):

- [How do I sign into the Sage Portal?](#)
- [How can I give access to my payroll users on the Sage Portal?](#)
- [How to download update software from Sage Portal?](#)

Sage compliance documents

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

Subscribe to our YouTube Channel

View our Sage Pastel Payroll Playlist on the Sage Support and Training Channel for our growing base of informative self-help videos!

[YouTube Playlist](#)

General Announcements

Making 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:

- Ensure that you use your account number (Site code) as payment reference on your payroll account
- For EFT's. please pay into the appropriate bank account as shown on your statement

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

Did you know that online payments to Sage can be made easily via the secure Sage Portal?

Click [here](#) to learn more.

Sage Finance available on Live Chat

You can now get in touch with the Sage Finance team without the need to wait on the telephone queue.

Access the Live Chat link [here](#), and select the Department 'Sage Finance Payroll Account Queries' to connect.

NPS (Net Promoter Score)

What is NPS?

Thousands of companies around the world use NPS as a benchmark for customer sentiment and loyalty.

At Sage, we aim to survey our customers once a year by asking them a single question:

"How likely are you to recommend Sage and its services?"

We love for you to share your opinion so we can change or improve the things that are important to you.

[Read More](#)

Contact Details

Support - support.pastelpayroll@sage.com | 011 304 4300

Renewals - renewals.pastelpayroll@sage.com | 011 304 4470

Registrations - registrations.pastelpayroll@sage.com | 011 304 4400

Sales - sales.pastelpayroll@sage.com | 011 304 4320

Credit Control - credit.control.shp@sage.com | 011 304 3351

Please take note of our Support operating hours:

Telephone

Mondays to Thursdays - 08:00 to 17:00

Fridays - 08:00 to 16:00

Saturdays - 09:00 to 12:00

Emails

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](https://www.sage.com/resources) for support, including links to the Sage Knowledgebase, Sage University, and more.

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