



Sage Pastel Payroll Newsflash March 2022

[View our Resources page](#)

Current Software Version

2023 Update 1a

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

This update includes the following changes:

- Malawi new tax year changes
- New reimbursive travel rate
- ETI calculation update

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

#Trending

How to print your exception report?

View our knowledgebase article [here](#).

How to complete your year end?

View our knowledgebase article [here](#).

View our video [here](#).

View our interactive infographic [here](#).

How to exclude transactions from ETI remuneration?

View our knowledgebase article [here](#).

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.](#)

All our webinars will start at 10:00. Please see below our March webinars topics and dates:

- **06 April 2022** : Imports (Clock Card, Masterfiles and batches)
- **20 April 2022** : Year-end Submissions

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

Trending Topics

Legislative Changes

Employment Tax Incentive (ETI) amendments

There have been a few amendments to the Employment Tax Incentive from 1 March 2022. Please read more regarding these changes in the payroll pocket guide below.

Prescribed reimbursive rate per kilometre and vehicle lookup table

As from 1 March 2022, the rates have been amended for the 2022-2023 tax year and is included in 2023 Update 1a. Click [here](#) to read more about these changes.

Home Office Expenses - SARS Interpretation Note 28

SARS published an amended new Interpretation Note 28 setting out the rules around deductions of home office expenses. Click [here](#) to read more.

SARS e@syFile v7.2.4

Software may be downloaded from [e@syFile™ Employer \(sarsefiling.co.za\)](#). Release notes for this new version may be located on the SARS website.

Return of Earnings (W.As.8) submissions for 2021/2022

The online submission period will be from 1 April to 31 May 2022. Click [here](#) to read more on this notice and click [here](#) for steps on how to run your report from your payroll.

Other Africa tax countries

Malawi: Change in Tax Year

The Malawi Revenue Authority has confirmed that the tax year for PAYE will be changing from July to June, to April to May.

2022-2023 Tax Pocket Guide

Self-help Options

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

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

Bookmark www.Sage.com/Resources today for quick access to help anytime and take full advantage of everything your Sage software can do for you.

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

Need our BEE certificate, bank verification or other compliance documents, click [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

Important notice – Making payments to Sage

To ensure uninterrupted access to your software, kindly assist us with the following when making payments to Sage:

- Ensure that your Sage account number/Site Code is used as the payment reference number
- For EFT payments, please pay into the appropriate bank account as shown on your statement

Due to the introduction of the POPI Act on 1 July 2021, we are unable to obtain details from the bank for 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.

Customer Care / Customer Experience

Received excellent service and want to tell us about it? Looking for an avenue to get feedback on outstanding queries?

Please make use of the Customer care email address. This way we can track the complaint and ensure that the matter is attended to within the quickest time possible.

The email address is customercare.shp@sage.com

Customer Experience Team [CX Team] is working continually 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](#).

[Sage Blog](#)

Learning Services

Training courses

Join our Tax Year End course to assist you with the preparation, reconciliation and submission process to the South African Revenue Services.

Sage Business Partner Consultations

Need assistance with processing your year-end roll over?

We can connect you with your accredited Sage Business Partner to assist you with an onsite consultation or a remote session to solve your problem. If you have any questions regarding an existing consultation or a follow up consultation kindly complete the 'Book a consultation' form and we will contact you regarding the information.

[Book a Business Partner](#)

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

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

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



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Sage South Africa (Pty) Ltd. 6th Floor Gateway West, 22 Magwa Cres, Waterval 5-Ir, Midrand, 2066, South Africa.

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