



## Pastel Payroll Newsflash September 2021

[View our Resources page](#)

### Current Software Version

#### 2022 Update 2

Our current update is 2022 Update 2 and was released on the 1st of September 2021. This update is a **mandatory** update and is essential in order to complete the Bi-Annual submission.

This update includes the following changes:

- New ETI legislation
- New SARS BRS requirements for directors & submission file
- New updated TERS reports
- Updated code signing certificate

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

**Note:** Clients that have any employees that have tax directives in this tax year will need to read this [Sage City Post](#) after the update has completed.

[Download Manager](#)

## #Trending

### How to do your Bi-Annual submissions?

View our [knowledgebase article](#)

View our self help video [here](#)

### How to setup my payroll for extended ETI?

View our [Sage City article](#) for more information

### 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 this webinar session.](#)

All our webinars will start at 10:00. Please see below our October webinars subjects and dates:

- **06 October 2021:** Understanding the finer art of making and restoring a backup
- **20 October 2021:** Clear Exceptions + Generating and importing your electronic certificates

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

[Trending Topics](#)

## Legislative Changes

### SARS Interim Reconciliation Submissions

While the official submission dates have not been published, please take note of the dates as specified on the SARS website, where the Employer Interim Reconciliation filing season opened on 13 September 2021 and closes on 31 October 2021.

### **e@syFile Version 7.1.6 Release**

SARS e@syFile™ Employer version 7.1.6 is now available for download from [e@syFile™ Employer \(sarsefiling.co.za\)](https://sarsefiling.co.za). Release notes for this new version may be located on the SARS website [e@syFile™ – South African Revenue Service \(sars.gov.za\)](https://sars.gov.za).

**2021-2022 Tax Pocket Guide**

## **Self-help Options**

Check out [Sage.com/Resources](https://www.sage.com/resources) for quick access to all self-help options, including:

- [Sage Mid-year Center](#)
- [Sage Knowledgebase](#)
- [Sage City](#)

Bookmark [www.Sage.com/Resources](https://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 as yet, you will need to create one. This is a once-off process. Click [here](#) to find out how to create a Sage ID.

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?](#)

## 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.

### Customer Care / Customer Experience

Need some help with a complaint?

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](mailto:customercare.shp@sage.com).

Customer Experience 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

Sage Learning Services will assist you in gaining expertise, using a variety of solutions that automate manual and time consuming business processes. Our expert trainers deep dive into our software, providing you with the know how to use the product to its full potential. From Accounting, to Payroll HR, to Intelligence Reporting, and more, we offer all you need.

[Sage Learning Services](#)

## Sage Business Partner Consultations

Need assistance with Employer Mid-year submissions to SARS? Leave your details with us and we will connect you to a Sage certified Business Partner.

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](mailto:support.pastelpayroll@sage.com)

Product Renewals: [renewals.pastelpayroll@sage.com](mailto:renewals.pastelpayroll@sage.com)

Product Registrations: [registrations.pastelpayroll@sage.com](mailto:registrations.pastelpayroll@sage.com)

Credit Control: [credit.control.shp@sage.com](mailto:credit.control.shp@sage.com)

Sales: [sales.pastelpayroll@sage.com](mailto:sales.pastelpayroll@sage.com)



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