# Newsflash

June 2022

## Sage Pastel Payroll

### Current software versions

**2023 update 1c**

Our current update is 2023 Update 1c and was released on the 17th of May 2022.

This update includes the following changes:

- Our New Sage Branding
- The new MIBFA Reconciliation report has been introduced.
- Users will no longer receive an error 3 when generating a custom report.

For more information regarding this update, read our Sage City post.

( **Download Manager** )

# Legislative changes

### 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

### 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.

### How to do a Monthly Tax Calculation

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.

- 06 July 2022: How to setup Leave?
- 20 July 2022: Various errors and their solutions

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

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

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.

Sage Blog

# 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

## Sage Business Partner Consultations

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
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](Sage.com/Resources) for support, including links to the Sage Knowledgebase, Sage University, and more.