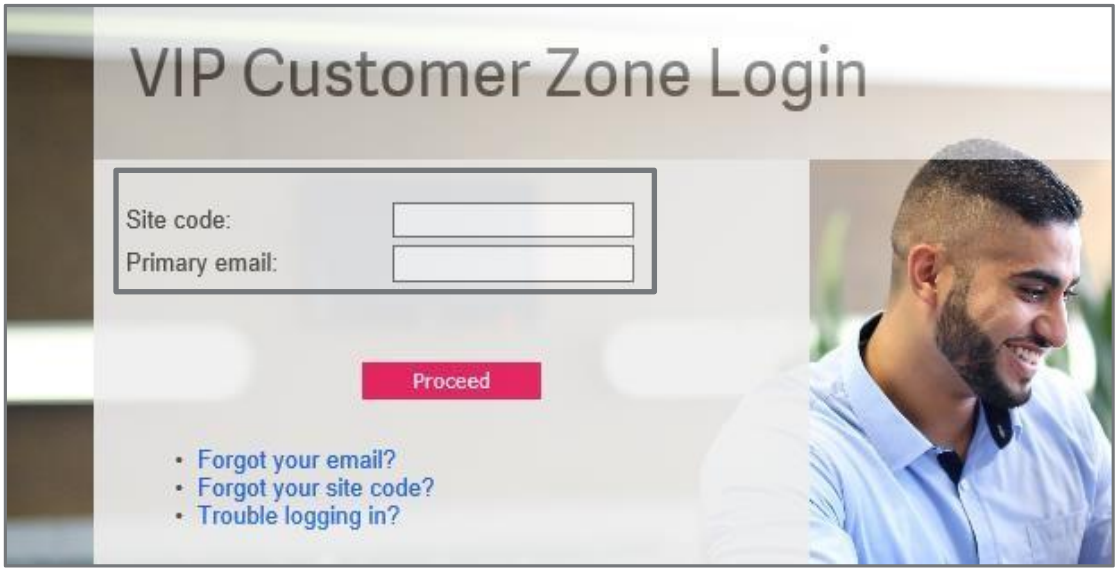
Customer Zone

Account Information

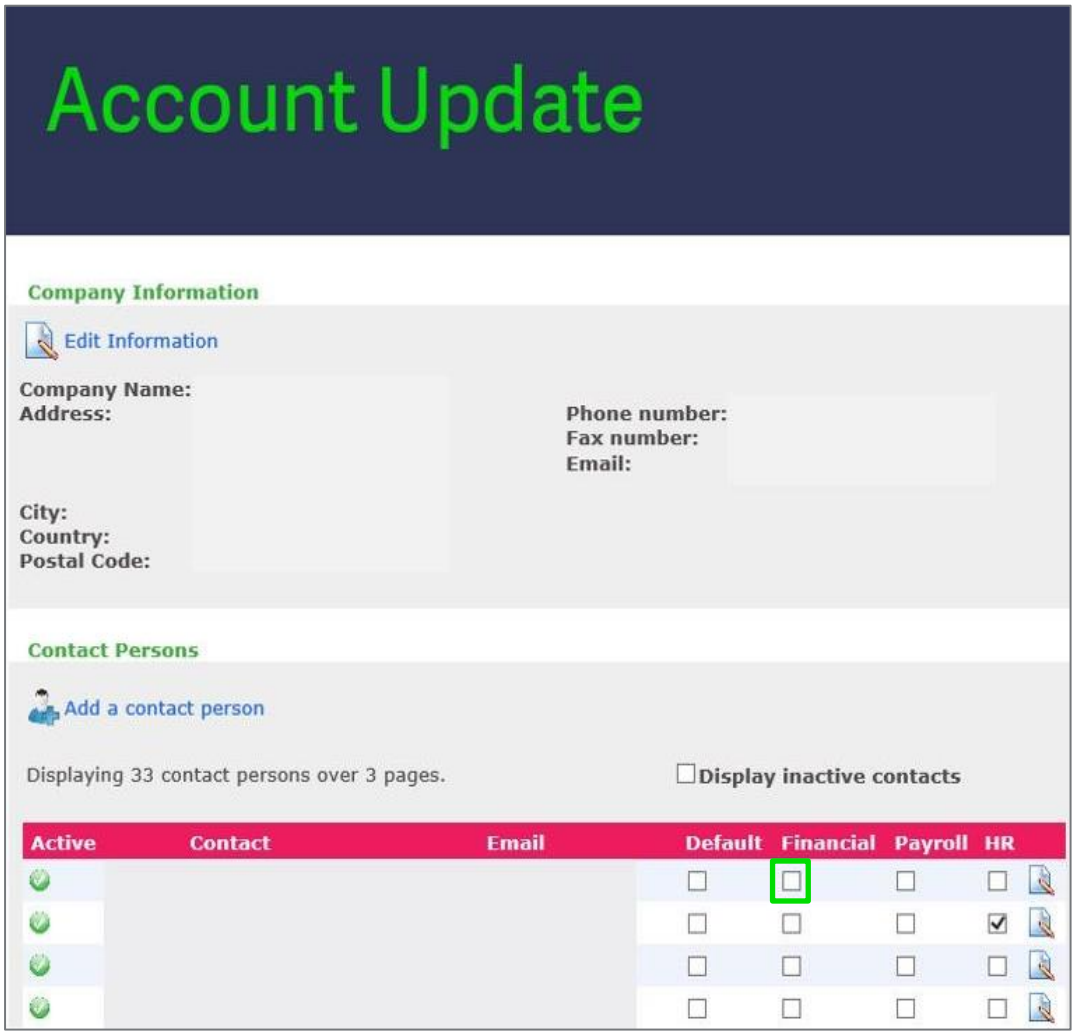
To access Customer Zone
Click on: https://customerzone.sagevip.co.za/newlogin.php

Input your Site Code and Primary email address.
Click on Proceed

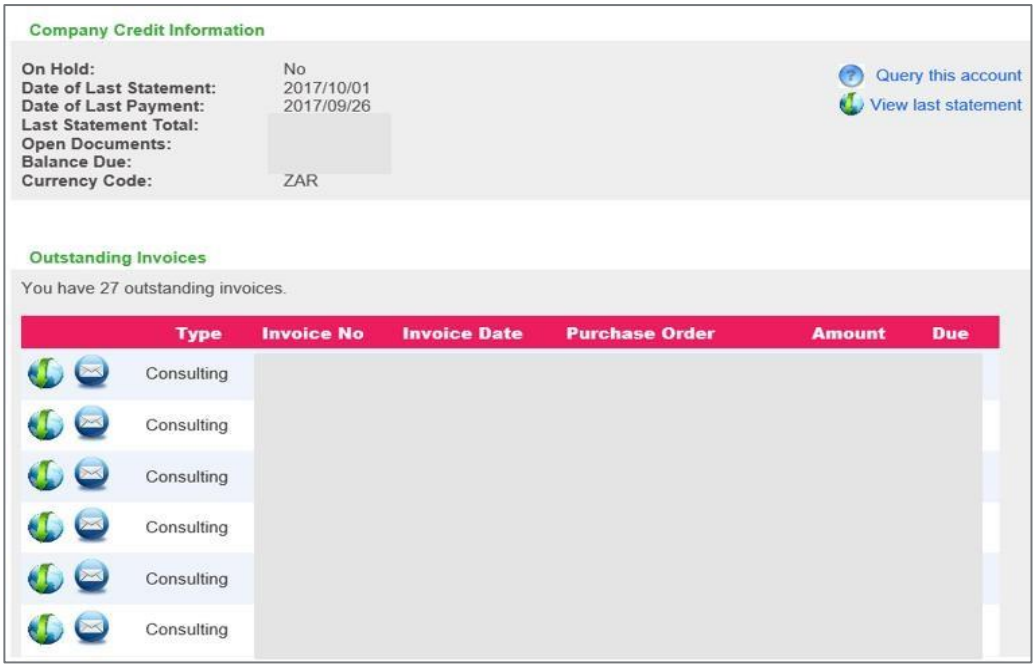


Click on Account

- Account Update - On this section, the company information can be edited and updated. Contact persons can be added, changed and deactivated.

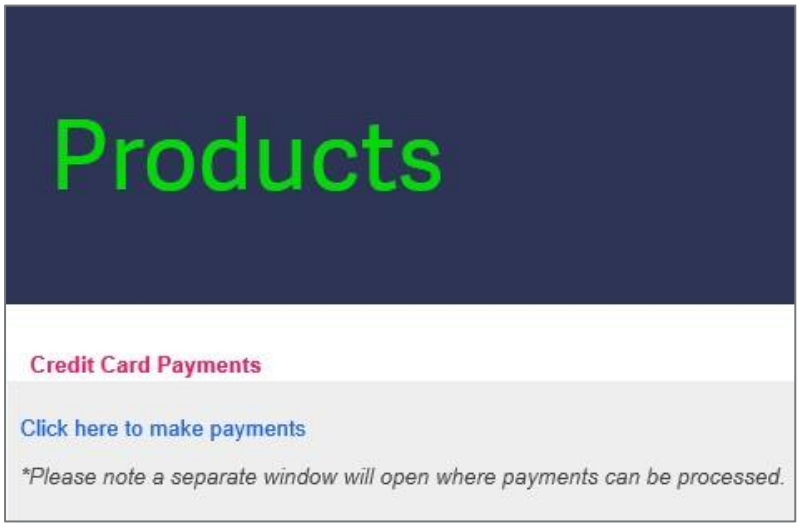


- Account Enquiry - Details regarding your Company Credit Information will display.
  - Query this account – an email will be sent to Credit Control.
  - View last statement – the last statement emailed to you can also be downloaded from here again.
  - All Outstanding Invoices and information regarding your invoices will be listed. You can open your Outstanding Invoices in PDF or email it to a specified account.



- Credit Card Payment

  Payments can be made via Sage Pay

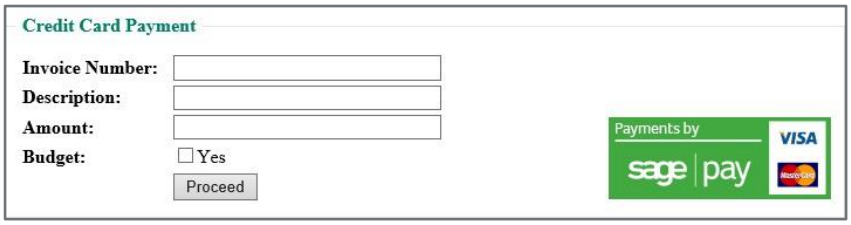


Please take note of the following:

- A statement will not be sent out if your account balance is “0”.
- All statements and invoices are send at the end of the month. The mail gets send from Credit.control.shp@sage.com. Please check your spam/junk folder for the email.
- If more than one person should receive the statement, specify a contact and select the contact for Financial. The email address specified can be setup as a distribution list on your email server. Contact your internal IT for more information.

Payment Information:

Sage uses certain information (such as ‘payment reference’) to connect your payments received to your customer account. An incorrect payment reference or payment to the incorrect bank account will significantly delay payment allocation to your customer account. There are three things you need to do when making a payment to Sage:



- When payment is made to Sage, the bank details reflected on the Invoice or Statement should be used.

  Bank detail:
  Sage South Africa (Pty) Ltd
  Nedbank
  Branch: 198765
  Acc No: 1602073910
  Swift Code : NEDSZAJJ

- Your unique Site Code or Customer Reference number must be referenced on the payment.
- Proof of payment must be sent to SHP.Remittance@sage.com