Premier and Classic

Release Notes
6.6a
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Sage

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1.0 RSA: Tax Related Items Relevant to the System

The following amendments, according to the Budget Speech by the Minister of Finance on 25 February 2026, are effective from **1 March 2026** (Year of assessment ending 28 February 2027), unless stated otherwise.

1.1 Tax Table 2026/2027

Taxable Income (R)	Fixed Amount	Rate of Tax (R)
1 – 245 100.00	0	18% of taxable income
245 100.01 – 383 100.00	44 118 +	26% of taxable income above 245 100
383 100.01 – 530 200.00	79 998 +	31% of taxable income above 383 100
530 200.01 – 695 800.00	125 599 +	36% of taxable income above 530 200
695 800.01 – 887 000.00	185 215 +	39% of taxable income above 695 800
887 000.01 – 1 878 600.00	259 783 +	41% of taxable income above 887 000
1 878 600.01 and above	666 339 +	45% of taxable income above 1 878 600
Tax Rebates		
Primary (Persons under 65)		R17 820
Secondary (Persons 65 and Older)		R9 765
Tertiary (Persons 75 and Older)		R3 249
Age Tax Thresholds (The tax thresholds at which liability for normal tax commences)		
Below age of 65		R99 000
Age 65 to below 75		R153 250
Age 75 and over		R171 300

Medical Scheme Fees Tax Credit	
Main Member	R376
First Dependant	R376
Additional Dependants	R254
Personal Service Providers (Company):	27%
Personal Service Providers (Trusts)	45%

You can view the Statutory Rates of Tax by clicking on the **<TXB>** button on any Employee's Tax Screen or on the **<Tax Rates>** button on the Basic Company Information Screen.

1.2 Retirement Fund Lump Sum Withdrawal Benefits

These rates have remained **unchanged**.

Taxable Income (R)	Fixed Amount	Rate of Tax (R)
1 – 27 500	0	0% of taxable income
27 501 – 726 000	0	18% of taxable income above 27 500
726 001 – 1 089 000	125 730 +	27% of taxable income above 726 000
1 089 001 and above	223 740 +	36% of taxable income above 1 089 000

1.3 Retirement Fund Lump Sum Benefits or Severance Benefits

These rates have remained **unchanged**.

Taxable Income (R)	Fixed Amount	Rate of Tax (R)
1 – 550 000	0	0% of taxable income
550 001 – 770 000	0	18% of taxable income above 550 000
770 001 – 1 155 000	39 600 +	27% of taxable income above 770 000
1 155 001 and above	143 550 +	36% of taxable income above 1 155 000

1.4 Subsistence Allowances and Advances

Where the recipient is obliged to spend at least one night away from his/her usual place of residence in South Africa for work purposes:

Subsistence Allowance (RSA)	
Meals and Incidentals	R595 per day/part of a day
Incidentals Only	R184 per day/part of a day

Foreign subsistence rates can be found on the SARS website.

1.5 Reimbursements/Advances for Business Travel on Day Trips

Reimbursement/Advance for Business Travel on Day Trips (RSA)	
Meals and Incidentals	R184 per day/part of a day

1.6 Vehicle Lookup for the Purpose of Calculating a Travel Allowance

Where the value of the vehicle -	Fixed Cost R	Fuel Cost c/km	Maintenance Cost c/km
does not exceed R115 000	38 344	132.9	49.1
exceeds R115 001 but does not exceed R230 000	68 487	148.4	61.4
exceeds R230 001 but does not exceed R345 000	98 689	161.2	67.8
exceeds R345 001 but does not exceed R460 000	125 393	173.4	74.0
exceeds R460 001 but does not exceed R575 000	152 097	185.5	86.9
exceeds R575 001 but does not exceed R690 000	180 078	212.8	102.0
exceeds R690 001 but does not exceed R805 000	208 106	216.5	114.5
exceeds R805 001 but does not exceed R920 000	237 679	220.1	126.9
exceeds R920 000	237 679	220.1	126.9

1.6.1 Prescribed Rate for Reimbursive Kilometres (Travel)

Prescribed Rate Per Kilometre
R4.95 per kilometre (**increased** from R4.76)

Please Note:

If you entered travel transactions before updating to the current release, the rate per kilometre used to determine the excess for PAYE inclusion was calculated at R4.76. Delete these transactions and recapture them to apply the increased rate of R4.95/km.

1.7 Cumulative Exemption for Retirement Fund Benefits and Severance Benefits

This amount has remained **unchanged**.

Cumulative Exemption for Retirement Benefits and Severance Benefits
R550 000.00

1.8 Value of ‘B’ in the Residential Accommodation Fringe Benefit Calculation

The new tax threshold is R99 000 and is usually the value of “B” in the calculation.

Please Note:

The value of “B” has not yet been promulgated at time of printing. Please verify this value before doing the calculation.

2.0 RSA: Changes Affecting the System

The following amendments are effective **01 March 2026** except where otherwise mentioned.

2.1 Retirement Fund Contribution Deduction Limit

An employee is allowed a deduction from remuneration for contributions made to a pension, provident and retirement annuity fund. The deductible amount is limited to the lower of:

- 27.5% of remuneration (excluding severance benefits and retirement fund lump sums), or
- R350 000 per annum.

Where an employee is employed for only part of a year of assessment, the R350 000 limit is pro-rated based on the ratio of the period of employment during the tax year to the total period of the tax year.

The R350 000 limit has remained unchanged since 2016 and has not kept pace with inflation. As a result, an increase in the limit is proposed to restore its real value and encourage an increase in the saving rates for South Africans.

It is proposed that the annual limit will increase to the lower of:

- 27.5% of remuneration (excluding severance benefits and retirement fund lump sums), or
- **R430 000** per annum.

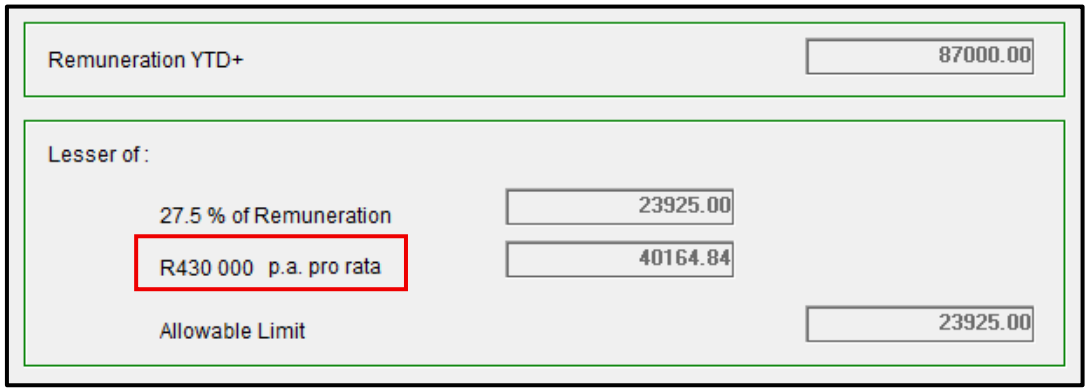
Please Note:

Although the relevant legislation change has not been formally enacted, SARS confirmed that it applies from 1 March 2026.

2.1.1 System Modifications

We have made the following changes in the system to accommodate this change:

- **Main Menu > Reports > Reports and Maintenance > Limit P&RA** (Real Number 607): The new value prints on the Retirement Funds Limit Report.
- **Main Menu > Payroll > Payslip Screen** – Route to "**Tax**"- click on **<TXD>**: The Tax Deductible Values Screen has been updated.



2.2 National Minimum Wage Increase (ETI Codes)

The Minister of Employment and Labour published Government Gazette No. 54075, increasing the national minimum wage, with effect from **1 March 2026**, as follows:

- from R28.79 to R30.23 per hour,
- from R28.79 to R30.23 per hour for farm workers,
- from R28.79 to R30.23 per hour for domestic workers,
- from R15.83 to R16.62 per hour for workers employed on an expanded public works programme, and
- for workers who have concluded learnership agreements contemplated in section 17 of the Skills Development Act, 1998 (Act No. 97 of 1998), new rates are indicated in Schedule 2 of the Government Gazette.

Please Note:

For Employment Tax Incentive (ETI) purposes, you must confirm that the correct minimum wage rate per hour is processed for each employee from **1 March 2026**, to ensure the correct '**minimum wage test'** is applied by the system.

If applicable, amend your ETI Codes accordingly from: **Main Menu > Payroll > Definitions > System Description Codes > ETI Codes**.

2.3 OID Annual Limit and Earnings Definition

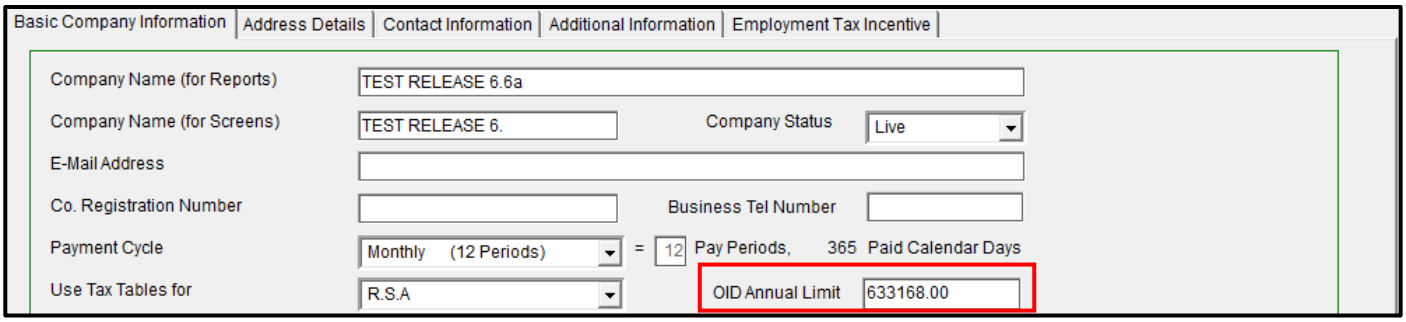
2.3.1 Annual Limit

The OID limit for the 2025 assessment period (March 2025 - February 2026) is **R633 168**. The OID limit for the 2026 assessment period (March 2026 – February 2027) has **not be published yet**.

Please Note:

It is your responsibility to amend the OID earnings threshold in the first pay period for March 2026, or as soon as it is published, on:

Main Menu > Company > Basic Company Information – OID Annual Limit entry field.



2.3.2 Earnings Definition

The Department of Employment and Labour has published Gazette No 52558 providing guidance on how earnings must be calculated and reported on the **Return of Earnings (ROE)**.

An employer shall include the following earning types with employees' earnings (salary/wages):

- 13th cheque
- Service bonus
- Holiday bonus/pay/Christmas bonus
- Housing allowance/subsidy allowance
- Acting allowance
- Attendance allowance
- Overtime allowance
- Commission
- Danger allowance
- Grazing allowance
- Production bonus
- Public holiday allowance
- Rural allowance
- Shift allowance
- Sunday allowance
- Night shift allowance
- Standby allowance
- Harvest allowance
- Scarce skills allowance
- Petrol/Car/Cell phone allowance
- Transport allowance
- Travel allowance
- Value of free food and quarters (accommodation)
- Any other non-pensionable allowance

The following list are examples of allowances that shall be excluded when calculating earnings:

- Reimbursements
- Ex-gratia payments (voluntary payments to employees without legal obligation)

It is our understanding that the list of inclusions provided above is not exhaustive and other earnings not specifically mentioned can be included in ROE earnings. We recommend erring on the side of caution and include all earnings unless they are explicitly mentioned in the exclusion.

Please Note:

Users are responsible for ensuring that earnings inclusions and exclusions are correctly configured and applied within the system.

2.3.3 System Modification

Area	Issue	Detail
OID Report	Wording changes.	**Main Menu > Reports > Reports and Maintenance > OID Report** (Real Number 502) The wording on all the Print Time Selection screens has been amended to comply to this instruction from Compliance. The wording has changed as follows: • Items which must have "Include = Y" are: Salaries or Wages, Overtime, Commission, All Bonuses, 13th cheques, Value of Food and Quarters, Travel and other Allowances. • Items which must have "Include = No" are: Reimbursements and Ex-gratia payments (voluntary payments to employees without legal obligation). The OID Report can also be printed from **Main Menu > Utilities > RSA Submissions > OID Report**.

2.4 Long Service/Bravery Award Limits

A qualifying long service award is an award granted to an employee in recognition of an initial unbroken period of 15 years' service with the same employer, or for each subsequent unbroken period of 10 years' service thereafter. Such awards may be provided in cash or in kind, for example gift vouchers, assets acquired at less than market value, or the right of use of an asset.

Currently, the total value of all qualifying long service awards is exempt from tax up to R5 000, with any amount more than this threshold being taxable.

This threshold has remained unchanged since 2003 and has not kept pace with inflation. As a result, an increase in the tax-exempt threshold is proposed from **R5 000** to **R16 000** to restore its real value. Where an employee is granted a qualifying long service award(s), the first R16 000 of such award(s) will not be subject to tax.

Please Note:

The system will not automatically calculate the taxability of the long service award that exceeds R16 000. It is the user's responsibility to define the additional lines with the applicable IRP5 code(s) and then to allocate the values accordingly.

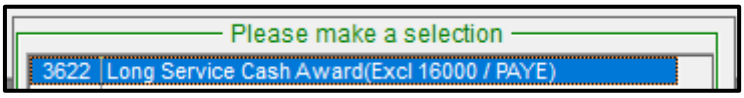
Although the relevant legislation change has not been formally enacted, SARS confirmed that it applies from 1 March 2026.

For more information regarding the allocation of the taxable and exempt portions of Long Service Awards, consult Release Notes 5.9a.

2.4.1 System Modifications

We have made the following changes in the system to accommodate this change:

- **Main Menu > Payroll > Definitions > Earning Definitions**: IRP5 Code 3622 is now defined as “Long Service Cash Award (Excl 16 000/PAYE)”.



- **Main Menu > Reports > Audit Reports > Long Service Awards Validation**: Tests against values that are greater than R16 000 and reports accordingly.

Long Service Awards - Tax Free Portion Validation

Emp Code	Employee Name	Additional Information	Amount
88888888	MAARTINS M	3622 Tax Free amount > R16000	20000.00

- **Main Menu > Utilities > Start of Period**: The revised Long Service Awards Audit Report will be printed if applicable.

2.5 Occupational Death Lump Sum Benefits

A qualifying occupational death lump-sum benefit is paid by an employer in respect of an employee who dies because of an occupational accident.

Currently, the first R300 000 of an occupational death lump-sum benefit is exempt from tax. This threshold was last reviewed in 2007 and has not kept pace with inflation. An increase in the tax-exempt amount is therefore proposed from **R300 000** to **R800 000** to restore its real value.

Where an employer pays an occupational death lump-sum benefit, the first R800 000 of the benefit will not be subject to tax. The employer will, however, still be required to apply for a **tax directive** prior to paying the death benefit.

Please Note:

Although the relevant legislation change has not been formally enacted, SARS confirmed that it applies from 1 March 2026.

2.6 Income Tax Reference Number Validation

SARS has released e@syFile version 8.0.1_336. We have noted and tested that, in this version, employers are able to import files containing IRP5 certificates with missing Income Tax Reference Numbers. These missing numbers do not block the import of the file but instead result in a warning.

This requirement does not apply where:

- No normal PAYE was deducted (PAYE = zero), and/or
- PAYE was deducted only in respect of a retirement lump sum or severance benefit.

2.6.1 Issue Resolved

This behaviour is contrary to the discussions and confirmations previously received from SARS. We have amended our system to allow the generation of the import file in line with the current e@syFile requirements. However, employees must be registered with SARS before submission on e@syFile.

Area	Issue	Detail
IRP5 Validations	Tax Numbers are no longer mandatory.	**Main Menu > Reports > Reports and Maintenance - IRP5/IT3's** (Real Number 507) – **Tax Year End Run** • **Validation Run**: Warning Message "Tax Number Mandatory" will still print. • **Test Run**: Warning Message "Tax Number Mandatory" removed. • **Live Run**: The Live Run will not stop if there are employees without Tax Numbers. **Please Note:** A Patch File is also available to install in your Tax Year End Directory if you have employees without Tax Numbers. Install this patch before running the IRP5/IT3s.

3.0 RSA: Changes not Affecting the System

The following amendments are effective **01 March 2026** except where otherwise mentioned.

3.1 Exempt Bursary/Scholarships

A taxable benefit arises where an employer provides study assistance to a relative or family member of an employee in the form of a bursary or scholarship (i.e. closed bursaries/scholarships). However, the benefit may be exempt from tax where the employee's remuneration proxy falls below the prescribed threshold and the value of the bursary or scholarship does not exceed the applicable exemption.

The remuneration proxy and tax-exemption thresholds applicable to bursaries and scholarships granted to relatives and family members of employees are increased as follows:

- **Remuneration proxy**:
  Increased from R600 000 to R900 000
- **Bursaries and scholarships granted to relatives without a disability**:
  - NQF Levels 1–4 (Grade R–12): Increased from R20 000 to R30 000
  - NQF Levels 5–10: Increased from R60 000 to R90 000
- **Bursaries and scholarships granted to family members with a disability**:
  - NQF Levels 1–4 (Grade R–12): Increased from R30 000 to R45 000
  - NQF Levels 5–10: Increased from R90 000 to R130 000

Where the employee's remuneration proxy does not exceed R900 000 and the value of the bursary or scholarship falls within the applicable exemption thresholds, no taxable fringe benefit will arise. Any amount exceeding the relevant exemption threshold will be subject to tax.

Please Note:

Although the relevant legislation change has not been formally enacted, SARS confirmed that it applies from 1 March 2026.

3.2 Immovable Property Used for Residential Purposes

No taxable value is determined in respect of an immovable property acquired for residential purposes, provided that:

- the employee's remuneration proxy does not exceed R250 000, and
- the value of the property or loan does not exceed R450 000.

These thresholds are increased to:

- R360 000 in respect of the remuneration proxy, and
- R650 000 in respect of the property or loan value.

Please Note:

Although the relevant legislation change has not been formally enacted, SARS confirmed that it applies from 1 March 2026.

4.0 RSA: Other Proposed Changes (not yet enacted)

This section explains the most important proposed amendments according to the Taxation Laws Amendment Bill, 2025 and the Tax Administration Laws Amendment Bill, affecting employers and employees. Once enacted, we will inform users.

4.1 Remuneration Proxy

Remuneration proxy refers to an employee's remuneration from the previous year, annualised if the employee worked for less than the full tax year. If the employee was not employed in the prior year, the remuneration for their first month of employment is annualised after considering all allowable exemptions.

The remuneration proxy is used when calculating fringe benefits for scholarships or bursaries, employer-provided accommodation, and low-cost housing.

Proposed legislative change (not yet enacted)
It is proposed that the foreign income exemption will be excluded from the remuneration proxy calculation with effect from 1 March 2026.

Please Note:

The proposed legislation change has not been formally enacted, and no implementation directive or confirmation has been issued by SARS.

We will notify users once the amendment is enacted.

4.2 Gains Derived by Directors or Employees from Rights to Acquire Marketable Securities Obtained prior to 26 October 2004

Gains made by directors or employees from rights to acquire marketable securities granted before 26 October 2004 were previously taxed when those rights were exercised. These rules were subsequently replaced by a regime that taxes such rights on vesting.

Proposed legislative change (not yet enacted)
It is proposed to repeal the earlier provision that taxed the rights on exercise.

Please Note:

The proposed legislation change has not been formally enacted, and no implementation directive or confirmation has been issued by SARS.

We will notify users once the amendment is enacted.

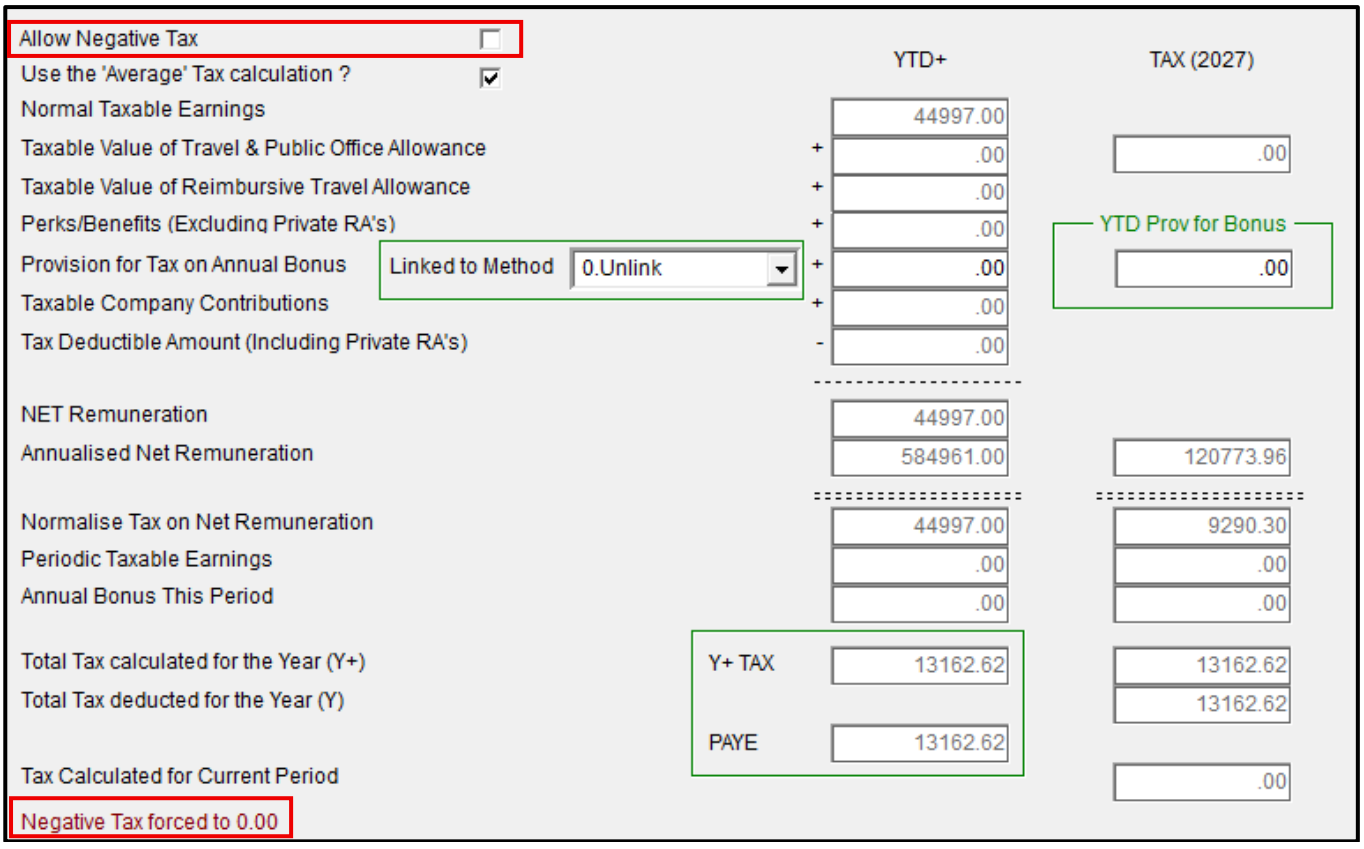
5.0 RSA: Negative Tax, UIF and SDL Forced to Zero

In previous versions, our payroll system allowed negative Tax, UIF and SDL values in specific cases, giving users flexibility in handling exceptional payroll scenarios. To prevent unintended misuse and support consistent tax reporting, as from Release 6.6a, the system will set negative Tax, UIF and SDL amounts to zero.

5.1 Tax Screen

In cases where an employee's Tax, UIF or SDL goes into a negative, the values are forced to zero.

From **Main Menu > Payroll > Payslip Screen**, type "TAX" in the routing field:



- A new field has been added to the employee Tax Screen, "Allow Negative Tax".
  - Live or Dormant companies in a tax year prior to 2026/2027: "Allow Negative Tax" indicator is selected (ticked).
  - Live or Dormant companies in tax year 2026/2027, or anything thereafter: "Allow Negative Tax" indicator is not selected (ticked).
  - All current History companies, irrespective of their tax year: "Allow Negative Tax" indicator is selected (ticked).

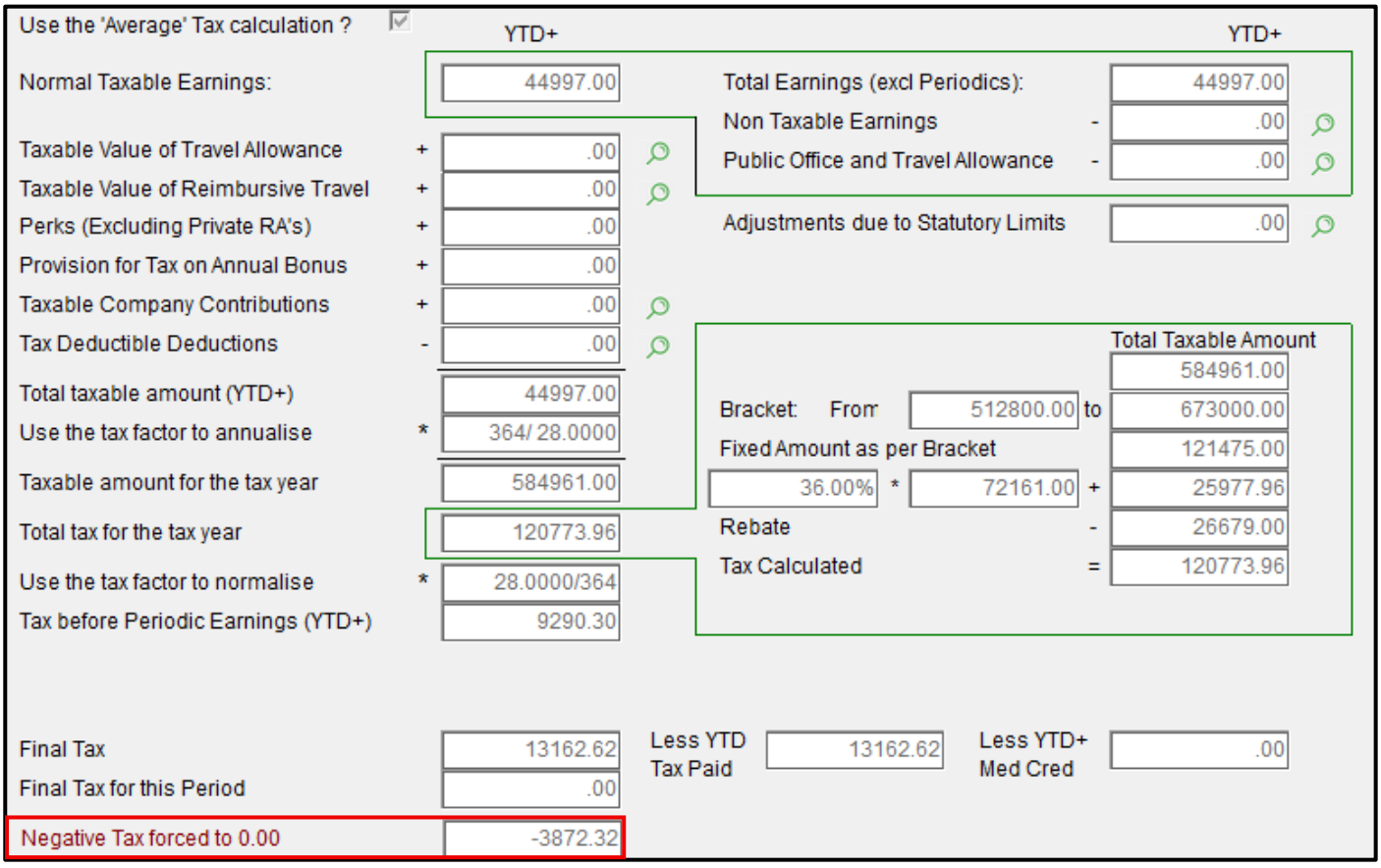
- If the calculated PAYE, UIF or SDL values are less than zero and the “Allow Negative Tax” field is not selected (ticked), the deduction and company contribution values for the current pay period will be forced to zero.
- If the calculated PAYE value is less than zero and the “Allow Negative Tax” field is not selected (ticked), the tax will be forced to zero and the “Negative Tax forced to 0.00” message is displayed at the bottom of the screen.

For more details you can access the **<Tax Calc>**, **<UIF Calc>** and **<SDL Calc>** screens:

5.1.1 Tax Calc

On the employee Tax Screen, click on **<Tax Calc>**.

The calculated negative tax value will reflect at the bottom of this screen alongside the words “Negative Tax forced to 0.00”.

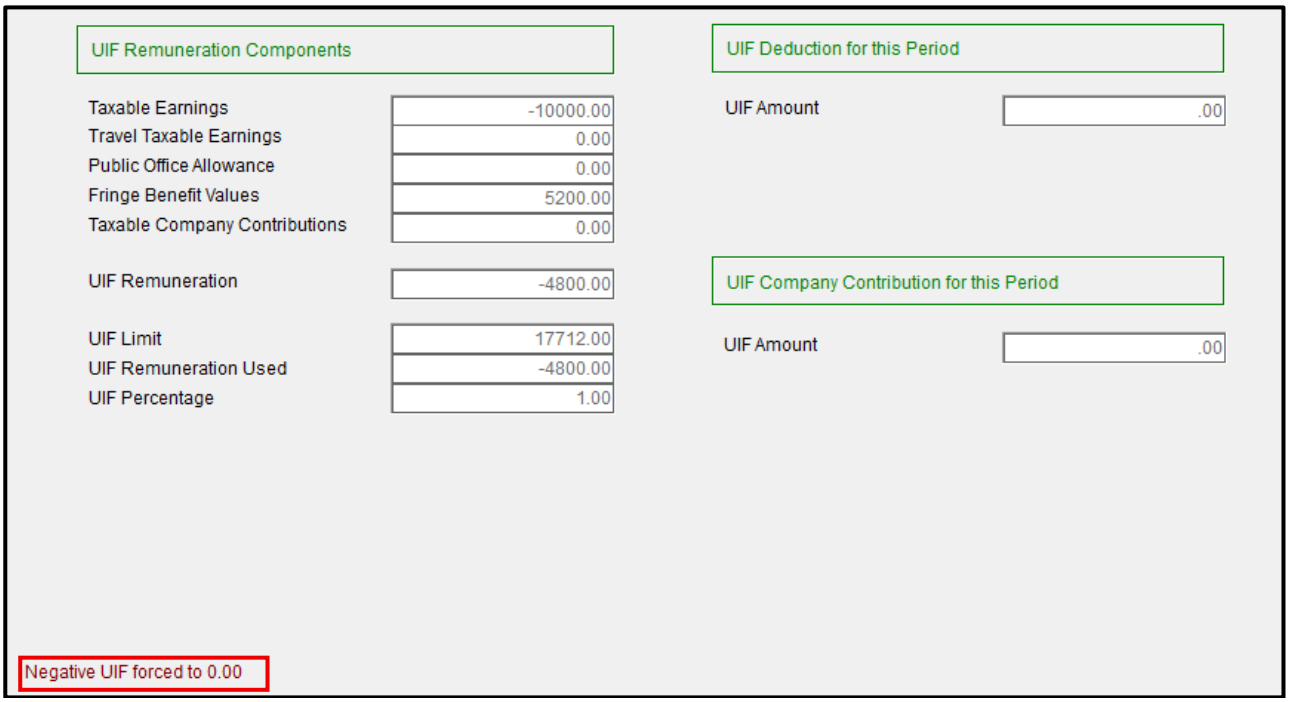


5.1.2 UIF Calc

On the employee Tax Screen, click on **<UIF Calc>**.

UIF is a month-to-date calculation. If the UIF Remuneration for the month is negative and the “Allow Negative Tax” field on the Tax Screen is not selected (ticked), the calculated UIF amount will be forced to zero.

A message will display at the bottom of the screen indicating “Negative UIF forced to 0.00”.



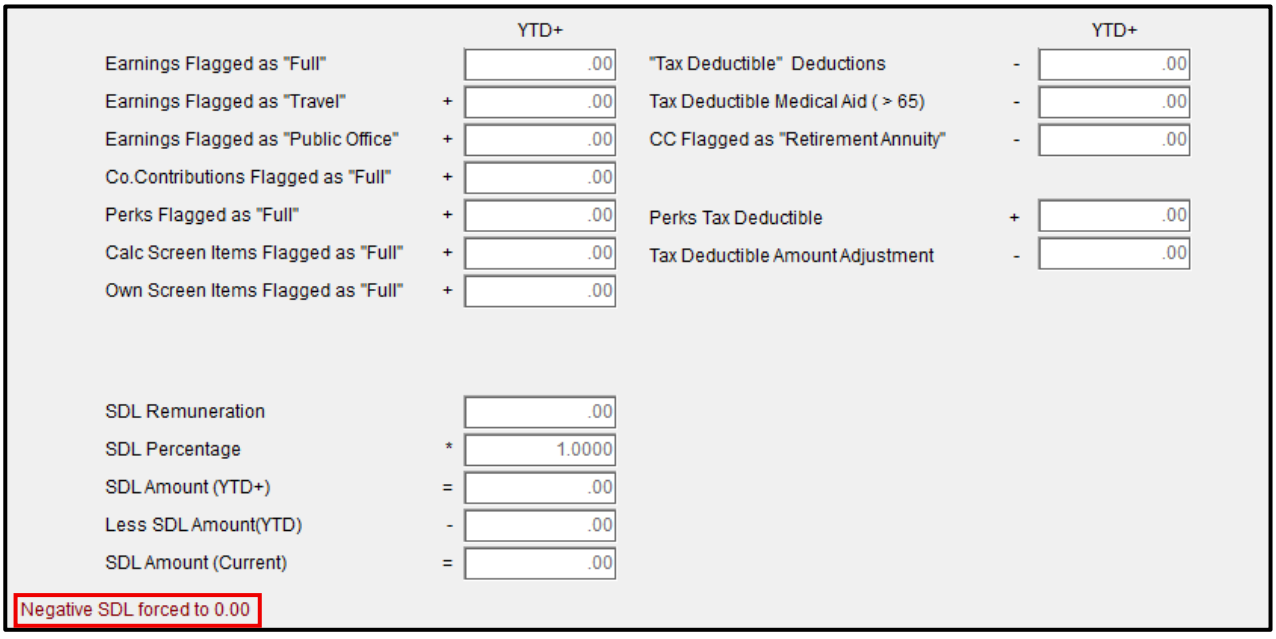
5.1.3 SDL Calc

On the employee Tax Screen, click on **<SDL Calc>**.

The default SDL calculation is set to do a YTD+ calculation.
The calculation can be changed to a Period calculation on the **Main Menu > Company > Basic Company Information Screen**.

If the “Allow Negative Tax” field on the Tax Screen is not selected (ticked), and the calculated SDL value is less than zero the SDL value will be forced to zero.

A message will display at the bottom of the screen indicating “Negative SDL forced to 0.00”.



Please Note:

You can select (tick) the “Allow Negative Tax” field on the Tax Screen to permit the calculation of Negative PAYE, UIF and SDL, for your specific special circumstance.

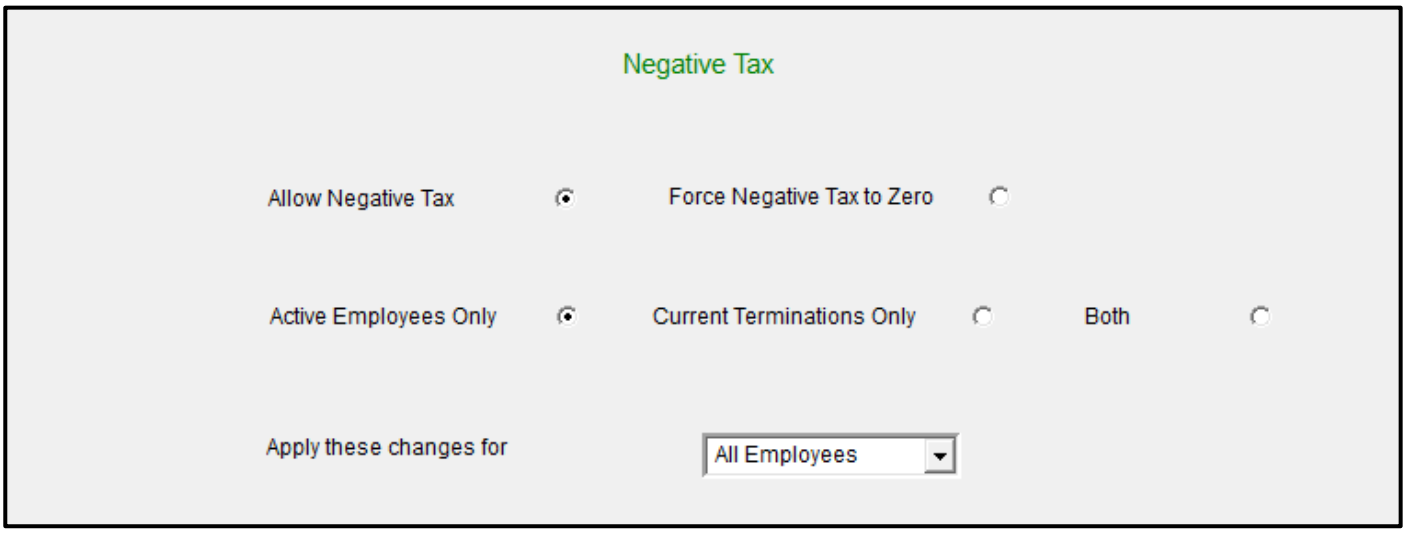
When you change the “Allow Negative Tax” indicator, the Username, date, time and selection made, will be recorded on the **Reports > Log File**.

When you do a Start of Period, the “Allow Negative Tax” field will automatically be reset to the default setting (unticked).

5.2 Global Activation: Allow Negative Tax

If you want to select or unselect the “Allow Negative Tax” for a group of employees or for all employees in the company, you can make use of the Global Activation Function.

Main Menu > Payroll > Global Activation > Allow Negative Tax



- **Allow Negative Tax**: This option selects (ticks) the “Allow Negative Tax” field on the Employee Tax Screen.
- **Force Negative Tax to Zero**: This option unselects (unticks) the “Allow Negative Tax” field on the Employee Tax Screen.
- **Active Employees Only**: Excludes all terminations.
- **Current Terminations Only**: Excludes all active employees.
- **Both**: Includes active and current terminations.
- **Apply these changes for**: Select the group of employees to whom the change should apply:
  - All Employees
  - Job Grade
  - Job Title
  - Category
  - RSC Code
  - Department
  - Pay Point
  - Manager

5.3 Audit Reports

The following new Audit Reports have been added and can be found under **Main Menu > Reports > Audit Reports**:

- Employees with Negative Tax Forced to Zero
- Employees with Negative UIF Forced to Zero
- Employees with Negative SDL Forced to Zero

The respective Audit Reports will print employee with Tax, UIF or SDL that is “Forced to Zero” by the system.

5.4 Start of Period

When you process a Start of Period from **Main Menu > Utilities > Start New Period**, in addition to the existing reports (Employee’s with Negative YTD+ values; Employee’s with a Tax Status set to Normal) the **Employees with Negative Tax Forced to Zero Audit Report** will print showing all employees with Negative Tax in the pay period that you are closing.

You may still <Cancel> the Start of Period at this point to attend to relevant employees before you continue with the Start of Period.

5.5 RG Codes

Two new RG codes have been created.

The codes are available on the RG Code lookup Table under Tax and Service Periods:

RG Code	Description	Length
0691	Allow Neg. Tax	3
0692	Neg Tax Zeroed	3

5.6 ODBC and UDD fields

If you make use of ODBC, the **EMP_TAX_INFO** Table has been updated with fields:

- NegTaxForcedToZero
- AllowNegTax

6.0 RSA: UIF Ad-hoc File Submission

The Unemployment Insurance Fund (UIF) has requested the ad-hoc submission of eDeclarations, meaning that UIF declarations may be submitted outside of the standard monthly batch process where needed.

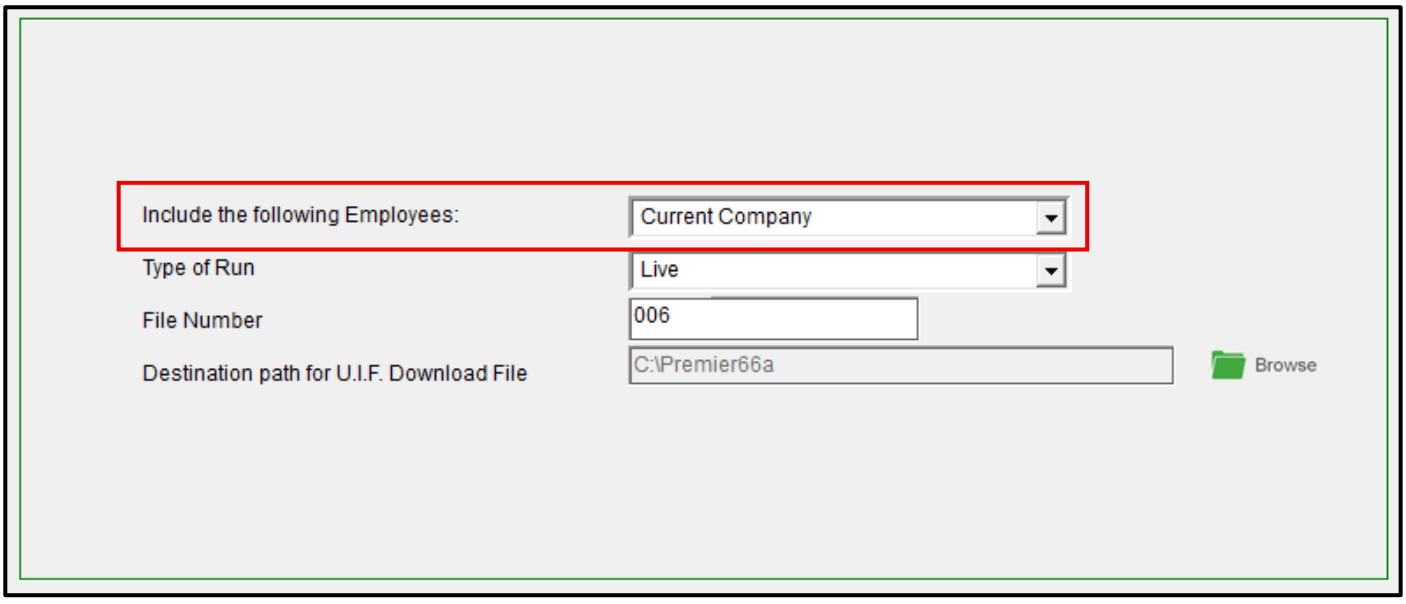
This allows employers to submit UIF declarations **for individual employees or defined groups of employees at any point during the month**, rather than waiting to include all employees in a single declaration file. An ad-hoc submission may be necessary where the employee wants to claim UIF but the employer has not yet submitted the declaration for the month.

Supporting ad-hoc UIF submissions will both **meet UIF requirements** and **reduce the administrative burden for employers**, particularly in relation to **UI-19 forms and salary schedules for terminated employees**.

6.1 UIF Submit Selections Screen (Real Number 651)

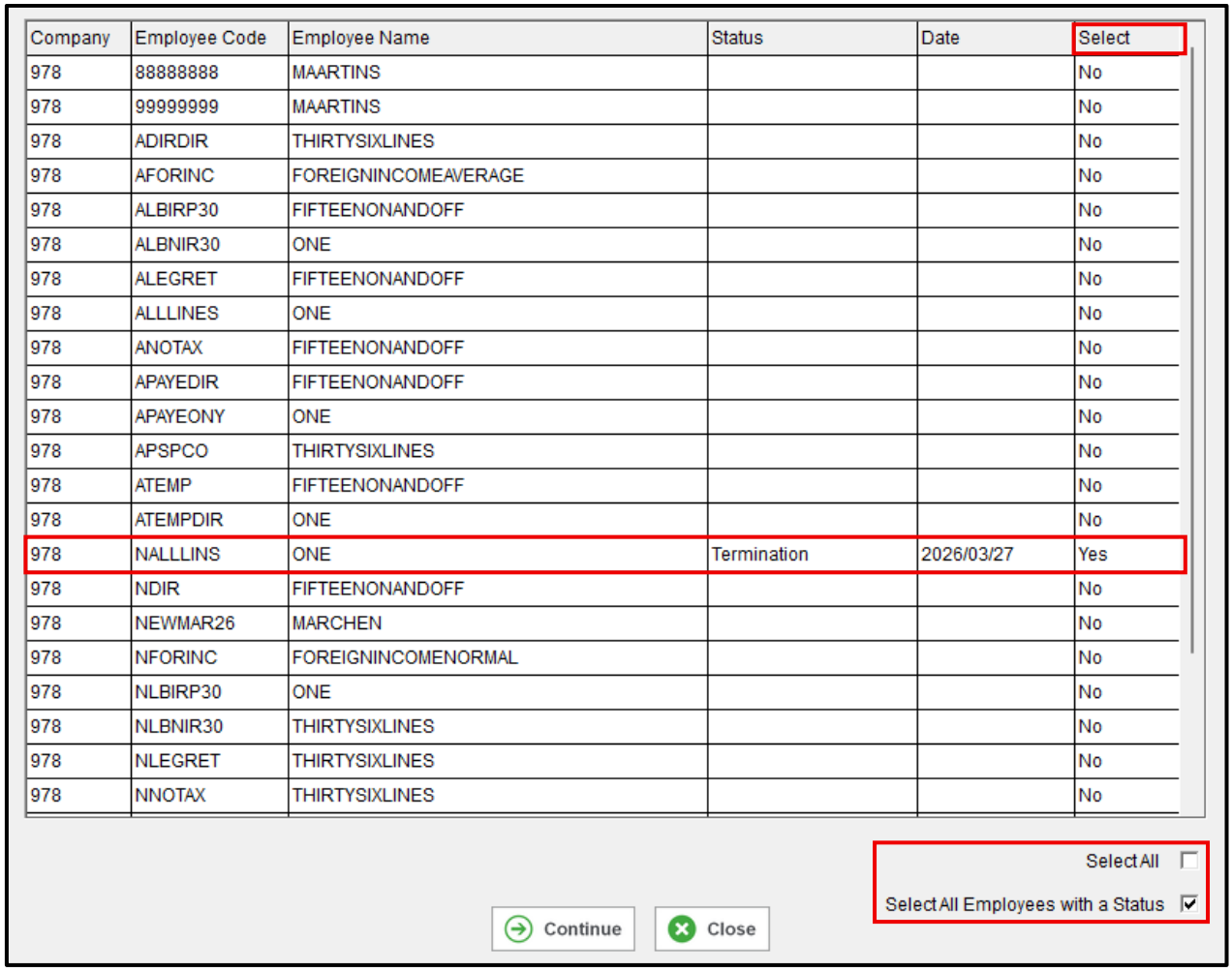
Main Menu > Reports > Reports and Maintenance > UIF Submit (Real Number 651)

We have amended the selections on the **third print-time selection** screen to accommodate this change.



- "Current Company only or Multiple Companies?" has been reworded to read "Include the following Employees".
- The new option "Selected Employees Current Company" has been added to the existing options "Current Company" and "Multiple Companies".

- When “Selected Employees Current Company” is selected, an Employee List is displayed:



Selection Options are:

- Double-click in the “Select” column of the specific employee to change the “No” to “Yes”.
- Select All
- Select All Employees with a Status

6.2 Output File and Report

The UIF Submission File and the Report will only include the selected employees.

Please Note:

Selected employees exported during a month will still be included in the final submission for the month.

7.0 Nigeria: Minimum Tax Calculation (Premier Only)

From **1 January 2026**, no minimum tax applies to PAYE, as the Personal Income Tax Act (including section 37 on minimum tax) was repealed and not re-enacted under the Nigeria Tax Act 2025.

The minimum tax calculation will no longer be applied.

The Tax for the current Pay Period will be the actual tax calculated based on the tax tables, instead of the higher of the tax calculated by the Tax Table or 1% of the monthly taxable income.

Please Note:

The tax will only be backdated if the “Tax Calculation Type” is set to “Annual” on **Main Menu > Company > Company Miscellaneous**.

8.0 All Users: Sage Account and Employment Verification Service

As part of this release, all payroll data will sync to the Sage Network, which securely stores information for product performance and platform services.

The Employment Verification Service (EVS) is a separate, optional feature used only when employees consent to share verified employment and salary details with financial institutions. You will automatically be opted in for EVS with this update, but you may opt out at any time if preferred.

To learn more about Employment Verification or to opt out, visit our Sage Community or read about Employment Verification.

When you access **any of your companies** after installing Release 6.6a you may be prompted to enter your Sage account email address (previously known as Sage ID).

Please Note:

You will have 30 days to complete this process. If you do not enter a valid Sage account email within this time frame, you will no longer have access to your payroll.

8.1 Purpose of Sage Account

Your Sage account provides seamless access to various Sage services through a single sign-on. This means you can use the same email and password to log in across different Sage platforms. With this release, we are linking your payroll companies to your Sage account to enable future enhancements such as improved security, streamlined user experience, etc.

Key Information:

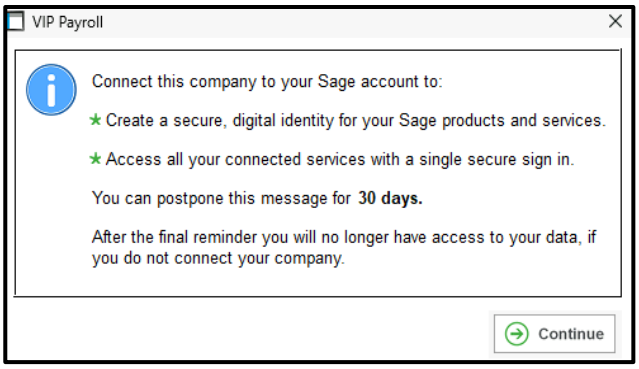
- You must enter your Sage Account email address for each of your payroll companies.
- This is a one-time setup per company, per user.
- We will only ask you to confirm your email address once a year to ensure our records remain up to date.

Rest assured, your email address will only be used for identification and account management purposes. It will not be used for marketing communications.

8.2 Process

Step 1:

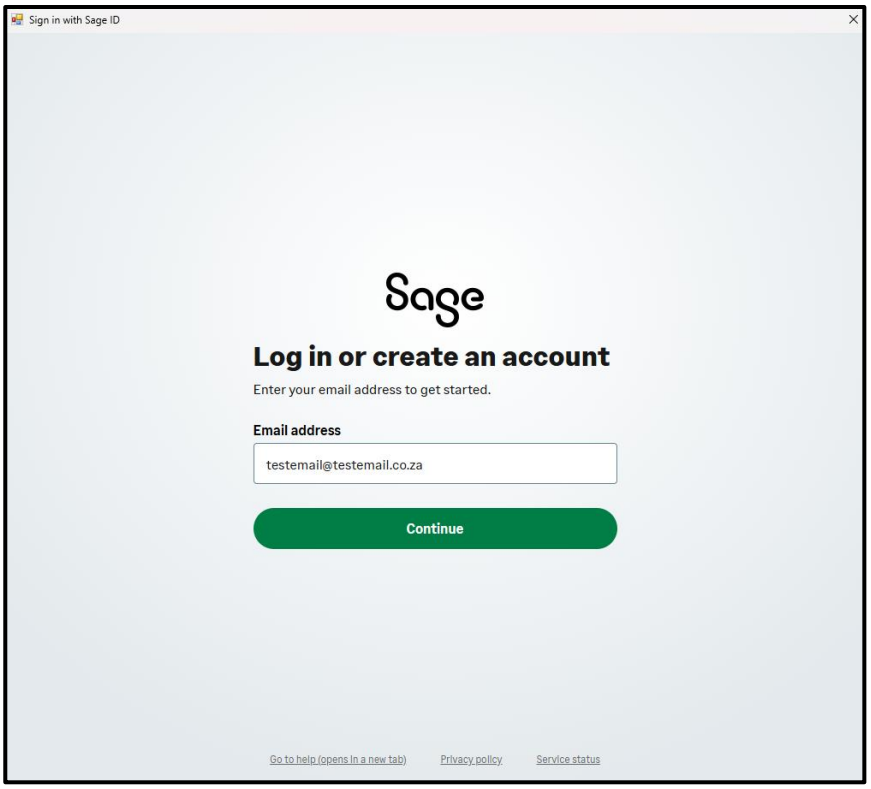
Select the payroll company you want to open and review the displayed message.



Click <**Continue>** to proceed.

Step 2:

Input your Sage account (Sage ID) email address and click **<Continue>**.



Step 3

Access your payroll company and continue working as usual.

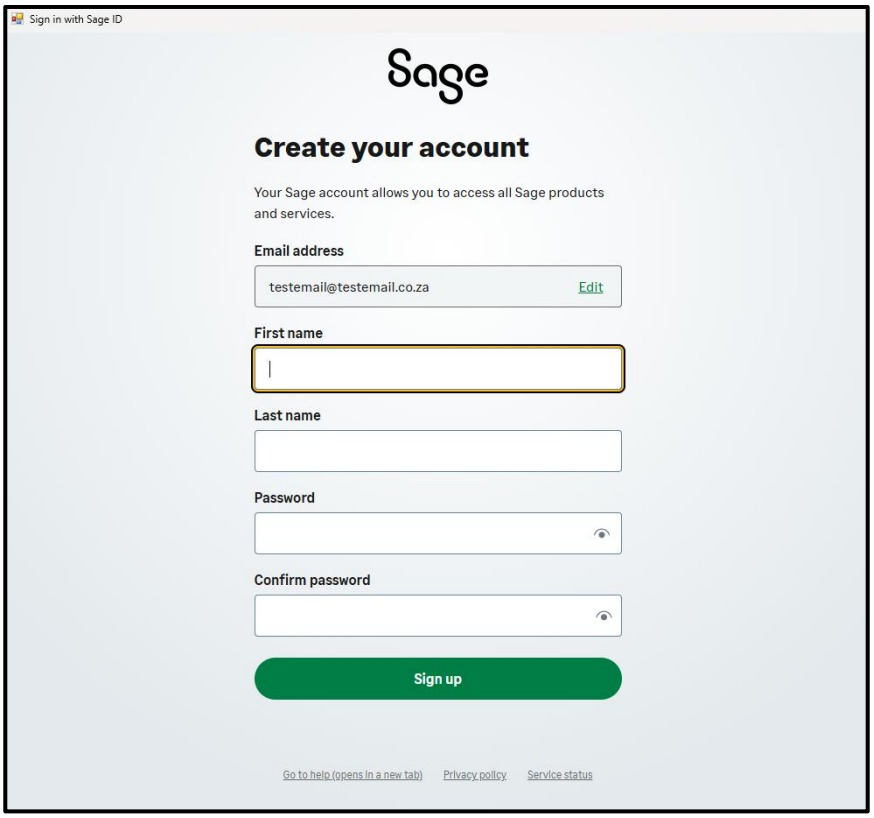
Please Note:
You are still able to access your payroll screen, unless the 30 day time period has elapsed.

8.3 Troubleshooting

8.3.1 Sage Account Not Registered

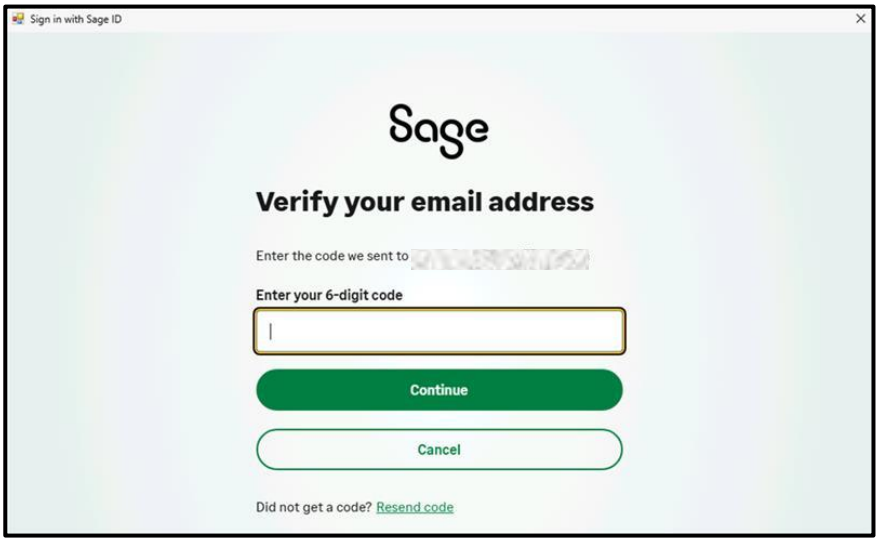
When you enter your email address, our system will verify it. If the email is not yet registered within the Sage account database, you will be prompted to provide the following details to create your account:

- Email address
- First name
- Last name (If your last name is fewer than three characters, add a space at the end, this will count as a character.)
- Password (Minimum 8 characters)
- Confirm password



Click on **<Sign up>**.

A Pin will be sent to the email address you have entered. Enter the pin on the following screen:

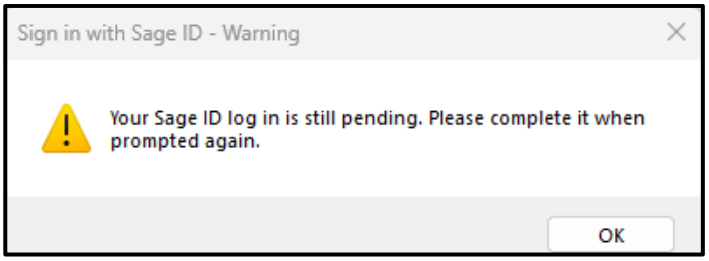


Once your account is created, you can access your payroll company.

8.3.2 No Time Now to Setup Sage Account

If you're unable to complete the Sage account setup immediately, simply click the **"X"** in the top right-hand corner to close the Sage account screen.

The following Warning Message will be displayed:



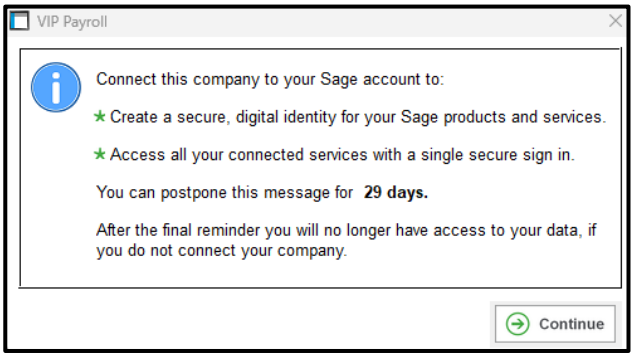
Click on **<OK>** to exit the message.

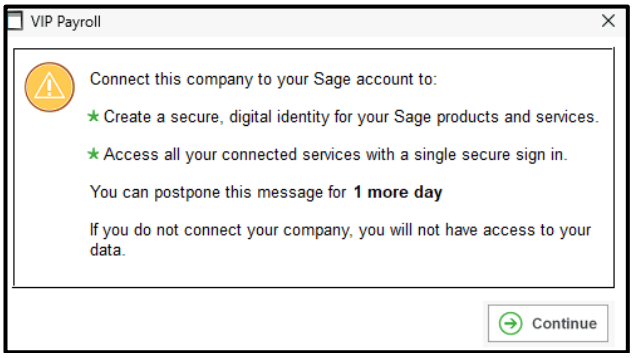
Please Note:

You have **30 days** to complete the sign-in process before access to your payroll is restricted.

8.3.3 Countdown Messages

Each time you access your payroll, a message will display the number of days remaining until you need to enter your Sage account email address to access your data.
Examples of countdown messages:

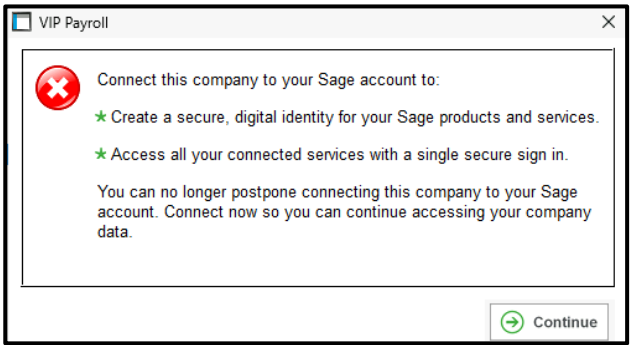




When you click on **<Continue>**, the Sage account "Sign in" screen will always pop up, ready for completion.

8.3.4 Connecting to Sage Account Postponed for 30 Days

After 30 days, the system will notify you that it is no longer possible to postpone connecting your company to your Sage account.



Click on **<Continue>**. The payroll system will close.

Please Note:

You will no longer have access to this company until you have logged in with your Sage Account.

The "Sage Account Sign in" screen will pop up, where you must enter your Sage account email address to regain access to your company.

8.3.5 Struggling to Connect to Sage Account

If you are having trouble linking your company to your Sage account, you can get assistance through the following channels:

- Contact your designated Business Partner.
- Search for solutions on the Knowledgebase: Sage Knowledgebase
- Visit the Sage Community Hub and search for "Sage Account" to find relevant articles: Sage Community Hub
- Chat with a consultant: Live Chat
- Submit a case online: Submit a Case
- Call us on 086 123 7243 (SAGE) for direct support.

9.0 Other Tax Countries: Existing Report Changes

Issues Resolved	
Area	**Detail**
All Countries	**Main Menu > Reports > "Country Name" Reports > All Reports > - <Report Setup> – <Print Screen>** The page breaks for the print screen of the Report Setup for all reports were incorrect.
Kenya (Premier Only): K9 Deduction Cards	You received a **Patch File** on **6 February 2026** to apply the limit to the **P9 Tax Deduction Card**. The Other Benefit limit of KES 5000.00 should be applied monthly before adding the Vehicle Benefit value to the total. **Application of the Limit**: • If the total for items linked to Benefits Non-Cash is less or equal to KES 5000.00, then zero (0.00) should be used for the specific month plus any Vehicle Benefit as linked to the applicable line**.** • If the total for items linked to Benefits Non-Cash is greater than KES 5000.00 then the total value should be used plus any Vehicle Benefit as linked to the applicable line. Please note that the Non-Cash Benefit rule will also be applied to the Fringe Benefit values printed on page 2. Values will only print for the months when the Benefits Non-Cash total is greater than KES 5000.00.

10.0 System Modifications/Issues Resolved

The following system modifications have been made and issues have been resolved in this release.

Area	Issue	Detail
	System Modifications	
All Users: Sage Assistant and Pegg	Implementation of a Bot and Live Chat Assistant.	The Chat system will now launch exclusively as a Bot. Therefore, all links to the Sage Assistant or Pegg has been removed. If the Bot cannot resolve a query, you will be seamlessly routed to a Live Chat Assistant.
Equity Module: Employees with Disabilities	Employees with Disabilities do not print in some instances.	If you recorded that an employee has a disability in any Pay Period after the period in which they were employed, the Employment Equity EEA2B(Dis) Report (Real Number 711) only recorded the employee from the Pay Period in which the input was done. It was not possible to capture this information for previous Pay Periods. On the **Main Menu > Equity > Employee Equity History Screen** we have a new field, "Disabled", that may be selected (ticked) for previous Pay Periods.
RSA Users: Blueprint	Added information	**Main Menu > Basic Company Information - <Blueprint>** We have modified the Blueprint as follows: • Added an "Equity" sheet to record the Equity Remuneration Control Screen linking. • On the "Definitions" sheet the OID Print-time selections for the OID Report has been added. • On the "Ret Funds" sheet the selections made for calculating the RFI has been added.
	Issues Resolved	
Angola (Premier Only): Tax Tables	Some fixed amounts were incorrect.	You received a **Patch File** on **20 January 2026** to amend the Fixed Amounts that were incorrect for certain tax brackets. **Tax File version: 202602:** The Fixed Amounts used in the tax calculation for tax brackets 6 to 10 were each 1 Kwanza lower than expected, and the amount for the final tax bracket was 2 Kwanzas lower than expected.
DRC (Premier Only):	No Dependent Rebate calculated.	If the Employee's Income was taxed in the fourth tax bracket no Dependent Tax Rebate was calculating.

Tax Tables		Tax Rules have been added to calculate the Dependent Rebate if income is falling in the fourth tax bracket. If an employee's income is taxed in the fourth tax bracket, the Dependent Tax Rebate will now be applied. The rebate is capped at the value calculated on income falling within the first three tax brackets, and this capped rebate amount is also used when calculating tax for income in the fourth tax bracket.
Nigeria (Premier Only): Blueprint	Not all information available on Definition Sheet	**Main Menu > Basic Company Information - <Blueprint>** Definition Sheet Not all columns on the Definition Screens were included on the report. This has been amended to include all columns.
RSA: UI19 Report	UIF End Date did not print in some instances.	**Main Menu > Reports > Reports and Maintenance – UI19** (Real Number 769) If the UIF Employment Status on **Main Menu > Employee > Change Employee > Statutory Details Tab** is something other than "Active", then the UIF End Date, as captured on this screen, did not print on the Schedule and Summary Reports, as a Termination Date.

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