

[View this email in your browser](#)The Sage logo is displayed in a bright green, lowercase, sans-serif font.

## Sage Business Cloud Payroll Newsflash December 2020

[View our Resources page](#)

### Legislative changes

#### Withdrawal of TERS effective 15 October 2020

The Minister of Employment and Labour has withdrawn the Covid-19 TERS (Temporary Employee/Employer Relief Scheme) effective 15 October 2020. Qualifying employers can claim TERS for qualifying employees until 15 October 2020, after this, TERS will no longer be available. View the Government Gazette [here](#).

#### Medical Aid increases 2021

Medical aid service providers have published their rate changes for the new year. Once your payroll companies have been updated to January 2021, ensure that the Medical Aid methods have been amended to include these new rates before payments for January 2021 are made.

### **SARS Systems using Adobe Flash Player**

Some SARS systems make use of Adobe Flash Player. Adobe has published a notice that they will end their support on Flash Player. Please click [here](#) to view SARS' response on this matter.

[Download Tax Pocket Guide](#)

## **#Trending**

### **Complimentary Training: Sage Business Cloud Payroll SA Leave and Bonus**

With the festive season fast approaching, Sage has given our Sage Business Cloud Payroll clients access to FREE online training to help them to better understand the Annual Leave and Bonus processing that occurs at this time of year.

Please click [here](#) to request the training.

Once you have requested the Training you will either be able to log in to Sage University (if you already have an account) or create a new account.

### **How to create the UIF declaration file?**

View our guide [here](#).

### **Questions regarding leave and bonus?**

Please view our Sage City post [here](#) for more information.

### **Current Trending Topics**

View our [info-graphic](#) to view our Current Trending Topics on Sage Business Cloud Payroll.

### **Survey from our Support Team**

Please click [here](#) to participate in a short survey. Help us gain valuable insight into what customers prefer when it comes to resolving everyday system related queries. We want to understand your support preferences to become better at what we do.

Your feedback matters to us! Each time you call into the call centre, you will receive an after call survey. Share your thoughts with us and let us know if there is anything we are currently doing well or how we can make your experience better!

[Sage Knowledgebase](#)

## **Self-Help Options**

### **Sage Knowledgebase**

Access an assortment of online self-help options, created by our support teams to help you with any issue 24 hours a day, 7 days a week!

Visit our Sage Knowledgebase at [www.Sagekb.com](http://www.Sagekb.com).

View our Sign Up guide [here](#).

### **Subscribe to our YouTube Channel**

View our Sage Business Cloud Payroll Africa Playlist on the Sage Support and Training Channel for our growing base of informative self-help videos!

[Sage Business Cloud Payroll  
Playlist](#)

## Have you met Pegg?

### Get to know our online chat bot

Pegg is an online chat bot that has been pre-loaded by our support team with thousands of answers to thousands of potential questions. Next time you have a query, ask Pegg!

[How to use Pegg](#)

## Sage City

### Always stay up to date with what is happening in the Sage Business Cloud Payroll community!

Want to check if there is a change to our operating hours? Is there a fault on our telephone lines or server? Have we implemented newly released changes?

Any questions that you might have, Sage City will have the answer first!

Make sure that you are always the first to know about anything that affects your SBCP or our contact centre!

[Sage City Guide](#)

## Additional Solutions from Sage

### Sage Business Partner network

Find a Business Partner [here](#) that will be able to assist you with onsite or remote access needs.

### Sage Business Cloud Payroll Support Centre Operating Hours during the Festive Season

The Sage Business Cloud Payroll Support Contact centre will be closing at 12:00 on the following days:

- 24 December 2020
- 31 December 2020

### **Annual Tax Webinar 2021**

Join payroll expert Rob Cooper for a jam-packed morning where he will bring you up to date with all the happenings in the payroll arena. As a new option, you can now choose between attending an online webinar or the traditional seminar.

**Note:** Seminars will be managed strictly according to the Covid-19 health protocols.

Duration: 09:00 – 12:30

Cost: Webinar – R1300 excl. VAT

Seminar – R2300 excl. VAT

For more information on the above (dates and venues) please contact 011 304 1820 or e-mail us [training.za@sage.com](mailto:training.za@sage.com)

### **Customer Care**

Customer Experience [CX] SA is working hard 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](#).

### **Payroll | Sage Business Cloud Adviser Programs**

Cloud-connected payroll allows accountants to run an accurate and efficient payroll service as a profitable add-on offering. Exclusive pricing available for accounting firms and payroll bureaus.

Click [here](#) for a specialist to share details of our Adviser program.

T's & C's apply

[Sage Blog](#)

## Email Directories

Support: [support@payroll.sageone.co.za](mailto:support@payroll.sageone.co.za)

Sales: [sales@payroll.sageone.co.za](mailto:sales@payroll.sageone.co.za)

Credit Control: [accounts@payroll.sageone.co.za](mailto:accounts@payroll.sageone.co.za)



[Unsubscribe](#) | [Manage Preferences](#) | [Privacy Policy](#)

---

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

© 2020 The Sage Group plc or its licensors. All rights reserved.