



Sage Pastel Payroll Newsflash April 2022

[View our Resources page](#)

Current Software Version

2023 Update 1b

Our current update is 2023 Update 1b and was released on the 6th of April 2022.

This update includes the following changes:

- The new OID limit for the 2022-2023 Tax Year
- ETI lookup table will do a check for the ETI year
- Namibia TIN number has been increased to 8 characters

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

#Trending

How to print your exception report?

View our knowledgebase article [here](#).

How to complete your year end?

View our knowledgebase article [here](#).

View our video [here](#).

View our interactive infographic [here](#).

How to exclude transactions from ETI remuneration?

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.](#)

All our webinars will start at 10:00. Please see below our March webinars topics and dates:

- **04 May 2022:** Clearing of Exceptions
- **11 May 2022:** Setup consolidations & troubleshooting the ETV file
- **18 May 2022:** E@syfile import errors
- **25 May 2022:** Year-end & OID Submissions

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

Legislative Changes

EMP501 Annual Reconciliation Submission

The South African Revenue Service has confirmed the 2021/2022 submission season will be 1 April 2022 to 31 May 2022. For more information, click [here](#).

Low or Interest Free Loan/Debt Fringe Benefit - New Repo Rate Effective April 2022

The repurchase rate (repo rate) has increased from 4.00% to 4.25% on 25 March 2022. As from April 2022, the 'low or interest free loan/debt' fringe benefit should be calculated by using the new 'official interest rate'. [Read more](#)

OID Threshold - 2022/2023

The Director General of Employment and Labour published a [Government Notice](#), increasing the OID earnings threshold from R506 473 per annum to R529 264 per annum effective 1 March 2022 (2022/2023 year of assessment).

Long Service Awards

As from 1 March 2022, there are changes on how qualifying long service awards should be processed on the payroll, including the addition of the IRP5 code 3835. Read more about these changes on our 2022 - 2023 Payroll Pocket guide below.

Other Africa tax countries

Lesotho: New Tax Rates for 2022/2023

The Minister of Finance published the below Income Tax (Amendment of Monetary Amounts) Regulation containing the new tax rates effective 1 April 2022. Click [here](#) to read more on this important notice. Please click [here](#) to view our knowledgebase guide on how to update the above changes.

Malawi: New Tax Rates for 2022/2023

The Taxation (Amendment) Act, No. 6 of 2022 was published which introduces a change in the tax tables, effective 1 April 2022. Click [here](#) to

read more on the changes. Please click [here](#) to view our knowledgebase guide on how to update the above changes.

2022-2023 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 links as below:

- [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 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

Need our BEE certificate, bank verification or other compliance documents, click [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

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.

Did you know that online payments to Sage can be made easily via the secure Sage Portal?

Click [here](#) to learn more.

Customer Care / Customer Experience

Received excellent service and want to tell us about it? Looking for an avenue to get feedback on outstanding queries?

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.

Customer Experience Team [CX 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](#).

Learning Services

Labour Law for Payroll Professionals Webinar

Who is the most important person in your business? It's the Payroll Manager.

Don't believe us? Then don't pay your staff on time and properly and see how long it takes for serious trouble to raise its head.

A solid working knowledge of the BCEA and relevant aspects of the LRA, and the EEA is an essential requirement for the payroll administrator. It is vital to properly understand how the BCEA governs all the day to day problems of the employment relationship and how the additional aspects of the LRA and EEA that bear upon the work of the payroll professional.

For more information and how to register, please [click here](#)

Training modules

Sage Business Partner Consultations

Need assistance with processing your year-end roll over?

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](tel:0113044300)

Renewals: renewals.pastelpayroll@sage.com | [011 304 4470](tel:0113044470)

Registrations: registrations.pastelpayroll@sage.com | [011 304 4400](tel:0113044400)

Credit Control: credit.control.shp@sage.com | [011 304 3351](tel:0113043351)

Sales: sales.pastelpayroll@sage.com | [011 304 4320](tel:0113044320)



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