



## **Newsflash**

August 2022

### **Sage Pastel Payroll Current software versions**

#### **2023 update 1d**

Our current update is 2023 Update 1d and was released on the 22nd of July 2022.

This update includes the following changes:

- An update product identifier has been added for the desktop icon
- MIBFA - Pension/Provident fund increase
- Security Council – Provident fund increase
- A new transaction 6016 has been created for 'Petrol Card'.
- New Tax total 3622 – Long Service Cash Award has been added

## Sage Self Service V1.18

We have updated our Sage Self Service with our new branding and have new features on the release. Click [here](#) for more details

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

[Download Manager](#)

## Legislative changes

### 2022/2023 Interim EMP501 Reconciliation Submission Dates

The Interim EMP501 Reconciliation submission period will commence on **Monday, 19 September 2022 until 31 October 2022**. These submission dates are published on the [SARS website](#). If these dates change, it will be communicated on the SARS website.

### Low or Interest Free Loan/Debt Fringe Benefit – New Repo Rate Effective August 2022

The repurchase rate (repo rate) has increased from 4.75% to 5.5% on 22 July 2022. As from August 2022, the ‘low or interest free loan/debt’ fringe benefit should be calculated by using the new ‘official interest rate’.

[2022-2023 Pocket Guide](#)

## #Trending

### Preparation for the interim Reconciliation to SARS

#### How to do your Bi-Annual – August Preparations

View our knowledgebase article [here](#)

View our self help video [here](#).

#### 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.](#)

- **07 September 2022:** Mid-year procedures

- **21 September 2022:** Bi-Annual Submissions

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](#)

### Sage Customer Portal – New and Improved features

We have made improvements on the Sage Customer Portal. There are a few key changes you need to be aware of when accessing the new portal.

- View your software licence, balance, statements, and invoices online
- Pay invoices securely with [Pay Now](#)
- Setup [recurring payments](#)
- Dashboard with easy access to support channels
- View queries submitted to Customer Support

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 want to thank our loyal customers who have responded to the survey in the past.

We love for you to share your opinion so we can change or improve the things that are important to you.

**Read More**

## **Contact Details**

Sage AME telephone number – 086 123 SAGE (7243)

Support - [support.pastelpayroll@sage.com](mailto:support.pastelpayroll@sage.com)

Renewals - [renewals.pastelpayroll@sage.com](mailto:renewals.pastelpayroll@sage.com)

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Sales - [sales.pastelpayroll@sage.com](mailto:sales.pastelpayroll@sage.com)

Credit Control - [credit.control.shp@sage.com](mailto:credit.control.shp@sage.com)

## 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](https://sage.com/resources) for support, including links to the Sage Knowledgebase, Sage University, and more.

This email is considered a transactional or relationship message, which is specifically excluded from the law regulating email communication

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