

General



Finding Support Templates and Solutions on Knowledge Base

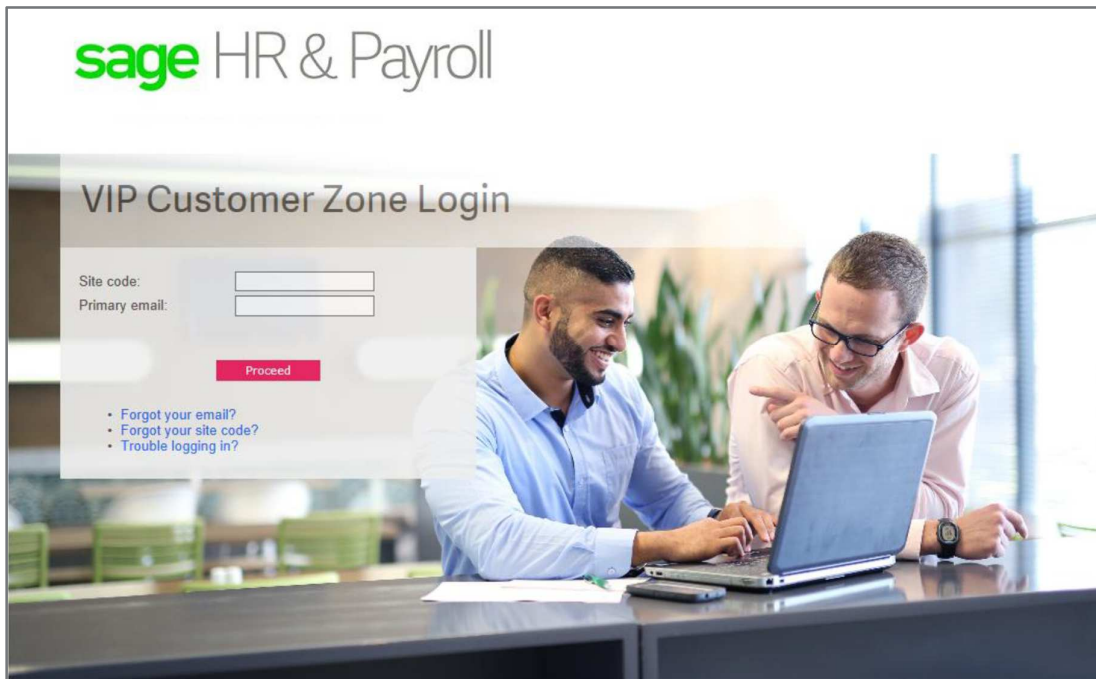
Support Templates on the Customer Zone

Finding Support Templates on the Customer Zone

Access <https://customerzone.sagevip.co.za>

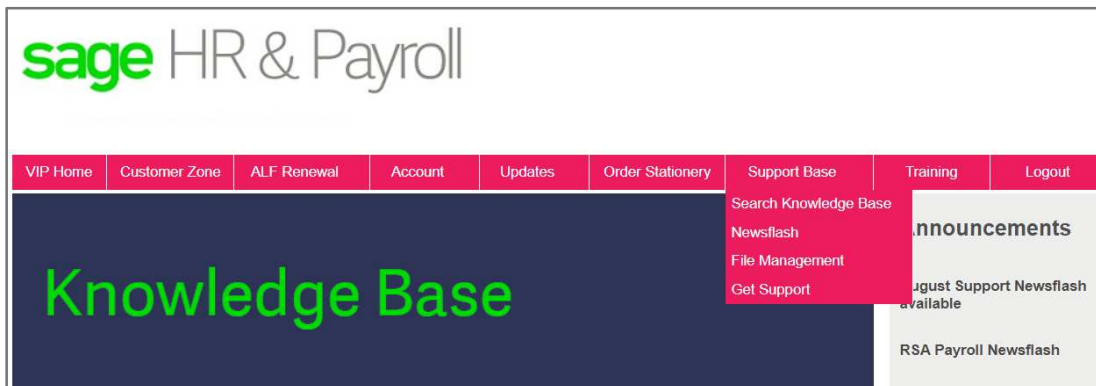
Step1:

Enter your Site Code and Primary Email Address.



Step 2:

Click on **Support Base**
Select **Search Knowledge Base**



Step 3:

Select
Click

Areas
Search

VIP Home Customer Zone ALF Renewal Account Updates Order Stationery Support Base Training Logout

Knowledge Base

Welcome to our Knowledge Base!

This user-friendly Support Tool has been designed to serve as an alternative means of support to our clients. Here, you have instant access to a wide variety of support documents, which have been created to guide you through common topics and procedures. If you are not sure which section you should access, simply select the **Area** and then click the **Search** button – all items related to your search will then be presented to you.

If your Search result is unsuccessful, [please click here](#).

Area:

Keywords:

Provision for Tax on Annual Bonus Payslip Reconciliation report Exclude employee for OID 17.4.3.1 - New Features Add Tax Directive

Announcements

August Support Newsflash available

RSA Payroll Newsflash

Please [click here](#) to view our latest **RSA Payroll** Newsflash containing important information about the following:

- Latest Total Solution Software versions
- Important System Information - Non RSA Reports enhancement
- Tip of the month - Exporting Third Party payments
- RSA Users - Council Changes, Group Consultations
- Legislation changes - New Repurchase Rate, OID Limit
- Non-RSA User Info - DRC, Malawi, Zanzibar, Mauritius
- Marketing - Training and Seminars, Talent Solutions
- General Announcements- Introducing Chat Support

Step 4:

Click
View

on the **Attachment** action button
Support Template

Area:

Keywords:

Description	
How to print the Equity Exception Report	
Printing Company Totals per Payroll Definition	
How to print the Medical Aid History Report	
Printing Banking Details for each Employee	
How to print Company Totals per Payroll Definition	
How to print Bank Details for each Employee	
How to print EMP 201	
How to print company recon report	
How to print the company variance	
How to print the Leave detail Report	

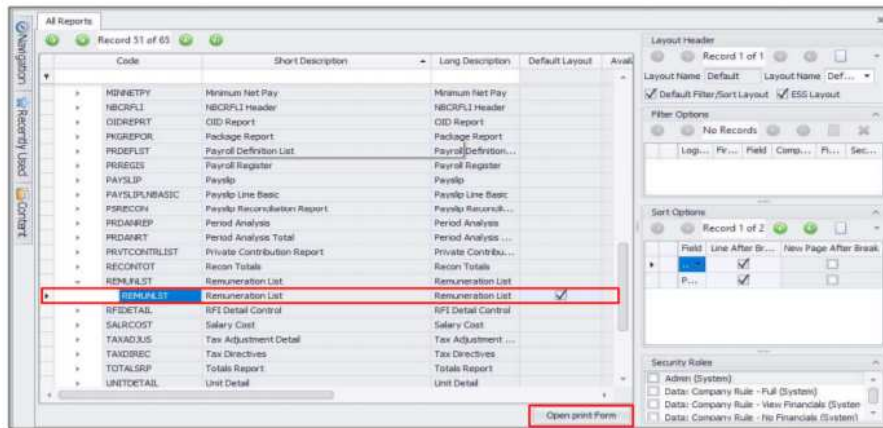
Reports – All Reports

Printing Banking Details



To print and sort the Banking Details for each employee per Company Rule.

- Expand
 - Double-click
 - Expand
 - Expand
 - Select
 - Click
- Reports**
 - All Reports**
 - Payroll**
 - Remuneration List**
 - the Remuneration List report**
 - Open Print Form**



To filter the Remuneration List Report from per Company Rule.

- Add
 - Select
- A new Filter**
 - The following selections**

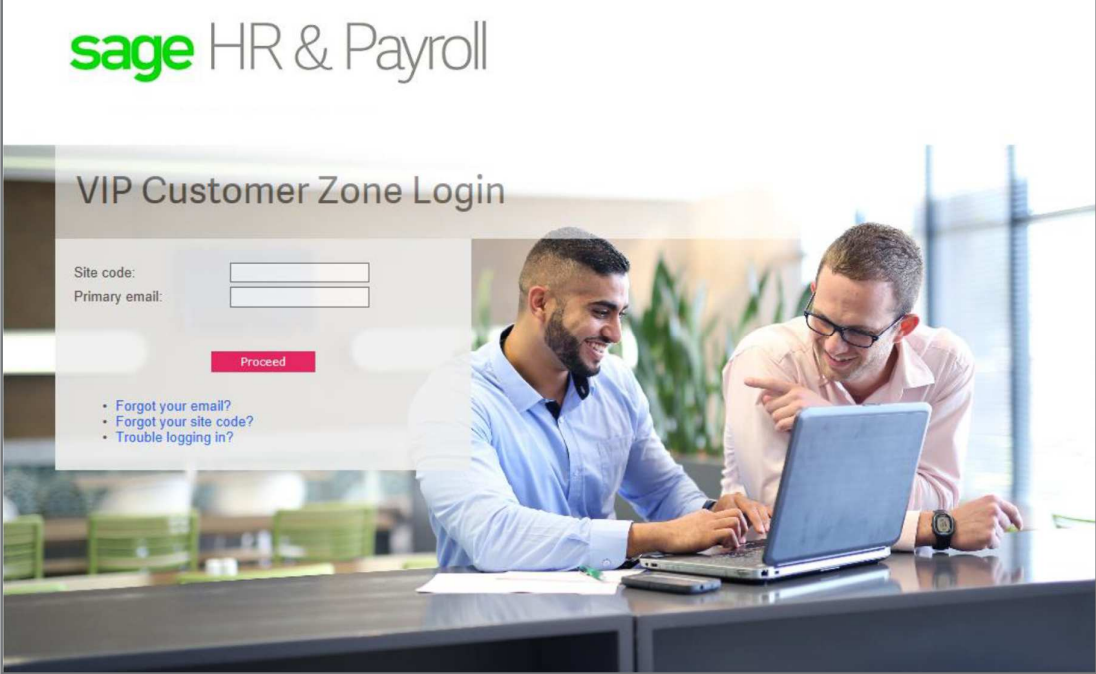
Solutions on the Customer Zone

Finding Solutions on the Customer Zone

Access <https://customerzone.sagevip.co.za>

Step1:

Enter your Site Code and Primary Email Address.



Step 2:

Click on **Support Base**
Select **Search Knowledge Base**



Step 3:

Select
Click

Areas
Search

VIP Home Customer Zone ALF Renewal Account Updates Order Stationery Support Base Training Logout

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Area:

Keywords:

[Provision for Tax on Annual Bonus](#) [Payslip Reconciliation report](#) [Exclude employee for OID](#) [17.4.3.1 - New Features](#) [Add Tax Directive](#)

Announcements

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- Marketing - Training and Seminars, Talent Solutions
- General Announcements- Introducing Chat Support

Step 4:

Click
View

on the **View Details** action button
Solution detail

Area:

Keywords:

Description	
How to print the Equity Exception Report	
Printing Company Totals per Payroll Definition	
How to print the Medical Aid History Report	
Printing Banking Details for each Employee	
How to print Company Totals per Payroll Definition	
How to print Bank Details for each Employee	
How to print EMP 201	
How to print company recon report	
How to print the company variance	
How to print the Leave detail Report	

Example of Solution

On the Navigation Pane:

- Expand Reports
- Click on All Reports
- Expand Leave
- Expand Leave detail
- Click on Leave detail report



Close