

### Have a short, simple payroll query which needs a quick answer?

No need to wait in a telephone support queue, when you can chat online with a VIP support consultant for those short, simple queries.

- Sage 200c VIP users can access the Instant Chat easily from the main menu of any payroll company.
- Classic and Premier users must access the *Customer Zone*, select the *Support Base, Get Support*. Click on *Instant Chat* and start chatting.

Chat support is available during the following office hours:

Monday – Thursday 08h00 – 17h00

Fridays 08h00 – 16h00

Weekends and public holidays: Closed

Should you use Instant Chat after hours, we will respond to your query on email, the following day.

If you require assistance on Premier HR, ESS, SSS, ODBC or Africa related matters please contact those departments respectively on the following email addresses:

- Premier HR: [hr.support@sage.com](mailto:hr.support@sage.com)
- ESS: [ess.vip@sage.com](mailto:ess.vip@sage.com)
- SSS: [sss@sage.com](mailto:sss@sage.com)
- ODBC: [odbc.vip@sage.com](mailto:odbc.vip@sage.com)
- Africa: [support.hrandpayroll@sage.com](mailto:support.hrandpayroll@sage.com)

**Note:** This support feature is ideal for simple, short questions and queries. If your query is more complex in nature, requires any kind of reconciliation, report amendments or is too difficult to explain over Instant Chat, we will refer you to one of our other support channels.

Click [here](#) to view more on which support channel is best to use, for each type of query.