

### Have a short, simple 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 payroll queries.

- Sage 200c VIP users can access the Live 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**

**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 visit the Sage Support Central and view the alternative support options per product