



Support Snippets October 2019

Important notice:

We are extremely excited to launch **web forms** - our new support channel which *replaces* traditional email support.

If you require payroll assistance and it is not an urgent request, please use the web form link below to log all the details of your query. Upload print screens and reports as supporting documents to assist with speedier resolutions.

[Sage 200c VIP and Sage VIP Classic & Premier](#)
[Sage Business Cloud Payroll Professional](#)

Please note that the support email addresses are no longer monitored. We ask that queries be directed via the web forms as from today.

I need assistance with the EMP501 Employer Interim Submission? Can the support team assist me with the process?

We have created Mid-year centres now available on Sage City where you can find the latest information to assist you with your submission. From checklists to comprehensive validation and import errors, with solutions. Updated regularly, Sage City is our online community where users can find the information they need at any time of day.

[Find out more](#)

After updating to Release 5.3a, I imported the new UI-19 report. Where can I find more information on the report data?

The UI-19 report is now available to all users at no additional cost. .

[Find out more](#)

Our payroll is currently on Release 5.3a. Under which scenarios should I flag employees for Voluntary Over Deductions on the employee information screen?

The Voluntary Over Deduction field on the employee's IS screen was introduced in Release 5.3a as a result of a SARS Business Requirement Specification (BRS). Employees who make additional contributions towards PAYE, will need to have this field flagged. See what our users are asking on Sage City regarding Voluntary Over Deductions for PAYE.

[Read more](#)

The Stats SA report is now a standard report on Release 5.3a. How do I generate the data for submission?

Some companies are required to submit the Stats SA report on a quarterly basis.

[Read more](#)

My Nigeria payroll is applying a periodic taxation calculation on the bonus, why?

There are a few reasons why the taxation has been setup in this way. Read more below.

[View more](#)