



Sage VIP & Sage 200c VIP Newsflash July 2019

Important System Information

Latest Release

Release 5.2c is now available for download from the Sage VIP Customer Zone.

This is not a mandatory update. We do however, recommend that you update to Release 5.2c at your earliest convenience.

The following items are included:

- RSA New IRP5 Codes
- Angola New Tax Tables and Africa Report Changes

Click [here](#) to read the 5.2c Release Notes. The [update software](#) and [installation instructions](#) may be downloaded from the Customer Zone.

View the 5.2c infographic [here](#).

Note: Premier ESS and Premier HR users must load separate updates immediately after payroll is updated to Release 5.2c.

- Payroll systems must be on Release 5.2a or 5.2b, *before* installing Release 5.2c.
- Release 5.2c must be installed *before* completing final processing and payments.
- Do *not* activate Stop Further Entry or Early Pay.
- Please allow enough time for the conversion and *do not interrupt* the process.
- Make sure that *all* operators have exited the payroll system, to prevent data and program files from being corrupted.
- If your payroll system is installed on a network, we ask that the installation of Release 5.2c be done on the server, by a user with *full administrative rights*.
- .Net 4.5 must be installed on *all* workstations before installing this update. Please click [here](#) to download .Net Framework 4.5.
- Always make a full system backup *before* installing any update.

[Customer Zone](#)

Legislative changes

RSA users only

MEIBC - Pension and Provident fund increases

Click [here](#) to read the circular pertaining to the increase in the pension and provident fund, effective 1 July 2019.

UIF compliance certificate

Companies that fail to obtain a compliance certificate from the Unemployment Insurance Fund (UIF) as a result of non-compliance could be excluded from doing business with government.

Read more [here](#) and find the application information [here](#).
For more information on the above, please contact the Department of Labour directly.

Non RSA users

Botswana - Updated ITW8 template available

Click [here](#) for more information as well as the link to the template for the June 2019 Submission.

DRC - Clarification on the application of the tax reduction

The DRC tax authority (DGI) has now provided clarity on how the tax reduction should be applied and this should be applicable from 01 January 2019. It was communicated to the general public on 2 July 2019.

Click [here](#) for more information.

Mauritius - Change in the Insurable Salary for NPF and NSF

NPF and NSF are payable at the prescribed rate on an employee's basic wage/salary. Find more information below, on the table on which the minimum and maximum basic wage/salary contributions are payable.

[View more](#)

General Announcements

Professional Services

Take care of your Payroll, HR and Employee Self Service software needs by booking a consultation with one of our knowledgeable professional services consultants.

To book a consultation click [here](#).

Support channels

The past few months have been extremely busy at our support desk. This being due to customers installing multiple system updates, tax year end queries, as well as other general support queries.

Call wait times were very lengthy, but we were committed to assisting all our customers as best as possible. With thousands of calls, thousands of emails and instant chats, we managed to offer support to all our customers within a 24-hour time frame.

Please know that telephone support is not the only support channel we have available. Instead of waiting in a call queue, try **Instant Chat** for simple queries needing quick solutions or send us a detailed **email** with reports and print screens and we will reply as soon as we are able to. This will save you time from holding on in a telephone queue when you can rather attend to other business tasks.

We are committed to providing you with the best service always!

[Support channels](#)

Sage City

Join industry peers, certified partners, and Sage pros in Sage City! Available 24/7, your online community is a great place to ask questions and share product tips, tricks, and ideas with colleagues as well as industry and product experts. In addition, you'll find the latest blogs and videos, as well as the most current information for your Sage product.

[Sage City](#)

Sage Talent Solutions

Sage Talent Solutions is a fully-fledged recruitment agency, offering Recruitment, Executive search and Labour broking services exclusively to all our Sage clients and Business Partners.

We specialise in placing Executive and scarce skilled positions, HR & Payroll, IT, Finance, and Expatriate talent across South Africa, Africa and Middle East! Whether you need contract or permanent staff, let Sage Talent Solutions Fill your vacancies.

[Know more](#)

Learning Services

2019 Mid-Year Tax Seminar

Join payroll expert Rob Cooper for a morning seminar.

The seminar will focus on a wide range of proposed amendments to employment-related legislation as well as important changes to payroll administration requirements.

Find out [more](#).

Training Schedules

Our new Product Training schedules are available to view and download on our Training hub. Secure your seat today.

[Book now](#)

Operating Hours

Monday to Thursday: 07h00 – 18h00

Fridays: 07h00 – 16h00

We are closed on all RSA Public Holidays.

Contact Details

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