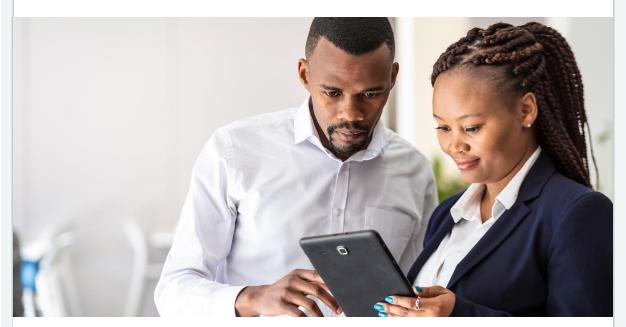# Newsflash December 2019

Important System Information

Latest Release - Release 5.3b

RSA users, submitting equity reports, must update to Release 5.3b before completing their Employment Equity submissions ahead of the 15 January 2020 deadline. This update is not compulsory for all other users.

Read more about Release 5.3b here.

Reminder - Windows 7 and Windows Server 2008 support

Please read these important notices which were shared earlier in the year regarding Windows 7 and Windows Server 2008
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Leave pay and Separate payslips

With annual shutdowns around the corner, many customers will require assistance with leave pay and separate payslips. Don't wait in a telephone support queue when you have access to everything you need. Click on the links below for more information on leave pay and separate payslips.

Read more on:
- Leave pay
- Separate payslips

Not what you are looking for? Explore the different support channels we have available. Remember that the type of query you have, determines which is the best support channel to use.

A guide to our support channels

Legislative changes

RSA Users only

Final Reminder for the Submission of 2018 and Prior Years' Outstanding Return of Earnings (ROE) Report

The Department of Employment and Labour has issued a final reminder notice for the submission of 2018 and prior years' outstanding return of earnings report (OID/W.As.8 report) before 31 December 2019. Failure to submit can result in a penalty.

Employers can submit online at https://cfonline.labour.gov.za/ or manually at cfcallcentre@labour.gov.za. If employers have discontinued business/operations, or ceased to employ employees, they must inform the office of the Compensation Commissioner in writing at cfcallcentre@labour.gov.za. Please click here to view the notice on the Department of Employment and Labour website.

CompEasy Claims Management System Browser Compatibility

If employers make use of the CompEasy Claims Management System, they are advised to utilise the recommended compatible internet browsers. Click here for the link which refers to the notice on the Department of Employment and Labour website for a list of compatible browsers. All queries in this regard must be directed to the Department of Employment and Labour.

Employment Equity

Reminder – The online Employment Equity submission deadline is 15 January 2020.

Medical Aid increases – 2020

Medical aid service providers have published their rate changes for the 2020 year. When your payroll companies have been updated to January 2020, ensure that the Medical Aid methods have been amended to include these new rates, before payments for January 2020 are made.

Please book a consultation with one of our professional service consultants, should you need detailed assistance with this process.

Non RSA users

Lesotho - Increase in personal tax credit refund

A notice was released by the Revenue Authority regarding the tax refunds to employees due to the increase in personal tax credit. Click here for more information regarding the above.

Zambia – NHI Extension

The NHI registration process has been extended from 10 November 2019 to 10 December 2019. Contributions for the month of October can be remitted together with the November returns. Click here for more information on overdue payments and returns.

Zimbabwe – Bonus exemption and other proposed tax changes

As per the Zimbabwe 2020 National Budget Statement, the tax-free bonus amount has increased from ZWL 1 000.00 to ZWL 5 000.00. The bonus exemption change is only a proposal and has not yet been gazetted. Click here for information on the other proposed changes, effective 1 January 2020.

Tax year end notification

View which countries have tax year ends in December. Please ensure that you comply with the statutory tax year end procedures and remember to make a full system backup, before starting the new Tax Year. Also make a copy system before rolling over from December 2019 to January 2020.

If you intend using separate payslips for your leave pay and bonus payments, view the link below to learn more about the steps to follow for non RSA payrolls, as it differs slightly from the standard separate payslips functionality.

Read more

General Announcements

Important Notice - web forms

Web forms - our new support channel has replaced email support. The support email addresses are no longer monitored. Queries must be directed via web forms only.

Please use the web form link below. Upload print screens and reports as supporting documents to assist with speedier resolutions.

Sage Business Cloud Payroll Professional
Sage 200c VIP and Sage VIP Classic and Premier

Account Information

You can view, download and query your invoices, credit notes and statements on our Customer Zone. Click here for a detailed explanation of how to access and navigate on the Customer Zone.

Sage BEE Certification and BEE status

Click here to access the Sage BEE certification, letter of good standing and Sage banking details.

Operating hours in December

The Sage telephone support desk will be closing at 12h00 on the following dates:

- 24 December 2019
- 31 December 2019

Note: Our normal trading hours of 08h00 to 17h00 will apply as from 17 December 2019 until further notice.

Professional Services

Our knowledgeable Professional Services consultants can help you by taking care of the set-up and maintenance of your software, so that you can spend more time running your business.

Need help for your annual shutdown period, bonus pay-outs or leave calculations? Contact us via the booking link.

Book a consultation

Sage City

What's your best tip for using your #Sage software? #EngageWithSage

Join the discussion with peers, @SagePartners, and pros today:
1) Visit SageCity.com
2) Click on "Support Groups"
3) Select your product and click "Forums"

[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.

Book onsite workshops through Talent Solutions:

• Personalised Interview Techniques Workshops
• Continuous Growth Workshops
• Agile HR
• Leadership & Group Services
• One on One Services
• Personal Development Workshops
• Professional HR Speaker at events

Click to see our Sage Talent Solutions available candidates, available vacancies or Outsourced Recruitment Services.

[Download our brochure]

Learning Services

2020 Annual Payroll Tax Update Seminar

Join payroll expert Rob Cooper for a morning seminar where he will bring you up to date with the final changes to all employment-related legislation.

As an early indication of just some of the topics, the seminar will discuss the changes to 'Variable Remuneration' that simplifies tax year-end administration, as well as the 2020 requirements for tax certificate submissions to SARS.
Join us for an informative and enjoyable morning, and leave with a comprehensive seminar workbook, a good understanding of the new legislation, and the knowledge of how to apply it compliantly and to your advantage.

To find out more, contact us via the link below.

[Know more]

Operating Hours

Monday to Thursday: 07h00 – 18h00
Fridays: 07h00 – 16h00
We are closed on all RSA Public Holidays.

Contact Details

Payroll Support
Annual Licence Fees or Renewals
Credit Control
Sales - Additional Module Sales
Sales - Maximum Employee Licencing