

# Small Business Price List

2020 - 2021

*Sage South Africa*



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# 1. Product Features

## 1.1 Accounting Product Features

| Product                     | Sage Business Cloud Start | Sage Business Cloud Accounting | Sage 50cloud Pastel Xpress 1-3 | Sage 50cloud Pastel Partner | Sage Pastel Partner for NPO's |
|-----------------------------|---------------------------|--------------------------------|--------------------------------|-----------------------------|-------------------------------|
| Monthly Payment from        | R160                      | R290                           | R572                           | R1 081                      | N/A                           |
| Annual Payment from         | R1 775                    | R3 220                         | R6 864                         | R12 972                     | R8 930                        |
| Platform                    | Online                    | Online                         | Pervasive                      | Pervasive                   | Pervasive                     |
| Local Installation or Cloud | Cloud                     | Cloud                          | Local                          | Local                       | Local                         |
| Number of Users             | 1                         | Unlimited*                     | 1-3*                           | 1-20*                       | 1-20*                         |
| Number of Companies         | 1                         | Unlimited*                     | Unlimited                      | Unlimited                   | Unlimited                     |
| Number of Financial Years   | Unlimited                 | Unlimited                      | 2                              | 2                           | 2                             |
| Cash Books                  | Unlimited                 | Unlimited                      | 30                             | 30                          | 30                            |
| Payroll                     | ✓*                        | ✓*                             | ✓*                             | ✓*                          | ✓*                            |
| <b>Modules</b>              |                           |                                |                                |                             |                               |
| Bank Manager                | ✓                         | ✓                              | ✓                              | ✓                           | ✓                             |
| Bill of Materials           |                           |                                |                                | ✓*                          | ✓*                            |
| Customer Zone               | ✓                         | ✓                              | ✓                              | ✓                           | ✓                             |
| Debtors Manager             |                           | ✓*                             | ✓*                             | ✓*                          | ✓*                            |
| GL Manager                  |                           |                                |                                | ✓*                          | ✓*                            |
| Inventory                   |                           | ✓*                             | ✓                              | ✓                           | ✓                             |
| Mobility                    | ✓                         | ✓                              | ✓                              | ✓                           | ✓                             |
| Additional Mobile Users     |                           | ✓                              | ✓*                             | ✓*                          | ✓*                            |
| Multi-Currency              |                           | ✓*                             |                                | ✓*                          | ✓*                            |
| Multi-Warehousing           |                           |                                |                                | ✓*                          | ✓*                            |
| NPO Language File           |                           |                                |                                |                             | ✓                             |
| Point of Sale               |                           | ✓**                            | ✓*                             | ✓*                          | ✓*                            |
| Additional PoS Till         |                           | ✓**                            | ✓*                             | ✓*                          | ✓*                            |
| Offline PoS Functionality   |                           |                                | ✓*                             | ✓*                          | ✓*                            |
| Project Tracker             |                           |                                |                                | ✓*                          | ✓                             |
| Receipiting                 |                           |                                |                                | ✓*                          | ✓*                            |
| Sage Intelligence           | ✓                         | ✓                              | ✓                              | ✓                           | ✓                             |
| Adv. Intelligence Reporting |                           |                                | ✓*                             | ✓*                          | ✓*                            |
| Scheduled Invoicing         | ✓                         | ✓                              |                                | ✓                           | ✓                             |
| SDK Connector               |                           |                                | ✓                              | ✓                           | ✓                             |
| SDK Toolkit                 |                           |                                |                                | ✓*                          | ✓*                            |
| Serial Number Tracking      |                           |                                |                                | ✓*                          | ✓*                            |
| Stationery Customisation    | ✓                         | ✓                              | ✓                              | ✓                           | ✓                             |
| Time & Billing              |                           | ✓*                             |                                | ✓*                          | ✓*                            |
| Reference Page              | 4                         | 4                              | 5                              | 5                           | 8                             |

\*Available at an additional cost as an add-on module

\*\* Available through third party ISV

## 1.2 Payroll Product Features

| Product                                                              | Sage Business Cloud Payroll | Sage Pastel Payroll |
|----------------------------------------------------------------------|-----------------------------|---------------------|
| Monthly Payment from                                                 | R61                         | R271                |
| Annual Payment from                                                  | R678                        | R3 252              |
| Platform                                                             | Online                      | Pervasive           |
| Local Installation or Cloud                                          | Cloud                       | Local               |
| Number of Users                                                      | Unlimited                   | 1-10*               |
| Number of Employees                                                  | Unlimited                   | Unlimited           |
| Number of Companies                                                  | Unlimited                   | Unlimited           |
| <b>Modules</b>                                                       |                             |                     |
| BI Payroll: Excel Reporting                                          |                             | ✓*                  |
| BI Payroll: Excel Reporting (Advanced)                               |                             | ✓*                  |
| Industrial Councils (MIBFA, MIBCO, Security, Road Freight, Electric) |                             | ✓*                  |
| Multi Country                                                        |                             | ✓*                  |
| Educational Pack Module                                              |                             | ✓*                  |
| Multiuser - per user                                                 | ✓                           | ✓*                  |
| Multiple Transaction Manager                                         |                             | ✓                   |
| HR                                                                   |                             | ✓                   |
| Employee Self Service (Hosted)                                       |                             | ✓                   |
| Third Party Payments                                                 |                             | ✓                   |
| Salary Structuring Module                                            |                             | ✓                   |

\*Available at an additional cost as an add-on module

\*\* Available through third party ISV

## 2. New Products

### 2.1 Sage Business Cloud Accounting

Product options available for new Sage Business Cloud Accounting customers.

|                                                      | Monthly Price | Annual Price | Annual Bundle Price  |
|------------------------------------------------------|---------------|--------------|----------------------|
| Sage Business Cloud Accounting (1 Company & 2 Users) | R290          | R3 220       | R3 300               |
| Sage Business Cloud Invoicing (1 Company & 1 User)   | R160          | R1 775       | Not Available        |
| <b>Modules</b>                                       |               |              |                      |
| Additional companies                                 | R275          | R3 055       | R3 055               |
| Additional users                                     | R50           | R555         | R555                 |
| Multi-currency (Per Company)                         | R115          | R1 275       | Included on Option 3 |
| Time Tracking (Per Company)                          | R115          | R1 275       |                      |
| Advanced Inventory (Per Company)                     | R280          | R3 110       | R3 110               |
| Debtors Manager (Per Company)                        | R195          | R2 165       | R2 165               |
| Storage (1GB)                                        | R13           | R145         | R145                 |

### 2.2 Sage Business Cloud Payroll

Product options available for new Sage Business Cloud Accounting customers.

| Employee Bracket | Cost per Employee | Monthly Price            | Annual Price                       |
|------------------|-------------------|--------------------------|------------------------------------|
| 2                | R30.50            | R61                      | R678                               |
| 5                | R28.20            | R141                     | R1 566                             |
| 10               | R27.00            | R270                     | R2 997                             |
| 15               | R26.93            | R404                     | R4 485                             |
| 20               | R25.70            | R514                     | R5 706                             |
| 25               | R25.64            | R641                     | R7 116                             |
| 30               | R24.37            | R731                     | R8 115                             |
| 40               | R24.40            | R976                     | R10 834                            |
| 50               | R23.10            | R1 155                   | R12 821                            |
| 60               | R23.10            | R1 386                   | R15 385                            |
| 70               | R21.80            | R1 526                   | R16 939                            |
| 80               | R21.81            | R1 745                   | R19 370                            |
| 90               | R20.52            | R1 847                   | R20 502                            |
| 100              | R20.33            | R2 033                   | R22 567                            |
| 110              | R19.23            | R2 115                   | R23 477                            |
| 120              | R17.97            | R2 156                   | R23 932                            |
| 130              | R17.96            | R2 335                   | R25 919                            |
| 140              | R16.68            | R2 335                   | R25 919                            |
| 150              | R16.68            | R2 502                   | R27 773                            |
| 175              | R15.39            | R2 693                   | R29 893                            |
| 200              | R14.11            | R2 821                   | R31 314                            |
| 201+             | R14.11            | No of Employees x R14.11 | Multiply monthly cost by 12 - 7.5% |

| Sage Business Cloud Bundles                                                                                                                      | Annual |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| <b>Option 1</b>                                                                                                                                  |        |
| Sage Business Cloud Accounting – 1 Company & 2 Users<br>Sage Business Cloud Payroll – 2 Employees                                                | R3 300 |
| <b>Option 2</b>                                                                                                                                  |        |
| Sage Business Cloud Accounting – 2 Companies & 3 Users<br>Sage Business Cloud Payroll – 10 Employees                                             | R5 199 |
| <b>Option 3</b>                                                                                                                                  |        |
| Sage Business Cloud Accounting – 3 Companies & 4 Users<br>Includes Multi-Currency or Time Tracking<br>Sage Business Cloud Payroll – 25 Employees | R8 399 |

## 2.3 Sage 50cloud Pastel

Product options available for new and off plan Pastel customers. Additional users purchased as part of either annual or monthly subscription no longer attract a Pervasive cost and is included free of charge.

|                                                        | Annual                | Monthly                | Bundle                 |
|--------------------------------------------------------|-----------------------|------------------------|------------------------|
| Sage 50cloud Pastel Xpress 1 User                      | R 6 864               | R 572                  | R 781 <sup>1</sup>     |
| Sage 50cloud Pastel Xpress 2 User                      | R 8 952               | R 746                  | R 957 <sup>1</sup>     |
| Sage 50cloud Pastel Xpress 3 User                      | R 11 172              | R 931                  | R 1 131 <sup>1</sup>   |
| Sage 50cloud Pastel Partner                            | R 12 972              | R 1 081                | R 1 254 <sup>1</sup>   |
| <b>Modules</b>                                         |                       |                        |                        |
| Additional Mobile Users (per user) <sup>2</sup>        | R 900                 | R 75                   | R 75                   |
| Additional Users (per user) <sup>5</sup>               | R 2 088               | R 174                  | R 174                  |
| Point of Sale                                          | R 5 652               | R 471                  | R 471                  |
| Per additional till (single user breaks up to 9 users) | R 1 284               | R 107                  | R 107                  |
| Offline functionality for PoS <sup>8</sup>             | R 1 608               | R 134                  | R 134                  |
| Debtors Manager                                        | R 4 620               | R 385                  | R 385                  |
| Sage Intelligence Advanced                             | R 5 076               | R 423                  | R 423                  |
| Site Licence - Base Package                            | 50% of Annual Pricing | 50% of Monthly Pricing | 50% of Monthly Pricing |
| <b>Modules – Partner Only</b>                          |                       |                        |                        |
| Bill of Materials                                      | R 3 564               | R 297                  | R 297                  |
| Multi - Currency                                       | R 3 564               | R 297                  | R 297                  |
| Multi - Warehousing                                    | R 3 564               | R 297                  | R 297                  |
| Project Tracker                                        | R 3 564               | R 297                  | R 297                  |
| Receipting                                             | R 3 564               | R 297                  | R 297                  |
| Serial Number Tracking                                 | R 3 564               | R 297                  | R 297                  |
| Time & Billing                                         | R 3 564               | R 297                  | R 297                  |
| GL Manager                                             | R 5 664               | R 472                  | R 472                  |
| SDK Toolkit                                            | R 8 448               | R 704                  | R 704                  |

<sup>1</sup> Includes 10 employee Payroll. More employee brackets available. Refer to Pg. 5

<sup>2</sup> 1 mobile user included in Xpress and 2 included in Partner

<sup>5</sup> Above 9 additional users please issue Client Server. Applies to Pastel Partner only.

<sup>8</sup> Offline PoS requires an additional till to be purchased in a single user environment i.e. 2 till points required prior to purchasing Offline PoS.

## 2.3.1 Sage 50cloud Pastel Monthly Bundle

Includes Sage 50cloud Pastel and Pastel Payroll.

All pricing is per month

|                 | Payroll Employee Brackets <sup>10</sup> |         |         |         |         |         |         |         |         |         |
|-----------------|-----------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
|                 | <10                                     | <20     | <30     | <40     | <50     | <60     | <70     | <80     | <90     | <100    |
| Xpress 1 User   | R 781                                   | R 1 180 | R 1 291 | R 1 404 | R 1 528 | R 1 603 | R 1 690 | R 1 801 | R 1 889 | R 1 975 |
| Xpress 2 User   | R 957                                   | R 1 342 | R 1 466 | R 1 577 | R 1 690 | R 1 776 | R 1 863 | R 1 962 | R 2 050 | R 2 137 |
| Xpress 3 User   | R 1 131                                 | R 1 515 | R 1 627 | R 1 752 | R 1 863 | R 1 951 | R 2 037 | R 2 137 | R 2 223 | R 2 310 |
| Partner 1 User  | R 1 254                                 | R 1 639 | R 1 752 | R 1 876 | R 1 988 | R 2 075 | R 2 161 | R 2 261 | R 2 348 | R 2 434 |
| Partner 2 User  | R 1 416                                 | R 1 801 | R 1 925 | R 2 037 | R 2 149 | R 2 236 | R 2 323 | R 2 422 | R 2 509 | R 2 596 |
| Partner 3 User  | R 1 577                                 | R 1 975 | R 2 087 | R 2 199 | R 2 323 | R 2 410 | R 2 497 | R 2 596 | R 2 684 | R 2 770 |
| Partner 4 User  | R 1 752                                 | R 2 137 | R 2 248 | R 2 372 | R 2 485 | R 2 571 | R 2 658 | R 2 757 | R 2 845 | R 2 932 |
| Partner 5 User  | R 1 913                                 | R 2 298 | R 2 422 | R 2 534 | R 2 646 | R 2 733 | R 2 819 | R 2 919 | R 3 006 | R 3 093 |
| Partner 6 User  | R 2 075                                 | R 2 472 | R 2 584 | R 2 695 | R 2 819 | R 2 907 | R 2 994 | R 3 093 | R 3 180 | R 3 267 |
| Partner 7 User  | R 2 248                                 | R 2 633 | R 2 746 | R 2 870 | R 2 981 | R 3 069 | R 3 155 | R 3 255 | R 3 342 | R 3 428 |
| Partner 8 User  | R 2 410                                 | R 2 808 | R 2 919 | R 3 031 | R 3 143 | R 3 229 | R 3 317 | R 3 417 | R 3 503 | R 3 590 |
| Partner 9 User  | R 2 584                                 | R 2 969 | R 3 081 | R 3 193 | R 3 317 | R 3 404 | R 3 490 | R 3 590 | R 3 677 | R 3 764 |
| Partner 10 User | R 2 746                                 | R 3 131 | R 3 242 | R 3 366 | R 3 479 | R 3 565 | R 3 652 | R 3 751 | R 3 838 | R 3 926 |
| Partner 11 User | R 2 907                                 | R 3 304 | R 3 417 | R 3 528 | R 3 640 | R 3 727 | R 3 813 | R 3 913 | R 4 000 | R 4 087 |
| Partner 12 User | R 3 081                                 | R 3 466 | R 3 578 | R 3 689 | R 3 813 | R 3 900 | R 3 988 | R 4 087 | R 4 174 | R 4 261 |
| Partner 13 User | R 3 242                                 | R 3 627 | R 3 751 | R 3 864 | R 3 975 | R 4 062 | R 4 149 | R 4 248 | R 4 336 | R 4 422 |
| Partner 14 User | R 3 404                                 | R 3 802 | R 3 913 | R 4 024 | R 4 137 | R 4 223 | R 4 310 | R 4 422 | R 4 497 | R 4 584 |
| Partner 15 User | R 3 578                                 | R 3 962 | R 4 075 | R 4 199 | R 4 310 | R 4 398 | R 4 484 | R 4 584 | R 4 671 | R 4 757 |
| Partner 16 User | R 3 739                                 | R 4 124 | R 4 248 | R 4 360 | R 4 472 | R 4 559 | R 4 646 | R 4 745 | R 4 832 | R 4 919 |
| Partner 17 User | R 3 900                                 | R 4 298 | R 4 409 | R 4 522 | R 4 646 | R 4 721 | R 4 808 | R 4 919 | R 5 007 | R 5 093 |
| Partner 18 User | R 4 075                                 | R 4 460 | R 4 571 | R 4 695 | R 4 808 | R 4 894 | R 4 981 | R 5 080 | R 5 168 | R 5 255 |
| Partner 19 User | R 4 236                                 | R 4 621 | R 4 745 | R 4 857 | R 4 969 | R 5 056 | R 5 142 | R 5 242 | R 5 329 | R 5 416 |
| Partner 20 User | R 4 398                                 | R 4 795 | R 4 907 | R 5 018 | R 5 142 | R 5 230 | R 5 317 | R 5 416 | R 5 503 | R 5 590 |

<sup>10</sup> All Payroll issued in bundles are 1 user, if additional users are required this falls outside of bundled pricing and needs to be purchased additionally.

## 2.4 Sage Pastel Payroll

Product options available for new Pastel Payroll customers.

|                                                                      | Cost per Employee      | Monthly Price            | Annual Price |
|----------------------------------------------------------------------|------------------------|--------------------------|--------------|
| Up to 10                                                             | R27.10                 | R271                     | R3 252       |
| Up to 20                                                             | R32.20                 | R644                     | R7 728       |
| Up to 30                                                             | R25.76                 | R764                     | R9 168       |
| Up to 40                                                             | R22.03                 | R881                     | R10 572      |
| Up to 50                                                             | R20                    | R1 000                   | R12 000      |
| Up to 60                                                             | R18.07                 | R1 084                   | R13 008      |
| Up to 70                                                             | R16.96                 | R1 187                   | R14 244      |
| Up to 80                                                             | R15.90                 | R1 272                   | R15 264      |
| Up to 90                                                             | R15.07                 | R1 356                   | R16 272      |
| Up to 100                                                            | R14.41                 | R1 441                   | R17 292      |
| Up to 110                                                            | R13.86                 | R1 525                   | R18 300      |
| Up to 120                                                            | R13.43                 | R1 611                   | R19 332      |
| Up to 130                                                            | R12.92                 | R1 679                   | R20 148      |
| Up to 140                                                            | R12.59                 | R1 763                   | R21 156      |
| Up to 150                                                            | R12.32                 | R1 848                   | R22 176      |
| Up to 175                                                            | R11.34                 | R1 984                   | R23 808      |
| Up to 200                                                            | R10.60                 | R2 119                   | R25 428      |
| Up to 250                                                            | R9.49                  | R2 373                   | R28 476      |
| Up to 500                                                            | R5.53                  | R2 763                   | R33 156      |
| Up to 750                                                            | R4.50                  | R3 374                   | R40 488      |
| Up to 1000                                                           | R3.97                  | R3 967                   | R47 604      |
| Up to 1500                                                           | R3.21                  | R4 815                   | R57 780      |
| Up to 2500                                                           | R2.24                  | R5 595                   | R67 140      |
| Up to 5000                                                           | R1.35                  | R6 747                   | R80 964      |
| Unlimited                                                            |                        | R7 866                   | R94 392      |
| Modules                                                              |                        |                          |              |
| BI Payroll: Excel Reporting                                          | R203                   |                          | R2 436       |
| BI Payroll: Excel Reporting (Advanced)                               | R221                   |                          | R2 652       |
| Industrial Councils (MIBFA, MIBCO, Security, Road Freight, Electric) | R136                   |                          |              |
| Multi Country (Per country)                                          | R363                   |                          | R1 632       |
| Educational Pack Module                                              | R331                   |                          | R4 356       |
| Multiuser - per user                                                 | R203                   |                          | R3 972       |
| Site License                                                         | 50% of Monthly Pricing |                          | R2 436       |
| Multiple Transaction Manager                                         |                        | 50% of Annual Pricing    |              |
| HR                                                                   |                        | Included in base package |              |
| Employee Self Service (Hosted)                                       |                        | Included in base package |              |
| Third Party Payments                                                 |                        | Included in base package |              |
| Salary Structuring Module                                            |                        | Included in base package |              |
| Smart Reporting                                                      |                        |                          |              |
| 0-50                                                                 | R153                   |                          | R1 836       |
| 50-100                                                               | R186                   |                          | R2 232       |
| 100-150                                                              | R221                   |                          | R2 652       |
| 150+                                                                 | R234                   |                          | R2 808       |

## 2.5. Sage Partner Advantage for NPO's

|                                                                                              | New                | Pervasive Fee        | Renewal <sup>4</sup> |
|----------------------------------------------------------------------------------------------|--------------------|----------------------|----------------------|
| Partner Advantage for NPO's                                                                  | R8 930             |                      | R8 993               |
| Additional User (per user) <sup>5</sup>                                                      | R1 870             | R371.47 <sup>9</sup> | R1 172               |
| Additional Mobility users (per user)                                                         | R856               |                      |                      |
| Bill of Materials                                                                            | R2 030             |                      | R2 001               |
| Debtors Manager                                                                              | R3 370             |                      | R3 403               |
| GL Manager                                                                                   | R3 210             |                      | R3 226               |
| Multi - Currency                                                                             | R2 030             |                      | R2 001               |
| Multi - Warehousing                                                                          | R2 030             |                      | R2 001               |
| Point of Sale <sup>5</sup>                                                                   | R3 320             |                      | R3 338               |
| Per additional till<br>(available in single user breaks up to 9 users)<br>excludes Pervasive | R640               |                      | R642                 |
| Additional Offline functionality for PoS <sup>8</sup>                                        | R856               |                      | R867                 |
| Receipting                                                                                   | R2 030             |                      | R2 001               |
| Sage Intelligence Advanced                                                                   | R4 220             |                      | R4 317               |
| Serial Number Tracking                                                                       | R2 030             |                      | R2 001               |
| Time & Billing                                                                               | R2 030             |                      | R2 001               |
| Site Licence - Base Package                                                                  | 50% of New Pricing |                      |                      |

## 2.6 Sage 200 Fixed Assets Standard

- Sage 200 Fixed Assets Standard is a subscription product.
- This product is sold as a stand-alone product for use with Sage 50cloud Pastel Partner or Sage 50cloud Pastel Xpress and as an add-on module for use with Sage 200.
- The add-on module can only be sold via a registered Sage 200 business partner.
- Monthly subscription is sold with standalone debit order mandate.

|                                      | Annual  | Monthly |
|--------------------------------------|---------|---------|
| Single user                          | R4 264  | R355    |
| 2 Users                              | R6 028  | R502    |
| 3-5 Users                            | R8 756  | R730    |
| 6-10 Users                           | R13 135 | R1 095  |
| 10+ Users (Cost per additional user) | R845    | R70     |

<sup>5</sup> Above 9 additional users please refer to the pervasive client server pricing. We strongly recommend that customers with 9 additional users and more move over to client server. Refer to Pg 11.

<sup>8</sup> Offline PoS requires an additional till to be purchased in a single user environment i.e. 2 till points required prior to purchasing Offline PoS.

<sup>9</sup> Pervasive pricing at R 17.15 per \$1 valid between 01.01.2021 – 31.03.2021.

# 3. Management of Existing Contracts

## 3.1 Sage 50cloud Pastel Advantage and Business Care

Options available for existing BCL and Advantage on contract customers. No new contracts can be issued for these product ranges.

| Modules                                                                                       | Software Subscription | Renewal Subscription <sup>4</sup><br>(per annum) |
|-----------------------------------------------------------------------------------------------|-----------------------|--------------------------------------------------|
| Additional Mobile Users (per user) (1 Included in Xpress base and 2 Included in Partner Base) | R856                  | R856                                             |
| Additional Users – Xpress (per user)                                                          | R2 200                | R1 407                                           |
| Additional Users - Partner (per user) <sup>5</sup>                                            | R2 900                | R1 172                                           |
| Pervasive (once off include per extra user) <sup>9</sup>                                      | R371.47               |                                                  |
| Debtors Manager                                                                               | R5 670                | R3 403                                           |
| Bill of Materials                                                                             | R5 150                | R2 001                                           |
| GL Manager                                                                                    | R9 050                | R3 226                                           |
| Multi - Currency                                                                              | R5 150                | R2 001                                           |
| Multi - Warehousing                                                                           | R5 150                | R2 001                                           |
| Point of Sale <sup>5</sup>                                                                    | R7 600                | R3 338                                           |
| Per additional till (available in single user breaks up to 9 users) excl Pervasive            | R1 700                | R642                                             |
| Offline functionality for PoS <sup>8</sup>                                                    | R2 200                | R867                                             |
| Project Tracker                                                                               | R5 150                | R2 001                                           |
| Receipting                                                                                    | R5 150                | R2 001                                           |
| Sage Intelligence Advanced                                                                    | R5 650                | R4 317                                           |
| Serial Number Tracking                                                                        | R5 150                | R2 001                                           |
| Time & Billing                                                                                | R5 150                | R2 001                                           |
| Site Licence - Base Package                                                                   | 50% of New Pricing    |                                                  |
| Bank Manager (Perpetual Customers Only)                                                       | R5 150                | R2 001                                           |
| Sage Intelligence Standard (Perpetual Customers Only)                                         | R5 150                | R2 001                                           |

## Cross-grade of existing On-Plan contract

|                      | Sage 50cloud Pastel<br>Xpress 1 user | Sage 50cloud Pastel<br>Xpress 2 users | Sage 50cloud Pastel<br>Xpress 3 users | Sage 50cloud Pastel Partner<br>(single user) |
|----------------------|--------------------------------------|---------------------------------------|---------------------------------------|----------------------------------------------|
| Xpress Start-up      | R4 000                               | R6 200                                | R8 400                                | R12 600                                      |
| Xpress 1 user        |                                      | R2 200                                | R4 400                                | R8 600                                       |
| Xpress 2 user        |                                      |                                       | R2 200                                | R6 150                                       |
| Xpress 3 user        |                                      |                                       |                                       | R3 700                                       |
| Pervasive (per user) |                                      | R371.47                               | R371.47                               | R371.47 <sup>9</sup>                         |

<sup>4</sup> Renewal Subscription pricing is as at current % to RRP, and only an indication of year 2 pricing. Prices are subject to an annual increase on 1 January 2021.

<sup>5</sup> Above 9 additional users please refer to the pervasive client server pricing. We strongly recommend that customers with 9 additional users and more move over to client server. Refer to Pg 11.

<sup>8</sup> Offline PoS requires an additional till to be purchased in a single user environment i.e. 2 till points required prior to purchasing Offline PoS.

<sup>9</sup> Pervasive pricing at R 17.15 per \$1 valid between 01.01.2021 – 31.03.2021.

## 3.2 Sage Pastel Payroll and Advantage Payroll

Options available for existing Standard Pastel Payroll and Advantage Pastel Payroll customers. No new contracts can be issued for these product ranges.  
Employee count changes are calculated as the difference between brackets, e.g. 10 employees to 25 employees would be calculated as follows R8 487 – 3 858 = R4 629

| Employee Brackets | Standard Pastel Payroll <sup>3</sup> |         | Advantage Pastel Payroll <sup>3</sup> |         |
|-------------------|--------------------------------------|---------|---------------------------------------|---------|
|                   | Subscription                         | Renewal | Subscription                          | Renewal |
| 10                | R3 858                               | R1 890  | R5 019                                | R2 464  |
| 25                | R8 487                               | R5 113  | R11 037                               | R6 648  |
| 50                | R14 311                              | R7 137  | R18 608                               | R9 280  |
| 100               | R20 416                              | R10 462 | R26 534                               | R13 600 |
| 150               | R26 552                              | R13 161 | R34 510                               | R17 110 |
| 250               | R32 760                              | R17 937 | R42 581                               | R23 303 |
| 500               | R38 342                              | R20 704 | R49 835                               | R26 915 |
| 750               | R44 749                              | R26 627 | R58 170                               | R34 609 |
| 1000              | R52 175                              | R31 740 | R67 831                               | R41 274 |
| 1500              | R65 387                              | R37 291 | R85 014                               | R48 480 |
| 2500              | R78 658                              | R41 427 | R102 232                              | R53 828 |
| 5000              | R101 109                             | R46 150 | R131 418                              | R59 969 |
| Unlimited         | R123 174                             | R50 470 | R160 112                              | R65 606 |

| Modules                                                                | Subscription                                              | Renewal             |
|------------------------------------------------------------------------|-----------------------------------------------------------|---------------------|
| Multiuser - per user                                                   | R4 043                                                    | R1 636              |
| BI Payroll: Excel Reporting < 150 Employees                            | R4 228                                                    | R1 603              |
| BI Payroll: Excel Reporting >or = 150 Employees                        | R7 102                                                    | R2 768              |
| BI Payroll: Excel Reporting (Advanced)                                 | R4 429                                                    | R1 840              |
| Industrial Councils (MIBFA, MIBCO, Security, Road Freight, Electrical) | R2 507                                                    | R1 164              |
| Multi Country (Per Country)                                            | R4 289                                                    | R4 289              |
| Site License                                                           | 50% of base package                                       | 50% of base package |
| Multiple Transaction Manager                                           | Included in Advantage base package (Convert to Advantage) |                     |
| HR                                                                     |                                                           |                     |
| Employee Self Service (Hosted)                                         |                                                           |                     |
| Third Party Payments                                                   |                                                           |                     |
| Salary Structuring Module                                              |                                                           |                     |

<sup>3</sup> No new contracts can be issued for this product range.

## 3.2 Pervasive Product Range

- All new products are sold with Pervasive Version V13.
- Customers upgrading from older versions of Sage Pastel or adding users must upgrade to Pervasive V9, V10 or V13.
- Customers increasing their user count will be required to upgrade all users to Pervasive V9, V10 or V13
- Customers with more than 5 concurrent users are strongly recommended to use Pervasive Client Server. If the customer elects not to use Pervasive Client Server in such a case the indemnity form in our Sage Pastel Forms document will be required at the time that the order is placed.
- All Pervasive Client Server registrations can only be processed once we receive the Pervasive Registration Form and the Multi-User serial number has been registered. Once a registration key has been generated it cannot be reversed. Therefore, we recommend that the form is forwarded to us only once the installation is completed.
- Pricing quoted on Pervasive is exclusively for Sage Pastel Accounting and will not be sold as a stand-alone product.
- Pervasive pricing at R 17.15 per \$1 valid between 01.01.2021 – 31.03.2021.

## 3.2 Pervasive Product Range Continued

### 3.2.1 Upgrade to Pervasive V13

| Upgrade to Pervasive V13 | Per Additional User Workgroup | 5 User Client Server | 10 User Client Server | 15 User Client Server | 20 User Client Server |
|--------------------------|-------------------------------|----------------------|-----------------------|-----------------------|-----------------------|
| New Pricing              | R371.47                       | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| On Pervasive V13         |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 1-5 User Workgroup       |                               | R12 952.55           | R22 385.91            | R36 153.07            | R40 959.37            |
| 10 User Workgroup        |                               |                      | R22 385.91            | R36 153.07            | R40 959.37            |
| 5 User Client Server     |                               |                      | R13 767.16            | R23 363.46            | R37 130.62            |
| 10 User Client Server    |                               |                      |                       | R13 767.16            | R23 363.46            |
| 15 User Client Server    |                               |                      |                       |                       | R13 767.16            |
| On Pervasive V10         |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 1-5 User Workgroup       |                               | R13 399.31           | R22 832.66            | R36 762.76            | R46 196.12            |
| 10 User Workgroup        |                               |                      | R23 279.42            | R37 046.58            | R46 642.88            |
| 5 User Client Server     |                               | R8 064.79            | R21 831.96            | R31 428.24            | R45 195.42            |
| 10 User Client Server    |                               |                      | R11 632.86            | R25 400.02            | R34 996.31            |
| 15 User Client Server    |                               |                      |                       | R19 697.64            | R33 464.81            |
| 20 User Client Server    |                               |                      |                       |                       | R21 408.36            |
| On Pervasive V9          |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 1-5 User Workgroup       |                               | R13 399.31           | R22 832.66            | R36 762.76            | R46 196.12            |
| 10 User Workgroup        |                               |                      | R23 279.42            | R37 046.58            | R46 642.88            |
| 5 User Client Server     |                               | R8 064.79            | R21 831.96            | R31 428.24            | R45 195.42            |
| 10 User Client Server    |                               |                      | R11 632.86            | R25 400.02            | R34 996.31            |
| 15 User Client Server    |                               |                      |                       | R19 697.64            | R33 464.81            |
| 20 User Client Server    |                               |                      |                       |                       | R21 408.36            |
| On Pervasive V8          |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 1-5 User Workgroup       |                               | R13 399.31           | R22 832.66            | R36 762.76            | R46 196.12            |
| 10 User Workgroup        |                               |                      | R23 279.42            | R37 046.58            | R46 642.88            |
| 5 User Client Server     |                               | R11 811.72           | R25 578.89            | R35 175.18            | R48 942.35            |
| 10 User Client Server    |                               |                      | R20 039.79            | R33 806.95            | R43 403.24            |
| 15 User Client Server    |                               |                      |                       | R31 851.51            | R45 618.68            |
| 20 User Client Server    |                               |                      |                       |                       | R34 703.05            |
| On Pervasive 2000i       |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 1-5 User Workgroup       |                               | R13 399.31           | R22 832.66            | R36 762.76            | R46 196.12            |
| 10 User Workgroup        |                               |                      | R23 279.42            | R37 046.58            | R46 642.88            |
| 10 User Client Server    |                               |                      | R21 017.34            | R34 784.50            | R44 380.79            |
| 20 User Client Server    |                               |                      |                       |                       | R37 049.17            |

## 3.2 Pervasive Product Range Continued

### 3.2.2 Upgrade to Pervasive V10

| Upgrade to Pervasive V10 | Per Additional User Workgroup | 5 User Client Server | 10 User Client Server | 15 User Client Server | 20 User Client Server |
|--------------------------|-------------------------------|----------------------|-----------------------|-----------------------|-----------------------|
| New Pricing              | R371.47                       | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| On Pervasive V10         |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 1-5 User Workgroup       |                               | R12 952.55           | R22 385.91            | R36 153.07            | R40 959.37            |
| 10 User Workgroup        |                               |                      | R22 385.91            | R36 153.07            | R40 959.37            |
| 5 User Client Server     |                               |                      | R13 767.16            | R23 363.46            | R37 130.62            |
| 10 User Client Server    |                               |                      |                       | R13 767.16            | R23 363.46            |
| 15 User Client Server    |                               |                      |                       |                       | R13 767.16            |
| On Pervasive V9          |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 1-5 User Workgroup       |                               | R13 399.31           | R22 832.66            | R36 762.76            | R46 196.12            |
| 10 User Workgroup        |                               |                      | R23 279.42            | R37 046.58            | R46 642.88            |
| 5 User Client Server     |                               | R8 064.79            | R21 831.96            | R31 428.24            | R45 195.42            |
| 10 User Client Server    |                               |                      | R11 632.86            | R25 400.02            | R34 996.31            |
| 15 User Client Server    |                               |                      |                       | R19 697.64            | R33 464.81            |
| 20 User Client Server    |                               |                      |                       |                       | R21 408.36            |
| On Pervasive V8          |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 1-5 User Workgroup       |                               | R13 399.31           | R22 832.66            | R36 762.76            | R46 196.12            |
| 10 User Workgroup        |                               |                      | R23 279.42            | R37 046.58            | R46 642.88            |
| 5 User Client Server     |                               | R11 811.72           | R25 578.89            | R35 175.18            | R48 942.35            |
| 10 User Client Server    |                               |                      | R20 039.79            | R33 806.95            | R43 403.24            |
| 15 User Client Server    |                               |                      |                       | R31 851.51            | R45 618.68            |
| 20 User Client Server    |                               |                      |                       |                       | R34 703.05            |
| On Pervasive 2000i       |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 1-5 User Workgroup       |                               | R13 399.31           | R22 832.66            | R36 762.76            | R46 196.12            |
| 10 User Workgroup        |                               |                      | R23 279.42            | R37 046.58            | R46 642.88            |
| 10 User Client Server    |                               |                      | R21 017.34            | R34 784.50            | R44 380.79            |
| 20 User Client Server    |                               |                      |                       |                       | R37 049.17            |

## 3.2 Pervasive Product Range Continued

### 3.2.3 Upgrade to Pervasive V9

| Upgrade to Pervasive V9  | Per Additional User Workgroup | 5 User Client Server | 10 User Client Server | 15 User Client Server | 20 User Client Server |
|--------------------------|-------------------------------|----------------------|-----------------------|-----------------------|-----------------------|
| New Pricing              | R371.47                       | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| On Existing Pervasive V9 |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 5 User Workgroup         |                               | R12 952.55           | R22 385.91            | R36 153.07            | R40 959.37            |
| 10 User Workgroup        |                               |                      | R22 385.91            | R36 153.07            | R40 959.37            |
| 5 User Client Server     |                               |                      | R13 767.16            | R23 363.46            | R37 130.62            |
| 10 User Client Server    |                               |                      |                       | R13 767.16            | R23 363.46            |
| 15 User Client Server    |                               |                      |                       |                       | R13 767.16            |
| On Pervasive V8          |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 5 User Workgroup         |                               | R13 399.31           | R22 832.66            | R36 762.76            | R46 196.12            |
| 10 User Workgroup        |                               |                      | R23 279.42            | R37 046.58            | R46 642.88            |
| 5 User Client Server     |                               | R8 064.79            | R21 831.96            | R31 428.24            | R45 195.42            |
| 10 User Client Server    |                               |                      | R11 632.86            | R25 400.02            | R34 996.31            |
| 15 User Client Server    |                               |                      |                       | R19 697.64            | R33 464.81            |
| 20 User Client Server    |                               |                      |                       |                       | R21 408.36            |
| On Pervasive 2000i       |                               |                      |                       |                       |                       |
| Single User              | R89.35                        | R13 767.16           | R23 363.46            | R37 130.62            | R40 959.37            |
| 5 User Workgroup         |                               | R13 399.31           | R22 832.66            | R36 762.76            | R46 196.12            |
| 10 User Workgroup        |                               |                      | R23 279.42            | R37 046.58            | R46 642.88            |
| 10 User Client Server    |                               |                      | R17 498.16            | R31 265.32            | R40 861.61            |
| 20 User Client Server    |                               |                      |                       |                       | R31 183.86            |

### 3.2.4 Additional Pervasive Charges

| Additional Charges             |           |
|--------------------------------|-----------|
| Changing from 32 bit to 64 bit | R1 886.50 |
| Changing from Windows to Linux | R1 886.50 |

## 4. Sage Business Forms

### 4.1 Sage Stationery

- Pastel Stationery is compatible with Xpress Start-up, Sage 50 Pastel Xpress, Sage 50cloud Pastel Partner and Sage 200.
- If delivery is required a courier cost will be charged to the customer but stationery cannot be couriered outside South Africa.

| Description        | Code   | Quantity | Price  |
|--------------------|--------|----------|--------|
| <b>Continuous:</b> |        |          |        |
| 2 Part Invoices    | PG-IN2 | 1000     | R775   |
| 3 Part Invoices    | PG-IN3 | 1000     | R1 155 |
| 4 Part Invoices    | PG-IN4 | 500      | R795   |
| 2 Part Statements  | PG-ST2 | 1000     | R765   |
| <b>Laser:</b>      |        |          |        |
| Laser Invoices     | PG-INL | 1000     | R765   |
| Laser Statements   | PG-STL | 1000     | R765   |

### 4.2 Sage Payslips

| Description                                   | Code  | Quantity | Price  | Courier Price |
|-----------------------------------------------|-------|----------|--------|---------------|
| Pastel Confidential Continuous Payslip        | PP1   | 250      | R395   | R 67.85       |
| Single Continuous Payslip                     | P1    | 2000     | R975   | R 94.30       |
| Single Continuous Payslip - Small Box         | P1S   | 250      | R160   | R 58.65       |
| Duplicate Continuous Payslip                  | P2    | 1000     | R1 175 | R 94.30       |
| Duplicate Continuous Payslip - Small Box      | P2S   | 250      | R335   | R63.25        |
| Duplicate Continuous Wage Payslip             | P3    | 1000     | R1 800 | R110.40       |
| Duplicate Continuous Wage Payslip - Small Box | P3S   | 250      | R535   | R63.25        |
| Security Continuous Payslip                   | P4    | 750      | R1 440 | R101.20       |
| Security Continuous Payslip - Small Box       | P4S   | 250      | R510   | R69.00        |
| Laser Security Payslip                        | L1    | 500      | R1 100 | R94.30        |
| Laser Security Payslip - Small Box            | L1S   | 250      | R560   | R69.00        |
| Laser Security Payslip - Super Small Box      | L1SS  | 50       | R140   | R16.10        |
| Laser Payslip (non-secure)                    | L2    | 500      | R455   | R69.00        |
| Laser Payslip - Small Box (non-secure)        | L2S   | 250      | R255   | R57.50        |
| Plus Continuous Security Payslip              | Z4    | 750      | R1 650 | R138.00       |
| Plus Continuous Security Payslip - Small Box  | Z4S   | 250      | R625   | R72.45        |
| Laser Confidential Stationery (secure IRP5)   | LC    | 500      | R1 100 | R94.30        |
| Laser Confidential Stationery (secure IRP5)   | LCS   | 250      | R560   | R69.00        |
| Laser Confidential Stationery (secure IRP5)   | LCSS  | 50       | R140   | R16.10        |
| Payslip Binder                                | COMB1 | EACH     | R75    | R16.10        |
| Payslip Binder                                | COMB2 | EACH     | R90    | R16.10        |

# 5. Glossary

| Terminology                            | Explanation                                                                                                                                                                                                                        |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bundle                                 | Software pricing includes Accounting and Payroll.                                                                                                                                                                                  |
| Business Care License (BCL)            | Non-compulsory annual fee for existing users currently on non-compulsory contract.                                                                                                                                                 |
| Cross-grade                            | An existing user either on-plan or off-plan that requires additional functionality/ users/ modules which requires moving up on product stack.                                                                                      |
| Licensing                              | Agreement terms to utilize Sage Pastel intellectual property.                                                                                                                                                                      |
| Modules                                | Independent functionality that can be added onto the base module.                                                                                                                                                                  |
| New                                    | Purchasing software for the first time or existing customers on an end of life version of the software.                                                                                                                            |
| Off-Plan                               | An existing user of software not on any contract and not on the current version.                                                                                                                                                   |
| On-Plan                                | An existing user of software on contract and on the current version.                                                                                                                                                               |
| Annual                                 | Per annum pricing.                                                                                                                                                                                                                 |
| Monthly                                | Per month pricing.                                                                                                                                                                                                                 |
| Pervasive                              | Database required to run software.                                                                                                                                                                                                 |
| Renewal Subscription                   | Compulsory annual fee for new or existing off-plan users.                                                                                                                                                                          |
| Upgrade                                | a) An existing user of software not on any contract and not on the current version requiring the latest version of the software like for like<br>b) Compulsory fee for customers who move from Business Care License to Advantage. |
| Key Product Terminology                | Explanation                                                                                                                                                                                                                        |
| Partner NPO                            | Non-profit accounting software subject to an annual Renewal Subscription.                                                                                                                                                          |
| 50cloud                                | Partner and Xpress 1-3 Advantage includes Sage Intelligence and Bank Manager in base module and are subscription based                                                                                                             |
| Bundle                                 | a) Includes 50cloud Partner or 50cloud Xpress and Pastel Advantage Payroll Software.<br>b) Compulsory monthly fee for new or existing users.<br>c) Compulsory fee for customers who move from Business Care License to Bundle.     |
| Fixed Assets                           | Module for record keeping of a company's assets                                                                                                                                                                                    |
| Sage Business Cloud Accounting         | Online accounting and payroll software.                                                                                                                                                                                            |
| Net Cash                               | Online payment solutions.                                                                                                                                                                                                          |
| Sage Pastel Stationery                 | Pre-printed invoice paper for your business.                                                                                                                                                                                       |
| Product Add-on modules                 | Functionality                                                                                                                                                                                                                      |
| Debtors Manager                        | Module to optimize debt collection.                                                                                                                                                                                                |
| Point of Sale (PoS)                    | Module which enables check out terminals to be linked to companies accounting system on server/main computer.                                                                                                                      |
| Offline PoS functionality              | Module which enables access to Point of Sale Modules without connection to company network.                                                                                                                                        |
| Sage Intelligence                      | Feature which connects to company's accounting data for real-time reporting.                                                                                                                                                       |
| Sage Intelligence Advanced             | Modules which enables Sage Intelligence module to connect to different databases.                                                                                                                                                  |
| Multi-Currency                         | Module which enables company to process customer and supplier transaction in various currencies.                                                                                                                                   |
| Bill of Materials                      | Module which enables company access to build, assemble and manufacture any inventory items using other inventory items as parts or components.                                                                                     |
| Multi-Warehousing                      | Module which enables company to work with multiple stores.                                                                                                                                                                         |
| Serial Number Tracking                 | Module which enables company to keep track of items from purchase or manufacture to selling.                                                                                                                                       |
| Receipting                             | Module which enables company to enter data once in order to process and print receipts.                                                                                                                                            |
| Time & Billing                         | Modules which enables company to complete timesheets for employees and charge customers via activities.                                                                                                                            |
| Project Tracker                        | Module which enables company to keep track of a project's income and expenses.                                                                                                                                                     |
| Mobility                               | Feature which enables company's workforce to generate quotes, invoices, locate customers and view real-time inventory balances from mobile device.                                                                                 |
| Customer Zone                          | Feature which enables company's customers with a portal though which they can view your invoices and statements.                                                                                                                   |
| Scheduled Invoicing                    | Feature which enables company to create invoices you can use to bill customers at set intervals.                                                                                                                                   |
| Additional Users                       | Modules which enables additional users to work on software.                                                                                                                                                                        |
| GL Manager                             | Module which enables company to restructure general ledger accounts.                                                                                                                                                               |
| SDK Connector                          | Feature which enables SDK module to connect to company's software.                                                                                                                                                                 |
| Software Developer's Kit (SDK) Toolkit | Module which enables developers to develop additional modules front-ends and specialist imports and exports for Sage Pastel products.                                                                                              |
| BI Payroll                             | Feature which connects to company's payroll data for real-time reporting.                                                                                                                                                          |
| BI Payroll Advanced                    | Modules which enables Sage Intelligence module to connect to different databases and used for report writing.                                                                                                                      |
| Industrial Councils                    | We cater for the following Industrial Councils: MIBFA, MIBCO/MICFA, Electrical Industry, Road Freight Industry and Private Security Industry. Includes transactions and reporting for council compliance                           |
| Multi Country                          | Module which caters for legislation of various countries outside of RSA.                                                                                                                                                           |
| Multiple Transaction Manager           | Module which allows for batch transaction processing from one screen (such as increases, leave applications, bonuses, commissions, etc)                                                                                            |
| HR                                     | Module for Human Resource management like capturing disciplinarys, performance reviews, tasks, training history, etc                                                                                                               |
| Employee Self Service (Hosted)         | Module which empowers employees to access their secure online profile, view payslips, submit travel claims and manage their leave.                                                                                                 |
| Third Party Payments                   | Disburse company deductions or contributions, like medical aids or pension funds, with the click of a button.                                                                                                                      |
| Salary Structuring Module              | Module which simplifies the task of structuring a Total-Cost-To-Company remuneration package for each employee and do Nett-to-gross pay calculations.                                                                              |

## 5. Glossary Continued

### Processing requirements (Upgrading a customer):

- In order to upgrade an existing version of Sage Pastel the customer will need to upgrade to Sage 50cloud Pastel Xpress or Partner Annual or Monthly Subscriptions
- All upgrade orders will not be processed until the necessary forms are signed by the customer and forwarded together with your order.
- If a customer elects to drop a module when upgrading the module will be de-registered and should the customer require the module after this, they will need to purchase it at the full new price.
- The customer must sign an indemnity downgrade document to ensure that they understand the terms and conditions relating to de-linking a module.
- This indemnity downgrade form will need to be forwarded together with the request.

### Licensing

- Sites requiring Sage 50cloud Pastel Software to be loaded onto more than one computer without a network will be required to purchase a full single user package per computer.
- Sites requiring Sage 50cloud Pastel to be loaded onto more than one computer with a network will be required to purchase a full package together with the number of multi users required within the user brackets offered. This offer is restricted to the computers for the same business in the same geographical location.
- If there are two branches and Sage Pastel is required to be installed on both sites each site will be required to purchase a full package together with the number of users each branch requires.

### Free telephone & e-mail support

Unlimited telephonic and email support is included for:

- Sage business Cloud Accounting and Payroll customers
- Sage Pastel Advantage customers
- Sage 50cloud Pastel customers
- Customers who have an active paying Business Care License contract.
- Sage Pastel Payroll Standard Customers
- Sage Pastel payroll Advantage Customers

### Demonstration Products

- Demonstration versions of Sage 50cloud Pastel Partner and Xpress allow you to access all the features the software has to offer for 30 days or 200 transactions whichever occurs first.
- If a customer owns a licensed product and wishes to trial the Sage 50cloud Pastel range of add-on modules they may do so by opening the “demo” company.
- The “demo” company has been created to allow customers to access all modules but expires once the customer has exceeded 200 transactions within the “demo” company.
- Sage 50cloud Pastel Business Intelligence Centre will be available to access for 90 days from the first registration of Sage Pastel Partner and Xpress.

### Software Installation

- Installation files can be downloaded from the Download Manager: <http://pastelupdate.sagesouthafrica.co.za/>

### Returns

- It is company policy not to accept product returns.
- We do however understand that there may be exceptions to the rule and on this basis, requests will be considered on individual merit.  
Please note that products purchased more than a month back or products that are registered will not be considered for return.

## 6. Contact Details

For assistance please contact the branch relevant to your area:

Phone : 011 304 3570  
Email : [partnerorders.pastel@sage.com](mailto:partnerorders.pastel@sage.com)  
Physical Address : Sage, Gateway West, 22 Magwa Crescent, Waterfall 5-lr, Midrand, 2066

## 7. Company Details

Company Name : Sage South Africa (Pty) Ltd  
Postal Address : PO Box 76182, Wendywood, 2144  
VAT no : 4400210714  
Banking Details : Sage South Africa PTY LTD  
Bank : Nedbank  
Branch : Sandton City  
Branch Code : 197 005  
Current Account Number : 1970 572 752

When emailing proof of payment please ensure that you include your **account number** to ensure payment is allocated to your account.

sage