

1. Subscription agreements are for a minimum of 12 months. Thereafter a 3 month notice period is required to cancel this agreement.
2. Bank account & ID number validations and verifications are not available to Flex clients who are also Sage VIP hosted clients.
3. Extended support hours between 18:00-21:00 will only be introduced from April 2014 for peak periods.
4. Extended support hours are only available for payroll support. Premier HR and ESS support is available Monday to Friday during Sage VIP business hours.
5. At the discretion of a VIP support manager more complex payroll queries may be escalated from WebEx support to an onsite consultation, at normal consulting rates.
6. Remote support via WebEx will be charged at normal consulting rates after 30 minutes.
7. Walk in consultations will be invoiced at normal consulting rates.
8. Walk in consultations are available between 08h00 and 17h00 on week days and are subject to availability. In the event that the consultants are already busy assisting clients, you will be assisted as soon as a consultant becomes available.
9. To arrange a walk in consultation simply give us a call at 012 420 7112 and let us know you are on your way.
10. Walk in consultations are available for payroll queries on Sage VIP Essentials, Classic and Premier. For assistance with Premier HR and ESS a consultation will need to be booked with Sage VIP.
11. Implementation required will be charged at normal consulting rates.
12. Unlimited e-learning is for 1 delegate from the company. Normal training rates will apply for additional delegates.
13. One mobi payslip or SMS per employee per month is included in the subscription fee (maximum of 160 characters).
14. Additional mobi payslips and SMSs will be invoiced.
15. Standard InfoSlips are excluded from the offer. All subscription prices exclude VAT and implementation fees.