



Program Production Policy

Version Control:	<i>Prepared by:</i>	Gerhard van der Berg	<i>Document QMS Ref:</i>	SAGE/TAPP/004
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	<i>Edited by:</i>	Gerhard van der Berg	<i>Next Review Date:</i>	01/10/2020
	<i>Review Date:</i>	19/07/2019	<i>Approval Date:</i>	20/08/2019
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Program Production Policy

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Program Development Policy and Procedure

1.1 Change Control

Version	Author of Change	Date	Details of Change
2019.01	Gerhard van der Berg	July 2019	Policy updated & amended to suit new organisation structure of Sage.

1.2 Record of Approvals

Level*	Committee Name	Date
1	Ravin Rughoonandan (Content Design Manager)	July 2019
2	Pragasen Moodley (Director, Learning Services AME)	July 2019
3	Candice Govender (Legal Director, AME)	July 2019
4	Pieter Bensch (Executive Vice President, AME)	July 2019

* Level of approval

Program Development Policy and Procedure

2.1 Scope

The scope of this document is to set a standard across the organisation on the production, preparation and distribution of training and all/any relevant resources such as:

- training material,
- e-learning material,
- Customer program outlines.

2.2 Philosophy

The Sage brand is the reason we matter. It's how we build a bond and emotionally connect with those we serve at every customer touchpoint. It's why we need to deliver a consistent brand experience with every communication. This policy will show you how it sets out our core guidelines.

2.3 Policy Statement

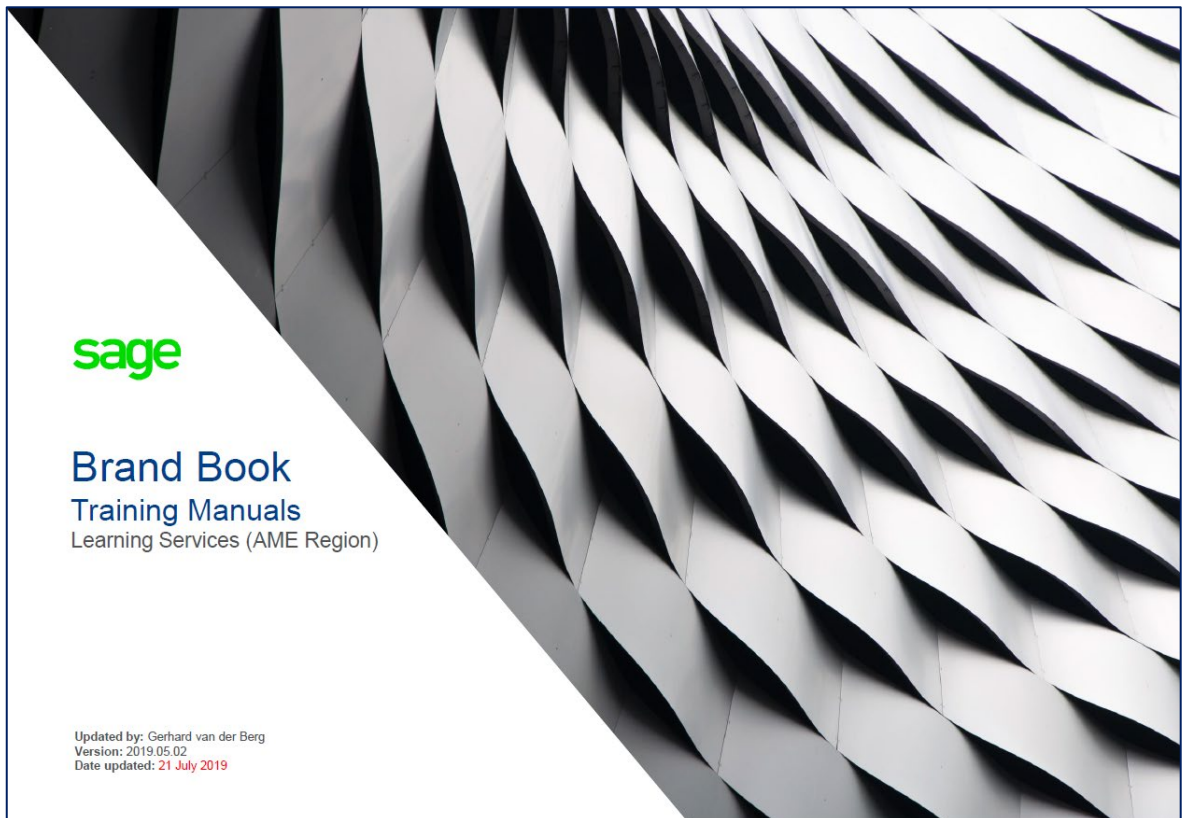
Learner material is a very important aspect of the learning process, therefore, at Sage, we will conduct, assess and moderate all learner material according to the principles.

Sage develops and conducts the following types of learning material:

- Training material
- E-learning material
- Customer program outlines

2.3.1 Training material guidelines

The guidelines of creating training material is explained below:



Typography

What does Sage say about fonts?

Arial Regular and Arial Bold are our system fonts. We use these in a "desktop" environment for PowerPoint® presentations and a range of Word documents, stationery, and other general use templates.

When we share presentations and documents using the Arial fonts, we can be assured that other users and viewers will have the fonts on their systems. This means that the fonts will not be replaced by other defaults and the users can view these communications as they were intended (for example, no copy reflows or overflows and no replacement system fonts).

Example:

Arial Regular 0123456789
Arial Italic 0123456789
Arial Bold 0123456789
Arial Bold Italic 0123456789

Advanced setup

Margins setup

The margins for a training manual must be as follows:

Margins:

Top – 2cm
 Inside – 2.5 cm
 Gutter – 0 cm
 Bottom – 2 cm
 Outside – 2 cm

Orientation:

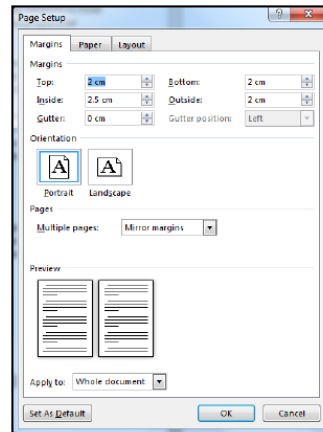
Portrait

Pages:

Multiple pages – Mirror margins

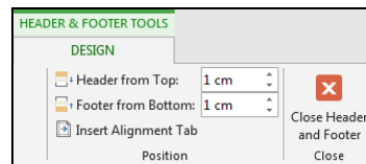
Apply to:

Whole document



Headers and Footers setup

Top and Bottom – 1 cm



Manual preface

All training manuals must have a preface. This will give the customer additional information about Sage and what we do in Learning Services.

Option	Font	Point (size)
Notices (Heading)	Arial	22 pt
Disclaimer (Heading)	Arial	14 pt
Disclaimer body	Arial	10 pt
Copyrights (Heading)	Arial	14 pt
Copyrights body	Arial	10 pt
Training material (Heading)	Arial	14 pt
Training material body	Arial	10 pt
Product Version	Arial & Bold	10 pt
Product Version body	Arial	10 pt
Manual Version	Arial & Bold	10 pt
Manual Version body	Arial	10 pt

The manual name will be in a text box to the right on the first page in the preface. (Arial – 12 pt) The reason for this is due to the manual cover that have a cut out and customers will be able to view what manual they have.

Notices

Disclaimer

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You acknowledge that unless agreement is reached directly with Sage to provide services (including implementation, training, consulting and similar) for the software, you are responsible for engaging a qualified party to provide such services on terms that you negotiate. You also accept the responsibility for independently investigating the skills and qualifications of any party to ensure that they have and can provide the level of skill and service required. You agree that the Sage shall have no liability whatsoever for any failure associated with such services, even if the party engaged is an authorized or certified dealer, reseller, consultant, installer, business partner, licensee or training centre with Sage.

Training material

Is this material a genuine Sage product? All original manuals printed by Sage and its affiliates will carry a Sage logo in the bottom right of every alternative page. Should the Sage logo not be in colour please report this to the Sage training department.

Product Version: 0.10
 Manual Version: 2019.02 (October 2019)

This is the manual version:
 2019 – Year
 01 – Publication in the year

Example:
 If you should update the manual again in the same year, then you will update this to 2019.02 and if the manual updates only the next year, this will become 2020.01.

This is very important to update when you update the training manual.

Colour of all text: Pantone Process Black (R:44 G:42 B:41)

IMPORTANT NOTE: No information in the Header and Footer in the preface of the training manual!

IMPORTANT NOTE: All content within a training manual MUST be written as sentence case.

Manual preface... (continued)

All training manuals must have a preface. This will give the customer additional information about Sage and what we do in Learning Services.

Option	Font	Point (size)
Acknowledgements (heading)	Arial	22 pt
Acknowledgements (body)	Arial	10 pt
Help us improve ... (heading)	Arial	22 pt
Help us improve ... (body)	Arial	10 pt
Introduction (heading)	Arial	22 pt
Introduction (body)	Arial	10 pt

Colour of all text: Pantone Process Black (R:44 G:42 B:41)

IMPORTANT NOTE: The email address in the Help us improve section must always stay the same: Training.Development@sage.com

IMPORTANT NOTE: No information in the Header and Footer in the preface of the training manual!

Acknowledgements

Sage wishes to acknowledge the following people in the production of this manual:

Content Developer and Editor: Name of person writing updating manual
Layout, Design and Graphics: Name of person that created the template and name of person who added additional graphics. Normally this is the writer as well.
Quality Assure(s): This is the name of the person that quality controlled this manual.

Help us improve our training material

Your feedback is important to us. Please contact the Training Development team via email: Training.Development@sage.com.

The content of the query must contain the following:

1. Sage product name, i.e. Sage Business Cloud Payroll Professional
2. Sage training manual name
3. Sage training manual version
4. Lesson number
5. Page number
6. Brief description of enquiry or issue
7. Your name and contact details
8. Your business partner, ATC or trainer reference (if applicable)

The information above allows Sage to respond accurately and timeously to the enquiry submitted.

Introduction

Welcome to the Sage 200 Evolution Practitioner Course. This training material is designed to equip you with the knowledge and skills to install, register, navigate and process transactions within the Sage 200 Evolution range.

Manual preface... (Table of contents)

All training manuals must have a preface. This will give the customer additional information about Sage and what we do in Learning Services.

Option	Font	Point (size)
Table of contents (heading)	Arial	22 pt
Lesson number and name	Arial & Bold	10 pt
Sections in lesson	Arial	10 pt

Table of contents¶

¶ Lesson 1: Install and register Sage 200 Evolution	1¶
A. → Prepare your company for Sage 200 Evolution	2¶
B. → Install Sage 200 Evolution	15¶
C. → Create and register a common database	30¶
¶ Lesson 2: Familiarise yourself with the system	33¶
A. → Navigating in the system	34¶
B. → Maintenance and operational functions	42¶
C. → The Utilities menu	51¶
D. → User defined fields	55¶
E. → Shortcut keys	60¶
F. → The Common module setup	68¶
¶ Etc....¶	
¶	

Numbering: All lesson headings options must be bold and must have the page number.

Spacing: Spacing between the sections are 1 spacing (Arial – 10 pt).

Colour of all text: Pantone Process Black (R:44 G:42 B:41)

IMPORTANT NOTE: No information in the Header and Footer in the preface of the training manual!

Other sections in preface:

- **Working with this manual** – this section can be copied as is from the preface template and the icons that you are using can be added here.
- **Additional help options** – Please refer to the Additional Help Options document on the AME SharePoint drive and only copy for your product, for example if you are updating the Sage Premier manuals, then you will copy the Sage Premier section only.

Lesson summary page

All new lessons must start on an "odd" page number. Please make use of section break – odd page.

Option	Font	Point (size)
Lesson (heading)	Arial	22 pt
Learning outcomes (heading)	Arial	14 pt
Learning outcomes (body)	Arial	10 pt
Learning objectives (heading)	Arial	14 pt
Learning objectives (body)	Arial	10 pt

Learning objectives: This must be bulleted as this doesn't always refer to the lesson sections.

Colour of all text: Pantone Process Black (R:44 G:42 B:41)

Headers and footers:

Header: Manual Name (Arial – 8pt) Left Align

Footer: page number only

Page number: middle of page (Arial –8pt)

What is a Learning Outcome? This is what the lesson is all about. What the user will learn once they finished the lesson.

What is a Learning Objective? This is the points that will be covered in the lesson.

IMPORTANT NOTE: All content within a training manual **MUST** be written as sentence case.

Training Manual Name

Lesson 1: Install and register Sage 200 Evolution

Learning outcomes

The purpose of this lesson is to give you a brief overview of how to set up and use the features available in the Advanced Procurement add-on module.

Learning objectives

At the end of this lesson, you will be able to:

- Understand the features and benefits of the add-on module.
- Access the Advanced Procurement add-on module.
- Set up security and access permissions.
- Set up the default settings.
- Set up parameters.
- Implement workflows in requisitions.
- Set up master files.
- Process requisitions, tenders and quotes.
- Generate reports.

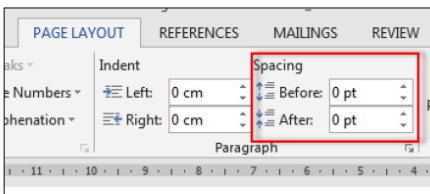
Text sizes

The text sizes must be the same throughout the training material.

Option	Font	Point (size)
Heading 1 (A, B, C)	Arial	18 pt
Heading 2 (sub-heading)	Arial	14 pt
Heading 3 (sub-sub-heading)	Arial	12 pt
Heading 4 (sub-sub-sub-heading)	Arial & Bold	10 pt
Body	Arial	10 pt

Colour of all text: Pantone Process Black (R:44 G:42 B:41)

All spacing in entire document must be 0 pt.



IMPORTANT NOTE: All content within a training manual **MUST** be written as sentence case.

Headers and footers:

Header: Manual Name (Arial – 8pt) Left Align

Footer: page number only

Page number: middle of page (Arial –8pt)

Sage 200 Evolution Annuity Billing add-on module

E. Annuity Billing with recurring invoices

When you have a regular customer that has a standard order you need to create a new invoice for each order which is an additional burden on the staff. Annuity Billing can manage a recurring invoice for you.

Helen Barrons has a fixed order for 10 of the A4 Invoice Paper per month from the JHE warehouse and with her order number as 12245. We are going to link a recurring invoice in the Annuity Billing module for her.

We first need to set up the recurring invoice for the customer.

From the system tree, navigate to Inventory...Transactions...Invoice. Add the inventory items as requested by the client and enter an external order number. Do not enter anything in the account field.

Once the invoice is created, you need to save the invoice as a template. Click on the Save button. As you did not enter a customer name, you will be asked if you would like to save the invoice as a template. Click on the Yes button and close the screen.

Once you have created the template, you can enter the customer account name.

From the system tree, navigate to Accounts Receivable...Maintenance...Customers. Open the customer account by double clicking on the account and click on the Annuity Billing tab.

At the bottom of the screen are two options.

- Add from Invoice: This will allow you to select an invoice template charge to recur.
- Add from Template: This will allow you to select a fixed template charge to recur.

Click on the Add from Invoice option. When the screen opens, click on the Find button and select the template that you created. Once you open the template, the annuity billing configuration screen will display. You will see the transaction that was created for Accounts Payable.

Bullets and numbering

The bullets and numbering must be the same throughout the training material.

Example 1:

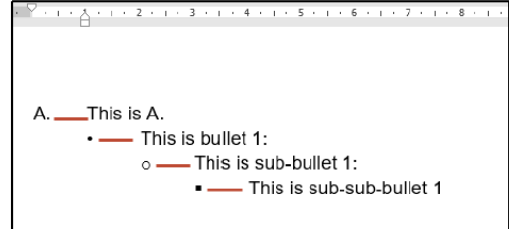
- A. This is A.
 - This is bullet 1:
 - This is sub-bullet 1:
 - This is sub-sub-bullet 1

Example 2:

1. This is number 1.
 - 1.1. This is number 1.1.
 - 1.1.1. This is number 1.1.1.

Example 3:

- A. This is A.
 - a. This is a.
 - b. This is b.
 - c. This is c.



Colour of all text: Pantone Process Black (R:44 G:42 B:41)

All spacing between bullets must be 1 cm.

Tables

All tables must be the same throughout the training material.

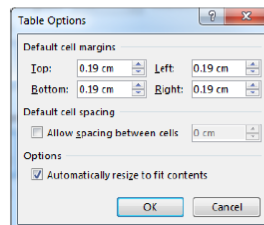
Text	Text	Text	Text	Text
Text	Text	Text	Text	Text
Text	Text	Text	Text	Text
Text	Text	Text	Text	Text

Option	Font	Point (size)
Table Heading	Arial & Bold	11 pt
Other content	Arial	10 pt
Table Colour - R 203, G 203, B 201		
Table outline size: 1 pt		

Colour of all text: Pantone Process Black (R:44 G:42 B:41)

Alignment: All content in tables must be left aligned.

Table Properties:

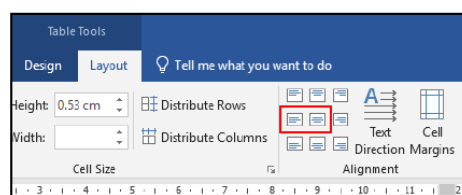


Tables... (continued)

Some of the tables can look different, for example, if you are pointing out information in activities or in formative assessment sections:

Statement	True	False
1. You can link unlimited invoice templates to a customer.	x	
2. You can process a bill that was set for the 15 th on the 25 th of the month.		x
3. Annuity Billing allows you to create charge templates for customers and suppliers.	x	
4. You can link an invoice template to a charge template.	x	
5. The Annuity Billing defaults are there to ensure that the charge template and recurring invoices are processed correctly.	x	

Option	Font	Point (size)
Table Heading	Arial & Bold	11 pt
Other content	Arial	10 pt
Table Colour - R 203, G 203, B 201		
Table outline size: 1 pt		
Centre all "crosses or ticks" and the heading must also be centered. Rest of the table must be left aligned.		



Tables... (continued)

Some of the tables have double headings:

Field	Information
Company Details section	
Company Name	Cyclers (Pty) Ltd
Telephone	012 301 1076
Fax	012 301 1077
Mobile	077 778 8899
Contact Name	Jason Wood

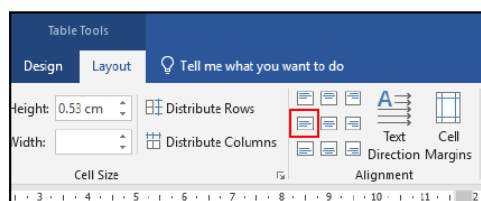
Option	Font	Point (size)
Table Heading	Arial & Bold	11 pt
Table Heading Fill Colour - R 203, G 203, B 201		
Table Heading 2	Arial & Bold	10 pt
Table Heading 2 Fill Colour - R 220, G 221, B 219		

Colour of all text: Pantone Process Black (R:44 G:42 B:41)

Table colour: - R 203, G 203, B 201

Table outline size: 1 pt

Alignment: All content in tables must be left aligned.



Tables... (continued)

All tables must start under the numbering.

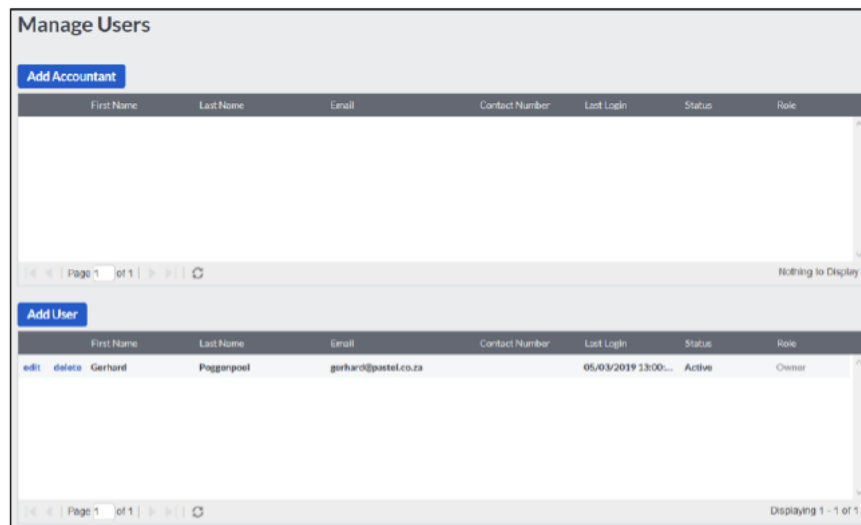
1. Enter the following details:

Field	Information
First Name	James
Last Name	Tsai
Email	sageoneonline@gmail.com

Screen shots

- All screen shots must start under the numbering.
- All manual screen shots can be in colour.
- Border around screen shots must be Black (Automatic) (1 pt)

1. Click on the **Administration...Manage Users** option.
2. The following screen will be displayed:

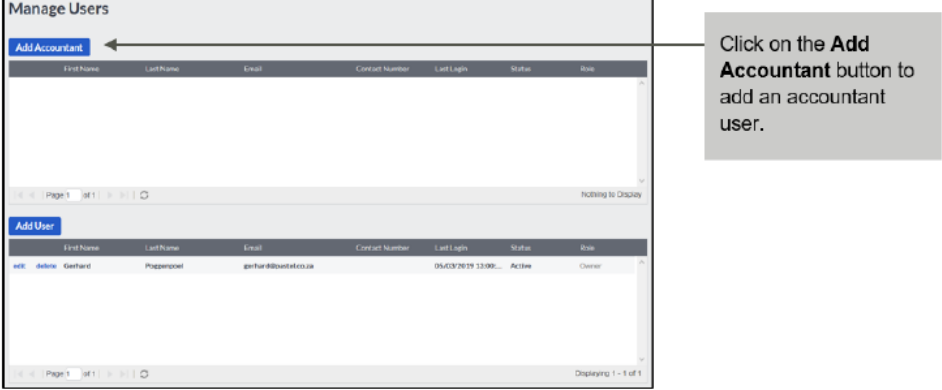


3. This is the function that you would use to give your accountant access to your company. To add your accountant, click on the **Add Accountant** button and then fill in your accountant's details on

Screen shots... (continued)

Option 1: Text boxes

1. Click on the **Administration...Manage Users** option.
2. The following screen will be displayed:



Manage Users

Add Accountant

First Name	Last Name	Email	Contact Number	Last Login	Status	Role
------------	-----------	-------	----------------	------------	--------	------

Page 1 of 1 | Nothing to Display

Add User

First Name	Last Name	Email	Contact Number	Last Login	Status	Role	
edit	delete	Gerard	Poggenpool	gerhard@postal.co.za	05/03/2019 13:00...	Active	Owner

Page 1 of 1 | Displaying 1 - 1 of 1

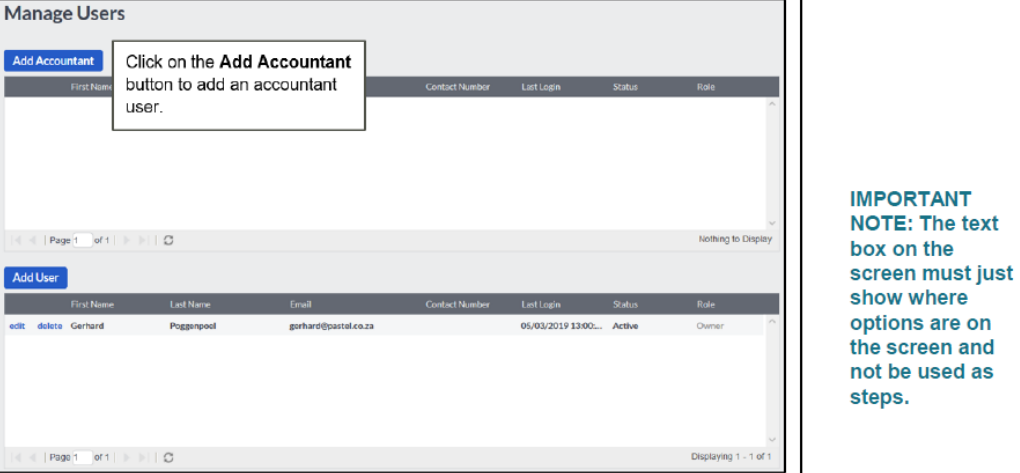
Click on the **Add Accountant** button to add an accountant user.

- Solid lines with arrow when pointing to a feature (1 pt)
- RGB for blocks R:203, G:203, B:201
- RGB for lines R:81, G:83, B:74
- Text in blocks – Arial – 10 pt and refer to item/product options (Arial & Bold – 10 pt)
- Text Colour: Pantone Process Black (R:44 G:42 B:41)

Screen shots... (continued)

Option 2: Text boxes on the screen shots

1. Click on the **Administration...Manage Users** option.
2. The following screen will be displayed:



Manage Users

Add Accountant

Click on the **Add Accountant** button to add an accountant user.

First Name	Last Name	Email	Contact Number	Last Login	Status	Role
------------	-----------	-------	----------------	------------	--------	------

Page 1 of 1 | Nothing to Display

Add User

First Name	Last Name	Email	Contact Number	Last Login	Status	Role	
edit	delete	Gerard	Poggenpool	gerhard@postal.co.za	05/03/2019 13:00...	Active	Owner

Page 1 of 1 | Displaying 1 - 1 of 1

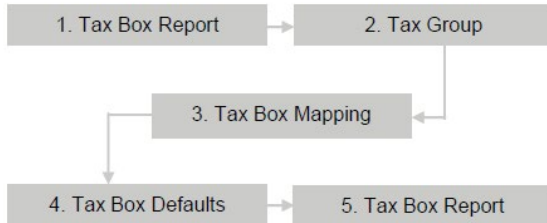
IMPORTANT NOTE: The text box on the screen must just show where options are on the screen and not be used as steps.

- RGB for blocks – R:81, G:83, B:74
- RGB for fill – R:255, G:255, B:255 (white)
- Text in blocks – Arial – 10 pt and refer to item/product options (Arial & Bold – 10 pt)
- Text Colour: Pantone Process Black (R:44 G:42 B:41)

Flow charts

1. Solid lines
2. Text – Arial – 10 pt
3. Text Colour: Pantone Process Black (R:44 G:42 B:41)
4. Fill: R:203, G:203, B:201
5. Square **only (no rounded curves)**

Example 1:



Example 2:

Lesson 1:

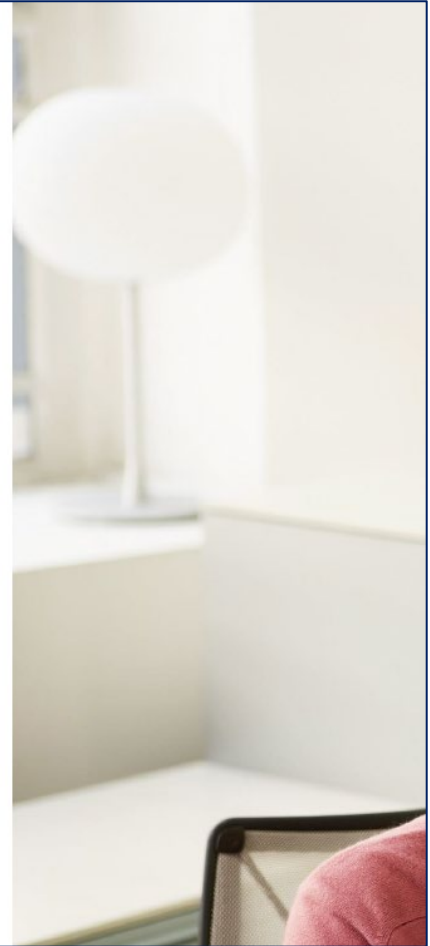
Lesson 2:

Lesson 3:

Lesson 4:

Lesson 5:

Lesson 6:



Additional

1. There must be no blocks around any of the solutions. We have icons displaying when a customer have a solution in their manual. Except for the Microsoft Excel manuals that have more complicated solution steps.
2. All information must be explained in full. We will not accept:

To access the Sage 300 People system, from the desktop:
 Double-click the People icon
 Enter your username and password
 Ensure that the correct database has been selected
 Click Logon

3. What is preferred:

You are able to set up Annuity Billing for a supplier to ensure that recurring payments to be made for that supplier is made on time.

1. From the system tree, navigate to Accounts Payable...Maintenance...Suppliers. The following screen will display:

Supplier Name	Contact Person	Telephone	On Hold
CAREFU Solutions		011 456 9876	<input type="checkbox"/>
Global Simulations			<input type="checkbox"/>
Competitive Solutions Inc.			<input type="checkbox"/>
Global Zone	James	011 544 6545	<input type="checkbox"/>
Globalzone Properties			<input type="checkbox"/>
Global Hardware Providers Co.			<input type="checkbox"/>
Global Cartridge Brands (Pty) Ltd.			<input type="checkbox"/>
Handy Handlers			<input type="checkbox"/>
Server & Hardware Solutions (Pty) Ltd.			<input checked="" type="checkbox"/>
Server & Hardware Solutions (Pty) Ltd.			<input type="checkbox"/>
Server & Hardware Solutions (Pty) Ltd.			<input type="checkbox"/>
The M&A Agency			<input type="checkbox"/>
Wireless Links (Pty) Ltd.			<input type="checkbox"/>

2. Select a supplier and click on the Edit button. For this example, select Server & Hardware Solutions (SER001). The following screen will display:

Printed icons

The following icons must be used in all printed training manuals:

Icon	What it is				
	Activity		Important information		Best practice
	Activity solution		Tip		Cross selling / Other training
	End of activity		Calculation		Frequently asked questions
	Example		Refer to page		Payroll control
	End of example		Formative assessment		
	Case study		End of formative assessment		
	End of case study		Definition		
			Shortcut keys		

Printed icons... (continued)

	Important information
	Notes
	Activity
	Example

- The wording next to the icons must be Arial 14pt.
- Always one spacing between icon and body of information coming after.

Important information (ONLY THIS ONE)

- 2 spaces before icon
- 1 space between icon and body of information
- Information must be displayed as **Bold**
- 2 spaces after icon

6. In the **Description** field enter the description as **Monthly paper supply**. From the **Transaction Code** drop down menu, select the **IN (Invoice)** option. Enter **R 5500.00** in the **Amount** field as the exclusive amount. From the **Tax Type** drop down menu, select **Output Tax** as the tax type.

Important information

If the **Inclusive** and **Exclusive** radio buttons are not active, right click on the **Transaction Code** field and select the **Edit** button from the menu. On the **Edit Accounts Payable Transaction Type "IN"** screen, ensure that the **Tax** check box in the **Tax** section is selected.

7. The following screen will display:

Activity

- The instruction of the activity must be bold.
- The instructions on how to complete the activity can be unbold.

Activity

Activity instruction must be bold.

Activity solution

Rest of instructions must be unbold.

End of activity

2.3.1 E-learning guidelines

The guidelines of creating e-learning training is explained below:

Sage Brand Colours – These are the colours that was launched in December 2017, but you can still use these.

Sage Brand Colour Palette – Launched December 2017

Sage Brand Colours – These are the updated colours that you may use.

Sage Brand Colour Palette – Updated (Sept 2018)

<p>CORE BRAND COLORS</p> <p>BRILLIANT GREEN</p> <p>WHITE</p> <p>SLATE</p>	<p>SUPPORTING COLORS</p> <p>PROCESS BLACK</p> <p>COOL GRAY 9</p> <p>COOL GRAY 7</p> <p>COOL GRAY 5</p> <p>COOL GRAY 3</p> <p>COOL GRAY 1</p>	<p>TINTS</p> <p>The selected tint or shade percentage should be a multiple of 10. Avoid tints or shades beyond 50% of the base colour.</p>
<p>PREFERRED SECONDARY COLORS</p> <p>PLUM</p> <p>AZUL</p> <p>FUCHSIA</p>	<p>OTHER SECONDARY COLORS</p> <p>AMETHYST</p> <p>AEGEAN</p> <p>MINT</p> <p>GOLD</p>	<p>SPECIAL USE CASE COLORS</p> <p>WORDMARK GRAY For use in logo marks only</p> <p>ACCESSIBLE GREEN For use as web buttons and in product only</p> <p>SIREN RED For use in product only</p>

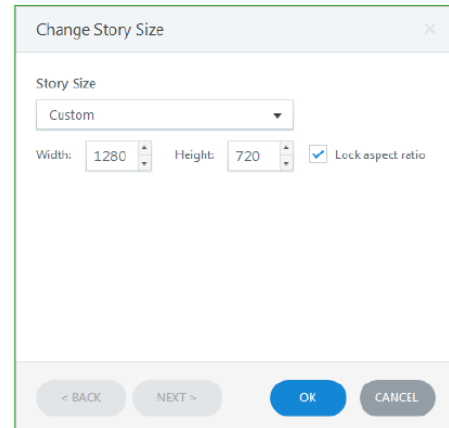
E-learning template

Story size

The story size will always be 1280 x 720.

Font: All font for new e-learning stories can be Arial.

Note: All the following e-learning template screens will still display all font to be Adelle.



Change Story Size

Story Size

Custom

Width: 1280 Height: 720 Lock aspect ratio

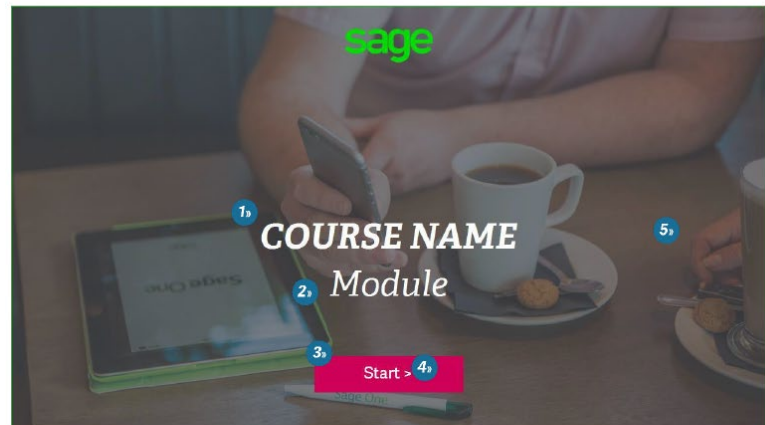
< BACK NEXT > OK CANCEL

E-learning template

Title slide

All story files should have this title slide and all text must be aligned in the centre.

1. This is the name of the course.
Font: Adelle SAGE
Bold + Italics
Size: 44 pt.
Always CAPS
Colour: White
2. This is the module name.
Font: Adelle SAGE
Italics
Size: 44 pt.
Colour: White
3. Button:
Colour: Fuchsia
Height: 62 px
Width: 253 px



4. Start >:
Font: Adelle Sans SAGE
Regular
Size: 20 pt.
Colour: White
5. Photography:
Please refer to the photography section within this guide.

Introduction slide

All story files should have this introduction slide, after the title slide, which explains the course/section objective. Whether it explains the course/section objective will depend on the size of the e-learning project. If the project is broken down into smaller sections, then this slide will explain the section objective. If the project only consists of one story file, then this slide will explain the course objective.

Only customise the first paragraph, the other two must remain.

1s Heading
 Font: Adelle SAGE
 Regular
 Size: 28 pt.
 Colour: Accessible green

2s Body
 Font: Adelle Sans Sage
 Regular
 Size: 18 pt.
 Colour: White

3s Link
 Font: Adelle Sans Sage
 Bold
 Size: 18 pt.
 Colour: Azul Light

4s Footer
 Banner:
 Colour: Slate
 Height: 83 px
 Name: add name of course

5s Navigation icons
 Discussed in the navigation section.

6s Photography
 Discussed in the photography section.



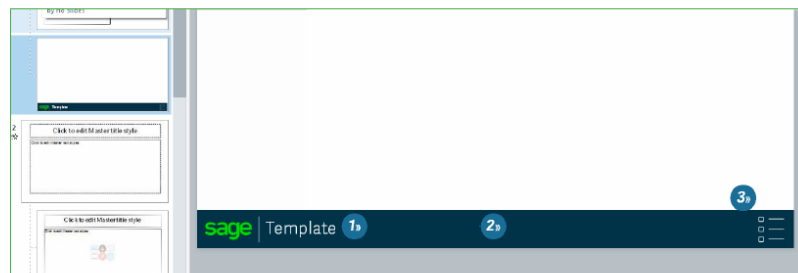
Footer – Slide Master

The footer of the e-learning course must be changed in the slide master. If you make changes in the slide master, all of the course screens will be affected.

1s Name: add name of course.

2s Banner:
 Colour: Slate
 Height: 83 px

3s Navigation icon:
 Add the icon in the slide master or delete the icon and add icons on your actual slide.

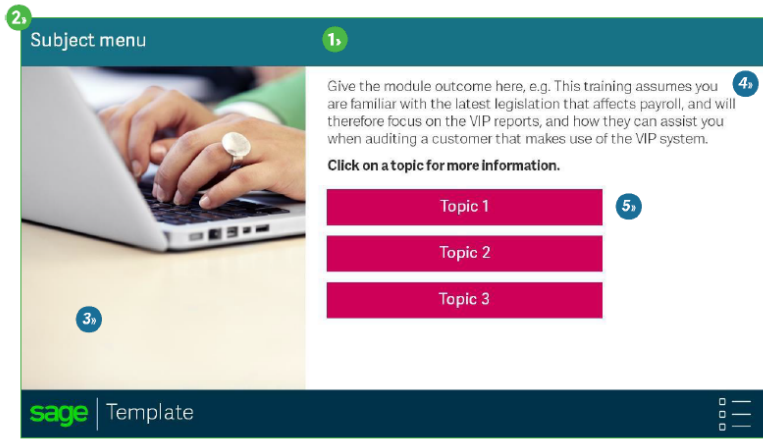


E-learning template

Content on slides

- 1. Header Banner:
Colour: Slate Light
Height: 83 px
- 2. Name of slide
Font: Adelle Sans Sage
Size: 24 pt.
Colour: White
- 3. Photography:
Height: 637 px
Width: 491 px
- 4. Body:
Font: Adelle Sans Sage Lt
Size: 18 pt.
Colour: Dark Gray
- 5. Button:
Colour: Fuchsia (States – Fuchsia Dark)
Height: 62 px
Width: Ensure all are the same width

Font: Adelle Sans Sage (Regular)
Size: 20 pt
Colour: White



E-learning template

Hover Captions

A hover caption will be a short description of what will be covered when a customer hovers over a button.

The use of hover captions are optional, however, it is nice to explain more to the user.

- 1. Colour: Slate
Rounded curves

Text:
Font: Adelle Sans Sage (Regular)
Size: 14 pt.
Colour: White



E-learning template

Navigational icons

Only use the icons listed on the Navigational icons slide in the template.

If you need any additional icons, please submit your request to Gerhard.VanDerBerg@sage.com.



E-learning template

Instruction captions

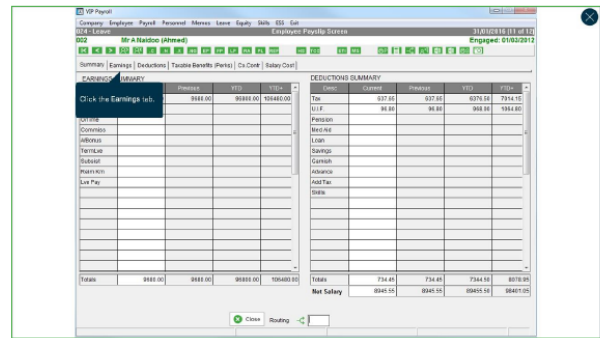
You can either use "Click..." or "Click on..." when giving click instructions, just make sure that you use the same approach consistently, and that it follows the same approach as the reference guide that will accompany the e-learning.

All captions should have round corners, since this can be set as a default shape when making recordings in Storyline, and will help save development time.

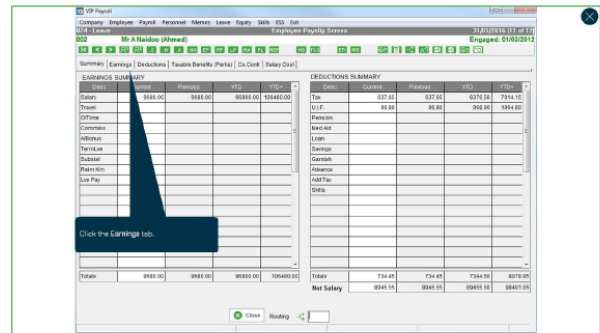
Also make sure your captions are neat, and does not occupy an unnecessarily large part of the screen.

Font: Adelle Sage Sans Lt
Size: 12 pt.
Colour: White

Right:



Wrong:



E-learning template

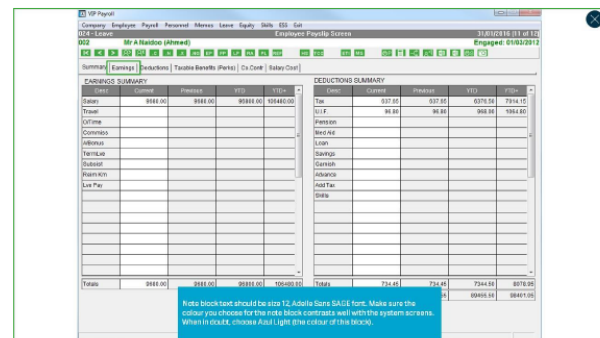
Note blocks & referencing

Put important information in note blocks, making sure you use colours from the Sage colour palette, and that it contrasts well with the screens of the system that you are developing training for.

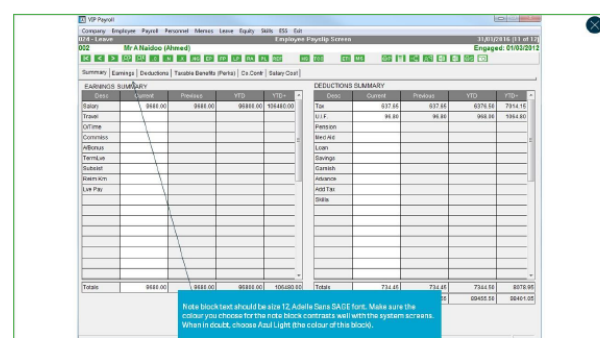
Font: Adelle Sage Sans Lt
Size: 12 pt.
Colour: White

If you want to reference or emphasise a field, use a frame (weight 3px) around the field, in a colour from the Sage colour palette that contrasts well with the colours of the screens of the system that you are developing training for.

Right:



Wrong:



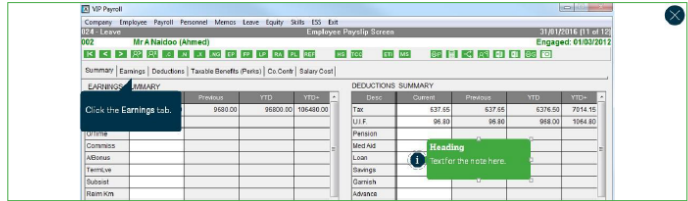
E-learning template

Storyline markers

If you want to make use of the Storyline markers, make the Marker Fill Slate, with no outline, and the Label Fill Accessible Green, with no outline. The icon colour should be white.

The marker should also show all on hover.

The heading should be font Adelle SAGE, Bold, and size 12 font. The content text should be Adelle Sans SAGE Lt, size 11 font.



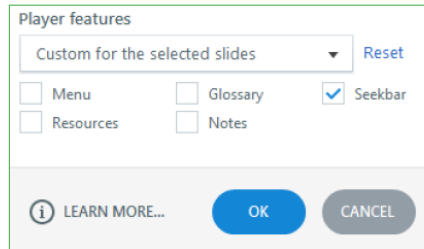
E-learning template

Seekbar & timeline

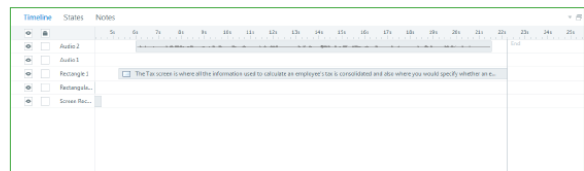
Add a seekbar to any slide that has narration, and slides that form part of a demonstration. This enables the customer to pause demonstrations, and replay narration.

Make sure that slides with a seekbar's timeline ending is aligned with the end of the narration, or applicable text display time (unless it's the last slide of a demonstration that automatically jumps back to section screen, then you can allow a few seconds at the end).

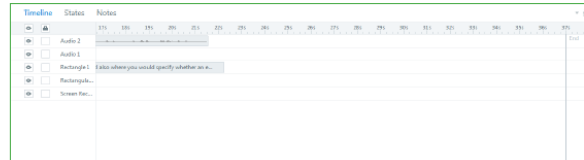
Narration and text/images on screen should also be in sync.



Right:



Wrong:



E-learning template

Menu navigation

A menu is like a table of content for your course, which enables the customer to navigate to any section from any content slide.

You do not have to make use of a menu, but if you choose to do so, you have two options.

Linear option:

The linear navigation option where the buttons will link to the different sections.

List option:

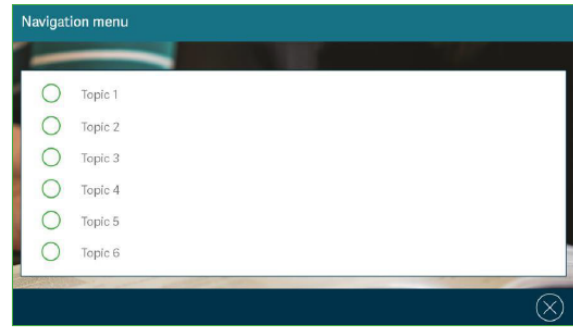
The list navigation option, where each listed item should be linked to a section.

Important: This menu screen is a layer on the Slide Master slide for the template. This makes it possible to make the menu accessible from any slide that uses this master slide.

Linear:



List:



E-learning template

Lightbox slides

A lightbox slide will assist you when you have too much information that is displayed on a screen, or if you have to give additional text to a screen.

There are 2 options:

- Half screen with image
- Full screen

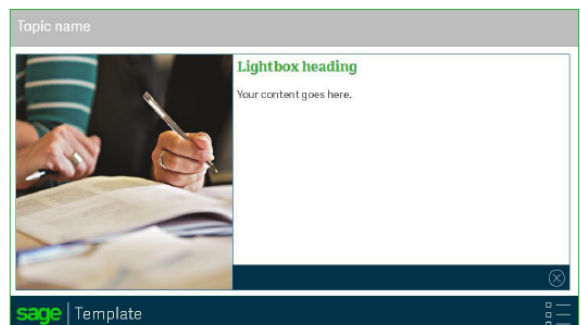
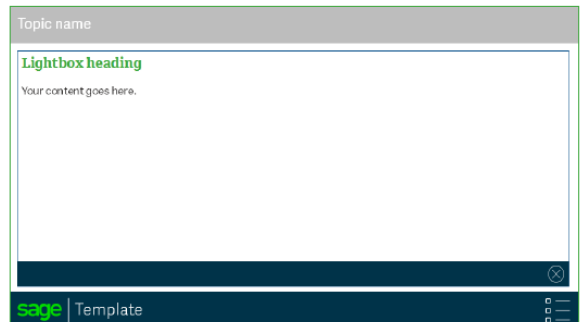
The lightbox in the template is only a layer.

Heading:

Font: Adelle Sage (Bold)
Size: 24 pt.
Colour: Accessible Green

Body:

Font: Adelle Sans Sage (Regular)
Size: 18 pt.
Colour: Dark Gray

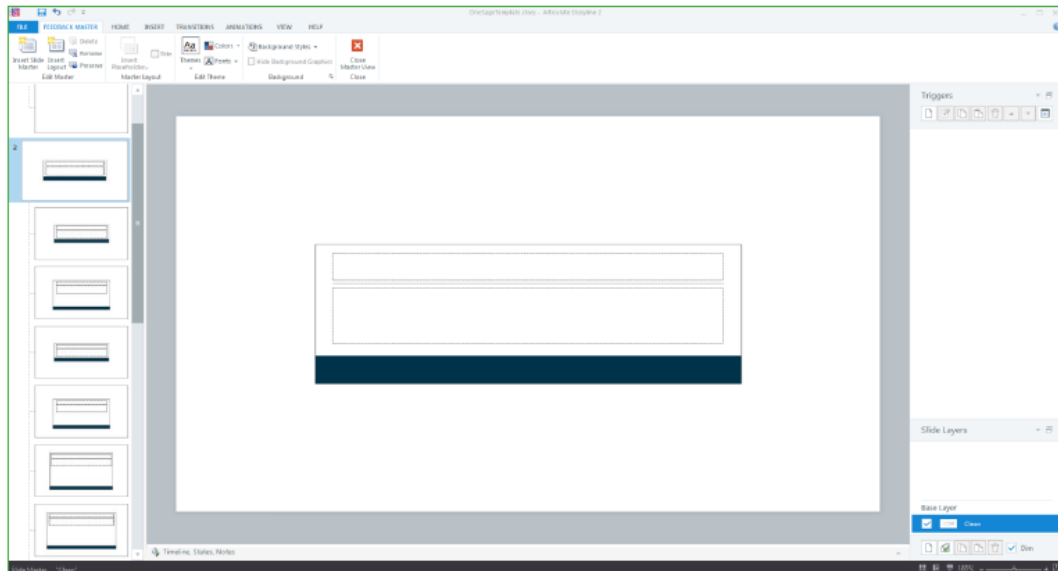


E-learning template

Quiz screens

There are a few generic screens that you can copy and modify to accommodate other types of questions you may require, but the footer/navigation bar must still be on the screen, use the same Submit button, and fonts.

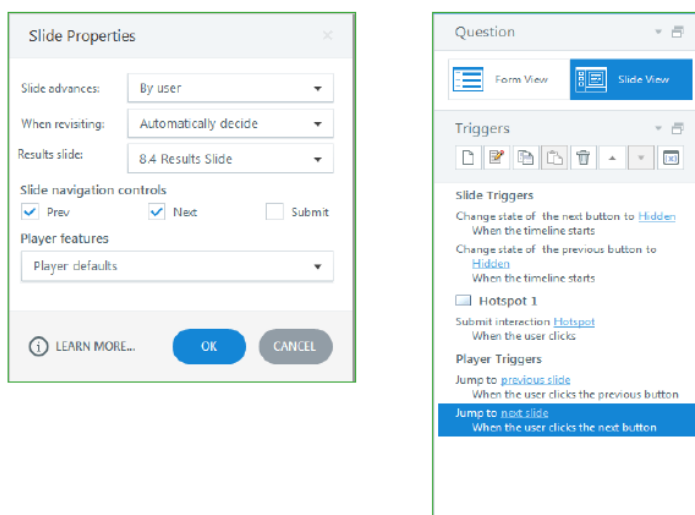
Important: The feedback layouts are set in the Feedback Master, where there are bigger or smaller blocks for feedback, depending on your requirements.



E-learning template

Quiz screens

To get rid of the default Next and Previous buttons, you have to add them, and then add slide triggers to hide them.



E-learning template

Gamification

All new e-learning stories must have a form of gamification. Gamification can be:

- Crossword Puzzle
- Battleship
- Travel Games

All versions of gamification must be educational only and a form of “Test your Knowledge”

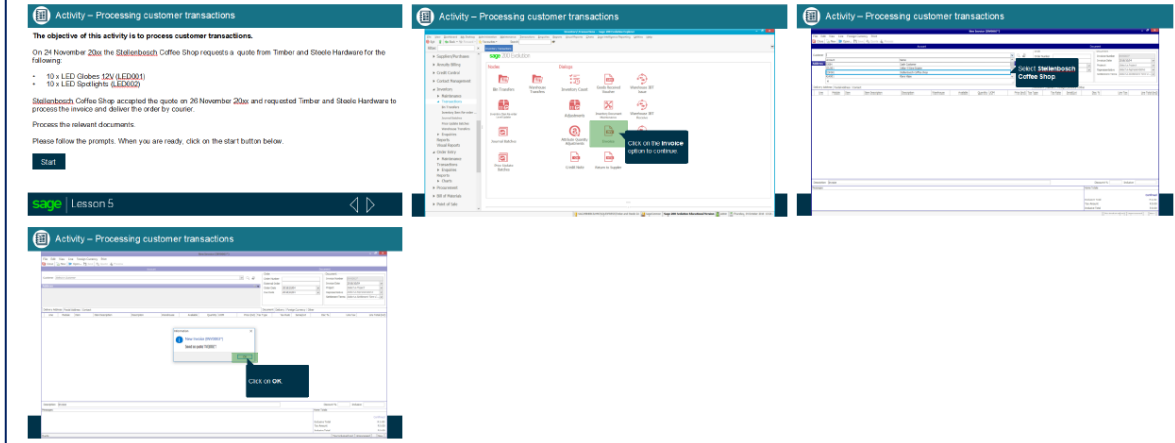


When using images and themes in e-learning, be sensitive. Do not use any images which can be offensive.

E-learning template

Activities

Build in activities into your e-learning. This will give the “real feel” that the customers are working in the actual Sage software.



E-learning template

Photography - Overview

Our new photography strategy illuminates the authenticity of our brand.

We take two style approaches to photography. Both styles capture candid visuals that showcase interesting stories about people, communities, and the businesses we serve.

Business Builder photography

This is our general brand approach that is to be used in most communications. The style calls for warm lighting true to the environment and a use of focus to create depth.

Heroic photography

Intended for global campaign advertising initiatives, this approach emphasizes more dramatic lighting and styling to portray our business builders in a heroic, emotive fashion.

In all external communications depicting customers, prospects, or colleagues, we must only show real Sage customers or colleagues. Our audience is diverse, so make sure that our photography explores the wide range of business builders that we serve.

Business Builder photography



Heroic photography



E-learning template

Architectural elements

Architectural abstract images can be used to convey the idea of bringing to life the chaotic order of business building. This style of photography can be used as a texture or for backgrounds.

Use photos that have a tight focus and a central repeating pattern that is fairly linear, uniform, and consistent.

Elements should ideally consist of natural materials and finishes, and emphasize the use of building elements, such as wood, steel, cloth, and cement.

Avoid using images where the architectural elements are used as an identifiable landmark that can be recognised as a specific place.



2.3.3 Customer program outlines

Program outlines explains what the training program is all about. This is all the information that a customer need to make a constructive decision to purchase the training program.

Course Outlines

One Page Outline

Course outlines are unique to a course.

1. Sage Learning Services Header
2. Course Name (Arial – 18 pt)
3. Column headings (Arial – 9 pt) colour (R: 0; G: 75; B: 135)
4. All other text (Arial – 9 pt)

1,
sage Learning Services

2,
Sage Business Cloud Payroll – Annual Leave and Bonus e-learning

Course Overview
In this interactive e-learning course we will show you how to process your December leave and adding bonus transactions for your employees. We also show you how to process a bonus and give you tips on provisioning additional tax for an annual bonus.

The course includes the following content:

- BCEA Annual Leave Information
- Setting up the BCEA Leave module
- Employee leave details
- Leave history
- Paying weekly and biweekly employees
- Leave reports
- Checking your cycle details
- Adding an annual bonus
- Provision for tax on an annual bonus

What you will learn

- If you have a well-established payroll background and/or payroll qualification and want to learn how to process your company's annual leave and bonuses using Sage Payroll, this course is for you.

Duration & Delivery Method
This learning package should take approximately 1 hour to complete.

Company:

Tel no.: **Email address:**

Delegate information:

Name & surname:	<input type="text"/>
Email address:	<input type="text"/>
Contact no.:	<input type="text"/>

Authorized Signature: _____ Name: _____ Date: _____

Sage Cancellation Obligations:
Sage reserves the right to cancel courses for any reason, including when course registrations do not meet minimum levels. Sage University will notify attendees of a cancelled course at least 2 calendar days prior to the course start date. In this case, registration fees will be refunded to the original form of payment. Sage is not responsible for airfare penalties incurred because of cancelled courses. Sage will not reimburse registrants for any travel or hotel cancellation fees or penalties.

Attendee Cancellation Obligations:
Attendees may cancel or transfer to a different course date without penalty up to 14 calendar days prior to the course start date. Attendees that cancel or request transfers less than 14 days prior to the course start date will incur a R1500 Service Fee. The Service Fee will be charged to the payment method used to originally purchase the course. Cancellations received less than 48 hours prior to the course start time will result in forfeiture of the course fee.

+27 12 420 7000
training.za@sage.com
www.sage.com/ZA

3. Contacts

Should you have any questions about the content of this policy please contact the training department via email: Training.Za@sage.com.