

SERVICE HOTLINE

Number: 156/2023
Date: 20 October 2023

Name and Surname: Marchell Cronje
Designation: Head - Financial Accounting

SAGE INTACCT ACCOUNTING SYSTEM STATEMENT DELIVERY DELAYS

The JSE is continuously striving to offer our customers a seamless experience through our invoicing process. In this spirit, the JSE upgraded its accounting system which went live on 18 September 2023 as previously communicated. As with most new implementations, some technical challenges occurred which affected customer statements and more specifically the standard of information included on the statements. It is important to note that the accuracy of the statements and associated invoices sent for September were not affected and these remain accurate and valid. The issue relates to customer receipts and how it is allocated to invoices.

[Service Hotline 027/2023 JSE Change to Sage Intacct](#)

[Service Hotline 029/2023 JSE Change to Sage Intacct - Test E-mail Invoice](#)

[Service Hotline 046/2023 JSE Change to Sage Intacct Delayed](#)

[Service Hotline 122/2023 JSE Change to Sage Intacct Accounting System](#)

[Service Hotline 138/2023 JSE Change to Sage Intacct Accounting System Go-Live](#)

We apologise for the inconvenience caused. It is envisaged that the matter will be resolved in the next week.

The JSE thanks you for your understanding, patience, and support during this transition phase.

MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- JSE Broker Deal Accounting (BDA)
- Real Time Clearing (RTC)
- Colocation
- International Access Point (IAP)
- EOD Information Subscribers
- Live Information Subscribers

ENVIRONMENT(S):

Production

ADDITIONAL INFORMATION:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or

CustomerSupport@jse.co.za