

SERVICE HOTLINE

Number: 170/2023
Date: 09 November 2023

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

SAGE INTACCT ACCOUNTING SYSTEM STATEMENT DELIVERY DELAYS

As previously communicated, the JSE upgraded its accounting system in September 2023. There were delays related to the sending of customer statements. Most of these statements were sent however but some customer statements have been delayed due to technical issues.

- [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](#)
- [Service Hotline 156/2023 Sage Intacct Accounting System Statement Delivery Delays](#)

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