

Sage Business Cloud Payroll

Release Notes

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Sage

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1.0 Simplifying your payment experience: Recurring payments

In line with our commitment to simplify complexity and improve your experience, we are introducing recurring payment options for payroll services. This change will reduce billing delays, minimize errors, and ensure uninterrupted access to your account.

1.1 What's changing?

Starting January 2026, all payments will transition to debit order or debit/credit card payments. To continue using payroll services, you will need to complete and sign a payment mandate before the change takes effect.

1.2 Important details

- Once you have set up your recurring payment method, you will be able to access the product.
- On the 1st day of the following month, we will deduct the value of all outstanding invoices in one transaction.
Example: If you have three unpaid invoices, the total amount will be collected in a single payment.
- From the next month onward, only your monthly subscription fee will be deducted.
- Confirm that your email address and mobile number is up to date under My Profile to receive OTP verification codes from Netcash, the secure payment provider.
- Pay now option remains available under Manage Account > Invoice details for the following reasons:
 - You may want to settle outstanding invoices in December.
 - If you experience debit order issues, you can still make payments manually.
 - Pay Now will remain available as an alternative payment method at all times.

1.3 Next steps for you

- Check your account for any unpaid invoices.
- Complete the payment mandate early to avoid service disruption.
- Update your contact details for secure verification.

1.4 December reminder

During December, you will see an in-app message when logging in. This message will remind you about the upcoming change and provide details on:

- What's changing
- Steps you can take to get ready

We're improving how you make payments

Here's What you need to know

Starting in **January**, we will transition all payments to compulsory debit order or debit/credit card payments

If your payment mandate isn't set up before the new process begins, your account will be temporarily suspended until the setup is complete.

What's Changing?

Once you have set up your recurring payment method, you will be able to access the product.

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- On the **1st day of the following month**, we will deduct the value of all **outstanding invoices** in one transaction.
For example: if you have three unpaid invoices, the total amount will be collected in a single payment.
- From the next month onward, only your monthly subscription fee will be charged.
- Ensure we have your contact email address and mobile number to receive OTP verification codes from Netcash, our secure payment provider.

What You Can Do Now ?

- Check your account for any unpaid invoices.
- Complete the Payment mandate early.
- Update Contact Details.

View this guide for step-by-step instructions.

I confirm that I am aware of these upcoming changes.

Proceed

1.5 Why is this important?

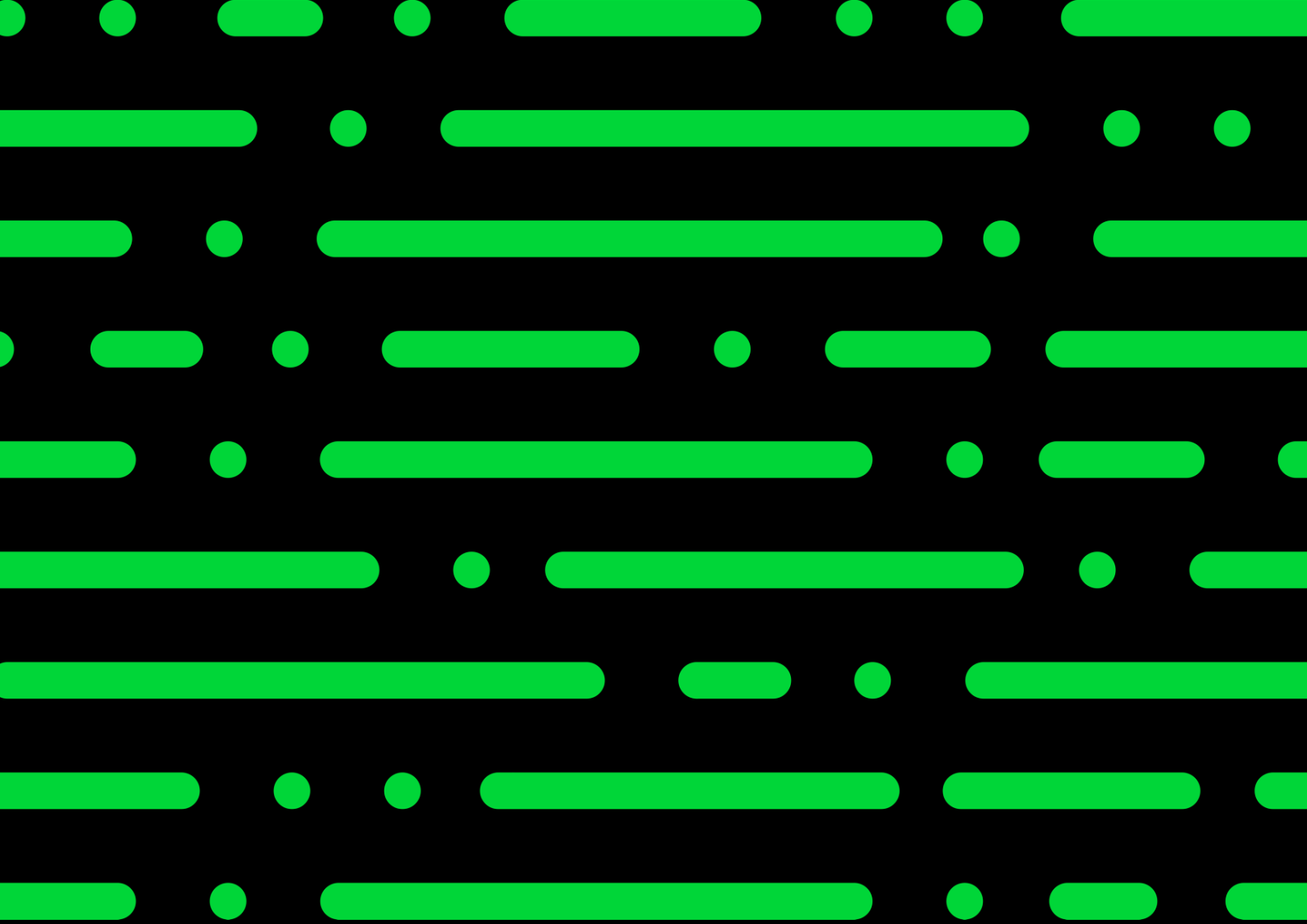
Completing the payment mandate before the new process starts will prevent your account from being blocked.

Taking action now ensures a smooth transition and uninterrupted access to payroll services.

1.6 Need Help?

For questions about the new payment process or assistance with managing your account, please contact us cloudrenewals@sage.com.

For step-by-step instructions on [subscription payments, access the Sage Knowledge Base](#).



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