

Sage Business Cloud Payroll

Release Notes

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Sage

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1.0 Simplifying your payment experience: Transition to 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?

From 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 for Clients with overdue accounts

- If no payment mandate exists on your account, you will be required to set up your recurring payment method upon login before you can access the product.

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

As per our previous communication, you will be required to **complete and sign the payment mandate**. 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?

- 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 email address and mobile number to receive OTP verification codes from Netcash, our secure payment provider.

First name	<input type="text"/>
Surname	<input type="text"/>
Email Address	<input type="text"/>
Mobile Number	<input type="text" value="Example: 0821234567"/>

[Continue](#)

- On the 1st day of the following month, we will deduct the value of ALL outstanding invoices in one transaction. From the next month onward, only your monthly subscription fee will be charged.
- Ensure we have your email address and mobile number to receive OTP verification codes from Netcash, our secure payment provider.
- Pay now option remains available under Manage Account > Invoice details for the following reasons:
 - You may want to settle outstanding invoices.
 - If you experience debit order issues, you can still make payments manually.
 - Pay Now will always remain available as an alternative payment method.

1.3 January reminder for Clients without a payment mandate

During January, 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.

- 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.
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.
- Check that paid invoices have been allocated. If there are unallocated invoices, [Chat to us](#) or phone 086 123 7243 and select option 2
- 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](#)

1.4 Next steps for you

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

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.

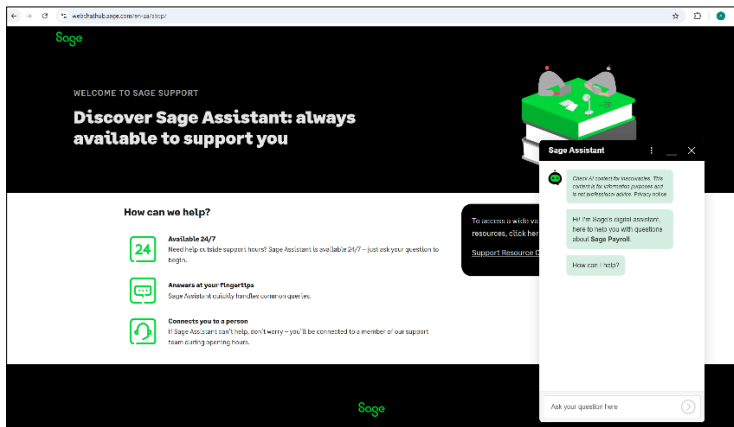
For step-by-step instructions on [Subscription payments](#) access the Sage Knowledge Base.

2.0 System Changes

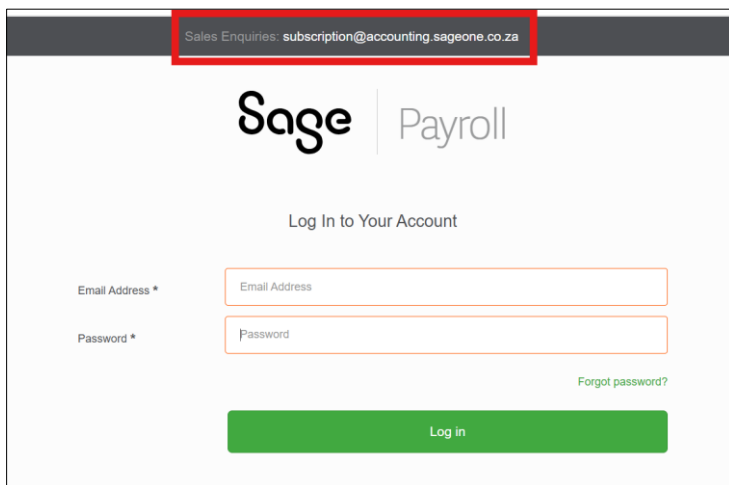
Changes have been implemented to streamline how users contact Support and access the SBCP knowledge base.

2.1 What's new?

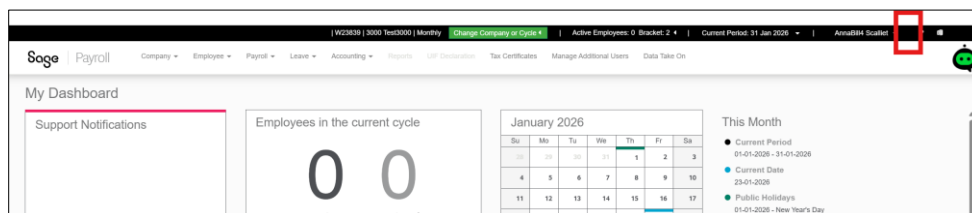
- Change to Pegg chat access:** When selecting Pegg in-product, users will now be seamlessly redirected to a dedicated external webpage where the Sage Assistant chat functionality will be available.



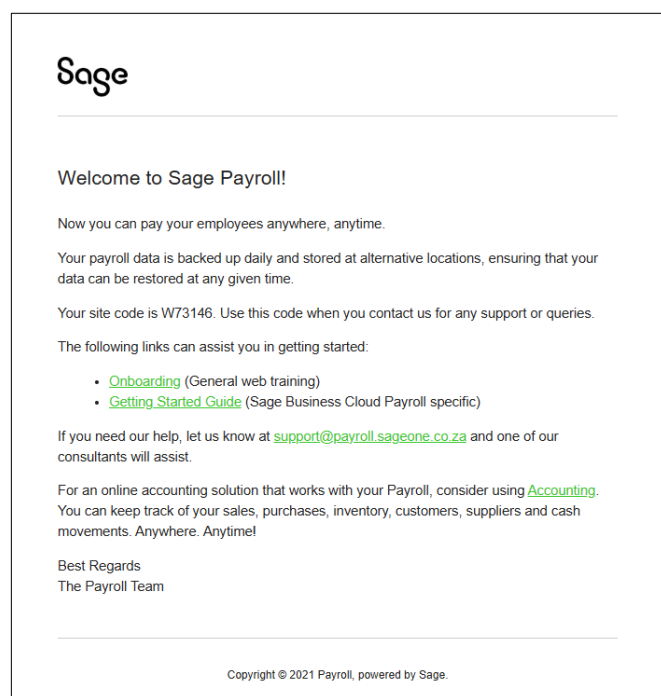
- Login Screen updates:** Contact details for Sales enquiries have been updated to reflect the latest information. The previous option to contact Support from the login screen has been removed.



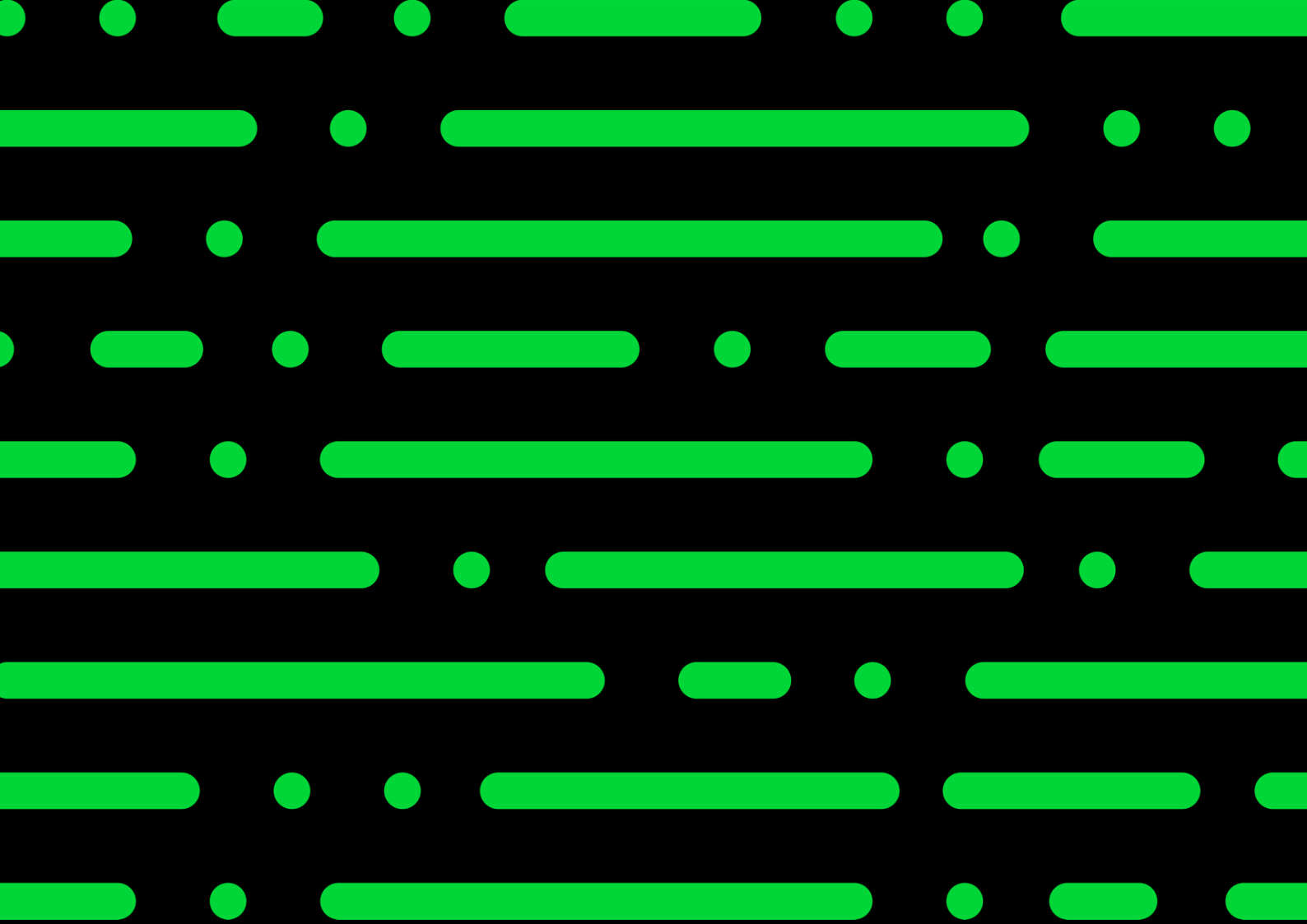
- **Dashboard screen update:** Previously the option to Contact Sage Support displayed in the navigation bar. This option is no longer in use and has been removed.



- **Welcome Email update:** Previous links that were incorrect or no longer valid have been removed and replaced with the correct references, ensuring users have immediate access to the most relevant information.



- **Tax Invoice contact details update:** Updates have been made to ensure that all tax invoices reflect the correct and most current contact information.



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