

Sage Business Cloud Payroll

Release Notes

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Sage

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1.0 System Changes

1.1 What's new?

A change was implemented to improve how users contact Support while they are in the process of setting up the payment mandate.

1.1.1 Contact Support

During February, clients with overdue accounts will see an in-app message upon logging in. To continue using Payroll services, you will need to complete and sign a payment mandate before the change takes effect.

Users requiring billing information while completing the payment mandate may contact Support directly by using the chat link provided in the in-app message presented during the setup process.

The screenshot shows a mobile app interface titled "We're improving how you make payments". It contains the following text and elements:

- 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. [For more billing information chat to us](#)
- Form fields: First name, Surname, Email Address, and Mobile Number.
 - The Mobile Number field has an example: 0821234567.
 - A red box highlights an error message: "Please enter a valid South African mobile number to receive your OTP. Landline and international numbers are not supported."
- A "Continue" button is located at the bottom right.

To ensure a seamless verification experience, users are now informed that they must enter a valid South African mobile number to receive their OTP, as landline and international numbers are not supported

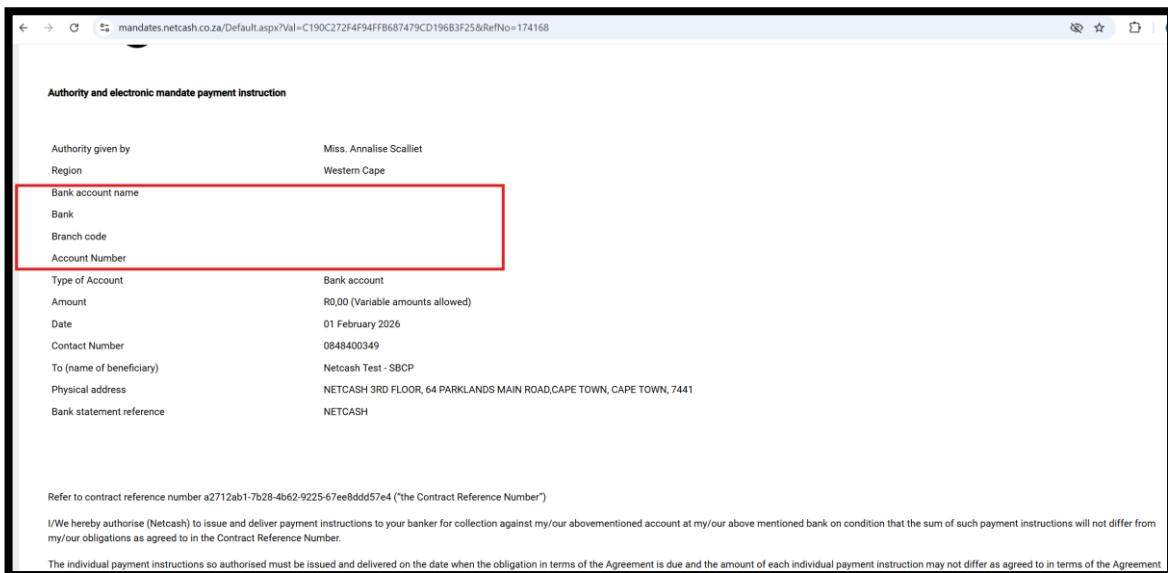
1.2 In-app message not displayed

Some clients may have encountered an issue where the in-app message does not appear on the Cycle screen. In these instances, although the system correctly redirects the user to the Cycle screen after selecting Manage Account, the expected in-app message is not displayed, preventing the user from completing their mandate setup without navigating back to the Manage Account screen. This has been rectified.

For clients on hold, the client can still log in, however, upon reaching the Cycle selection screen, the expected in-app message does not appear, preventing the user from completing their mandate setup. This has been rectified.

1.2.1 Netcash – saved bank or card information

When clients have previously saved bank or card details in Netcash, these details may automatically pre-populate during the mandate setup process. If clients accept the defaulted information, it results in an error where the mandate details fail to populate and remain blank, and an error is returned when attempting to sign the mandate.



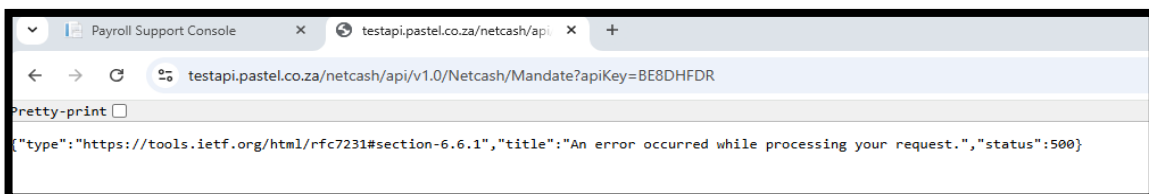
The screenshot shows a web browser displaying a mandate form titled "Authority and electronic mandate payment instruction". The form contains the following fields:

Authority given by	Miss. Annalise Scalliet
Region	Western Cape
Bank account name	
Bank	
Branch code	
Account Number	
Type of Account	Bank account
Amount	R0,00 (Variable amounts allowed)
Date	01 February 2026
Contact Number	0848400349
To (name of beneficiary)	Netcash Test - SBCP
Physical address	NETCASH 3RD FLOOR, 64 PARKLANDS MAIN ROAD, CAPE TOWN, CAPE TOWN, 7441
Bank statement reference	NETCASH

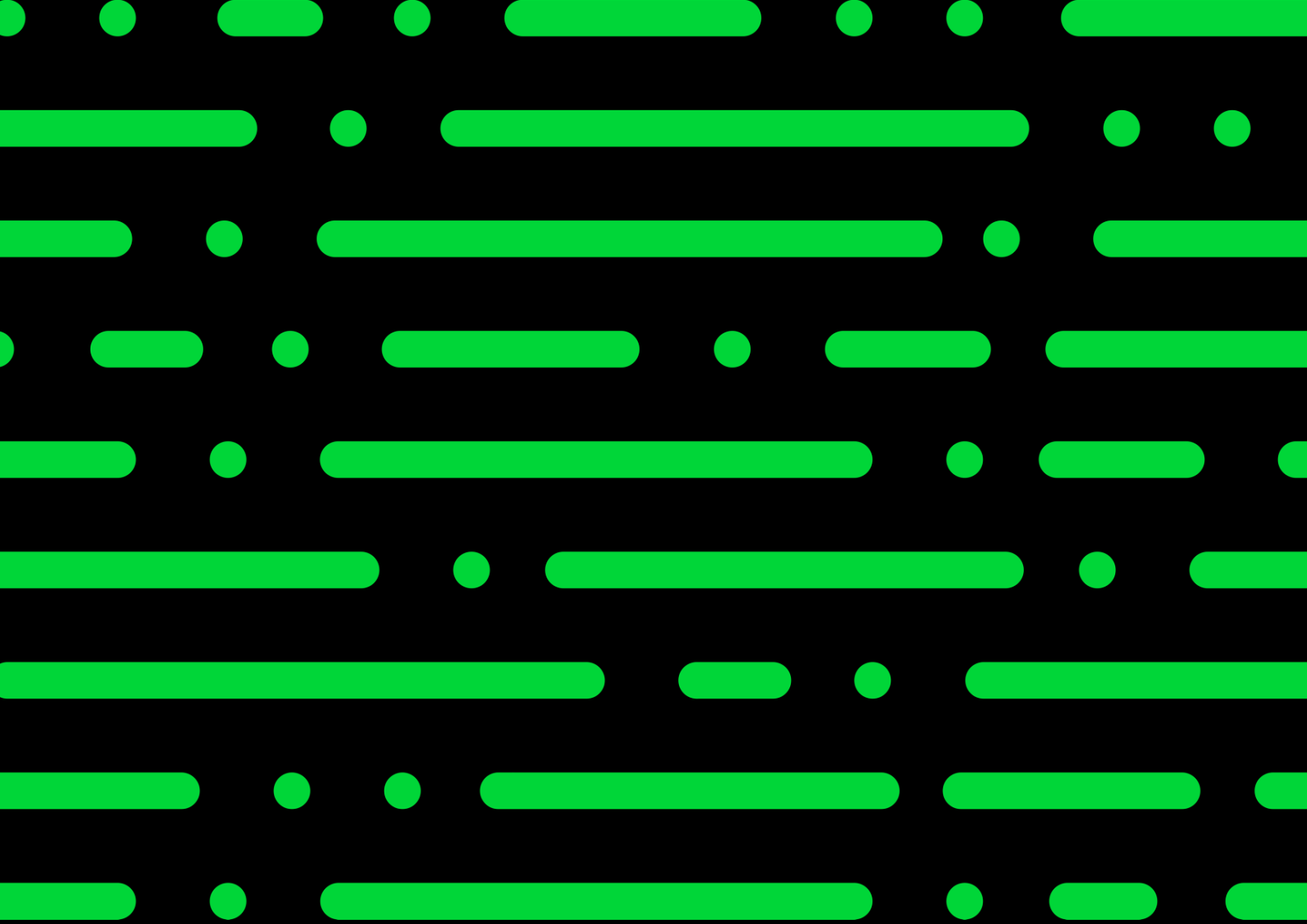
Refer to contract reference number a2712ab1-7b28-4b62-9225-67ee8ddd57e4 ("the Contract Reference Number")

I/We hereby authorise (Netcash) to issue and deliver payment instructions to your banker for collection against my/our abovementioned account at my/our above mentioned bank on condition that the sum of such payment instructions will not differ from my/our obligations as agreed to in the Contract Reference Number.

The individual payment instructions so authorised must be issued and delivered on the date when the obligation in terms of the Agreement is due and the amount of each individual payment instruction may not differ as agreed to in terms of the Agreement



```
testapi.pastel.co.za/netcash/api/v1.0/Netcash/Mandate?apiKey=BE8DHFDR
{"type": "https://tools.ietf.org/html/rfc7231#section-6.6.1", "title": "An error occurred while processing your request.", "status": 500}
```



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