

Sage Business Cloud Payroll

Release Notes

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Sage

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1.0 System Changes

1.1 What's changed?

1.1.1 In-app message change

The in-app message has been converted into a full standalone page. This update ensures a more stable and consistent experience for clients when managing their mandate information.

1.1.2 Completing the Netcash payment mandate

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.

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.

[Continue](#)

Selecting “Continue” redirects the client to the new standalone page, where the Netcash payment mandate process can be initiated and completed.

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Setup your payment mandate

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](#)

First name

Surname

Email Address

Mobile Number Example: 0821234567

Please enter a valid South African mobile number to receive your OTP. Landline and international numbers are not supported.

1.1.3 Netcash payment mandate cancellation

After completing the setup, clients can no longer cancel payment mandates directly through the in-app Manage Account menu.

To cancel a mandate, clients will be required to contact Finance on 086 123 7243 selecting Option2 or via [Chat with Sage Finance](#).

Sage | Payroll Company ▾ Employee ▾ Payroll ▾ Leave ▾ Accounting ▾ Reports UIF Declaration Tax Certificates

Manage Accounts

Account details Subscription details **Invoice details** Support

W49173 - The Testing Company, for Testers -on -Staging (CC)

▼ Active Payment

Email	Site Code	Debit Order Day	Is Active
annalise.scalliet@gmail.com	W49173	1	true

To cancel your existing mandate, please contact our Finance team directly on 086 123 7243 selecting Option 2 or via [Chat with Sage Finance](#)

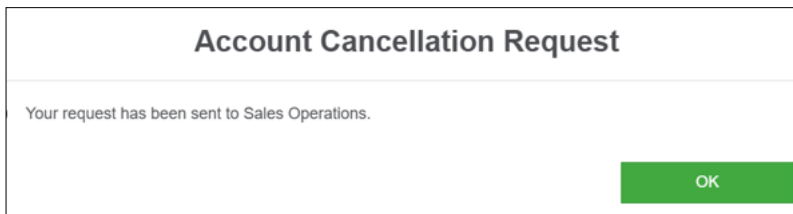
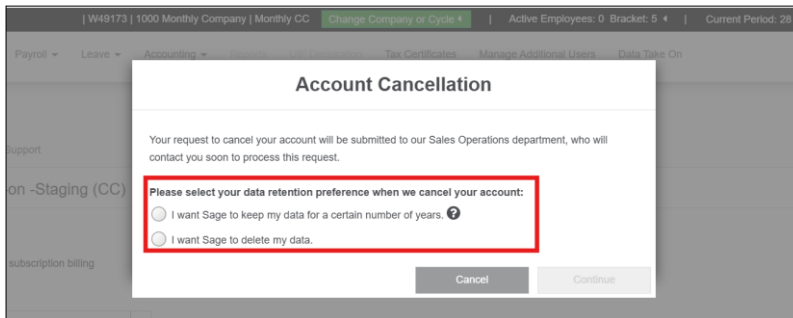
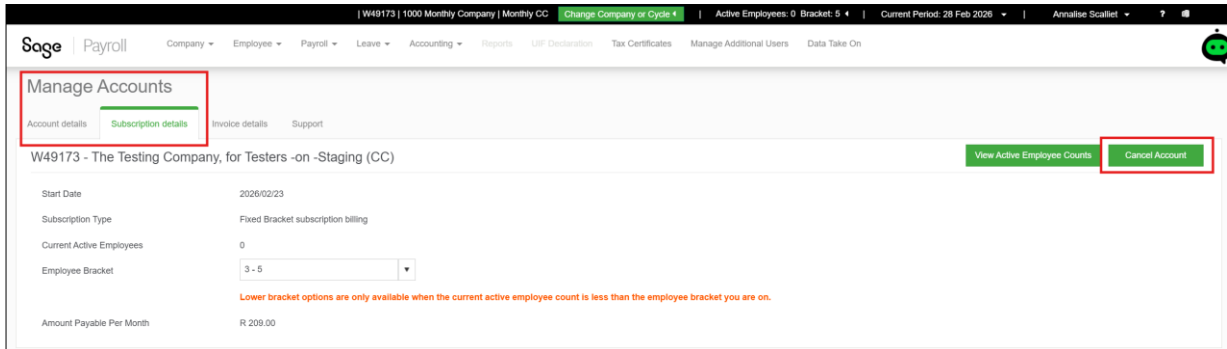
▼ Unpaid Invoice Details

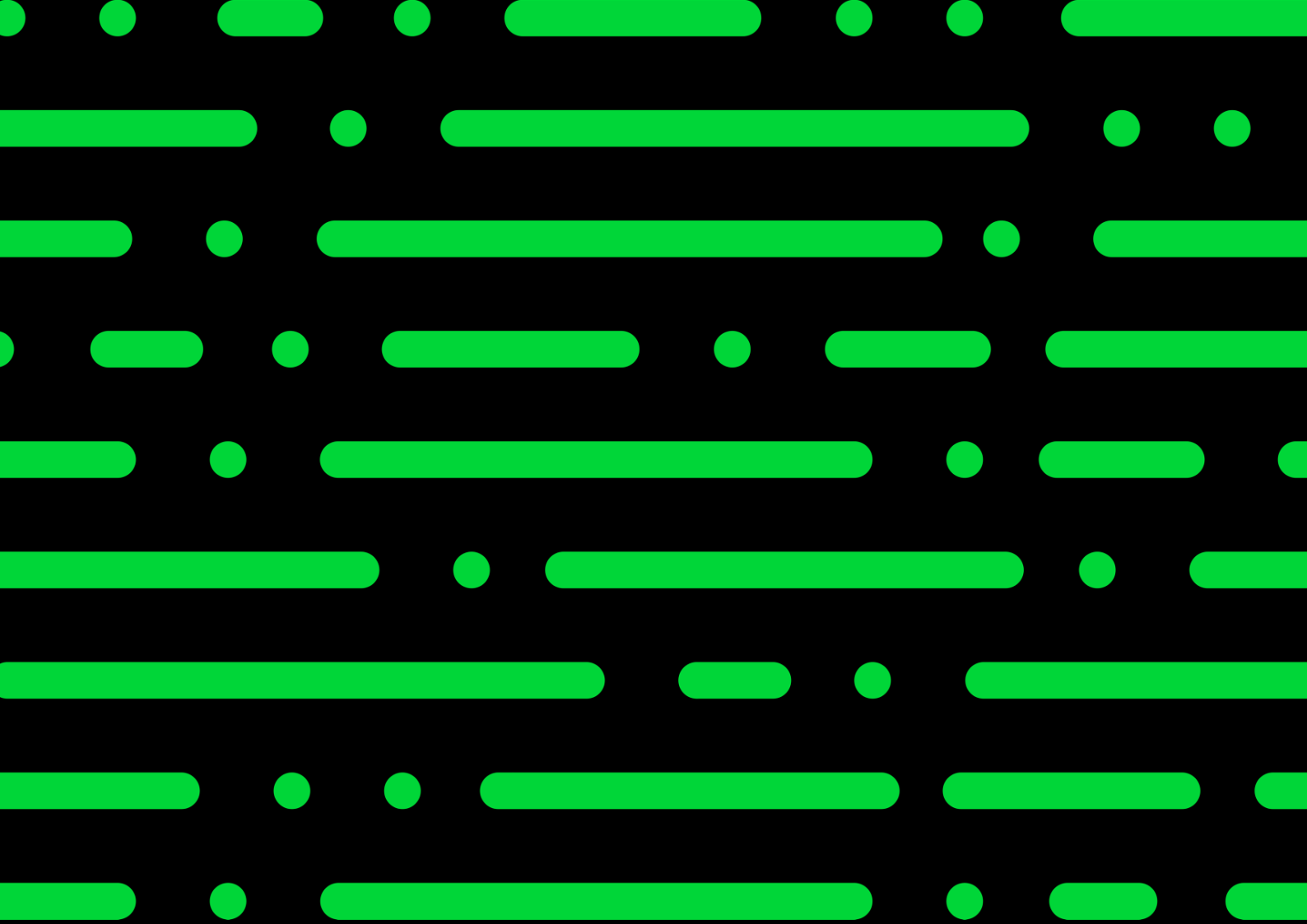
Short Description	Description	Qty	Unit Price	Amount
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1.1.4 Enable clients to cancel accounts

Clients can now cancel and close accounts directly from the Manage Account menu. When the account is closed:

- An automated email notification is sent to the Sales Operations team, who will be in contact to process this request.
- The system updates the account status to Closed and the client will no longer be able to login or access Payroll services.





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