

# Important payroll changes to your QuickBooks subscription

From 1 April, QuickBooks will no longer support free payroll with your QuickBooks Online plan.

QuickBooks will instead offer two new add-on payroll plans—Standard and Advanced.

## New QuickBooks Payroll powered by KeyPay retail prices

Payroll Plan	Monthly Fee	Cost per employee paid
Standard Payroll	\$0	\$5 per month
Advanced Payroll	\$10	\$5 per month

### More information

To learn more about the change, please contact your advisor or see the Frequently Asked Questions.

# Payroll Changes from 1 April 2021

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## Frequently Asked Questions

### What are the new retail payroll price changes?

Starting 1 April, you will need to pay an additional fee of \$5 per month for every employee you pay. If you use Advanced Payroll, you will also need to pay a monthly fee of \$10 per month.

### When does the new payroll pricing take effect?

The new payroll pricing takes effect from 1 April 2021.

### Why is this change happening?

The coming change will allow QuickBooks to invest more in new technologies and innovations, supported by an award-winning customer care team.

New features like QuickBooks Cash Flow, receipt capture and JobKeeper payments are helping small businesses every day.

[For a full list of new features, please view our product roadmap.](#)

### How many pay runs are included in the fees for each employee paid?

Pay runs are unlimited. You will only pay one \$5 fee per month for each employee paid, no matter how many times you pay them.

### When will I see the payroll change in my bill?

Payroll usage will be charged to the subscription holder from 1 April. Look out for 2 additional lines on your next invoice:

1. The monthly payroll fee (for Advanced users only) will be invoiced in advance.
2. The cost for employees paid will be invoiced in arrears on your usual billing date, based on how many employees you paid in the last month.

### Will I still receive KeyPay bills?

QuickBooks Online and QuickBooks Payroll can't be billed separately. If you are currently paying KeyPay directly, we recommend you talk to your Advisor to determine who will pay the ongoing consolidated subscription. Please note: March will be the last month you will receive an invoice from KeyPay.

### Can I change my plan?

Yes, you can upgrade or downgrade your QuickBooks Online plan at any time.

QuickBooks Payroll customers will be able to change their payroll plan from 1 April.

If there is a promotional discount applied to your QuickBooks Online plan, changing your plan will discontinue the discount from the date of the change.

[Learn how to change your subscription here.](#)