

FAQ for Customers – Important Information

This FAQ supports customer communications issued in relation to the retirement of Sage 200 Extra Online issued on 28 January 2022. It is designed to address any questions.

1. What change is taking place?

Following a review of Sage's portfolio, we have made the decision to remove Sage 200 Extra Online from sale in the UK and Ireland. We announced this to our Partners in November 2020.

In addition, we're providing a clear timeline to withdraw this product completely from service.

2. Why has Sage made this decision?

We regularly review the software and services we offer to UKI businesses, to ensure we are investing in the right solutions for our customers. We do this to ensure we can continue to deliver the very best innovation and support for the products within our portfolio.

As part of this review, we have decided to:

- Remove Sage 200 Extra Online from sale as of **01 February 2021**
- Move the product into extended support from June 2021.
- **Close** the service as of 30 September 2022.

3. Which products are impacted?

Sage 200 Extra Online only. This does not impact any other products within the Sage 200 portfolio.

4. What are the timeframes?

Your partner should have already made you aware of these changes. Below is the timeline we have communicate to them:

- 01 Feb 2021: No new sales of Sage 200 Extra Online
- 01 Jun 2021: Sage 200 Extra Online enters extended support
- 30 Sept 2022: End of Life, the product and service is withdrawn

For more information on what extended support and product retirement mean please review our [lifecycle policy](#).

5. Can I still purchase additional attributes e.g. users?

Yes, until the product is retired it is still possible to purchase additional users. See point 4 of this document, for clarity on these dates.

6. What are my options?

We recommend you work closely with your Sage Partner to understand what your alternative options are once Sage 200 Extra Online reaches retirement.

7. Can I have a Historical copy of 200 Extra Online to review my data?

As the service is being retired it is not possible to host the data on our platform. Should you wish to retain your data, please speak to your partner, to discuss a Sage 200 Professional Historical licence.

8. How can I obtain a copy of my data?

Full guidance is available in our overview [article](#). Further information is included below, depending on your contract status.

Prior to cancellation/ site deletion;

You can download a backup from the portal at any time before the site is cancelled. We would encourage all parties to self-serve. This can be used at any time prior to the cancellation.

The self-service tools do not include file attachments or customised reports. If a copy is required, you need to follow the process outlined in this [article](#).

After site deletion:

Sage keeps data for 60 days post site deletion, you should obtain your files via the portal prior to this date, so this should be used in exceptional circumstance only. If you wish to obtain a backup of the data and/or your customer reports and file attachments, you need to follow the process outlined in this [article](#).

9. I have a question that is not covered in this FAQ, who can I speak to?

Please contact your Sage Partner, who will support with any additional questions you may have.