

Sage X3

Upcoming change to Sage X3 Customer Learning Membership Terms

Upcoming change to Sage Effective January 1, 2026

Frequently Asked Questions

We are notifying you of upcoming changes to the Sage X3 Customer Learning Membership terms, effective for all new sales and renewals from January 1, 2026.

Q1: Why is the membership structure being changed?

A: The new structure is intended to ensure consistency for all customers.

Q2: How will the pricing model affect renewal costs?

A: The impact on renewal costs will depend on the customer's current membership configuration and will be detailed in their renewal notice.

Q3: What is the status of expert workshops previously included in Premier membership?

A: These workshops can be booked separately with a 20% discount through Sage University.

Q4: Will the new membership always last 12 months?

A: Membership duration will match the expiry date of the Sage X3 solution, so it may vary.

Q5: When do these changes take effect?

A: All changes apply to new sales and renewals from January 1, 2026.

Q6: Is any immediate action required?

A: No immediate action is required. The revised terms will be applied automatically at the next renewal.

Q7: Who should I contact for further information?

A: Please direct any queries to your Sage Partner Account Manager.

Q8: Where can the updated terms be viewed?

A: The revised membership terms will be accessible on Sage University from January 1, 2026.