



Dear Customer,

We have created **Live Report Builder (LRB)** to bring you real-time functionality, a new higher-performance architecture, a simplified report creation process and an improved view to address the limitations with *custom reports*.

Therefore, custom reports will be deleted and replaced by LRB (refer to the schedule at the bottom of the page).

What about your data history?

The LRB module has been storing data since **18 March 2019**, so that you can create reports retrospectively going back 13 months and analyse your campaign performance.

If you wish to archive the old data in your custom reports, we advise you to create backups using the export function or by contacting us (support or account manager) before **6 April 2020**.

Refer to the schedule below for details on the deactivation of custom reports.

1. Communication - **November 2019**

Calculations and data processing: ✓
Automated exports: ✓
Manual exports: ✓
Creation and updating of reports: ✓

2. Custom reports available in read-only mode - **December 2019**

Calculations and data processing: ✓
Automated exports: ✓
Manual exports: ✓
Creation and updating of reports: ✗
Bug fixing: ✗

3. End of automated exports - **Monday 17 February 2020**

Calculations and data processing: ✓
Automated exports: ✗
Manual exports: ✓
Creation and updating of reports: ✗

4. End of calculations and data processing - **Monday 2 March 2020**

Calculations and data processing:
- Customers **using costs**: ✗
- Customers **not using costs**: ✓
Automated exports: ✗
Manual exports: ✓
Creation and updating of reports: ✗

5. Deactivation of custom reports - **Monday 6 April 2020**

Calculations and data processing (all): ✗
Automated exports: ✗
Manual exports: ✗
Creation and updating of reports: ✗

Closure of custom reports completed

If you have any questions,

feel free to contact **support** or your **account manager** to answer them.