

Supplier Portal – Membership Centre

How to manage your subscription in the OFA platform

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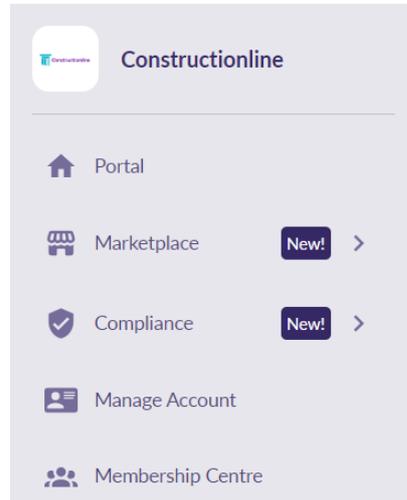
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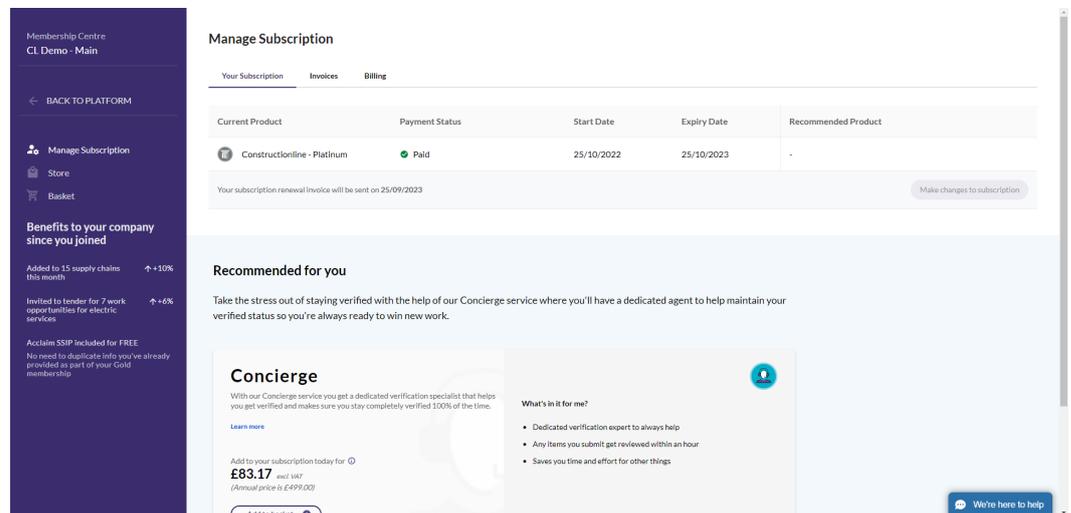
Manage Subscription

User permissions will determine what options are available to you on the left-hand side of the navigation.

To manage your subscription, click the “**Membership Centre**” option in the menu on the left.



The first page you will see is “**Your Subscription**” in “**Manage Subscription**”. Here you can see your current product, the payment status, and any recommended products.



Click “**Invoices**” to see past paid invoices, outstanding invoices, and credit notes. These can be downloaded too.

Membership Centre

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Manage Subscription

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Benefits to your company since you joined

Added to 15 supply chains ↑ +10% this month

Invited to tender for 7 work opportunities for electric services ↑ +6%

Acclaim SSP included for FREE

No need to duplicate info you've already provided as part of your Gold membership

Manage Subscription

Your Subscription Invoices Billing

An invoice to renew your subscription will be sent on 25/09/2023

You have no unpaid invoices

Past invoices and credit notes

Reference	Issued date	Due date	Amount (VAT incl.)	Status	
CM72792	06/09/2023	-	£69.80	Applied	Download
INV2107773	06/09/2023	06/10/2023	£69.80	Credited	Download
INV2076130	25/10/2022	24/11/2022	£2,878.80	Paid	Download
INV2075759	21/10/2022	20/11/2022	£2,878.80	Paid	Download
INV2075357	18/10/2022	17/11/2022	£2,878.80	Paid	Download
INV2072925	26/09/2022	26/10/2022	£548.90	Paid	Download
INV2071119	07/09/2022	07/10/2022	£2,878.80	Credited	Download
INV2048128	13/01/2022	12/02/2022	£139.30	Paid	Download

We're here to help

If you have an outstanding invoice, or one due to expire within 30 days, you will see the option to make payment with **“Pay Now”**.

Your Subscription Invoices Billing

An invoice to renew your subscription will be sent on

You have an overdue invoice

Invoice reference	Invoice date	Due date	Outstanding amount (VAT incl.)	
			£1,099.00	Download

PAY NOW

If you select **“Credit/Debit Card”** and **“Pay by Credit/Debit Card”**, you will be taken to the payment screen to make payment online.

Payment Options

Choose your method of payment

Credit / Debit Card Other Payment Options

Amount to Pay (VAT incl.) £1,099.00

Credit / Debit Card

Once you select "Pay by Credit / Debit Card", you will be redirected to an external website to enter your debit or credit card details to complete your payment.

Back PAY BY CREDIT / DEBIT CARD We're here to help

If you select **“Other Payment Options”**, you will be provided with the payment information for bank transfer and payment by phone. Click **“Confirm to Pay by Other Option”** to confirm payment has been made.

Membership Centre

Payment Options

Choose your method of payment

Credit / Debit Card **Other Payment Options**

Amount to Pay (VAT incl) **£1,099.00**

BACS

Use the following details to complete a payment via bank transfer. Don't forget to add the invoice reference. Please bear in mind that bank transfer may take up to 3 days to process.

Bank: Barclays Bank Plc
Account name: Fortius Limited
Sort code: 20-67-59
Account number: 70872326
Reference: Your Invoice Reference

If you have any questions about our payment options please contact our customer service team on 0333 300 3066

Pay over the phone

To pay over the phone, contact our payment phone line on 0125 659 1219

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[CONFIRM TO PAY BY OTHER OPTION](#)

[We're here to help](#)

The **“Billing”** tab allows you to amend the information for billing – you can also add other email addresses that require a copy of your invoice or credit note by clicking **“Add a Recipient”**.

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Acclaim SSIP Included for FREE
No need to duplicate into you've already provided as part of your Gold membership

Manage Subscription

Your Subscription Invoices **Billing**

Billing details

Invoices and credit notes will be sent to:

Primary billing contact	Phone	Email	Billing address	
Mr Support Account		support@constructionline.co.uk	Midport Alencon Link Basingstoke Hampshire RG21 7PP GB	Edit details

Add recipients so they can also be sent invoices and credit note updates [Add a recipient +](#)

Contact name	Email	
Accounts Department		Remove Edit details
		Remove Edit details

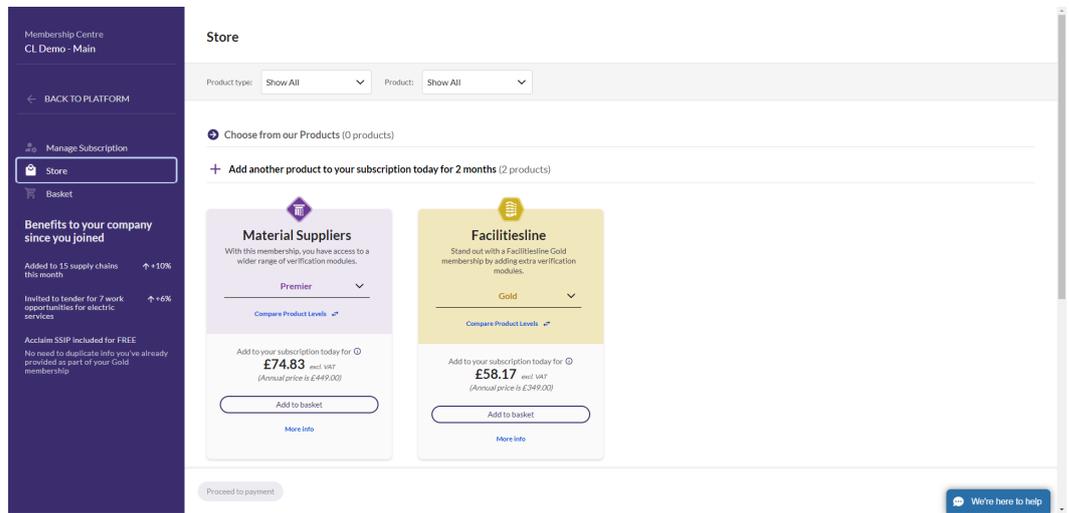
[We're here to help](#)

Store

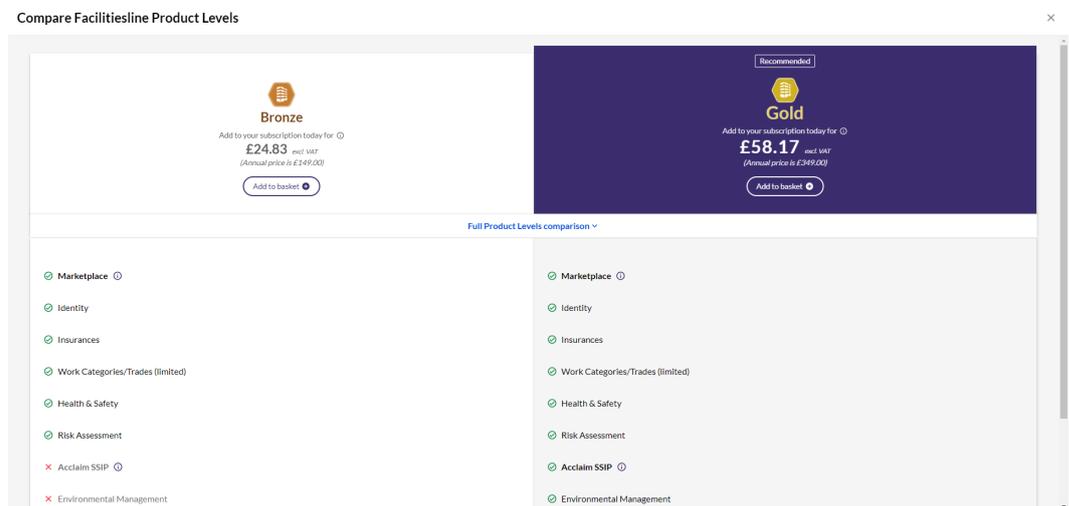
The Store is where you can add and compare other products to your subscription, including other memberships and bolt-ons.

The Store can be accessed by clicking **“Store”** on the left side of the screen.

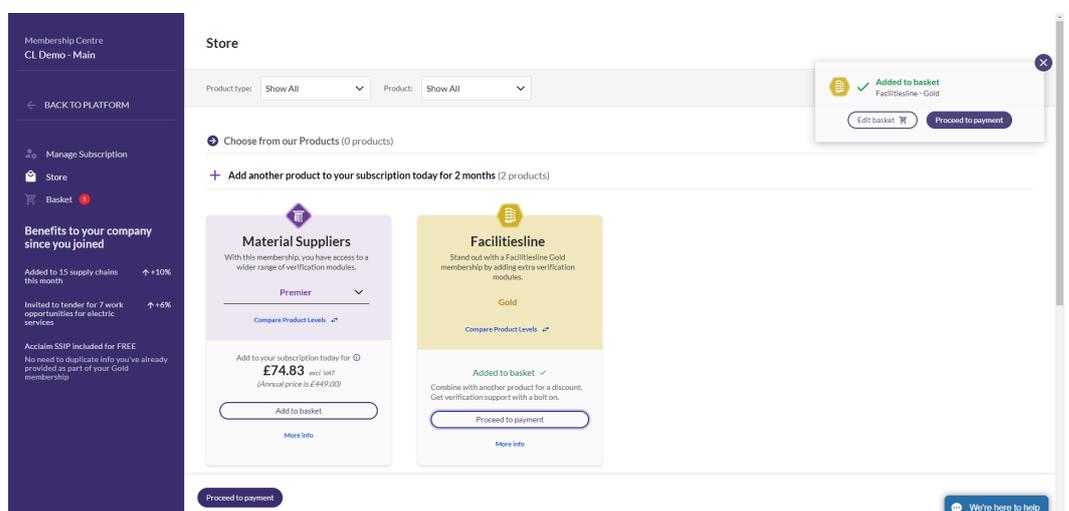
Membership Centre



If you click “**Compare Product Levels**”, you can see the difference between levels in one of the products – for example, the difference between Facilitiesline Bronze and Facilitiesline Gold.



When you click “**Add to Basket**”, you will see this pop up, and the Basket will update on the left.

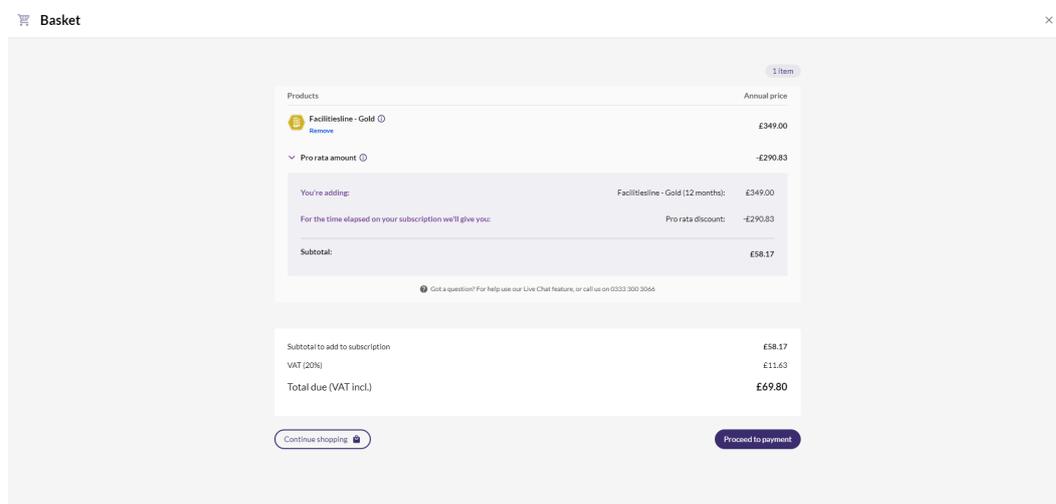


Basket

Basket is where you will make payment for any upgrades you've added to your membership.

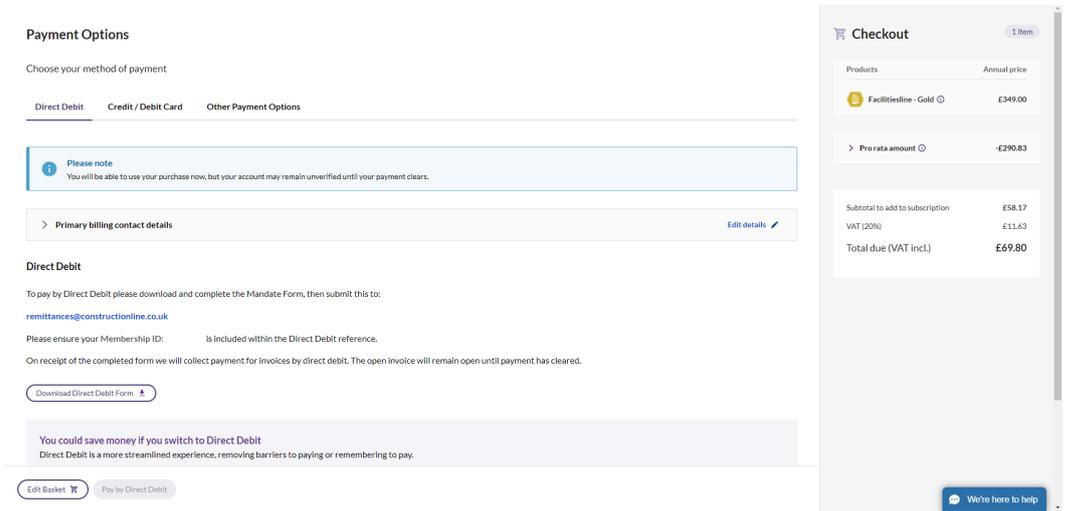
Click **"Basket"** on the left side of the screen in Membership Centre. You can view your current basket items and the pro-rata cost for upgrading. Please note your subscription end date may change depending on which products you have purchased.

- If you upgrade your current membership or add a new membership, you will be invoiced for 12 months of membership, with a deduction of any time elapsed on your current membership. Once payment has been made, your subscription start and end date will change to match the start date of the upgrade.
- If you add a bolt-on to your membership only, the subscription end date will remain the same, and the bolt-on will last until that date. When your subscription ends and you receive the next invoice, the bolt-on will be charged in full for the 12 months.

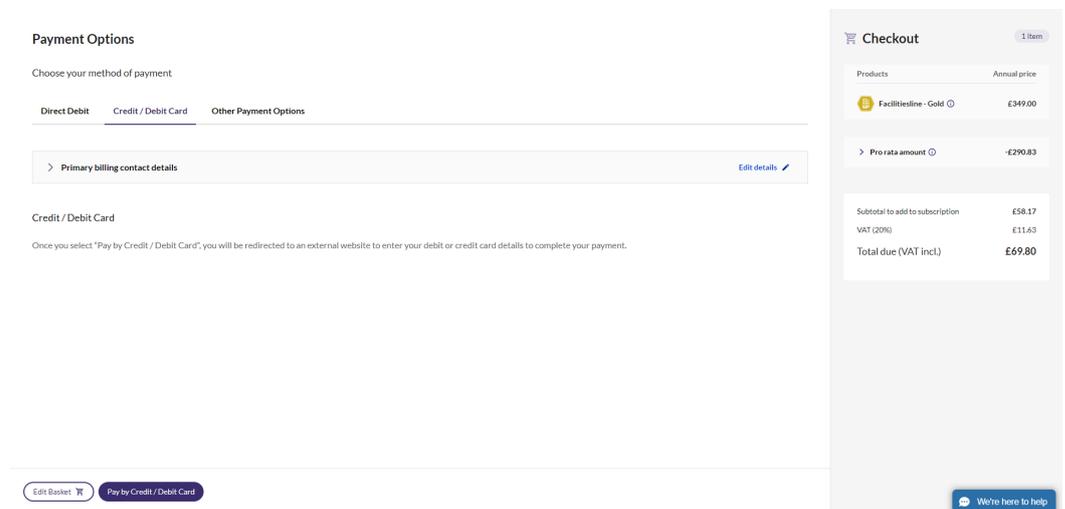


Click **"Proceed to Payment"**, the first page will show information on how to pay by Direct Debit. You will need to download the form and send this to the email listed. You can then click **"Pay by Direct Debit"** to confirm the form has been sent.

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If you select **“Credit/Debit Card”** and **“Pay by Credit/Debit Card”**, you will be taken to the payment screen to make payment online.



You will need to select the reason for purchase before making payment – you can select one of the following options.

Reason for purchase

Please tell us the reason for your decision to make this purchase. Select an option below:

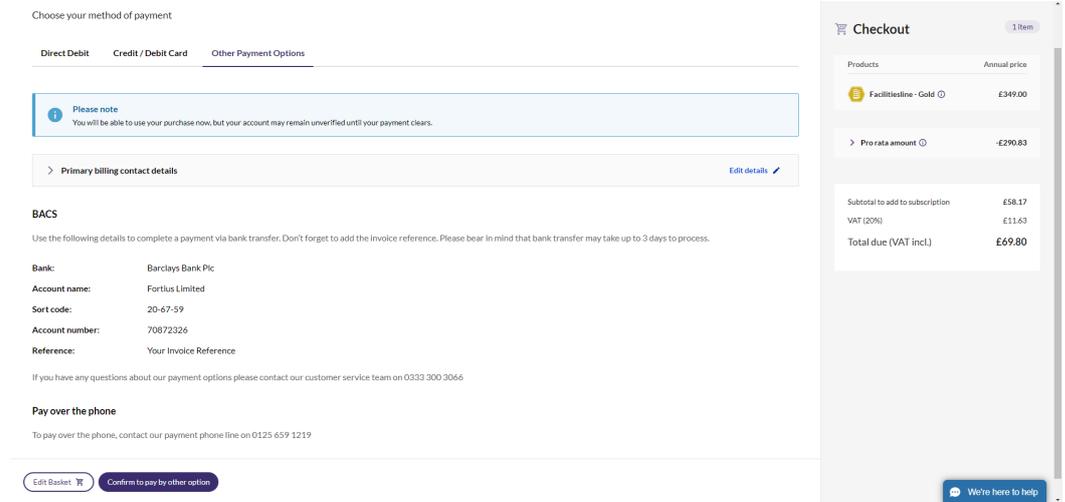
Please select...

- Client request - with code (please enter code)
- Client request - no code (please enter client name)
- Marketing or Promotion - with code (please enter code)
- Conference or Event (please enter event)
- Other (please enter detail)

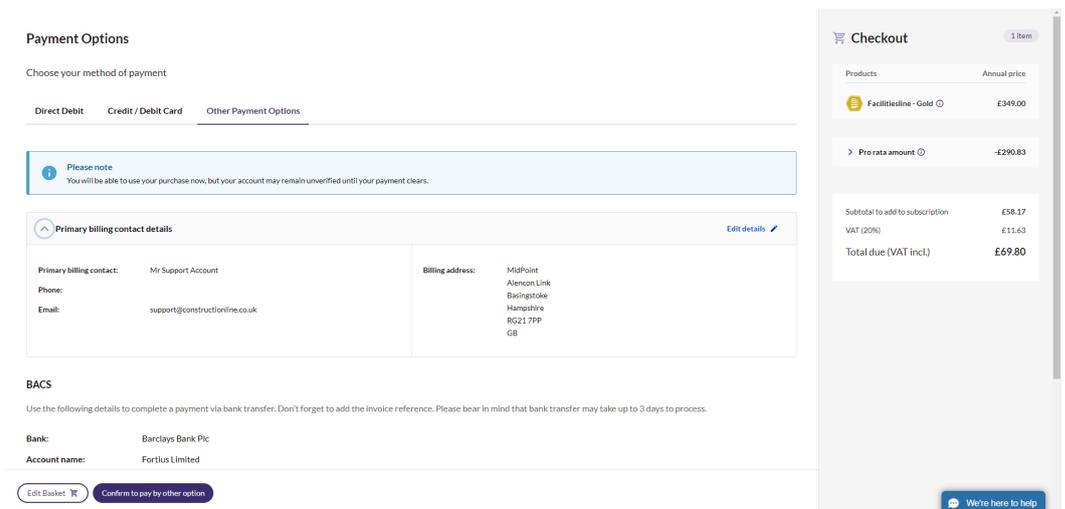
After selecting the reason, please enter the code, client name, event, or other details, then click **“Confirm”**.

Membership Centre

If you select “Other Payment Options”, you will be provided with the payment information for bank transfer and payment by phone. Click “Confirm to Pay by Other Option” to confirm payment has been made.



Before making payment by any method, you can amend the primary billing contact details using the drop-down menu.



Still feeling stuck?

You can contact us via:

Telephone: **0333 300 3066**

Email: **support@constructionline.co.uk**

Live Chat on the portal:

