



Consortium

**Changes to our
website and what
you need to know**

Introduction

At Consortium we are always evolving to make quality products accessible to our customers. As part of our drive to enhance your experience, we're launching a new website in Spring 2022.

To do this we will be temporarily pausing your self serve features on your [My Account Dashboard](#) on the current website, along with some other changes you can find more details on below.

Thank you for your commitment to Consortium over the coming weeks. Our customers and website are at the centre of our transformation and we look forward to launching it soon.

Exciting changes to our website and what you need to know

Please read on to learn about **8** key changes for you.

Temporary changes from late March to the launch of our new website

Self-serve paused

As we upgrade our systems, our teams will continue to process your orders as normal. During this time:

1. The status of your web orders will not be visible on your [Consortium Account Dashboard](#).
2. Orders placed via our Customer Services team will not be visible on your [Consortium Account Dashboard](#).

Please be assured you that your orders are being processed as usual and you can contact our team at any time to discuss the status of your orders. This is a temporary change just until we launch our newly enhanced website in Spring 2022.

Credit card payments

3. From the evening of 9th March to the launch of the new website, we are not accepting credit card payments for new orders, but you can still place your order with us by emailing us at hello@consortiumeducation.com or calling us on 0800 298 6239.

Small permanent changes from late March

New customer account number

4. Your Customer Account Number will change. The format will change from 12345/000 to C12345678. Our Customer Services can provide your new account number to you if required.

New finance documents, email address and invoice ID

5. The format of the document we send you will change. This includes Invoices, Customer Statements, and Dunning Letters. Please note our bank details are **not** changing.
6. The format of our invoice ID will change from D123456 to SI0000123.
7. Our finance email address will change to accounts.resources@rm.com and accountspayable.resources@rm.com.

Please check your spam or junk folder if you have not received any documents from us that you would normally expect. We will continue to monitor existing queries sent to our old email address.

New despatch information

8. We are moving to email as a paper-free digital method of sending despatch information. This means you will **not** receive a paper despatch note with your deliveries. All the information we previously shared will be included in the email. Please check the email details we hold for you are correct. You will continue to receive all other emails as normal.

Reminder of our Customer Services Information

Our Customer Services contact information remains the same:

Email address is: hello@consortiumeducation.com

Telephone number: 0800 298 6239