

Purchasing your first OnceHub product

Last Modified on Feb 22, 2021

OnceHub products can be purchased with a monthly or annual subscription.

In this article, you'll learn about purchasing your first OnceHub product.

Purchasing a monthly or annual subscription

You can purchase OnceHub products in your OnceHub Account in the **Products** section. You can access this section in the left sidebar by selecting **Billing -> Products** (Figure 1).

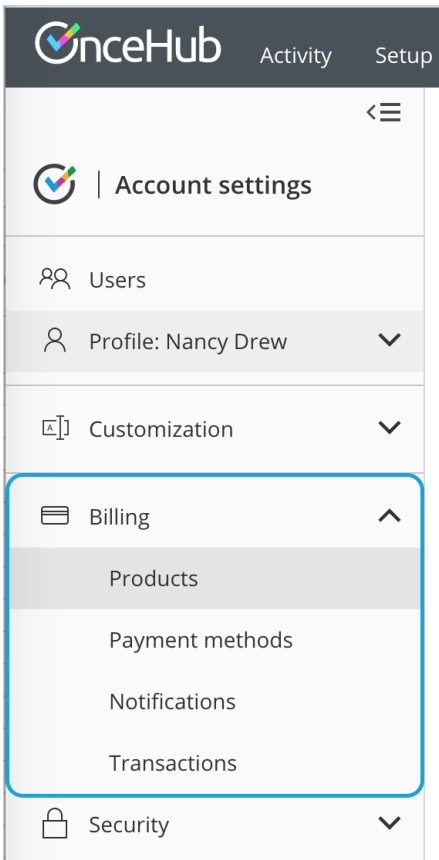


Figure 1: Products selection

When you purchase a product for the first time, you are immediately billed in advance for the first billing cycle and an [invoice](#) is sent to you. All future recurring payments are charged to your [primary payment method](#).

Monthly billing will be selected as the **default subscription**. You can change to an **annual subscription** if you prefer.

Important:

Once you've completed your first purchase, you won't be able to change your billing cycle. If you've already purchased a subscription and would like to change your billing cycle, please [contact us](#).

Monthly subscription

- On each monthly billing date, you'll be billed in advance for the upcoming month.
- You can add or remove User licenses at any time. [Learn more about removing User licenses](#)
- When you add User licenses, you'll pay a prorated adjustment for them on the next billing date. [Learn more about adding User licenses to a monthly subscription](#)

Annual subscription

- On each annual billing date, you'll be billed in advance for the upcoming year.
- You can add or remove User licenses at any time. [Learn more about removing User licenses](#)
- When you add User licenses, you'll immediately be charged a prorated adjustment for them. [Learn more about adding User licenses to an annual subscription](#)

Note:

The billing date and time for your recurring payment cycle is the exact date and time that you purchase your subscription on. All billing dates and times are based on UTC (Coordinated Universal Time).

For example, if you purchase a monthly subscription at 10:00 am UTC on September 2, your first payment will be made that same day. After that, your monthly recurring payments will be billed on the 2nd day of every month at 10:00 am UTC.

Requirements for purchasing your first product

To purchase a OnceHub product, you must be a [OnceHub Administrator](#).

How to purchase a OnceHub product for the first time

1. Click the **Purchase now** button next to the product you'd like to purchase.
2. In the **Secure checkout** page, add as many User licenses as your organization requires.

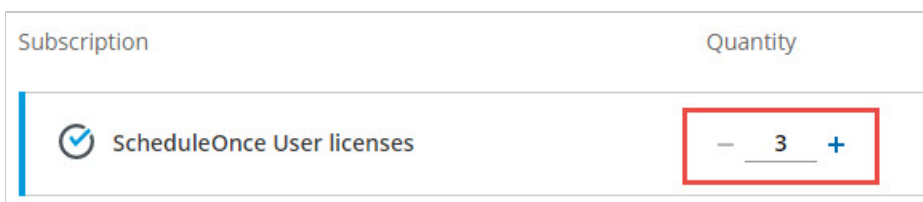


Figure 2: Select no of User licenses

3. The **Order summary** will be updated based on the number of User licenses you purchase.
4. The default billing cycle is **Monthly**. If you want to use an annual billing cycle, in the **Order summary** section click **Switch to annual** (Figure 4).

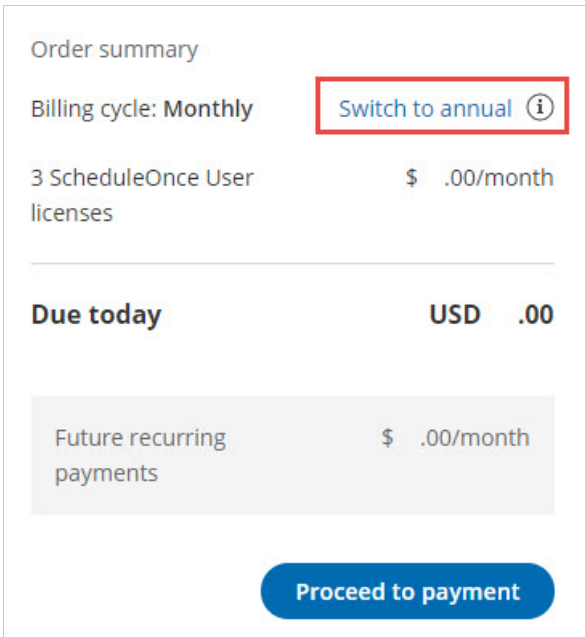


Figure 3: Switch to annual

5. Click **Proceed to payment**.

6. On the **Secure payment** page, select your **Payment method**. You can pay using a credit card or a PayPal account.

- **Credit card:** Enter your payment details and click **Submit payment** to complete the purchase. [Learn more about Paying via credit or debit card](#)
- **PayPal:** Click the **Pay with PayPal** button. You'll be prompted to log in to your PayPal account and choose a way to pay. Click **Agree & Continue** to create a [Billing Agreement](#) and complete the purchase. [Learn more about Paying via PayPal](#)

Once your purchase is complete:

- You'll immediately be granted access to the product you have just purchased.
- You'll receive an Order confirmation email with your invoice attached.
- The date and time of your purchase will be the billing date and time for your recurring billing cycle.
- The transaction will be recorded in the **Billing -> Transactions** tab.
- The payment method you used to make the purchase will be stored as your [primary payment method](#). This payment method will be used for all future recurring payments. You can change the primary payment method at any time.

In order for a User to enjoy full functionality of a OnceHub product, they must be assigned a product User license. For instance, in ScheduleOnce, a licensed User can be defined as Owner of an enabled Booking page and receive bookings.

Please note they can still use all other functionality in OnceHub and within all products without a license.

[Does my User need an assigned product license?](#)

You can [add User licenses](#) or [remove User licenses](#) during your billing cycle on an as-needed basis.

Note:

Our fair usage policy allows three enabled [Booking pages](#) for each ScheduleOnce User license. To enable more ScheduleOnce Booking pages in your account, you must purchase additional User licenses. You can [purchase additional User licenses](#) at any time as you need them.

Tax-exempt status

If your organization is tax-exempt, please reach out to us at tax@oncehub.com, including:

1. The email associated with your OnceHub account
2. Your tax-exempt certificate

Buyer details on invoice

You can edit the buyer details that will appear on invoices before you make your first purchase. To edit the buyer details on invoices, in the left navigation bar select **Billing -> Transactions**. Then, click the action menu (three dots) next to the **Transactions** heading. Then, select **Buyer details on invoice** (Figure 3). [Learn more about editing the buyer details on invoices](#)

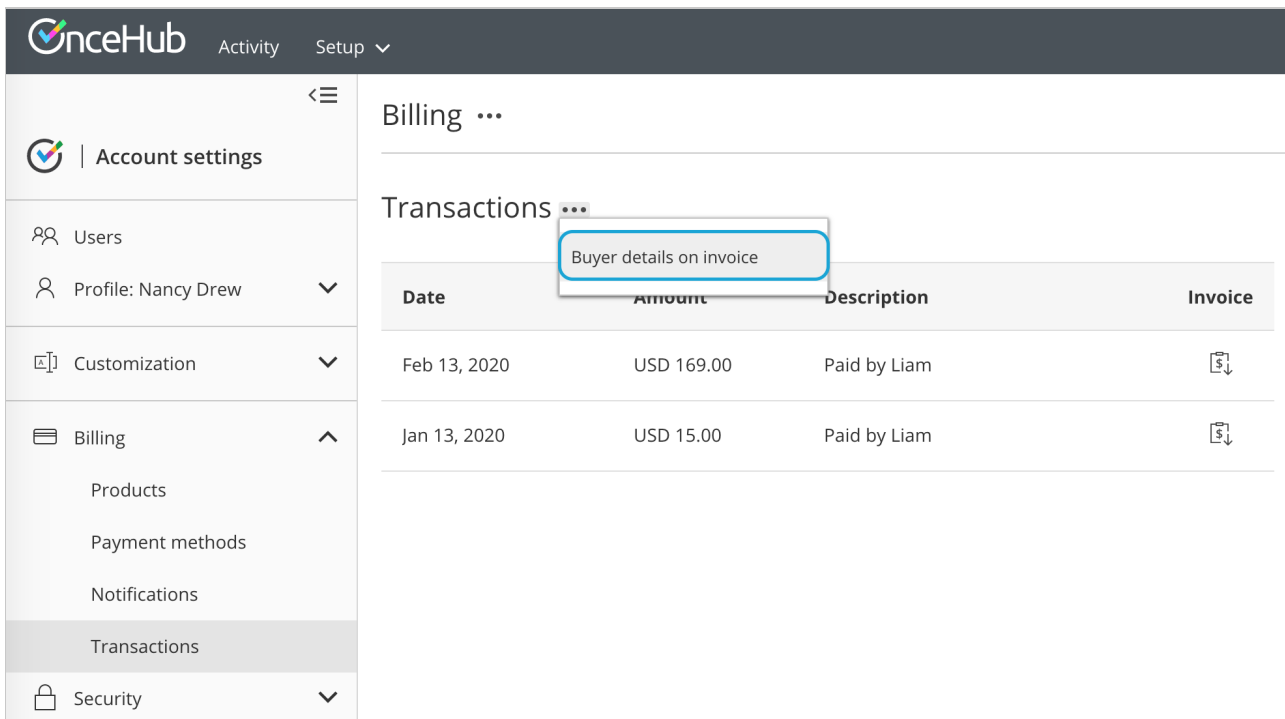


Figure 4: Buyer details on invoice