FAQs

Here are the answers to the most frequently asked questions about using Unite.

> **Note:** More detailed information can be found in topic-specific articles, for example: Setting up PunchOut, Purchasing and Reporting and analysing orders.

Search and filter

Use the cross-catalogue search to quickly find products by product name, item number or EAN. Filters allow you to narrow down the results. The available filters depend on the product category and the product data provided by suppliers.

How do I search for products?

Enter a product name, item number or EAN in the search bar. For more precise results, put the search term in quotation marks, e.g. “4004034543119”. Unite searches all catalogues, except webshops. You can also search an individual catalogue. Find out more in the section Supplier catalogues and webshops.

What can I do if my search results aren’t suitable?

- **No results:** Check the spelling or try using synonyms.
- **Too many results:** Narrow down the results using filters.
- **Too few results:** Remove filters or use more general terms.

If the search still doesn’t show suitable results, contact us using the contact form.

Which filters are available?

These filters are available across all product categories:

- Manufacturer
- Price range
- In-stock items only

Why do the filters available differ?

Depending on the product category, additional filters such as size or material may be available.

Do searches in German and English return the same results?

Yes, searches in German and English may return the same results if the product data is available in both languages. However, If you’re using the German interface, it’s best to search in German. If you’re using the English interface, it’s best to search in English.

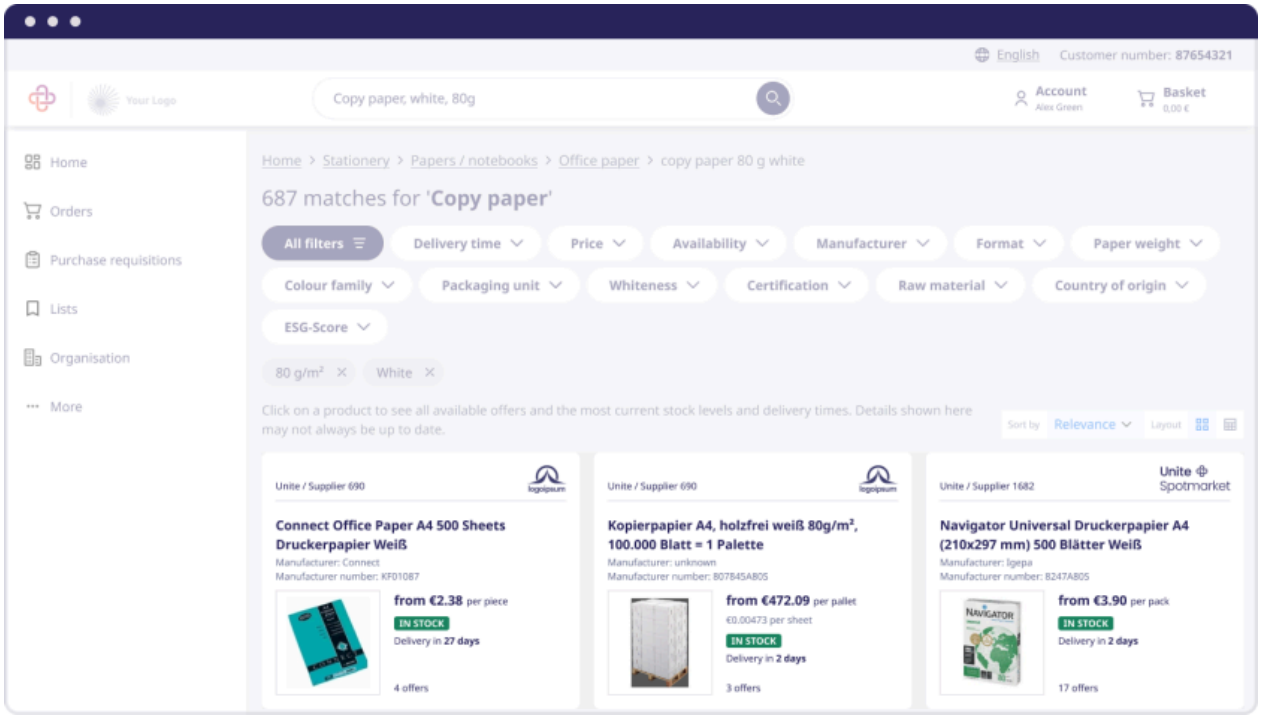
Supplier catalogues and webshops

Unite gives you access to different types of catalogues and externally connected webshops.

What's the difference between a Spotmarket catalogue, a supplier catalogue and a webshop?

	Spotmarket catalogue	Supplier catalogue	Webshop
Description	A supplier's product range in the Unite Spotmarket	A supplier's catalogue based on a framework agreement	A supplier's external shop connected via PunchOut
How to identify the catalogue	Unite Spotmarket logo	Supplier logo	No logo
How to search in the catalogue	Unite cross-catalogue search	Unite cross-catalogue search	Search in the supplier's external shop
Conditions	Standard prices	Agreed contract terms	Depends on the webshop and supplier

How items are displayed from Unite Spotmarket and supplier catalogues



What is a supplier catalogue?

A supplier catalogue is a catalogue based on a framework agreement. It contains the items available under the contract terms agreed for your organisation. These items are integrated directly into Unite and can be found using the cross-catalogue search.

How can I search for items in a supplier catalogue?

You can open a specific supplier catalogue from the 'Supplier catalogues' section, and then browse the categories or use the catalogue-internal search feature to find an item.

Good to know: You can also use the cross-catalogue search to find items from a specific supplier. These items are marked with the supplier's logo.

How do I use a webshop?

Click the webshop logo in the ‘Supplier catalogues’ section. You’ll be redirected to the external shop, where you select your items and then transfer the basket back to Unite.

Shopping basket and order process

Here you’ll find answers to questions about the basket and order process.

How do I transfer a webshop basket back to Unite?

Add the items you want to the basket in the webshop and click on the transfer button/link (often named ‘Transfer’ or ‘Send requisition’). Make sure pop-ups are not blocked in your browser, as the return to Unite usually opens in a new tab.

Can I order items from different webshops?

Yes. Transfer the baskets from the different webshops to Unite one after the other. All items are collected in the Unite basket and can be ordered together.

Why is my basket not being transferred to the ERP system?

First check whether pop-ups are allowed in your browser.

If the problem persists:

- Restart your browser and update it to the latest version
- Check your internet connection

If the problem still persists, contact us using the contact form.

How does the Smart Basket feature work in Unite?

The Smart-Basket-feature in the basket automatically checks whether items can be ordered more cheaply, delivered more quickly or ordered with fewer partial deliveries. It then suggests the best combination as ‘Our recommendation’.

If you choose an option other than ‘Our recommendation’, for example ‘Fastest delivery’, you may be asked to enter a short justification, depending on your organisation’s purchasing policy.

Are minimum order values and shipping costs taken into account in Smart Basket?

Yes. Minimum order values are taken into account and cannot be bypassed. Shipping costs are also taken into account when selecting the most cost-effective option, ‘Our recommendation’.

Do I have to select the ‘Our recommendation’ in the basket? When is a justification required?

This depends on your organisation’s purchasing policy. If you select an option other than ‘Our recommendation’, such as ‘Fastest delivery’, you may need to provide a short justification.

Where can I find my previous orders?

Click ‘Orders’ in the sidebar. There you’ll find all previous orders with the relevant details.

Where can I find baskets that have already been exported or ordered?

On the shopping basket page, you'll find an overview of your created and exported by clicking on 'View basket history'. You can use the basket ID to search for older baskets and add items from them to your basket again.

Where can I find prices and shipping information?

You'll find prices, shipping costs and stock levels on product detail pages. The final delivery costs will be shown in your basket. If information is incomplete or incorrect, please report this using the contact form.

Is international procurement possible through Unite?

No. You can only procure through Unite in the country where you use Unite.

Can I save items or baskets as favourites?

Yes. You can use the 'Lists' feature to save preferred or frequently ordered items and order them directly from there. For more information, see Creating and managing lists.

Note: This feature is currently not available for cXML PunchOut users.

Can I view delivery status and shipment tracking in Unite?

Unite does not offer its own shipment tracking. You can view the delivery status by going to 'Orders' in the sidebar then 'Show shipping information'. If your supplier offers shipment tracking, you'll receive this by email in the shipping confirmation.

For more information, see 'Shipping and delivery'.

Technical questions

Here you'll find answers to questions about system requirements, browser support and technical support.

Which browsers and operating systems are supported?

Browsers: Chrome, Firefox, Edge, Safari (latest versions)

Operating systems: Windows, macOS, Linux

How will I be informed about updates?

We'll inform you about new features directly in the user interface through product tours and tooltips.

Who should I contact if I have technical problems or questions?

Contact us using the contact form.
