How to buy on Unite

In this article you'll learn how to place an order on Unite, how to use the Smart Basket feature, and how to change or cancel an order.

How to place an order on Unite

Watch this video to learn how to place an order on Unite and use the Smart Basket feature.

Ordering via web access

Ordering through Unite via web access

The order process on Unite is simple.

1. To start, sign in to your account.
2. Search for and select the items you want to order. For more information on searching for items and filtering search results, please go to our how to search article.
3. Add the items you want to the basket. Then proceed to checkout.
4. On the next page, select your delivery address and invoice address. Then complete your payment details. Then choose the cost centre and cost type per item.
5. Check if all the details on the order summary page are correct and confirm your order.
6. You'll get an email confirming receipt of your order. You can also view the details of your order in your account under 'Orders'.
7. After your order has left the supplier's warehouse, you'll receive a shipping confirmation (if provided by the supplier). For more information, go to our shipping and delivery page.

Ordering via PunchOut

Ordering through Unite via PunchOut

For detailed information on setting up PunchOut access and the ordering process in the PunchOut setup, go to our dedicated support page.

> **Please note**: For more information about how to add a delivery address to your order, go to our address management page.
>
> And for more information about how to manage cost centres and cost types, go to our cost centres and cost types page.

How to use the Smart Basket feature

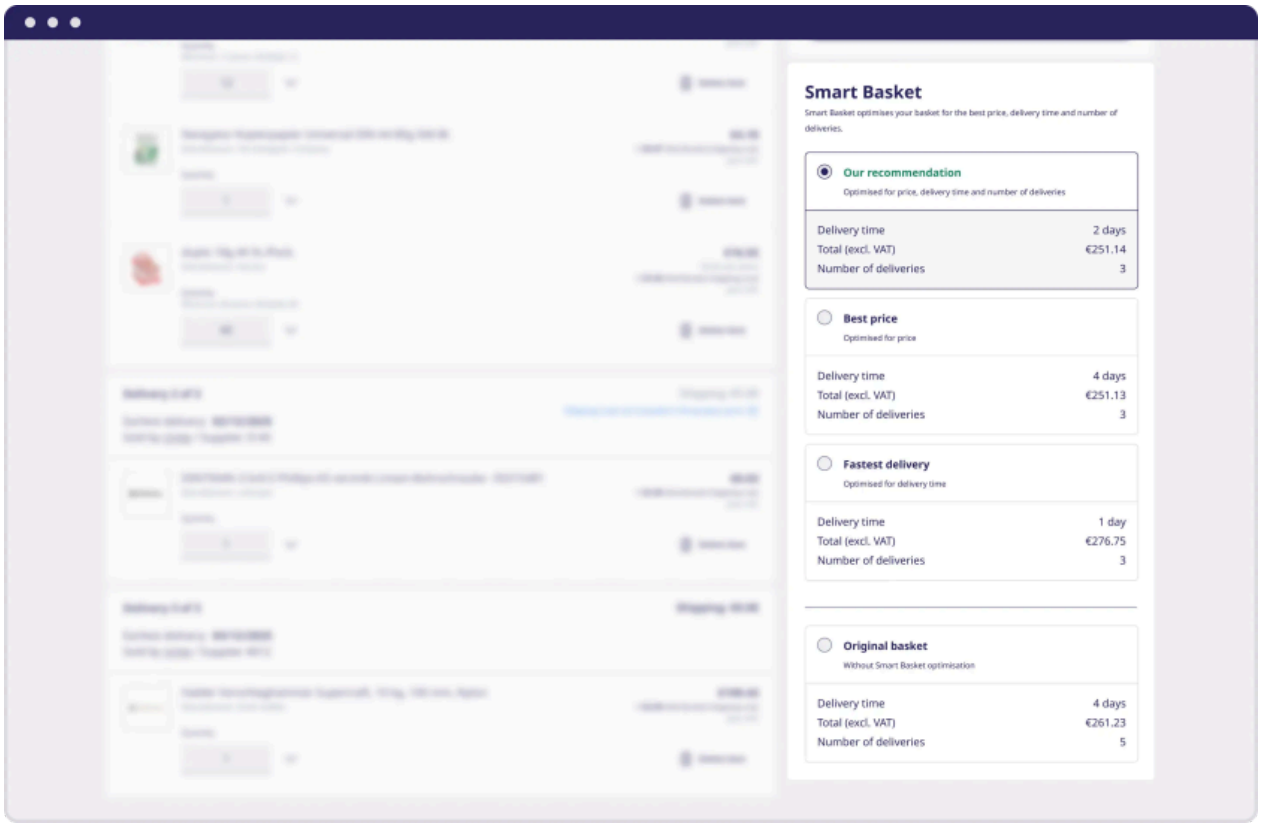
Unite's basket optimisation (Smart Basket) compares the products in your basket with alternative offers and shows you more affordable or faster delivery options.

1. Add the items you want to your basket

2. Go to the basket once you're satisfied with your selected items. The 'Smart Basket' function automatically displays various optimisation options. You can choose the option that suits you best. The more items in your basket, the more effective the result.

3. After choosing an option, you can transfer your basket to your system (if you're using PunchOut), or proceed to checkout and complete your order.

Optimisation options in detail



> **Note:** Available options may vary depending on your company's settings and the contents of your basket.

[A] Our recommendation

This option for the best combination of lowest price, fast delivery, and fewer deliveries is preselected per default. You can select another option at any time.

[B] Best price

Looking for the best price? This option optimises your basket based on the total price. When selecting this, also check if other aspects, such as delivery time, meet your requirements.

[C] Fastest delivery

Need your delivery as soon as possible? This option searches for suppliers with the shortest delivery time.

[D] Original basket

Want to keep the original terms? Choose this option if you've deliberately selected a specific offer on the product pages. No adjustments will be made.

> **Note:** Some companies require purchase decisions to be justified. If your company has activated this feature, the 'Additional reason for selecting offer' field becomes mandatory. You can only transfer the basket after providing a reason, which will then appear in the purchasing protocol.

Value limits in baskets

Your company may set a value limit for baskets transferred to your system. If your basket exceeds such a limit, you'll see a notification. Please follow your company's instructions as shown in the notification to complete your purchase.

> **Note:** The value limit in the basket only applies to items from the Unite assortment (including shipping costs), not to framework agreement catalogues and webshops.

Reordering items

Want to reorder items from a previously exported basket? Use our basket history feature. In the article on basket history in the section 'Reordering baskets or reordering items', we explain this feature in detail.