Value added. Value shared.

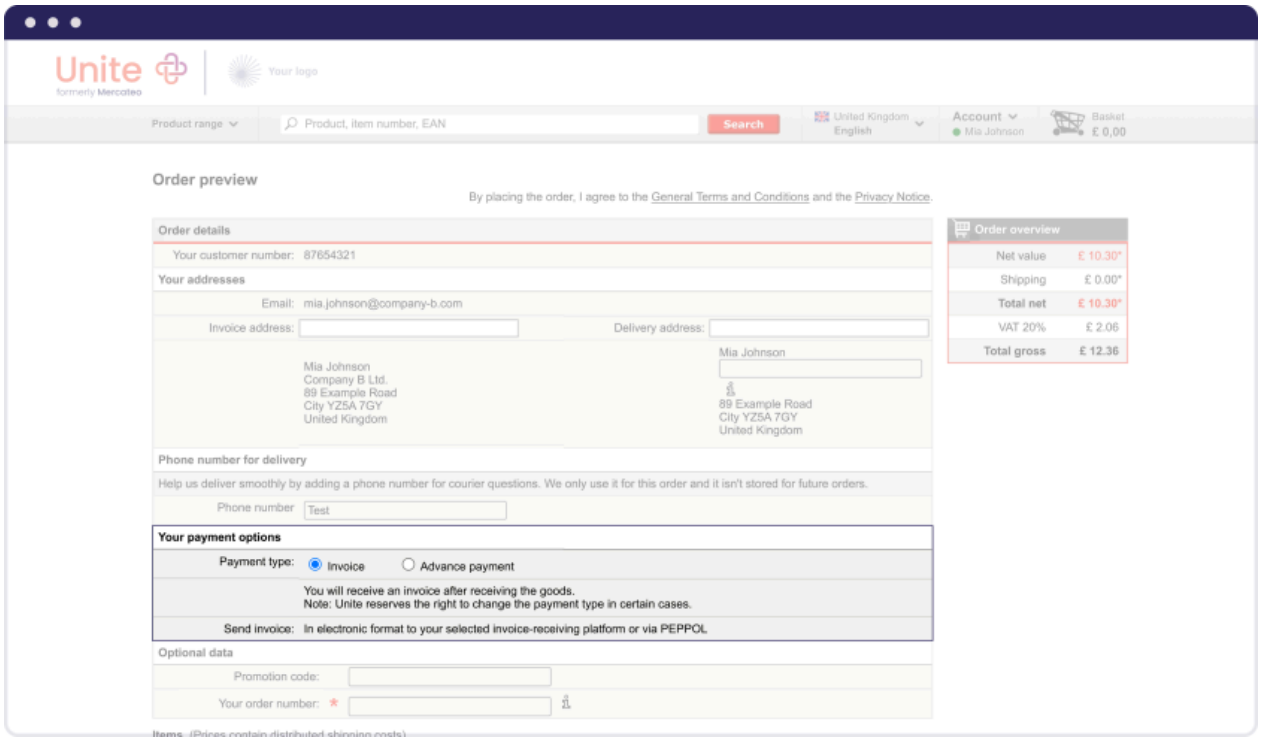
Payment and invoicing

In this section you'll learn which payment methods are available to you, how to process invoices from Unite, and what Unite's payment terms are. We also provide answers to frequently asked questions.

Payment methods

How to choose or change your payment method

You can choose your payment method during the completion of each order. On the order summary page, the payment method is defaulted to 'Invoice', but you can also choose other options available to you.



Payment by invoice

Depending on the creditworthiness of your company, you can pay on account after receiving the goods. Here are the steps to pay via this method:

- **Step 1:** When completing your order, choose the payment method 'Invoice' and click 'Submit order'.
- **Step 2:** An email will be sent to you confirming receipt of your order.
- **Step 3:** Once the items leave our supplier's warehouse, you'll receive an electronic invoice by email.
- **Step 4:** Pay the invoice and remember to include the invoice and customer number on the bank transfer.

Payment by advance payment

- **Step 1:** Select 'Advance payment' as the payment option.
- **Step 2:** An email will be sent to you confirming receipt of your order.
- **Step 3:** You'll receive a second email with our proforma invoice and Unite's banking details.
- **Step 4:** Pay by bank transfer and include your customer and order number as payment reference.
- **Step 5:** We'll process your order as soon as we receive your payment.

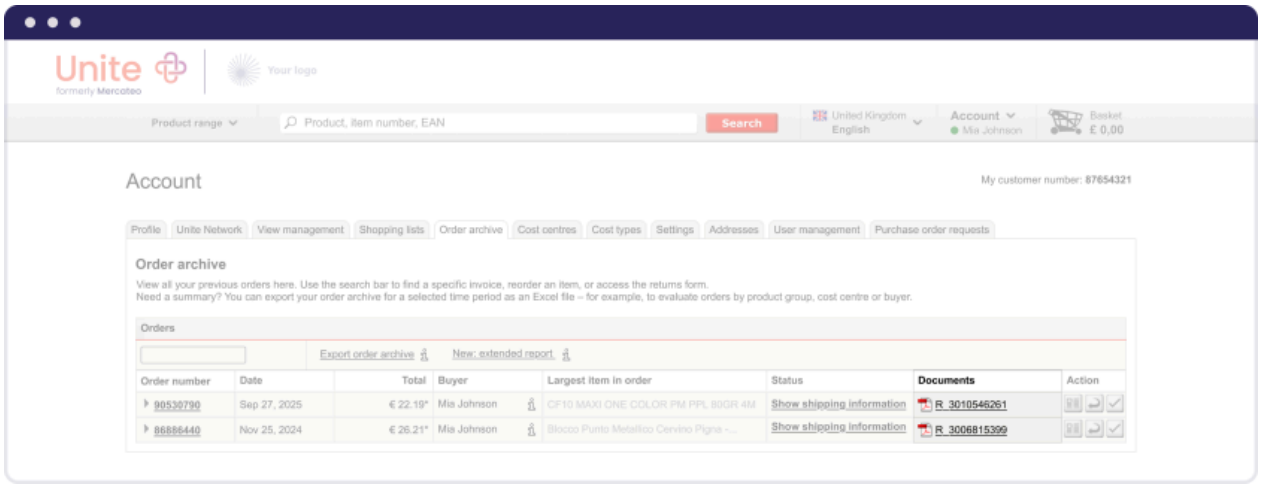
> There are customer-specific exceptions regarding **credit card payments** possible.

How to access invoices from Unite

How to manually access an invoice

Unite uses an automated invoice system and, depending on your system, you'll either receive it in your inbox or through your own ERP system if you're using the PunchOut setup. Get all the information you need to integrate Unite with your system (PunchOut).

To manually access your invoice, sign in to your account and click on the 'Order archive' tab. Click on the relevant order, where you'll find the invoice attached as a PDF document in the column 'Documents'.



Electronic invoicing (e-invoice)

An e-invoice is an electronic document that has the same content and legal implications as a paper invoice or a PDF attachment in an email.

Requirements for receiving e-invoices

To receive e-invoices, you should meet one of the following criteria:

- Your system can receive emails with XML attachments or
- Your company is registered in the PEPPOL network.

E-invoices for public sector organisations

E-invoicing is mandatory for public sector organisations. Unite complies with this requirement by providing e-invoices via the PEPPOL network.

Payment terms

Invoices from Unite are due immediately when issued, without any deductions, unless you've agreed other payment terms with Unite.

In the event of late payment, late fees may apply. For more information, refer to our General Terms and Conditions.

Frequently asked questions

The goods have arrived, but why is the invoice missing?

You'll receive an invoice immediately after shipping. If you haven't received an invoice, please contact our customer service.

How do I log a query about an invoice?

If you have questions about your invoice, please email accounting@unite.eu.

Why did I receive multiple invoices for one order?

This can occur in the following cases:

- Multiple suppliers: If you've ordered items from different suppliers.
- Partial deliveries: For separate deliveries of an order.

Why did I receive an invoice despite returning goods?

Possible reasons could be:

- Overlapping of invoice and returns documents.
- Return was not announced via the returns form.
- Returned goods did not meet the return requirements. We'll send the order back to your delivery address.

Why did I receive a payment reminder, but I've already paid the invoice?

Possible reasons could be:

- Overlapping of payment and reminder documents.
- Incorrect data on the bank transfer. Please always include the correct customer and invoice number on a bank transfer.
- Payment was sent to the wrong recipient. Please check that you have the correct information when processing payments.
- Credit advice not correctly assigned to your account.
