Unite

Value added. Value shared.

Onboarding

Welcome to Unite, your new procurement platform. Here you'll learn how simple it is to search, purchase and complete orders on Unite.

Unite at a glance

Watch the introduction video explaining how Unite works and how to browse the wide assortment.

Get familiar with Unite

Now move on to more detailed topics, including: how to find items, how to place an order and use the Smart Basket feature, how shipping works, helpful payment information, and details on how the returns and claims process works.

Purchasing
How to search on Unite

Purchasing
How to buy on Unite

Purchasing
Payment and invoicing

Purchasing
Shipping and delivery

Purchasing
Returns and claims

Answers to your questions

Here are a few frequently asked questions to guide you on your journey with Unite. Click on the links in each section for more detailed information.

How do I search for an item?

Learn how to use Unite's search function to find items quickly and easily, and how to filter and sort results to find the right product.

Read more about how to search on Unite

How do I place an order?

Learn how simple it is to place an order on Unite and use the Smart Basket feature.

Read more about how to buy on Unite

What is Smart Basket?

Smart Basket checks whether your basket is available at a lower price, with faster delivery or in fewer deliveries. You can select Unite's recommendation (the best combination of lowest price, fast delivery, and fewer deliveries), choose fastest delivery or best price, or keep your original basket unchanged.

Read more about Smart Basket

Where can I find my invoices and payment information?

Your payment and invoicing options depend on your organisation's setup. Unite provides information about payment

methods, invoices and electronic invoicing in the Payment and invoicing section.

What should I do if I need to return an item?

If you need to return an item, please check the returns policy and requirements for your order. The Returns and claims section explains what to do and how to submit a return request or a return claim.