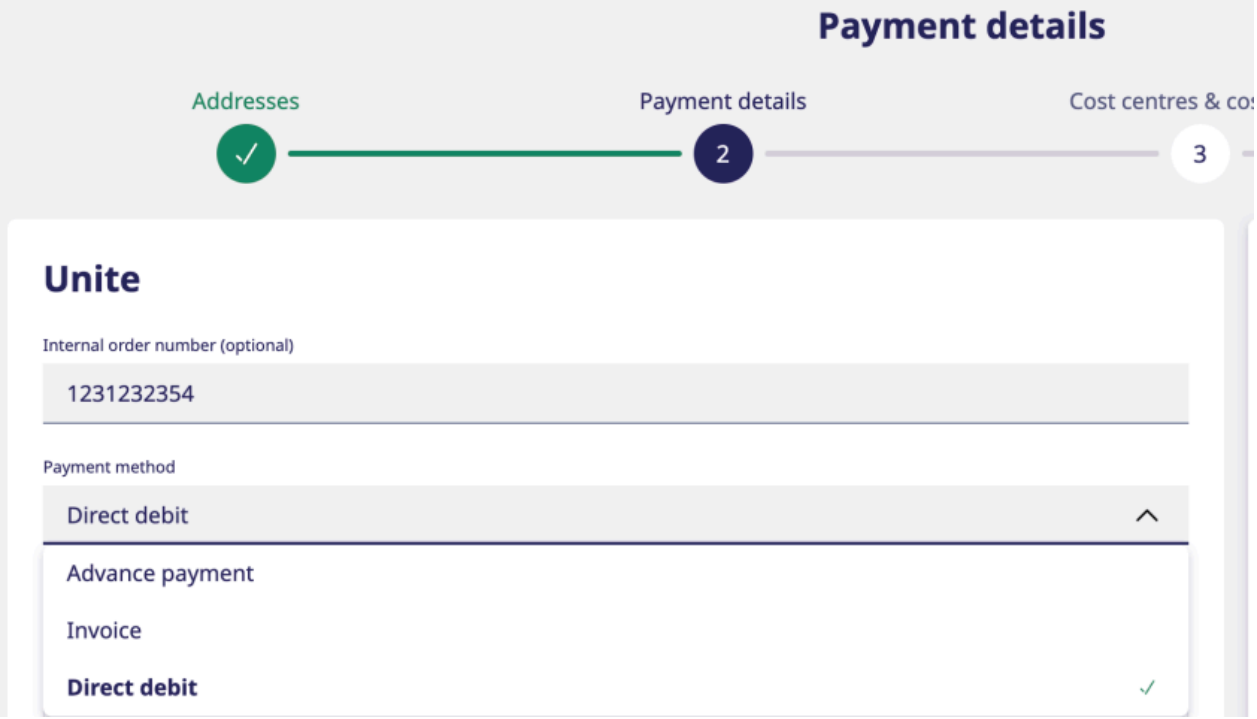
Payment and invoicing

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. During the checkout process, you'll find the available payment methods on the payment details page.



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'.
- **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 invoice.
- **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 method.
- **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.

Payment by direct debit

You can create a direct debit mandate on the order summary page or at any time in your account.

We'll inform you before each debit. On your account, you will recognise your orders with Unite by the creditor identification number.

> **Please note**: To process your direct debit payment smoothly, we need a valid SEPA direct debit mandate from you.
>
> If you want to add a new bank account, go to 'Organisation' and then to 'Finance' and follow the steps.
>
> Read more about managing finances

How to access invoices from Unite

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).

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

If you're a public sector organisation and haven't yet received e-invoices from Unite, you can adjust the settings in your account.

To enable e-invoicing, read our guide for public authorities.

Self-billing procedure

Unite will not issue any invoices to the customer and the customer is responsible for the invoicing procedure as set out in this section.

- **Delivery of items:** The supplier sends items to the customer and Unite transmits an e-dispatch notification to the customer without generating an invoice.
- **Credit advice:** Following transmission of the e-dispatch notification the customer must invoice the order by means of a credit advice issued by the customer in accordance with the applicable tax laws containing the mandatory details, and the order number used by the customer.
- **No collective credit advice:** One credit advice must be issued for each order. Collective (more than one) credit advice for multiple orders isn't permitted.
- **Invoice correction:** Unite reviews the credit advice for accuracy. If discrepancies arise, Unite can dispute it, and the customer adjusts accordingly. Only debit notes which are sent using the same communication protocol as the credit advice can be accepted for the revision of the credit advice issued by the customer.
- **Payment:** The customer pays Unite based on the credit advice and the agreed payment terms.
- **Record keeping:** Both parties retain records for auditing and tax compliance, ensuring proper documentation storage as per regulations.

Please get in touch with your dedicated Unite contact if you're interested in the self-billing procedure.

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.