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. 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 payment method. Then choose the cost centre and cost types 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 the 'Order archive' tab.
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

Are you ordering through PunchOut? See the detailed order process in setting up PunchOut (OCI and cXML) here.

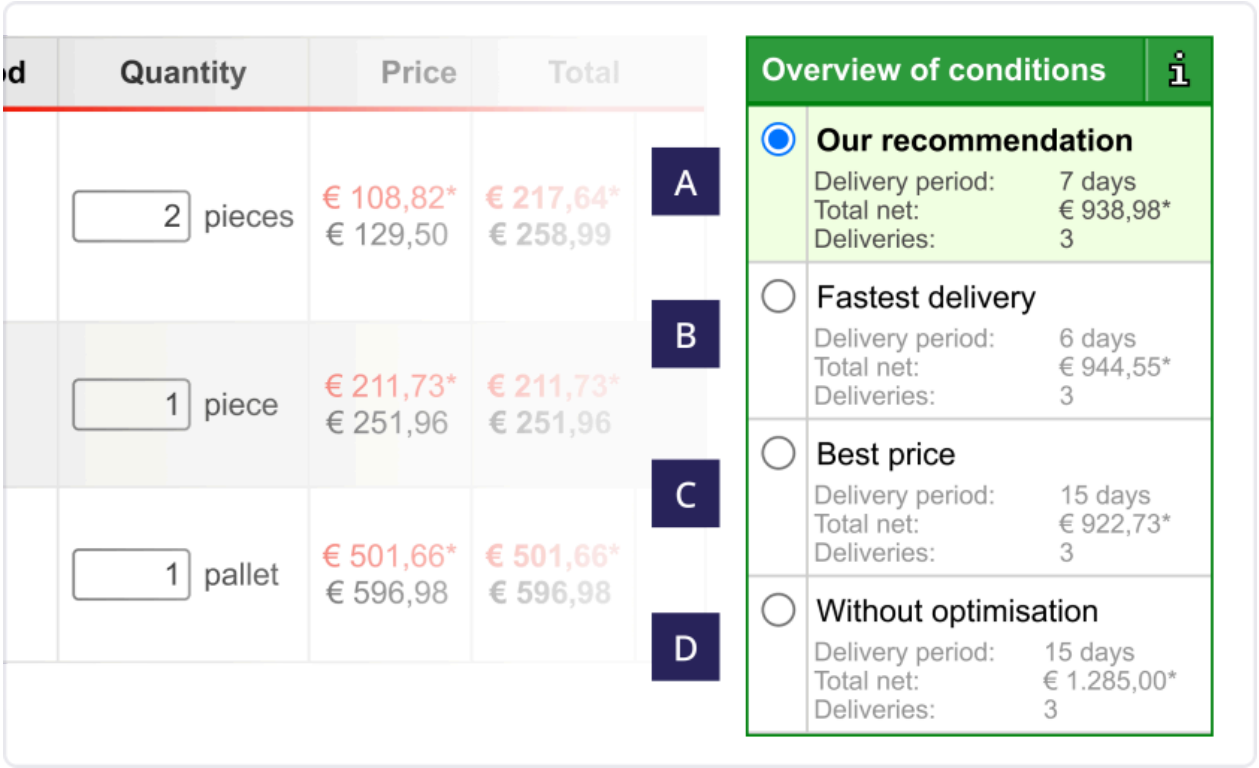
> **Please note:** For more information about how to add a delivery address to your order, go to our address management page.
>
> And for more information about how to manage cost centres and cost types, go to our cost centres and cost types page.

How to use the Smart Basket feature

Optimise your basket with Unite's Smart Basket feature, which checks if your order is available at a lower price, with faster delivery times or in fewer deliveries.

1. Sign in to your account and add the items you want to your basket.
2. When you're happy with the selected items, click on the basket icon. Now you can start optimising. The more items in the shopping basket, the more effective the optimisation.
3. Once you've made your selection, you're ready to proceed to checkout and to complete your order.

Optimisation features explained



[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] Fastest delivery

Do you need your items as quickly as possible? This option searches for the supplier with the shortest delivery time.

[C] Best price

Are you looking for the most favourable price? Select this option to optimise your basket based on price only.

[D] Without optimisation

Are you happy with your originally selected conditions? Select this option to keep your basket as is and nothing will be changed.

How to change or cancel an order

As long as your order hasn't been processed, it's possible to cancel it. Please contact Unite's Customer Service Team as soon as possible.

Please note, in exceptional cases it's not possible to cancel an order. This is also stated on the product detail page of the item in question.