

## 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

#### Ordering via web access

#### Ordering via PunchOut

#### 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 through Unite via PunchOut

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

### 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

#### See on Unite, formerly Mercateo

id	Quantity	Price	Total	
	<input type="text" value="2"/> pieces	€ 108,82* € 129,50	€ 217,64* € 258,99	<b>A</b>
	<input type="text" value="1"/> piece	€ 211,73* € 251,96	€ 211,73* € 251,96	<b>B</b>
	<input type="text" value="1"/> pallet	€ 501,66* € 596,98	€ 501,66* € 596,98	<b>C</b>
				<b>D</b>

### Overview of conditions i

- Our recommendation**  
 Delivery period: 7 days  
 Total net: € 938,98\*  
 Deliveries: 3
- Fastest delivery**  
 Delivery period: 6 days  
 Total net: € 944,55\*  
 Deliveries: 3
- Best price**  
 Delivery period: 15 days  
 Total net: € 922,73\*  
 Deliveries: 3
- Without optimisation**  
 Delivery period: 15 days  
 Total net: € 1.285,00\*  
 Deliveries: 3

## See on Unite

Delivery: 18/06/2025  
Unite / incopex office supplies GmbH

HP Printer Drucker Officejet 250 Mobile (C2992A#BHC) €204,99  
Manufacturer: hp

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3 of 3 Shipping: €3,00

Delivery: 18/06/2025  
Unite / Lager 706

Kopierpapier A4, holzfrei weiß 80g/m², 100.000 Blatt = 1 Palette  
Manufacturer: unknown

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### Smart Basket

Smart Basket optimises your basket for the best price, delivery time and number of suppliers.

- Our suggestion**  
Optimised for delivery time, price and number of deliveries

Delivery time	6 days
Total (excl. VAT)	€933.91
Number of deliveries	3
- Cheapest option**  
Optimised for price

Delivery time	6 days
Total (excl. VAT)	€932.68
Number of deliveries	3
- Fastest option**  
Optimised for delivery time

Delivery time	5 days
Total (excl. VAT)	€938.34
Number of deliveries	3

### [A] Our recommendation

Select this option for the best combination of lowest price, fast delivery, and fewer deliveries.

### [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] Original basket/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.