

Product data sheet: The Commissionaire Model

The Commissionaire Model is a service offered by Unite in which transactions are conducted through a commissionaire agent. The commissionaire agent – Mercateo’s subsidiary operating in the customer’s country – forwards orders to providers, invoices customers, and accepts and processes payments. The Commissionaire Model is both a Single Debtor Model for providers and a Single Creditor Model for customers. Providers

receive payments from a single source, while customers can bundle multiple providers as a single creditor in their accounts. This reduces providers’ workload for existing customers and makes them more attractive to new customers. This service is available in two versions – the standard Commissionaire Model, and Commissionaire Model Plus, in which providers outsource their customer service to Mercateo.

Available on the following e-procurement systems:

- ✓ SAP Ariba
- ✓ Integra
- ✓ BeNeering
- ✓ Mercateo

Requirements

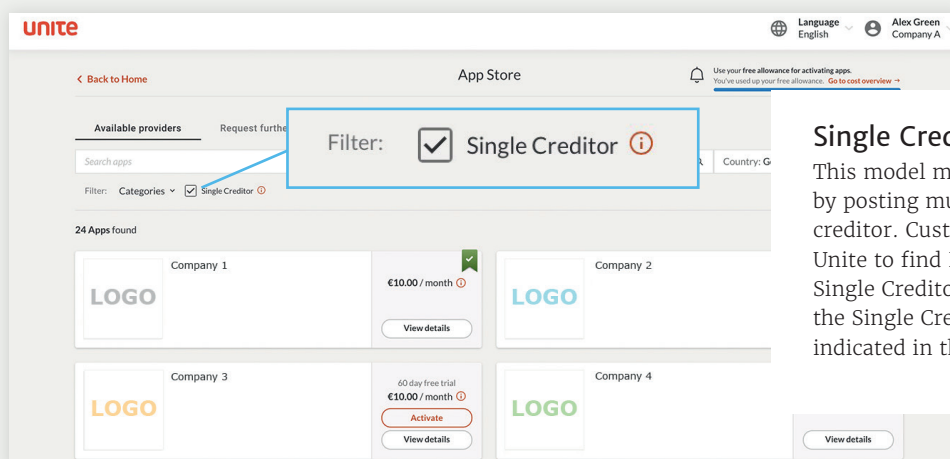
- ✓ [Commissionaire Agreement](#) →
Between the provider and the commissionaire agent
- ✓ [BusinessShop](#) →

Advantages for providers

- ✓ Lean processes and lower costs thanks to the Single Debtor Model
- ✓ The commissionaire agent carries out credit checks on customers and offers a credit guarantee
- ✓ Makes providers more attractive to customers

Advantages for customers

- ✓ Standardised accounting processes in the Single Creditor Model and lower process costs
- ✓ Uniform ordering process
- ✓ Electronic data processing



Single Creditor Model for customers

This model makes accounting more efficient by posting multiple providers to a single creditor. Customers can use a filter on Unite to find BusinessShops eligible for the Single Creditor Model. BusinessShops with the Single Creditor Model are also clearly indicated in the App Store.

Commissionaire Model Plus:

Additional benefits for providers and customers

As well as the standard Commissionaire Model, we also offer the Commissionaire Model Plus which includes the Customer Service Package. Any customer enquiries or complaints are dealt with on behalf of the provider by Mercateo’s own customer service team. The Commissionaire Model Plus is especially attractive for providers who don’t have their own customer service team or who want to reduce the time and resources spent on customer relations.

Services

Digitisation of orders

Instead of receiving orders from customers through different channels (e.g. by fax, phone, email, etc.) and wasting time digitising them, providers receive all orders and related information from Mercateo in a uniform process (by email or HTTPS) and in a standardised digital format (an openTRANS 1.0 attachment). This enables the provider to process all order data electronically. Mercateo can support other predefined formats and interfaces for an additional fee.

E-invoicing

Mercateo sends invoices to customers taking into account the delivery and format requirements of both customers and e-procurement systems as well as country-specific rules for electronic invoices. Because providers invoice Mercateo in a digital format, this saves times and costs, and also reduces errors in invoice processing.

Payment processing

In normal circumstances, Mercateo pays providers 45 days later, even if customers haven't paid yet. This does not negate providers' responsibility to deliver satisfactory items.

Single debtor

As the single debtor, the commissionaire agent (Mercateo) takes charge of debtor management of the various customers and standardises invoicing and payment processes. The provider sends all its invoices digitally to Mercateo and also receives all payments from Mercateo. This greatly simplifies the provider's operations because there's no longer any need to maintain their customers' many different requirements.

Credit guarantee

Mercateo performs credit checks on customers and guarantees the provider that customers are creditworthy up to a specific limit set for each customer.

Procedure and customer service

Providers organise the delivery of goods directly to customers. In the standard Commissionaire Model, the provider is responsible for dealing with customers' enquiries and complaints individually.

*In the **Commissionaire Model Plus**, customers' enquiries and complaints are dealt with by Mercateo's customer service team in the local language. This is more cost-effective for providers and means they don't have to have their own customer service team. Note that Mercateo reserves the right to forward certain customer enquiries to the provider.*

Fee

For this service, the Mercateo subsidiary acting as the commissionaire agent charges the provider a percentage of turnover as a service fee.

Overview of transaction models

	Order Forwarding	Agency Model	Commissionaire Model	Commissionaire Model Plus
Available on	Mercateo		SAP Ariba, Integra, BeNeering	Mercateo
Order digitisation	✓	✓	✓	✓
E-invoicing**		✓	✓	✓
Payment processing		✓	✓	✓
Single creditor		✓	✓	✓
Single debtor			✓	✓
Credit guarantee***			✓	✓
Customer service				✓
Fee	€0.20 per order	1.7%*	3.5%*	6%*

* Percentage of the net invoice amount including shipping costs

** Excluding additional services such as invoice signing and invoice delivery via central platforms

*** Mercateo performs a credit check and pays up to a defined amount set for each customer