

General Information on Mercateo Unite

What is Mercateo Unite?

Mercateo Unite is a neutral B2B-networking platform. Suppliers, buyers and providers connect up their systems via this infrastructure and handle transactions digitally. Developed by Mercateo, Mercateo Unite benefits from nearly two decades of know-how in digital networking and procurement. Using its API, a seamless purchasing experience is enabled without any media interruption. Users will be working in their accustomed ERP user interface, experiencing a trusted environment and a powerful purchasing tool. Mercateo Unite also offers a Single Creditor Model to its users in order to streamline accounting and to save on processing costs.

What are the general requirements for using Mercateo Unite?

In order to use Mercateo Unite, two requirements must be fulfilled:

1. Preintegration of Mercateo Unite into your ERP system
2. [Company registration](#)

Is there a registration or any other kind of fee that Mercateo Unite is charging?

The registration on Mercateo Unite and the use of basic functionalities of the Mercateo Unite API are free of charge for the participating customers of an ERP system.

I am interested in Mercateo Unite. Whom can I contact to get further information?

You can get further information about Mercateo Unite from

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Within our organization we are currently using the Mercateo procurement platform via OCI. Will I be able to keep it and use both?

Yes, you may continue using your OCI punchout to the Mercateo procurement platform and also enable Mercateo Unite via your ERP system provider within your organization. Mercateo Unite is not necessarily a substitute of the Mercateo procurement platform. It is rather a different channel mainly for networking and to get access to additional long-tail and regular spend requirements. Each company or unit within your organization can choose if it continues to use the Mercateo procurement platform via OCI or if it connects to Mercateo Unite via an API.

Nevertheless, using both within one company or unit is rather unlikely as you can access Mercateo Shop via Mercateo Unite API just as you can access it via OCI punch-out.

Where can I find the Terms of Use for Mercateo Unite?

You can find the Terms of Use for Mercateo Unite [here](#).

Registration and Administration

As an administrator, how do I register an account on Mercateo Unite?

If you like to register an account on Mercateo Unite, all you need to do is enter your e-mail address on portal.Mercateo Unite.eu and choose a password. You then receive an e-mail to verify your e-mail address.

How do I connect my ERP system to Mercateo Unite?

Within your ERP or e-procurement system you will have to activate the Mercateo Unite account that you just created. Please contact the responsible person within your organization, to help you with this step if you happen to have some difficulties. Within your ERP or e-procurement system you can activate the access of the Mercateo Unite API into your system with just one click and then, in a second step, activate Mercateo Unite for several companies within your organization.

What information will I need for the account and company registration?

Generally, the only thing you will need for your registration is your e-mail address. You then confirm that your own e-procurement or ERP system shall transfer the necessary data to Mercateo Unite. This data includes:

1. Name and VAT-ID of company
2. Company address
3. Contact details of the person who is entitled to register the account in the name and on behalf of the company

Should you have any problems regarding the transfer of your data from your system to Mercateo Unite please contact your e-procurement- or ERP system provider.

How many accounts can I create on Mercateo Unite?

Every legal entity within your organisation may be entitled to open an account. However, Mercateo Unite gives you the possibility to create several companies under one account. The organisation's information such as companies, users, etc. will be kept consolidated under a so-called tenant account. We would recommend you involve your dedicated contact person of your ERP system provider prior to setting-up your account on Mercateo Unite.

Where can I find my user administration settings?

Your user administration settings are to be found within your own ERP system. For any further questions with regard to your user administration, please involve your dedicated ERP system support contact.

Can I delegate the registration to a third party?

The registration and creation of an account on Mercateo Unite is the sole responsibility of the organisation and its affiliated companies concerned. The ERP system partner or any other third party is not entitled to register or create the account for the participating organisation and their affiliates within the meaning of §§ 15 et seq. AktG.

The organisation is solely responsible for the security of their login credentials. The organisation may not pass on the login credentials to any third party and is also solely responsible for any use or actions made under their login credentials. It is the duty of the account holding organisation within the meaning of §§ 15 et seq. AktG to communicate this obligation to their affiliated companies in writing.

In which countries is the Mercateo Unite API available?

At the moment, an integration into the ERP system is available in three European countries:

- Germany (GER)
- Mercateo United Kingdom (UK)
- France (FR)

Next countries to be rolled out:

- Netherlands (NL)
- Austria (AT)

My organization has companies in several countries. Can I create accounts for companies which are located in several countries?

Yes, upon account registration you are entitled to create several accounts for companies which can be based in Germany, Mercateo United Kingdom and France, and soon in Netherlands and Austria. The activation of Mercateo Unite Sellers is conducted separately for each company in their respective country.

Networking

What are the networking capabilities of Mercateo Unite?

Mercateo Unite is a networking platform and as such it supports the direct digital networking of the participating companies and provides lean, uniform processes for handling individual business relationships. You can handle your existing relationships with partners, seller or buyers on Mercateo Unite, invite new partners and find a variety of new options on Mercateo Unite. You can negotiate directly with providers for individual prices and conditions.

As an administrator, where can I find available sellers on Mercateo Unite?

You can select suitable sellers in our app store and connect with just a few clicks. This way the whole assortment of each seller will be available within your own ERP-System.

Does Mercateo Unite provide content from day one?

Yes, you are able to use e.g. the Mercateo Shop and its product assortment from day one.

What are the basic minimum requirements for sellers on Mercateo Unite?

Our business partners undertake vis-à-vis Mercateo Unite to comply with our code of conduct. Our code of conduct declares the business partner's responsibility to people, society, and the environment. It is available [here](#).

How do I conclude a contract with the seller?

The contract is concluded when the seller explicitly declares his acceptance to the interested buyer. If no such declaration has been made, the contract is concluded with the dispatch of the goods or the service due is rendered to the buyer.

How can I communicate with a seller on Mercateo Unite?

Each seller is providing his contact information, e.g. e-mail address or phone number on Mercateo Unite. Additionally, Mercateo Unite will support the communication between you and the seller as we provide e.g. support for the return process.

Content

Product searches

How can I search for available products via the Mercateo Unite API?

Product searches take place within a search toolbar provided by your respective ERP system provider interface. For further information, please get in contact with the support team of your system provider.

Where can I find the search results coming from Mercateo Unite?

You will be able to find search results coming from Mercateo Unite within your respective ERP system interface; in addition to your in-house catalogue search results. For further information, please get in contact with the support team of your ERP system provider.

Does Mercateo Unite provide search results for one product from all available seller shops?

Yes, Mercateo Unite will provide for each product a result from every seller carrying that specific product, assuming that the product has matching data recorded in the seller catalogue.

What kind of search criteria is available for Mercateo Unite?

We utilize search criteria for keywords, name of manufacturer and product categories and return those search results back to your ERP system provider.

What kind of filters can be applied for my search results afterwards?

The filters available depend on the filter functionalities offered by your ERP system provider. For further information, please get in contact with the support team of your ERP system provider.

How do I find the product with the lowest price?

Available ranking functionalities depend on the offerings of your ERP system provider. For further information, please get in contact with the support team of your ERP system provider.

How do I find the product with the shortest delivery time?

Available ranking functionalities depend on the offerings of your ERP system provider. For further information, please get in contact with the support team of your ERP system provider.

Where can I find the shipping costs per product?

Mercateo Unite provides the information for shipping costs for each article. Whether they are displayed within your ERP system, depends on the offerings of your ERP system provider.

Is it possible to use UNSPSC and eCl@ss categories to search for products?

Yes, Mercateo Unite supports the search via UNSPSC and eCl@ss categories. However, available product search criteria are depending on the functionalities offered by your ERP system provider. For further information, please get in contact with the support team of your ERP system provider.

Which version of UNSPSC does Mercateo Unite support?

In general Mercateo Unite supports all versions of UNSPSC. Which version of UNSPSC is provided however, depends on the BusinessShop and the respective seller. Additionally, available product search criteria are depending on the functionalities offered by your ERP system provider. For further information, please get in contact with the support team of your ERP system provider.

Which version of eCl@ss does Mercateo Unite support?

In general Mercateo Unite supports all versions of eCl@ss. Which version of eCl@ss is provided however, depends on the BusinessShop and the respective seller. Additionally, available product search criteria are depending on the functionalities offered by your ERP system provider. For further information, please get in contact with the support team of your ERP system provider.

Is it possible to have different assortments available to a different group of users?

The user administration settings are adjustable only within the ERP system. Therefore, please check with your ERP system provider, whether a selective assortment selection per user can be provided.

I require additional information for a product. Where can I find this information?

Each product description comes from the respective seller. If you need further information, please contact the seller directly.

Many products also have an article data sheet or safety data sheet, which offers further technical information. However, please check with your ERP system provider, whether additional information for each product can be provided.

Will I be able to search for suitable accessories or spare parts to a chosen product?

This functionality depends on the functionalities offered by your ERP system provider. For further information, please get in contact with the support team of your ERP system provider.

I have used or am still using the MercateoShop via an OCI interface. Am I able to use Mercateo functionalities within my ERP system interface?

This functionality depends on the functionalities offered by your ERP system provider. For further information, please get in contact with the support team of your ERP system provider.

Availability and Shipping Information

Can I see the estimated delivery time for each product?

Mercateo Unite displays estimated delivery time on a product basis. However, it depends whether the ERP system provider also displays this information.

Will I be able to change or cancel an order?

If you like to change or cancel an order, please get in direct contact with the seller of the goods. In general, the order submission to the seller concludes a contract and with that, does not provide for any order changes or cancellations.

Transaction

Outbound Invoice Service

How are prices displayed in my ERP system?

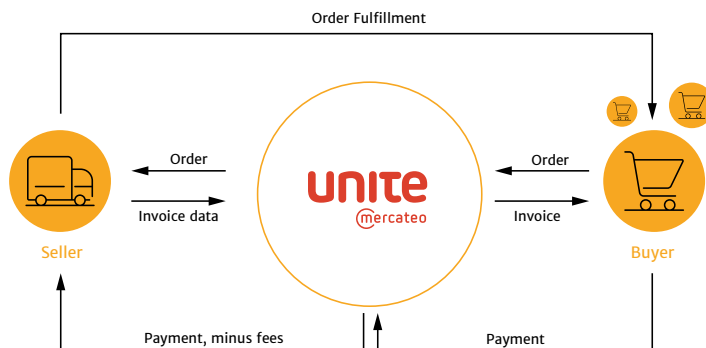
Mercateo Unite API provides the prices in net with the applicable tax rate. Your ERP system will be able to provide prices just as you are used to.

Who will be the invoice issuing organisation?

Unite Financial Services GmbH will be the invoice issuing organisation in the name and on behalf of the ultimate seller. Unite Financial Services GmbH acts as an agent and becomes the single creditor to the buying party.

I would like to have more information on the Single Creditor Model offered by Unite Financial Services. How does it work?

The Single Creditor model of Mercateo Unite shall give buyers the opportunity to have Unite Financial Services GmbH as the sole creditor for a multiplicity of sellers available on Mercateo Unite. Upon order transfer from the buyer to the seller via the Mercateo Unite API, the seller will process the order. Once the order has been processed and the respective item(s) dispatched, the seller will send the invoice data with a unique reference number for each order to Unite Financial Services. From the transmitted data, Unite Financial Services creates a legal tax-invoice in the name and on behalf of the seller. The buyer will then receive the issued tax invoice. Only payments to the account specified by Unite Financial Services constitute full payment of the amounts owed to the seller by the buyer. No payment shall be made directly to the seller in this



case as it will not have any discharging effect for the buyer.

What are the benefits for me as a buyer?

The crucial benefit of Unite Financial Services as the single creditor is the considerable minimisation of administrative effort and thus the further streamlining of purchasing processes. In addition, networking with new sellers is simplified as no new creditor needs to be created for each seller and hence, no administration of the creditor master data or any other information is required.

What payment options are offered?

For payments, only banking remittances are accepted.

What formats are being offered for invoice transmitting?

Unite Financial Services offers the provision of invoices in pdf or cXML. Depending on the preferred format of the buyer.