

Frequently asked questions about the KIT electronic marketplace

Below you will find answers to the most frequently asked questions about the electronic marketplace:

1. Is there any contact information for Unite in case there are problems with a delivery, etc.?
Yes: service.de@unite.eu, +49 (0) 89 12 140 777

Technical Questions

2. How do I access the electronic marketplace?
Access is via easyBANF, then: [New item / Create new item / KIT Webshops / Marketplace / Web Shop Unite - Marketplace](#).
All authorised persons in your OU have access to easyBANF.
3. Can users without easyBANF authorisation access the marketplace and browse products, as is the case with web shops ('catalogue search without ordering function')?
Yes, via the following link: <https://www.scc.kit.edu/dienste/13265.php>
Unite even offers a special service for catalogue searches without an order function:
If you do not have easyBANF authorisation, you can compile a shopping basket and forward it to one of your easyBANF-authorised users via the 'Recommend shopping basket' button. See also the following instructions ('POOL solution'): https://www.evm.kit.edu/downloads/POOL-Loesung_Unite_KIT_DE.pdf.
4. When placing an order on the marketplace, do you receive only one SAP order number or several order numbers for each individual supplier? And if there is only one order number, how is billing handled with the different suppliers?
There is only one order number, even if the delivery is made by several suppliers. All billing is done through Unite, i.e. the invoice for the entire order comes from Unite. Only the actual deliveries of goods may come from different suppliers. This is the 'single creditor' principle.
5. Can I set a filter for specific suppliers from whom I would like to order?
No, suppliers are always displayed anonymously. This is also required by public procurement law. Only business shops (however, none are currently activated) appear on Unite with their real names. However, the regulations for the marketplace must also be observed here, which means that even suppliers with their real names are subject to competition and, as a rule, only the shopping basket optimisation options 'Our recommendation' or 'Cheapest price' may be selected. Certain suppliers may only be selected if there is a justification for this that is permissible under public procurement law. 'The supplier is reliable and well-known' is not sufficient.

6. Are there product-specific filters that can be used to narrow down technical specifications precisely, or do you have to click through a list of hits?
There are many constraints here, especially for IT products (comparison only makes sense if the products already meet the specifications).
Yes, the Unite marketplace offers product-specific filters, but their depth and quality vary depending on the product group and data maintenance by suppliers.
For standard items such as monitors, notebooks, printers, etc., there are often technical filters (e.g. resolution, RAM, screen size, connections, etc.) that can be used to narrow down the search.
A full-text search (e.g. 'notebook 16GB RAM 512GB SSD i7') can help to pre-filter the hit list.
7. The filters for IT items are far too broad. How can we get more filter options?
Please feel free to contact us with any suggestions for improvement.
8. Is it possible to search by EAN or manufacturer number?
Yes, this has the advantage that you can clearly find the product you want. Note: If there are multiple hits, the success rate is also given as a percentage: (100% match with the search parameters or less).
9. Is the cheapest item in a category automatically displayed first?
No, the item with the best terms and conditions is displayed first (price, delivery time, shipping costs, in stock).
10. Are the shopping lists visible to each user individually or to everyone?
Each user can only see their own shopping list (note: this was different in the first few days after launch).
11. Can shopping lists also be sent to colleagues so that they can add them to their own lists? Or perhaps so that they can view the shopping list?
No, that is not possible; each user should manage their own lists.
12. Can shopping baskets be saved in the marketplace for a short time for later processing, or is it better to create a shopping list?
It is better to keep shopping lists; there is no provision for saving your shopping basket.
13. Can the order history (including that of colleagues) be viewed?
No, only the administrator(s) have this insight.
14. Is it possible to specify a separate PSP account assignment for each item?
Yes, as with other online shop orders.
15. Can orders only be placed with one account assignment, or is it possible to assign different account assignments to the products?
After transferring to easyBANF, you can assign different account assignments to the items.
16. Is there a way for second or third parties to view the order list (in case of illness or holiday cover)?
Orders can still be viewed in easyBANF using the Teams function.
17. As the approver in easyBANF, how would I see the refund rights? Are they listed in the log?
Please clarify.
This information can be found on the marketplace; it is not part of the purchase log and is therefore not transferred to easyBANF. A right of return only applies to certain products or suppliers (as is also the case outside the marketplace). There is no general legal right of return (right of withdrawal) in B2B (or B2A) trade, as is the case with private customers.
18. On the subject of sustainability: For example, I need several variants of a connector. Previously, I was able to display the product group in the online shop and order all items from one supplier

in a single delivery. I don't see this option in the shop...several variants may then be ordered from different suppliers...that would be a step backwards!

It is possible to use supplier-specific filters. Once a product has been found, you can set the supplier filter (on the left) in the hit list. Then only products from this supplier will be displayed. However, delivery from several suppliers rather than just one does not automatically mean a poorer environmental balance. Distance, packaging size, transport logistics, etc. also play a role as influencing factors here.

19. The public sector is required to purchase goods and services based on the 'sustainability' criterion: how do I choose the 'most sustainable product' instead of the 'cheapest price' or 'fastest delivery'?

This is within Unite's scope and implementation is being reviewed. However, it is possible to filter certain product groups according to specific sustainability criteria.

20. Did I understand correctly that if, for example, warehouse 314 is a specific supplier, this warehouse number is always the same for this supplier?

No, a supplier can be hidden behind several warehouse numbers.

21. However, 'competitive procurement' assumes that all suppliers constantly check which product is currently in demand and submit a quote or constantly update prices. This is rather unrealistic, especially for individual setups (e.g. laptops), particularly as prices for electronics are very dynamic.

In principle, all items available on the marketplace are subject to constant competition, which may be subject to termination. Suppliers behave differently in this regard, some with fixed price lists, but most with algorithm-based automatic pricing. This is now the standard across the board. Individual setups (e.g. notebooks) are generally not available on the marketplace. However, the selection on the market – including the KIT Electronic Marketplace – of pre-configured IT devices and components in countless variations is now so large that there are suitable products for most (including scientific) applications.

22. In your information email dated 16 July 2025, you mention OEs and institutes. Does this innovation (introduction of the electronic marketplace) also apply to other institutions such as KIT centres?

Yes, the electronic marketplace can and should be used by every institution at KIT that otherwise conducts its procurement via easyBANF. This applies regardless of location or campus and also regardless of whether the institution belongs to the large-scale research task (GFA) or university task (UA).

23. How long is the Unite contract valid for? Or will we be left without a platform again in x years when the next fee increase comes around? It is probably not possible to quickly switch such a service to a competitor.

The contract with Unite has a term of four years (with the option of extension). Should a switch to a competitor occur in the future, this will be done with an appropriate lead time.

Commercial Questions:

24. The home page refers to BeRil, Appendix 14 (see screenshot). What does this mean? The current BeRil (as of 06/23) only has 11 appendices.

Correct, Appendix 14 does not yet exist. Please therefore refer to the 'Information sheet on the electronic marketplace' on the same intranet page where you can find the BeRil and its appendices (<https://www.evm.kit.edu/187.php>). This information sheet will become (word for word) Appendix 14 of the next version of the Procurement Directive (BeRil), which will be adopted shortly and published in the same place. This document already appears on the Unite Marketplace as 'Appendix 14'. Sorry for the confusion!

25. Does the obligation to use the marketplace also apply to higher prices? Random checks have shown that a free market search indicates lower prices than the cheapest offers on the new electronic marketplace. How can this be reconciled with the principle of economy and efficiency if orders are still to be placed via the electronic marketplace (at higher prices with price surcharges of 10-20%) in future? Does this mean that it is acceptable to buy the product at a higher price because the processing costs are lower?

According to our research, prices on the electronic marketplace are generally competitive. In terms of procurement and budgetary law, every order placed on the marketplace is compliant with procurement regulations because the goods are automatically awarded on a competitive basis, regardless of whether there may be a cheaper price outside the marketplace. If you find that prices outside the marketplace meet the following two conditions (guidelines only)

- at least 10% more expensive

and

- price difference of at least EUR 150

you may also place your order elsewhere. This also applies to regular requirements. We kindly ask you to contact your specialist buyer at EVM and coordinate future purchases so that we can negotiate prices with the marketplace suppliers, among other things, in order to make the marketplace even more attractive for these product groups. However, it should be noted that the process costs (across all stages of procurement) for individual orders (decentralised and centralised) are significantly higher than for the automated, streamlined process via the electronic marketplace, which is why even a lower unit price (or total order value) does not automatically mean the most economical procurement.

This approach applies to all technological advances (e.g. automation, digitalisation, AI, etc.) or other changes (e.g. compliance with new regulations or laws). The introduction of the electronic marketplace at KIT will significantly streamline the entire procurement process for the majority of orders, leading to considerable cost savings for KIT in the short to medium term. EVM is also working on achieving even more favourable prices for KIT in the future through additional framework agreements with suppliers (which are available on the marketplace as so-called 'business shops').

26. Do I need to compare whether the online shops or the marketplace are cheaper?

You are free to compare. There is no obligation to do so.

27. Who are the personal specialist buyers?

There are no 'personal' specialist buyers. This refers to the specialist buyers at EVM for the respective product/range. See the EVM intranet pages (<https://www.evm.kit.edu/132.php>).

28. Is it not necessary to obtain comparative offers for orders placed via the electronic marketplace?

Yes, because the procurement of items on the electronic marketplace is automatically awarded on a competitive basis. If there are no competitive bids for certain items, these items can also be ordered without further competitive bidding.

29. Can the reason for 'fastest delivery' be omitted, or will it be requested when the field is clicked?
The justification is not a mandatory field in terms of software technology and can therefore be omitted. It may be possible to program this retrospectively. Therefore, please remember to do so when clicking on this option!
30. When does the 10-day price lock period begin if an unauthorised person forwards the number to an authorised person? After retrieval from the 'Shop' or only when the authorised person retrieves the number and transfers it to EasyBANF? Are these working days or calendar days?
The 10 days (calendar days) start from the moment the authorised person transfers the shopping basket to easyBANF, i.e. there is no price fixing in the period between the user without ERP creating the shopping basket and the ERP user calling up this shopping basket. Prices are always updated as soon as the ERP user transfers the items requested by the user without ERP to a new shopping basket.
31. Will you still receive a copy of the order as before – who will receive the order confirmations?
The process is identical to any other webshop order via easyBANF. This means that you will receive an SAP order confirmation. As a Unite customer, you will also receive an information email with your order details, the names of the suppliers and contact details for shipment tracking and service.
32. Do I have any influence on packaging sizes, or is everything shipped individually packaged? What about Sustainability?
No, this is at the discretion of the supplier listed on the marketplace. However, this is generally not the case with other online shops and suppliers outside the marketplace either.
33. Are deliveries generally free of charge, as is the case with the Bechtle web shop, for example, or does the 'lowest price' include shipping? (Could shipping costs add up if there are multiple suppliers?)
No, shipping costs are determined by the suppliers/warehouses themselves. Unite has no influence on this. If there are several suppliers, there may be several shipping costs, but these are reduced by shopping basket optimisation (Unite recommendation) and are displayed transparently in the Unite marketplace.
34. Is there any information about delivery times or availability, and how reliable is it?
Yes, this information is available for every item. This information is very reliable! You can also view delivery reliability via an information function in the marketplace.
35. What if the delivery time shown is incorrect?
The procedure is the same as for other online shops: contact the Unite hotline (see question 1) or the retailer directly. The contact details can be found on the order confirmation.
36. Do deliveries come directly from the respective suppliers? Is it guaranteed that the KIT order number is correctly stated on the delivery note (important for the central goods receiving department at KIT-CN)?
Yes, deliveries come from the respective suppliers. The order number is automatically added to all delivery notes. This is another advantage of this coordinated process, as it prevents errors from occurring.
37. Is the goods receipt process the same as for webshop orders?
Yes.
38. What should I do if an item is no longer available after transferring it to my shopping basket?
Send an email to the relevant specialist buyer at EVM (with the Unite message stating that the item cannot be delivered) and ask EVM to delete the item from the order. If Unite suggests a replacement item, you can also ask your specialist buyer to change the order item instead of deleting it and to enter the replacement item with its price. The procurement log, which is then no longer entirely correct, will be left as it is. In case of doubt (e.g. during an audit), the change can be traced in SAP and should also be minor.

39. Will the Bechtle and Streit webshops still be available, and will we be required to use them?
 You can continue to use them, but you are not obliged to do so. EVM aims to bring numerous standard suppliers onto the marketplace as so-called business shops in the coming months, so that you can also purchase their items there. However, these suppliers must compete on the marketplace (like all other suppliers active on the marketplace).
40. Does Unite also offer university/education discounts? Usually, many products are available at a discount.
 Not at present (07/2025). However, we intend to place such suppliers on the marketplace with these discounts in the near future.
41. Will free text orders still be possible?
 Yes, of course. This applies to both decentralised orders (up to EUR 5,000) and centralised orders. You should then briefly mention in the internal field (e.g. header note) that this item is not available on the marketplace. You do not need to provide proof (with a receipt).
42. How is a return processed and recorded in EasyBANF if costs are incurred?
 Returns are handled in the usual manner. Please contact Uni-te customer service. The costs will be charged in the same way as for other orders.
43. What about decentralised invoices, such as purchases at DIY stores? Where should these shopping baskets be created in future?
 Items available on the electronic marketplace must be procured there in future. This also applies to DIY items. Everything else remains as before.
44. How does payment processing work via AREB?
 As before for other orders and webshop orders. All invoices are issued by Unite, regardless of who the actual supplier is.
45. Will there only be one invoice from Unite, even if I have ordered different items relating to different PSP elements?
 1. There is one total invoice or several partial invoices per order. This is automatically controlled and optimised by Unite using an algorithm (e.g. depending on different delivery times).
 2. The account assignment is entered by the purchaser directly for the respective item after transferring the shopping basket to easyBANF.
46. If orders are placed decentrally, does that mean that orders still have to be signed at the institute, or is it the same as for webshop orders? How should documentation be handled at the institute? Is electronic archiving sufficient?
 It does not need to be signed.
 Yes, electronic archiving is sufficient.
47. Who deletes an order item if the supplier suddenly can no longer deliver it (open commitments)?
 As before, no Unite-specific question.

Fragen zu Produkten/Produktspektren:

48. Regarding food: The casino and student services often do not have the capacity to cater for guests, so it has sometimes proven useful to order items such as mineral water or coffee from other third parties (if possible in Tetra Paks to save the extra effort of handling deposits). As far as I have seen, water is currently not available on the marketplace. Will this be changed?
 With the exception of coffee, coffee milk, and biscuits, food is generally not available for purchase on the market square. If the casino or student union does not have any free capacity, food can be ordered from third parties as before. The provisions of the KIT guest catering guidelines must be observed.

49. Coffee search does not work. No offers are displayed.
The product group will be activated shortly, as will accessories such as filters, coffee milk and biscuits.
50. Can I still order chemicals that are not available on the electronic marketplace from company XY, or is this only possible via a web shop?
Chemicals are not available on the electronic marketplace (this product group has been blocked). You can purchase them as before, either via the chemical web shops accessible via easyBANF or, if they are not available there, from other suppliers.
51. Are only selected products available, i.e. not the manufacturer's entire range?
A distinction must be made between manufacturers and suppliers. In principle, 'suppliers' offer their products on the marketplace (although some of them may also be manufacturers). Since not every supplier has the manufacturer's entire range in its programme, a manufacturer's range may not always be available in full on the marketplace.
Furthermore, each supplier decides for themselves whether to offer their entire range on the marketplace or only a partial range.
If items are not available on the marketplace, they can be procured outside the marketplace from another supplier, as before. However, please note that the requester is not permitted to make decentralised purchases directly in a supplier's online ordering system. Such purchases are only permitted as central orders (with a few exceptions, such as via easyBANF web shops or with the express consent of the EVM specialist purchaser).
52. What is the procedure if very special items are required for scientific work that are not available on the marketplace? Is a normal easyBANF order placed in this case? Is there also a pool solution for this via catalogue search without an order function?
You place orders 'as usual' via easyBANF (centrally or decentrally) with other suppliers. No, the pool solution is only available on the Unite marketplace.
53. Can software orders (e.g. Microsoft or Adobe licences) be placed via the marketplace – similar to orders in the ASK shop – without prior consultation with the SCC?
Software licences are not available through Unite.
54. What about advertising materials that have many product parameters and are individually configured? In printing, for example, there are many variables that affect the price, such as print run, size, printing, colour, paper type, finishing, delivery time, etc. In addition, I have to submit my print data for an order. How am I supposed to do that in future if I am not allowed to use the supplier's online shop system for uploading?
A large number of advertising materials in various configurations are available on the marketplace, but customised items (i.e. with KIT imprint or similar) cannot be purchased there. Please continue to purchase these outside of the marketplace as before.
55. Most of the laboratory supplies/consumables we need (e.g. metallography supplies, electron microscopy supplies) do not seem to be available on the electronic marketplace. If I want to order these supplies from our standard suppliers (e.g. Struers, Plano, BühlerMet or others), do I have to order the one item that happens to be available on the marketplace there, or can I order it from my standard supplier when I order other items from them?
You do not necessarily need to split your shopping lists for laboratory supplies into items that are available on the marketplace and those that are not. You can therefore continue to order your total requirements from one supplier (as before).
56. Will 'centralised' ordering for items/services that are not available on the marketplace be abolished in future?
No, the regulations for goods and services remain unchanged.
57. Does the Unite Marketplace apply only to physical items or also to services?
Services are not currently available on the marketplace. This may be a topic for the future.

58. What about items that are specially manufactured or configured for us? Will this continue to be handled centrally by the specialist buyer?
[Yes. This is explained in detail in the procurement guidelines.](#)
59. Do I also have to make hotel bookings via the marketplace?
[No. Hotel bookings are not made through the marketplace.](#)
60. What about configured products? Products that are only available from one supplier and are not listed on the electronic marketplace.
[You can order these items as usual from other suppliers.](#)
61. How do you order custom-made products?
[This is not yet possible via Unite.](#)
62. How can items that are critical for experiments be procured while the business shops are not yet online?
[If these are not available through Unite, you can obtain them as before.](#)
63. The gas storage catalogue is not available for research purposes, which is very unfortunate. Can this be changed again?
[The gas catalogue is an internal catalogue and has no connection to Unite.](#)

Frage zu Lieferanten:

64. Is there a special selection process for contractual partners or restrictions for online shops that are integrated into the marketplace? If so, what criteria (e.g. the criterion that a provider comes from abroad or from outside the EU) are relevant here?

Unite works closely with its suppliers to meet high regulatory standards, sustainability criteria and social responsibility requirements. Suppliers are committed to complying with the [Unite Code of Conduct](#), [Unite Product Requirements](#) and [Unite Compliance Guidelines](#).

65. Are there any restrictions for online shops that we would like to include but which are controlled from abroad, for example?

Please contact us in person to discuss the feasibility of this.

66. Often, Amazon is simply provided as a price reference, where x suppliers are also listed. Is Amazon included in the marketplace? If not, why was Amazon not approved?

No, Amazon is not represented on the marketplace. Amazon also did not participate in the KIT tender, which was conducted in collaboration with the University of Stuttgart. To our knowledge, Amazon is also not in a position to offer a procurement-compliant marketplace such as Unite and others, e.g. equal treatment of competitors, the single creditor procedure or the creation of a procurement protocol that complies with public procurement law.

67. What about orders that previously went through the LZBW (BW-PC)? Has this now been discontinued?

No, procurement via LZBW can still be carried out if it makes sense.

68. How can I know if the supplier is represented on the marketplace if all suppliers are anonymous?

That is not the point. You are essentially looking for a product and not a specific supplier. Otherwise, this would not be in line with public procurement law.

69. I cannot find my usual suppliers in the marketplace. Does this mean I can no longer order from them?

Suppliers generally appear anonymously on the marketplace. As such, you cannot make a definitive statement as to whether your suppliers are active on the marketplace. EVM aims to integrate interesting suppliers into the marketplace as business shops in the future, which will then appear under their real names.

Otherwise, items available on the marketplace must generally be purchased on the marketplace and no longer from your previous suppliers.

70. Can you specify a preferred supplier?

No, as these are always anonymised to enable transparent price comparisons that comply with public procurement law.