Value added. Value shared.

Dispatch notifications

Here you'll find important guidelines when submitting your dispatch notifications to Unite.

General instructions

- Order and reference numbers must consist of **20 characters**. Your designated Unite contact can help you to shorten numbers.
- Order and reference numbers must **not contain any line breaks**.
- The header data of the table (such as line, item number and quantity) must always be shown **as headings in documents** to maintain consistency.
- **Synonyms and abbreviations** are allowed for all words in the document. For example, 'dispatch notification' can also be abbreviated to 'Disp. Notif.'.
- Assign a sequential number range to your delivery notes and ensure that **each dispatch notification number is unique** and never duplicated.
- If a delivery date changes, please send us an **updated order confirmation** as an order confirmation change to the email address below. Please note that changed delivery dates must not be communicated in the dispatch notification.

How to submit dispatch notifications

Transmission formats

One of the following ways must be used to transmit data relating to dispatch notifications:

- Email with the dispatch notification as a PDF attachment (preferred)
- Email formatted as HTML or plain text
- Plain text email with a PDF attachment

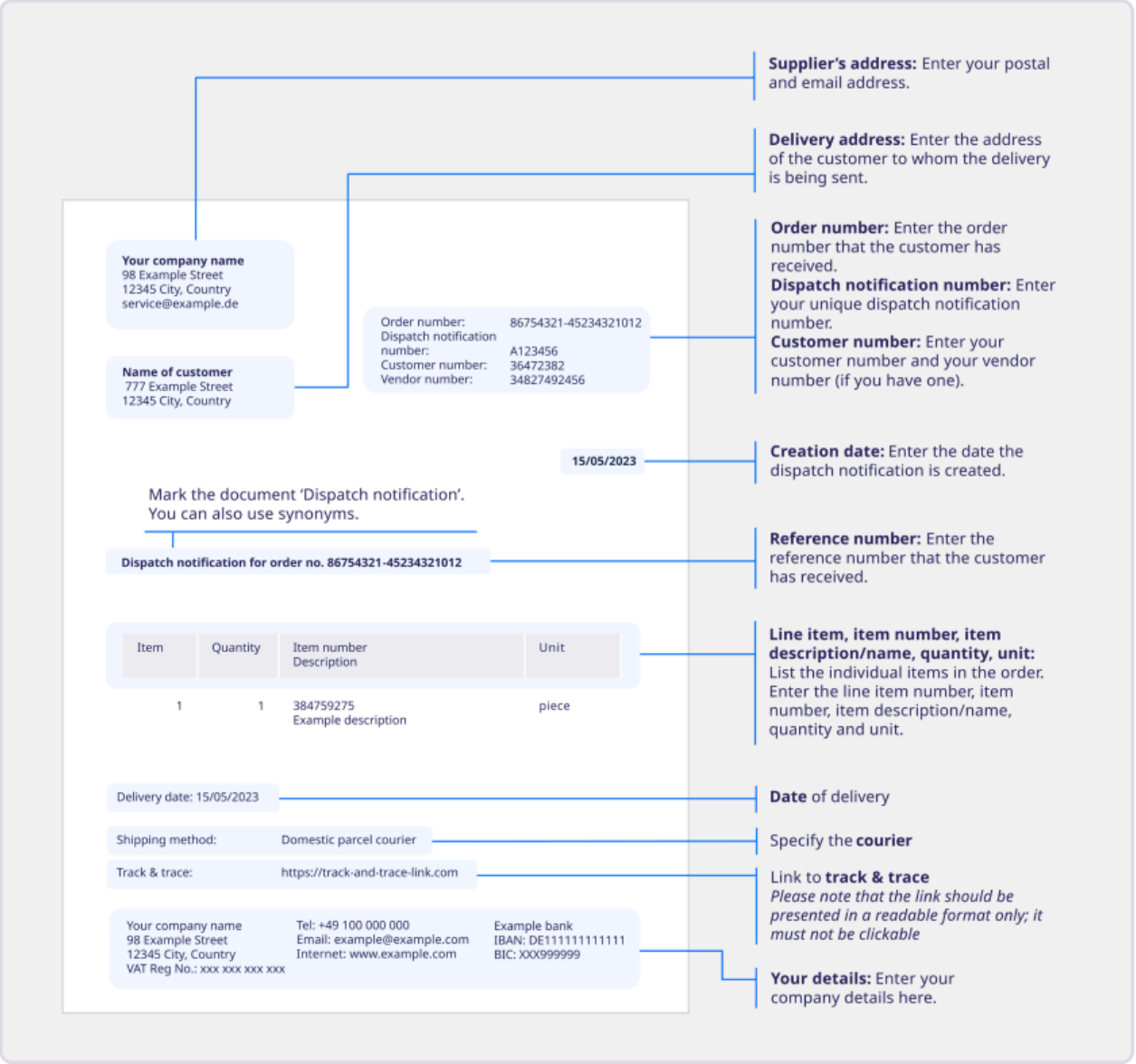
Contact information and submission guidelines

Please send all dispatch notifications to: operations.uk@unite.eu.

- Always use the **same sender email address** to ensure correct assignment.
- Please always use the **same syntax/word order in the subject line** of your emails.
  For example: "Dispatch notification for order [customer order number]".

Sample dispatch notification for reference

Below is an example of how your document could look.



Dispatch notification via EDI interface

You may also send your dispatch notification via EDI in additional formats. You can find more information about all available EDI interfaces here.

Download information as PDF

We've summarised all the key information for preparing and submitting your dispatch notification in a helpful PDF document:

de-en-2025-02_support_dispatch-notification.pdf
pdf - 108.77 KB 2025-06-24