Value added. Value shared.

Order confirmation

Here you'll find important guidelines when sending your order confirmation 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.
- Always designate identical items with different delivery dates as separate line items. Each line item must contain the **item number, the quantity of items and the exact delivery date**.
- **Synonyms and abbreviations** are allowed for all words in the document. For example, 'order confirmation' can also be abbreviated to 'Ord Conf'.
- 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 send order confirmations

Transmission formats

One of the following ways must be used to transmit data relating to order confirmations:

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

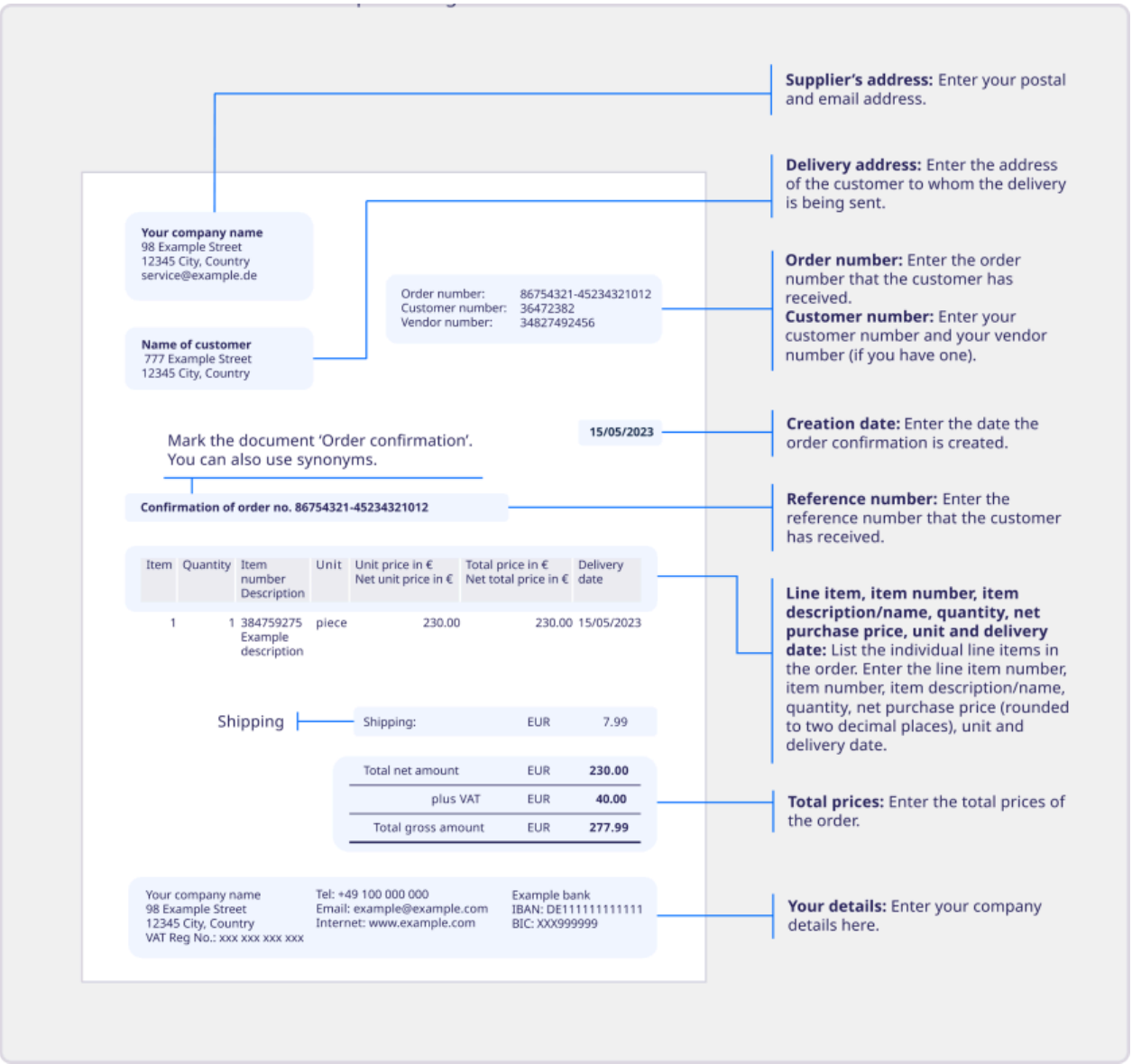
Contact information and submission guidelines

Please send all order confirmations to operations.be@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: "Confirmation of order [customer order number]".

Sample order confirmation for reference

Below is an example of how your document could look.



Order confirmation via EDI interface

You may also send your order confirmation 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 order confirmations in a helpful PDF document.

de-en-2025-02_support_order-confirmation.pdf
pdf - 102.24 KB 2025-06-24