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

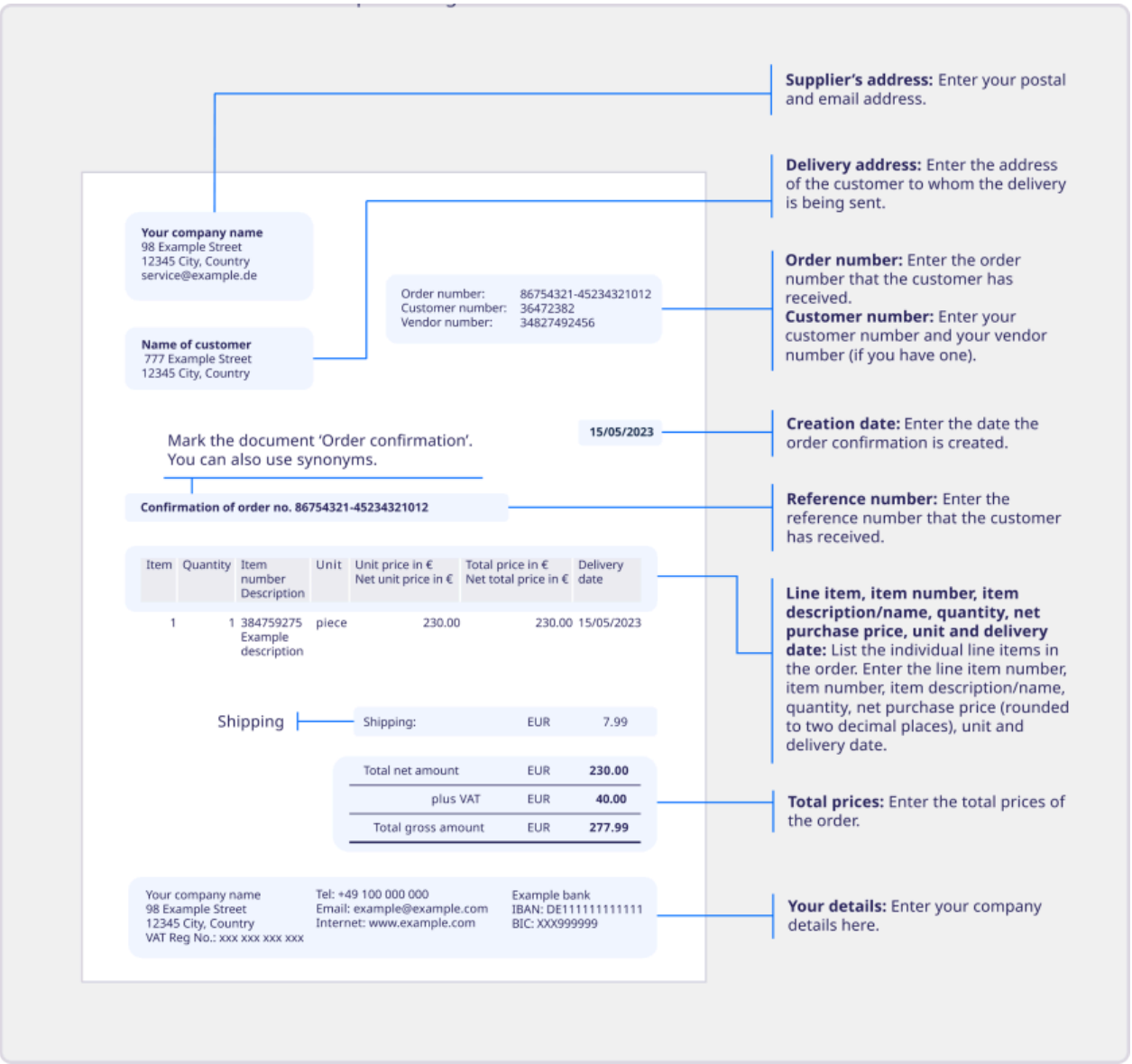
### Contact information and submission guidelines

Please send all order confirmations to operations.it@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