

## 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.fr@unite.eu](mailto:operations.fr@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.

**Your company name**  
98 Example Street  
12345 City, Country  
service@example.de

**Name of customer**  
777 Example Street  
12345 City, Country

Order number: 86754321-45234321012  
Customer number: 36472382  
Vendor number: 34827492456

15/05/2023

Mark the document 'Order confirmation'.  
You can also use synonyms.

Confirmation of order no. 86754321-45234321012

Item	Quantity	Item number Description	Unit	Unit price in € Net unit price in €	Total price in € Net total price in €	Delivery date
1	1	384759275 Example description	piece	230.00	230.00	15/05/2023

Shipping: Shipping: EUR 7.99

Total net amount	EUR	<b>230.00</b>
plus VAT	EUR	<b>40.00</b>
Total gross amount	EUR	<b>277.99</b>

Your company name  
98 Example Street  
12345 City, Country  
VAT Reg No.: xxx xxx xxx xxx

Tel: +49 100 000 000  
Email: example@example.com  
Internet: www.example.com

Example bank  
IBAN: DE11111111111111  
BIC: XXX999999

**Supplier's address:** Enter your postal and email address.

**Delivery address:** Enter the address of the customer to whom the delivery is being sent.

**Order number:** Enter the order number that the customer has received.

**Customer number:** Enter your customer number and your vendor number (if you have one).

**Creation date:** Enter the date the order confirmation is created.

**Reference number:** Enter the reference number that the customer has received.

**Line item, item number, item description/name, quantity, net purchase price, unit and delivery date:** List the individual line items in the order. Enter the line item number, item number, item description/name, quantity, net purchase price (rounded to two decimal places), unit and delivery date.

**Total prices:** Enter the total prices of the order.

**Your details:** Enter your company details here.

## 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