Submit serial numbers

On this page, you'll learn how to submit serial numbers to Unite via invoices or dispatch notifications in the correct format – for more efficient claims handling, improved traceability, and greater transparency.

About serial numbers

What are serial numbers?

Serial numbers are unique alphanumeric identifiers assigned to products by the manufacturer, often labelled as 'S/N', 'SN', 'MSN', or 'ISSN'. They enable clear identification of individual devices, especially electronic ones, and are essential for recalls and returns.

What are the benefits of using serial numbers?

For our mutual customers:

- Clear assignment: Devices can be correctly linked in the ERP system.
- Efficient resolving of issues: In case of defects, the system instantly shows which partner to contact for returns.
- Product history: The full lifecycle of a device becomes transparent.

For suppliers:

- Efficient claim handling: Serial numbers allow fast and accurate processing of claims.
- Targeted communication: When a claim is justified, all relevant information can be requested directly from the manufacturer.
- Time savings: In case of recalls, processing time is significantly reduced, and affected devices and customer numbers can be identified correctly.

Submitting serial numbers

You can submit serial numbers to Unite in the following ways:

- In a dispatch notification via the dispatch notification interface
- On invoices via the invoice interface

Submitting in dispatch notifications

Format	Dispatch notification
openTRANS 1.0	• As openTRANS 1.0 doesn't have a dedicated serial number field, use a REMARK field with a defined syntax: <REMARK type="dispatchnotification"> NUMBER:[Number][Type]SERIAL[/Type][Value]123456[/Value][/Number] Replace "123456" with the actual serial number. • Only one serial number per REMARK • Multiple REMARK fields per item are allowed

openTRANS 2.1	• openTRANS 2.1 includes a dedicated field: `SERIAL_NUMBER` • Only one serial number per SERIAL_NUMBER • Multiple SERIAL_NUMBER fields per item are allowed <PRODUCT_ID> ... <SERIAL_NUMBER>123456</SERIAL_NUMBER> ... </PRODUCT_ID>
SAP iDOC DELVRY	• SAP DELVRY uses the segment `E1EDL11/SERNR` for serial numbers: 123456 • Only one serial number per E1EDL11 segment • Multiple E1EDL11 segments are allowed
EDIFACT	Each serial number is submitted in a separate `GIN+BN` segment: GIN+BN+123456‘

Submitting on invoices

Format	Invoice
openTRANS 1.0	• As openTRANS 1.0 doesn’t have a dedicated serial number field, use a REMARK field with a defined syntax: <REMARK type="dispatchnotification"> NUMBER:[Number][Type]SERIAL[/Type][Value]123456[/Value][/Number] Replace "123456" with the actual serial number. • Only one serial number per REMARK • Multiple REMARK fields per item are allowed
openTRANS 2.1	• openTRANS 2.1 includes a dedicated field: `SERIAL_NUMBER` • Only one serial number per SERIAL_NUMBER • Multiple SERIAL_NUMBER fields per item are allowed <PRODUCT_ID> ... <SERIAL_NUMBER>123456</SERIAL_NUMBER> ... </PRODUCT_ID>
SAP iDOC INVOIC	• Since SAP iDOC INVOIC does not include a dedicated serial number field, the free-text field `E1EDPT1` with qualifier `TDID="SENR"` is used. • The serial number is placed in the E1EDPT2 segment under TDLINE: SENR 123456

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- Only one serial number per E1EDPT2 segment
- Multiple E1EDPT2 segments are allowed

EDIFACT	Each serial number is submitted in a separate `GIN+BN` segment: GIN+BN+123456‘

You can find more information about EDI interfaces here.

Technical support

If you have questions about the interface or would like to use an alternative format, please don’t hesitate to contact us. We’re happy to support you with the technical implementation. You can reach our support team at support@unite.eu.