

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.nl@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	230.00
plus VAT	EUR	40.00
Total gross amount	EUR	277.99

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: DE11111111111111111111
BIC: XXX9999999

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](#)
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