# Submit Track & Trace data

On this page, you'll learn how to successfully send Track & Trace data to Unite. This improves supply chain transparency, reduces inquiries, and streamlines processes for everyone involved.

## What is Track & Trace information?

Track & Trace is a system that allows close monitoring of the movement and location of goods along the supply chain. It enables real-time status updates and complete shipment data, including dispatch and delivery information.

Unite processes the logistics provider information and the corresponding parcel ID (tracking number) for a shipped order.

## What are the benefits of Track & Trace?

**For suppliers**

- Fewer inquiries: Customers can check the shipment status themselves.
- Transparency: Proof of dispatch and delivery.
- Better data: More accurate delivery data on the Unite platform.

**For customers**

- Full transparency: Real-time tracking of deliveries.
- More control: Possibility to manage deliveries more actively.
- Improved communication: Consistent information across procurement and end users.

# How to submit Track & Trace data

You can send tracking data to Unite either:

- via email with all details attached as a PDF, or
- automatically via the dispatch notification interface.

We recommend using the interface for more efficient processes and real-time updates.

## Sending via email with the dispatch notification

Please send the tracking number with the dispatch notification as a PDF attachment to operations.be@unite.eu.

You can find detailed information about dispatch notifications here.

## Submitting via the dispatch notification interface

Track & Trace data can be submitted using one of Unite's supported standard formats:

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**openTrans1.0 (Unite Standard):**

**Logistics provider**

Can be specified at header or item level (in parallel to the delivery address).

Only the NAME field is processed; the (short) name of the provider is sufficient.

**Example:**

```
<TRANSPORT_PARTY>
  <PARTY>
    <ADDRESS>
      <NAME>DHL</NAME>
    </ADDRESS>
  </PARTY>
</TRANSPORT_PARTY>
```

**Track & Trace ID**

Ideally provided at item level, especially if multiple parcels are reported in one dispatch notification.

Possible at header level if all items are in one package.

Only one <PACKAGE_ID> per <PACKAGE_INFO> segment, but multiple <PACKAGE_INFO> elements allowed.

**Example**:

```
<PACKAGE_INFO>
  <PACKAGE_ID>1234567890</PACKAGE_ID>
</PACKAGE_INFO>
<PACKAGE_INFO>
  <PACKAGE_ID>0987654321</PACKAGE_ID>
</PACKAGE_INFO>
```

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**openTrans2.1**

**Logistics provider**

Can be specified at header or item level (parallel to the delivery address) with PARTY_ROLE = "deliverer".

The (short) name of the provider in <NAME> field is sufficient.

**Example**:

```
<PARTY>
  <PARTY_ROLE>deliverer</PARTY_ROLE>
  <ADDRESS>
    <NAME>DHL</NAME>
  </ADDRESS>
</PARTY>
```

Alternative in MEANS_OF_TRANSPORT_NAME

```
<LOGISTIC_DETAILS_INFO>
  <MEANS_OF_TRANSPORT type="road">
```

```
    <MEANS_OF_TRANSPORT_ID>DHL</MEANS_OF_TRANSPORT_ID>
    <MEANS_OF_TRANSPORT_NAME>DHL</MEANS_OF_TRANSPORT_NAME>
  </MEANS_OF_TRANSPORT>
</LOGISTIC_DETAILS_INFO>
```

**Track & Trace ID**

Possible at header or item level.

Ideally provided at item level, especially if multiple parcels are reported in one dispatch notification.

**Example (header level)**:

```
<LOGISTIC_DETAILS_INFO>
  <PACKAGE_INFO>
    <PACKAGE>
      <PACKAGE_ID>1234567890</PACKAGE_ID>
      <PACKAGE_ID>0987654321</PACKAGE_ID>
    </PACKAGE>
  </PACKAGE_INFO>
</LOGISTIC_DETAILS_INFO>
```

**Example (item level)**:

```
<LOGISTIC_DETAILS>
  <PACKAGE_INFO>
    <PACKAGE>
      <PACKAGE_ID>1234567890</PACKAGE_ID>
      <PACKAGE_ID>0987654321</PACKAGE_ID>
    </PACKAGE>
  </PACKAGE_INFO>
</LOGISTIC_DETAILS>
```

Multiple <PACKAGE> and <PACKAGE_ID> elements per <PACKAGE_INFO> are allowed. Please let us know which option you've implemented.

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**SAP IDOC DELVRY (XML)**

At header level, element E1EDL47 can be used for both logistics provider and parcel number(s).

Each parcel number must be passed in its own E1EDL48 segment under E1EDL47.

**Example**:

```
<E1EDL47 SEGMENT="1">
  <XSITD>DHL</XSITD>
  <E1EDL48 SEGMENT="1">
```

```
    <XSIQUALF>TRACKN</XSIQUALF>
    <VLABDATA>1234567890</VLABDATA>
  </E1EDL48>
  <E1EDL48 SEGMENT="1">
    <XSIQUALF>TRACKN</XSIQUALF>
    <VLABDATA>0987654321</VLABDATA>
  </E1EDL48>
</E1EDL47>
```

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**EDIFACT**

**Logistics provider**

Can be specified at header or item level (parallel to the delivery address).

Use NAD segment with party qualifier “FW”.

**Example**:
NAD+FW+0++DHL’

**Track & Trace ID**

Use GIN+BJ segment at item level.

One GIN segment per Track & Trace ID.

**Example**:
GIN+BJ+1234567890’
GIN+BJ+0987654321’

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You can find more details about submitting dispatch notifications via EDI interface here.

## Technical support

If you have questions about the interface or would like to use an alternative format, feel free to contact us. We’re happy to support your technical implementation. You can reach our support team at support@unite.eu.