

## Dispatch notifications

Here you'll find important guidelines when submitting your dispatch notifications 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.
- **Synonyms and abbreviations** are allowed for all words in the document. For example, 'dispatch notification' can also be abbreviated to 'Disp. Notif.'.
- Assign a sequential number range to your delivery notes and ensure that **each dispatch notification number is unique** and never duplicated.
- 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 submit dispatch notifications

#### Transmission formats

One of the following ways must be used to transmit data relating to dispatch notifications:

- Email with the dispatch notification 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 dispatch notifications to: [operations.be@unite.eu](mailto:operations.be@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: "Dispatch notification for order [customer order number]"*.

### Sample dispatch notification 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  
Dispatch notification number: A123456  
Customer number: 36472382  
Vendor number: 34827492456

15/05/2023

Mark the document 'Dispatch notification'.  
You can also use synonyms.

Dispatch notification for order no. 86754321-45234321012

Item	Quantity	Item number Description	Unit
1	1	384759275 Example description	piece

Delivery date: 15/05/2023

Shipping method: Domestic parcel courier

Track & trace: <https://track-and-trace-link.com>

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.

**Dispatch notification number:** Enter your unique dispatch notification number.

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

**Creation date:** Enter the date the dispatch notification is created.

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

**Line item, item number, item description/name, quantity, unit:** List the individual items in the order. Enter the line item number, item number, item description/name, quantity and unit.

**Date of delivery**

**Specify the courier**

**Link to track & trace**  
*Please note that the link should be presented in a readable format only; it must not be clickable*

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

## Dispatch notification via EDI interface

You may also send your dispatch notification 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 dispatch notification in a helpful PDF document:

[de-en-2025-02\\_support\\_dispatch-notification.pdf](#)

pdf - 108.77 KB 2025-06-24