

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



## 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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