



Give accurate and realistic **PROMISE DATES**

The impact on other departments

Promise Date – The Promise date is the date EECO has committed to provide delivery to our customer.

The Promise Date will transfer to the PO RARR report and to the Corporate Expeditors database.

The Buyers and Expeditor will form their decisions on when to order and when to expedite based on the date entered.

Always confirm the date with your customer

The use of accurate and realistic Promises Dates is a critical element of order entry.

When the customer expects to receive the product is equally as important as the products and quantities they have requested. Because of this, we should always ask our customers when they need the material.

Do your part

Sales should use the Promise Date on all orders, even on those orders where all material is in stock and will be delivered the following day. This includes direct orders.

Customers who have been promised something that isn't delivered as promised are far more frustrated and disappointed than if they are notified at the outset they won't have it sooner than later.

