

Order Promise Date (Ship-By Date)

04/30/2025 3:17 pm CDT

Overview

The order promise date is the **Ship-By Date** – the date by which you need to ship the order before the channel marks it as late shipping. The promise date is based on the lead time to ship on the listing and is calculated by counting business days only. You can see the date in the order, and filter orders by promise date.

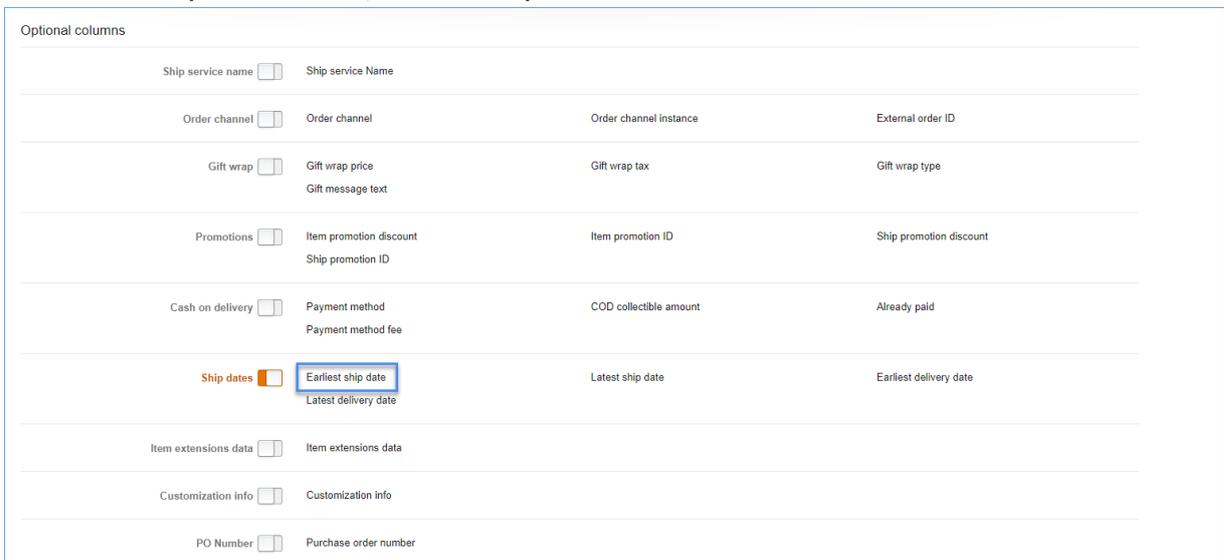
Some channels provide Sellercloud with a promise date, others do not. Below is a list of channels that provide a promise date.

For other channels, set a default promise date in Sellercloud in **Settings > Order Promise Date Setting**.

Promise Date in Amazon

To receive the Promise Date in the Amazon reports feed, you must enable it from Amazon:

1. Log into [SellerCentral](#) with your Amazon account.
2. From the top **Orders** menu, select **Order Reports**.
3. Click **Add or remove order report columns** on the right.
4. From the list of **Optional Columns**, enable the **Ship Dates**.



5. The **Latest ship date** will be used as the promise date for Amazon.

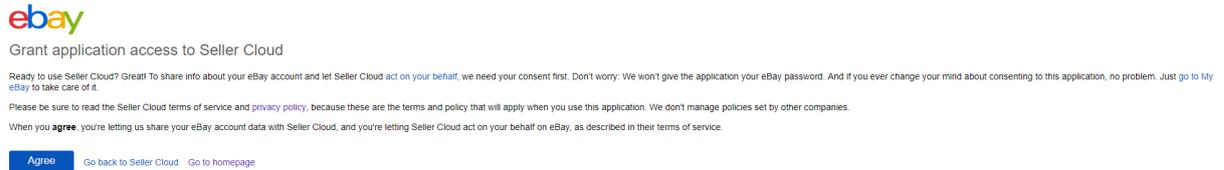
Note: You can find the promise date in the Amazon [Flat File Order Report](#) (go to **Settings > Companies > Manage Companies > Select your Company > Toolbox > Amazon > Reports**). Download a **Flat File Order Report** from the **Response ID** field.

Promise Date in eBay

Sellercloud can pull the Promise Date for eBay orders from their API:

1. **Company > Toolbox > eBay > General Settings**.

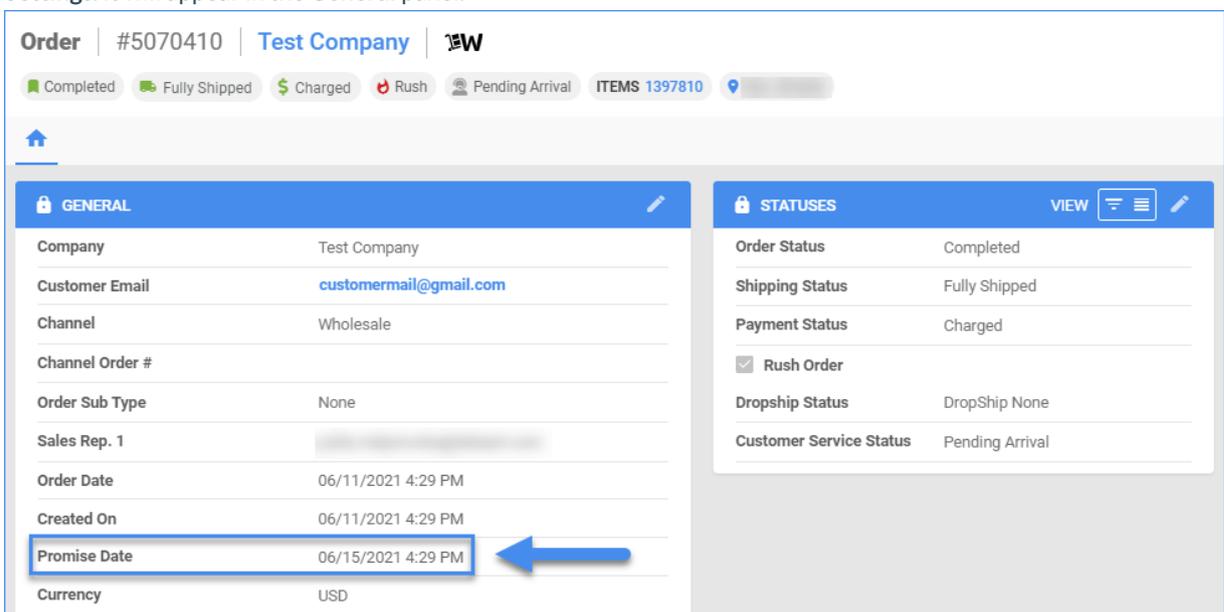
2. Click **Get Open Auth Token**. This prompts a login to eBay with this message:



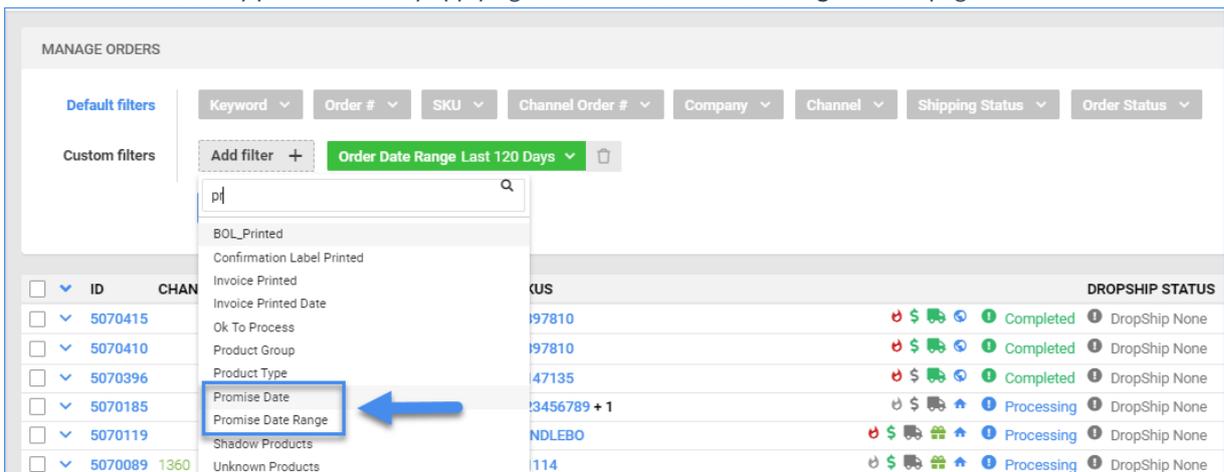
3. Click **Agree** to save the token in Sellercloud. Every new order will now be checked and updated with the correct Promise Date (Handling Time).

Promise Date in Sellercloud

- To view the promise date on the **Order Details** page, select **Display Order Shipping Promise Date** in **Client Settings**. It will appear in the **General** panel.



- You can filter orders by promise date by applying **Custom filters** on the **Manage Orders** page.

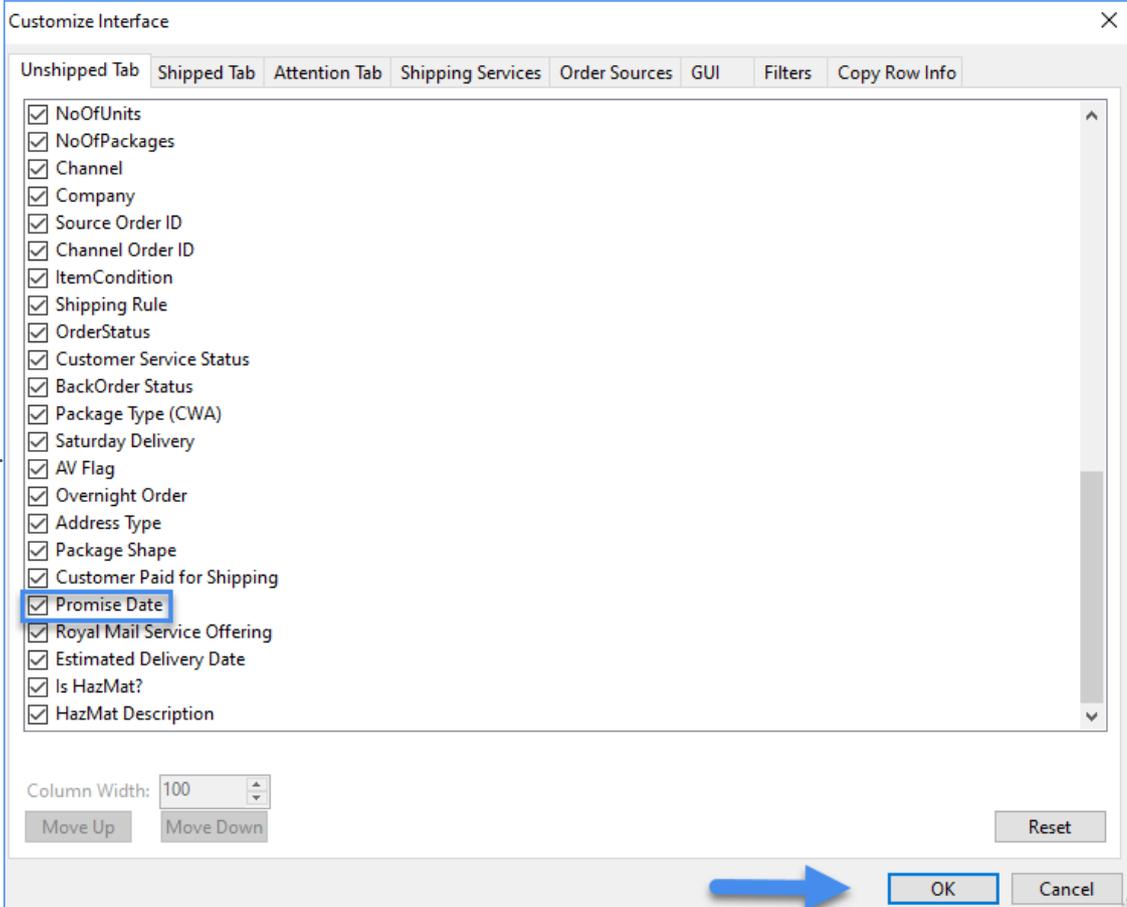


- In the **Reports** module, the **Fulfillment Report** tracks shipping performance based on the promise date.
- Newegg orders are automatically put on hold if the user doesn't ship it by the promise date. This is because Newegg automatically cancels the order due to late shipment. Read more [here](#).
- When creating orders manually, you can add the Shipping Promise Date.

Promise Date in Shipbridge

- You can sort orders in Shipbridge by promise date. Enable the Unshipped tab's Promise Date column by going to **Menu > Customize Interface > Unshipped tab > Select Promise Date**). You can sort orders by the Promise Date

column.



The screenshot shows the 'Customize Interface' dialog box with the 'Unshipped Tab' selected. The 'Promise Date' checkbox is checked and highlighted with a blue box. A blue arrow points to the 'OK' button.

Customize Interface

Unshipped Tab | Shipped Tab | Attention Tab | Shipping Services | Order Sources | GUI | Filters | Copy Row Info

- NoOfUnits
- NoOfPackages
- Channel
- Company
- Source Order ID
- Channel Order ID
- ItemCondition
- Shipping Rule
- OrderStatus
- Customer Service Status
- BackOrder Status
- Package Type (CWA)
- Saturday Delivery
- AV Flag
- Overnight Order
- Address Type
- Package Shape
- Customer Paid for Shipping
- Promise Date
- Royal Mail Service Offering
- Estimated Delivery Date
- Is HazMat?
- HazMat Description

Column Width: 100

Move Up | Move Down | Reset

OK | Cancel

- You can configure Scan and Ship to load orders chronologically based on an earlier promise date when scanning an SKU. Go to **Menu > Options > Scan and Ship > Select When scanning an SKU, load order based on Promise Date**.

Options

General Connection Invoice Shipping Batches Customs Carriers Shippersurance Scan and Ship Rates Admin Enhancements

Always Use Cheapest Rate To Ship
 Require that the user marks customer note as read (if there is one)
 Allow saving unrecognized UPC/Alias to CWA
 Provide recent order status detail of no shippable order found
 When searching by SKU, sort by multi-item orders first
 Show product/packaging info on Print & Ship tab
 Allow order splitting
 Allow splitting of main kit component
 Automatically check rows that have not been scanned yet
 Add a note to 6x4 invoices and list the items split
 Allow processing of payments in Scan&Ship
 Automatically read scale weight
 Look up orders in Grid Only
 Disable timer/scanner mode
 Look up orders in Grid first
 Require Scan&Ship if order total > \$ Auto-close the Scan&Ship form when the shipping lock expires
 On the last step of S&S, use wait time, auto-read scale weight, and ship the order if weight > 0
 Wait time: (sec)
 Automatically set weight to 1 oz when an order is > 0 oz and < 1 oz.
 Serial scan wait time (sec):
 Use new SKU/UPC search method
 Use one web service call
 Use optimized Skustack product lookup
 When scanning a SKU, load order based on Order date
 When scanning a SKU, load order based on Promise date
 Show package dimensions
 Require PIN when scanning a replacement
 Show a message box if a wrong item is scanned

Run Configuration Wizard Find Next Apply Save Cancel

Channels Providing Promise Date

- Amazon— Unshipped Orders Report
- eBay
- BestBuy
- Groupon
- Hayneedle
- Kmart
- Sears
- Walmart Marketplace (Version 3 +). More information is available [here](#).
- Wayfair
- Wish