

We hear you



When you talk, we listen and take action. Your feedback is helping us deliver an easier, more enjoyable and more effective experience. Here are examples of improvements we have implemented in direct response to feedback and suggestions like yours. Please keep it coming!



You asked for

We're delivering



Faster, more accurate search for products and technical information



- Our new [site search experience](#) delivers speed with better accuracy and relevance to help you find the product and technical information you need.
- Thanks to newly introduced AI/ML capabilities, the more you use the search, the more accurate and relevant it will become.

Easier process to find products that work for you



- Our enhanced guided product selection experience helps you navigate the product selection journey.
- This process makes it easier to simulate and identify product options that work for your specific needs.

A simpler way to request product samples



- You can now [request a sample online](#), with one single, streamlined sample request form.
- More enhancements are planned in the future, including a streamlined sample cart experience.

Streamlined ordering process



- You can now place orders on [Dow.com](#) for products currently available online, anytime, 24/7.
- Add materials to your cart using one of five ways: Product Catalog Search, My Part Numbers, Reorder, Quick Order or Quick Add.

Easier ways to find materials on the Order Management section of Dow.com



- You can now search by a specific material, PO Number and Order Number with our improved search capability.
- We will continue to enhance our [Order and Delivery Management](#) capabilities for a better experience.

Improved product availability and more consistent lead times



- We have significantly increased our spend in asset reliability and debottlenecking to increase product supply.
- Our expanded team of demand managers are equipped with advanced analytics and modeling capabilities to help us better forecast your demand.
- We continue to upgrade our planning tools to more consistently deliver against our first promised dates.
- We are reengineering our logistic processes to help mitigate the industry-wide lack of reliability in Marine Pack Cargo shipments.

Ability to track shipments and order status



- We are constantly increasing the coverage of our [shipment visibility capabilities](#), so you can quickly access the location of your order in real-time.
- Where fully implemented, the real-time map shows where your shipment is while in transit and provides live status updates from on the road or in the yard.

More transparency, speed, and visibility about the status of your support requests



- We have created dedicated teams in each Region, focused on faster and more effective resolution of your support requests and complaints.
- The newly created [Support Center](#) in My Account makes it easier to manage and track the status of your Cases, as well as transparent details and history, in a single repository of your communications with Dow.

At Dow, we value your business and your feedback. We're using your suggestions to enhance our online capabilities and make the customer journey more enjoyable all along the way. Please share your feedback through the survey. Or, reach out to your account team and share how we can help you reach your business goals in these challenging times. Together, let's move business forward.