

How do I get set up in PRONTO®?

To create a PRONTO® account, click "Register Now" on onealsteel.com.

You can also contact the PRONTO® team at sales@onealsteel.com or 833.2PRONTO (833.277.6686) if you would like help setting up an account.

The "Proceed to Checkout Button" does not work. How do I place an order in this situation?

Click "Save Cart" located on the right side of the screen as a blue button. Clicking "Save Cart" will lock the information in the cart before placing a quote or order.

What is the maximum weight per cart I can enter in PRONTO®?

The maximum weight per cart is 44,000 lbs. If the weight limit is exceeded, then the cart will need to be reduced to less than 44,000 lbs. A new cart can easily be created if a quote or order for more than 44,000 lbs. is required.

What is the maximum number of lines I can enter in PRONTO®?

The maximum number of lines per cart is 20. If the line limit is exceeded, then the cart will need to be reduced to 20 or less. A new cart can easily be created if a quote or order for more than 20 lines is required.

Is the inventory accurate in PRONTO®?

Our PRONTO® inventory is always accurate. Inventory is first validated on the products page and is validated a second time when items are placed in the cart. No inventory is allocated in our system until an order is placed in PRONTO®.

How do I sign up for Delivery Notifications?

Delivery notifications can easily be managed in PRONTO®. In the banner, click "Notifications," then make any necessary changes. Notifications are set for each "Ship To" location. If there are multiple "Ship To" locations, then each one will need to be updated.

Contact us at sales@onealsteel.com or 833.2PRONTO (833.833.277.6686) with any questions or to have changes made to the delivery notifications on your account.

I am adding a Quantity in PRONTO®, and it is coming up red. What does this mean?

If an item appears in red in PRONTO® that means we do not have the item currently in stock. PRONTO® does not allow an item with zero quantity to be added to your cart.

Contact your inside sales representative or our PRONTO® sales team to find out when more stock will be available. To contact our PRONTO® sales team, click "Live Chat" icon, email them at sales@onealsteel.com, or call them at 833.2PRONTO (833.2776686)

I have a question about PRONTO® and am not sure what to do. How do I get in touch with someone?

Our PRONTO® sales team can easily be reached in several ways. Our live chat feature is a quick and easy way to speak with a member of our team. To chat, click "Live Chat" icon at the bottom of the screen. You can also reach us by phone at 833.2PRONTO (833.277.6686) or by email at sales@onealsteel.com. We will respond quickly.