

How do I get set up in PRONTO®?

To create a PRONTO® account, click the “Register Now” button on onealsteel.com/the-pronto-promise.

You can also contact the PRONTO® team at ecommerce@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 “Update Cart” located on the right side of the screen as a blue button. Clicking “Update Cart” will lock the information in the cart before placing a quote or order.

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

The maximum number of lines per cart is 30. If the line limit is exceeded, then the cart will need to be reduced to 30 or less. A new cart can easily be created if a quote or order for more than 30 lines is required.

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

There are no weight restrictions on each cart created in PRONTO®.

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 ecommerce@onealsteel.com or 833.2PRONTO (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® team to find out when more stock will be available. To contact our PRONTO® team, click the "Live Chat" icon, email them at ecommerce@onealsteel.com, or call them at 833.2PRONTO (833.277.6686)

Am I able use my mobile device to access PRONTO®?

After downloading the mobile app from the Apple App Store or Google Play, you will have all the same functionality that you enjoy today, all in the palm of your hand. Any where, any time, any device.



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

Our PRONTO® 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 the “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 ecommerce@onealsteel.com. We will respond quickly.