

Frequently Asked Questions

What current functionality does your site provide?

Our e-commerce site will allow customers to view inventory, generate a quote or order, add bar cutting, add aluminum plate saw cutting, select a freight method, and view old quotes/orders (includes all past quotes and orders that exist under your account). For transactions entered in e-commerce, quotes can be converted into orders, orders can be updated and re-ordered, and the status of an order can be viewed. Our website is designed for use on PC's and on tablets and can also be accessed on smartphones; however the interfaces have not yet been optimized for smartphone browsers. Our site is 'true e-commerce'; a salesperson does not have to touch the transaction in order for the back office processes to proceed. The site is fully self-service, available 24 hours per day.

What options do I have for online payment?

Currently customers who have open credit terms can pay online per their agreed to terms. If you need to place an order by credit card please contact your sales rep, or call us at 1-800-289-2785 if you do not have a dedicated sales representative to complete your credit card order. Make sure to mention the quote you placed online.

What if I need special instructions for my order?

If you need to add special notes to your order, for example specific unloading or delivery instructions, please contact your sales representative after your order is placed. They will be able to add a note on your order, or set up a permanent note that can be applied to all your orders in the future.

How do I setup a co-worker to have online access to our account?

Contact your dedicated sales representative, or call us at 1-800-289-2785 if you do not have a dedicated sales representative. Once our sales team adds your contact information in our system, you will be able to create a password by clicking the *Forgot Password?* link and entering your email address. Please keep in mind that takes it around 2 hours for you to create a password after our sales office has entered your contact information.

Who do I call if I am experiencing an issue online?

If you need to contact us for online technical support you can call us at 1-844-316-4140, or email us at ecommerce@amcastle.com. You can also provide feedback to us anytime at ecommerce@amcastle.com

Who do I call if I have questions about my quote or order?

You can call our sales office at 1-800-289-2785 if you have any questions about your quote or order.

How do I get access to view test reports?

You may have noticed the *Test Reports* link under the Resources fly out. If you are interested in getting access to Databank where our test reports are cataloged, then please contact your sales representative for more information. Our sales representatives can submit a security access form for your account to request a login and password to Databank.

Why do I see “No Results Found” when clicking on a particular grade?

If you click on a particular grade and get a “No Results Found” message there could be a couple reasons why. One reason could be that we used to have inventory, but it has been some time since we got some on-hand. To get the best answer I would contact you’re inside sales representative. If you do not have a dedicated sales representative, please contact our sales office at 1-800-289-2785 for more information.