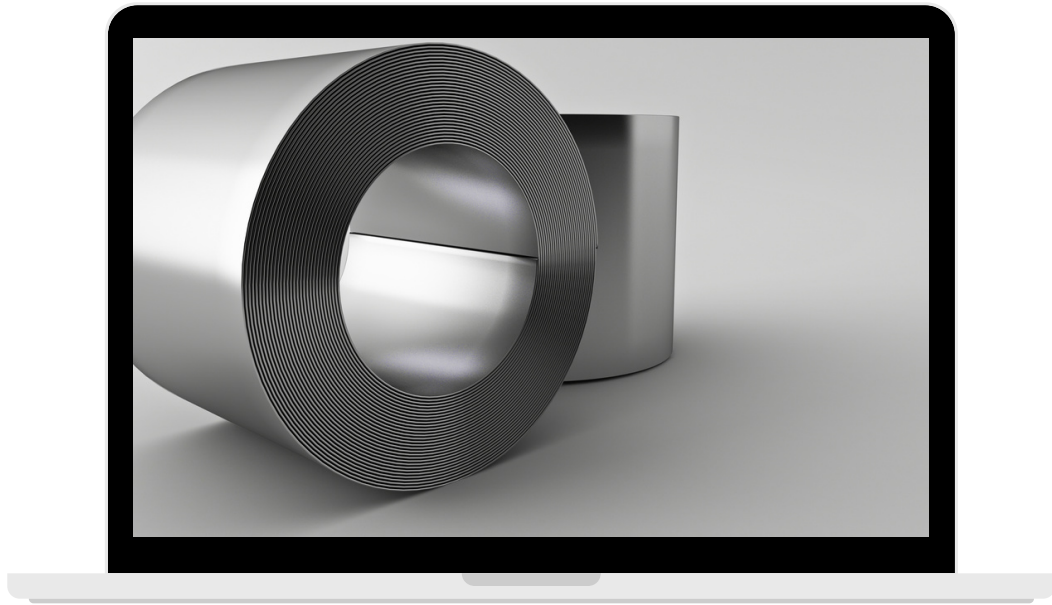


EVERY QUESTION
ANSWERED

BUYING METAL ONLINE



ARE YOU CONSIDERING BUYING METAL ONLINE?

If so, numerous questions might arise, such as:

- Is buying metal online secure?
- How reliable is the process of buying metal online?
- Where to buy metal online?

Today, there are more online options for purchasing metal than ever. However, like dealing with traditional steel suppliers, it remains crucial to determine which online suppliers offer a creditable reputation and an efficient buying process.

In this e-book, Ryerson takes a deep dive into online metal purchasing, offering you all the vital information needed to make well-informed decisions. We aim to help you find the right online metal supplier for your needs, learn how to buy metal online, and dispel common myths with online buying.

YOUR QUESTIONS

PAGE

[4 SHOULD I BUY METAL ONLINE?](#)

[6 IS BUYING METAL ONLINE SAFE AND SECURE?](#)

[8 METAL SUPPLIERS: HOW DO I CHOOSE THE RIGHT ONE?](#)

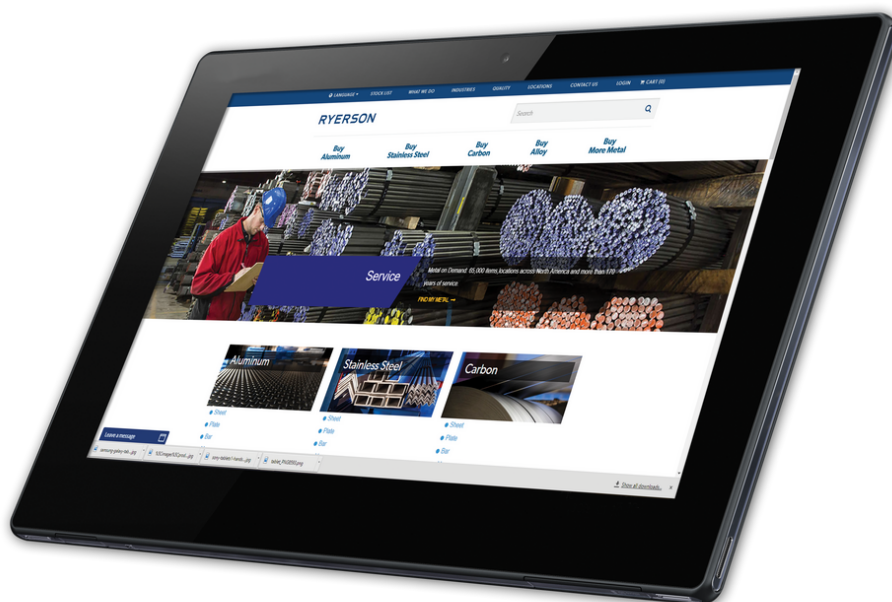
[11 WHAT SERVICE OPTIONS SHOULD I EXPECT ONLINE?](#)

[13 WHAT ELSE SHOULD I ASK MY SUPPLIER?](#)

[14 YOUR NEXT STEPS](#)

Let's dive into each answer and explore the world of buying metal online.

Let's get started





QUESTION 1

Should I Buy Metal Online?

This chapter addresses the common questions that may arise when considering where to buy metal online. We'll explore:

- The benefits of the online metal-buying experience
- Whether buying metal online can fully replace the in-person experience.
- Discover the convenience and advantages of online metal buying
- Learn how to leverage buying online while retaining your peace of mind.

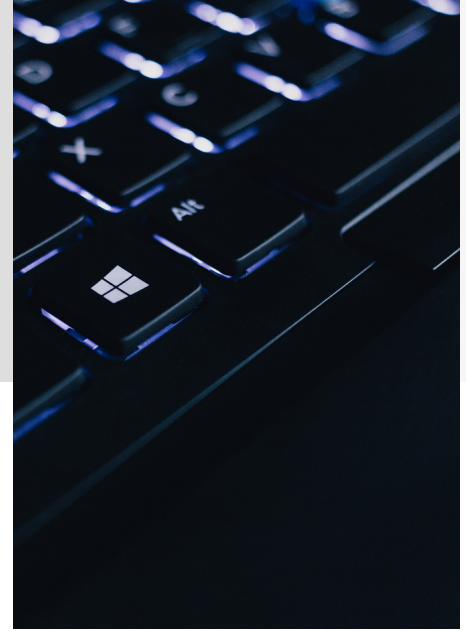
Do you seek transparency and control when it comes to buying metal? Is the idea of saving time and having access to detailed information appealing? If so, buying metal online might be an attractive option.

Buying metal online typically means purchasing anytime and anywhere that a secure online connection is available. This on-demand experience puts the purchasing power into your hands, eliminating the back-and-forth email and phone conversations with a sales rep.

Online metal-buying platforms allow you to search for pricing and availability at any time, and many offer the ability to submit quotes and track order delivery.



WHEN CONSIDERING
PURCHASING METAL ONLINE,
KEEP THESE TWO GENERAL
RULES OF THUMB IN MIND.



1.

Not all actions are best online. In general, specific actions are better suited for online purchasing, while others are still ideal with the assistance of a sales rep. For example:



Online can be best for standard sizes or simple cuts.

Purchase with a rep for unique items or those that require special fabrication.



Did you know that even though you purchase online, you still have a Ryerson rep assigned to your order? That means there is always someone available to answer your questions.

2.

It is important to note that buying online should not be mutually exclusive from working with a sales rep. A hybrid approach to buying metal can be a powerful tool for streamlining the process. For example:



Conduct initial research online.

Talk specific details or negotiate with a rep.

Convert the quote online to maintain visibility, control, and time-saving benefits.



QUESTION 2

Is Buying Metal Online Safe and Secure?

As with any online purchase, it's natural to have concerns about safety and security when buying metal online. This chapter addresses

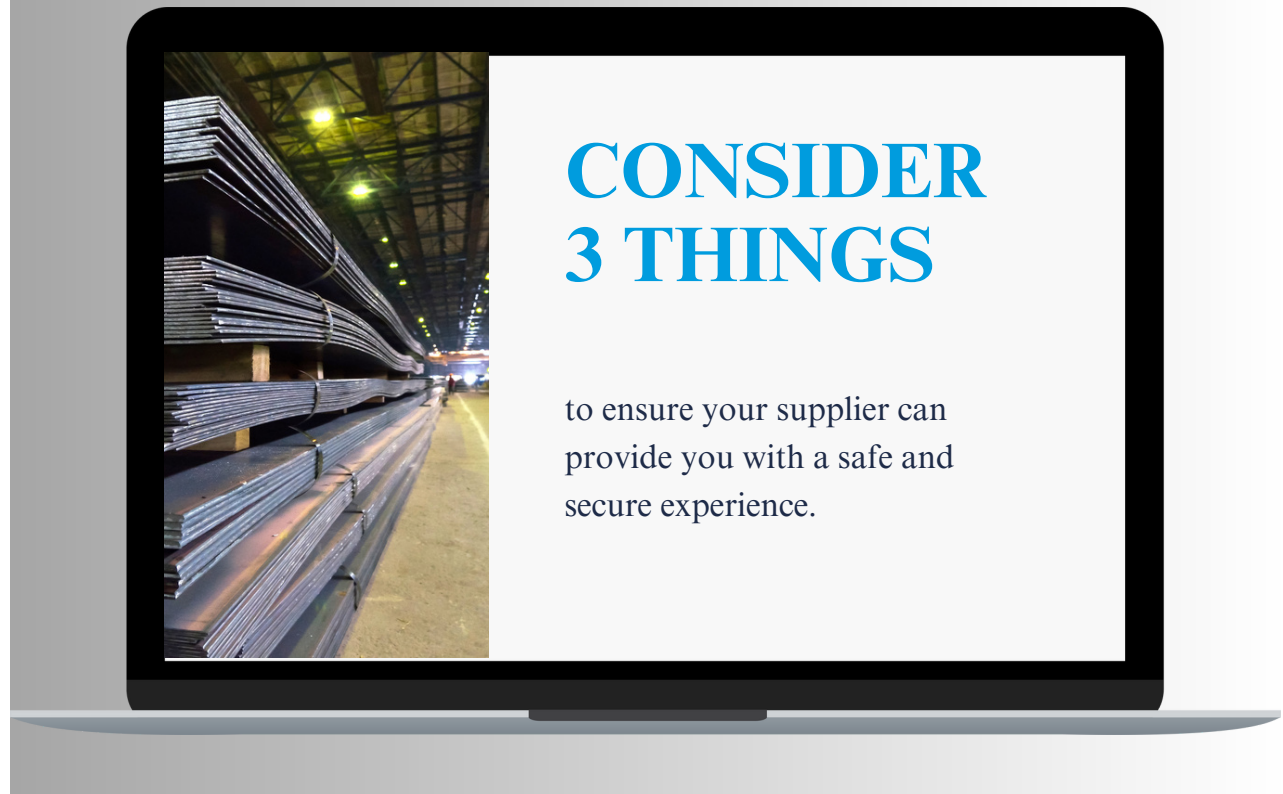
- Common security and safety concerns
 - Provide essential insights to ensure a secure and reliable online metal buying experience.
-

Ensuring safety and security while purchasing metal online is of utmost importance. Given the influx of companies vying for your business, you must protect yourself from potential phishing, or hacker attempts from rogue players.

When initially exploring suppliers, never click on links from emails, instead, manually type the supplier's URL into your browser.

Also make sure the site is secure with https in the URL. Orders placed on ryerson.com are encrypted using TLS (Transport Layer Security) with a minimum version of 1.2.

As you proceed with your online metal purchase, please verify that the supplier provides materials and safety data sheets for their products.



1. Does the supplier offer reliable payment options?

Customers can pay on ryerson.com using a credit card, e-check, or PayPal. All invoices can be paid online (available Sept. 2023)

2. Does the supplier hold certifications such as ISO? These indicate the supplier's dedication to industry standards and best practices.

[A list of Ryerson's certifications can be found here.](#)

3. Is the supplier transparent and informative with their website? This will demonstrate their commitment to quality and give you added confidence in their offerings.

[More about Ryerson's commitment to quality can be found here.](#)



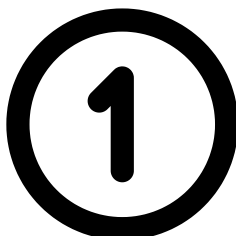
QUESTION 3

Metal Suppliers: How Do I Choose the Right One?

This chapter guides you through the steps to identify reputable online metal suppliers and highlights the certifications and quality standards you should look for when choosing your supplier.

When making an online metal purchase, dealing with a reputable supplier is paramount. With so many options on the market, ranging from large metal suppliers to small specialty shops, knowing where to begin your search can take time and effort.

These two questions can help you narrow your search (see next page for more information on each):



Are you purchasing a single item or in larger quantities?



Can this supplier ensure delivery and service to your area?

1

Are you purchasing a single item or in larger quantities?

1. It may be best suited for a larger metal supplier if you seek items in larger quantities. You must ensure the supplier is reliable and can meet your needs.
2. Look for transparent pricing and clear delivery dates. [By entering your zip code on ryerson.com, you will get pricing and delivery dates based on your location.](#)
3. Can they provide guarantees or the [option to get mill test reports](#) and other necessary documentation?
4. Are they recognized by industry-standard trades or affiliations?



**RYERSON OFFERS
IN-DEPTH
INFORMATION
ABOUT EACH
GRADE WE SELL
THROUGH OUR
[STOCK LIST.](#)**

2

Can the supplier ensure delivery and service to your area?

1. Look for suppliers with a broad reach and multiple locations in prime areas nationwide. [Ryerson has 100+ locations in prime markets to ensure you get the metal on time.](#)
2. Read the fine print carefully to ensure accurate pricing and delivery information and that they can fulfill their promises.
3. A wide range of options is crucial when dealing with an online metal supplier. [Ryerson offers 70,000+ items online, from steel, aluminum, stainless and more.](#)
4. Look for a supplier with clear and selectable menus and user-friendly search functionality to make finding the materials easy.



LOOKING FOR SPECIFICS ON THE WEIGHT OF YOUR MATERIAL? UTILIZE RESOURCES LIKE OUR [ONLINE WEIGHT CALCULATOR](#).



QUESTION 4

What Customer Service Options Should I Expect?

This chapter covers

- The importance of customer service and support when buying metal online.
 - Different support channels available to address any questions or issues you may encounter during purchasing.
-

One of the missing elements of an online experience is the human aspect of being able to ask questions and tap into the experience of the sales rep. But a reputable online supplier will offer ample customer service or support channels for assistance that help you answer questions in the moment. One such option is live chat ([please see next page](#)).

Another crucial factor revolves around the market information accessible on the supplier's website. Determining whether your supplier offers adequate information to compare different grades, processing methods, and more is essential.

Additionally, you must determine whether the available information can address critical queries in real-time situations.

With live chat, a knowledgeable metal expert can help answer questions and offer helpful suggestions in real-time.

HERE ARE THREE SCENARIOS IN WHICH LIVE CHAT CAN BE HELPFUL.



Ask how grouping specific tonnage together can get you the most competitive price.



Can't find what you need? A chat representative can help find items not available online.



Need help determining whether you made the proper selection? A chat representative can point you to useful information.

WITH A RYERSON.COM ACCOUNT, YOU HAVE A TEAM OF METAL EXPERTS WORKING WITH YOU: A SALES REP, LIVE CHAT SUPPORT, AND AN E-COMMERCE SERVICE TEAM.

What Else Should I Be Asking My Supplier?

1. Do suppliers have any quantity restrictions when buying online?
Remember that metal suppliers typically have quantity restrictions or minimum order requirements for online purchases, but these can vary by location and supplier.

2. Can I request samples of products before buying?
While it's rare to request samples of metal products when buying online, you can inquire about this possibility with your sales representative.

3. Does an online supplier offer custom cutting or fabrication services to tailor the metal products to my specifications?

Some online suppliers may offer basic services like simple cuts and processes.

On ryerson.com you can cut the following items:

- Plates cut to shapes: Rectangles, Squares, Circles, Rings
- Sheets cut: To width and/or to length
- Cut to Length: Bar, Tube, Pipe, Angle, Channel, Beams, Tees

Within the Cart, there is a Define Cut box. If the box is missing, that means the item cannot be cut online and you need to contact your sales rep.

4.

Can I return the metal purchased online?

Return policies are typically found in the terms and conditions or a separate link. They may vary depending on the issue and may include restocking fees.

The claims process on ryerson.com is explained [here](#).

5.

Are you consistently investing in new features and functionality to enhance the online metal buying experience?

Ryerson is continually investing in its ecommerce platform, introducing features designed to streamline the way you purchase. A few of note include:

Online Quote: Build your quote with a Ryerson sales rep and be able to convert that to an order online. By doing so, your rep still gets credit for the sale.

Bulk Parts Upload: Do you have your own purchasing system, but dislike the process of duplicate entry? With this feature, simply upload a spreadsheet of your parts with information like part number, quantity, quantity unit of measure ,and more!

WITH A RYERSON.COM ACCOUNT, YOU CAN:

- PURCHASE METAL ANYTIME, 24/7
- ACCESS TO REAL-TIME INVENTORY AVAILABILITY
- CHECK THE STATUS OF ORDERS ENTERED (BOTH ONLINE AND BY A REP)
- OBTAIN ELECTRONIC MILL TEST REPORTS FOR PURCHASED PRODUCTS
- VIEW RECENT PURCHASES
- ORDER FASTER WITH PERSONALIZED SHOPPING LISTS
- DUPLICATE PREVIOUS ORDERS INTO NEW ORDERS
- SUBMIT AND CONVERT QUOTES ONLINE
- MORE



RYERSON.COM



Purchase with Confidence

With this knowledge, you can now confidently explore the world of online metal suppliers and embark on your metal procurement journey.

Do you want to take the experience one step further? While purchasing metal as a guest can provide you with a certain level of support, opening an account with your supplier will provide even greater visibility across the entire metal-buying process.

Using ryerson.com, you will have complete transparency into pricing and delivery options, all with the ability to compare similar items.

You have a team of metal-buying experts with an online account, including your sales rep, live chat support, and an e-commerce service team.

From finding information and material to shopping and ordering to payment, Ryerson offers today's most complete online metal buying experience.

For more information, contact shop@ryerson.com or register for an account [here](#).