

Common Questions

How do I get set up to use Leeco Pro?

To create a Leeco Pro account, go to leecopro.com and click “**REGISTER NOW**.” You can also contact the Leeco Pro team at 833-LEECOPRO (833-533-2677). Please allow 1-2 business days for your account to be set up.

Is the inventory accurate?

The inventory presented in Leeco Pro is always accurate. Inventory is first validated on the products page, and re-validated when the items are placed in the cart. No inventory is allocated in our system until an order is placed.

What is the maximum weight allowed on one truckload of material?

For our delivered orders, our trucks max out at 49,100lbs.

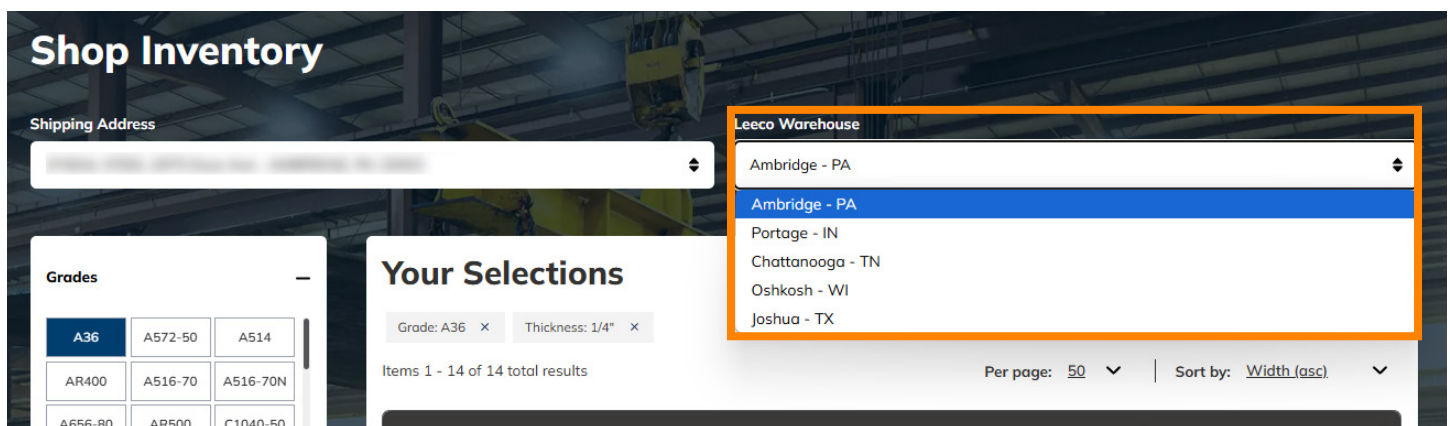
What is the best way to use the search bar?

You can either search by grade or by item. By grade, simply enter the grade (i.e. A36, A572-50). To search by item, you must enter the full item number (i.e. 100096240A36, 200096120A572-50, 075096240A514B). Make sure there are no spaces and don't forget the hyphen on grades such as A572-50 and A656-80, A516-70, A516-Gr70N.

Common Questions Cont.

I can't find what I need in the selected warehouse. What can I do?

Each customer has access to multiple Leeco warehouses. To switch, simply use the "Warehouse" drop-down at the top of the page.



I can't find the grade I need.

Leeco Steel stocks hundreds of steel plate grades, but only our core grades are available to purchase on Leeco Pro. This is because these core grades have the deepest inventory and are consistently available. If you need a grade not available on Leeco Pro, contact your sales representative.

I need assistance or have questions. Who do I contact?

Our Leeco Pro team is happy to assist with Leeco Pro issues or requests. They can be reached at pro@leecosteel.com or 833-LEECOPRO (833-533-2677).

Mill Questions

What mills are used to fulfill my order when filtering for “M&M USA”?

- SSAB
- Nucor
- Cleveland-Cliffs
- EVRAZ North America (domestic slabs)
- JSW Steel (domestic slabs)

I am not familiar with some of the mills you source from. What are Algoma, JSW and EVRAZ?

- **Algoma Steel** is a plate mill based in Canada.
- **JSW Steel** is a re-rolling mill based in Houston, TX. They typically use imported slabs but do occasionally have domestic slabs.
- **EVRAZ North America** is a re-rolling mill based in Portland, OR. They typically use imported slabs but do occasionally have domestic slabs.

What mills/countries do you use for your import steel?

We typically use European or South Korean mills, no Chinese mills.

Can I set my account to always select M&M USA products?

Yes, there is an option in “PREFERENCES” where you can toggle to have your selection always be M&M USA.

Processing Questions

Why don't I see the "BLASTING" option in certain warehouses?

Our blasting equipment is only located in our Oshkosh, WI and Ambridge, PA warehouses. It is not an option for other warehouse locations.

Can I set my account to default to include "BLASTING" on all my items?

Yes, there is an option in "PREFERENCES" where you can toggle to have your selection always be "BLASTED" for Oshkosh and Ambridge warehouses.