

WHO BUT
W.B. MASON



ORDERING GUIDE





SHOPPING: 4 WAYS TO BUY

1

Favorites List

When you click My Lists, you will find *PACC Preferred Items* under *Account Lists*.

The products in these lists are the ones that your organization has already preapproved for purchase.



Welcome Customer!

W.B. Mason is excited to become your preferred source for office products. With W.B. Mason you will find excellent pricing, exceptional customer service, and fast & free delivery!

W.B. MASON CONTACT INFO

Your Dedicated Customer Service Team

(866) 926-2766 ext. TBD
customerSample@wbmason.com

Your Account Representative

TBD
TBD@wbmason.com

W.B. MASON SERVICES

Preferred Items

Company XYZ and WB Mason have worked together to offer you the best possible pricing on the items you purchase most often. Any item marked with a **RED CHECK MARK** indicates that the item is part of your preferred price list of items! These items can also be found in a favorites list called "Preferred Items", which you can find by clicking on the Favorites tab.

Free Next-Day Delivery!

All orders received before 5PM EST will be delivered next-day to your office or campus location. There are no order minimums and no delivery charges.

Local Dedicated Service Team

W.B. Mason maintains a dedicated customer service and management team specifically for your account. Use the "Contact Us" tab to reach your local team directly.

Please provide your sales order number (example: S007590941), item number in question and quantity when inquiring about any orders.

FAVORITES LISTS

CREATE LIST

Create Favorites Lists of those items you order most frequently. As you shop, you can add products to your list by clicking the Add to List buttons.

List Name

List Type

Personal

Sort By

Brand A-Z ▾

SUBMIT

VIEW/EDIT LISTS

ITEM LISTS

List Name	Default	List Type	Sort By	Action
Preferred Items		Account		View
Shrink Wrap		Account		View
Custom Products		Account		View

Creating Lists

Once on the *Favorites* page, you can also create or modify personal favorites lists, which will allow easy access to items you order regularly.





Hi WB
My Account & Payments

Orders

Dashboard



Deliver to
59 Centre Street, Brockton

Shop By Category My Lists Shop By Item ID Easy Reorder More Brands & Services

< view more copy & multipurpose paper



enlarge image



FLAGSHIP

Flagship™ Recycled 30% Recycled Copy Paper, 92 Bright, 20 lb., 8 1/2 x 11, White, 5000/CT

Item: WBM20030

☆☆☆☆☆ 0.0 No Reviews

Next Business Day Delivery

- 20 lb., 92 brightness
- Has all of the same qualities you expect from recycled sheets
- Excellent strength and durability for use in copiers and machines
- SFI-00001

\$52.62/CT

QTY **ADD TO CART**

Add To List

Note



Adding Items to Favorites Lists

Click *Add to List* to add an item to a personal shopping list. You can also use the arrow button next to *Add To List* to select another list.

Live Chat



Search W.B. Mason



Hi WB

My Account & Payments

Orders

Dashboard



Shop By Category My Lists Shop By Item ID Easy Reorder More Brands & Services

Deliver to 59 Centre Street, Brockton

2

Search

Our advanced search capabilities allow you to search products by entering either a keyword or part # into the bar above to find the specific product you are looking to purchase.



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Please provide your sales order number (example: S007590941), item number in question and quantity when inquiring about any orders.

Pro Tip!

If you add a period to any of the keywords or part numbers that you have in the search bar, it will expand your results.

Live Chat



Search

Search Results

After searching for an item, use the *Refine Results* tool to help you narrow down your results. You can sort by brand, price range, and other category specific qualities.

Click on an item to view more images and details.

Hi WB
My Account & Payments

Orders

Dashboard

Deliver to
59 Centre Street, Brockton

Shop By Category



SUPPORT

ORDERS

ACCOUNT CENTER

FAVORITES

Selected List
[Create Favorites Lists](#)

Showing items 1 to 12 of 118

Sort by: Most Popular Results Per Page: 12

Add Selected to Cart

Compare Selected

Add To List

0 Selected

Grid View List View

CATEGORY

Calculators

REFINE RESULTS

BRAND

Victor® (32)
Sharp® (27)
Canon® (13)
Casio® (18)
HP (4)
Texas Instruments (14)

[View More...](#)

PRICE

\$0-\$50 (105)
\$50-\$100 (9)
\$100-\$150 (3)
\$150-\$200 (1)

CALCULATOR TYPE

Basic (38)
Financial (5)
Graphing (3)
Printing (26)
Scientific (14)



Sharp® EL-1901 Paperless Printing Calculator with Check and Correct, 12-Digit LCD

Availability: [Next Day](#)

SHREL1901

QTY

ADD TO CART

☐ Select[Add To List](#)

Victor® 1100-3A Antimicrobial Compact Desktop Calculator, 10-Digit LCD

Availability: [Next Day](#)

VCT11003A

QTY

ADD TO CART

☐ Select[Add To List](#)

Sharp® EL-1801V Two-Color Printing Calculator, Black/Red Print, 2.1 Lines/Sec

Availability: [Next Day](#)

SHREL1801V

QTY

ADD TO CART

☐ Select[Add To List](#)

Live Chat

Office Supplies

Paper

Ink & Toner

Technology

Break Room

Coffee

Foodservice

Facilities Maintenance

Material Handling

Shipping & Packaging

Safety Equipment

Furniture

School Supplies

Automotive Dealer Supplies

Custom Products

Binders & Presentation

Cash Handling

Desk Accessories & Workspace Organizers

General Office Accessories

Index Dividers

Mouse Pads & Mats

Portfolios

Shredders

Tape, Adhesives & Labels

Boards & Easels

Clips, Clamps & Pins

Envelopes

Gift Wrapping

Labels & Accessories

Office Supply Sets

Office Supplies

Office Accessories

Stamps & Stamp Supplies

Writing & Correction Supplies

Bubble Mailers

Crafts & Recreation Room Products

Filing & Accessories

Health & Medical Supplies

Legal Index Dividers

Pad Folios

Safety Equipment

Staplers & Punches

Calendars, Planners & Personal Organizers

Cutting & Measuring Devices

Forms, Recordkeeping & Reference Materials

Identification Badges

Mailing & Shipping

Paper & Printable Media

Self-Stick Notes & Flags

Tags & Tickets

3

Shop

When you hover over the *Shop* tab, a dropdown menu will appear that shows our product categories. Select one of the categories to browse our selection.

4

Quick Order

If you already have the item numbers ready, you could also use our *Quick Order* feature to add multiple items to your cart at once.

QUICK ORDER

Use our Quick Order process to rapidly add multiple items to your shopping cart. Enter a specific item number (as shown in our catalog) and quantity on each line. When you are done entering items, click "Add to Cart" to place the items in your shopping cart or click "Add to List" to add these items to an existing shopping list.

Item Number	QTY	Notes
	1	
	1	
	1	
	1	
	1	
	1	
	1	
	1	
	1	
	1	
	1	

Add To List ▾

ADD TO CART



CHECKOUT PROCESS



QUICK ORDER

Use our Quick Order process to rapidly add multiple items to your shopping cart. Enter a specific item number (as shown in our catalog) and quantity on each line. When you are done entering items, click "Add to Cart" to place the items in your shopping cart or click "Add to List" to add these items to an existing shopping list.

Item Number	QTY	Notes
	1	
	1	
	1	
	1	
	1	
	1	
	1	
	1	
	1	
	1	
	1	

Add To List ▾

ADD TO CART

Cart & Checkout

Click *Cart* to review all items your shopping cart before continuing to checkout.

The *Checkout* button will bring you directly to the first step of the checkout process.

DELIVERY

[Manage Addresses](#)

SHIPPING ADDRESS

 [Change Address](#)

Strategic Account Demo

1650 Market Street Suite 2800

Philadelphia, PA 19103

 [Edit Address](#) All orders are delivered ASAP based on your business hours.

Business Hours for Selected Address

None provided (ex. M-F, 8:00am - 5:00pm)

 [Add Hours](#)

SPECIAL REQUEST DELIVERY DATE



(NOTE: We'll try our best to accommodate.)

 [Add Delivery Instructions](#)

ORDER SUMMARY

Subtotal	\$624.32
Estimated Sales Tax*	\$49.96
(May include bottle deposits)	

TOTAL	\$674²⁸
-------	---------------------------

[SUBMIT ORDER](#)

Need help?

Call or chat our customer service team. Your customer service representative is Anthony Casella

1-888-888-8888 / 1-888-926-2766

 Live Chat

Select a Shipping Address

Select a Cost Center

EXPENSE

[Manage Expense Allocation](#)

Allocate products to your departments for expense tracking.

Cost Center

☒ 100 - Purchasing ☐ 200 - Marketing☐ 300 - Accounts Payable ☐ 400 - Warehouse



THE DASHBOARD

Where's My Stuff?

This is an order tracking feature that will show you exactly where your order is, when to expect it, and when its been delivered.

The Dashboard

The Dashboard can be accessed by pressing this button. It is home to many useful features that will help make your online experience great.

Order It Again

This section will show the items you order most and will allow you to easily buy those items again.

Shopping For WB Mason Web Demo Account (C1382764)

Hi WB
My Account & Payments Orders Dashboard

Deliver to 59 Centre Street, Brockton

Shop By Item ID Easy Reorder More Brands & Services


DASHBOARD






WHERE'S MY STUFF?

VIEW BY:
✓ DELIVERY STATUS
[SALES ORDER](#)

DELIVERED

Delivered on Wednesday, 11/20/2019 8:08 AM EST

 Driver: Ryan Baker
Route: 9004
[View Delivery Details](#)








SALES ORDER #:
S097787794
WB Mason
59 Centre Street
Brockton, MA 02303

PO:
SUB

ORDER IT AGAIN

Running low? Here are the items you order most!



MYWB! YOUR SEARCHABLE SORTABLE ORDER HISTORY PAGE

[CLICK TO SHOP](#)

WB Mason - Dashboard

wbmason.com/Dashboard.aspx#/

Welcome, John Smith of ABC Company (C2741481) [Logout](#)

Federal Government C

Running low? Here are the items you order most!

W.B. MASON

Search W.B. Mason

0 Items \$0.00 TO SH

ONLINE RETURNS

NEED TO MAKE A RETURN?
VISIT THE RETURN CENTER


MANAGE ACCOUNT

ACCOUNT SETTINGS

Manage Lists

Manage Returns

TALK TO US



Tim Greeley
Customer Service Representative
tim.greeley@wbmason.com
1-888-WBMASON ext. 1786
Help with:

- Changing account settings
- Checking on your order status
- Updating users

[CONTACT](#)

DO YOU NEED IMMEDIATE ASSISTANCE?
CALL OR CHAT WITH US ONLINE!

1-888-WB-MASON (1-888-926-2766)

LIVE CHAT NOW

View policies and help documents

Live Chat

Process Returns

Clicking the *Online Returns* bar will redirect you to the return center.

Manage Account

The *Manage Account* banner on *The Dashboard* will redirect you to your account setting so that you can view and/or change them if needed.

Help

Your customer service representative's contact information will be shown on *The Dashboard* in case you want to reach out for assistance.



ORDER STATUS & ORDER HISTORY VIEWS

WB Mason – Order History

March Clearance Sale - Select Products Starting At \$1 | Learn More About Our Best-Selling Brands

Shopping For WB Mason Web Demo Account (C1382764)

WHO BUY
W.B. MASON

Search W.B. Mason

Hi WB
My Account & Payments

Orders

Dashboard

12

Shop By Category | My Lists | Shop By Item ID | Easy Reorder | More Brands & Services

Deliver to
59 Centre Street, Brockton

NEED TO PAY AN INVOICE?

CLICK HERE

ORDER HISTORY

< return to my account

Your orders are displayed below. To view the details of an Order or shop from it, click the Order #. To sort by a particular column, click the column heading (not all columns can be sorted).

Looking for items you've previously ordered?
[Click here](#) to search your product history!

Looking for Up to the minute delivery information?
[Click here](#) to see your Delivery Dashboard!

Filters

Columns

Filter Orders By:

Last 90 Days

or

From:

To:

Order #

Purchase Order #

Filter

Order #	Invoice	Purchase Order #	Order Date	Method	Status	Account	Subtotal*
S095259832			10/9/2019 - 10:49 AM	WEB	Waiting approval	C11282	\$187.97
S094729328			9/5/2019 - 4:22 PM	WEB	Rejected	C11282	\$1,397.93
S093884887			8/26/2019 - 10:28 AM	WEB	Waiting approval	C112822	\$123.98

Order Number

Click on any of the order numbers to view the details for that specific order.

Order History

Click on the *Orders* tab to view your order history.

Order Status

The status column will tell you the live status of your order.

Live Chat

March Clearance Sale - Select Products Starting At \$1 »

Learn More About Our Best-Selling Brands »

Shopping For WB Mason Web Demo Account (C1382764)



Search W.B. Mason



Hi WB

My Account & Payments

Orders

Dashboard



Shop By Category

My Lists

Shop By Item ID

Easy Reorder

More Brands & Services

Deliver to
59 Centre Street, Brockton

ORDER DETAILS

(as of 3/24/2022) [Print This Page](#)

[< return to order history](#)

VIEWING ORDER #: S097787794

Order Number	S097787794
Order Date	11/19/2019 04:40:27 pm
Ordered By	
Order Method	WEB
Order Status	Out for Delivery
Invoice Number(s)	
Account Number	
Group	GC01629565

Re-Ordering Items?

You can easily restock on items you've ordered before. Click the button to add some or all of these items to your cart.

[SHOP THIS ORDER](#)

Returning Items?

To begin the return process, click the button below to select items from this order. For additional information, please see our [Return Policy](#).

[START A RETURN](#)

YOUR ORDER:

Shipping Address
WB Mason
59 Centre Street
Brockton, MA 02303

Additional Shipping

Expense Allocation
Cost Center:

Order Details Features

On the *Order Details* screen, you have the ability to shop this order again or place a return if needed.

Live Chat



REQUESTING RETURNS

March Clearance Sale - Select Products Starting At \$1 »

Learn More About Our Best-Selling Brands »

Shopping For WB Mason Web Demo Account (C1382764)



Search W.B. Mason

Orders

Dashboard



Shop By Category

My Lists

Shop By Item ID

Easy Reorder

More Brands & Services

Deliver to
59 Centre Street, Brockton

RETURN CENTER

[< return to Dashboard](#)

TO MAKE A RETURN:

1. Find Order with Return Item(s)
2. Select "Additional Items" to Expand Orders
3. Click "Return" button to Continue

NOTE: For additional information, please see our [Return Policy](#).

Filters

Order # Purchase Order # From: mm/dd/yyyy To: mm/dd/yyyy

Last 30 Days ▾

Order Date: 11/19/2019

Sales Order #: S097787794

Item Number

Item Description

UOM

QTY

Item Price



Return Center

Hover over the *Orders* tab, and then select *Return Center*. On this screen, you will be asked to enter your order number and select the product(s) you would like to return.


Live Chat

WB Mason – Return Center

wbmason.com/ReturnCenter.aspx#/history

WHO BUY
W.B. MASON

Search W.B. Mason

CART

0 Items\$0.00

S097787794

Purchase Order #

From: mm/dd/yyyy






To: mm/dd/yyyy

Apply Filter

Last 30 Days

Order Date: 11/19/2019

Sales Order #: S097787794

	Item Number	Item Description	UOM	QTY	Item Price
	KEB12346	Rice Krispie Treats® Minis Office Pack, 50/BX	BX	1	
	UTZ1328	Party Mix Snack Tub, 26 Oz.	EA	1	
	UTZ359	Snack Tubs, Cheeseballs	EA	1	
	HEC99983	Kit Kat®/Reese's® Assorted Minis, 35 oz.	EA	1	
	PPF1051900	Goldfish Crackers, Cheddar, 1 oz. Bag, 45/CT	CT	1	

Return Item(s)

Starting the Return

Once you have put in the sales order number for the product(s) you would like to return and click *Apply Filter*, the products from that order will populate. Press the Return Item(s) button to proceed.

WB Mason - Return

wbmason.com/Return.aspx#/startAReturn?SID=S097787794

WHO BUY
W.B. MASON

Search W.B. Mason

0 Items \$0.00






Pickup Instructions *:

Provide Pickup Instructions

Max 100 characters

Phone #:

Attention *:

Item Number	Item Description	Price/UOM	Order QTY	Available to Return	Return QTY*	Reason for Return*
	KEB12346 Rice Krispie Treats® Minis Office Pack, 50/BX	\$0.00/BX	1	1	<input type="text" value="1"/>	<div>Select... Select... I no longer need the product I ordered the wrong item I was sent more than I ordered I was sent the wrong item Item is defective Other reason Product is damaged/Open box Select...</div>
	UTZ1328 Party Mix Snack Tub, 26 Oz				<input type="text" value="0"/>	
	UTZ359 Snack Tubs, Cheese Balls				<input type="text" value="0"/>	
	HEC99983 Kit Kat®/Reese's® Peanut Butter Cups, 35 oz.				<input type="text" value="0"/>	<div>Select...</div>
	PPF1051900 Goldfish Crackers, Cheddar, 45/CT				<input type="text" value="0"/>	<div>Select...</div>

PREVIEW RETURN

Return Details

On this screen, you will select the product, quantity to be returned, and the reason for return. You are also required to add pickup instructions for the driver and a name for the attention field. Once this is complete, click *Preview Return*.

Live Chat





Hi WB

My Account & Payments

Orders

Dashboard



Shop By Category

My Lists

Shop By Item ID

Easy Reorder

More Brands & Services

Deliver to
59 Centre Street, Brockton

PREVIEW RETURN

< return to start a return

Start A Return

Preview Return

Print Return Label

YOUR RETURN:

Shipping Address

WB Mason
59 Centre Street
Brockton, MA 02303

Expense Allocation

Cost Center: IT - Information Technology

Pickup Instructions: Please pick up at reception desk.

Attention: John

Billing Address

WB Mason
Biz Services
59 Centre Street
Brockton, MA 02303

Payment and Additional Info

PO:
Payment: On Account

Item Number	Item Description	Price/UOM	Return QTY	Reason for Return	Ext. Price
KEB12346	Rice Krispie Treats® Minis Office Pack, 50/BX	\$0.00/BX	-1	I ordered the wrong item <i>Return Resolution: Credit My Account</i>	\$0.00

Product Subtotal \$0.00
Tax Subtotal \$0.00

Return Total \$0.00

SUBMIT RETURN

Preview Return

Before submitting your return request, please read over this return summary screen thoroughly. Once you have verified that all of the information is correct, click Submit Return. This will bring you to a screen that allow you to print your return label.

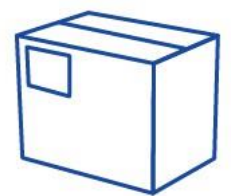
Live Chat



TROUBLESHOOTING & HELPFUL HINTS

CONTACT US

Hi, WB. What would you like to do today?



Track a Package



Start a Return



Update Account



Pay a Bill



Reorder Product

Need assistance? Here's how we can help.



Chat with a specialist



Jenny Seltzer
Account Executive
jenny.seltzer@wbmason.com
1-888-WBMASON ext. 8183

CONTACT



Wayne Rendt
Customer Service Representative
wayne.rendt@wbmason.com
1-888-WBMASON ext. 1091

CONTACT



1-888-WB-MASON

Support

Visit the *Support* tab to find solutions to any issue that may arise while using the website.

My Account & Settings

Invoices & Payments

Customer Support

Your Client Relations Specialist

Wayne Rendt
Ext. 1091
wayne.rendt@wbmason.com

Sign Out

Live Chat

Click the *Live Chat* button that is located on the right-hand side of every window to speak with a customer service representative.

CONTACT US

Hi, how can we help you today?

Customer Service Assistance

Your customer service representative's information will be listed here for your convenience. You can also press *Contact* to send them a message through your online account.



Start a Return



Update Account



Pay a Bill



Reorder

Call Us

Call our customer service line with this number to speak to someone about any concerns or questions you may have.



Chat with a specialist



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Account Executive
jenny.seltzer@wbmason.com
1-888-WBMASON ext. 8183

CONTACT



Wayne Rendt
Customer Service Representative
wayne.rendt@wbmason.com
1-888-WBMASON ext. 1091

CONTACT



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