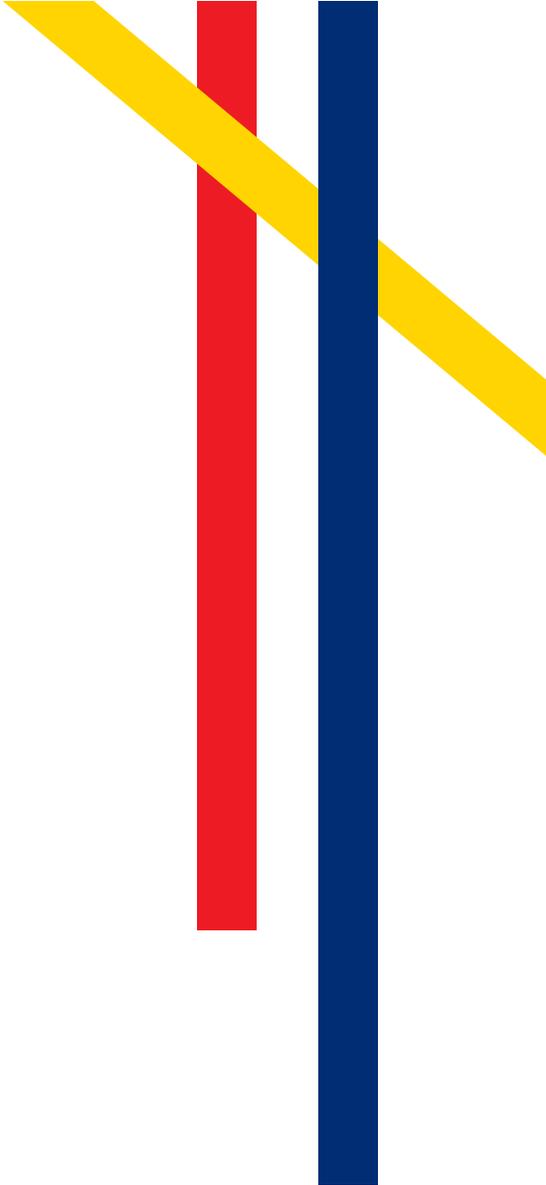




**LOGGING IN:  
WHAT TO  
EXPECT**





Search W.B. Mason



Hi Lori.Nunziato@suny.edu  
My Account & Payments Orders



## Welcome to W.B. Mason!

Here at W.B. Mason we know you will find our service fast and friendly. Here are some important things to know about the services available to you through W.B. Mason:

### W.B. MASON CONTRACT INFORMATION

As a part of the agreement between W.B. Mason and SUNY (Contract Number CC04096), each SUNY Institution can expect:

- SUNY Negotiated Pricing
- Local Dedicated Services (See Dashboard for Rep Info)
- Brands You Know and Trust
- Local Delivery by a W.B. Mason Driver
- One Stop Shopping for All of Your Office Needs
- State of the Art Ordering Website
- The W.B. Mason Brand, Trusted Since 1898

### W.B. MASON SERVICES

#### Free Next-Day Delivery!

All orders received before 5PM EST will be delivered next-day to your office. 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.

### Login Confirmation

Once you have successfully "punched out" into WBMason.com, you will see your name/ID and customer number in the top left-hand corner of your screen.

Live Chat



**SHOPPING:  
4 WAYS TO BUY**



Search W.B. Mason



Hi Lori.Nunziato@suny.edu  
My Account & Payments Orders



1

### Favorites List

When you click My Lists, you will find Preferred Items under Account Lists.. The products in these lists are the ones that your company has already preapproved for purchase.



## Welcome to W.B. Mason!

Here at W.B. Mason we know you will find our service fast and friendly. Here are some important things to know about the services available to you through W.B. Mason:

### W.B. MASON CONTRACT INFORMATION

As a part of the agreement between W.B. Mason and SUNY (Contract Number CC04096), each SUNY Institution can expect:

- SUNY Negotiated Pricing
- Local Dedicated Services (See Dashboard for Rep Info)
- Brands You Know and Trust
- Local Delivery by a W.B. Mason Driver
- One Stop Shopping for All of Your Office Needs
- State of the Art Ordering Website
- The W.B. Mason Brand, Trusted Since 1898

### W.B. MASON SERVICES

#### Free Next-Day Delivery!

All orders received before 5PM EST will be delivered next-day to your office. 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.



Search W.B. Mason



Hi WB  
My Account & Payments

Orders

Dashboard



## 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

### VIEW/EDIT LISTS

#### ITEM LISTS

List Name	Default	List Type	Sort By	Action
Preferred Items		Account		<a href="#">View</a>
Shrink Wrap		Account		<a href="#">View</a>
Custom Products		Account		<a href="#">View</a>

**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.



< 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 all office machines
- SFI-00001

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.



Search W.B. Mason



Hi Lori.Nunziato@suny.edu  
My Account & Payments Orders



Shop By Category My Lists Shop By Item ID Order Again More Brands & Services

2

### Search

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



### Welcome to W.B. Mason!

Here at W.B. Mason we know you will find our service fast and friendly. Here are some important things to know about the services available to you through W.B. Mason:

#### W.B. MASON CONTRACT INFORMATION

As a part of the agreement between W.B. Mason and SUNY (Contract Number CC04096), each SUNY Institution can expect:

- SUNY Negotiated Pricing
- Local Dedicated Services (See Dashboard for Rep Info)
- Brands You Know and Trust
- Local Delivery by a W.B. Mason Driver
- One Stop Shopping for All of Your Office Needs
- State of the Art Ordering Website
- The W.B. Mason Brand, Trusted Since 1898

#### W.B. MASON SERVICES

##### Free Next-Day Delivery!

All orders received before 5PM EST will be delivered next-day to your office. 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.

### 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

Hi WB  
My Account & Payments

Orders

Dashboard

Notifications



Deliver to  
59 Centre Street, Brockton

## 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.

Search W.B. Mason

SUPPORT | ORDERS | ACCOUNT CENTER | FAVORITES

Showing items 1 to 12 of 118 | Sort by: Most Popular | Results Per Page: 12 | 0 Selected | Grid View | List View

**CATEGORIES**

- Calculators

**REFINE RESULTS**

**BRAND**

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

**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)



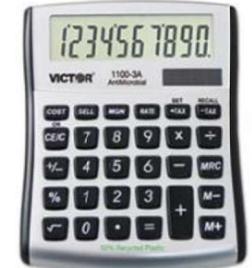
**Sharp® EL-1901 Paperless Printing Calculator with Check and Correct, 12-Digit LCD**

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



Search W.B. Mason

Shop By Category | My Lists | Shop By Item ID | Easy Reorder | More Brands & Services > | Deliver to 59 Centre Street, Brockton

- 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 & Keyboards
- Portfolios
- Shredders
- Tape, Adhesives & Labels
- Boards & Easels
- Clips, Clamps & Pins
- Envelopes
- Gift Wrapping
- Labels & Accessories
- Office Supply Sets
- Office Accessories
- Stamps & Stamp Supplies
- Markers & 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.





# CHECKOUT PROCESS



Search W.B. Mason

### 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	
	1	

Add To List ADD TO CART

**Cart & Checkout**

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

The *Checkout* button will bring your cart back to your procurement system.



# 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.

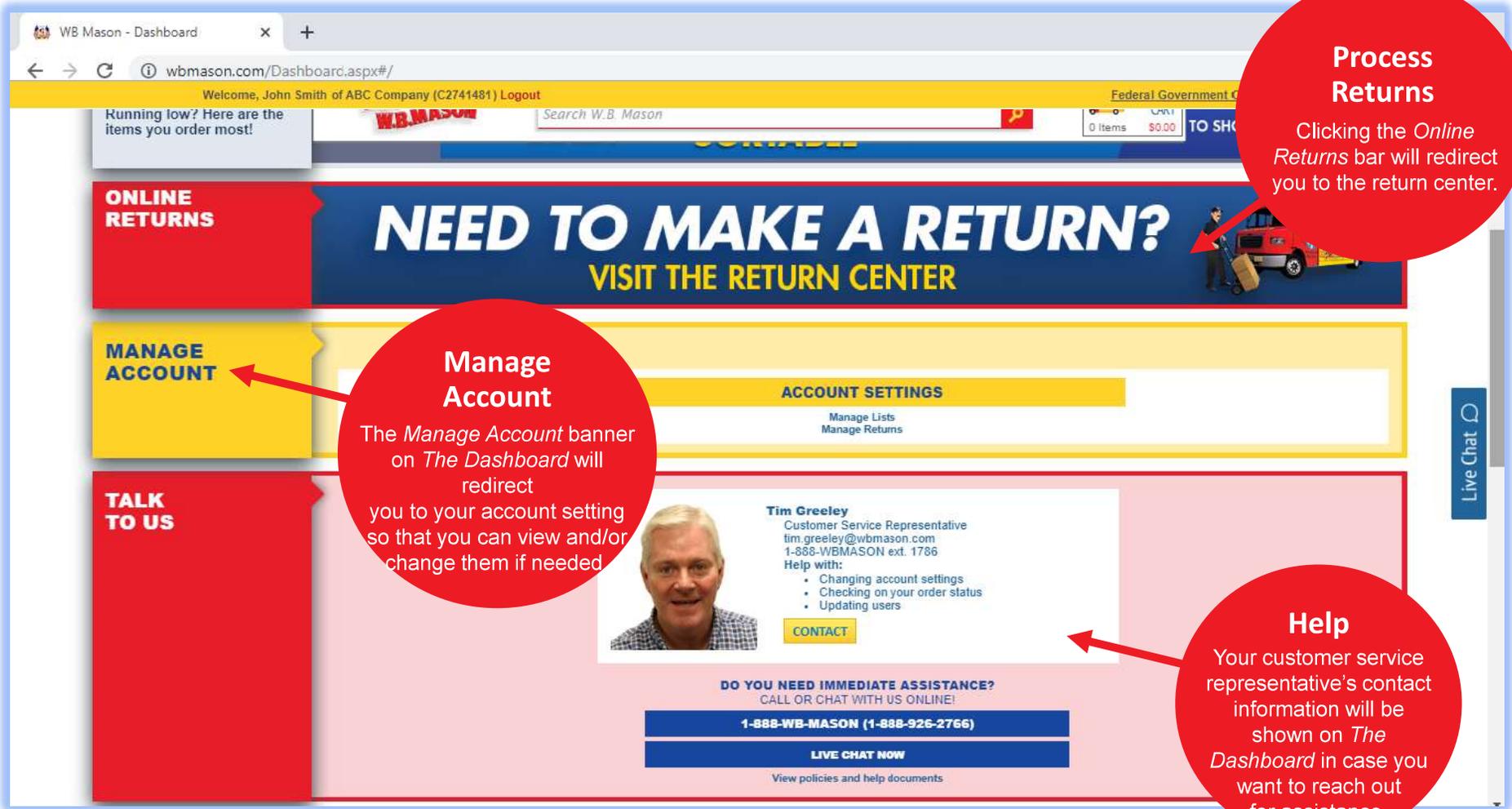
## Order It Again

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

The screenshot shows the 'myWB!' website dashboard. At the top, there is a navigation bar with links for 'Learn More About Our Best-Selling Brands', 'My Account & Payments', 'Orders', 'Dashboard', and a shopping cart icon with '42' items. The user is logged in as 'Shopping For WB Mason Web Demo Account (C1582764)'. Below the navigation bar, there is a yellow banner with 'Shop By Item ID', 'Easy Reorder', and 'More Brands & Services'. The main content area is titled 'DASHBOARD' and is divided into several sections:

- WHERE'S MY STUFF?**: A dark blue sidebar with 'VIEW BY:' options for 'DELIVERY STATUS' (checked) and 'SALES ORDER'.
- DELIVERED**: A green header section showing delivery information: 'Delivered on Wednesday, 11/20/2019 8:08 AM EST', a truck icon, 'Driver: Ryan Baker', 'Route: 9004', and a 'View Delivery Details' link.
- Order Items**: A row of five product images with a '1' in a blue circle below each: a box of Cheesecake, a bag of Reese's Party Mix, a jar of Cheesecake Balls, a jar of Party Mix, and a box of Mini Squares.
- SALES ORDER #:** A yellow box containing 'S097787794', 'WB Mason', '59 Centre Street', 'Brockton, MA 02303', and 'PO: SUB'.
- ORDER IT AGAIN**: A light blue section with the text 'Running low? Here are the items you order most!' and a row of five product images.
- Footer**: A blue banner with 'myWB! YOUR SEARCHABLE SORTABLE ORDER HISTORY PAGE' and a 'CLICK TO SHOP' button.

Red callout boxes with arrows point to the 'Dashboard' link in the navigation bar, the 'Where's My Stuff?' sidebar, and the 'Order It Again' section.



### 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.



**ADDITIONAL WAYS TO  
CHECK ORDER  
STATUS  
& ORDER HISTORY**

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 Deliver to 59 Centre Street, Brockton

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

## 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*
<a href="#">S095259832</a>			10/9/2019 - 10:49 AM	WEB	Waiting approval	C11282	\$187.97
<a href="#">S094729328</a>			9/5/2019 4:22 PM	WEB	Rejected	C11282	\$1,397.93
<a href="#">S093884887</a>			8/26/2019 - 10:28 AM	WEB	Waiting approval	C112822	\$123.98

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

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

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

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

## 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:

**Additional Info**

Live Chat

## Order Details Features

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



**REQUESTING  
A RETURN**



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

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.

### 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 **Apply Filter**

Last 30 Days

Order Date: 11/19/2019

Sales Order #: S097787794

Item Number	Item Description	UOM	QTY	Item Price
-------------	------------------	-----	-----	------------



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=5097787794

WHO BUY W.B. MASON Search W.B. Mason

CART 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	1	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...
UTZ1328	Party Mix Snack Tub, 26 O				0	
UTZ359	Snack Tubs, Chee				0	
HEC99983	Kit Kat®/Reese's® 35 oz.				0	Select...
PPF1051900	Goldfish Crackers, Che				0	Select...

PREVIEW RETURN

Live Chat

### 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*.



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

### 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 <b>Return Resolution:</b> Credit My Account	\$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 TIPS**



Search W.B. Mason



Hi WB  
My Account & Payments

Orders

Dashboard

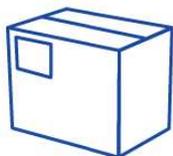


Deliver to  
59 Centre Street, Brockton

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

### CONTACT US

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



Track a Package



Start a Return



Update Account



Pay a Bill

Reorder Product

**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](mailto:wayne.rendt@wbmason.com)

Sign Out

Need assistance? Here's how we can help.



Chat with a specialist



**Marcin Dziubek**  
Account Executive  
[marcin.dziubek@wbmason.com](mailto:marcin.dziubek@wbmason.com)  
1-888-WB-MASON (1-888-926-2766) ext. 8274

CONTACT



**Marlene McMurtrie**  
Customer Service Representative  
[marlene.mcmurtrie@wbmason.com](mailto:marlene.mcmurtrie@wbmason.com)  
1-888-WB-MASON (1-888-926-2766) ext. 1949

CONTACT

**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.

Live Chat



Search W.B. Mason

CONTACT US

Hi there, how can we help you today?

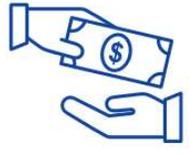
**Customer Service Assistance**  
Your customer service representative's information will be listed here for your convenience. You can also press *Contact* to send them a message through your online account.



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



**Marcin Dziubek**  
Account Executive  
marcin.dziubek@wbmason.com  
1-888-WB-MASON (1-888-926-2766) ext. 8274

CONTACT



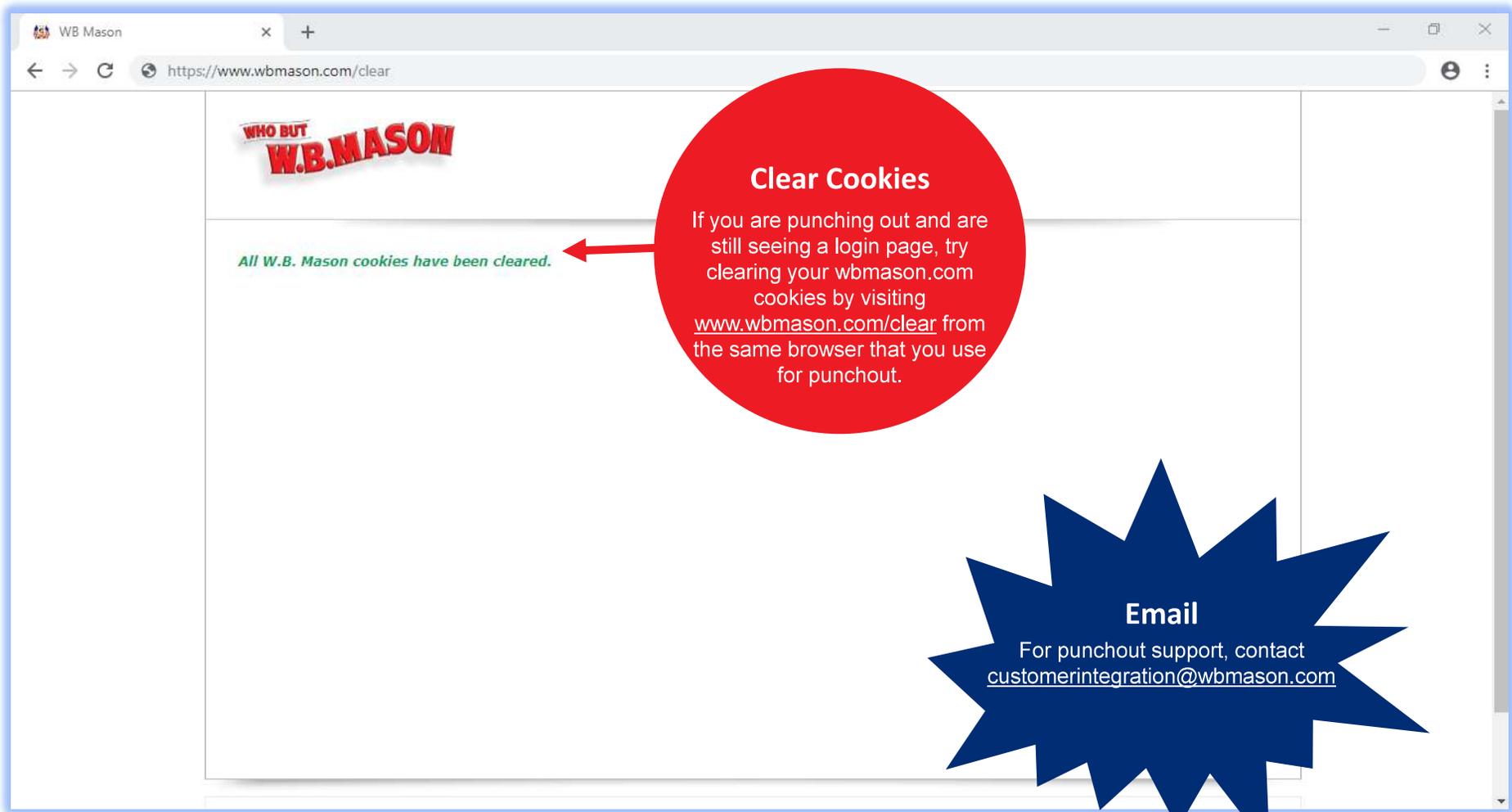
**Marlene McMurtrie**  
Customer Service Representative  
marlene.mcmurtrie@wbmason.com  
1-888-WB-MASON (1-888-926-2766) ext. 1949

CONTACT



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

Live Chat



**WHO BUT  
W.B. MASON**

*All W.B. Mason cookies have been cleared.*

### Clear Cookies

If you are punching out and are still seeing a login page, try clearing your wbmason.com cookies by visiting [www.wbmason.com/clear](https://www.wbmason.com/clear) from the same browser that you use for punchout.

### Email

For punchout support, contact [customerintegration@wbmason.com](mailto:customerintegration@wbmason.com)

WHO BUT  
W.B. MASON

THANK YOU FOR CHOOSING W.B.  
MASON!

