



**WHO BUT
W.B. MASON**

ORDERING GUIDE



**LOGGING IN:
WHAT TO
EXPECT**



Search W.B. Mason

LOGIN / REGISTER

LOGIN

Please Login To Your Account

EMAIL

PASSWORD

Remember Me

[LOGIN](#)

[Forgot your password?](#)

[Federal Government Customers](#)

REGISTER

If You Don't Already Have An Account

[REGISTER](#)

CUSTOMER SERVICE

1-888-WBMASON

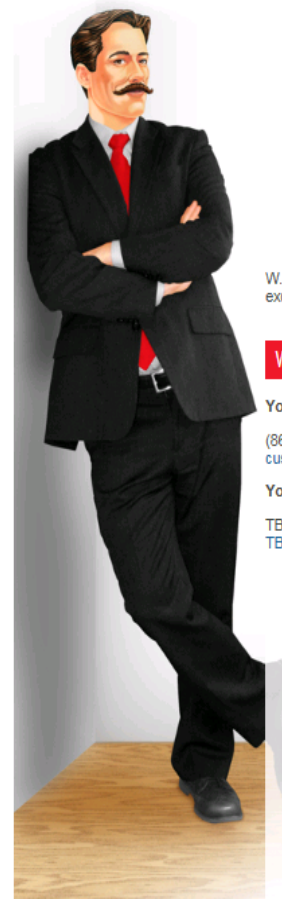
Check out our Customer Service Page for information about our site and answers to your questions.

Login
Enter your email and password

Forgot Password?
Simply Click "Forgot your password", enter your email and we will email you instructions to update your password



Search W.B. Mason



YOU CAN HAVE YOUR LOGO HERE

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.

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



**SHOPPING:
4 WAYS TO BUY**

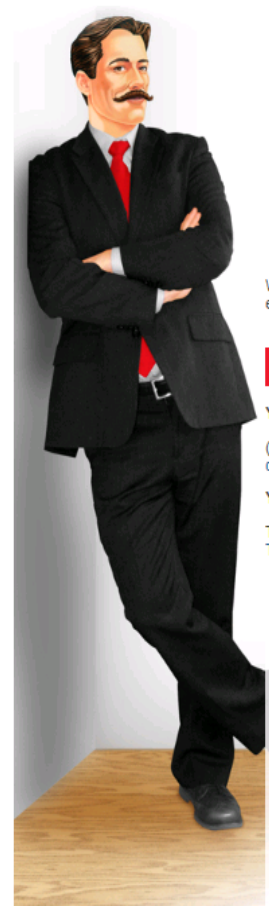


Search W.B. Mason

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.



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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

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.

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

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

Live Chat



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

< 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

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.

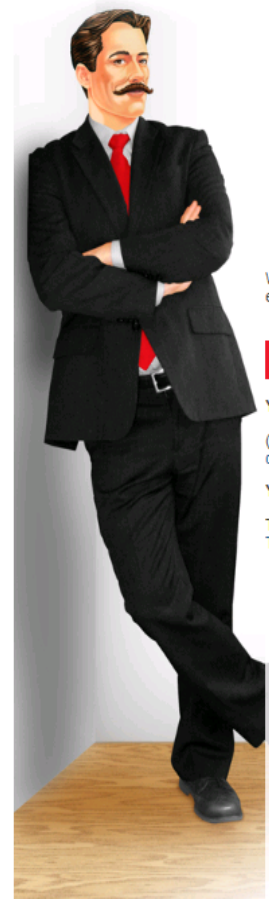
Live Chat



Search W.B. Mason

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.



YOU CAN HAVE
YOUR LOGO HERE

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Pro Tip!

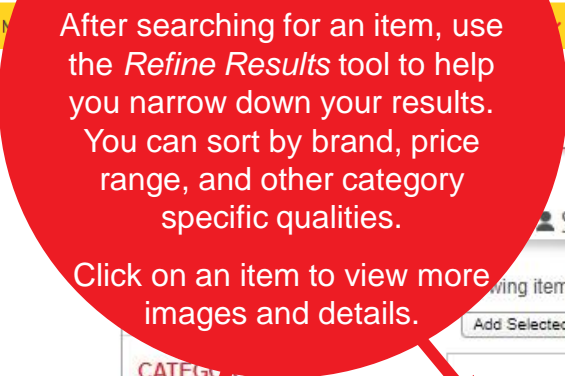
If you add a period to any of the keywords or part numbers that you have in the search bar, it will expand your results.



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.



Shop By Category

Deliver to 59 Centre Street, Brockton

Hi WB My Account & Payments Orders Dashboard

Search W.B. Mason

SUPPORT ORDERS ACCOUNT CENTER FAVORITES

Showing items 1 to 12 of 118 Sort by: Most Popular Results Per Page: 12

CATEGORIES

- 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



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 Supplies
- Office Accessories
- Stamps & Stamp Supplies
- 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.



Search W.B. Mason

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	
	1	

Add To List **ADD TO CART**



CHECKOUT PROCESS



Search W.B. Mason

QUICK ORDER

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Item Number	QTY	Notes
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>

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](#)

i 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

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

[Add Delivery Instructions](#)

ORDER SUMMARY

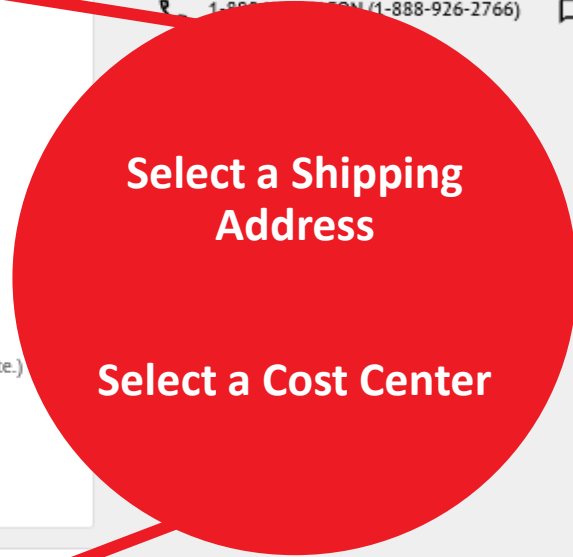
Subtotal **\$624.32**
Estimated Sales Tax* **\$49.96**
(May include bottle deposits)

TOTAL \$674.28

SUBMIT ORDER

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

1-800-... (1-888-926-2766) [Live Chat](#)



EXPENSE

[Manage Expense Allocation](#)

Allocate products to your departments for expense tracking.

Cost Center

100 - Purchasing 200 - Marketing

300 - Accounts Payable 400 - Warehouse

The image features a minimalist abstract design with several thick, solid-colored lines. On the left side, a red diagonal line descends from the top left, crossing a vertical yellow line and a vertical dark blue line. On the right side, a vertical yellow line stands next to a vertical red line, with a dark blue diagonal line ascending from the bottom right, crossing the red line. The central text 'THE DASHBOARD' is rendered in a bold, dark blue, sans-serif font.

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.

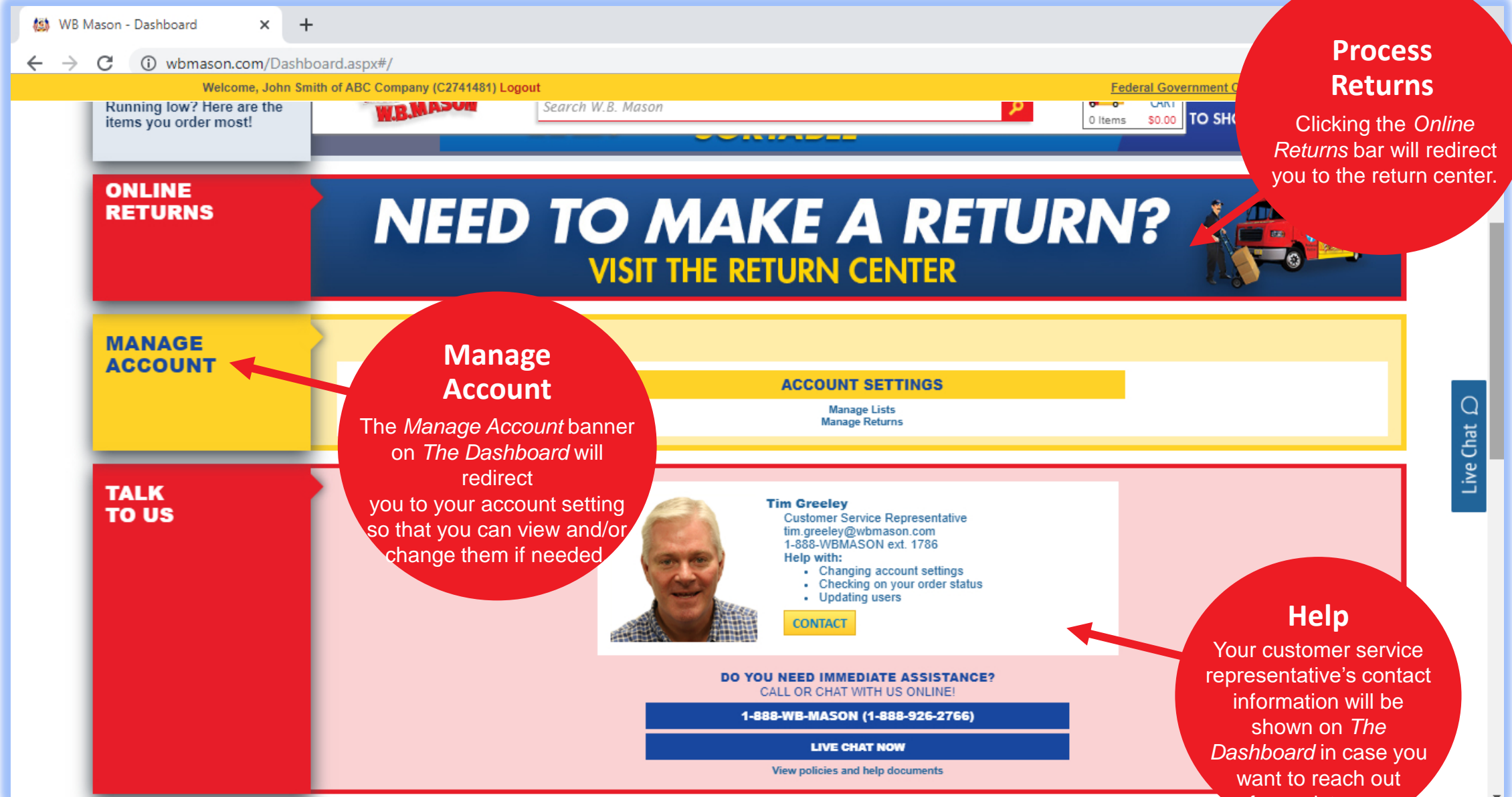
Order It Again

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

The screenshot shows the WB Mason 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 '12' items. Below this 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 a 'VIEW BY:' dropdown menu showing 'DELIVERY STATUS' selected and 'SALES ORDER' as an option.
- 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 quantity '1' 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 Rice Krispies Treats Minisquares.
- SALES ORDER #:** A yellow box containing 'S097787794', 'WB Mason', '59 Centre Street', 'Brockton, MA 02303', and 'PO: SUB'.
- ORDER IT AGAIN**: A light blue sidebar with the text 'Running low? Here are the items you order most!' and a row of five product images.
- Footer**: A blue banner with the text 'MYWB! YOUR SEARCHABLE SORTABLE ORDER HISTORY PAGE' and a 'CLICK TO SHOP' button.

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



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

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	C11282	\$123.98

Live Chat

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.



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

Expense Allocation
Cost Center:

Additional Shipping

Additional Info

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
A RETURN**



Search W.B. Mason



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

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.



CART
0 Items \$0.00

Pickup Instructions *: Phone #: Attention *:

Max 100 characters

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"/>	<ul style="list-style-type: none">Select...Select...I no longer need the productI ordered the wrong itemI was sent more than I orderedI was sent the wrong itemItem is defectiveOther reasonProduct is damaged/Open boxSelect...
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® 35 oz.				<input type="text" value="0"/>	<input type="text" value="Select..."/>
PPF1051900	Goldfish Crackers, Cheese Bag, 45/CT				<input type="text" value="0"/>	<input type="text" value="Select..."/>

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*.

PREVIEW RETURN

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

PREVIEW RETURN

Start A Return

Preview Return

Print Return Label

[< return to start a return](#)

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:</i> Credit My Account	\$0.00

Product Subtotal \$0.00
Tax Subtotal \$0.00

Return Total \$0.00

[SUBMIT RETURN](#)

Live Chat

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.



TROUBLESHOOTING & HELPFUL TIPS



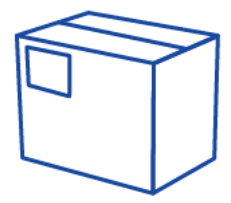
Search W.B. Mason

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

Deliver to 59 Centre Street, Brockton

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

Sign Out

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

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.



Search W.B. Mason

CONTACT US

Hi 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.



Chat with a specialist



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.



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



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](#)



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 from the same browser that you use for punchout.

Email

For punchout support, contact customerintegration@wbmason.com

WHO BUT
W.B. MASON

**THANK YOU FOR CHOOSING W.B.
MASON!**

