Penn Medicine

WHO BUT W.B. MASON
FOR OFFICE SUPPLIES, FURNITURE & PRINTING

WB Mason Office Supply
Web Ordering Procedures & Contacts for
The University of Pennsylvania
Health System

Primary Contacts:

Customer Service: Steve Russo
PH# 888-926-2766 EXT: 1459
Fax# 888-926-4183
Email: Steve.Russo@wbmason.com

Account Executive: Ed Diamond
PH# 888-926-2766 EXT: 1376
Email: Edward.Diamond @wbmason.com

ABOUT W.B. MASON CO., INC.

W.B. Mason is the largest privately owned office products dealer and the fastest growing independent office supply company in the United States. Since 1898, W.B. Mason has been dedicated to bringing amazingly low prices, superior delivery, and exceptional customer service to over 140,000 customers.

WB Mason will be offering the Users of UPHS a streamlined offering of Office Supply options to meet your office supply requirements. We are partnering with AELitho for next day desk top deliveries; no minimum order amounts or freight charges for any office supply orders.

If you receive the following message when you are conducting a general product search within the WB Mason Web Site catalog for items outside of the "Core Contract Item List" you may receive the message below if the item has not been approved for ordering.

There are no products matching the conditions you've provided. Your search for "wbm28230" did not find any products. Please enter a new search phrase or try browsing by category to find the product you need.

**To process an order for a "No Products Matching" item the following procedure must be initiated**: In the event you come across an item that you need, and it is not included as one of the items on the WB Mason Web Site, you will receive the above message. When you receive this message your request must be sent to your supervisor; the request will then be sent to the CFO for approval. If the order is approved the order will placed on the WB Web Site with your cost center and ship to information by your Supervisor.

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Web User Notification Email

WB Mason will forward an email directly to the user with a temporary password so they can access your company's personalized web site.

The password can be adjusted by the user at any time and does not have a calendar event for changing the users password; i.e. does not need to be updated every 90 days.

Logging in to www.wbmason.com

USERNAME:

Enter your full e-mail address in this field; your email address is always your username. For example, h.gdervl@uphs.upenn.edu

PASSWORD:

Enter the password you have been provided via e-mail from W.B. Mason. Once your password is established no need to update unless you want to change it.

TIPS:

Once you are logged in to the wbmason website, you will be able to change your password.

If you ever forget your password, don't worry! You can click on the "Forgot your Password?" link in the top section of the home page and your password will immediately be sent to you via e-mail.

BECOMING FAMILIAR WITH THE HOME PAGE

QUICK ORDER
If you know your item #s, this is your new best friend! Enter up to 10 items at a time to add to shopping cart.

SEARCH FIELD
Enter item #s, partial item #s, search terms, and more!

NAME, ACCT #, SIGN-IN STATUS
Once you initially sign-in, the system will always recognize you. Your name should always display in the top section of the page along with your account number. NOTE: Unless the message says "Logout" you are not signed in…even if you see your name at the top of the screen!

FOLDER TABS
Notice the folder tabs titled "Office Supplies", "Ink & Toner", You can click on any of these tabs to locate various product groups within each section.

SHOPPING CART
Your shopping cart will always be displayed on the Top Right hand side of your screen. As you add items to your cart, the item quantity and sub-total will change.

TIPS
There is a pre-populated list of heavily discounted supplies that have been loaded into the system for UPHS. This list will always be available at the top of the web page under "UPHS Preferred Pricing List". While all items in the system have been discounted for UPHS, these items represent the largest discount. Search here first when looking for supplies. Click on "GO" next to "Preferred Pricing List" and search the items contained within 18 product categories.

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Finding a Product

In most cases, the products you are using have numbers that are universally used to identify the product. These numbers will always be on the original packaging but they may also be on the product itself. Since W.B. Mason carries most major brands of supplies, you can quickly find the product you are looking for if you have the product number (aka sku #, part #, etc). Here are some examples of products you may use and how to best find them on the wbmason website:

Entering numbers in a search field will produce all products containing those numbers within the item number. While there could be many items available containing the numbers you enter, the most popular items are displayed first - many times representing the exact product you are looking for.

Please remember that certain office supply items have been restricted for standard everyday users; however there is a process in place through your Supervisors to access restricted items!

Using the Search Field

When looking for a product, you may use the **Search Box** located at the top of each page or browse the **Category Tabs** which are located underneath the Search Box.

Search Box: Simply enter a product number from the catalog or any keyword(s) that may describe the item that you wish to locate. Please note that the Search Box will also accept partial product numbers (ex: 21200) or multiple keywords (ex: blue pen) to help you locate your items.

*Any keyword search that results in over 50 products and spans multiple categories, will display the subcategories for you to narrow your search further.

Category Tabs: Click on the tab you would like to browse. A list of subcategories will display for you to choose from. You will keep clicking through the subcategories until you have a list of items to view.

Creating an Order

You may create an order quickly by using the **Quick Order** button located in the top left area of the page. Click here and you are brought to a page that will allow you to quickly enter in the product number and quantity for up to 10 items at a time.

After locating your product, via searching/browsing/quick order, use the **Add to Cart** button to add the item(s) to your shopping cart. The totals of your shopping cart will appear on the left side of your screen and remain there until you either checkout or remove them from the cart (even if you log off and come back in 3 days). To update or remove any items in your shopping cart, simply click on the Shopping Cart in the left hand column and make your changes. Be sure to click Update Cart when you're done to save all changes.

Creating a Shopping List

To create your own personal shopping list, click on the **My Lists** link which is located in the top section of the page above the Furniture category tab. You will be asked to name your new list. Once the list has been created it will appear in the top section of the page, to the right of the search box under My Lists. If you have more than one list, there will be a drop down menu here. You may add items to your shopping list any time you locate your product via searching/browsing/quick order. Whenever you see an **Add to Cart** button, you will see an Add to List button under it. The only 'trick' there is to adding the items to the list is to be sure you've selected which list you'd like to add to before hitting the Add to List button.

Shipping / Cost Center Information

Please select the shipping information carefully to allow proper delivery of your order and to provide us with the **correct department or cost center billing** information. Once you complete all shipping information as well as any other required information on the Checkout screen, click **Continue** at the bottom of this page.

Completing Your Order

When you click the **Continue button** you will receive an onscreen Order Preview - your order has not been placed yet. Click on **Submit** on this page to send your order and receive your screen receipt including your order number.

Your order is not complete until you click the Submit Button.

FAQ Section – Frequently Asked Questions

Question: Who should I contact if I need help?

Answer: Steve Russo or Ed Diamond

Question: My shopping cart seems to be duplicating. Why?

Answer: This may be caused when using the Quick Order page, adding your items to your cart and then hitting the Back button on your browser to either make a changes and then hitting Add to Cart again, this will resend your original page to the cart, duplicating the item quantities. Once you have added your items to the Shopping Cart and you see them in the left hand column - the only place to change or remove these items is in the cart - you shouldn't need to use the Back button on your browser while shopping online with WB Mason - if you use the buttons and features supplied to you within the pages, you shouldn't have any further problems.

Question: What should I do if I forget my Login Name or Password?

Answer: On the login page, to the right of where it asks for your password is a 'Forgot Password?' link. Simply click there, enter in your email address and your current login information will be sent to you via email right away. If you enter in your email address and the site does not recognize it as an active address in our system, the screen will tell you that. You can either click on the link on the login page to be setup or call customer service (888-WB-MASON) to be setup with a password.

Question: When in my Shopping Cart, how can I quickly add an item without using the search methods?

Answer: While viewing your Shopping Cart, you can click on the 'Quick Entry' button towards the top of the page. A quick popup will display allowing you to add in the product number and quantity of the item you wish to add to the cart. You do need to know the product number for the item to use Quick Entry.

Question: How will my order be delivered?

Answer: All deliveries are made on a W.B. Mason Delivery Truck by a uniformed W.B. Mason employee.

Question: How will my department or cost center be properly charged for orders?

Answer: Each login is associated with only the Cost Center/Department Code (s) applicable to that user ensuring accuracy. Where a user purchases for multiple Cost Centers/Department Codes, a drop down box is provided displaying the available choices for that user.

Question: What happens if I get a message product not available?

Answer: **You must follow the following process to procure these items; In the event you come across an item that you need, and it is not included as one of the items on the WB mason Web Site, you will receive the above message. When you receive this message your request must be sent to the Supervisor of your area for approval, once the item has been approved to order a "Supervisor" or "Approver" will place the order for you on the WB Web site with your cost center and ship to information included.**