



WHO BUT
W.B. MASON

ORDERING GUIDE



**LOGGING IN:
WHAT TO EXPECT**

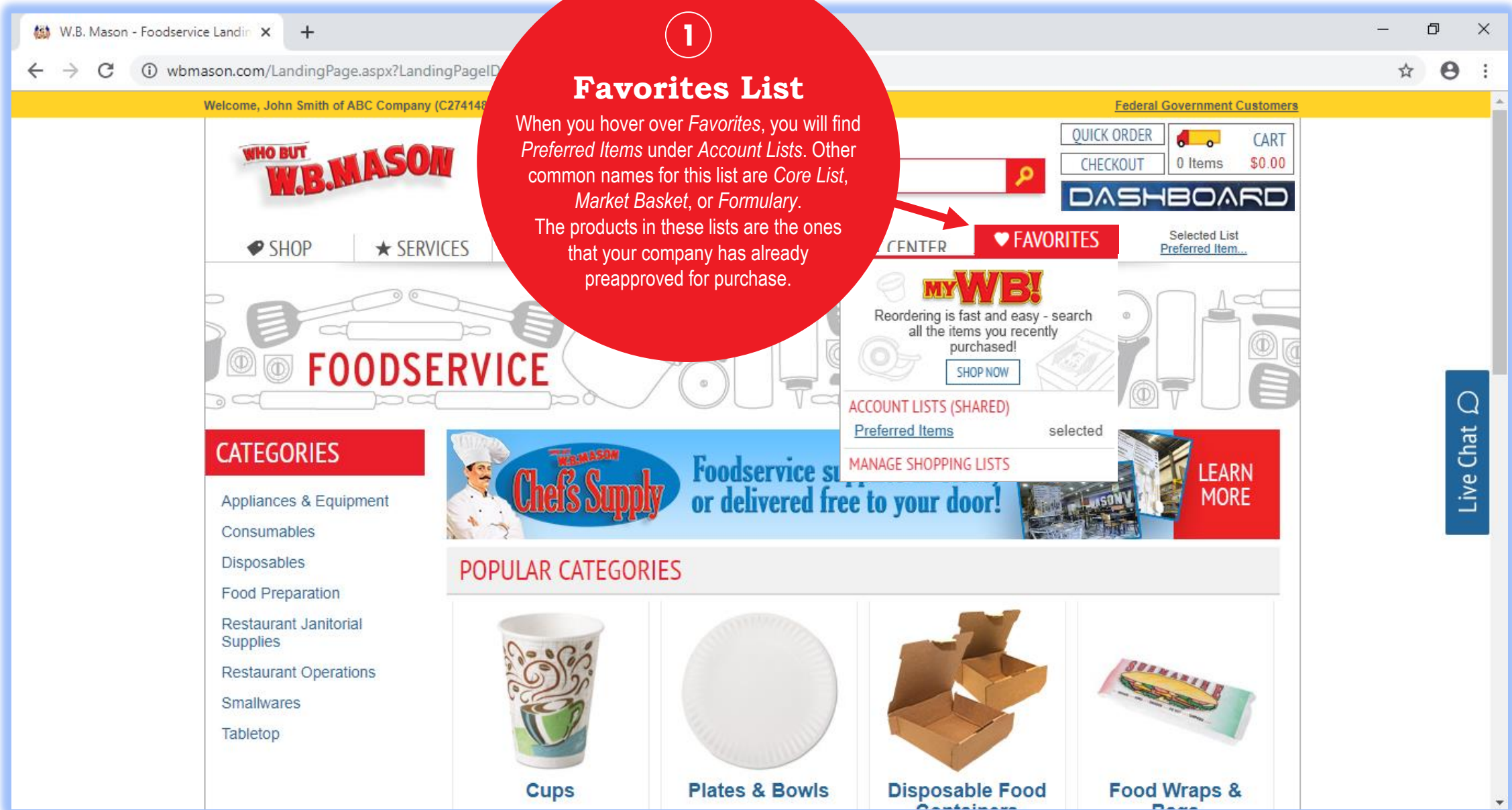


Login Confirmation

Once you have successfully logged in 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**



1

Favorites List

When you hover over *Favorites*, you will find *Preferred Items* under *Account Lists*. Other common names for this list are *Core List*, *Market Basket*, or *Formulary*. The products in these lists are the ones that your company has already preapproved for purchase.



SHOP SERVICES



CATEGORIES

- Appliances & Equipment
- Consumables
- Disposables
- Food Preparation
- Restaurant Janitorial Supplies
- Restaurant Operations
- Smallwares
- Tabletop

Foodservice supplies or delivered free to your door!

MANAGE SHOPPING LISTS

LEARN MORE

POPULAR CATEGORIES



Cups



Plates & Bowls



Disposable Food Containers



Food Wraps & Bars

QUICK ORDER

CHECKOUT

CART

0 Items \$0.00

DASHBOARD

ENTER FAVORITES

Selected List Preferred Item...

Reordering is fast and easy - search all the items you recently purchased!

SHOP NOW

ACCOUNT LISTS (SHARED)

Preferred Items selected

Live Chat

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.

John Smith of ABC Company (C2741481) Logout Federal Government Customers

QUICK ORDER CART 0 Items \$0.00
CHECKOUT **DASHBOARD**

Selected List Preferred Item...

SHOP SERVICES SUPPORT ORDERS ACCOUNT CENTER FAVORITES

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
Monthly Order	<input type="radio"/>	Personal	Brand A-Z	View Edit Copy Delete
Wish List	<input type="radio"/>	Personal	Brand A-Z	View Edit Copy Delete
Preferred Items		Account		View

Live Chat



Search W.B. Mason

QUICK ORDER



CART

CHECKOUT

0 Items

\$0.00

DASHBOARD

SHOP

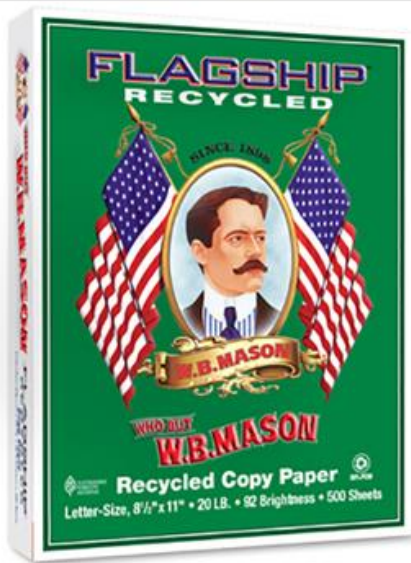
SERVICES

SUPPORT

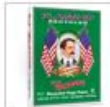
FAVORITES

Selected List
Best Value It...

< view more copy & multipurpose paper



enlarge image



Adding Items to Favorites Lists

Click *Add to List* to add an item to the personal shopping list that you currently have selected, which is shown in the upper right-hand corner of the screen. You can also use the arrow button next to *Add To List* to select another list.

QTY

ADD TO CART

Add To List

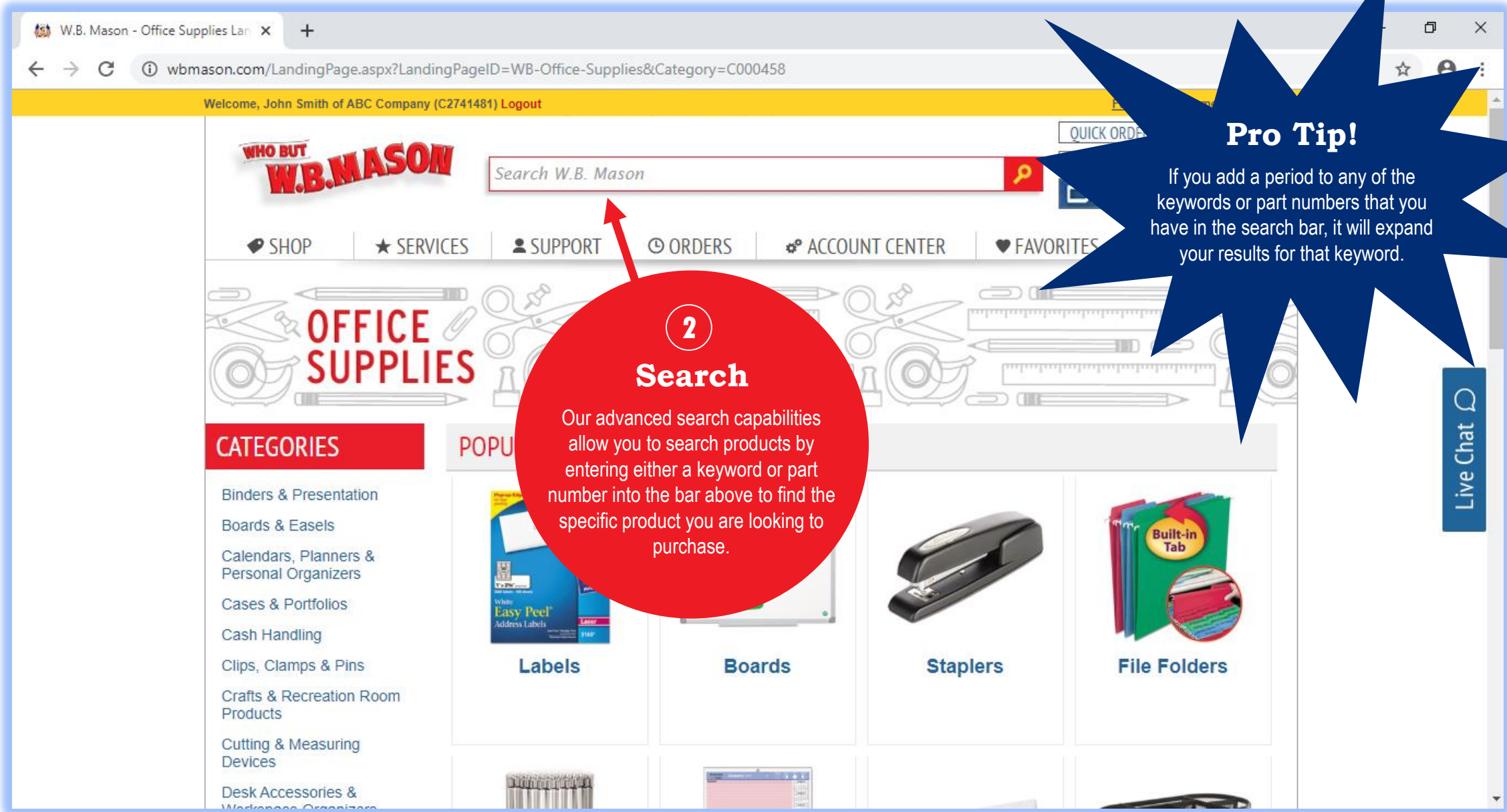
Note

Availability: [Next Day](#)

- Helping Mason "go green" one step at a time!
- 30% post-consumer content, 100% quality performance!
- Excellent strength and durability in all plain paper office equipment
- Sustainable Forestry Initiative (SFI) Certified



Live Chat



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.

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 for that keyword.

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.

WB Mason - Search Results

Federal Government Customers

W.B. Mason

QUICK ORDER | CHECKOUT | CART (0 Items \$0.00) | DASHBOARD

SUPPORT | ORDERS | ACCOUNT CENTER | FAVORITES

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

ADD TO CART | COMPARE SELECTED | ADD TO LIST | 0 Selected | Grid View | List View

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

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

Availability: [Next Day](#)

VCT11003A

QTY **ADD TO CART**

Select

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

Availability: [Next Day](#)

SHREL1801V

QTY **ADD TO CART**

Select

Live Chat

W.B. Mason - Facilities Landing P x +

wbmason.com/LandingPage.aspx?LandingPage

Welcome, John Smith of ABC Company (C274)

Federal Government Customers

QUICK ORDER

CHECKOUT

CART

0 Items \$0.00

DASHBOARD

Selected List Preferred Item...

ACCOUNT CENTER

FAVORITES

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.

SHOP

SERVICES

- OFFICE SUPPLIES
- PAPER
- INK & TONER
- TECHNOLOGY
- BREAK ROOM
- COFFEE
- FOODSERVICE
- FACILITIES MAINTENANCE**
- SHIPPING & PACKAGING
- MATERIAL HANDLING
- SAFETY
- FURNITURE
- SCHOOL SUPPLIES
- AUTOMOTIVE DEALER SUPPLIES
- CUSTOM PRODUCTS

- Air C...
- Batteries & E...
- Chair Mats & Floor Mats
- Cleaning Products
- Cleaning Tools
- Compactors
- Dollies & Trucks
- Health & Medical Supplies
- Ice Melt
- Laundry
- Liners & Trash Bags
- Personal Hygiene Products
- Poly Bags & Tubing
- Restroom Accessories
- Safety & Security
- Tools, Hardware & Accessories
- Towels & Tissues
- Two-Way Radios & Accessories
- Waste Receptacles & Accessories

WHO BUT W.B.MASON

BRAND STORES

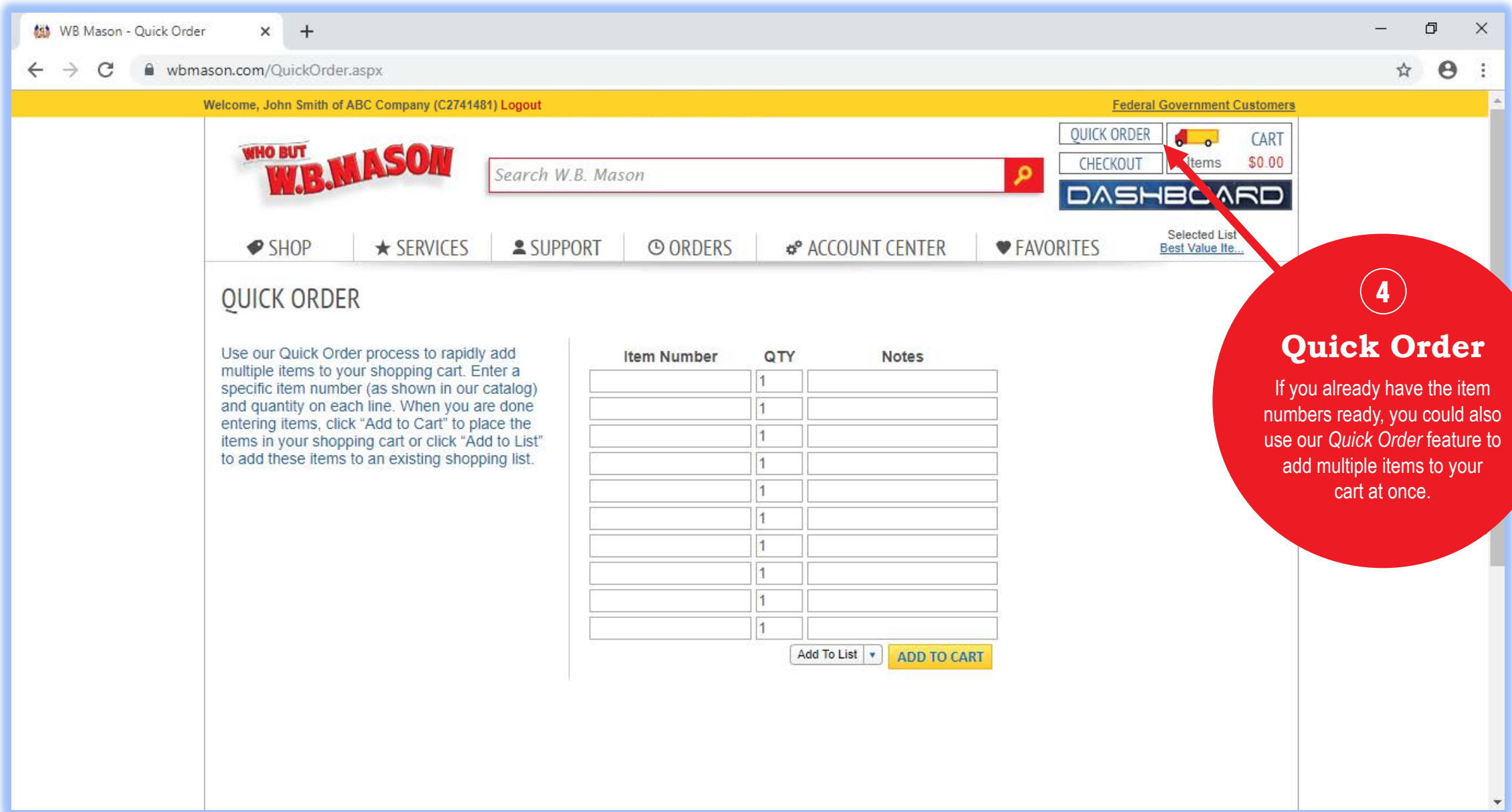
Visit our Brand Stores to see what's new with your favorite brands!

Fabuloso

GLOXOX

Tide

Live Chat



Welcome, John Smith of ABC Company (C2741481) Logout

Federal Government Customers



Search W.B. Mason

QUICK ORDER  CART
CHECKOUT Items \$0.00
DASHBOARD

- SHOP
- SERVICES
- SUPPORT
- ORDERS
- ACCOUNT CENTER
- FAVORITES

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
<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"/>

Add To List

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.



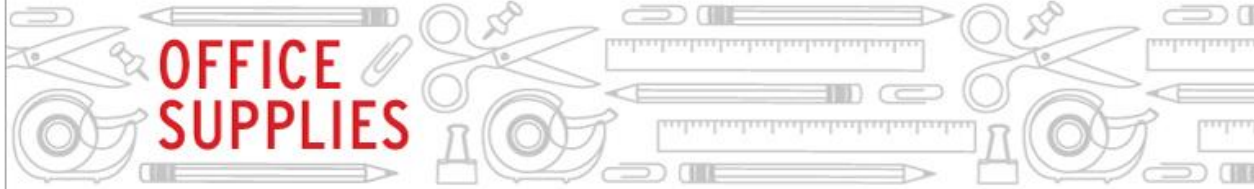
CHECKOUT PROCESS



Search W.B. Mason

QUICK ORDER
CHECKOUT
CART
0 Items \$0.00
DASHBOARD

- SHOP
- SERVICES
- SUPPORT
- ORDERS
- ACCOUNT CENTER
- FAVORITES



OFFICE
SUPPLIES

CATEGORIES

- Binders & Presentation
- Boards & Easels
- Calendars, Planners & Personal Organizers
- Cases & Portfolios
- Cash Handling
- Clips, Clamps & Pins
- Crafts & Recreation Room Products
- Cutting & Measuring Devices
- Desk Accessories & More

POPULAR CATEGORIES



Labels



Boards



Staplers



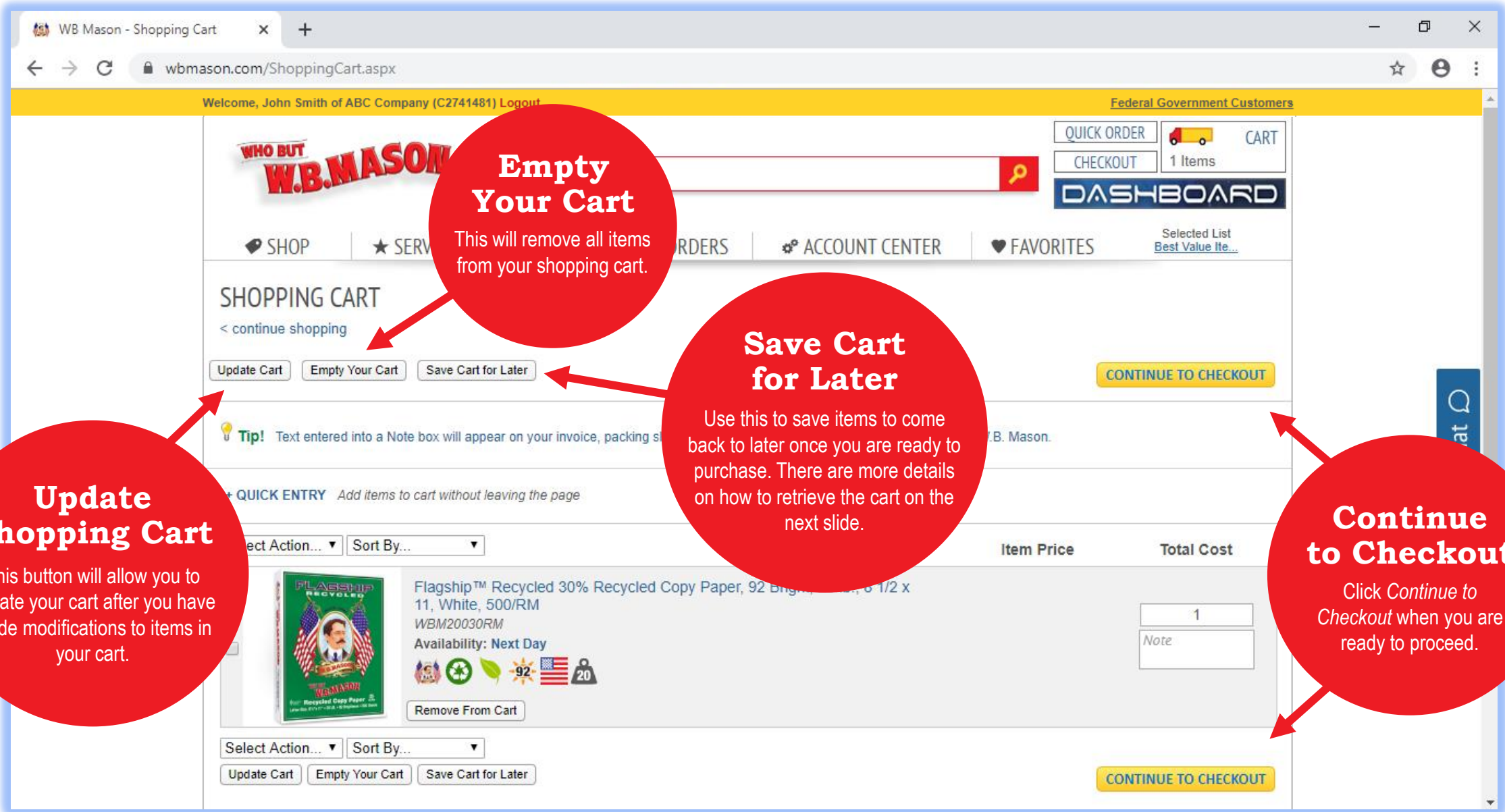
File Folders

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.

Live Chat



Empty Your Cart
This will remove all items from your shopping cart.

Save Cart for Later
Use this to save items to come back to later once you are ready to purchase. There are more details on how to retrieve the cart on the next slide.

Update Shopping Cart
This button will allow you to update your cart after you have made modifications to items in your cart.

Continue to Checkout
Click *Continue to Checkout* when you are ready to proceed.

My Saved Carts

You can access the carts that you have saved for later under *My Saved Carts* in the *Account Center* dropdown menu.

SAVED CARTS

You can save the contents of your shopping cart for future purchase. Your previously saved carts are displayed below. Clicking "Retrieve Cart" will move the contents of your saved cart into your current shopping cart.

Cart Name	Create Date	# of Items	Subtotal	Action
Breakroom Snacks	11/20/2019 - 10:04 AM	2	\$139.98	Retrieve Cart Edit Name View Delete

Retrieving Your Cart

By clicking the *Retrieve Cart* button, the contents from the saved cart will be moved to the current cart.

More Features

You are also able to change the name of the saved cart, view its contents, or delete it if the cart is no longer needed.

The image features a minimalist abstract design with several thick, solid-colored lines. On the left side, there is a vertical blue line, a vertical yellow line, and a diagonal red line extending from the top-left towards the center. On the right side, there is a vertical yellow line, a vertical red line, and a diagonal blue line extending from the bottom-right towards the center. The text 'THE DASHBOARD' is centered in the white space between these lines.

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.

QUICK ORDER
CHECKOUT
CART
0 Items \$0.00
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

Chat

ORDER IT AGAIN

Running low? Here are the items you order most!

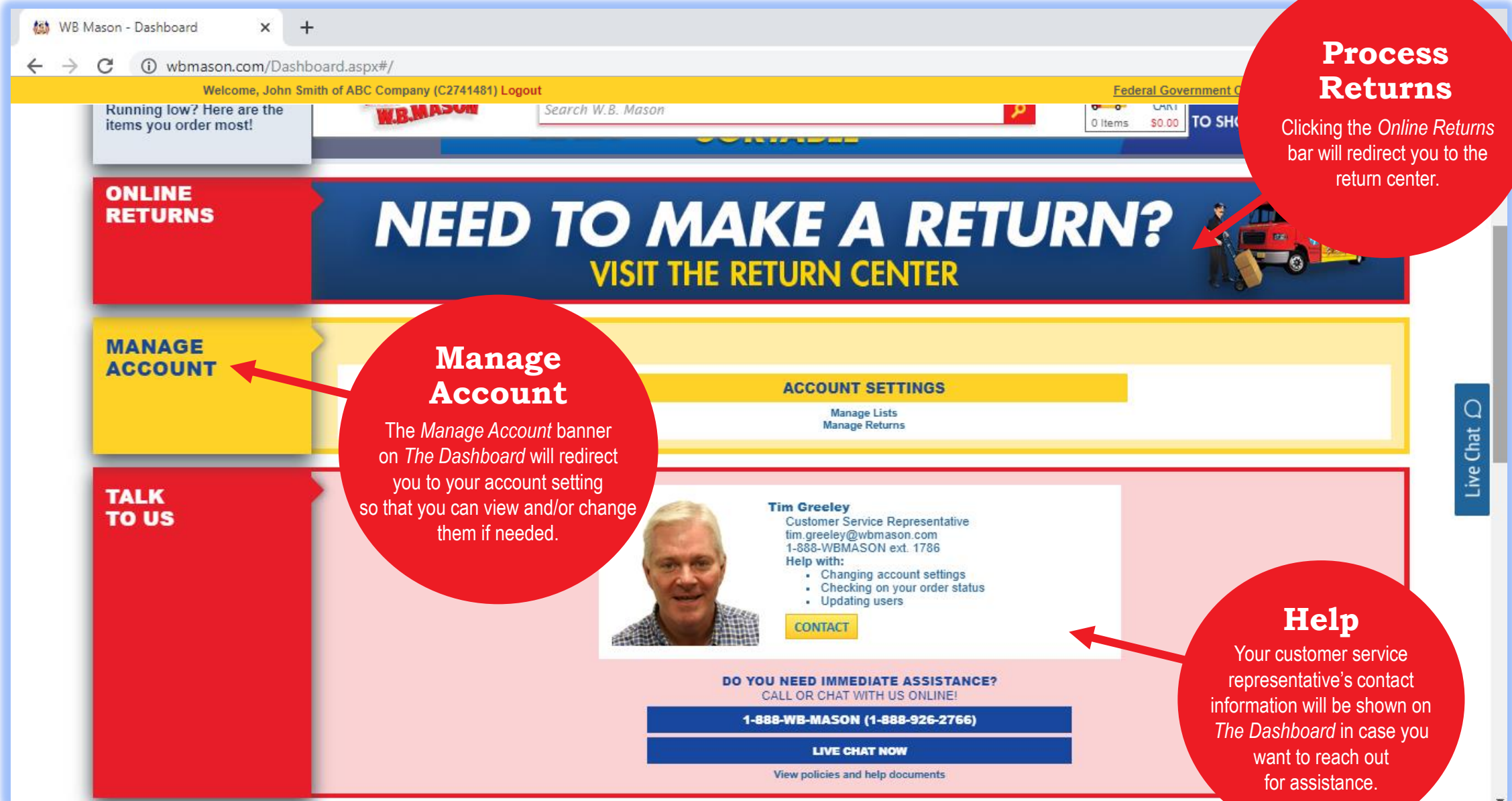


MYWB! YOUR **SEARCHABLE SORTABLE** ORDER HISTORY PAGE

[CLICK TO SHOP](#)

Order It Again

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



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**

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.

The screenshot shows the WB Mason website's Order History page. At the top, there is a navigation bar with tabs for SHOP, SERVICES, SUPPORT, ORDERS, and ACCOUNT CENTER. The ORDERS tab is highlighted. Below the navigation bar is a banner for 'NEED TO PAY AN INVOICE?' with a 'CLICK HERE' button. The main content area is titled 'ORDER HISTORY' and includes a filter section with options for 'Last 90 Days', 'From', 'To', 'Order #', and 'Purchase Order #'. Below the filter section is a table of orders with columns for Order #, Invoice, Purchase Order #, Order Date, Method, Status, Account, and Subtotal*.

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



Search W.B. Mason

QUICK ORDER



CART

CHECKOUT

0 Items

\$0.00

DASHBOARD

SHOP

SERVICES

SUPPORT

ORDERS

ACCOUNT CENTER

FAVORITES

Selected List
Create Favorites Lists

ORDER DETAILS

(as of 11/20/2019) [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

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**

WB Mason – Return Center

wbmason.com/ReturnCenter.aspx#/history

Welcome, John Smith of ABC Company (C2741481) Logout

WHO BUT W.B.MASON

Search W.B. Mason

SHOP SERVICES SUPPORT **ORDERS** ACCOUNT CENTER

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 Item(s)" 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
				

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

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.



Search W.B. Mason



0 Items

CART

\$0.00






Pickup Instructions *:

Provide 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"/>	<input type="text" value="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				<input type="text" value="0"/>	
 UTZ359	Snack Tubs, Cheese				<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, Che 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

WB Mason - Return

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

Welcome, John Smith of ABC Company (C2741481) Logout Federal Government Customers

WHO BUT W.B. MASON Search W.B. Mason QUICK ORDER CART
CHECKOUT 0 Items \$0.00
DASHBOARD


SHOP SERVICES SUPPORT ORDERS ACCOUNT CENTER FAVORITES Selected List
Create Favorites Lists

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: Credit My Account</i>	\$0.00

Product Subtotal	\$0.00
Tax Subtotal	\$0.00
Return Total	\$0.00

SUBMIT RETURN

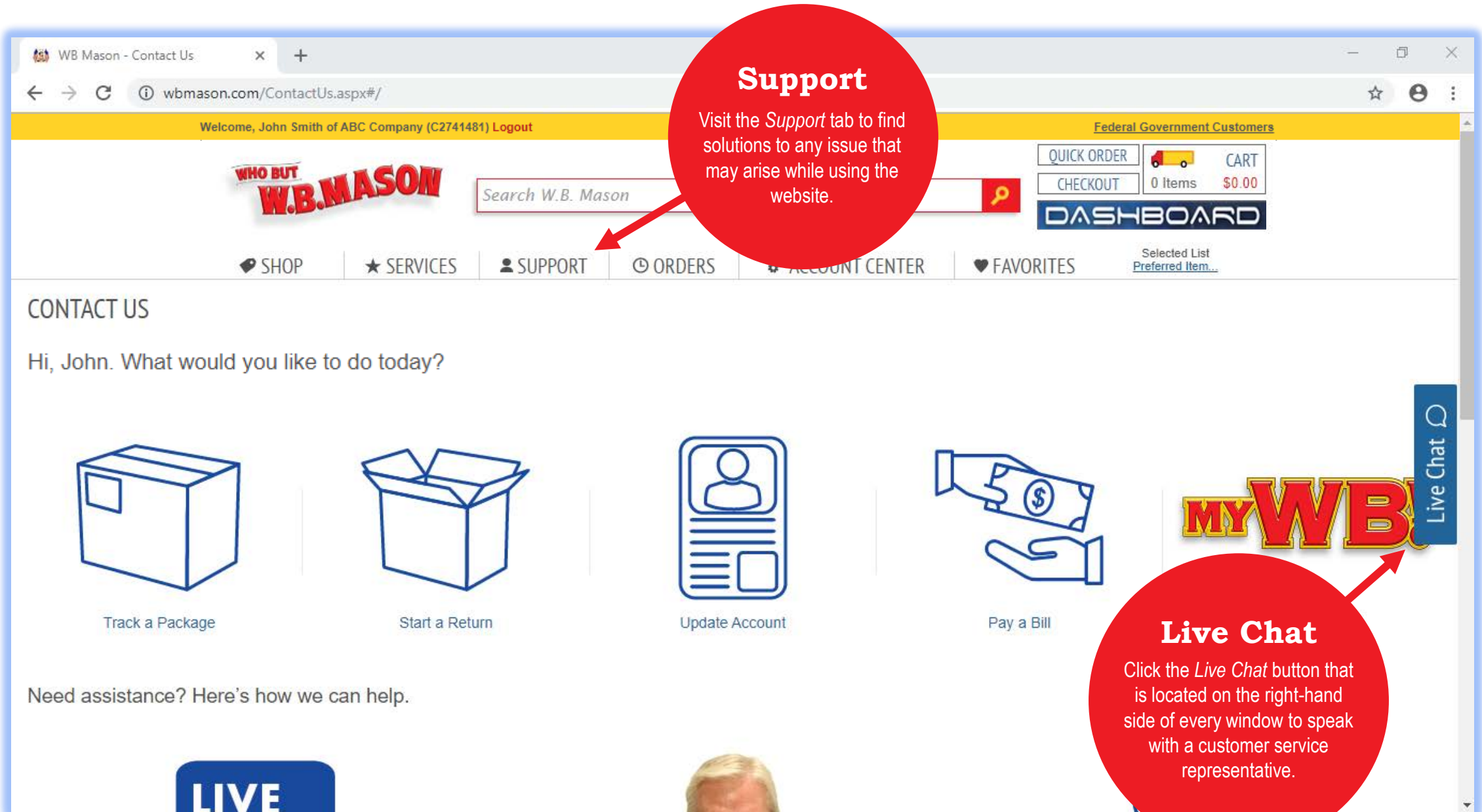
Live Chat

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**



Support

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

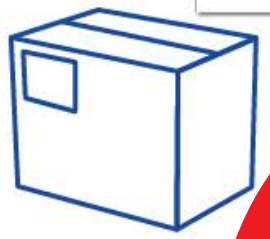
Live Chat

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

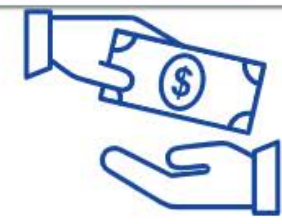
CART
0 Items \$0.00



Track a Package



Update Account



Pay a Bill



Live Chat

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.

Call Us

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

Need assistance? Help



Chat with a specialist



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

CONTACT



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



HELP DESK



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.

WHO BUT
W.B. MASON

THANK YOU FOR CHOOSING W.B. MASON!

