

WHO BUT
W.B. MASON
PRODUCTS FOR THE WORKPLACE



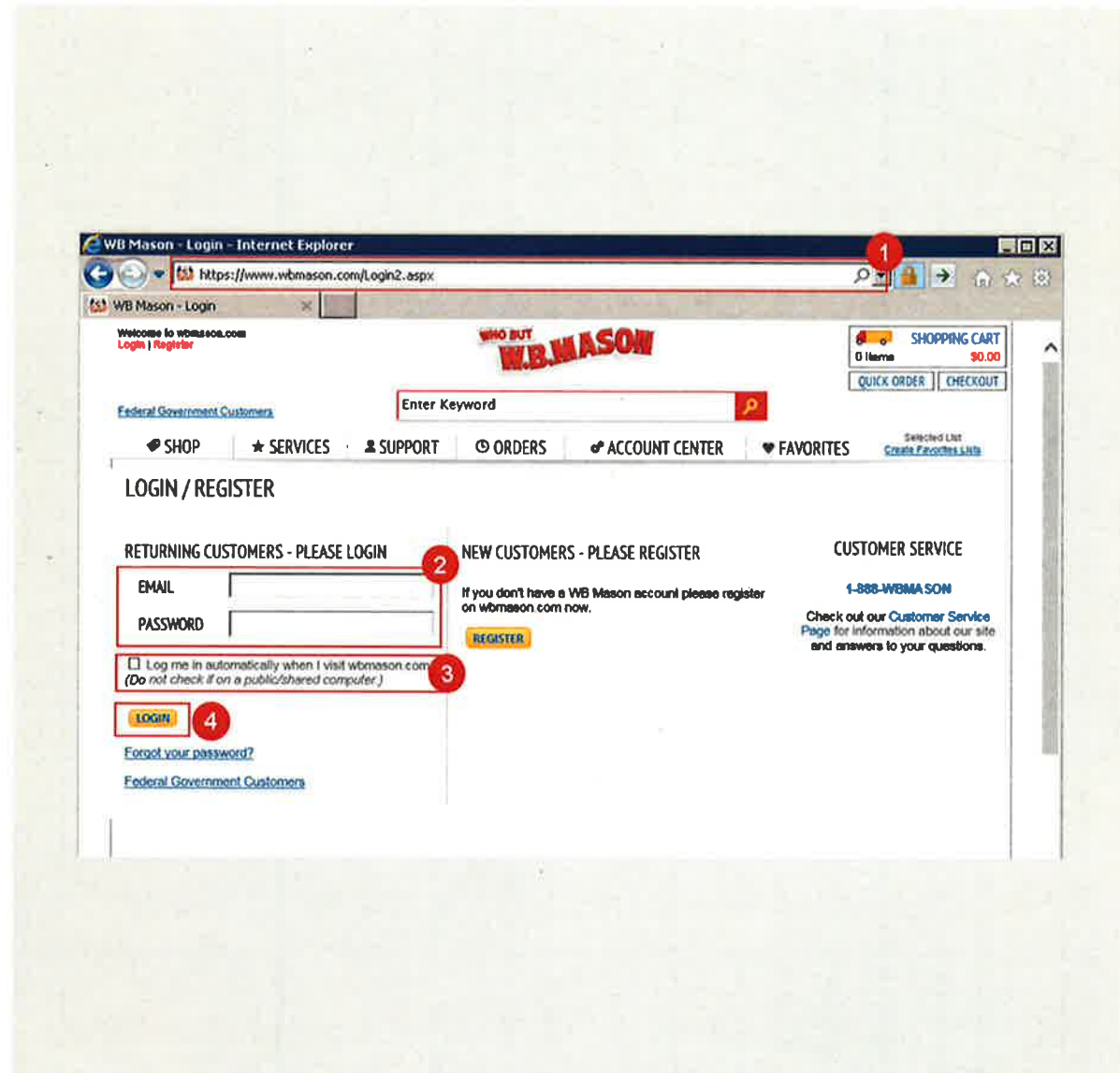
EASTERN CONNECTICUT STATE UNIVERSITY

Online Training Guide



Login

1. Open your internet browser and type:
<https://www.wbmason.com/Login2.aspx>
2. Type in your login credentials.
3. Note: If this is your personal computer, click the checkbox to log you in automatically.
4. Click Login



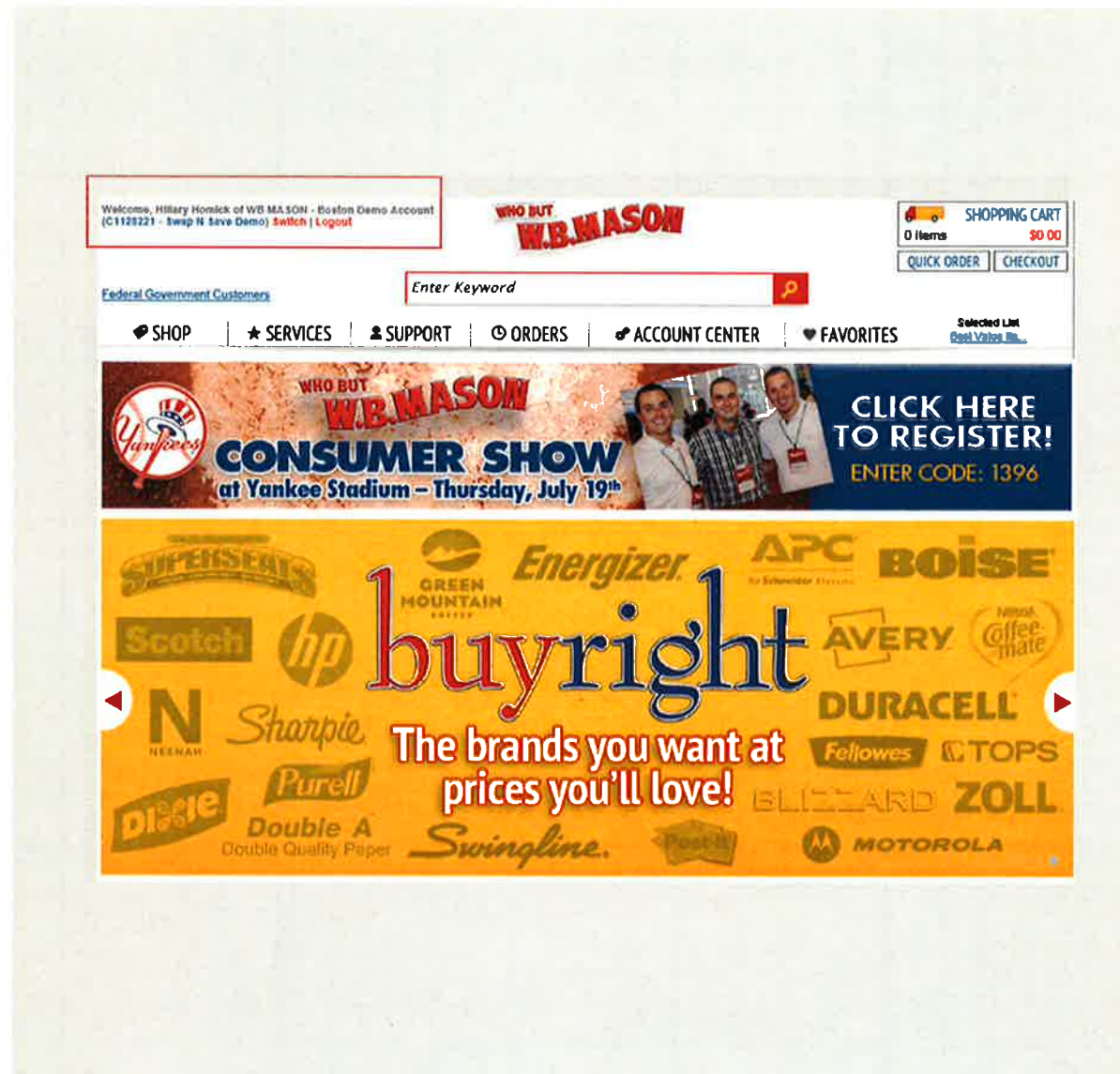
Login Confirmation

HOMEPAGE

Once you have successfully logged into the WB Mason site you will see the WB Mason homepage.

ACCOUNT

Your account # will be located in the top left hand corner of the screen (underneath your name). Your account # will begin with the letter "C" followed by a series of numbers (i.e. C1237892).



Favorite's List

From this page you can view, add, modify, and delete your existing personal lists.

1. To view and manage your personal favorite's list(s) online you can click on the **Favorites** tab, which will bring you to this overview page.
2. To create a new list insert the new list name, select the page sorting preference and click **Submit**.

WHO BUY
W.B. MASON

Federal Government Customers

Enter Keyword

SHOP SERVICES SUPPORT ORDERS ACCOUNT CENTER **FAVORITES**

SHOPPING CART
0 Items \$0.00
QUICK ORDER CHECKOUT

Selected List
Preferred Item

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

List Name	Default	List Type	Sort By	Action
Preferred Items List		Account		View

Product Search

KEYWORD SEARCH BAR

Type a keyword into the search bar to search for a broad or specific item. The smart search engine will offer you search suggestions based on what you type.

SHOP TAB

Scroll over the shop tab and click on a shopping category to view all the products available meeting your selection.

The screenshot displays the W.B. Mason website interface. At the top, a navigation bar includes a search bar with the placeholder text "Enter Keyword" and a magnifying glass icon. To the right of the search bar is a shopping cart icon showing "0 Items" for "\$0.00" and buttons for "QUICK ORDER" and "CHECKOUT". Below the search bar is a horizontal navigation menu with tabs for "SHOP", "SERVICES", "SUPPORT", "ORDERS", "ACCOUNT CENTER", and "FAVORITES". The "SHOP" tab is highlighted with a red border. Above the navigation menu, a banner for the "WHO BUY W.B. MASON CONSUMER SHOW at Yankee Stadium - Thursday, July 19th" is visible, featuring a photo of three people and a "CLICK HERE TO REGISTER! ENTER CODE: 1396" call to action. Below the banner is a large yellow promotional area for "buyright" with the tagline "The brands you want at prices you'll love!". This area features logos for various brands including Scotch, HP, Sharpie, Purell, Double A, Energizer, APC, BOISE, AVERY, Duracell, Fellowes, TOPS, BILLYARD, ZOLL, and MOTOROLA.

Filter Search Results

REFINE SEARCH RESULTS

Use the left hand column to refine your search results.

SORT BY

Use the **Sort By** dropdown and select your product sorting preference.

RESULTS PER PAGE

Click on the dropdown menu next to **Results Per Page** to select the amount of items you would like to populate per page in your search results.

WHO BUT W.B. MASON

Federal Government Customers

Enter Keyword

SHOP SERVICES SUPPORT ORDERS ACCOUNT CENTER FAVORITES

Shopping Cart: 0 Items \$0.00

QUICK ORDER CHECKOUT

Showing items 37 to 48 of 261

Sort by: Most Popular Results Per Page: 12

YOUR SELECTIONS

Category: Copy & Multipurpose Paper

REFINE RESULTS

BRAND

- Blizzard™ (10)
- Boise® (47)
- Double A™ (1)
- Finch (8)
- Flagship™ (8)
- Flagship™ Bright (8)
- Flagship™ Recycled (12)
- Hammermill® (83)
- HP (22)
- mycopy™ (8)
- myface™ (4)
- myimage™ (4)
- Super Star™ (2)

View More

PRICE

- \$0-\$50 (134)
- \$50-\$100 (102)

WBM20050RM

Flagship™ Recycled 50% Recycled Copy Paper, 8.5" x 11" Letter, 20lb, 92 Bright, 500/RM

Availability: Next Day

WBM20100

Flagship™ Recycled 100% Recycled Copy Paper, 8.5" x 11" Letter, 20lb, 92 Bright, 5000/CT

Availability: Next Day

WBM20100RM

Flagship™ Recycled 100% Recycled Copy Paper, 8.5" x 11" Letter, 20lb, 92 Bright, 500/RM

Availability: Next Day

Individual Item Detail

VIEW INDIVIDUAL ITEM

When conducting a search, click on an item to view additional detail.

ITEM ICONS

Icons located next to the item help you identify the product type. Scroll over each icon to view the meaning of each icon.

NOTE FIELD

Special notes added into the **Note** field will populate on your packing slip.

ADD TO CART/ADD TO LIST

Make a selection to add this item into either your shopping cart or favorites list.

The screenshot displays the W.B. Mason website's product detail page. At the top, the logo reads "WHO BUT W.B. MASON". A navigation bar includes links for SHOP, SERVICES, SUPPORT, ORDERS, ACCOUNT CENTER, and FAVORITES. A search bar is present with the text "Enter Keyword". In the top right corner, a shopping cart icon shows "0 Items" for "\$0.00", with buttons for "QUICK ORDER" and "CHECKOUT". Below the navigation, a link for "Federal Government Customers" is visible. The main content area features a product image of a ream of "FLAGSHIP RECYCLED" paper, which includes a portrait of a man and the W.B. Mason logo. To the right of the image, the product name "FLAGSHIP" is displayed, followed by the description: "Flagship™ Recycled 50% Recycled Copy Paper, 8.5" x 11" Letter, 20lb., 92 Bright, 500/RM". The item number "WBM20050" is listed below. A list of bullet points describes the paper's benefits: "The ideal recycled paper for all of your office needs. The 50% recycled paper performs just as well as non-recycled sheets and maintains excellent strength and durability in all plain paper office equipment.", "20 lb., 92 brightness", "Performs just as well as non-recycled sheets", and "For use in all your office machines". On the right side of the product details, there is a "QTY" field, an "ADD TO CART" button, an "Add To List" button, and a "Note" field. At the bottom right, the availability is listed as "Next Day" with icons for a plus sign, a sun, and a lock.

Quick Order Tool

QUICK ORDER MULTIPLE ITEMS

Select **Quick Order** located in the top right hand corner of the screen. This tool will allow you to enter in multiple items and load them into your shopping cart and/or favorites list.

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

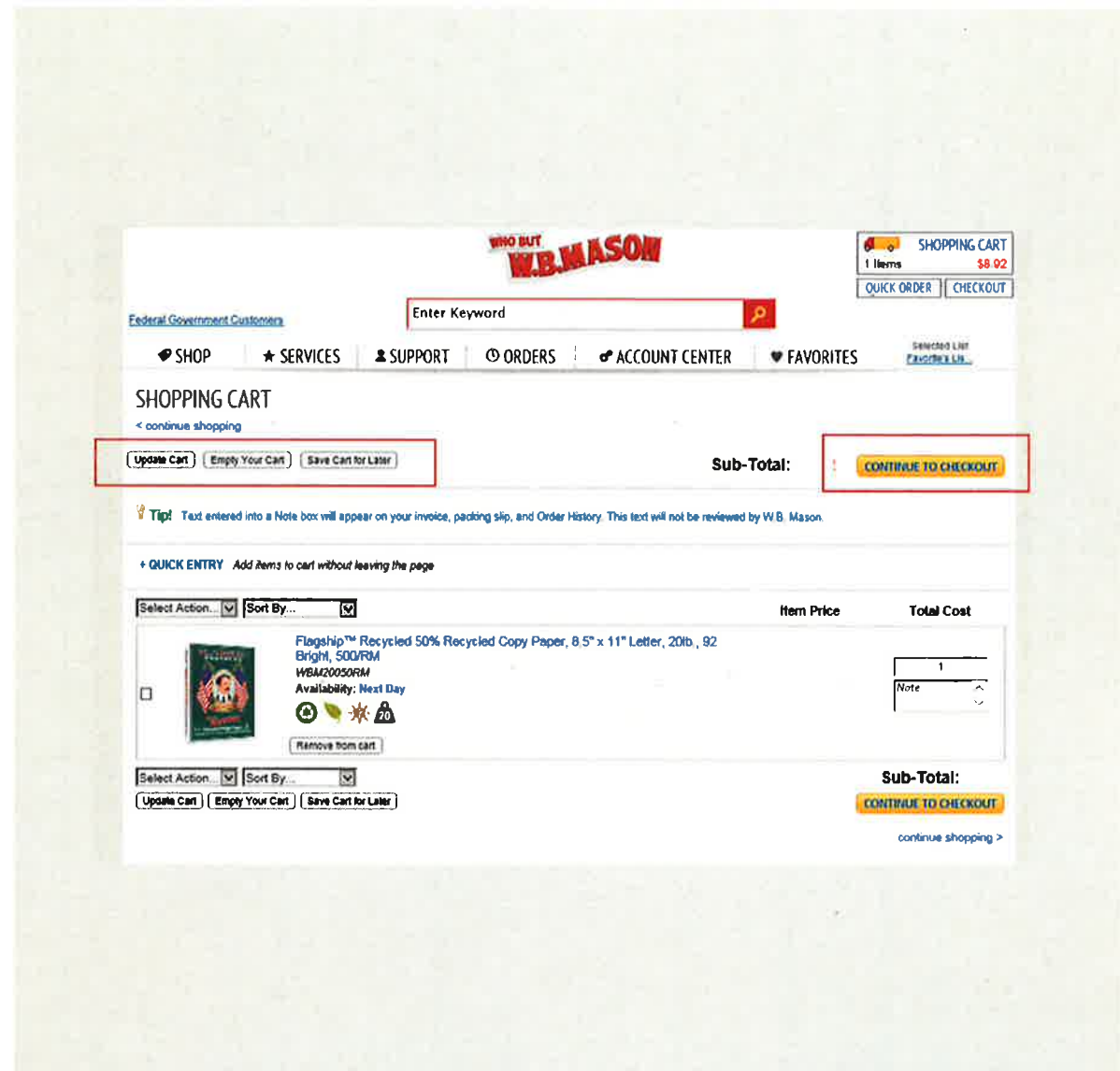
Shopping Cart

Update your cart – update your cart after you make modifications to items in your cart.

Empty Your Cart – removes all items from your shopping cart

Save Cart for Later – will allow you to save your current shopping cart. You can retrieve saved carts anytime in **Account Center > My Saved Carts**

Continue to Checkout – Click this icon to proceed to checkout.



Go to Checkout

Ready to Checkout?

When you are ready to checkout click the **Checkout** button located next to the *Shopping Cart* or click **Continue to Checkout** from the shopping cart page.

The screenshot displays the W.B. Mason website's shopping cart interface. At the top, the W.B. Mason logo is visible, along with a search bar and navigation links for SHOP, SERVICES, SUPPORT, ORDERS, ACCOUNT CENTER, and FAVORITES. The shopping cart section is titled 'SHOPPING CART' and includes a '< continue shopping' link. Below this, there are buttons for 'Update Cart', 'Empty Your Cart', and 'Save Cart for Later'. A 'Sub-Total:' label is followed by a yellow 'CONTINUE TO CHECKOUT' button. A tip message states: 'Tip! Text entered into a Note box will appear on your invoice, packing slip, and Order History. This text will not be reviewed by W.B. Mason.' Below the tip, there is a '+ QUICK ENTRY' section with the text 'Add items to cart without leaving the page'. The main cart area features a table with columns for 'Select Action...', 'Sort By...', 'Item Price', and 'Total Cost'. The table contains one item: 'Flagship™ Recycled 50% Recycled Copy Paper, 8.5\"

Checkout Steps

1. The checkout process will be listed at the top of the page and will turn green as you complete each step.
2. Your order will be complete when you've reached the order confirmation page and are provided with an order #.
3. If your order requires an approval, you will be notified on the confirmation page. An approval workflow message will display underneath the WB Mason truck + Order #. You will see who your order has gone to for approval and your approver will get an e-mail notification letting them know an order is awaiting approval.

CHECKOUT Shipping ▶ Expense ▶ Billing ▶ Preview ▶ **Order Confirmation**

Thanks! Your order is complete and your order number is: S046310092

Thank you for your order!
It has been submitted for approval.
 Based on your organization's purchasing rules, your order must be approved. You will receive an email after the approver has reviewed it.

Order Number: S046310092
 Approver:
 foster.maki@wbmason.com
 (Foster Maki)

[Print This Page](#)

Shipping Address Boston Demo Account 647 Summer St Boston MA 02210	Expense Allocations Cost Center: BPO-0342 - Marketing	Billing Address Primary Address 647 Summer St Boston MA 02210
Additional Shipping Phone Number: (123) 456-7991		Payment and Additional Info Purchase Order #: 123456 TEST Payment: Bill Me On Account

Item Number	Item Description	Type	Price/UOM	QTY	Ext. Price
WBM20050	50% Recycled Copy Paper, 8.5" x 11" Letter, 20lb., 92 Bright, 500/RM		\$11.19/RM	1	

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Instructions for Order Approvals

Steps on how to approve/reject and modify
an order that is awaiting approval.



E-Mail Notification

You will receive an e-mail notification when you need to approve an order.

1. Use this link to login to wbmason and review and/or edit the order.
2. Click this link to instantly approve (without needing to login and approve online).

Hillary Homick,
The following order is awaiting your approval:

Order Number: S053775402
Customer Number: C2581519
Order Date: 10/23/2017
Orderer: Hillary Homick

This order requires approval for the following reason(s):
* Order total is over specified limit

Your Approval Options:

[Review & Edit Order Online](#) **1**
Use this link to login to wbmason.com to review or edit this order.
Copy and Paste the following link into your browser if necessary
http://www2.wbmason.com/OrdersAwaitingApproval.aspx

[Click Here to Approve this Order Now 'As - Is'](#) **2**
Use One Click Approval only if you want to instantly approve this order.
Copy and Paste the following link into your browser if necessary
http://www2.wbmason.com/ApprovalResults.aspx?GUID=(DE608A4C-9324-42CF-AE85-9D4199A74DA6)

Shipping Address: W.B. Mason Company
53rd West 23rd Street, 10th Floor
New York, NY 10010

Attention: Hillary Homick

Billing Address: W.B. Mason Company
53rd West 23rd Street, 10th Floor
New York, NY 10010

Payment Method: On Account

PO Number: 123456789

Cost Center: 1234 – Marketing Dept.

Item Number	Description	Qty	Price	Total
WBM1234	Item Description		\$1.00	\$1.00
Product Subtotal:				\$1.00
Tax Subtotal:				\$1.00
Order Total:				\$1.00

* may include bottle deposits

Login Online

1. Once you login you see a notification box highlighted in yellow (above the Account Center Tab) reflecting the amount of orders in the que.
2. Click on the Account Center Tab to view all orders awaiting approval.

WHO BUY
W.B. MASON

Federal Government Customers

Enter Keyword

SHOP SERVICES SUPPORT ORDERS **ACCOUNT CENTER** FAVORITES

SHIPPING CART
0 Items \$0.00
QUICK ORDER CHECKOUT

Selected List
Create Favorites Lists

ORDERS AWAITING APPROVAL

The below orders are awaiting your review. Check the box to the right of the orders you wish to update and click either Approve or Reject. If you would like to view or edit an order, click on the Order Number.

Orders that you have previously approved are now in your [Order History](#).

Order #	Purchase Order #	Date	Address	Ordered By	Account/Group	Total	APPROVE
S045777082 Edit		2/23/2017 - 2:57 PM	123WB Mason Street Brockton, Mass 12345	Foster Maid	C2525134	\$80.38	<input type="checkbox"/>
Message to Orderer: _____							
S045873684 Edit		2/21/2017 - 3:55 PM	123WB Mason Street Brockton, Mass 12345	Hilary Homick	C2525134	\$75.93	<input type="checkbox"/>
Message to Orderer: _____							

APPROVE
REJECT

View All Orders Pending Approval

1. Send a message to the orderer (if necessary)
2. Click on the check box and then click either "Approve" or "Reject"
3. Click "Edit" to view full order and make modifications to the order.

WHO BUY
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Federal Government Customers

Enter Keyword

SHOP SERVICES SUPPORT ORDERS ACCOUNT CENTER FAVORITES

SHOPPING CART
0 Items \$0.00
QUICK ORDER CHECKOUT

ORDERS AWAITING APPROVAL

The below orders are awaiting your review. Check the box to the right of the orders you wish to update and click either Approve or Reject. If you would like to view or edit an order, click on the Order Number.

Orders that you have previously approved are now in your Order History.

Order #	Purchase Order #	Date	Address	Ordered By	Account/Group	Total	
S04577062	Edit	2/23/2017 - 2:57 PM	123WB Mason Street Brockton, Mass 12345	Foster Mald	C2525134	\$60.38	<input type="checkbox"/> APPROVE
S045873684	Edit	2/21/2017 - 3:55 PM	123WB Mason Street Brockton, Mass 12345	Hillary Hornick	C2525134	\$75.93	<input type="checkbox"/> APPROVE REJECT

Message to Orderer:

Message to Orderer:

View/Modify Individual Orders

1. Click "edit" in the section in which you would like to modify.
2. "Quick Entry" will allow you to add an item to this order
3. Adjust the quantity of each item or delete will remove each item from the order
4. Send message back to orderer
5. Reject or Approve this order

ORDER AWAITING APPROVAL
[RETURN TO ORDERS AWAITING APPROVAL](#)
REVIEWING ORDER: S045777962

Order Number: S045777962
 Order Date: 2/23/2017 02:57:43 pm
 Ordered By: Foster Maki
 Order Method: WEB
 Order Status: Waiting approval
 Invoice Number(s):
 Account Number: C2825134
 Group: GC01714800

* Messages entered in the form below will appear in the update e-mail sent to the original orderer.
 Enter message to Customer

To modify this order, use the corresponding Edit buttons below. To Approve or Reject this order, click on the corresponding buttons at the top and bottom of this page.

ORDER REVIEW HISTORY:

Status	Reviewed	Name	Username	Email	Message
Waiting for approval		Approver Name	Approver Username	Approver E-Mail	

YOUR ORDER:

Shipping Address: 123WB Mason Street, Brockton, Mass 12345 [Edit Shipping]

Billing Address: 123WB Mason Street, Brockton, Mass 12345 [Edit Billing]

Additional Shipping: Phone Number: (607) 324 4990 [Edit Shipping]

Payment: Bill Me On Account [Edit Billing]

Building: Belvue
 Floor: 12
 Room: 1200
 [Edit Shipping] [Edit Allocations] [Edit Billing]

YOUR ITEMS: [Edit Items]

QUICK ENTRY Add items to cart without leaving the page. Enter an item number and press the Tab key to view the item's information.
 Item Number: [] QTY: [] Note: [] [Add] [Clear]

Item Number	Item Description	Type	Price/UOM	QTY Ordered	Ext. Price
BL241200 Quick View	Blinding White Copy Paper, 8 1/2" x 11", 98 Bright, 5000/CT			1 [Delete]	

Product Subtotal: \$55.45
 Tax Subtotal (may include hotel deposits): \$4.03
Order Total: \$60.38

REJECT THIS ORDER **APPROVE THIS ORDER**

WHO BUT
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Additional
Information



My WB!

Re-ordering items?? Easily find all the items you've previously ordered all in one place.

1. Select **Favorites** then click the **SHOP** button located under **MY WB!** You are now viewing all the items you've previously purchased from WB Mason in the past.
2. Use the left hand column to help you refine your results and help you identify the item you're looking to re-purchase!
3. Once you've found the item click **ADD TO CART** to include these items in your existing shopping cart!

The screenshot shows the MyWB! website interface. At the top, there is a navigation menu with links for SHOP, SUPPORT, ORDERS, ACCOUNT CENTER, and FAVORITES. A search bar is located below the navigation menu. On the right side, there is a shopping cart icon showing 0 items for \$0.00, with buttons for QUICK ORDER and CHECKOUT. The main content area features a banner for MYWB! with the text "Running low? Here are the items you recently ordered!". Below the banner, there is a list of items with their descriptions, prices, and availability. The items are:

- Mead® Square Deal Composition Book, Wide Rule, 9 3/4 x 7 1/2, White, 100 Sheets. Availability: Next Day. Price: \$0-\$20 (11), \$20-\$40 (1), \$40-\$60 (1). Item ID: MEAD9910.
- Universal® File Folders, 1/3 Cut Assorted, One-Ply Top Tab, Letter, Manila, 100/Box. Availability: Next Day. Item ID: UNV12113.
- Universal® Steno Book, Gregg Rule, 6 x 9, Green, 70 Sheets. Availability: Next Day. Item ID: UNV76920.

Each item has a quantity selector and an ADD TO CART button. The left sidebar contains a "REFINE RESULTS" section with filters for CATEGORY, BRAND, and PRICE.

Customer Support

CONTACT CUSTOMER SERVICE

Select the **Support** tab to contact your dedicated customer service representative. Select appropriate subject matter, type message and click **Submit** to send message to your dedicated customer service.

LIVE CHAT

Select the **Live Chat** icon on the right hand side of the screen to open up a live chat with a WB Mason Customer Service Representative.

The screenshot shows the 'CUSTOMER SERVICE' page on the WB Mason website. The navigation bar at the top includes 'SHOP', 'SERVICES', 'SUPPORT', 'ORDERS', 'ACCOUNT CENTER', and 'FAVORITES'. The 'SUPPORT' tab is highlighted with a red box. Below the navigation bar, the page title is 'CUSTOMER SERVICE' with the phone number '1-888-WB-MASON (1-888-926-2766)'. The 'CONTACT US' section displays the user's information: 'Your Information: Hillary Homick, hillyar.homick@wbmason.com'. The 'Send To:' field is populated with 'Melissa Deleon, Customer Service Representative, melissa.deleon@wbmason.com'. There is a 'Subject:' dropdown menu with 'Select Subject...' and a 'Message:' text area. A 'SUBMIT' button is located at the bottom of the message area. On the right side of the page, there is a 'HELP PDF' section with a thumbnail image of a PDF document and a 'Live Chat' button, which is also highlighted with a red box. Below the PDF thumbnail, there is a link to 'Need help? Check out the Help PDF for tips on how to use WB Mason.com' and a note '(Opens a PDF in Adobe Acrobat Download Acrobat Here)'.

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.

VIEW ORDER DETAILS

Click on the "Order #" to view details of each order.

RE-ORDER ITEMS

Once you view an order you can select the **Re-order Items** button on the page to easily re-order items.

WHO BUY
W.B. MASON

Federal Government Customers

Enter Keyword

SHOP SERVICES SUPPORT **ORDERS** ACCOUNT CENTER FAVORITES

Selected List
Create Favorites Lists

SHIPPING CART
0 Items \$0.00
QUICK ORDER CHECKOUT

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).

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*
S045973684			2/21/2017 - 3:55 PM	WEB	Waiting approval	C2525134	\$69.74

* To view an order's total amount with tax, please click on the Order # link to open the order's detail page.

Return Center

1. Select **Return Center** from the drop down under the **Orders** tab. Use the filter tool to help you find the order you would like to place a return for.
2. Click on **Return Item(s)** to process a return. Don't forget to print the return label at the last step of the return process and set aside with product for your driver to pickup next-day.

WHO BUY
W.B. MASON

SHOPPING CART
0 Items \$0.00
QUICK ORDER CHECKOUT

Enter **1**

SHOP SUPPORT **ORDERS** ACCOUNT CENTER FAVORITES Selected LMT
Create Favorites List

RETURN CENTER

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

All Orders

Item Number	Item Description	UOM	QTY	Item Price
UNV21126	Top-Load Poly Sheet Protectors, Std Gauge, Nonglare, Clear, 50/Pack	PK	4	\$6.96

Order Date: 5/28/2018 Sales Order #: 5078809428 Subtotal: \$6.96
Purchase Order #: 84624069

Return Item(s) **2**

Delivery Updates


After you place an order you can easily check up on your delivery status.

Delivery notifications will be highlighted above the **Orders** tab. To view updates, just click on the green notification on your homepage.

The screenshot shows the W.B. Mason website interface. At the top, there is a navigation bar with the logo 'WHO BUY W.B. MASON' and a shopping cart icon showing '0 Items' for '\$0.00'. Below the logo is a search bar with the placeholder text 'Enter Keyword'. The navigation menu includes 'SHOP', 'SUPPORT', 'ORDERS' (highlighted with a green box), 'ACCOUNT CENTER', and 'FAVORITES'. A 'Selected List' link is also present.

The main content area is titled 'OUT FOR DELIVERY' and displays the following information:

- Sales Order #: [S061667291](#)
- Address: 35 East 75th StreetGarage, New York, NY 10021
- Order Placed: 3/1/2018

Item #	Description	UOM	QTY	Delivery Status
 BLZH205G	Natural Spring Water, 5-Gallon	EA	6	On The Truck
 CLO35418EA	Multi-Surface Cleaner, 144 oz.	EA	1	On The Truck
 MRCP720N	100% Recycled Hardwound Paper Towel, Natural, 1-Ply, 7 7/8" x 350', 12 Rolls/CT	CT	1	On The Truck
 BWK430EA	Antibacterial Liquid Soap, Floral Balsam, 1gal Bottle	EA	1	On The Truck
 SJN687374	Glass Cleaner with Ammonia-D, 32 oz. Trigger Bottle	EA	1	On The Truck

At the bottom of the table, there is a link for 'ADDITIONAL ITEMS' with a downward arrow.

Thank You

Thank you for choosing W.B. Mason for your office supply needs. We appreciate your loyalty to our family owned business. If you have any questions, please do not hesitate to reach out to us. We are always happy to help!

- The WB Mason Team

A.L.P.S

Competitive & custom pricing with perpetual contracting

one source
wonderful!

One Order,
One Delivery,
One Invoice

WELCOME TO
MASONVILLE

Local, dedicated account management, customer service, and distribution

WHO BUY
WBMASON.COM

Easy, flexible online ordering, integrated and customized for your organization

buyright

The largest selection of the branded products you want at low prices you'll love!

WHO BUY
W.B. MASON

A Brand you can trust since 1898

 G.O.L.D. Star
DELIVERY

Guaranteed Next Day delivered by a uniformed WB Mason driver!