W.B. Mason Ordering FAQs

Ordering from Our New Supplier

The University has chosen W.B. Mason as its primary office supply vendor effective January 2021. W.B. Mason was chosen based on cost savings, coupled with a pledge to improve our service, delivery, and overall end user experience while partnering on sustainability initiatives.

Find a Product

When looking for a product, you may use the Search Box located at the top of each page or browse the Category links 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.

*Use the guided navigation on the left-hand side to refine your search

Category Links: Click on or hover over the category 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.

Create an Order

You may create an order quickly by using the Quick Order button located in the top right area of the page. This will bring you 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 at the top right portion 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 and make your changes. Be sure to click Update Cart when you're done to save all changes.

Create a Shopping List

To create your own personal shopping list, click on the Manage Lists link which is located in the top section of the page under Quick Order. 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. 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. Clicking on Add to List will
add the product to your Default list. If you have multiple shopping lists, you can click the down arrow to the right of Add to list to select which list you would like that product added to.

**Please note:** To change which list is your default list, simply click on Manage Lists and you can Edit the list you wish to be your new default.

**Item Type & Color Legend**

W.B. Mason has a series of icons that will help you identify certain features about items.

- ✔️ = Preferred Items
- 🌍 = ALPS Items
- 🌿 = Recycled Items
- 🌿 = Green Items
- 🔥 = Keep Frozen
- 🧸 = Keep Refrigerated
- 🧙‍♂️ = Minority-owned Business
- 💸 = WhattaBargain! Items

**Payment Methods**

Account billing information for your organization is preloaded in the W.B. Mason system and invoices/Credit memos will be sent electronically.

**Safe Shopping**

W.B. Mason protects your ordering information during and after your shopping experience. Our site uses the latest in security technology including TLS1.2 encryption to protect your shopping session.

**FAQs**

**Q. Who do I contact if I need help?**

A. Call your Customer Service Team:

Designated Customer Support: [CustomerNYU@Wbmason.com](mailto:CustomerNYU@Wbmason.com)  Phone: 888-926-2766

Designated Account Manager: Paige Peck [paige.peck@wbmason.com](mailto:paige.peck@wbmason.com)  Cell: 908-328-4054

**Q. I am being asked to sign in after I have “punched out” to the electronic catalog...or I get an error page?**
A. This may be caused by previous website cookies on your local browser. Try clearing your WB Mason cookies by visiting www.wbmason.com/clear and punch-out again.

**Q. How will my order be delivered?**

A. All deliveries within our service area (Masonville) are made on W.B. Mason's own trucks. Outside of our Masonville, we use UPS service.

**Q. When do I need to place my order by to get Next-Day/Same-Day Delivery?**

A. Next-Day orders must be placed by 5:00 PM local time on the previous business day. Same-Day orders must be placed by 11:00 AM and will be delivered by 5:00 PM where same day services are available.

**Q. What is W.B. Mason's policy regarding accessible browsing?**

A. [Click here for our accessibility policy.](#)