

GENERAL INFORMATION - UNC #1453C
ON-LINE OFFICE SUPPLY PROGRAM WITH WB MASON

For All Users,

Procurement Services awarded the University's on-line office supply contract to WB Mason Office Supplies in July 2021. Program details related to the below topics are addressed herein.

- WB Mason On-line Ordering via Workday General Information
- WB Mason Contact List
- Returning Items to WB Mason
- Restricted Items Listing

Please contact Osvald Pasho, pashoo@montclair.edu, 973-655-6707 if you have any questions regarding this contract. Thank you.

Important Tips When Entering Punch Out Orders in Workday:

1. Orders are to be placed through Workday only. Complete desk top shipping information (name, building name, room number, and phone extension) must be entered in the "Attention to" field, e.g., J. Smith/UN-5000/x1342.
2. Punch out order once approved by the Cost Center Manager cannot be modified or canceled.
3. Returned items must first be received and then returned in Workday using the Return Merchandise Authorization (RMA) number provided by WB Mason to allow for credit. Complete details on the return process for this contract are stated below.
4. **Back ordered items are contractually required to be delivered by WB Mason within 72 hours.** If back ordered items cannot be shipped in this time frame, WB Mason will notify the requesting department by Email. This Email will reference the purchase order number, line item number and description of the back ordered item. The back ordered item will be deleted by WB Mason from the original order. No line item substitutions are to be permitted. The requester will need to enter a new order, if the item(s) cannot be delivered within seventy-two (72) hours or sooner.

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The University's Contract Administrator for the on-line office supply program is Osvald Pasho, at 973-655-6707.

- No sign up is necessary.
- All orders are to be placed through Workday.
- Complete desk top shipping information (**name, building name, room number and phone extension**) must be entered in the "Attention to" field. Workday does not retain your shipping information so your information must be entered each time an order is placed.
- **You cannot cancel or modify a Punch out order once it is approved by the Cost Center Manager.** You must follow the return item instructions below to correct any orders or line items entered in error. If you are unsure, please contact the Workday Customer Care Group, by Email wccsupport@montclair.edu or phone, 973-655-5000, for guidance.
- There are 350 deeply discounted items and many other catalog product items available at University contract pricing.
- Picture representation of products will appear when in WB Mason site.
- Some items will be restricted based on University designated categories or product items, as listed below. Restricted items can be purchased, outside of the Office Supply Program, as a Special Order in Workday which must be in compliant with the University's Procurement Policies and Procedures.
- Next day, desk top delivery service is available for orders with complete desk top shipping information that are approved by 4:00 p.m.
- All items must be received by the requester in Workday to allow for payment.
- Our designated Customer Service Representatives can be contacted at 888-926-2766:
 - Wendy Kupersmith, Email wendykupersmith@wbmason.com, dial 1 then extension 8059
 - Martina Brown (back-up), Email martina.brown@wbmason.com, dial 1 then extension 1534

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- Designated Account Executive, Stephan Savastano can be reached by:
 - Cell Phone 862-579-9702
 - Office Phone 888-926-2766, extension 8327
 - Email stephan.savastano@wbmason.com
- Carl Betz, Sales Manager (back-up):
 - Office Phone 888-926-2766, extension 8555
 - Email carl.betz@wbmason.com

Effective June 1, 2022, WB Mason's Return Policy has been updated:

All items may be returned within 30 days of delivery for any reason as long as they are in their original packaging and resalable condition, except:

- Personal protective equipment, dated items, any item purchased through WB Mason's *Whattabargain*, or any other product marked as nonreturnable, which are final sale.

Any item that upon delivery is missing, damaged, defective, or expired must be reported within 14 days of the delivery as a return only.

RETURNING OFFICE SUPPLY ITEM INSTRUCTIONS

- Returns will be accepted in its original packaging within thirty (30) days of receipt with a Return Merchandise Authorization (RMA) issued by WB Mason.
- Returned items ordered must have a Return Merchandize Authorization number (RMA) issued by WB Mason's customer service.
- The printed RMA number must be secured to the returned item(s) packaging to ensure a credit will be issued by WB Mason against your purchase order.
- Return items will be picked up within twenty-four (24) hours of request by W B Mason.
- **Requesters must first received and then returned the item in Workday using the RMA number provided by WB Mason to allow for credit.**

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RESTRICTED ITEMS

The following items are not available through the on-line office supply program. Restricted items can be purchased, outside of the office supply program, as a Special Order in Workday, and compliant with the University's Procurement Policies and Procedures.

Appliances

Beverage and Food Items: Cocoa, Coffee Tea, Creamers, Water, Coffee Supplies, Drinks, Cookies, Snacks, Nuts and Candy

Break Room Supplies

Cameras

Carts

Cash Registers, Price Markers and Shopping Bags

Cleaners and Cleaning Supplies: Air Fresheners, General Purpose, Bathroom, Furniture, Glass, Disinfectants, Cleaning Accessories: Mops, Dusters, Brushes, Brooms, Buckets, Wringers

Coffee Brewing Systems

Custom Printed Items: Checks, Envelopes, Forms, Letterhead, Presentation Folders, Signage, Pens, Books, Labels

Disposable Paper, Plastic and Foam: Plates, Cups, Cutlery, Towels, Dispensers

Facial Tissue, Bathroom Tissue

Engraved Signage excluding desk name plates

Janitorial Supplies

Magazine and Literature Organizers

Mailroom Systems, Equipment and Postal Scales

Network Printers

*Office Furniture: A/V Carts and Stands, Bookcases, Chairs, Computer, Computer Printer/Fax Stands, Conference Tables, Drafting, File Cabinets, Folding Tables, Machine Stands, Modular Systems, Panels, Reception Room, Stacking and Folding Chairs, Storage Cabinets, Suites, Training Tables, Workstations

(*NOTE: Small furniture purchases will be permitted, but not furnishing for a complete office or suite.)

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Restroom Supplies

Room Divider Systems

Safety Equipment, Supplies and Locks

Safety Glasses & Supplies

Soaps and Hand Cleansers

Smoking, Waste and Recycling, Specialty Waste Receptacles

Steel Lockers and Book Trucks

Stools and Ladders

Trash Can Liners