



Office Supply Vendor Transition Frequently Asked Questions

GENERAL

1. **Why is RIT switching to W.B. Mason?**

Procurement Services recently conducted a benchmark price study of the most commonly used products at RIT. Based on the study results and a successful pilot program; we determined that W.B. Mason would provide a superior overall value to the University.

2. **On what date will the transition take place?**

October 1, 2018. The last day to order office supplies from Staples will be September 28, 2018 for delivery on/after October 1, 2018.

3. **What will happen to my Staples account?**

On October 1, 2018, Staples will disable all RIT accounts. All personal information, such as P-Card numbers, shipping addresses, etc. will be removed from their system.

4. **Does W.B. Mason offer a coffee program?**

Yes, additional information will be sent out to current coffee program members. If you wish to receive information about the coffee program, please contact Jessica Hishman or Jennifer Fichtner in Procurement Services.

ORDERING OFFICE SUPPLIES

5. **How do I set up my online account with W.B. Mason?**

To create an account, users must register with W.B. Mason's [online portal](#). Once your account is created, an email will be sent to you with your account log in information and it will provide a link to update your password.

- ✓ Log on to the [W.B. Mason website](#) with the following required information:

Email: use the RIT email address used to create your profile

Password: use the password

6. **How will I place orders?**

Effective October 1, 2018, you will place orders online via the [W.B. Mason online portal](#). This ensures that RIT can take full advantage of discounted prices negotiated with W.B. Mason.

7. **Will I be getting a print catalog?**

No print catalogs will be distributed in order to support sustainable practices. Instead, please browse [W.B. Mason's website](#).

8. How will I pay for my supplies?

Make all payments with your RIT procurement card.

9. Will the supplies I use today be available?

The office supply items most commonly used by RIT departments will be conveniently available in a shopping list titled 'RIT Core Items' on the W.B Masons website. However, if you can't find what you are looking for please contact [Kristine Kavanaugh](#) for assistance in locating the item, or a suitable replacement.

10. Will the prices be the same?

In general, you can expect the same or lower pricing with this new program due to the prices that have been negotiated.

11. What's the "RIT Core Items" list?

The contracted list includes 195 of the items most commonly used by RIT departments. These items are deeply discounted and provide the best value to RIT departments.

12. How will I check on the status of my order with W.B. Mason or get answers to other questions including product information or for assistance with returns?

You can check your order status by logging into the W.B. Mason site with your log on information and select the 'Orders' section to view order status.

13. Who do I contact if I have a question about products, RIT Core Items or an order issue?

The W.B. Mason Client Relations Specialist, [Caele Valenti](#) should be able answer most of your questions. However, for additional assistance [Kristine Kavanaugh](#) will be RIT's dedicated Account Executive at W.B. Mason and can assist.

14. Will there be a minimum order threshold?

No; there is no longer a minimum order threshold.

15. Will orders be delivered next day?

All orders received Monday through Friday by 5 PM EST will be processed the same day; in-stock merchandise will be delivered on the next business day. Certain furniture items will ship next day to W.B. Mason and their team will assemble the item(s) and will deliver within 3-5 days. If you have questions about a product to determine if it will take longer than 1 day, please contact [Kristine Kavanaugh](#). Copy paper orders for 10 or more cases will be placed on a bulk route and may take 2-3 business days.

16. How will I receive order confirmations and invoices?

Order confirmations and invoices will be emailed directly to the individual that places the order. Packing slips will accompany all deliveries and include pricing.

17. What web browsers are supported?

Supported web browsers for the W.B. Mason site include

- Google Chrome 32 and later (best service)
- Firefox 30 and later
- Safari 7 and later

DELIVERIES

18. Who will deliver my orders?

Orders will be delivered by uniformed W.B. Mason drivers.

PROCESSING RETURNS

19. How will I return a product to W.B. Mason?

W.B. Mason offers a no-hassle return policy. Items may be returned within 60 days of the date of the invoice if returned in the original manufacturers packaging. Simply complete the on-line return process on the website, print out the Return Confirmation, attach it to the outside of the box being returned, and seal the box. The W.B. Mason delivery person will receive a notification of the return, stop at the location of the original delivery, scan the barcode on the Return Confirmation, take the package and your account will be automatically credited once scanned.

TRAINING

20. Will training be provided?

Yes, the following training sessions have been scheduled for your convenience:

Wednesday, September 19th

10-11:30 am

[WebEx](#)

Meeting #: 595 711 980

Call in #: 888-481-3032

PIN #92881206

Wednesday, September 26th

10-11:30 am

[WebEx](#)

Meeting #: 592 271 596

Call in #: 888-481-3032

PIN #92881206

Thursday, September 27th

10-11:00 am

SAU – Room 1829

***See note below for
interpreter services.

***Interpreters provided upon request and subject to availability. Please make your request today at my access.rit.edu or Interpreters can be requested at <https://myaccess.rit.edu>

If you are unable to attend one of the web demos, there is an FAQ section located under the “Support” tab on the W.B. Mason [website](#) which will assist you with different topics such as “Finding a Product” or “Completing your Order.” If you need further assistance please contact RIT’s sales representative or client relations specialist below.

If you have any additional questions or concerns about the office supply vendor transition, please contact [Jessica Hishman](#) or [Jennifer Fichtner](#) in Procurement Services.

