

# W.B. Mason

Special "Rush" delivery requests – for delivery on Mon., Wed., Thurs.

Place your order before 4:30 p.m.

Notify Jennifer and Joe:

Go to "SUPPORT" tab on main page → Support Requests

Select both reps to notify

Select the subject and add your message requesting next day

delivery for order [S0xxxxxxx] Be sure to include the order number!

Forward the Order Confirmation to the addresses for both reps posted on the Home Page. Be sure to include the date the order is needed.

The screenshot shows a web browser window with multiple tabs open, including 'WB Mason - Customer Service'. The main content area is titled 'CUSTOMER SERVICE' and features a navigation menu with 'SHOP', 'SERVICES', 'SUPPORT', 'ORDERS', 'ACCOUNT CENTER', and 'FAVORITES'. Below the navigation, there is a 'CONTACT US' section with the phone number '1-888-WB-MASON (1-888-826-2766)'. A 'Send To:' section lists two representatives: Jennifer Edmiston (Customer Service Representative) and Joe Guerette (Account Executive). A 'Subject:' dropdown menu is set to 'Select Subject...'. Below this is a large text area for the 'Message:' and a yellow 'SUBMIT' button. To the right, there is a 'HELP PDF' section with a thumbnail image and text: 'Need help? Check out the Help PDF for tips on how to use WBMason.com (Opens a PDF in Adobe Acrobat) Download Acrobat Here'. At the bottom, there are four columns of links: 'Shopping & Browsing' (Find a Product, Create an Order, Create a Shopping List, Item Type & Color Legend), 'Placing Your Order' (Payment Methods, Sales Tax, Shipping Information, Completing Your Order), 'General Information' (FAQs, Online Security, Accessibility, SDS Search), and 'Policies' (Privacy Policy, Terms of Use, Return Policy). A blue banner at the very bottom reads 'myWB! YOUR SEARCHABLE SORTABLE ORDER HISTORY PAGE' with a 'CLICK TO SHOP' button.