

Transwestern MarketingBench User Tip Sheet

GETTING STARTED

To access the store go to OneLogin and click on WebbMason or go to Transource and select WebbMason website.





PLACING YOUR ORDER

Scroll down on the **HOME** page and select a catalog.

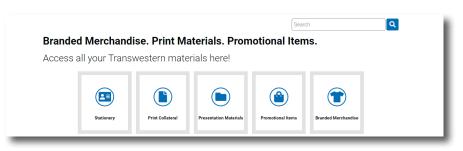
Within the catalog will be the items available for ordering. When you click on an item you will see the item name, information, available inventory (if applicable), and the price per quantity.

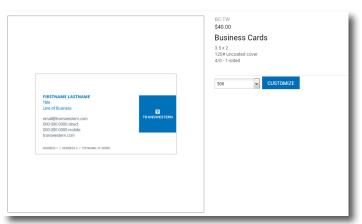
Enter the order quantity in the box or drop-down provided and select ADD TO CART or CUSTOMIZE.

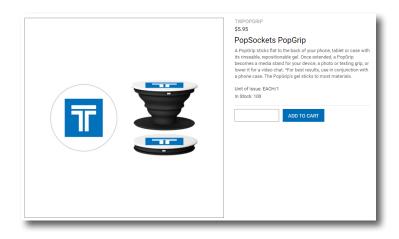
If the item is a custom print item, you will be given a template to customize the item. Please note that some fields are required and some may be optional. Once you are finished, you must select the VIEW PROOF button to review. Once reviewed, you will have the option to select the APPROVE & ADD TO CART button. Customizable items are printed on demand and will be printed to order.

To complete your order, click CHECKOUT on the top right side of your screen. Here you can review your order, adjust item quantities, select a Shipping Destination, and choose a Payment Method.

Finalize your order by clicking PLACE THIS ORDER NOW.







NAVIGATING THE SITE

MY ORDERS: Search and review previous orders and check the status of a current order.

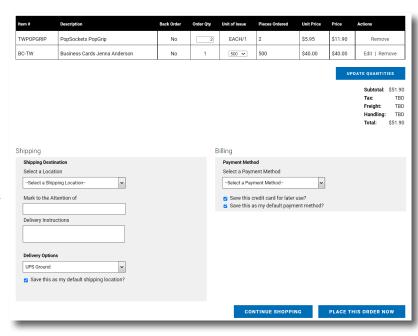
Tip: If you are looking for a specific order, you can search by order number, date, or item.

CHECKOUT: Review your order, adjust quantities, and edit customizable items. When you are ready to finalize your order, choose "Enter a Custom Location" or a preloaded address under the Shipping Destination area and type in your information. Then, go to the Payment Method area and choose "Generate Invoice" or "Secure a New Credit Card" to enter your payment information. Finalize your order by clicking PLACE THIS ORDER NOW.

If you choose "Generate Invoice" an invoice will be sent to your email from WebbMason once your order has shipped.

Note: The PLACE THIS ORDER NOW button will not work until you fill out all the required information at checkout. If you are having trouble placing your order, double check the information you provided for Shipping & Billing.





ORDER CONFIRMATION

You will receive an email confirmation once the order has been successfully submitted. Your email confirmation will include your order number for tracking purposes, item description, and quantity ordered. If you find any mistakes regarding the order or the shipping address, please contact Customer Service.

Once orders are placed, they are immediately sent to production, and therefore changes and cancellations cannot be guaranteed. Please carefully review all parts of your order (quantity, item, shipping, and billing) before clicking on the **PLACE THIS ORDER NOW** button.

TRACKING YOUR ORDER

If your package has not been received, please check the UPS tracking number provided to you via email or via the MY ORDERS tab. If you cannot find your tracking information, reach out to Customer Service for assistance. Please have your order number available for reference.

CUSTOMER SERVICE INFORMATION

Email: TranswesternSupport@webbmason.com

SHIPPING MAP - For Inventory Items

