

KofC Supplies Online FAQ

How can I track my order?

Sign onto Supplies Online and Click on “My Orders”. Find your order number on the left side of the screen and click on the order number; this will show your entire order information. Tracking numbers can be found in two places. Some tracking numbers can be found next to the item you ordered. Other tracking numbers can be found at the bottom on the left side of the screen.

Tracking numbers that begin with 94 and are twenty two digits long are USPS (United State Postal Service) orders and can be tracked by placing the number in tracking search box at this website: <https://tools.usps.com/go/TrackConfirmAction!input.action>.

Tracking numbers that begin with a 1 and are 18 digits long are UPS deliveries and can be tracked by one of two ways. Click on the order number (this will take you to the UPS website) OR place the number in the tracking search box at this website:

<https://www.ups.com/us/en/services/tracking/information.page>

Tracking numbers that begin with 1 and have twelve digits are FedEx orders and be tracked by placing the number in the search box at this website: <https://www.fedex.com/en-us/tracking.html>

May I return my ordered items for a credit?

Some items, such as seals, stationery, certificates, to name a few are Items that are produced at the time they are ordered and are known as “Print on Demand” items and not warehouse stocked items. For this reason, these sales are final and excluded from refunds. If you wish to return other items, please contact Customer Support at 833-591-7770 or email customersupport@webbmason.com and an agent will assist you.

Why are multiple charges showing on my credit card/bank statement?

These are most likely pending transactions that appear right after making a purchase and will usually drop off within 24 to 48 hours.

I receive notification my order shipped, but I need to cancel it. What do I do?

To cancel an order, call the WebbMason Customer Support Team at 833-591-7770 or email customersupport@webbmason.com. Note the shipping charges may still apply.

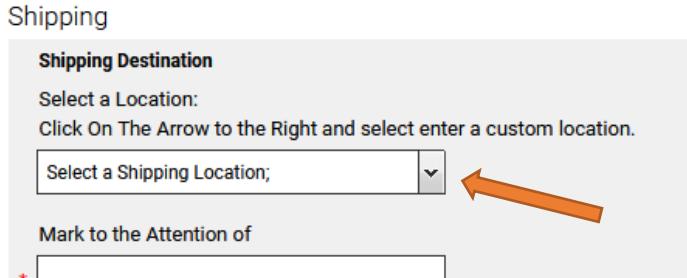
I received my customized Print on Demand item, but there's an error. What do I do?

During the ordering process it is important to confirm the proof before adding it to your cart. If you realize this immediately after placing the order, call the WebbMason Customer Support Team at 833-591-7770. There is a slim chance we can stop the order; however, it is not a guarantee. For this reason, double and triple check, the information on an item before adding it to the cart. If the item was produced with the error, due to an oversite on your part, the cost will not be refunded.

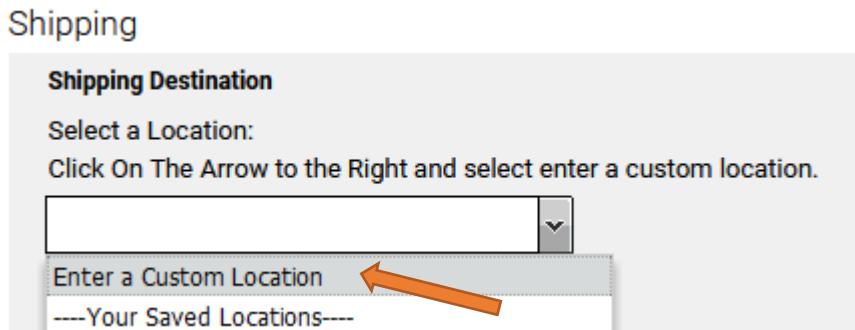
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How do I enter a different shipping address than the one that is saved under “My Saved Address”?

On the checkout screen click on the dropdown arrow next to “Select a Location”.



In the dropdown box, click on the gray area that has the words “Enter a Customer Location”



This will open fields below that will allow you to make the changes to your shipping address.

Why can't I check out?

Check to make sure all the fields that have a red asterisk (*) are completed, including the delivery option at the bottom left side of the checkout screen.

How do I search for specific item?

There are numerous ways to use the search. You can search by item code, a single word or multiple words. Here are three examples below:

- **Item code** (It is recommended to just use the beginning of the item code)
 - Example: “154-E BLNK” is for Membership Card Blank English. If you notice, there is a blank space after the letter “E” in the item code. If you search and miss putting in the blank space, your item will not come up as a selection.
- **Using one word**
 - Example: if you are looking for certificate holders, you could type certificate or holder (without the letter “s”) In this example holder would be a better choice because there are less holders than there are certificates. The search will return less items making it easier to find the holder for which you are searching.

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- **Multiple words**

- Example: looking for membership cards. Put it in parentheses “membership card” (without the letter “s”). If you do not use the parentheses the search will return every item that has the word membership and every item that has the word card in it.

Where can I find my order number?

The order numbers are provided upon placement and are available in the confirmation email and on the Supplies Online site by clicking on “My Orders” in the blue navigation bar.
NOTE: All order numbers begin with “22-“.

Can I charge my order to my council or assembly?

Effective February 1, 2021, individuals will no longer be able to select “Charge Council or Assembly” at checkout. All orders must be paid in full at checkout.

Councils and assemblies are now able to obtain a credit or debit card in their name for approved expenses. Information is available under Financial Matters in the Officers Desk Reference.

I paid for expedited shipping, but the tracking shows a later delivery date. Why?

There could be multiple reasons. It is important to note that any Print on Demand item (an item that produces at the time it is ordered) will not ship until it is produced. The expedited shipping timeframe begins after the item is produced and shipped out.