



GRAND&TOY[®]
An **Office DEPOT**, Inc. Company



Reference Guide For Purchasers

www.grandandtoy.com

Office Supplies | Interiors & Furniture | Print & Documents | Facility Resources | Technology



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Sign In

Sign into access Business Account pricing and ordering tools.



Search by Keyword or Product



Deal Centre

Departments ▾ Ink & Toner ▾ Deals & Shops ▾ Services



Sign In
My Account



To Log In

- Click on **Sign In** (a lightbox will appear)
- Enter your **Username**
- Enter your **Password**
- Click on **Sign In**

Account Sign In

Email/Username

Password [Forgot your password?](#)

Sign In

————— Don't have an account? —————

Create Your Grand & Toy Account

Sign In

Create An Account

Account Orders Tools

Custom Lists

Edit Profile

Order Tracking



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Selecting An Account

Purchasers who are assigned to more than one account or cost-centre will be prompted to select an ordering account on the Select Account page. This page is bypassed for purchasers who are assigned to a single account or cost-centre.

Selecting an Account

- On the left, select the account on which to create the order
- Click the **Select** button

Select Account

Please select an Account from the list below.

If you want to set a Default Ship-to account, you may change the settings of your Ship-to Account at any time in the Account Profile section of grandandtoy.com.

Favourite Accounts All Accounts

Sold To - 159963 - 300 SAINT MARY'S STREET

Action	Acct #	Favourite	Cost Centre/Ship-to Address	City
Select	159973		300 SAINT MARY'S STREET	FREDERICTON

Sold To - 500000 - 33 GREEN BELT DR

Action	Acct #	Favourite	Cost Centre/Ship-to Address	City
Select	500000		33 GREEN BELT DR	DON MILLS




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Order Details – Main Order Page

In most cases, a welcome page is displayed first. Click the cart at any time to access your Shopping Cart. Build, view, or modify your order directly from the Shopping Cart or browse for product using the quick search or hover over Departments, Ink & Toner, Deals & Shops or Services.

New Website Navigation • [Live Help](#) • Customer Service • Blog • 33 GREEN BELT DR., Toronto, ON •

G&T GRAND&TOY. Search by Keyword or Product [Deal Centre](#)

Departments ▾ Ink & Toner ▾ Deals & Shops ▾ Services ▾ Hello, Demo My Account  0

Shopping Cart

Quick Product Entry

Product Code	Qty	Unit	Description
<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="v"/>	



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Order Details – Adding To An Order

Shopping Cart

Quick Product Entry ☰

Product Code	Qty	Unit	Description
<input type="text" value="99500"/>	<input type="text" value="1"/>	<input type="text" value="BX \$2.04"/>	Grand & Toy Standard Staples, 1/4", 5,000/BX
<input type="text" value="99115"/>	<input type="text" value="1"/>	<input type="text" value="PK \$5.51"/>	Grand & Toy Premium Copy Paper, White, Letter-Size (8 1/2" x 11"), SFI Certified, 20 lb., Ream <ul style="list-style-type: none"> • Letter size (8 1/2" x 11") • White • 500 sheets per ream • Case of 10 reams (5,000 sheets)
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>	

Adding Items to your Order

- Enter the **Product code**
- Enter the **Quantity**
- Select the **Unit** of Measure
- Click **Add to cart**

View Extended Product Description

- Within the cart, click on the product number or image to view the full product details as see here →

GRAND&TOY

Grand & Toy Premium Copy Paper, White, Letter-Size (8 1/2" x 11"), SFI Certified, 20 lb., Ream

99115

Your Price
\$5.51/PK

Available
Estimated Delivery in 1-2 days



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Order Details – Changing Quantities & Deleting Items



Grand & Toy Steno Notebook, Green, 6" x 9", 120 pages

99100

✓ Available

Estimated Delivery in 1-2 days

EA \$0.96

1

Core Price
\$0.96



Changing Quantities

- Enter new **Quantity**, and/or
- Change the **Unit** of Measure
- The change is recorded and updated automatically

Add Item Notes



BIC 4-Colour Ballpoint Retractable Pen, Assorted Colours, Medium Tip

MMP11

✓ Available

Estimated Delivery in 1-2 days

EA \$1.86

1

Core Price
\$1.86



Deleting Items

- Click the **X**
- The line is immediately deleted.

Add Item Notes



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Order Details – Adding Item Notes



Grand & Toy Steno Notebook, Green, 6" x 9", 120 pages

99100

✓ Available

Estimated Delivery in 1-2 days

Note: Room B12

EA \$1.40

1

Your Price
\$1.40



Adding Item Notes

- Click **Add Item Notes**
- Enter the notes
- Click **Save Changes**

Add Item Notes

Item Notes

Item Notes 1:

Item Notes 2:

Save Changes

- ✓ Adding Item Notes can be especially helpful when ordering for multiple people or departments – add a note as a reminder of who the item is ordered for. The notes are printed on the packing slip and invoice.



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Order Details – Checkout


Shopping Cart

Quick Product Entry

Product Code	Qty	Unit	Description
<input type="text"/>	<input type="text" value="1"/>	<input type="text"/>	

Product Item(s)	Unit	Qty	Total:
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 **Grand & Toy Steno Notebook, Green, 6" x 9", 120 pages**
99100
✓ Available
Estimated Delivery in 1-2 days
Note: Room B12
EA \$0.96 1 Core Price \$0.96
[Add Item Notes](#)

 **BIC 4-Colour Ballpoint Retractable Pen, Assorted Colours, Medium Tip**
MMP11
✓ Available
Estimated Delivery in 1-2 days
EA \$1.86 1 Core Price \$1.86
[Add Item Notes](#)

PO#

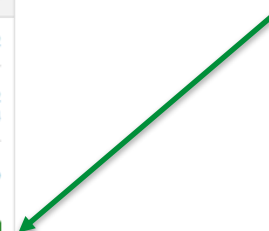
Order Summary

Promotional Code?

Total Items	2
Subtotal	\$2.82
GST/HST	\$0.14
Total	\$2.96

Submitting the order

- Click the **Proceed to checkout** button located on the right of the cart..




- ✓ A Final Inventory Check is performed during checkout as the inventory may have changed during the ordering process. This is particularly important if the order was built over several hours or days. The inventory is again reflected on the final checkout screen.



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Check out – Main checkout page

 Please, verify your shipping address and ensure someone will be available at the selected shipping location on the day your delivery is scheduled to arrive.

This is your final step before submitting your order. Once your order is verified, you are ready to submit it.

1. Shipping Information

Ship-to Account/Cost Centre:

199641 (ECOMM - G&T)

Shipping Address:

GRAND & TOY E COMMERCE COMPTE TEST 3
2275 52E AVE LACHINE, PQ H8T2Y8 CAN
safv

Edit 

Delivery Details:

Delivery Option: 48 hours
Customer Name: cfac
Telephone Number: (234) 565-4675
Email: NewUser@grandandtoy.com
PO #:

Edit 

2. Billing Information

Payment Method:

Bill my Grand & Toy account

Edit 

Checkout Screen

- Review the **final Inventory** and **returnable** status.
- Review your delivery address – select the **“Edit”** button then check the Add New Address if required
- Click on **“Add Credit Card”** to enter your information.



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Check Out – Submitting The Order

Checkout

⚠ Please, verify your shipping address and ensure someone will be available at the selected shipping location on the day your delivery is scheduled to arrive.

1. Shipping Information

Ship-to Account/Cost Centre:
199641 (ECOMM - G&T)

Shipping Address: [Edit](#)

GRAND & TOY E COMMERCE COMPTE TEST 3
2275 52E AVE LACHINE, PQ H8T2Y8 CAN
sdsasad

Delivery Details: [Edit](#)

Delivery Option: 48 hours
Customer Name: aSDASF
Telephone Number: 1 (111) 111-1111
Email: NewUser@grandandtoy.com
PO #:

2. Billing Information

Payment Method: [Edit](#)

Bill my Grand & Toy account

Order Summary [Edit Cart](#)

1 Item

Subtotal	182.10
GST/HST	9.11
PST	18.16
Total	209.37

[Submit Order](#)

By clicking 'Submit Order', you agree to the [Product Return Conditions](#) as outlined in the [Return Policy](#).

Need Assistance?

1-866-391-8111

Live Help

Final Step to Submitting the Order
➤ Verify the totals and click **Submit Order**



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Order Tracking



Viewing the status of an order

➤ Click **Order Tracking** found under the ORDER button.

Demo Purchaser

Company Name: DO NOT PROCESS-TEST ACCOUNT
Account #: 990502
33 GREEN BELT DR , Toronto, ON

Account

Orders

Tools

Custom Lists

Edit Profile

Order Tracking

Change Ship-To

Sign Out

Order Tracking

Last month Last 6 months Last 12 months

Filter Orders

Action:	Date:	Created By:	Cost Centre/Account #	PO Number:	Order Number:	Order Status:	Total:
View	2019-09-27	Bob MacDonald	990502	12345		Pending Approval	\$38.27
View	2019-09-18	Bradley Davies	990502	12345		Transmitted - Test	\$184.69
View	2019-09-17	Demo Purchaser	990502	12345		Pending Completion	\$582.46
View	2019-09-17	Demo Purchaser	990502	12345		Pending Approval	\$423.55
View	2019-09-17	Demo Purchaser	990502	12345		Transmitted - Test	\$574.51

The **Order Tracking** page will display your order history. Common examples include:

- Pending Completion
- Transmitted

Order history is available for 180 days.

A 6 digit Order Number is displayed once an order has been submitted for processing.



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Returns



Search by Keyword or Product



Deal Centre

Departments ▾ Ink & Toner ▾ Deals & Shops ▾ Services ▾



Hello, Demo
My Account



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Demo Purchaser

Company Name: DO NOT PROCESS-TEST ACCOUNT
Account #: 990502
33 GREEN BELT DR , Toronto, ON

Account

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Change Ship-To

Sign Out

From your order tracking page

Click on **View** to display the order you would like to process the return.

Order Tracking

Last month Last 6 months Last 12 months

Filter Orders

Action:	Date:	Created By:	Cost Centre/Account #	PO Number:	Order Number:	Order Status:	Total:
View	2019-09-27	Bob MacDonald	990502	12345		Pending Approval	\$38.27
View	2019-09-18	Bradley Davies	990502	12345		Transmitted - Test	\$184.69
View	2019-09-17	Demo Purchaser	990502	12345		Pending Completion	\$582.46
View	2019-09-17	Demo Purchaser	990502	12345		Pending Approval	\$423.55
View	2019-09-17	Demo Purchaser	990502	12345		Transmitted - Test	\$174.51

Scroll down and select Return order to start the return process

Print Preview

Return Order

View All Orders

Re-Order

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Returns

How we can help you screen – select the ‘radio’ button for what type of return you need to do – then select ‘next’

- Fill in your contact information, validate pick up address.
- You will receive an email with a PDF attachment of your return authorization form. Please read the instructions carefully.
- Depending on your locations distance from our local delivery zones, the instructions received may differ.
- Please visit our terms and conditions page on www.grandandtoy.com for more information.

Returns

How can we help you?

Are you returning something? ([Click here to learn more](#))

Do you have a product that is damaged or defective? ([Click here to learn more](#))

Are you missing something from your shipment? ([Click here to learn more](#))

Do you have empty Toner cartridges for recycling?

Next

Returns

Which order would you like to display?

Enter the order number along with the corresponding account number that the goods were shipped to

Fields marked with an asterisk (*) are required.

Order Number: *

Shipping Account: *

Reason for return: *

Select reason for return

Select reason for return

Ordered wrong product

Ordered too many

Entered incorrectly

No longer required

Not what was expected

Purchased elsewhere

Received more than ordered

Port



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Custom Lists - Overview



Search by Keyword or Product



Deal Centre

Departments ▾ Ink & Toner ▾ Deals & Shops ▾ Services ▾



Hello, Demo
My Account



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Finding Custom Lists

Custom Lists are often referred to as a 'Favourites', 'Core Product Lists' or 'Preferred Product Lists'. They can be created as personal lists or created by an administrator and shared for the entire organization. Custom Lists are found under the ORDER tab.

Create personal Custom Lists under the 'My Customer Lists' tab.

Demo Purchaser

Company Name: DO NOT PROCESS-TEST ACCOUNT
Account #: 990502
33 GREEN BELT DR, Toronto, ON

Account

Orders

Tools

Custom Lists

You have the following Custom Lists available. To open a list and/or add products to it, click on the list name. Or, create a new custom list by clicking on "Create List".

[Create A New List](#)

[Create List Category](#)

[Create Product Category](#)

My Lists

All Lists

Action:	List Name:	Date Created:
View Edit Delete	Caroline's List	2008-06-27

[Custom Lists](#)

[Edit Profile](#)

[Order Tracking](#)

[Change Ship-To](#)

[Sign Out](#)



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Custom Lists – Viewing A Custom List

Adding an item to your order

- **Select** the products
- **Select** the quantity
- Click **Add to Cart**

✓ Items in custom lists are grouped in categories. The categories are sorted alphabetically.



Grand & Toy Mailing Laser Labels, White, 4" x 1 1/2", 14 Labels/Sheet, 100 Sheets/BX

99179

- 4" x 1 1/2"
- 14 labels per sheet
- Box of 100 sheets (1,400 labels)

BX ▾

Add to Cart

1 Qty.



Grand & Toy Premium Copy Paper, White, Letter-Size (8 1/2" x 11"), SFI Certified, 20

99115

- Letter size (8 1/2" x 11")
- White
- 500 sheets per ream
- Case of 10 reams (5,000 sheets)

CT (10PK) ▾

Add to Cart

1 Qty.



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Custom Lists – Adding To An Order

Once you have added the items to your order, you can view the cart window will pop up, giving you the option to go to **view the cart** to bring you to the **Orders Details** page.

- You can also stay on the Custom List and continue shopping
- **Back to the Custom List tab:** Brings you to the **My Custom Lists** page.

The screenshot shows the Grand & Toy website interface. At the top, there is a search bar with the text "Search by Keyword or Product" and a "Deal Centre" link. Below the search bar, there are navigation links for "Departments", "Ink & Toner", "Deals & Shops", and "Services". On the right side, there is a user profile section with "Hello, Demo My Account" and a shopping cart icon showing "5" items.

The main content area is titled "Top 25 Items" and includes a "Print preview" button and a "Back To Custom Lists" button. Below this is a "Filter Products" search bar. A notification box on the right says "Successfully Added To Cart!" and displays details for "Grand & Toy Premium Copy Paper, White, Letter-Size (8 1/2' x 11'), SFI Certified, 20 lb., Ream" with a price of "\$4.29/PK" and a quantity of "1 CT". A "View Cart" button is also present.

Under the "Uncategorized" section, two products are listed:

- Grand & Toy Mailing Laser Labels, White, 4" x 1 1/2", 14 Labels/Sheet, 100 Sheets/BX** (Product ID: 99179). It has a dropdown menu set to "BX" and a quantity of "1". An "Add to Cart" button is visible.
- Grand & Toy Premium Copy Paper, White, Letter-Size (8 1/2" x 11"), SFI Certified, 20** (Product ID: 99115). It has a dropdown menu set to "CT (10PK)" and a quantity of "1". An "Add to Cart" button is visible.



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Search by Keyword or Product



Deal Centre

Departments ▾ Ink & Toner ▾ Deals & Shops ▾ Services ▾

Hello, Demo
My Account

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Contact Us

Customer Care

Need Assistance? We Can Help



Online

Connect live with a Customer Care Representative

Monday - Friday
8:00 AM - 7:30 PM EST



Email

customerservice@grandandtoy.com and we will get back to you.

Please allow 8 business hours for your inquiry to be processed.



Call

1-866-391-8111 to speak with a Customer Care Representative

Monday - Friday
7:00 AM - 7:30 PM EST