

GRAND&TOY[®]

An **OfficeMax**[®] Company



GRANDANDTOY.COM

ORDERING HOW-TO GUIDE

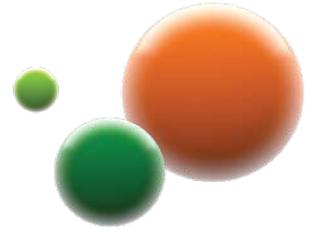
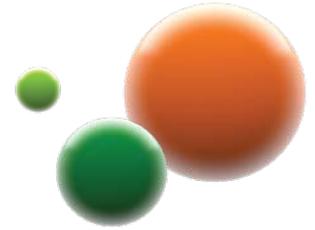


TABLE OF CONTENTS

Sign in _____	3	Check Out – Submitting the Order _____	12
Selecting an Account _____	4	Order Status _____	13
Order Details – Main Order Page _____	5	Custom Lists – Overview _____	14
Order Details – Adding to an Order _____	6	Custom Lists – Viewing a Custom List _____	15
Order Details – Changing Quantities & Deleting Items _____	7	Custom Lists – Adding to an Order _____	16
Order Details – Adding Item Notes _____	8	Customer Care _____	17
Order Details – Checking Out _____	9		
Check Out – Main Check Out Page _____	10		
Check Out – Changing Shipping Info _____	11		



GRANDANDTOY.COM



SIGN IN

To gain access to your ordering tools and accounts you will first need to sign in at WWW.GRANDANDTOY.COM/UHN. This page is unique to UHN and, in addition to the Sign In link, it contains up-to-date support material and contact information. We recommend you bookmark this page.

UHN Toronto General
Toronto Western
Princess Margaret
Toronto Rehab

Welcome to the UHN page on GRANDANDTOY.COM

[Request a New G&T Account](#) [Sign In](#)

Grand & Toy and UHN offer you one-stop shopping for all of your Office Supplies needs. On this exclusive website you will find:

- Preferred pricing on thousands of brand name and exclusive products.
- Live inventory status and customized UHN pricing.
- The ability to customize your own order templates based upon what you buy regularly (found in the Customer Center).
- Sale items — you will automatically get the lowest price.
- Live Help Messenger feature should you need assistance navigating the site.

Delivery Information
All orders for in-stock products submitted by 4pm on any given business day will be delivered to UHN Receiving business day. Please allow sufficient time for internal delivery.

Support Material
— Download a copy of the [ORDERING HOW-TO GUIDE](#)
— Watch a pre-recorded [ORDERING HOW-TO WEBINAR](#)
— Download a copy of the previous vendor to G&T [SKU COMPARISON](#) spreadsheet.

Need assistance? We can help!
Contact your dedicated Resource Centre Team via email at GTRESCTR@GRANDANDTOY.COM or by telephone at 1-866-240-5989

SIGN IN

Welcome to the new Grand & Toy sign-in.

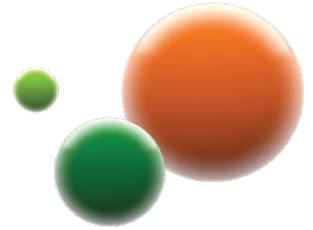
My Log In ID:

My Password:

[Forgot Password >](#)

1. Login to Business Account [Sign in >](#) [Cancel >](#)

Need help?
Grand and Toy Resource Centre: 1-866-240-5989 | Customer Care



SELECTING AN ACCOUNT

If you are assigned to more than one account (cost-centre), then the first page that you are going to see upon logging in is the Select Account page.

Selecting an Account

1. Select the **Ship-to** Account that you want to place an order on
2. Select an **Alternate Address** (if applicable)
3. 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.

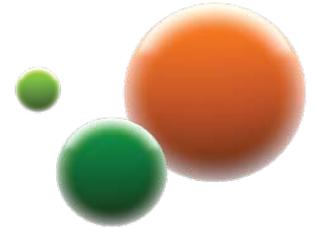
My Accounts All Accounts Search Accounts Reset Update Select 3

Sold To - 550068 - 900 BELFAST RD Hide

Ship-to	Cost Centre/Ship-to Address	City	AccountDescription	Acct #	Add To 'My Account'	Access Level
1	900 BELFAST RD	OTTAWA	ECC EASTERN ONTARIO TEST ACCT DEMO - OTTAWA ECC	888894	<input type="checkbox"/>	
	--- Alternate Address ---					
	140 PROM DU PORTAGE					Hide
	1900 Test Lane Front Door					
	700 Belfast Rd					
	900 Belfast Rd Mail Room					
	--- Alternate Address ---					
	900 BELFAST RD	OTTAWA	ECC EASTERN ONTARIO TEST ACCT DEMO - DOTCOM ADMINISTRATORS	769393	<input type="checkbox"/>	

Reset Update Select

GRANDANDTOY.COM



ORDER DETAILS – MAIN ORDER PAGE

This is the default start page. You can add/remove items and modify quantities – think of it as your 'cart'.

CREATE AN ORDER

Add products to your order quickly by keying in the Product Code in the field below. Items added to your Order will appear in the Order Details section at the bottom of the screen. For more details, click the Help button.

[LIVE HELP](#)  [HELP](#)

THE SOLUTIONS TO KEEP YOUR PRINT ROOM RUNNING SMOOTHLY
[More](#)

Enter Promo Code

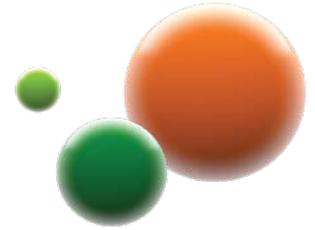
PO#:

Product code	Quantity	Unit	Product Description	
<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="button" value="+ Add to Order"/>

Number of Items = 2

[Add To List](#) [Add Item Notes](#) [Schedule Order](#) [Delete Items](#) [Update Order](#) [Check Out](#)

Product code	Quantity	Unit	Unit Price	Description	Unit Price	Sub-Total	Inventory	Select
Grand & Toy Compressed Air Duster								
Package of 2, 10 oz.								
99291	<input type="text" value="1"/>	<input type="text" value="PK of 2"/>	Your Price		\$17.92	\$17.92	In Stock	<input type="checkbox"/>
Windex Glass Cleaner								
0152169	<input type="text" value="1"/>	<input type="text" value="EA of 1"/>	Your Price		\$5.99	\$5.99	In Stock	<input type="checkbox"/>



ORDER DETAILS – ADDING TO AN ORDER

Adding Items to your Order

1. Enter the **Product code**
2. Enter the **Quantity**
3. Select the **Unit** of Measure
4. Click **+Add to Order**

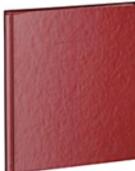
PO#: TEST

Product code	Quantity	Unit	Product Description	
683-VAD1	1	PK of 1	Post-it 1/2" Flags Value Pack	1
46024	1	PK of 5 EA	Blueline A9 Notebook Red	1
		EA of 1 PK of 5 EA CT of 20 EA		4 + Add to Order

View Description & Item Specifications

1. Click the **Product's Description** (optional)
This will open a new window with a detailed description of the product, as seen here →

Blueline A9 Notebook
Product code: 46024
G&T Catalogue page 250



Made with 30% post-consumer waste. Leather-look hardcover with reinforced hinges. Ruled with margin on white paper. Includes self-adhesive index tabs, index sheet and customizable front cover labels. 192 pages. 9 1/4" x 7 1/4".

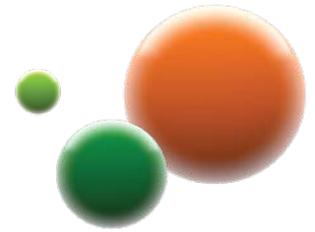
Red

\$9.54 EA of 1 [Add to cart](#)

[View large image](#)
[In stock](#)
[Add To List](#)

SPECS

Brand	Blueline
Colour	Red
Dimensions	9 1/4" x 7 1/4"
Environmentally Friendly	Yes



ORDER DETAILS – CHANGING QUANTITIES & DELETING ITEMS

PO#: TEST 1

Product code	Quantity	Unit	Product Description	Unit Price	Your Price	Sub-Total	Inventory	Select	
BlueLine A9 Notebook	1	PK of 5	Red	\$17.34	Your Price	\$9.54	\$47.70	In Stock	<input type="checkbox"/>
Grand & Toy Compressed	1	PK of 2	Package of 2, 10 oz.			\$17.92	In Stock	1 <input checked="" type="checkbox"/>	
Windex Glass Cleaner	1	EA of 1		Your Price	\$5.99	\$5.99	In Stock	<input type="checkbox"/>	
Post-it 1/2" Flags Value Pack	1	PK of 1		\$36.79	Your Price	\$20.23	\$20.23	In Stock	<input type="checkbox"/>

Sub-Total : \$91.84

Increase your order to \$50 and avoid the handling fee. [Click here for details](#)

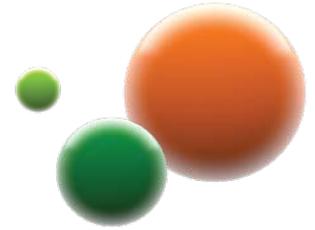
[Add To List](#) [Add Item Notes](#) [Schedule Order](#) [Delete Items](#) [Update Order](#) [Check Out](#)

Changing Quantities

1. Enter new **Quantity**, and/or
2. Change the **Unit** of Measure
3. Click **Update Order**

Deleting Items

1. **Select** Item(s)
2. Click **Delete Items**
3. Click **OK**



ORDER DETAILS – ADDING ITEM NOTES

Number of Items = 3

[Add To List](#) [Add Item Notes](#) [Schedule Order](#) [Delete Items](#) [Update Order](#) [Check Out](#)

Product code	Quantity	Unit	Unit Price	Description	Unit Price	Sub-Total	Inventory	Select
BlueLine A9 Notebook								
Red								
46024	<input type="text" value="2"/>	<input type="text" value="PK of 5"/>	\$17.34	Your Price	\$9.54	\$95.40	In Stock	<input type="checkbox"/>

ADD ITEM NOTES

You may add a note to each order item listed below. Please note that all **Item Notes** will be printed on each order's packing slip.

PO#: TEST [Back](#) [Update](#) [Checkout](#)

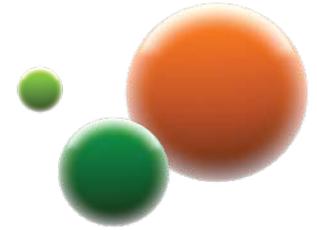
Order Details	Qty	Unit	Sub-Total
Post-it 1/2" Flags Value Pack			
683-VAD1	1	PK	20.23
Item Notes 1	<input type="text" value="For Bob"/>		
Item Notes 2	<input type="text" value="6th Floor"/>		
Windex Glass Cleaner			
0152169	1	EA	5.99
Item Notes 1	<input type="text" value="For Mary"/>		
Item Notes 2	<input type="text" value="13th Floor"/>		
BlueLine A9 Notebook			
Red			
46024	2	PK	95.4
Item Notes 1	<input type="text" value="Project XX-99999"/>		
Item Notes 2	<input type="text"/>		

[Back](#) [Update](#) [Checkout](#)

Adding Item Notes

1. Click **Add Item Notes**
2. Enter the Items' Notes
3. Click **Update**
4. Click **Back**

Adding Item Notes can be especially helpful if you are ordering for multiple people and you want a reminder when your order comes in. The notes will be printed on your packing slip and on the invoice.



ORDER DETAILS – CHECKING OUT

Number of Items = 3

[Add To List](#) [Add Item Notes](#) [Schedule Order](#) [Delete Items](#) [Update Order](#) [Check Out](#)

Product code	Quantity	Unit	Unit Price	Description	Unit Price	Sub-Total	Inventory	Select
Blueline A9 Notebook								
Red								
46024	2	PK of 5	\$17.34	Your Price	\$9.54	\$95.40	In Stock	<input type="checkbox"/>
Item Note - Project XX-99999								
Windex Glass Cleaner								
0152169	1	EA of 1	Your Price		\$5.99	\$5.99	In Stock	<input type="checkbox"/>
Item Note - For Mary 13th Floor								
Post-it 1/2" Flags Value Pack								
683-VAD1	1	PK of 1	\$36.79	Your Price	\$20.23	\$20.23	In Stock	<input type="checkbox"/>
Item Note - For Bob 6th Floor								
						Sub-Total: \$121.62		
Increase your order to \$50 and avoid the handling fee. Click here for details								
Add To List Add Item Notes Schedule Order Delete Items Update Order Check Out								

Checking Out your order

- Click **Check Out**

Between the Order Details and the Check Out page, you will see a Final Inventory Check. It does this in case you have been sitting on the Order Details page for an extended period of time. If stock levels have changed and some of your items are now on backorder, it will display the backorder on the Check Out page.

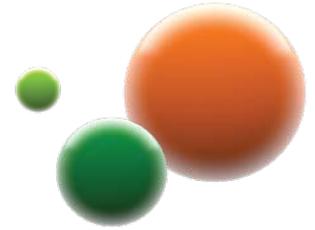
CHECK OUT

Final Inventory Check

Please Wait. Final Inventory Check in Progress...

We are conducting a final inventory check. Please stand by...

To skip this step and view your order without inventory details and order summary information, please [click here](#).



CHECK OUT – MAIN CHECKOUT PAGE

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

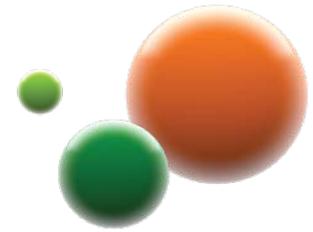
From the bottom portion of the Check Out page you can:

- Review your order
- View inventory & pricing information
- See whether a product is returnable or not
- Print Preview

Product Code	Qty	Unit	Unit Price	Description	Unit Price	Sub-Total	Returnable	Inventory
Post-it 1/2" Flags Value Pack								
683-VAD1	1	PK	36.79	Your Price	20.23	20.23	Yes	In Stock
Item Note - For Bob 6th Floor								
Windex Glass Cleaner								
0152169	1	EA	5.99	Your Price	5.99	5.99	Yes	In Stock
Item Note - For Mary 13th Floor								
Blueline A9 Notebook								
Red								
46024	2	PK	17.34	Your Price	9.54	95.40	Yes	In Stock
Item Note - Project XX-99999								
							Sub Total:	121.62
							GST:	6.13
							PST/HST:	9.81
							Handling:	0.00
							Freight:	0.00
							Misc:	1.00
							Total:	138.56

*To view a product's Return Policy, click the Yes or No link in the Returnable column.
By clicking 'Submit Order', you agree to the Return Policy for products in the Shopping Cart.

Shipping information cannot be edited online. To change your delivery, unit, room, department, or cost-centre information, please contact G&T.



CHECK OUT – CHANGING SHIPPING INFORMATION

CHECK OUT LIVE HELP ?

Billing & Shipping Information
Account # / Cost Centre: 888894

Shipping Information
Ship To Account Address:
Line #1: 888894 - 900 Belfast Rd, Active Test Acct-Do Not Delete. **1**
759393 - 900 Belfast Rd, Test Account-Do Not Delete, OTTA
Line #2: 888894 - 900 Belfast Rd, Active Test Acct-Do Not Delete, OT

Alternate delivery address:
--- Alternate Address --- **1**

Company Name: ECC EASTERN ONTARIO TEST ACCT
Address: 900 BELFAST RD
ACTIVE TEST ACCT-DO NOT DELETE
OTTAWA, ON
K1G0Z6
CAN
Attn: Ottawa ECC
Telephone: 6132441212 **Ext.**
Email Address: ottecc@grandtoy.com
Notes:

Billing Information
Please select a billing method:
 Bill my Grand & Toy account:
Address: 900 BELFAST RD
ACTIVE TEST ACCT-DO NOT DELETE
OTTAWA, ON
K1G0Z6
CAN
 Charge my Credit Card (This order only):
Credit Card:
Card Number:
Name on Card:
Expiry Date:

--- Alternate Address ---
--- Alternate Address ---
140 PROM DU PORTAGE
1900 Test Lane Front Door
700 Belfast Rd
900 Belfast Rd, Mail Room

IMPORTANT: You cannot enter an alternate ship-to address in the above field. To request an alternate delivery location for this order, please call grandandtoy.com Customer Service at 1-877-860-2910.

Req. #: G1693

Save Order Update Cancel Order Continue Ordering **2**
Next **2**

Changing the Ship To Account

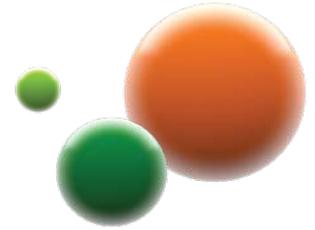
1. Choose your **Ship To Account**
2. Click the **Next** button

Selecting an Alternate Delivery Address*

1. Choose an **Alternate Delivery Address**
2. Click the **Next** button

*Alternate Delivery Addresses can only be created by Grand & Toy associates.

You will see another Final Inventory Check as you may have been on this page for a long period of time. If stock levels have changed and some of your items are now on backorder, it will display the backorder on the Check Out page.



CHECK OUT – SUBMITTING THE ORDER

Submitting your Order

1. Choose your **Delivery** option
2. Click **Submit Order**

CHECK OUT HELP HELP

Final Inventory Check 2

[Save Order](#) [Cancel Order](#) [Continue Ordering](#) [Submit Order](#)

Shipping Information
Change
Cost Centre (Account #): 472606
Company Name: E-COMMERCE TEST SM001

Address: 33 GREEN BELT DR.
DON MILLS, ON
M3C 1M1
CAN

Delivery: 48 hours **1**

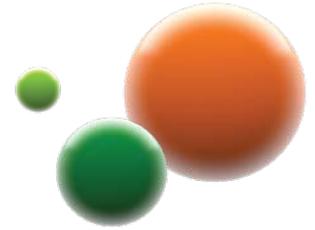
Attn: Marc Roozeleau
Telephone: 4163918173
Email Address: mroozeleau@rogers.com

Reg. #: GS4
PO. #: 34
Notes:

Billing Method
Change
Bill my Grand & Toy account

2012 Manage Your Time Flyer
 Add a FREE copy to my order.
 Do not show again

Please consider the environment and choose to take less



ORDER STATUS

Account # / Cost Centre:	PO. #:	Value	Ship To	Status
888894	TEST	87.66	900 Belfast Rd	Pending Approval*

* Your order may require approval. Upon being approved, it will be automatically submitted.

Viewing the status of your orders

- Click **Order Status**

Hint: The green Top Menu bar is visible on every page once you login to grandandtoy.com.

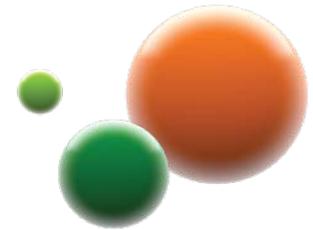
The **Order Status** page will display your order history. Common examples include:

- Pending Completion
- Transmitted

Orders placed online are stored on G&T's servers for 180 days; after which, they are purged.

Once your order is Transmitted, an Order Number will be displayed.

Date Submitted	Order Number	PO Number	Created By	Cost Centre / Acc. #	Order Status	Total Value	Select
2010-06-01		1640	Ottawa ECC	888894	Pending Completion	\$634.38*	<input type="checkbox"/>
2010-06-01		TEST	Ottawa ECC	888894	Pending Approval	\$138.56	
2010-05-17		ScheduleTEST	Ottawa ECC	888894	Schedule Order	\$119.02	
2010-05-14		1581	Ottawa ECC	888894	Pending Approval	\$197.66	
2010-05-03	053489	1663	Ottawa ECC	888894	Transmitted	\$394.28	
2010-04-23		1581	Ottawa ECC	888894	Pending Approval	\$197.66	



CUSTOM LISTS - OVERVIEW

Click on the Custom List that you wish to view

Custom Lists, often referred to as a “Favourites” list, are sometimes shared by others on accounts that you may have access to. Furthermore, some organizations create a standardized list of products that they encourage their purchasers to use. If this is the case with your account, then you will find them here:

Step 1: Click on **Order** in the top menu bar

Step 2: Click on **Custom Lists** in the sub menu bar

Step 3: Click on the **All Custom Lists** tab

You can also create your own Custom Lists. Your lists will show up under the “My Custom Lists” tab.

Hint: To locate the custom lists, go to **Order -> Custom Lists -> All Custom Lists**

CUSTOM LISTS

You have access to the following Custom Lists.

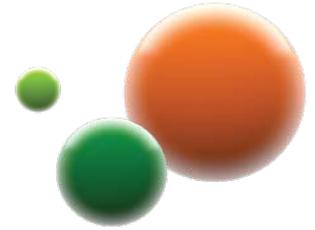
[Create List](#) [Create Category](#)

My Custom Lists **All Custom Lists**

List Name	Date Created	Shared By
Approved Products / Produits Autorisés	2010-01-21	Grand & Toy
Cleaning Supplies	2010-06-01	Grand & Toy
Examples	2007-02-21	Grand & Toy
Furniture	2009-06-09	Grand & Toy
Pens & Pencils	2010-04-07	Grand & Toy
Toner Cartridges	2009-10-27	Grand & Toy

[Create List](#) [Create Category](#)





CUSTOM LISTS – VIEWING A CUSTOM LIST

CUSTOM LIST DETAILS

This Custom List contains the following items. Select the item(s) you wish to order and click on Add to Order. Should you wish to view pricing on this page, simply select the item(s) in question and click "Show Pricing".

Sort list by: Print preview

Select All Add to Order ² Show Pricing ²

Product Code	Quantity	Unit	Select
COMPUTER CLEANING SUPPLIES			
99291 Grand & Toy Compressed Air Duster Package of 2. 10 oz.	<input type="text" value="1"/>	<input type="text" value="PK of 2"/>	<input type="text" value="1"/> <input checked="" type="checkbox"/> 1
97019 Grand & Toy Compressed Air Duster Package of 2. 3.5 oz	<input type="text" value="1"/>	<input type="text" value="PK of 2"/>	<input type="checkbox"/>
KITCHEN AND LAUNDRY CLEANERS			
0152169 Windex Glass Cleaner	<input type="text" value="1"/>	<input type="text" value="EA of 1"/>	<input type="text" value="1"/> <input checked="" type="checkbox"/> 1
0152170 Windex Glass Cleaner 5 L Refill	<input type="text" value="1"/>	<input type="text" value="EA of 1"/>	<input type="checkbox"/>
76607 Lysol Orange Fresh All-Purpose Cleaner	<input type="text" value="1"/>	<input type="text" value="EA of 1"/>	<input type="text" value="1"/> <input checked="" type="checkbox"/> 1

Select All Add to Order Show Pricing

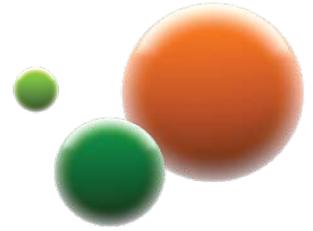
Adding an item to your order

1. **Select** the products
2. Click **Add to Order**

Display pricing and stock information (Optional)

1. **Select** the products
2. Click **Show Pricing**

Hint: Items in custom lists are grouped by categories. The categories are sorted alphabetically.



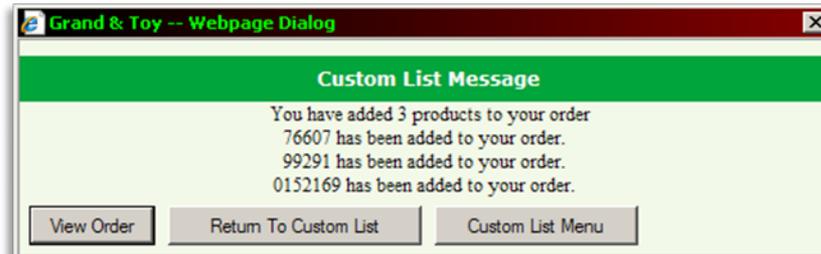
CUSTOM LISTS – ADDING TO AN ORDER

Once you have added the items to your order, a dialog window will pop up, giving you 3 options.

View Order: Brings you to the **Order Details** page.

Return To Custom List: Brings you back to the current custom list that you are viewing.

Custom List Menu: Brings you to the **My Custom Lists** page.



Returning to the All Custom Lists page:

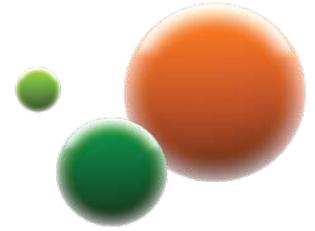
Step 1: Click on **Order** in the top menu bar

Step 2: Click on **Custom Lists** in the sub menu bar

Step 3: Click on the **All Custom Lists** tab

Hint: It is recommended that you enable Pop-Up windows in your internet browser for GRANDANDTOY.COM. If Pop-Ups are blocked, you will not see the dialog window shown above – the browser will lead directly to the Order Details page.

GRANDANDTOY.COM



CUSTOMER CARE

Need assistance? We can help! Choose your way to contact us.



Online

Connect live with a Customer Care Representative
Monday – Friday
9:00 AM – 7:30 PM ET



Email

gtresctr@grandandtoy.com
Please allow 12 business hours for your inquiry to be processed



Call

1-866-240-5989 to speak with a Resource Centre Representative
Monday – Friday
7:00 AM – 7:30 PM ET