Reference guide for purchasers

www.grandandtoy.com
grandandtoy.com

Setting up a new Grand & Toy PCard profile:


- Enter your Name/First Name
- Enter Username: your University email
  - Click next
- Review your user details in the new user profile set-up registration information page
- Create your password (case sensitive and alphanumeric)
- Enter your phone number
  - Confirm details and click SUBMIT
- The new user profile set-up/Thank you page will appear, review information, then click PLACE AN ORDER NOW!
How to place an order:

Once your user profile has been created, sign in using the link above or on the regular Grand & Toy website, and click on sign in. Enter your Username and Password you have created for all future orders.


If you do not have Username and Password, please see instructions on the previous page.
Selecting an account

You will be prompted to select an ordering account on the Select Account page.

Selecting an Account

- On the left, select the account corresponding to your building name
- 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.
On your Landing page, you have access to important information about the program like the core items and sustainable products lists to search for products by clicking on the link.
Custom lists - Overview

Finding Custom Lists
Your ‘Core Product Lists’ and ‘Sustainable Products list’ has been created by an administrator and shared for the entire organization. Custom Lists are found via your landing page or under the ORDER tab.

You can always return to the landing page by clicking on the Grand & Toy logo on the left top corner.
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.
Custom lists – Search an item in the lists

To search an item in the 'Core List', click to expand the search box and enter a key word or the product code.

**Please note:**

If you do a search in the box on the top of the page, you will do your search in the entire G&T catalog.
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 Core list and continue shopping.

Back to the Custom list tab: Brings you to the My core lists page.

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Top 25 Items

- **Print preview**
- **Back To Custom Lists**

**Filter Products**

**Uncategorized**

- Grand & Toy Mailing Laser Labels, White, 4” x 1 1/2”, 14 Labels/Sheet, 100 Sheets/BX
  - 4” x 1 1/2”
  - 14 labels per sheet
  - Box of 100 sheets (1,400 labels)
  - Add to Cart

- Grand & Toy Premium Copy Paper, White, Letter-Size (8 1/2” x 11”), 90% Bright, 20 lb.
  - Letter size (8 1/2” x 11”)
  - Add to Cart

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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.
Order details – Adding to an order

**Shopping Cart**

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Qty</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>99500</td>
<td>1</td>
<td>BX</td>
<td>Grand &amp; Toy Standard Staples, 1/4&quot;, 5,000/BX</td>
</tr>
<tr>
<td>99115</td>
<td>1</td>
<td>PK</td>
<td>Grand &amp; Toy Premium Copy Paper, White, Letter-Size (8 1/2&quot; x 11&quot;), SFI Certified, 20 lb., Ream</td>
</tr>
</tbody>
</table>

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

**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 ➔
Order details – Changing quantities & deleting items

Changing quantities
- Enter new quantity, and/or
- Change the unit of measure
- The change is recorded and updated automatically

Deleting items
- Click the X
- The line is immediately deleted.
Order details – Adding item notes

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.
Order details – Checkout

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.
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.

Checkout Screen
- If you need to change the account, Click to edit and Click the scroll down button to change shipping account.
- Review the final Inventory and returnable status.
- Upon checking out, you will be required to enter your specific location i.e. EDC Twr Room 281 and your PCard information before the order can be released.
Order tracking

Viewing the status of an order
- Click Order Status found under the ORDER button.

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.
You can process a return from the order tracking.
- Click View
- Return order
- Enter the required return information
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