



## Online Ordering Summary

# Getting Started With [grandandtoy.com/gov](https://grandandtoy.com/gov)

Shop And Order On Our Fast, Secure, And PWGSC Compliant Website

## 1 Logging In

- Go to [grandandtoy.com/gov](https://grandandtoy.com/gov)
- Click on Sign In
- Type your username and password (case sensitive)
- Click Log In
- Choose the Account that you want to use and verify your ship to location
- Click on Select to continue and start shopping
- Don't know your username/password? Call the Federal Government Client Services Team at 1 866 511 4534 or click on LIVE HELP

## 2 Creating An Order

- You can search by Keyword or Product Code or simply browse the Standing Offer and Supply Arrangement guide
- If you already know the product codes of the items you want to order, click on the Order tab to access the Create An Order page. Key all the product codes on that page. Click Add To Order. To return to your order at anytime, click the Order tab for all your order details.
- Shop with confidence and compliance. Our government website is designed to guide you through products available to you on Standing Offer. You can also shop other products that are not part of any standing offer by sliding the Standing Offer indicator to "off".

## 3 Submitting An Order

- Click Checkout
- Click Submit Order
- You will receive an Order Confirmation email verifying our receipt of your order
- In compliance with PWGSC requirements, you will be asked to confirm if you have authority to purchase or provide the name, title, and email address of the person that is authorized to make purchases

## 4 Ordering Tips And Tricks

- All orders are saved automatically. Incomplete and pending orders can be viewed and re-opened from the Order Status page.
- On the Item Notes page, you can tag each item with a note or a person's name. These notes will be displayed on the packing slip.
- Quickly remove items from your order – Click the Select Item Box, then click the Delete Items button
- Create your own favourites list – Hover over the Order tab, select Custom Lists, then select Create List
- Click Update order if you make any changes to the quantities, or unit of measure on the Order page
- Frequently Ordered Items – Search through up to 50 of the items you order most often



### Grand & Toy Federal Client Service Team

For general inquiries regarding [grandandtoy.com/gov](https://grandandtoy.com/gov):

Email: [FederalServices@grandandtoy.com](mailto:FederalServices@grandandtoy.com)

Telephone: 1 866 511 4534

Refer to the Standing Offer Reference Chart on our website for information about your region.