

# OfficeMax®

## GRAND&TOY®

Hello and welcome to [officemaxcanada.com](http://officemaxcanada.com) the ideal solution for ordering all your office products online quickly, easily and efficiently.

**Your Login ID:** [YourEmailAddress@company.com](mailto:YourEmailAddress@company.com)  
**Your temporary password\*:** **welcome**

**Step 1)** Go to [www.officemaxcanada.com](http://www.officemaxcanada.com) (we recommend you bookmark this page)



**Step 2) Sign In** using your new credentials listed above

**Step 3)** If prompted, **select an account**

**Step 4) \*Change your password**

-click the **Manage Account** tab on the green menu bar

-click the **Edit My Profile** tab on the gray sub-menu

-click on the link **Change Password** under the section **Account Information**

**Step 5)** You're ready to order

**For assistance** please contact **Customer Care**  
via email at [customerservice@officemaxcanada.com](mailto:customerservice@officemaxcanada.com)  
by telephone at **1-866-391-8111**.

## Getting Started

- Go to [www.officemaxcanada.com](http://www.officemaxcanada.com) (It's a good idea to **bookmark this page** or add it to favorites)
- Sign In with your **Username and Password**.
- If you have access to multiple accounts, you will be presented with a screen asking you to select which account you want to place an order against each time you login.
- To select an account, click the radio button to the left of the account and then click on the word '**Select**' on the right side of the screen.

## Creating an Order

- If you already know the product codes of the items you want to order, click on the '**Order**' tab on the top menu to access the "**Create an Order**" page. You can then key all the products codes in on that page. You can add as many products as you would like and when you are finished, click on '**Add to Order**'.
- To search for products, go to the '**Browse Catalogue**' section of the top menu. From here, you can perform quick searches by '**Keyword**' or '**Product Code**'. Or you can simply browse the catalogue of over 13,000 items by selecting from various product categories on the left.
- To return to your order at any time, click on the '**Order**' tab for all your order details.

## Other Helpful Ordering Tips and Tricks!

- Click on '**Item Notes**'. You can tag each item with a note or a person's name. These notes will be displayed on the print preview window and hard copy and packing slip.
- To quickly remove items from your order, just click the 'Select Item Box' on the right side of the "Create an Order" page, then click 'Delete Items' button.
- Click '**Update Order**' if you make any changes to the quantities, unit of measure or PO # on this page.

## Submitting the Order

- Once you have finished adding all the items to your order, click '**Check Out**'.
- To continue with the checkout process, verify that all of the information on the current screen is accurate and then click '**Submit Order**'.
- You will receive an **Order Confirmation email** verifying our receipt of your order.

## Other Handy Features from the Main Menu and Corresponding Sub-Menus

- Click 'Print Preview' under the 'Order' tab to see a print-friendly view of your order. Click on 'print' for a hard copy.
- Click 'Order Status' on the main menu to see the status of all of the orders you have placed within the past six months.
- Select '**Edit Profile**' under the '**Manage Account**' tab to **change your password, update your email address, or set other preferences**.