EDQM store user guide

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› Introduction of the store

**URL**
https://store.edqm.eu/index.html

**Reference standards**
Order or ask for quotations for:
- European Pharmacopoeia Reference Standards
- WHO International Standards for Antibiotics (ISA)
- WHO International Chemical Reference Substances (ICRS)

**Publications**
- Consult our catalogue
- Ask for quotations
- Transform a quotation into an order
- Place an order

**Your account**
- Consult and print your orders and invoices
- Pay online

› Create your account

**Existing customer**
- Click on 'My Account' on the EDQM store home page
- Click on 'Existing Customer ?'
- Complete and send us the 'EDQM Store Request Form'

**New customer**
- Click on 'My Account' on the EDQM store home page
- Click on 'New Customer ?'
- Complete and send us the 'Customer Account & Credit Application Form'.

Your account will be created within 2 working days of your request. You will be notified by e-mail.

› Change your password

- Click on 'My Account' on the EDQM store home page:
- Enter your user ID and password
- Click on 'My Details' in the upper right menus and then on 'Change Password'
- Enter your current password, new password and repeat it to confirm
- Click on 'Save Password'

The new password must contain at least 10 characters including a minimum of one lower-case, one upper-case and one digit. The new and old passwords must have at least 4 different characters

› Forgotten password

If you forgot your password, click on 'My Account' on the EDQM store home page and then on the 'Forgot Password ?' link.

Enter your User ID and e-mail address.

You will receive a new password by e-mail within a few minutes.
Session time out

If you remain inactive for 30 minutes you will be automatically logged out of the system and will need to log in again.

Upon logout the contents of your shopping basket will be deleted and any orders that have not been sent will be lost.

Catalogue

Search products

- Click on ‘Catalogue’ on the EDQM store home page
- Type a keyword or product code/reference in the ‘Search’ box at the top right of the page and click on ‘Go’

Note: A keyword search will display items containing the words you searched for.

A product code search (e.g. PUB200007) will display the unique product.

You can also use * as a wildcard or advanced search options.

Browse products

Browse the list of products by clicking on the product categories in the left-hand panel. This will display each category, subcategory and product list.

Click on the ‘Products’ button in each category to display the product list related to the category you have selected.

Click on the product name to display more product details.

Shopping basket

Features

- Keep track of items while you shop: the shopping basket summary remains displayed in the upper right corner of the screen or in the header throughout the shopping process
- See the individual and total cost of items (special discounts will be applied at the time you proceed to checkout to finalise the order)
- Add or delete items at any time
- Ask for a quotation (you need to be logged on)
- Create an order (you need to be logged on)

Add items

- Search for a product by keyword or product code/reference, or browse our catalogue.
- Click on the ‘Cart’ icon to add an item to your shopping basket.

If you know the product reference(s) and you are already logged on:

- Click on the ‘Cart’ icon at the top of any page
- Type the product reference(s) (e.g. PUB200007) in the empty ‘Product’ field(s)
- Click on ‘Update’ to add that item to your shopping basket
Change quantities

The selected items that appear in your shopping basket can be edited. You can change the quantity of any item:

- Change the number in the field under ‘Quantity’
- Click on ‘Update’ to update the price

Delete items

- Click on the ‘Trash’ icon next to the item if you no longer want to order it

The contents of your shopping basket will be deleted when you send an order or if you logout prior to sending an order. Therefore, any uncompleted order will be lost.

Quotation

Ask for a quotation (you need to be logged on)

- In the ‘Publications’ section on the EDQM store home page, click on ‘Order or Ask for a Quotation’
- Login with your User ID and password
- Click on ‘Catalogue’
- Select the product(s) you want to purchase
- Click on the cart icon to add the product you want to purchase to the basket
- Click on your basket displayed in the header, your shopping basket will display
- Type in a reference name for your quotation if you wish, otherwise a default name will apply
- Click on ‘Create quotation’, a new page displays
- Tick "I have read and agree to the Terms and Conditions" checkbox
- Click on ‘Save’ and confirm by clicking on ‘OK’
- Print or close the quotation

The quotation request you have created will be saved in our system. You will receive a confirmation e-mail and will be able to transform your quotation into an order at a later stage.

Note: you can only transform a quotation into an order once.

Transform a quotation into an order

You can transform a quotation you have requested into an order:

- In the ‘Publications’ section on the EDQM store home page, click on ‘Order or Ask for a Quotation’
- Login with your User ID and password
- In the ‘Search for’ field, under ‘My Transactions’, select ‘Quotations’ and click on ‘Go’
- In the results list, click on the transaction link of the quotation you wish to transform into an order. The quotation will display
- Check the product(s) you wish to order from the quotation
- Click on ‘Create order’ and confirm by clicking on ‘OK’ in the dialog box
- Print or close the order

You will receive a confirmation e-mail.

Note: you can only transform a quotation into an order once.
Find previous quotations

A copy of all your quotations is saved under ‘My Transactions’.

- In the ‘Publications’ section on the EDQM store home page, click on ‘Order or Ask for a Quotation’
- Login with your User ID and password
- In the ‘Search for’ field, under ‘My Transactions’, select ‘Quotations’ and click on ‘Go’
- Click on the quotation’s transaction number to display it

Ordering

Place an order

- Click on ‘Order or Ask for a Quotation’ on the EDQM store home page
- Login with your User ID and password
- Click on ‘Catalogue’
- Search for the product(s) you want to purchase or select it from the list
- Click on the cart icon to add the product(s) to the shopping basket
- Click on your basket displayed in the header, your shopping basket will display
- Click on ‘Proceed to checkout’
- Tick ‘I have read and agree to the Terms and Conditions” and click on ‘Order’ if you want to finalise your order. Confirm by clicking on ‘OK’
- You can click on ‘Continue shopping’ if you want to add products to your shopping basket

You will receive by e-mail a temporary order confirmation. When the order has been processed by the EDQM, you will receive an order confirmation and will be able to proceed to online payment.

You can modify or cancel an order within 24 hours. To do so, send an e-mail to orders@edqm.eu.

Find previously ordered products

A copy of all your orders is saved under ‘My Transactions’.

- Click on ‘My Account’ on the EDQM store home page and enter your User ID and password
- In the ‘Search for’ field, under ‘My Transactions’, select ‘Orders’ and click on ‘Go’
- Click on an order’s transaction number to display it
Check the delivery status of an order (you need to be logged on)

• In the 'Publications' section on the EDQM store home page, click on 'My Account'
• Login with your User ID and password
• In 'My transactions', select required fields to search for your order(s)
• When a delivery is created for your order, a delivery number starting with "8" will be displayed, followed by a date in parentheses.
• If the delivery is created but not shipped:
  - the date shown is the estimated shipping date
  - a PDF file starting with "008" is a Prior Dispatch Note
  - a PDF file starting with "005" is a Proforma Invoice
• If the delivery has been shipped:
  - the date shown is the actual shipping date
  - a PDF file starting with "008" is a Delivery Note
  - a PDF file starting with "005" is a Proforma Invoice
• If the delivery is withheld:
  - the date shown is the estimated shipping date
  - a PDF file starting with "008" is a Withheld Notification
  - a PDF file starting with "005" is a Proforma Invoice

Payment

› Pay online
You can pay online only if your order has been processed by the EDQM and you have already received an invoice:
• Click on 'My Account' in the EDQM store home page and enter your User ID and password
• Search for the invoice you wish to pay using the Search tool in the left column
• Click on the invoice's transaction number to display it
• Click on the 'Pay Online' button at the bottom of the screen
• Enter your credit card information and proceed to payment

› Pay multiple invoices online
You can pay multiple invoices at a time:
• Click on 'My Account' on the EDQM store home page and enter your User ID and password
• Click on the 'Pay Online' link at the top of the screen
• Indicate in the 'Your Reference(s)' fields the invoice numbers you wish to pay and your EDQM client code (customer number)
• Indicate the total amount in the 'Amount' field
• Click on 'Send'
• Enter your credit card information and proceed to payment
Frequently asked questions

› Your account

How can I add, modify or delete an address?

Specify the changes that need to be made using one of the following forms:

• To add an account address, please use:
  EDQM Store request form – Add an account address

• To modify an account address, please use:
  EDQM Store request form – Modify an account address

• To delete an account address, please use:
  EDQM Store request form – Delete an account address

Your EDQM store account will be modified within 2 working days of your request.

Can I consult my transaction documents?

Yes. You can consult and print all of your transaction documents in 'My account', e.g. orders, invoices, credit memos.

› Technical requirements

Which internet browsers are supported by this site?

The EDQM store site has been designed to be compatible with the most recent versions of commonly used web browsers.

What screen resolution is recommended?

The EDQM store site has been designed to be viewed at a resolution of 1024 × 768.

› Ordering

Can I save my shopping basket for later use?

No. You cannot prepare a basket of products and save it for later use.

Should you need to prepare beforehand, we suggest you ask for a quotation.

How do I save an order?

An order that has not been finalised and submitted cannot be saved. You can receive a quotation for your shopping basket and then transform your quotation into an order. See 'Ask for a quotation'.

Can I start an order and complete it later?

No. You can create a quotation and order later from the quotation (see above).

Can I specify a preferred delivery date?

No. Before you proceed to checkout to finalise your order, you can include additional requests in the 'Additional Order Data' field. While we will make every attempt to meet your requirements, delivery will be on a best effort basis.
How can I check on the status of an order?

• Log on to the ‘Publications’ section on the EDQM store home page.
• Click on ‘My Transactions’.
• Search for an order.
• Click on the order’s transaction number to display it.

Your order will be either shown as ‘Open’ (if it is being processed) or ‘Completed’ (if it has been invoiced and dispatched or is available for pickup).

Can I modify an order once it has already been submitted?

Yes, if you do so within 24 hours. To modify an order, send an e-mail to orders@edqm.eu including your customer and order number.

Contact us

• via the HelpDesk at www.edqm.eu/hd
• by phone at +33 (0)3 88 41 30 30
• by fax at +33 (0)3 88 41 27 71