

EDQM store user guide

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Access to EDQM store

› Create your account

Existing customer

- Click on 'My Account' on the [EDQM store home page](#).
- Click on 'No user ID?'
- Complete and send us the 'New User Request Form'.

New customer

- Complete and send us the '[EDQM store request form](#)'.

Your account will be created within 2 days of your request. You will be notified by email.

› Change your password

You can change your password from the logon screen:

- Enter your user ID and password.
- Click on 'Change password'.
- Enter your 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, one special character and one digit.

› Receive a password reminder

If you forget your password, send us via the [HelpDesk](#) your user ID or the email address associated with your EDQM store account. You will receive a new password by email within 2 days of your request.

› Session time out

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

Type a keyword or product code in the 'Search' box at the top of the page and click on 'Go'.

- A keyword search will show 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.
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› Browse products

Browse a 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 product name to show more product details.

› Find previously ordered products

A copy of all your orders or quotations is saved under 'My Transactions':

- Click on 'Log on' and enter your user ID and password.
 - Search for an order or quotation.
 - Click on its transaction number to display it.
 - Select the items you need and click on 'Transfer' to add them to your shopping basket.
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Shopping basket

- › Features
 - Keep track of items while you shop: the shopping basket summary remains on-screen throughout the shopping process.
 - See the individual and total cost of items (special discounts will be applied at the time of order validation).
 - 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 or browse our catalogue.
 - Click on the 'Cart' icon to add an item to your shopping basket.

If you know the product code (you need to be logged on):

 - Click on the 'Cart' icon at the top of any page.
 - Type the product code (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 orders will be lost.

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

You can receive a quotation for the items in your shopping basket:

 - Click on 'Create Quotation'.
 - Click on 'Save'.

The quotation request you have created will be saved in our system. As soon as the EDQM has processed your quotation, its status will change from 'Incomplete' to 'Confirmed'. You can then place your order.

Ordering

- › Create an order

When you are ready to purchase your items:

 - Click on the 'Cart' icon to view your shopping basket.
 - Click on 'Proceed to Checkout' and review your order.
 - Check if everything is correct. You can change the information displayed on this page.
 - Click on 'Order' to confirm your order.

You can modify or cancel an order within 24 hours. Send an email to orders@edqm.eu.

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- › Repeat previous order
- Save time by using a previous order or quotation as a basis for a new order. You can refer to past EDQM store orders or quotations under 'My Transactions':
- Log on.
 - Search for an order or quotation.
 - Click on its transaction number to display it.
 - Select all or tick individual items and click on 'Transfer' to add them to your shopping basket.
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Payment

- › Pay online
- You can pay online only if your order has been processed by the EDQM and you have already received an invoice:
- Go to 'My Account' on the [EDQM store home page](#).
 - Search for the invoice you wish to pay.
 - Click on its 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.
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- › Pay multiple invoices online
- You can pay multiple invoices at a time:
- Go to 'My Account' on the [EDQM store home page](#).
 - 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 followed by your EDQM customer number.
 - Indicate the total amount in the 'Amount' field.
 - Click on 'Send'.
 - Enter your credit card information and proceed to payment.
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Frequently asked questions

- › Your account
- How can I add, modify or delete an address?**
- You can change your registered address(es) via the [HelpDesk](#). Specify the changes that need to be made using the '[EDQM store request form](#)'. Your EDQM store account will be modified within 2 days of your request.
- Can I consult my transaction documents?**
- Yes. You can consult and print all of your transaction documents in 'My account', i.e. quotations, orders, invoices, credit memos.
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- › Technical requirements
- Which internet browsers are supported by this site?**
- The EDQM store site has been designed to be compatible with Internet Explorer (≥ 6), Firefox (≥ 3.6) and Safari (≥ 4) 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.

How do I save an order?

You cannot save an order before completing or submitting it. You can [receive a quotation for your shopping basket](#) and then create an order from the quotation. 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. At checkout 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.

Can I re-use a previous order as a new order?

Yes. See '[Repeat previous order](#)'. You can also add multiple previous orders to the shopping basket to create a new order using this process.

Can I check on the status of an order?

Yes. Click on 'My Transactions'. › Search for an order. › Click on its 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 submitted?

Yes, if you do so within 24 hours. To modify an order, send an email to orders@edqm.eu.

› Contact us

- via the [HelpDesk](http://www.edqm.eu/hd) 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
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