



EU Bookshop's 'privileged users' facility

Last updated on August 2011



bookshop.europa.eu

EU Bookshop's 'privileged users' facility

General information

The EU Bookshop's 'Privileged users' facility allows some partners, having subscribed to a specific agreement with a European Commission directorate-general, to order bulk quantities of a selection of free EU publications. For information, normal users can only order one copy of a free publication.

To access the 'Privileged users' facility, **you can use your current account details** (password and login you received from your DG). If you do not know your login details, contact EU Bookshop via OP-EUB-BULK-ORDERS@publications.europa.eu

Please note that the account fields are case sensitive and capital letters, hyphens, spaces, etc. are significant. You are advised to copy and paste your login and password into the respective fields.

Also, please do not change your login or password, otherwise it will become extremely difficult to provide you with assistance.

This site is part of Europa

About EU Bookshop | Help and Contact | General conditions of sale | Sitemap | Legal notice

English (en)

EUROPA > EU Bookshop > My EU Bookshop > User data

THEMES AUTHORS SUBSCRIPTIONS BULK ORDERS DISCOVER

User data

This is your current user data.
You can modify the data by entering the new information in the appropriate field.
Remember to save your changes.

Fields marked with an asterisk (*) are compulsory.

PERSONAL INFORMATION

First name:

Last name:

Preferred language:

BOOK DETAILS

Username*:

Current password:

New password:

Security question:

Answer:

Do not change login or password!

My basket
[Track an order](#)

My EU Bookshop
User_Priv User_Priv

User data
My addresses
My orders
My results
My searches
My news alerts
[Log out](#)

News

Just published

The ABC of European Union law
E-book version available!



How to place bulk orders in EU Bookshop

1. Log in on the EU Bookshop website (<http://bookshop.europa.eu>) using your username and password, and confirm.



2. When you first log in, a registration form may appear. In this case, please fill in all fields (including those without asterisks).
3. After login, the 'Bulk orders' button will appear in the top panel. Please click on it.
4. Then, on the left side, click on your bulk order catalogue in the list (for the time being, only the 'Information networks' catalogue is available).



- The list of titles available for bulk orders will appear. Change the navigation language in the top right corner to see which and how many titles exist in that linguistic version.

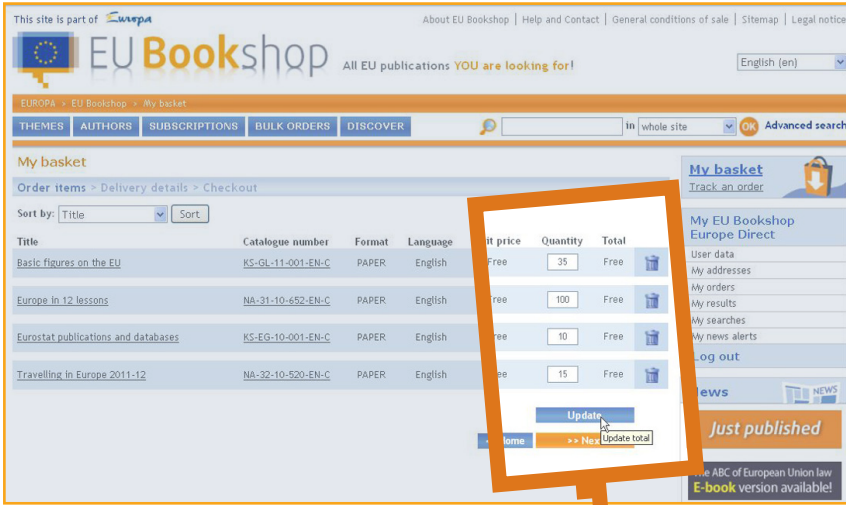
You can choose to list the publications by publication year, title, theme or author (i.e. European Union body) and, if stock is available (in the navigation language), you can add the title to your basket directly from the results list.



The screenshot shows the EU Bookshop website interface. At the top, there's a navigation bar with the EU Bookshop logo and a search bar. Below the navigation bar, there's a section for 'INFORMATION NETWORKS' with a list of publications. The first publication is 'Travelling in Europe 2011-12', which is available in English. The second publication is 'Europe in 12 lessons', also available in English. The third publication is 'Statistics explained', which is not available in English. The website also features a 'My basket' section on the right side, a 'News' section, and a 'Just published' section.

- If you want more information about the publication before ordering it, or to see in which languages it is available, click on its title or thumbnail to display the publication details. A white/blue 'Add to basket' button means that the publication in the chosen language version is available to order. A grey/blue button means 'Not available'; it may be out of stock or a stock transfer may be needed. Please inform EU Bookshop if this is the case.

By clicking on 'My basket' you can see the titles you have selected and specify the number of copies you would like to order (the maximum number per publication is currently 100). Then click on 'Update'. If you need more copies, please contact EU Bookshop or Author Services (contacts are given in the FAQ section).



7. Click on 'Next'. If you want to send to an address other than your default address, click on 'Modify (delivery address)' or 'Add new address' and fill in the following information:
 - a. the complete postal address of the place of delivery — this can change from order to order and it does not have to be your own address; in this case click on 'Add address' but do not check the 'Make this my default address' box;
 - b. the telephone number and e-mail address of the final recipient, in case the local delivery company needs to contact them about the order.
Click on 'Update address' (or 'Add address' if you have added a new one) and then on 'Back' to return to the address list.
8. Click on 'Send to this address' and on 'Order now' to place your order.
9. If you have any questions or problems you can send an e-mail to the EU Bookshop 'Client management and order follow-up' team (OP-EUB-BULK-ORDERS@publications.europa.eu), who will pass on your message to the staff member concerned.



FAQ

To see the list of publications available for bulk orders, please log on via EU Bookshop using your privileged partners' password and select '**Bulk orders**'. The list is regularly updated and modified.

It is not possible to guarantee whether and how long any specific publication will be available for ordering because it depends on the stock. A publication remains on the list as long as at least one linguistic version is in stock.

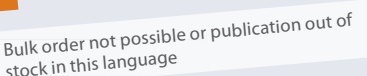
Quick search: please use the search window in the top panel. This window allows you to perform a search for a title or a catalogue number (or a part of a catalogue number, using *) in the bulk order catalogue.

Please note that you can **change the amount of copies** on the checkout page ('My basket') before you complete your order. For the time being, the maximum number of copies that you can order using this facility varies between 1 and 100 for the different publications.

Should you need more than 100 copies (the default ceiling for orders), please contact the EU Bookshop team (OP-EUB-BULK-ORDERS@publications.europa.eu), Author Services or the European Union representation/delegation in your country. You will find e-mail addresses for Author Services on the following webpage: http://www.europa.eu/geninfo/mailbox/inst_en.htm

You can **see which publications in your search results belong to the bulk order** when the blue 'Add to basket' button appears next to these publications in the search results list.

For EU publications where only one free copy per order is allowed, however, you must click on the publication details to be redirected to another screen where you can place your order for a single copy.



order catalogue, please send a request to Author Services (http://www.europa.eu/geninfo/mailbox/inst_en.htm) or contact the EU Bookshop team (OP-EUB-BULK-ORDERS@publications.europa.eu). Please note that availability depends on

You can have the publications sent to the address of your choice (e.g. a conference hall, a fair venue or a school) — see step 7 above. Please indicate an address where there is a reception desk or a similar service that accepts deliveries during normal working hours. Please also indicate the telephone number and e-mail address of a contact person.

The publications will normally arrive within 4 to 10 working days, depending on your location.

The publications are sent free of charge. Some customs fees may be charged when sending publications to states that are not members of the EU.

Most postcards and posters are available for online orders only by privileged partners because of the disproportionately high distribution costs.

*For questions about use of EU Bookshop and passwords, etc.,
please contact:*

Publications Office

'Client management and order follow-up' team

Mailbox: OP-EUB-BULK-ORDERS@publications.europa.eu



Publications Office