PRODUCTS AND SERVICES (Publications, Reference standards, CombiStats)

EDQM publications

- General information on EDQM Publications
  - How can I access the EDQM's publications?
  - How can I obtain part of a publication (e.g. the official analytical procedures of the European Pharmacopoeia or a single monograph)?
  - What is the difference between monographs published in the European Pharmacopoeia (Ph. Eur.), Ph. Eur. supplements and Pharmeuropa?
  - What is the programme for adoption, publication and implementation of monographs?
  - How many supplements are published for each version of the European Pharmacopoeia?
  - How can I identify when and how a monograph has been added, revised or corrected?
  - Can I get an advance copy of a text not yet adopted and consequently unavailable in my copy of the European Pharmacopoeia?
  - How should I refer to the European Pharmacopoeia?
  - How can I find the reference number, exact name or status of the European Pharmacopoeia monograph for a particular substance?
  - In the 'Published in English/French Supplement' row in the Knowledge database, why does the Supplement number given not always correspond to the edition in force?
  - Why is it that some texts published in the 11th Edition do not have 01/2023 as the version date?
  - I would like to contact EDQM about EDQM publications, other than how to order or follow-up my order, but my item is not in the FAQs
- Ordering EDQM publications
  - How can I place an order or ask for a quotation?
  - Can I modify or cancel my EDQM publications order?
  - I sent an order for EDQM publications, but I have not heard from you?
  - How can I renew my subscription to the European Pharmacopoeia?
  - Are there any extra charges when ordering EDQM publications?
  - Do I have to pay duties and taxes when ordering EDQM publications?
  - I am a reseller, do I receive a discount when ordering EDQM Publications?
  - I am a reseller, will you send the publications to my customers?
  - Can I order an individual volume or monograph of the Ph. Eur.?
  - I bought 2 subscriptions separately, can I benefit from the package price?
  - I ordered several Ph. Eur. licences separately, can I benefit from the online bulk order special price?
  - I have ordered a publication subscription (European Pharmacopoeia or Pharmeuropa) but have received only part of it, what has happened?
  - If I don't subscribe for the next year, will I still have the access to the European Pharmacopoeia and/or archives?
  - How can I make a complaint about an EDQM Publications order?
  - How can I become an authorised distributor of EDQM publications?
  - I would like to contact EDQM about ordering of EDQM publications, but my item is not in the FAQs

EDQM reference standards

- General information on EDQM reference standards
  - What is the intended use of EDQM reference standards?
  - Certificate of analysis
  - How can I find out the expiry date of an EDQM reference standard?
  - Where can I find the content assigned to a reference standard used in an assay?
  - What is the meaning of "Unit Quantity"?
  - How are sub-batches obtained and labelled?
  - Does the EDQM provide safety data sheets (SDSs) for the standards it supplies ?
  - Why is the safety data sheet/statement (SDS) missing from the online Ph. Eur. reference standards database?
  - Could you please explain if drying conditions are required?
  - How is the unit quantity in a container calculated?
  - What are the storage conditions for EDQM reference standards?
  - How can I obtain the impurities listed in a monograph?
  - Can I use an in-house standard instead of a Ph. Eur. CRS?
  - How can I find a typical chromatogram of an EDQM reference standards?
  - My question about the purpose and use of an EDQM reference standard is not in the FAQs - how can I contact the EDQM?
- Ordering EDQM Reference Standards?
  - What reference standards does the EDQM supply?
  - How can I find out the price, handling, storage, shipping conditions and other information related to EDQM Reference Standards?
  - Can I access the "Pharmaceutical Reference Standards Official Catalogue" on-line or receive a copy by post?
  - How can I place an order or request a quotation?
  - How can I become an official distributor of EDQM Reference Standards?
  - Do I need an import licence or do I need to provide any special documentation when ordering EDQM reference standards?
  - What kind of permit do I need to order an ozone-depleting substance?
  - How can we obtain a reference standard mentioned in Pharmeuropa?
  - We used to order a reference standard from the EDQM, but it is no longer in the online catalogue. Can you provide it?
  - What quantity of products should I order?
  - Do I have to pay duties and taxes when ordering EDQM reference standards?
  - Are there any extra charges when ordering EDQM reference standards?
  - Can I modify or cancel my order EDQM reference standards order?
  - I placed an order for EDQM reference standards, but I have not heard from you.
  - The product I have ordered is limited, what does that mean?
  - The product I have ordered is out of stock, will it be put on back order?

    - Can I get a discount on reference standards?
    - What should I do if I see an incorrect price?
    - I am a reseller. Will you send reference materials directly to my customers?
    - I sent a question to sales@edqm.eu but I have not received a reply.
    - How can I make a complaint about an EDQM reference standards order?
    - My question about ordering the EDQM reference standards is not in the FAQs - how can I contact the EDQM?
- Shipment of EDQM reference standards orders
    - Can I track my order of EDQM reference standards?
    - I think my package has been lost. What should I do?
    - Why have I only received part of my order of EDQM reference standards?
    - Will my order of EDQM reference standards be delivered to my office?
    - Where can I find the documents I need to proceed with customs duties?
    - Can I return EDQM reference standards?
    - The parcel is damaged and the vials inside are broken. What should I do?
    - My question about the shipment of an EDQM reference standards is not in the FAQs - how can I contact the EDQM?
- Biological reference preparations (BRP)
- Establishment of chemical reference standards (CRS)
    - How can I find out the purity of a Ph. Eur. CRS?
    - What is the water/solvent content of a Ph. Eur. CRS?
    - Should Ph. Eur. CRSs be dried before use?
    - Why are wavenumbers not stated on the reference spectrum?
    - Where can I find advice on how to establish in-house standards, secondary standards and/or working standards?
    - Additional information not provided in the leaflet accompanying a reference standard
    - My question about the establishment of an EDQM reference standard is not in the FAQs - how can I contact the EDQM?

International Standards for Antibiotics

- General information on International Standards for Antibiotics
    - How can I find out price, handling, storage, shipping conditions and other information about International Standards for Antibiotics?
    - What is the intended use of the WHO International Standards for Antibiotics?
    - How can I find the expiry date of WHO International Standards for Antibiotics?
    - Handling of WHO International Standards for Antibiotics
    - What are the storage conditions for WHO International Standards for Antibiotics?
    - Can we have a safety data sheet/leaflet for WHO International Standards for Antibiotics?
    - Is it possible to get a copy of the WHO Technical Report Series?
    - I would like to contact the EDQM about the purpose and use of WHO International Standards for Antibiotics, but my question is not in the FAQs.
- Ordering International Standards for Antibiotics
    - What WHO International Standards for Antibiotics (ISA) does the EDQM collaborating centre supply?
    - Do I need an import licence or do I need to provide any special documentation when ordering WHO International Standards for Antibiotics?
    - Can I track the status of my order for WHO International Standards for Antibiotics?
    - I would like to contact EDQM about ordering or to follow-up on my order of International standards for Antibiotics but my item is not in the FAQs.

WHO International Chemical Reference Substances (ICRS)

- How can I find the expiry date of WHO International Chemical Reference Substances (ICRS)?
- What are the storage conditions for WHO International Chemical Reference Substances (ICRS)?
- The ICRS I have ordered is out of stock, how will my order be managed?

Statistics CombiStats

- Ordering CombiStats
    - How do I order CombiStats?
    - How much does CombiStats cost and how long is the licence valid for?
    - How will I get my CombiStats order?
- My CombiStats licence
    - Can I install CombiStats on more than one computer?
    - I entered my new password but I get a message that the licence has expired.
    - For which version of CombiStats will my password be valid?
    - Is CombiStats validated? If not, how can I validate the software?
    - Is CombiStats compliant with Title 21 CFR Part 11?
- CombiStats technical assistance
    - On which operating systems does CombiStats run?
    - Can I transfer the licence password to a central server?
    - Can I transfer the library of templates to a central server?
    - Can I install CombiStats on a central server?
- Computational issues
    - How can doses be entered?
    - How does CombiStats interpret symbolic notation in slope ratio assays?
    - Why is convergence so slow?
- Statistical issues
    - Can CombiStats be used to perform Spearman/Kärber calculations?
    - Is it possible to use estimation by minimum ^{2}?
    - Do I have to replace missing values?

    - How can I take natural survival/mortality (titration for quantal data) into account?
    - What do the stars next to the p-values mean?
    - Can I use models other than those described in chapter 5.3 of the European Pharmacopoeia?
    - There is only an option for ED50, but I need to calculate the LD50 (50% Lethal Dose)
- Using CombiStats
    - Can I make the filename appear on the computer output?
    - Where are the example files?
    - How can I type the Greek symbol μ?
    - How can I modify a cell without having to retype it?
    - How can I change the number of rows in the table at the top of each page?
    - Can I prevent users from modifying a template?
    - Can I prevent users from accessing the Advanced Options?
    - I did not change anything in the Advanced Options, but the output has changed.
    - Can I paste to more than one table in one action?
    - Can I calculate the ED50 and the relative potency in a single sheet?
    - Can I disable/enable/modify the use of colours in designs?
    - How can CombiStats be integrated into a quality-controlled environment?
- My question about CombiStats is not in the FAQs – how can I contact the EDQM?

Payments and Accounts

- We have sent you an invoice for goods or services provided to the EDQM but, according to our records, it has not been paid.
- Can I order an EDQM product without completing the Customer Information Form?
- I have ordered from the EDQM in the past, why do I have to complete a Customer Information Form?
- I would like to contact EDQM about payments, but my item is not in the FAQs

EDQM Store

- Create or update your EDQM Store account
    - Create an account for the EDQM Store
    - Receive a new password
    - Add, modify or delete an account address
    - What should I do if I spot an error in my account on the EDQM Store?
    - Can several people have access to my account on the EDQM Store?
    - Why can’t I log in to the EDQM Store with my email address?
    - I am no longer in charge of ordering on the EDQM Store, how can I change the purchasing contact?
- EDQM Store technical assistance
    - How do I use the EDQM Store?