CD JOS related requests

Sub-subject-1	Sub-subject-2	Sub-subject-3	CD-JOSS
General request			25
General request Total			**25**
Problem of Sending			4
Problem of Sending Total			**4**
Problem of utilization	Problem of utilization of an OJ S CD-ROM	Problem to start the OJ S CD-ROM: local server	6
Problem of utilization Total			**6**
Search	Search on a OJ S CD-ROM		1
Search Total			**1**
Question about the use of the product			43
Question about the use of the product Total			**43**
Grand Total			**79**

CORDIS related requests

Sub-subject-1	Sub-subject-2	CORDIS
Subscription	MAGAZINES	21
	Change Address	1
	Unsubscribe	2
Subscription Total		**24**
More information (MI)	CORDIS GEN	2
	FPRAMEWORK PROGRAMMES	23
	EXPERTS	2
	NEWS	2
	PARTNERS	1
	PROJECTS	2
	OTHER FP SERVICES	7
	OTHER (NON CORDIS)	2
	PROGRAMMES	19
	WIRE	5
	NATIONAL/REGIONAL SERVICES	1
More information (MI) Total		**66**
Technical (TC)	CORDIS GEN	1
	PROJECTS	1
	OTHER FP SERVICES	4
Technical (TC) Total		**6**
Document Request (DR)	PROJECTS	5
	PROGRAMMES	2
	DOC LIBRARY	2
Document Request (DR) Total		**9**
Registration (RG)	CORDIS GEN	7
	EXPERTS	9
	PARTNERS	4
	OTHER FP SERVICES	3
	RAPIDUS	1
Registration (RG) Total		**24**
Fault Report (FR)	CORDIS GEN	9
	PARTNERS	2
	PROJECTS	1
	OTHER FP SERVICES	3
	DOC LIBRARY	2
Fault Report (FR) Total		**17**
Data Update (DU)	CONTACTS	2
	CORDIS GEN	1
	NEWS	1

	PARTNERS	2
	PROJECTS	5
	RAPIDUS	1
	WIRE	1
Data Update (DU) Total		**13**
Other (OT)	Helpdesk Compliments	6
	OTHER (NON CORDIS)	2
Other (OT) Total		**8**
Navigation/Search (NS)	CORDIS GEN	1
	PARTNERS	2
	PROJECTS	1
	OTHER (NON CORDIS)	1
	PROGRAMMES	2
	DOC LIBRARY	1
Navigation/Search (NS) Total		**8**
Discontinuation (DC)	CORDIS GEN	1
Discontinuation (DC) Total		**1**
Feedback (FD)	EXPERTS	1
	RAPIDUS	1
	DOC LIBRARY	1
Feedback (FD) Total		**3**
Copyright (CO)	CORDIS GEN	1
Copyright (CO) Total		**1**
Grand Total		**180**

DOC-Delivery related requests

Sub-subject-1	Sub-subject-2	Sub-subject-3	DOC-Delivery
Orders	Problem with a TIFF order	Order not processed	186
Orders Total			**186**
Other			2
Other Total			**2**
Helpdesk Compliments			2
Helpdesk Compliments Total			**2**
Grand Total			**190**

EU-Bookshop related requests

Sub-subject-1	Sub-subject-2	Sub-subject-3	EU-BOOKSHOP
Search on publications	Other		2
	Search for additional information about a book title		8
	Search for documents related to Information Relays (EIC, CDE, IPE)		29
	Search of documents for officials		25
	Search of free documents		5
	Search of out of stock documents		16
	The search gives no result		7
	Search of priced documents		14
Search on publications Total			**106**
Various	Complaints-critisism		2
	Restart of request		7
Various Total			**9**
General information about the site	Other		14
	Information about the Privileged User access		1
	Information about login-password		2
General information about the site Total			**17**
Orders priced documents	Other		14
	Modification of an order for a priced document	Cancel the order	4
Orders priced documents Total			**18**
Orders free documents	Other		14
	Question about the limitation on the number of documents		39
Orders free documents Total			**53**
Problem signalling	Problem related to the order of documents		46
	Connection problem		3
	Problem related to the delivery of orders		24
	Problem with the documents of PDF format		10
Problem signalling Total			**83**
Helpdesk Compliments	Other		34
Helpdesk Compliments Total			**34**
Message from an author service	Other		6
Message from an author service Total			**6**
Grand Total			**326**

EUR-Lex related requests

Sub-subject-1	Sub-subject-2	Sub-subject-3	EUR-LEX
Access	Access to documents	Documents missing and-or broken links	2
		Documents not available in a language or format	51
		Miscellaneous	2
		Wrong links	1
	Access to the site		8
Access Total			**64**
Errors	Errors in documents	Orthographic-Typographic errors	2
		Difference between language versions	3
		Errors in the notice	4
	Errors in interface		7
	Session Expired		5
Errors Total			**21**
Information	Collections	Case-law	2
		Consolidated legislation	6
		Secondary legislation	9
		Treaties	3
	Miscellaneous		63
	Questions about the contents of the documents		17
	Functioning of the site		3
Information Total			**103**
Re-use of information	How to establish links		2
Re-use of information Total			**2**
Search	Document search	PDF	2
		Annexes	3
	Generic search (how to find a document)		2
	Search for documents not present in Eur-Lex		35
	Cannot find a document		48
Search Total			**90**
Visualisation	Visualise a document		11
Visualisation Total			**11**
LexAlert	User ID		3
LexAlert Total			**3**
Miscellaneous	Other queries		5
	Helpdesk Compliments		37
Miscellaneous Total			**42**
Prelex	Miscellaneous		2

	Wrong links or Documents not available	3
	Usage of the site	1
Prelex Total		**6**
Licences	Problem related to a licence	1
	Request for information on a licence	2
Licences Total		**3**
CD Rom L&C		1
CD Rom L&C Total		**1**
Expert	Use of Expert	1
Expert Total		**1**
Grand Total		**347**

IDEA related requests

Sub-subject-1	Sub-subject-2	Sub-subject-3	IDEA
Information searching	General information searching	Search for the address of an official	6
Information searching Total			**6**
Problem signalling	Modify an official's data		7
Problem signalling Total			**7**
Grand Total			**13**

INFO-INFO related requests

Sub-subject-1	Sub-subject-2	Sub-subject-3	Sub-subject-4	INFO-INFO
Search about information	Information about OPOCE			2
		Information about the rights of reproduction		5
		Information about subscription on OPOCE products	Modifications of subscriber's details (address, languages, quantity)	38
			Cancel a subscription	13
		Information about working/stage at OPOCE		10
		Information about a visit to the Office		1
		Information about EU-Bookshop		1
	Search about information on a precise theme			34
	Services offer			1
	General Information			2
Search about information Total				**107**
Search about publications & documentation	Other			5
	Cannot find a publication			25
	Search about free publications			9
	Search about non OPOCE publications			4
	Search about various			2
	Search about priced publications			10
	Search about publications for officials			9
	Search about publications related to Information Relays (EIC, EDC, IPE)			10
Search about publications & documentation Total				**74**
Various	Helpdesk Compliments			10
	Re-issue of a request			3
Various Total				**13**
Problem signalling	Technical problems with the Web sites	Problems on other sites		1
		Problems on the OPOCE site		2
	Problem with a subscription	Problems on priced subscription(including invoices)		3
Problem signalling Total				**6**
Official Journals	Series C of OJ: Info + search			1
Official Journals Total				**1**
Grand Total				**201**

SIMAP related requests

Sub-subject-1	Sub-subject-2	Sub-subject-3	SIMAP
Ask a question about the content	Ask a question about the content of a directive		20
		Ask a question concerning deadlines	2
	Ask a question about the content of the SIMAP site	Ask a question about how to register	27
		Ask a question about user Profiles	5
Ask a question about the content Total			**54**
Other			60
Other Total			**60**
Question about the forms			131
	General question: How to publish a notice on the JO S		132
	How is a form filled in		40
		How the CPV code is inserted	5
	Questions about the forms manipulation		4
		How to send a form for publication	4
	Which form to chose		4
	Questions about how to cancel or modify a publication		314
Question about the forms Total			**634**
Search	Search for a nomenclature	Search the nomenclature of the CPV codes	13
		Search the nomenclature for the service-categories	1
	Search for a notice	Search for a notice published in the JO S	22
Search Total			**36**
Submission	Submission of a notice		3
		Submission of a notice by e-mail	14
		Submission of a notice by FAX	1
Submission Total			**18**
Technical problem			7
	Problem of access		5
		Problem accessing the buyers corner	4
		No transaction code	10
		Lost Password or Username	57
		Proxy problems	18
	Problem with the forms		33
		Problem with PDF - errors in the PDF	2
		Problem with PDF - impossible to generate	1
Technical problem Total			**137**
Helpdesk Compliments			87
Helpdesk Compliments Total			**87**
Grand Total			**1026**

TED related requests

Sub-subject-1	Sub-subject-2	Sub-subject-3	TED
Ask a question	Ask about how to query the database	Ask about the search masks	111
	Ask about TED functionality	Ask about registering to TED	12
		Ask about the e-mail alerts	53
		Ask about the RSS flows	2
	General question on TED		15
Ask a question Total			**193**
General request	Request for information on Contract Award Notices		564
	Request for information on the content of a document	Request for information on the content of a contract notice	35
General request Total			**599**
Other			117
Other Total			**117**
Problem of utilization	Problem of utilization of a TED license file	Problem to access certain directories of the FTP server	7
	Problem with the MyTED module		267
		Loss of login-password for the MyTED environment	145
		Problem to activate the MyTED account	89
		Problem with email alerts	46
		Ask to reactivate a Deleted account	8
		Problem with RSS feeds	2
	Problem with the TED utilization	Problem with navigating on TED	4
		Problem with the recording of the search criteria	79
		Problem with the search results on TED	122
		Problem to access TED	6
Problem of utilization Total			**775**
Search	Search on TED	Search for a type of document on TED	19
		Search of a precise document on TED	195
		Search for older documents	22
Search Total			**236**
Subscription	Inform a customer about subscriptions	Inform a customer about the services offered by a TED license	7
		Inform a customer about the update of a TED license	22
	Inform a prospective customer about subscriptions	Inform a prospective customer about the TED licenses	10
		Inform a prospective customer about the TED content	1
Subscription Total			**40**
Helpdesk Compliments			102
Helpdesk Compliments Total			**102**
Grand Total			**2062**