

User Instructions for USG Staff

Register – You must have an account and logged in to submit wishlists and see prices.

- Go to <https://eshop.state.gov/register>
- After registering you will be sent a confirmation email.
- Once eShop has approved your registration, you will be sent a second email with your username & password.

Step 1: Login & Create a Wishlist – A wishlist is a list of items you want to order, your *shopping-cart*.

- Go to **My wishlist** and select **Create wishlist**.
- You can create multiple wishlists, but you must select the wishlist of your choice each time you make changes to it or checkout.
- There are two ways to add items to your Wishlist, via **Collections** or single items via **Products**:

Collections – *The quick and easy way*

- By clicking **Collections** in the menu, you are able to add an entire curated collection of books. You can review collections by selecting from the categories names on the left.
- By selecting the button **Add to list** you can add a collection to your wishlist.

Note: Individual items in a collection cannot be added to or removed from a Collection. However individual items in a Collection can be ordered by selecting the item and clicking on “Add to list.”

Products – *The a la carte’ way*

- To order individual items, go to **Products**, where there are over 12,000 items, including items not found in collections.
- Use the **Search** box to search for ISBNs or title words. Search results will inform you if the results are a single item, part of a collection, both or no match.
- Use the filters in the left column to narrow your search.

Review your Wishlist

- When finished adding and/or removing items and quantities to your Wishlist, select “My Wishlist” or “Review your Wishlist” in the right column and continue with the “Proceed” button to Step 2.

Step 2: Payment Method

- Payment Method provides instructions to aid in requesting “**Fiscal Data (FD)**” for those using ILMS/Ariba. Here you can download your wishlist as a XLS and bulk import into Ariba. Once downloaded; open file then save once again; thereafter use Ariba’s bulk import to import all items as needed into Ariba.

Note: 20% of your total order will be calculated to cover overseas shipping with Pouch or USDA (Despatch). Domestic shipping to either facility is Free on Board (fob).

- If you have FD for both materials and shipping continue by selecting “I have Fiscal Data”

Step 3: Checkout

- Make sure your Approving and Certifying Officers’ emails are correct.
- **Shipping:** Post must decide what method is best and affordable.
 - **Pouch:** is used for non-bulk shipments typically for orders under \$5,000
 - **Despatch Air:** will be used by default for bulk orders typically exceeding \$5,000.
 - **Despatch Ground:** Can take up to 3 months or longer, and while cheaper we advise against it.
 - **DPO/APO/FPO:** We can still ship to these addresses.
- You may have been given two different fiscal data strips for shipping and materials.
- After selecting “Order Wishlist”, you will receive an email confirming your order.

Note: *The billing address will always be the Vienna Office. This allows Vienna to process payment of invoices on behalf of post against our BPAs.*

Step 4: Confirmation

- You will be sent an email confirmation with an order number. Please reference your order number should you contact us. Sample: IIP00058
- Your Wishlist (order) will now be in **Ordered wishlists** under My Wishlist.
- Vienna will process your order with its vendors. You will be notified via email when the materials have received by one of the onward USG carriers you selected.
- If you have questions, send an email to eShop@state.gov

User Instructions for non-USG Staff American Spaces Coordinators

Register – You must have an account and logged in to submit wishlists and see prices.

- Go to <https://eshop.state.gov/register>
- After registering you will be sent a confirmation email. Once eShop has approved your registration, you will be sent a second email with your username & password. Check your spam folder should you not receive the email.

FAQs

- Yes, American Spaces Coordinators may have their own accounts.
- A Parent IRC and/or PAS type account must first exist in eShop.
- A non-USG Spaces account by default becomes their wishlist name.
- Only one wishlist can be processed at any one time by an American Space.
- It is possible to add collections and items to a wishlist, but it is not possible to remove items from a pre-packaged collection.
- As long as the wishlist is in pending status, the AC cannot start on a second wishlist.
- Creating wishlists are as simple as selecting “add to list”.

Step 1: Login – Once logged in the account profile is the wishlist name.

- There are two ways to add items to your Wishlist, via **Collections** or single items via **Products**:

Collections – *The quick and easy way*

- By clicking **Collections** in the menu, you are able to add an entire curated collection of books. You can review collections by selecting from the categories names on the left.
- By selecting the button **Add to list** you can add a collection to your wishlist.

Note: Individual items in a collection cannot be added to or removed from a Collection. However individual items in a Collection can be ordered by selecting the item and clicking on “Add to list.”

Products – *The a la carte’ way*

- To order individual items, go to **Products**, where there are over 12,000 items, including items not found in collections.



- Use the **Search** box to search for ISBNs or title words. Search results will inform you if the results are a single item, part of a collection, both or no match.
- Use the filters under *Products* to narrow your search.

Step 2: Review your Wishlist

- When finished adding and/or removing items and quantities to your Wishlist, select “My Wishlist” or “Review your Wishlist” in the right column.
- Once you’re ready to submit your list to your parent approver, click “Submit.”
- By clicking “Submit” your wishlist will be sent to your IRC and/or parent Public Affairs Staff contact for approval.

Step 3: *Parent* IRC and/or PAS staff’s role:

- Your embassy parent will be notified by email that you (e.g. the American Space (AS) Coordinator) have submitted a wishlist.
- It will be up to the IRC to either:
 - Approve it as is and request funding and checkout;
 - Return it with remarks for the AS Coordinator to modify and resubmit
 - Edit the list and/or add/remove items and quantities and continue to checkout;
- Once the wishlist has been ordered the AS Coordinator can begin a second wishlist.

If you have questions, send an email to eShop@state.gov

