



## THE NEW IMO BOOKSHELF DISTRIBUTOR FAQs - Commercial

Query	Answer
<b>Is the new IMO Bookshelf free?</b>	The IMO Bookshelf is a free to all web page, however, only those customers that have purchased digital titles will be able to actually use the site using the login details you have provided them.
<b>Has the way I purchase e-reader publications for my customers changed?</b>	No. Purchases are made as usual via the webshop or by proforma and assigned to users in the usual way.
<b>What is the pricing structure for new digital publications?</b>	There has been no change to the pricing of our publications and current prices can be found in our catalogue and on our code sheets.
<b>Has the way I purchase e-reader publications for my customers changed?</b>	No. Purchases are made as usual via the webshop or by proforma and assigned to users in the usual way.
<b>Have the product codes changed?</b>	No. All product codes remain the same. E-reader product codes for use with the IMO Bookshelf all begin with the letter 'K', e.g., KM200E would be the product code for the IMDG Code.
<b>Can my customer get a free trial?</b>	Distributors and resellers can request a time-limited trial account for the purpose of making demonstrations and providing end-user trial access.
<b>What discounts are available for titles in the new IMO Bookshelf?</b>	Distributors and resellers will continue to receive the usual 30% discount on e-reader licences purchased for use within the new IMO Bookshelf.
<b>What is the pricing structure for one or more users?</b>	<p>The eBook licences are sold per concurrent user as a one-off purchase corresponding to the price of the paper book:</p> <p>2 users = 2 licences, 2x book price; 3 users = 3 licences, 3x book price, etc.</p> <p>It is necessary to purchase the same number of copies of each e-reader associate with the number of concurrent users associated with and IMO Bookshelf login.</p>
<b>Does my customer get a backup licence?</b>	No. With the new IMO Bookshelf, there is no need for a backup licence as the publications are not linked to a single computer but may be accessed from any computer, meaning that computer failures or replacements should no longer be an issue.



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**How can my customer migrate to the new IMO Bookshelf service?**

Once your customer has purchased a new e-reader after 1 May 2022, an account on the new IMO Bookshelf service will be created. Customers may only migrate their existing e-readers once they have their new IMO Bookshelf account.

All migration requests must be made using either the 'migration form' (for single users) or the 'migration spreadsheet', which must be provided to the customer by their distributor and returned to them for checking.

The distributor will verify the forms before forwarding to IMO for registration. IMO will then liaise with Witherby Publishing, who will be in contact with the end-users directly to implement the migration. Once this has been completed, IMO and the distributor will receive confirmation.

Full details on the migration process is available in a separate document.

**Are IMO Publishing subscriptions (e.g., IMO-Vega, IMDG Code/SOLAS/MARPOL on the Web) available in the new IMO Bookshelf?**

No. There is no change to the way customers access IMO's online subscription services. To access these services, please log into your VP account and click on the relevant link to access the subscription.

**What is the cost of migrating customers' existing, Windows-based e-readers to the new IMO Bookshelf service?**

Migration to the new service is provided free of charge.

**Can accounts include mixed quantities, e.g., 1 x Book A and 2 x Book B?**

No. The new IMO Bookshelf is a browser-based service which provides for multiple concurrent user access. If a company or vessel requires more than one concurrent user to be able to access the service at any point in time, each publication must be purchased for the required number of concurrent users. E.g., if a vessel requires access for 2 concurrent users, 2 licences must be purchased for each publication in their IMO Bookshelf. If only one licence is purchased for any individual publication, the service will default to only 1 concurrent user.

**Is there an annual fee for using the IMO Bookshelf?**

No. Once an e-reader has been purchased, it will be available to the user for as long as they need it. However, unless otherwise advised, obsolete (superseded) publications will be removed after 15 months.

**Is there an IMO Certificate available to users?**

Yes, as with the Windows-based IMO Bookshelf, a certificate is available detailing all the IMO Publications contained in the computer. It is recommended that this be viewed in a web-browser as it is a live document.



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**Some IMO digital publications are described as 'e-books', rather than 'e-readers', and do not require use of the IMO Bookshelf e-reader software. Will these now be available in the new IMO Bookshelf service?**

Initially, there will be no change to how you access e-books. These publications may be made available through the new IMO Bookshelf at some future point in time.

**Does my customer have to migrate their existing purchases to the new IMO Bookshelf?**

No. The Windows-based IMO Bookshelf software and all associated content will remain available to the customer indefinitely. However, technical support for this product will cease in June 2023 and no new purchases can be added in this format from 1 May 2022.

**When can my customer migrate their existing products to the new, browser-based IMO Bookshelf service?**

Any purchases made on behalf of one of your customers from 1 May 2022 will automatically be delivered for use with the new IMO Bookshelf service.

When you assign a purchase to your customer after 1 May 2022, a new IMO Bookshelf account and login credentials will be generated for your customer automatically. The distributor should provide these details to their customers, who will be able to access their publications, using these credentials, within 30 minutes of your assigning the product to their account.

**Are all e-reader titles available on the new IMO Bookshelf**

Yes. All titles available for use with the Windows-based IMO Bookshelf e-reader software prior to the launch of the new IMO Bookshelf browser-based service will be available on the new service. All titles published from 1 May 2022 will be available on the new service.

**Are there any user support videos or other materials available to assist me or my customers?**

Yes, user support materials are available on the dedicated [distributor support web page](#).