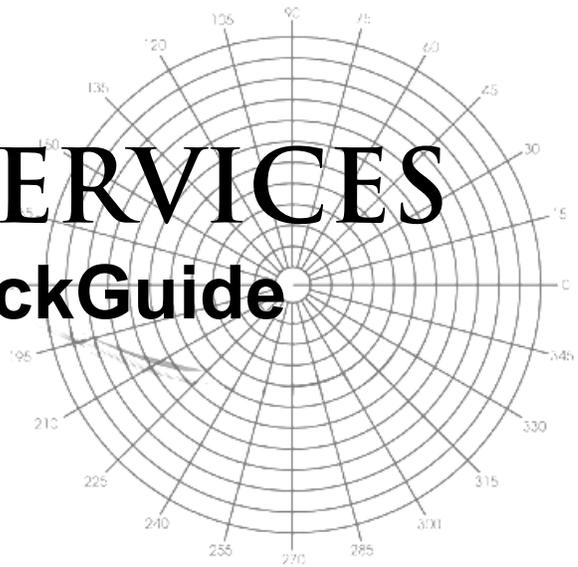


EIU DATASERVICES

Internet QuickGuide



BUREAU VAN DIJK
ELECTRONIC PUBLISHING

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1.0 EIU DataServices Introduction

The **EIU DataServices** portfolio consists of the following three modules:

- **EIU CountryData** is a comprehensive database of economic indicators and forecasts, covering 278 series for 117 countries, as well as 40 regional aggregates, running from 1980 and forecasting out five years.
- **EIU CountryIndicators** is a powerful database of economic, demographic, consumption and industry data on 60 major countries worldwide stretching back to 1990 and forward five years.
- **EIU CityData** is a global database of over 315 price and salary levels providing information on the cost of living in 123 cities worldwide from 1990 to the present day.

1.1 System Requirements

In order to use **EIU DataServices** on the Internet, you will need the following:

- Windows 3.1 or higher with a screen resolution of 800 X 600.
- Access to the Internet using either Internet Explorer version 3.02 or Netscape Navigator 3.01, or higher.
- A username and a password provided by Bureau van Dijk.

1.2 Getting Started

1. Start your browser and go to <http://eiu.bvdep.com>. The following screen appears, offering an introduction to the product and as well as a chart of the week and data alert.

Click here to use EIU CountryData

Click here to use EIU CountryIndicators

Click here to use EIU CityData

Click here to view a product tour

2. Select which data module of **EIU DataServices** you would like to access and click on the appropriate button to get started.

- In the next screen, you will be required to enter your **Username** and **Password**. Then, click **OK** to begin using the selected database.

2.0 EIU CountryData

When you enter **EIU CountryData**, you will be presented with the following introductory screen with explanations of each primary button on the upper toolbar.

Click here to use a different module of EIU DataServices.

Use the upper toolbar to begin working with the product.

Brief explanations for each button are given here.

2.1 Presets

- The **Presets** icon provides quick ways to look at **Key forecasts**, **Economic snapshots** and **Latest data**. The **Presets** include pre-selected series and years; you only have to choose the countries of interest to generate tables and charts for these studies.

- Key forecasts** takes 6 major series for last year and all 5 forecasted years.
- Economic snapshot** has 27 major series for the present year and 5 historic years.
- Latest data** is the major monthly series for last year and the present year.
- From the **Preset** icon, you can also access your list of saved search strategies and saved tables.

2.2 Data Selection by Countries, Series and Years

1. Click the **Data Selection** button from the toolbar at the top of the screen to open the following search menu. From here, you can customise your own data set by searching according to **Countries, Series and Years**. The **Choose /Edit Countries** selection window will be displayed by default.

Click here to begin the search.

Click these blue boxes to select data by Countries, Series, and Years.

Selected Countries, Series and Years appear here. The number in the red box indicates the total number selected in that category.

Click the + to view all the series related to that topic.

2. To select data by country or region lick on **Choose/Edit Countries**.
3. First, click the radial button to select searching by **Country, Region or Regional Aggregates**.
4. Click the box next to each country, region or regional aggregate you would like to include in your study. Those selected will appear in the box shown at the right.
5. To select data by series, click on **Choose/ Edit Series**.
6. Click the radial button to search for the series of interest. To expand the list of series available, e.g. **Demographics and Income**, simply click on the + next to that line.
7. Click the box next to each series you would like to include in your search. The series selected will appear in the box at the right.
8. To select data by years, click on the **Choose/Edit Years**.
9. Highlight the years you wish to include in the study using the **Shift** key to select a group of years at once. Click on **Select** to send them to the window at the right.
10. To remove an item from the search, simply click the check box next to the country, series or year concerned to un-check it. The item will be removed from the search.
11. To add more countries to your search, simply click on **Choose/Edit Countries** to return to the appropriate selection window and click as many additional boxes as required. The same can be done for adding **Series** and **Years** to your data selection.

2.3 Viewing Tables

- Once your data selection is complete, you can click on **View Tables** in the **Data Selection** window or click the **View Tables** icon at the top of the screen to study the data.

Click here to view a definition of the series. Country for which the data is displayed.

Explanation of the colours in the table.

Use tabs to select yearly, quarterly or monthly data for the country shown.

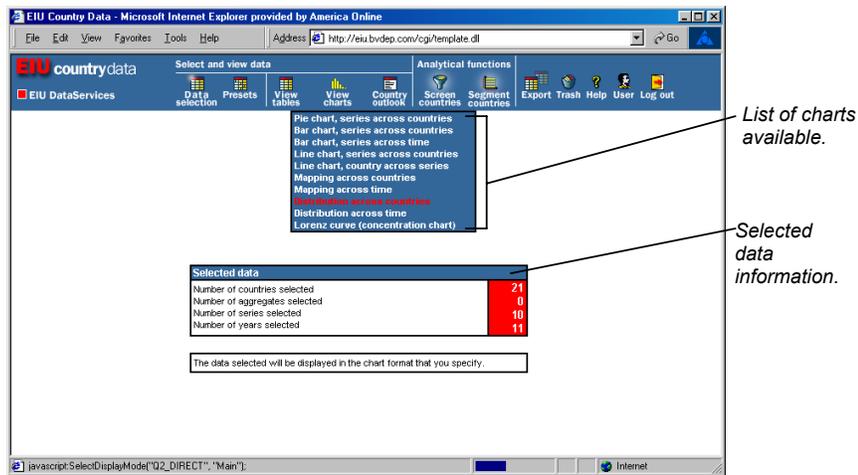
Click here to view by series or year. Click here to choose a country and view its data. Use these options to graph and analyse the results.

Code	Series name	Unit	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
LAMR	Average real wage index...	X	109.7	103.1	100.0	99.5	98.6	97.6	95.7	93.4	92.4	92.9	93.3
DRWA	Average real wages (% change...	%	4.9	-6.0	-3.0	-0.5	-0.9	-1.0	-1.9	-2.4	-1.1	0.5	0.5
PCPN	Population	million	34.3	34.8	35.2	35.7	36.1	36.6	37.0	37.5	37.9	38.4	38.8
YPCP	GDP per head (\$ at PPP)	USD	9,275	9,089	9,652	10,504	10,905	10,549	10,574	10,400	9,510	9,560	9,780
PCPC	Population (% change pa)	%	1.3	1.3	1.3	1.3	1.3	1.3	1.2	1.2	1.2	1.2	1.2
LABF	Labour force	million	13.1	13.3	13.6	13.8	14.0	14.1	14.3	14.5	14.6	14.8	15.0
LINEM	Recorded unemployment (%)	%	10.5	15.4	15.4	13.9	11.8	13.0	14.6	18.0	19.8	18.7	17.5
YPCA	GDP per head	USD	7,520	7,421	7,727	8,210	8,277	7,744	7,695	7,280	3,860	3,940	4,320
PCPC	Private consumption per head	USD	5,268	5,088	5,295	5,692	5,715	5,391	5,326	5,030	2,510	2,620	2,950
RYPC	Real GDP growth per head (%...	%	4.4	-4.1	4.2	6.7	2.6	-4.6	-2.0	-4.5	-8.5	-0.8	0.0

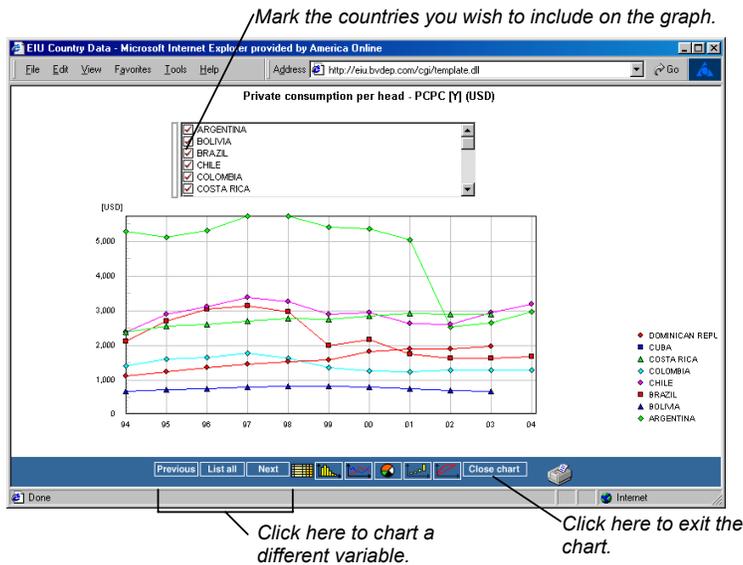
- The default presentation displays the series and years for a single country selected (see above). To view the data by series or by year instead, click the red **By series** or **By year** button in the lower left of the screen.
- Options for graphing and analysing differ depending on whether you view the data **By Country**, **By Series** or **By Year**. These options are displayed in the toolbar at the bottom of the screen.
- Use the **Rank** button to add ranking, median, mean and quartile information to the table. Use the **Swap** button to reorganise the data presentation.
- Click the **Analysis** button to calculate and add or replace a row of data to the table with moving averages, indices, changes, trends, or subtotals.
- Remove lines of data from your study by marking the check box to the left of the desired line and clicking the **Delete** button. All analyses can also be deleted using this button.

2.4 Viewing Charts

- Once your data selection is complete, you can click on **View Charts** in the **Data Selection** window or click the **View Charts** icon at the top of the screen to study the data.

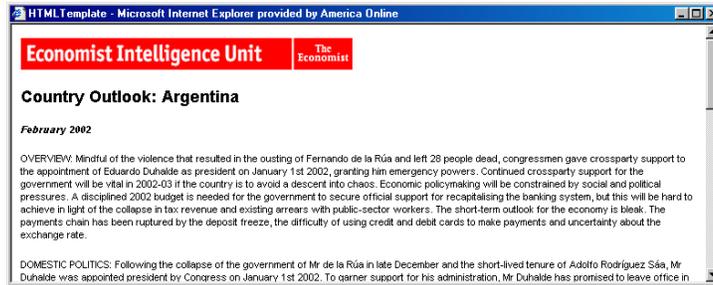


2. Select the type of chart you wish to view from the list presented. A summary of the data selected is included in the table shown below the list of charts to assist you.
3. Individual charts may be altered to show a different series, year or country by clicking **List All**. Click the print icon to print the chart you are viewing.
4. Click **Close Chart** to return to the list of charts available or click a different graphical icon in the lower toolbar to choose a different chart.



2.5 Viewing Country Outlooks

1. You can view a **Country Outlook** by clicking on the icon in the toolbar at the top of the screen anytime and selecting a country from the list.
2. You can also access the **Country Outlook** for a studied country directly from a chart or table whenever the  icon is displayed next to the country name.

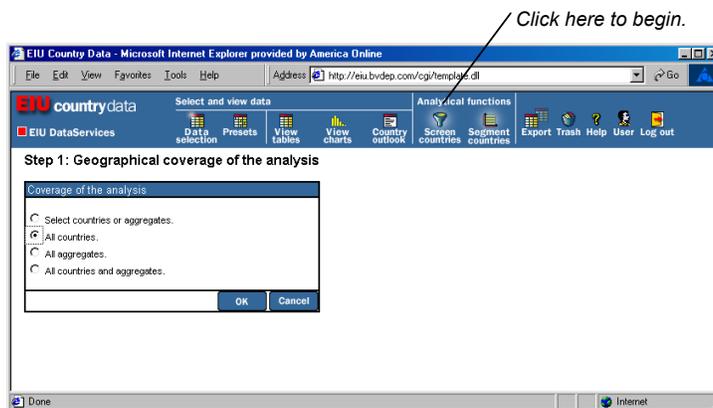


2.6 Analysing Data

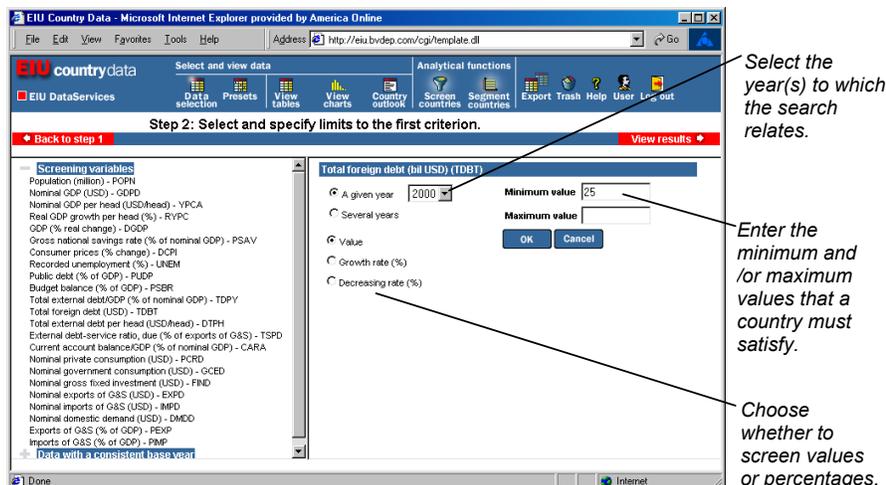
There are two types of analytical functions on **EIU CountryData**: **Screen Countries** and **Segment Countries**.

Screening Countries:

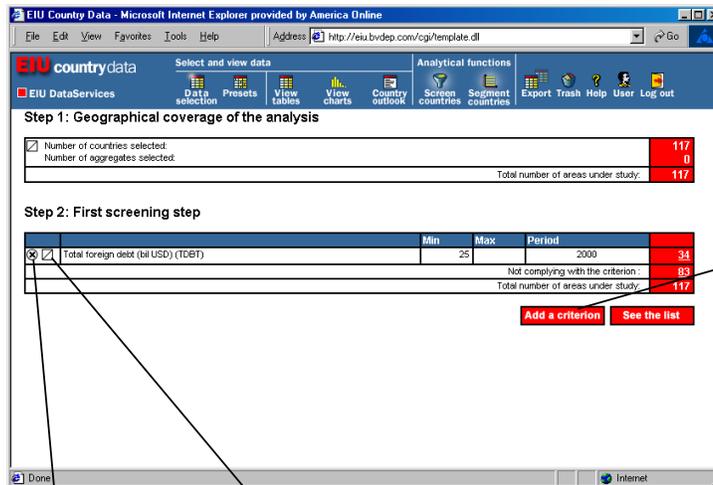
1. The **Screen Countries** function is a powerful search option that allows you to identify countries that satisfy your own specified criteria. The software leads you through the screening process; click the **Screen Countries** icon to begin.
2. First, select the geographic area to include in the search e.g. **All countries**. Click **OK**.



3. Then select a series e.g. **Total foreign debt** and complete all areas of the resulting window. Click **OK** to locate the countries satisfying the limits for this criterion.



4. A summary window will be displayed showing your results up to this stage. Click on **Add a Criterion** if you wish to identify countries satisfying a combination of criteria. Alternatively, click **See the List** to view a list of the countries retrieved.



Click here to delete the step

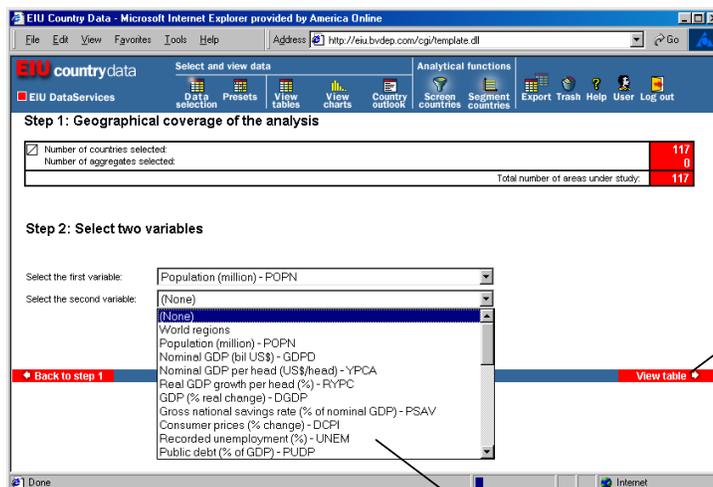
Click here to edit the search step.

Click here to add another step, and further limit your results.

5. When you view the list, it is possible to sort it according to the screening variables or the background data displayed.

Segmenting Countries:

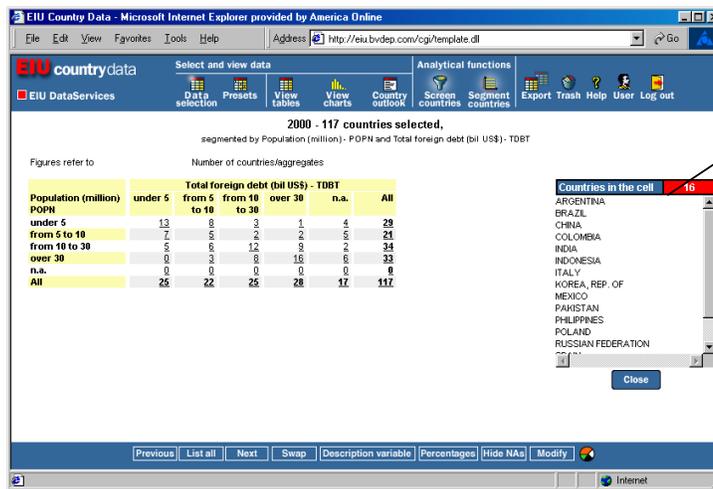
1. The **Segment Countries** function allows you to analyse two variables for any number of countries. The software leads you through the process; click **Screen Countries** to begin.
2. First, select the geographic area to include in the segmentation (as you did for the **Screen Countries** analysis) and click **OK**.
3. Then select the two variables you wish to analyse from the list of available series in the drop down menu. Click **View Table** to see your results.



Click to view your results.

Select variables from the list.

- The table with results will be displayed. To view a list of countries falling in certain cells, click within the cell and the list will be displayed to the right.

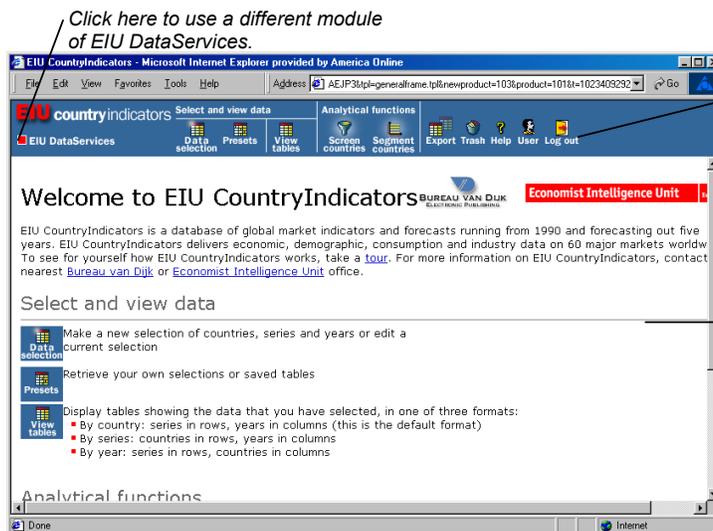


Countries falling into the cell you click from the chart at the left.

- Use the toolbar at the bottom of the screen to **Modify** the search, **Swap** the presentation of the variables, view data in **Percentages**, change the **Descriptive variable** or **Graph** the segmentation.

3.0 EIU CountryIndicators

When you enter **EIU CountryIndicators**, you will be presented with the following introductory screen with explanations of each button.



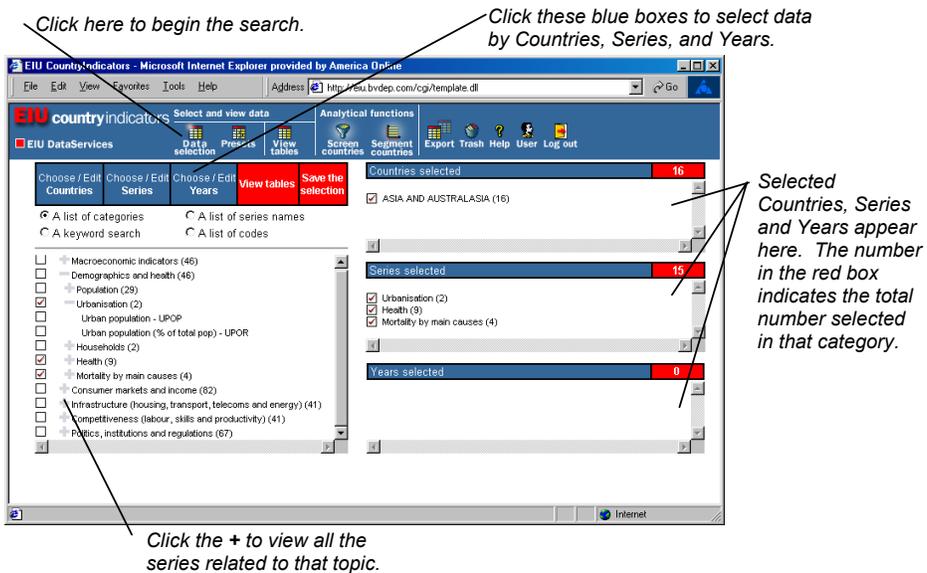
Use the upper toolbar to begin working with the product.

Brief explanations for each button are given here.

3.1 Data Selection by Cities, Series and Years

- Click the **Data Selection** button from the toolbar at the top of the screen to open the following search menu. From here, you can customise your own data set by searching

according to **Countries, Series and Years**. The **Choose /Edit Countries** selection window will be displayed by default.



2. To select data by country or region, click on **Choose/Edit Countries**.
3. Mark the preferred radial button to select searching by **Country or Region**.
4. Click the box next to each country or region you would like to include in your study. Those selected will appear in the area shown at the right of the screen.
5. To select data by series, click on **Choose/ Edit Series**.
6. Click the radial button to search for the series of interest. To expand the list of series available, e.g. **Population**, simply click on the **+** next to that line.
7. Click the box next to each series you would like to include in your search. The series or group of series selected will appear in the box at right.
8. To select data by years, click on **Choose/Edit Years**.
9. Highlight the years you wish to include in the study using the **Shift** key to select a group of years at once. Click on **Select** to send them to the window at right.
10. To remove an item from the search, simply click the box next to the country, series or year concerned. This will unmark the item and it will be removed from the selection.
11. To add more countries to your search simply click on **Choose/Edit Countries** and you will return to the selection window. Click as many additional boxes as required. The same can be done for adding **Series** and **Years** to your data selection.

3.2 Viewing Tables

1. Once your data selection is complete, you can click on **View Tables** in the **Data Selection** window or click the **View Tables** icon at the top of the screen to study the data.

Click here to view a definition of the series. Series for which the data is displayed.

Explanation of the colours in the table.

Country	Unit	1997	1998	1999	2000	2001	2002	2003	2004
<input type="checkbox"/> AUSTRALIA	AU years	79.3	79.5	79.6	79.8	79.9	80.0	80.1	80.3
<input type="checkbox"/> CHINA	CN years	70.5	70.8	71.1	71.4	71.6	71.9	72.1	72.3
<input type="checkbox"/> HONG KONG	HK years	79.3	79.4	79.5	79.5	79.7	79.8	79.9	80.1
<input type="checkbox"/> INDIA	IN years	61.3	61.7	62.1	62.5	62.9	63.2	63.6	64.0
<input type="checkbox"/> INDONESIA	ID years	66.9	67.3	67.6	68.0	68.3	68.6	68.9	69.2
<input type="checkbox"/> JAPAN	JP years	80.3	80.5	80.6	80.7	80.8	80.9	81.0	81.1
<input type="checkbox"/> KOREA, REP. OF	KR years	73.9	74.0	74.2	74.4	74.7	74.9	75.1	75.3
<input type="checkbox"/> MALAYSIA	MY years	69.9	70.2	70.5	70.8	71.1	71.4	71.7	72.0
<input type="checkbox"/> NEW ZEALAND	NZ years	77.6	77.6	77.7	77.8	78.0	78.2	78.3	78.5
<input type="checkbox"/> PAKISTAN	PK years	59.9	60.3	60.7	61.1	61.5	61.8	62.2	62.6
<input type="checkbox"/> PHILIPPINES	PH years	66.3	66.7	67.1	67.5	67.9	68.1	68.5	68.8
<input type="checkbox"/> SINGAPORE	SG years	79.7	79.8	79.9	80.1	80.2	80.3	80.4	80.5
<input type="checkbox"/> SRI LANKA	LK years	71.0	71.3	71.5	71.8	72.1	72.4	72.6	72.9
<input type="checkbox"/> TAIWAN	TW years	75.7	75.9	76.1	76.4	76.5	76.7	76.9	77.1
<input type="checkbox"/> THAILAND	TH years	68.1	68.3	68.4	68.6	68.9	69.2	69.5	69.8
<input type="checkbox"/> VIETNAM	VN years	68.3	68.6	68.9	69.3	69.6	69.9	70.2	70.5

Click here to view **By country** or **By year**.

Click here to choose a series and view its data.

Use these options to graph and analyse the results.

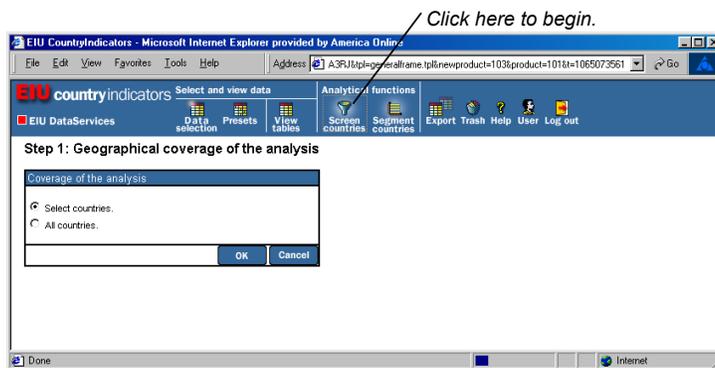
- The default presentation displays the series and years for a single country selected. To view the data **By series** or **By year** instead of **By country**, click the red **By series** or **By year** button in the lower left of the screen. Presentation **By series** is shown above.
- Options for graphing and analysing differ depending on whether you view the data **By Country**, **By Series** or **By Year**. These options are displayed in the toolbar at the bottom of the screen.
- Use the **Units**, **Rank** and **Totals** buttons to add this information to your table. Use the **Swap** button to reorganise the data presentation.
- Click the **Analysis** button to calculate and add a row of data with moving averages, indices, changes, trends, or subtotals to the table.
- Remove lines of data from your study by marking the check box to the left of the desired line and clicking the **Delete** button. All analyses can also be deleted using this button.

3.3 Analysing Data

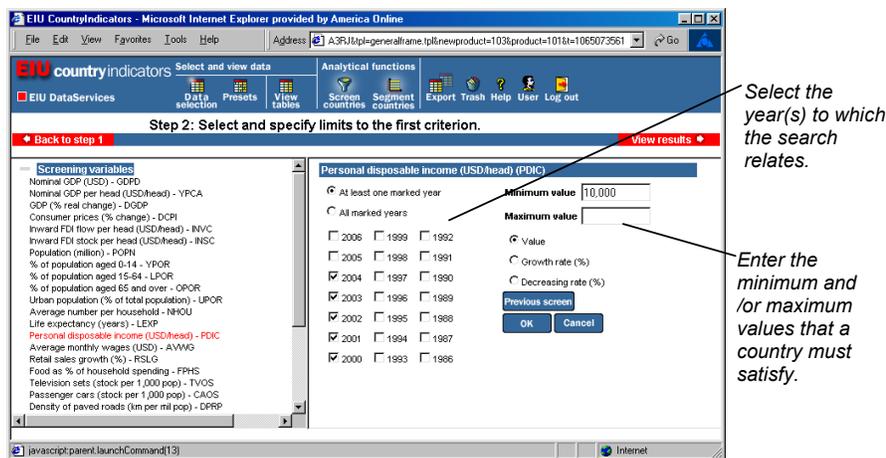
There are two types of analytical functions on **EIU CountryIndicators**: **Screen Countries** and **Segment Countries**.

Screening Countries:

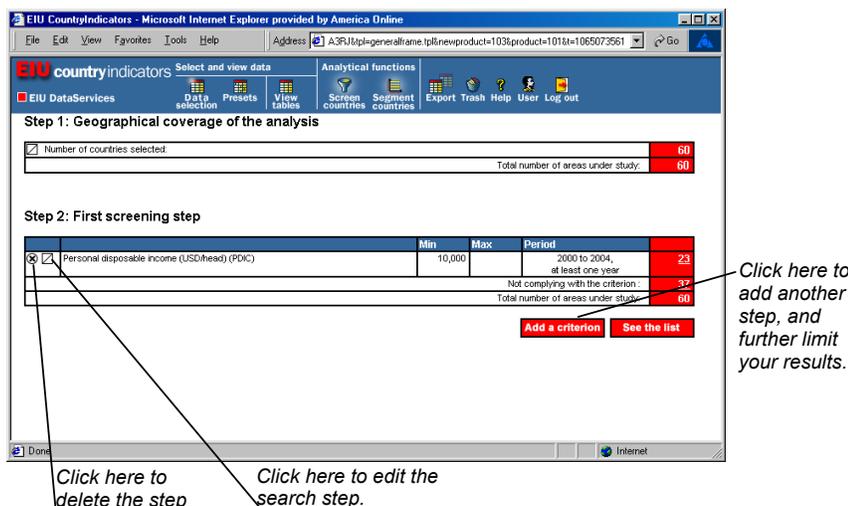
- The **Screen Countries** function is a powerful search option that allows you to identify countries that satisfy your own specified criteria. The software leads you through the screening process; click the **Screen Countries** icon to begin.
- First, select the geographic area to include in the search e.g. **Select Countries** (to select individual countries or regions). Click **OK**.



3. Select a series e.g. **Personal Disposable Income** and complete all areas of the resulting window. Click **OK** to locate the countries satisfying the limits for this criterion.



4. A summary window will be displayed showing your results up to this stage. Click **Add a Criterion** if to identify countries satisfying a combination of criteria. Alternatively, click **See the List** to view a list of the countries retrieved.



5. When you view the list, it is possible to sort it according to any of the screening variables, the country names or the background data displayed.

Segmenting Countries:

1. The **Segment Countries** function allows you to analyse two variables for any number of countries. The software leads you through the process; click **Screen Countries** to begin.
2. First, select the geographic area to include in the segmentation (as for the **Screen Countries** analysis) and click **OK**.
3. Then select the two variables you wish to analyse from the list of available series in the drop down menu. Click **View Tables** to see your results.

The screenshot shows the 'EIU CountryIndicators' web application in Microsoft Internet Explorer. The interface is divided into two main steps:

Step 1: Geographical coverage of the analysis

Number of countries selected: 8
Total number of areas under study: 8

Step 2: Select two variables

Select the first variable: Average monthly wages (US\$) - AVWG
Select the second variable: Internet users (th) - NETS

A dropdown menu is open, showing a list of variables including: Density of paved roads (km per mil pop) - DFRP, Railroad density (km per mil pop) - RRD, Telephone main lines (per 100 people) - TMLP, Mobile subscribers (per 100 people) - MOSP, Internet users (th) - NETS, Personal computers (stock per 1,000 pop) - PCOS, Energy consumption (kg oil equivalent/head) - ECPC, Manufacturing labour costs per hour (US\$) - MCFH, Recorded unemployment (%) - UNEM, Growth of overall productivity of labour (GDR at FPP, per worker), and Top corporate tax rate (%) - TCRP.

Buttons for 'Back to step 1' and 'View table' are visible. Annotations include: 'Click to view your results.' pointing to the 'View table' button, and 'Select variables from the list.' pointing to the dropdown menu.

4. The table with results will be displayed. To view a list of countries falling in certain cells, click within the cell and the list will be displayed to the right.

The screenshot shows the results table for the segmentation process. The title is '2001 - 8 countries selected, segmented by Average monthly wages (US\$) - AVWG and Internet users (th) - NETS'. The table shows the number of countries in various categories.

Average monthly wages (US\$)	Internet users (th) - NETS				n.a.	All
	under 1000	from 1000 to 2500	from 2500 to 10000	over 10000		
under 300	0	0	2	0	0	2
from 300 to 800	2	3	1	0	0	6
from 800 to 2000	0	0	0	0	0	0
over 2000	0	0	0	0	0	0
n.a.	0	0	0	0	0	0
All	2	3	3	0	0	8

A tooltip is displayed over the cell for 'from 300 to 800' wages and 'from 2500 to 10000' internet users, showing 'Countries in the cell: 2' and listing 'BRAZIL' and 'MEXICO'. A 'Close' button is visible below the tooltip. Annotations include: 'Countries falling into the cell you click from the chart at the left' pointing to the tooltip.

5. Use the toolbar at the bottom of the screen to **Modify** the search, **Swap** the presentation of the variables, view data in **Percentages**, change the **Descriptive variable** or **Graph** the segmentation.

4.0 EIU CityData

When you enter **EIU CityData**, you will be presented with the following introductory screen with explanations of each button.

Click here to use a different module of EIU DataServices.

Use the upper toolbar to begin working with the product.

Brief explanations for each button are given here.

4.1 Data Selection by Countries, Series and Years

1. Click the **Data Selection** button from the toolbar at the top of the screen to open the following search menu. From here, you can customise your own data set by searching according to **Cities, Series** and/ or **Years**. The **Choose /Edit Cities** selection window will be displayed by default.

Click here to begin the search.

Click these blue boxes to select data by Cities, Series, and Years.

Selected Cities, Series and Years appear here. The number in the red box indicates the total number selected in that category.

Click the + to view all the series related to that topic

2. To select data by city, country or region, click on **Choose/Edit Cities**.
3. First, click the radial button to select searching by **City, Country** or **Region**.

4. Click the box next to each city, country, or region you would like to include in your study. Those selected will appear in the appropriate box at the right.
5. To select data by series, click on **Choose/ Edit Series**.
6. Click the radial button to search for the series of interest. To expand the list of series available, e.g. **National Economic Indicators**, simply click on the **+** next to that line.
7. Click the box next to each series you would like to include in your search. The series or group of series selected will appear in the box at right.
8. To select data by years, click on **Choose/Edit Years**.
9. Highlight the years you wish to include in the study using the **Shift** key to select a group of years at once. Click on **Select** to send them to the window at the right.
10. To remove an item from the search, simply click the check box next to the country, series or year concerned in the selected sections areas. This will unmark the item and it will be removed from the selection.
11. To add more cities to your search simply click on **Choose/Edit Cities** and return to the selection window. Click as many additional boxes as required. The same can be done for adding **Series** and **Years** to your data selection.

4.2 Viewing Tables

1. Once your data selection is complete, you can click on **View Tables** in the **Data Selection** window or click the **View Tables** icon at the top of the screen to study the data.

Click here to view a definition of the series Series for which the data is displayed

WASHINGTON DC (US) - Selected series from 1995 to 2000

Code	Series name	Unit	1995	1996	1997	1998	1999	2000
<input type="checkbox"/> CPI	Consumer prices (% change...)	%	2.8	2.9	2.3	1.5	2.2	3.4
<input type="checkbox"/> CPI	Consumer price index...	X	97.2	100.0	102.3	103.9	106.2	109.8
<input type="checkbox"/> XUSD	Exchange rate LCU:USD (date...	USD:USD	1.0000	1.0000	1.0000	1.0000	1.0000	1.0000
<input type="checkbox"/> DHDG	Hourly rate for domestic...	USD	25.00	25.00	25.00	25.00	25.00	25.00
<input type="checkbox"/> DHDW	Maid's monthly wages (full...	USD	1,500.00	1,600.00	1,600.00	1,600.00	1,600.00	1,600.00
<input type="checkbox"/> DHEB	Babysitter's rate per hour...	USD	12.00	12.00	12.00	12.50	12.50	12.50
<input type="checkbox"/> RCDA	Compact disc album (average)	USD	16.02	17.44	16.75	16.85	16.85	16.79
<input type="checkbox"/> RCTV	Television, colour (86 cm) ...	USD	574.73	590.62	563.26	563.26	563.26	564.78
<input type="checkbox"/> BKCF	Kodak colour film (36 ...	USD	7.27	6.77	6.50	6.50	6.50	7.07
<input type="checkbox"/> BDCP	Cost of developing 36 colour...	USD	12.95	12.98	14.44	14.44	16.83	16.83
<input type="checkbox"/> RFDN	International foreign daily...	USD	2.00	2.00	2.00	1.00	1.50	1.50
<input type="checkbox"/> RDLN	Daily local newspaper...	USD	0.26	0.25	0.25	0.25	0.25	0.26
<input type="checkbox"/> RWNM	International weekly news...	USD	3.08	3.08	3.08	2.95	3.50	3.68
<input type="checkbox"/> RPNP	Paperback novel (at...	USD	7.30	7.30	7.39	8.99	8.99	7.99
<input type="checkbox"/> RDPF	Three course dinner for four...	USD	295.00	320.00	350.00	350.00	400.00	460.00
<input type="checkbox"/> RNFP	Personal computer (64 MB)...	USD	n.a.	n.a.	n.a.	n.a.	n.a.	1,407.50

By series Previous List all Next Analysis Delete Rank Swap Currency Save

Click here to view by country or year Click here to choose a series and view its data Use these options to graph and analyse the results.

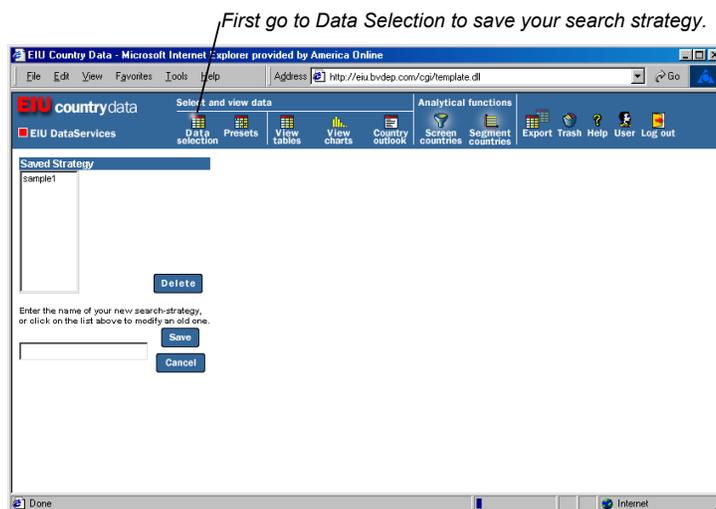
2. The default presentation displays the series and years for a single city selected (see above). To view the data **By series** or **By year** instead of **By city**, click the red **By series** or **By year** button in the lower left of the screen.

- Options for graphing and analysing differ depending on whether you view the data **By City, By Series** or **By Year**. These options are displayed in the toolbar at the bottom of the screen.
- Use the **Rank** button to add ranking, median, mean and quartile information to the table. Use the **Swap** button to reorganize the data presentation.
- Click the **Analysis** button to calculate and add a row of data with moving averages, indices, changes, trends, or subtotals to the table.
- Remove lines of data from your study by marking the check box to the left of the desired line and clicking the **Delete** button. All analyses can also be deleted using this button.

5.0 Saving Search Strategies and Tables

Search Strategies: Any sequence of search steps (a **Data Selection**) can be saved and reused at a later date. When you save a strategy and load it at a later date, your search results may change, reflecting the new and updated data on the database.

- To save the combination of countries (or cities), series and/ or years you have selected, simply go to the **Data Selection** window, or remain there after you search is complete. Click on the red **Save the Selection** box.
- The following window will be displayed allowing you to enter a name for the search you would like to save. Enter a name and click **Save**.

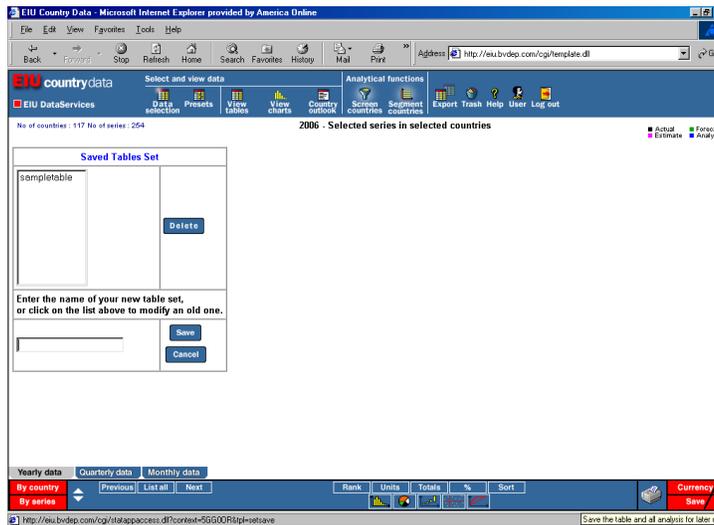


- If you have previously saved data selections for the **EIU DataServices** module you are using, they will appear in the **Saved Strategies** box. Otherwise, a message will be displayed indicating that you have no saved search strategies.
- To load a strategy you have saved, click **Presets** in the **DataServices** database you were using, and select the name of the saved strategy from the **Saved Selections** area.

Tables: A saved table differs from saved search strategy because using a saved table recalls the specific results matching your search criteria and will not be affected as data is updated.

- To save a table, click the red **Save** button in the lower right corner of your screen.

- The following window will be displayed allowing you to enter a name for the search you would like to save. Enter a name and click **Save**.



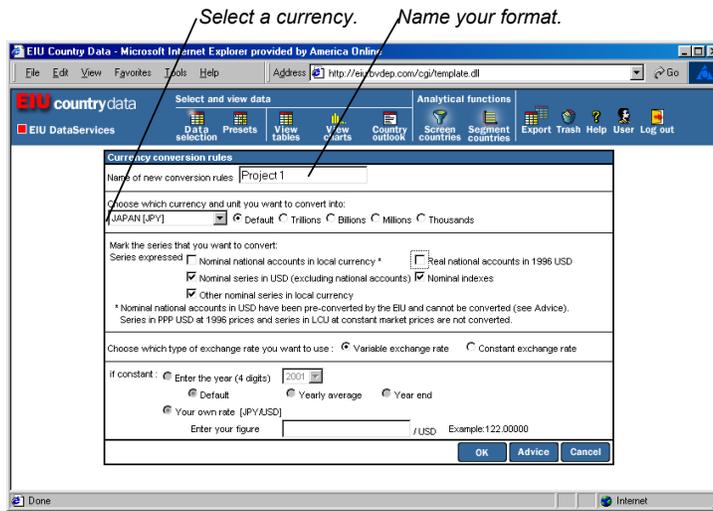
Click here while viewing the table you wish to save.

- If you have previously saved tables for the **EIU DataServices** module you are using, they will appear in the **Saved Table Sets** box. Otherwise, a message will be displayed indicating that you have no saved tables.
- To load a table you have saved, click **Presets** in the **DataServices** database you were using, and select the name of the saved strategy from the **Saved Tables** area.

6.0 Changing the Currency

Using any module of **EIU DataServices** you can alter the currency used to display data.

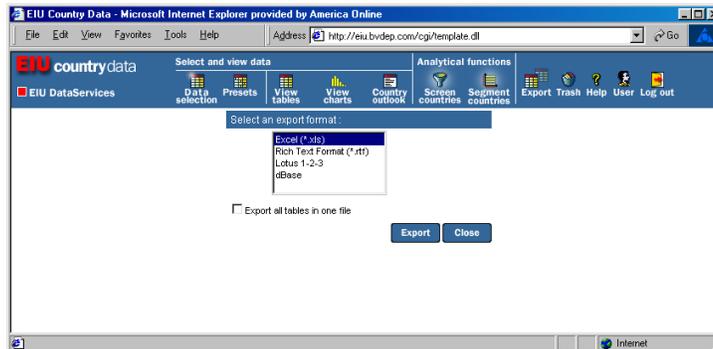
- You can change the currency used to display data on any module of **EIU DataServices**. Simply click the red **Currency** button in the lower right corner of the screen.
- Complete all areas of the resulting **Currency** window including selecting the currency you wish to use, specifying the thousands separator, marking the desired series to be displayed in this currency and the type of exchange rate you wish to use.



3. Name your currency format and click **OK** when you are finished.

7.0 Exporting Information

EIU DataServices enables exporting to other software programs, including spreadsheets, databases, word processors and ASCII formats. Exports can be performed from any table.



1. While viewing the table with all the desired information, click the **Export** icon.
2. Select the program format you wish to export to and, click the **Export** button to transfer the data. Mark the box **Export all tables to one file** first if you wish to export all of your data selections into a single file.
3. You will be prompted to save or open the file and then to select the drive and directory on which to save it. Select the drive and enter a name for your exported file.
4. When the transfer is complete, click the **Close** button to return to the table in the **EIU DataServices** database you are using.

8.0 User Support

Bureau van Dijk offers all users full support for both data and technical questions. For assistance, please visit our website www.bvdep.com or contact your account manager or the nearest Bureau van Dijk office:

<u>Location</u>	<u>Email</u>	<u>Telephone</u>
Belgium:	help@bvdep.com	32 (2) 639 06 06
Austria:	info@bvdep.at	43 (1) 95810 84
Eastern Europe:	rudolf.cevela@bvdep.com	421 (2) 5063 3326
France:	info.france@bvdep.com	33 (01) 53 45 46 00
Germany:	info@bvdep.de	49 (69) 96 36 65 0
Italy:	info@bvdep.it	39 (02) 43 98 22 77
Japan:	japan@bvdep.com	81 (3) 5256 6720
Netherlands	informatie@bvdep.com	31 (20) 671 99 26
Portugal:	rb@bvdep.com	34 91 454 70 98
Scandinavia:	michael.klentz@bvdep.com	44 (20) 7549 5000
Singapore:	slt@bvdep.com	65 6325 1230
Spain:	rb@bvdep.com	34 91 454 70 98
United Kingdom:	help@bvd.co.uk	44 (20) 7549 5000
United States:	office@bvdeny.com	1 (212) 797 7120