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Customer Portal

Quick Use Manual

Login to the platform

- Access to the portal

View My Bills:

- How to get copy of documents.
- Extract current account information.
- Open a dispute.
- Filters available.

Manage My Account Master Data- Manage master data from my account:
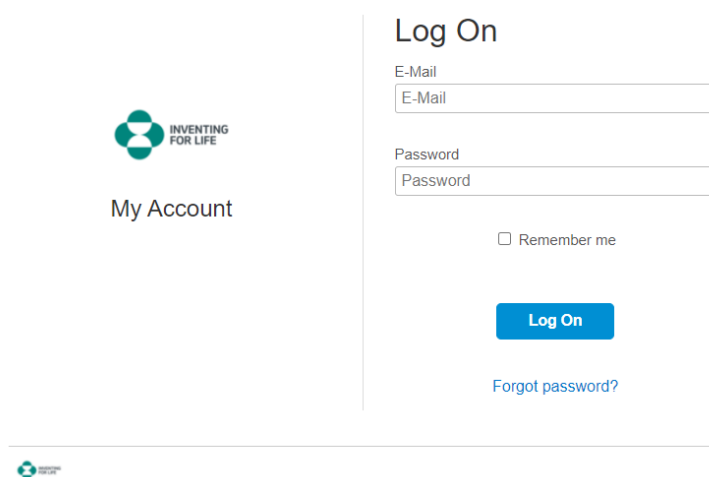
- Information available

Display My Account Statement:

- Filters available.

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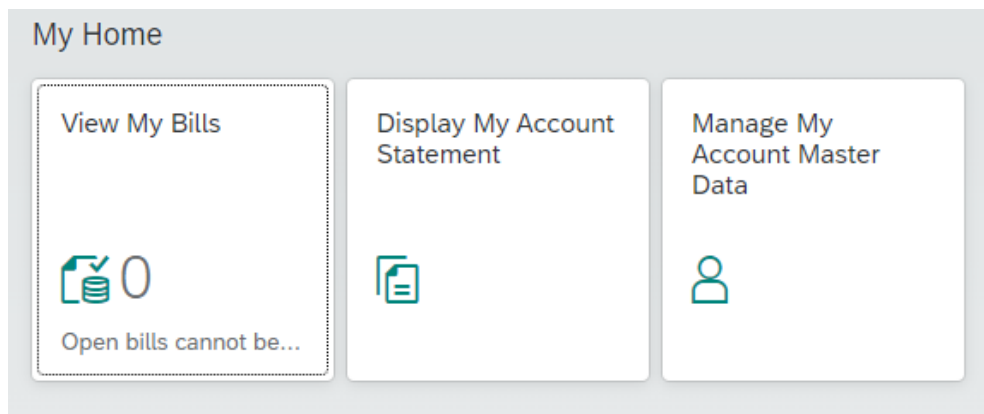INVENTING FOR LIFE

Login to the platform

Login to the platform is done through the following website: http://www.msdcustomerlink.AT

After entering on the website, you must log in with the provided credentials:

Log On

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My Account

E-Mail

E-Mail

Password

Password

☐ Remember me

Log On

Forgot password?

After login will be shown the home page with the status of your account and different tiles:

My Home

View My Bills

0

Open bills cannot be...

Display My Account Statement

Manage My Account Master Data

You can change the system language in the settings menu (top right):

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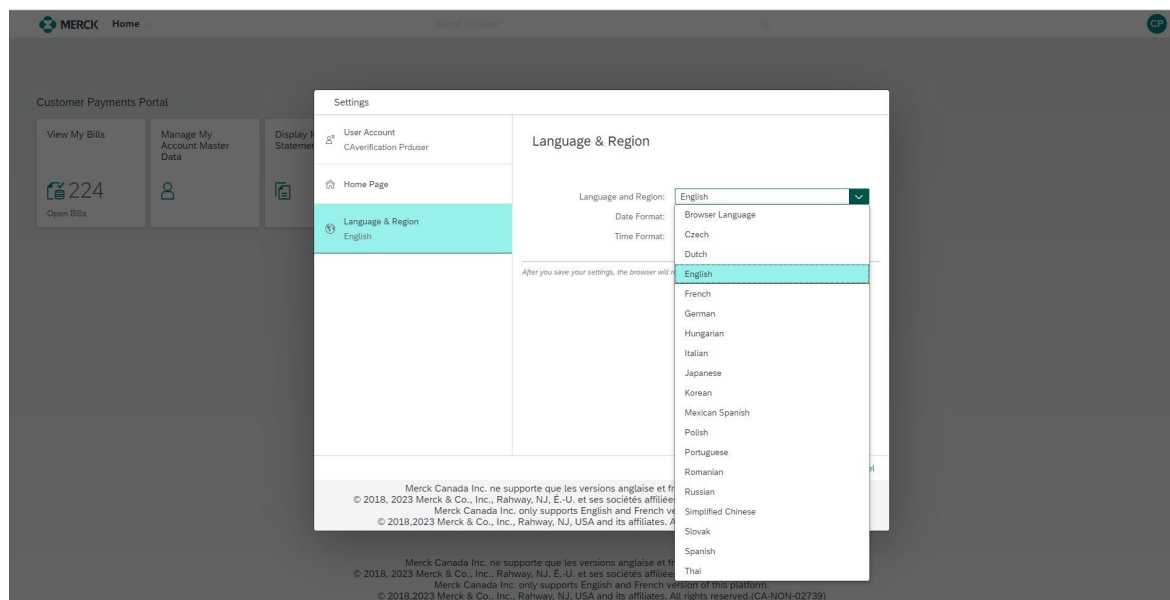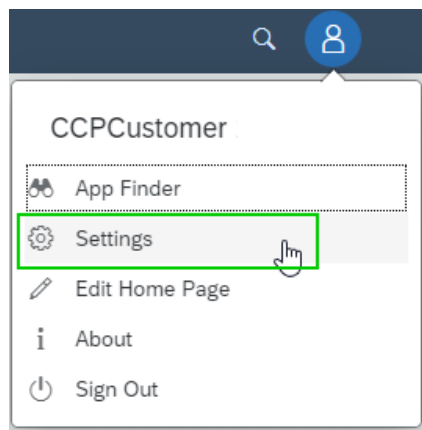
View My Bills

In the View My Bills menu you can check your account status in real time.

The application will make available several actions where you can for example, see invoices and credit notes details, export the information in excel format and also open a dispute in case of any irregularity in the invoice(s)

Options:

Due in: You can filter open documents by due date (e.g. due within 30 days)

Create Dispute: If there is any discrepancy with an invoice after selecting it you can create a dispute directly in the portal in order to be analyzed.

Download: From the download menu you can select the invoices you want to download, or you can
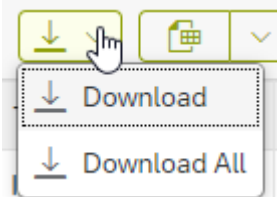
download all open invoices:

Export to Excel: By clicking this field the system will export the list of open invoices in excel format.

As you will be able to check, the invoices and credit memos are hyperlinks. If you click on the invoice/credit memo you will have access to the invoice details, as well as check the copy of the invoice online:

Invoice Details

Invoice : [   ]   Reference Invoice: [   ]

Gross Amount	Tax	Cash Discount Amount	Net Amount	Status
[ ] EUR	[ ] EUR	[ ] EUR	[ ] EUR	Open

Information   Items   Attachments

Basic Information	**Related Dates**	**Cash Discounts**
Recipient:	Posting Date:	Cash Discount Term 1:
[ ]	Feb 12, 2024	[ ]
Sender:	Payment Baseline Date:	
MSD Gesellschaft m.b.H.	Feb 12, 2024	
Reference:	Due Date:	
[ ]	Mar 13, 2024	
P.O. Number:		
[ ]		

Items (1)
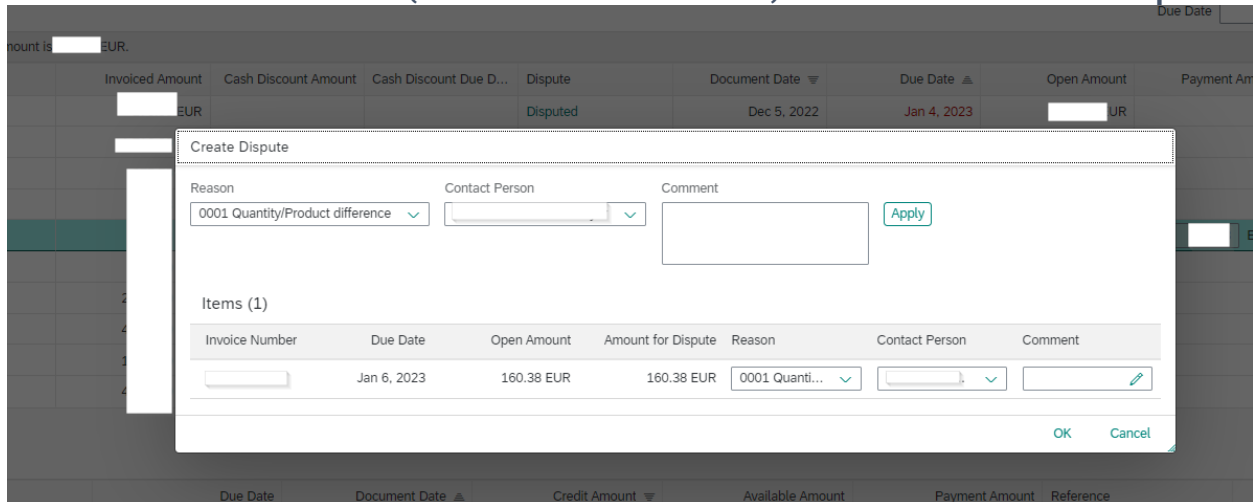
Item	Product Number	Description	Quantity	Unit	Reference		Gross Price	Net Price
10	1004002	CANCIDAS 50MG DFL	10.000	EA	[ ]		[ ] EUR	[ ] EUR

Attachments (1)   ↓

PDF [   ].pdf

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Create Dispute: If there is a discrepancy with an invoice after selecting it, you can create a dispute directly in the portal in order to be analyzed.

You need to select the invoice (1 or more at the same time) and then click on C**reate Dispute**
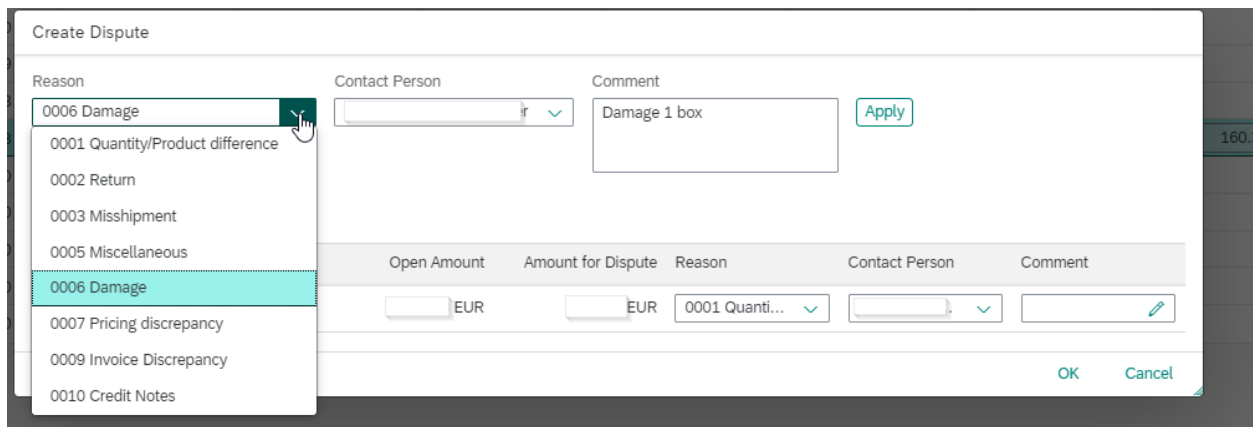
If all invoices have the same reason and comment, they can be modified in the first comment box and click on apply, if invoices have different reason/comment, it can by modify line by line.

Manage My Account Master Data

In this tile you can check your general MSD account details such as address, contacts and bank details.

If there is any information that should be updated and/or amended, you can contact our customer support team.

Display My Account Statement

The Account Statement Menu is where you can check all transactions (past/closed and current) with MSD.

Options available:

Filters: You can filter all documents depending on your needs.

Status: Documents Open, Closed, or All
Posting Date: Issue Date. It can be a specific date or selection between dates.
Due Date : Due Date. Same filter as issue but for due date.
Document Date: Same As Issue
Clearing Date: Payment date.

Document view:
In the list of documents you can see that you have 3 icons available:

By default, the view shown will be the detail of all documents.

The second option (Aging View) can check the subtotals by age of documents (the basis of ageing is based on the due date):

Document Num...	Type	Status	Period	Due Date	Posting Date ≜	Document Date	Clearing Date	Amount
Aging: Overdue by more than 60 days								6,815.39 EUR
Aging: Overdue by 31 to 60 days								-67.74 EUR
Aging: Overdue by 1 to 30 days								613,784.11 EUR
Aging: Due in 0 to 30 days								161,758.90 EUR
Aging: Due in 31 to 60 days								0.00
Aging: Due in more than 60 days								0.00
								782,290.66 EUR

When you drill down on the line, the details of the documents will be shown.

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Advanced filters:

If you need to filter the documents in greater detail you can click on "Adapt Filters" and will be shown all available fields:

	Filter	Active
☑	Account*	●
☑	Status*	●
☑	Posting Date*	●
☑	Due Date	
☑	Document Date	
☑	Clearing Date	
☑	Document Number	
☑	Type	
☑	Amount	
☐	Accounting Document	
☐	Aging	
☐	Case GUID	
☐	Clearing Document	
☐	DebitCredit Flag	
☐	Document Currency	
☐	Document Type	
☐	Fiscal Year	
☐	Invoice Reference	
☐	Line Item Number	
☐	Reference	

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Accounts Receivable Department

To download in Excel format, you can simply click on the icon: