



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

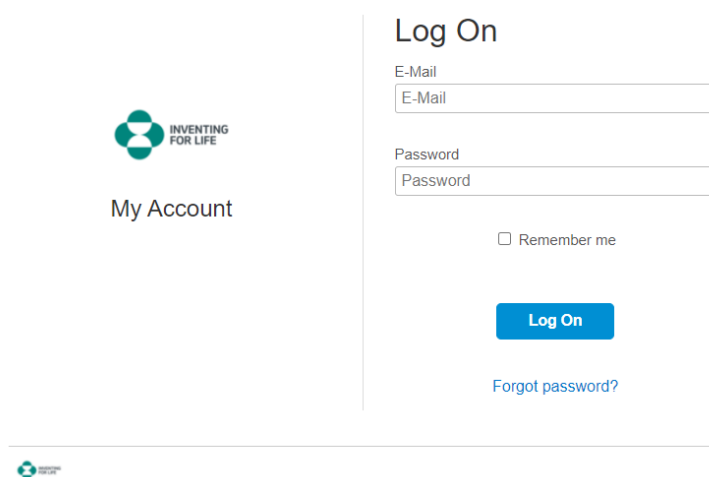
Display My Account Statement:

- Filters available.

Login to the platform

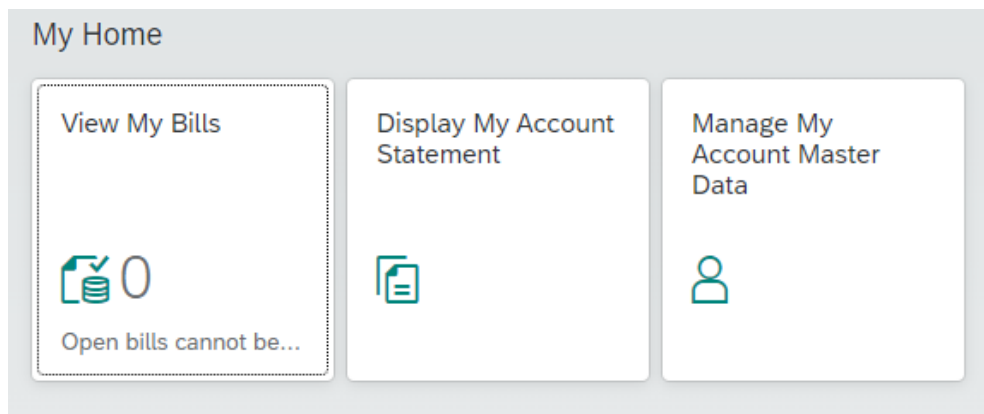
Login to the platform is done through the following website: <http://www.msdcustomerlink.AT>

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



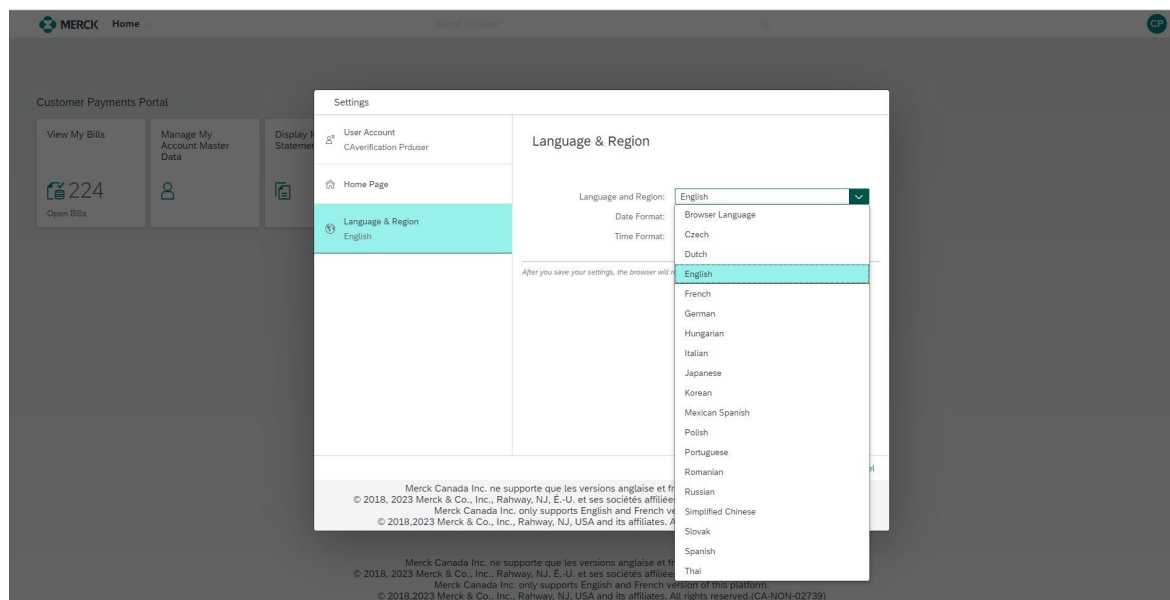
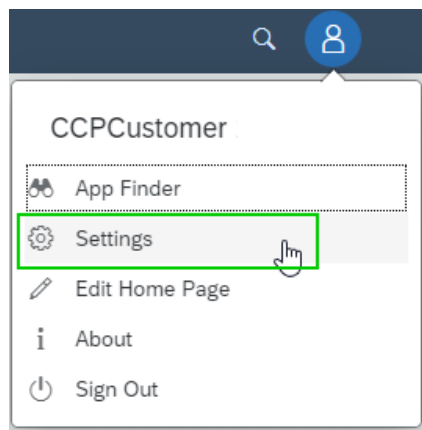
The screenshot shows the login interface for the MSD platform. On the left, there is a logo with the text "INVENTING FOR LIFE" and "My Account" below it. On the right, under the heading "Log On", there are two input fields: "E-Mail" and "Password". Below these fields is a checkbox labeled "Remember me". A blue "Log On" button is positioned below the checkbox. At the bottom right, there is a link that says "Forgot password?". At the very bottom of the page, there is a small logo for "MSD" with the text "INVENTING FOR LIFE" below it.

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



The screenshot shows the home page of the MSD platform. The title "My Home" is at the top. Below the title, there are three tiles. The first tile is titled "View My Bills" and shows a stack of bills icon with the number "0" and the text "Open bills cannot be...". The second tile is titled "Display My Account Statement" and shows a document icon. The third tile is titled "Manage My Account Master Data" and shows a person icon.

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





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)

Open Bills (85)

Due in Create Dispute  

<input type="checkbox"/>	Invoice Number	Due Date	Document Date	Invoiced Amount	Open Amount	Cash Discount A...	Cash Discount D...	Payment Amount	Reference	Dispute	Type
<input type="checkbox"/>	:106	Dec 4, 2021	Nov 4, 2021	2,937.42 EUR	2,937.42 EUR				4100750098		Invoice
<input type="checkbox"/>	:107	Dec 4, 2021	Nov 4, 2021	7,706.72 EUR	7,706.72 EUR				4100750098		Invoice
<input type="checkbox"/>	:108	Dec 4, 2021	Nov 4, 2021	678.29 EUR	678.29 EUR				4100750098		Invoice
<input type="checkbox"/>	:109	Dec 4, 2021	Nov 4, 2021	2,342.60 EUR	2,342.60 EUR				4100750099		Invoice
<input type="checkbox"/>	:110	Dec 4, 2021	Nov 4, 2021	452.20 EUR	452.20 EUR				4100750099		Invoice
<input type="checkbox"/>	:111	Dec 4, 2021	Nov 4, 2021	70,063.79 EUR	70,063.79 EUR				4100750087		Invoice
<input type="checkbox"/>	:146	Dec 4, 2021	Nov 4, 2021	909.69 EUR	909.69 EUR				4100750101		Invoice
<input type="checkbox"/>	:175	Dec 5, 2021	Nov 5, 2021	12,154.22 EUR	12,154.22 EUR				4100750099		Invoice
<input type="checkbox"/>	:176	Dec 5, 2021	Nov 5, 2021	6,466.37 EUR	6,466.37 EUR				4100750097		Invoice
<input type="checkbox"/>	:177	Dec 5, 2021	Nov 5, 2021	26,562.11 EUR	26,562.11 EUR				4100750087		Invoice

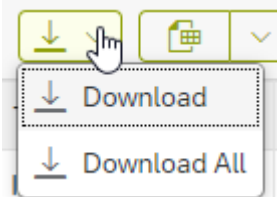
Options:

Due in Create Dispute  

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

Recipient:

Sender:
MSD Gesellschaft m.b.H.

Reference:

P.O. Number:

Related Dates

Posting Date:
Feb 12, 2024

Payment Baseline Date:
Feb 12, 2024

Due Date:
Mar 13, 2024

Cash Discounts

Cash Discount Term 1:

Items (1)

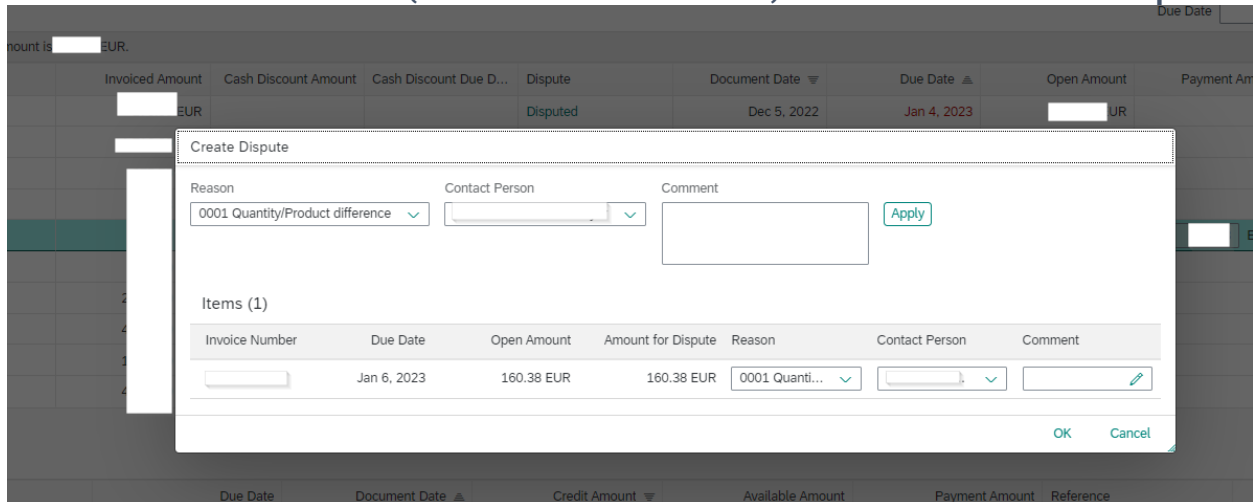
Item	Product Number	Description	Quantity	Unit	Reference	Gross Price	Net Price
10	1004002	CANCIDAS 50MG DFL	10.000	EA	<input type="text"/>	<input type="text"/> EUR	<input type="text"/> EUR

Attachments (1)



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 **Create Dispute**



Due Date

Amount is [] EUR.

Invoiced Amount	Cash Discount Amount	Cash Discount Due D...	Dispute	Document Date	Due Date	Open Amount	Payment Am
[] EUR			Disputed	Dec 5, 2022	Jan 4, 2023	[] EUR	

Create Dispute

Reason: 0001 Quantity/Product difference

Contact Person: []

Comment: []

Apply

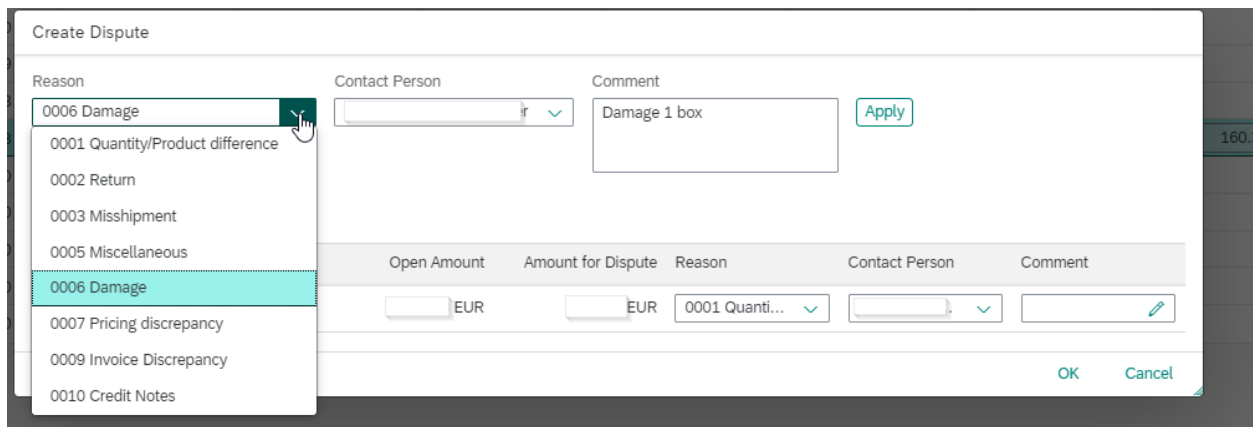
Items (1)

Invoice Number	Due Date	Open Amount	Amount for Dispute	Reason	Contact Person	Comment
[]	Jan 6, 2023	160.38 EUR	160.38 EUR	0001 Quanti...	[]	[]

OK Cancel

Due Date Document Date Credit Amount Available Amount Payment Amount Reference

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 be modified line by line.



Create Dispute

Reason: 0006 Damage

Contact Person: []

Comment: Damage 1 box

Apply

Items (1)

Open Amount	Amount for Dispute	Reason	Contact Person	Comment
[] EUR	[] EUR	0001 Quanti...	[]	[]


OK Cancel

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.

<

 **MSD**

Manage My Account Master Data

▼

Search in: "Apps"

3121 (MSD Gesellschaft m.b.H.) -

INFORMATION

BANK

Street Address

Name:
-

Street Name:
-

House Number:
-

District:
-

Postal Code:
-

City:
-

P.O. Box Address

P.O. Box:
-

Postal Code:
-

Location:
-

Contact

Phone Number / Extension:
-

Fax Number / Extension:
-

Email:
-

BANK

Bank C...	BIC/SWIFT	IBAN	Bank Account	Bank Name	Branch	Account Holder	Collection Authorization	SEPA Mandate
No data								

Display My Account Statement

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

MSD

Display My Account Statement

Search by: "Type"

Account: 3121 (MSD Gesellschaft...)

Status: All

Posting Date: This Year (Jan 1, 2024 - ...)

Due Date:

Document Date:

Clearing Date:

Dispute:

Document Number:

Document Type:

Amount:

Reference:

Invoice Reference:

Go

Adapt Filters (3)

Items (64)

Document Number	Document Type	Document Date	Due Date	Status	Amount	Open Amount	Cash Discount A...	Cash Discount Du...	Reference	Dispute	Period	Clearing Date	Invoice Reference
	Invoice	Feb 23, 2024	Mar 24, 2024	Open	EUR	EUR	EUR	Mar 8, 2024			Feb 2024		
	Invoice	Feb 22, 2024	Mar 23, 2024	Open	EUR	EUR	1 EUR	Mar 7, 2024			Feb 2024		
	Invoice	Feb 21, 2024	Mar 22, 2024	Open	EUR	EUR	EUR	Mar 6, 2024			Feb 2024		
	Invoice	Feb 21, 2024	Mar 22, 2024	Open	EUR	EUR	EUR	Mar 6, 2024			Feb 2024		
	Invoice	Feb 21, 2024	Mar 22, 2024	Open	EUR	EUR	EUR	Mar 6, 2024			Feb 2024		
	Credit for Returns	Feb 21, 2024	Feb 21, 2024	Open	EUR	EUR					Feb 2024		

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:

	Dispute	Invoice Reference
}		
}		
}		
}		

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):

Items (90)

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.

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:

<input type="checkbox"/> Filter	Active
<input checked="" type="checkbox"/> Account*	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Status*	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Posting Date*	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Due Date	<input type="checkbox"/>
<input checked="" type="checkbox"/> Document Date	<input type="checkbox"/>
<input checked="" type="checkbox"/> Clearing Date	<input type="checkbox"/>
<input checked="" type="checkbox"/> Document Number	<input type="checkbox"/>
<input checked="" type="checkbox"/> Type	<input type="checkbox"/>
<input checked="" type="checkbox"/> Amount	<input type="checkbox"/>
<input type="checkbox"/> Accounting Document	<input type="checkbox"/>
<input type="checkbox"/> Aging	<input type="checkbox"/>
<input type="checkbox"/> Case GUID	<input type="checkbox"/>
<input type="checkbox"/> Clearing Document	<input type="checkbox"/>
<input type="checkbox"/> DebitCredit Flag	<input type="checkbox"/>
<input type="checkbox"/> Document Currency	<input type="checkbox"/>
<input type="checkbox"/> Document Type	<input type="checkbox"/>
<input type="checkbox"/> Fiscal Year	<input type="checkbox"/>
<input type="checkbox"/> Invoice Reference	<input type="checkbox"/>
<input type="checkbox"/> Line Item Number	<input type="checkbox"/>
<input type="checkbox"/> Reference	<input type="checkbox"/>



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

