Customer Portal

Quick Use Manual

Login to the platform

- Access to the portal

Pay 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

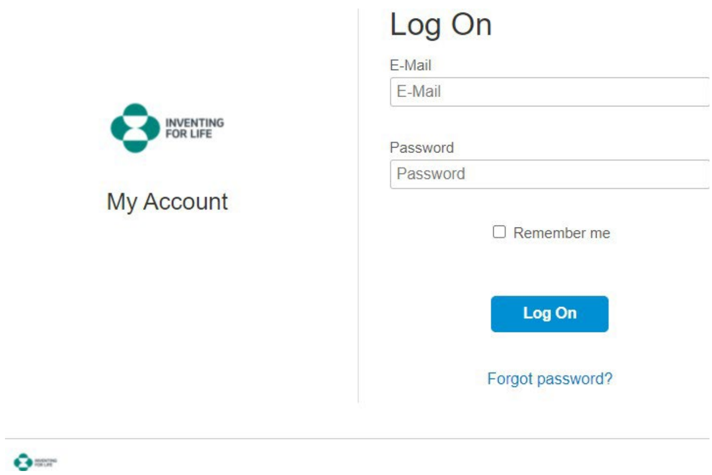
Display My Account Statement:

- Filters available

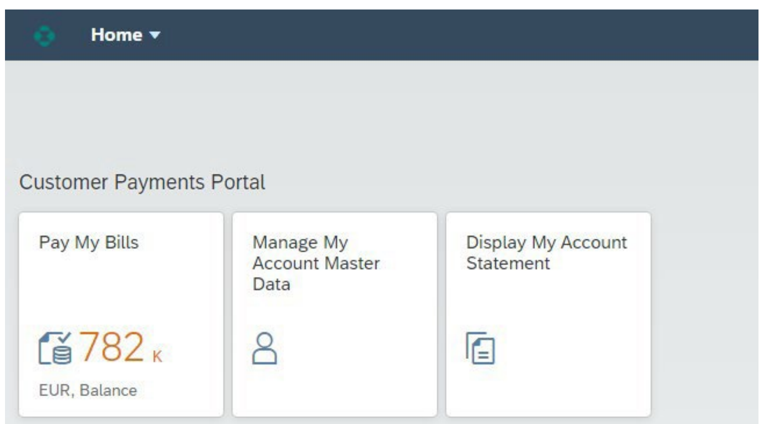
Login to the platform

Login to the platform is done through the following website: https://msdcustomerlink.sk.

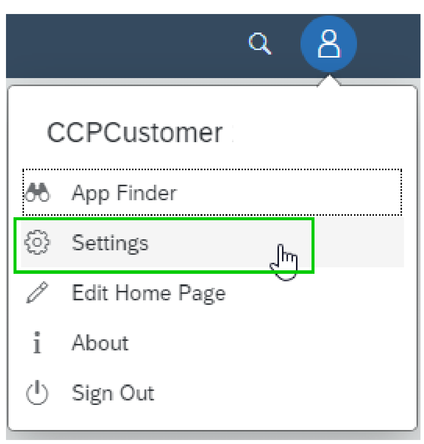
After entering on the website, you must log in with the provided credentials:



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



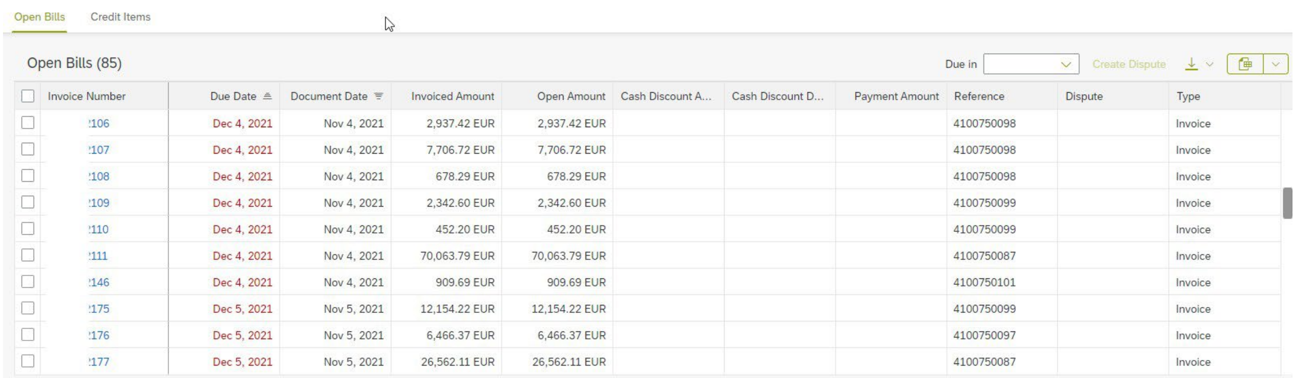
You can change the system language in the settings menu (top right):



View My Bills

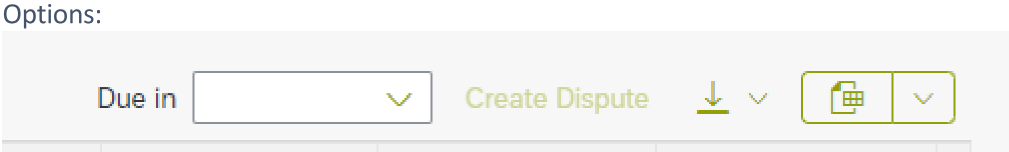
In the View My Bills menu you can check your account status in real time.

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)

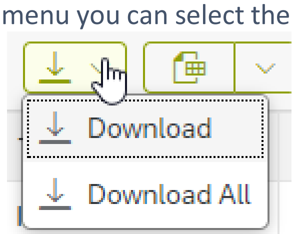


Invoice Number	Due Date	Document Date	Invoiced Amount	Open Amount	Cash Discount A...	Cash Discount D...	Payment Amount	Reference	Dispute	Type
106	Dec 4, 2021	Nov 4, 2021	2,937.42 EUR	2,937.42 EUR				4100750098		Invoice
107	Dec 4, 2021	Nov 4, 2021	7,706.72 EUR	7,706.72 EUR				4100750098		Invoice
108	Dec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

Options:

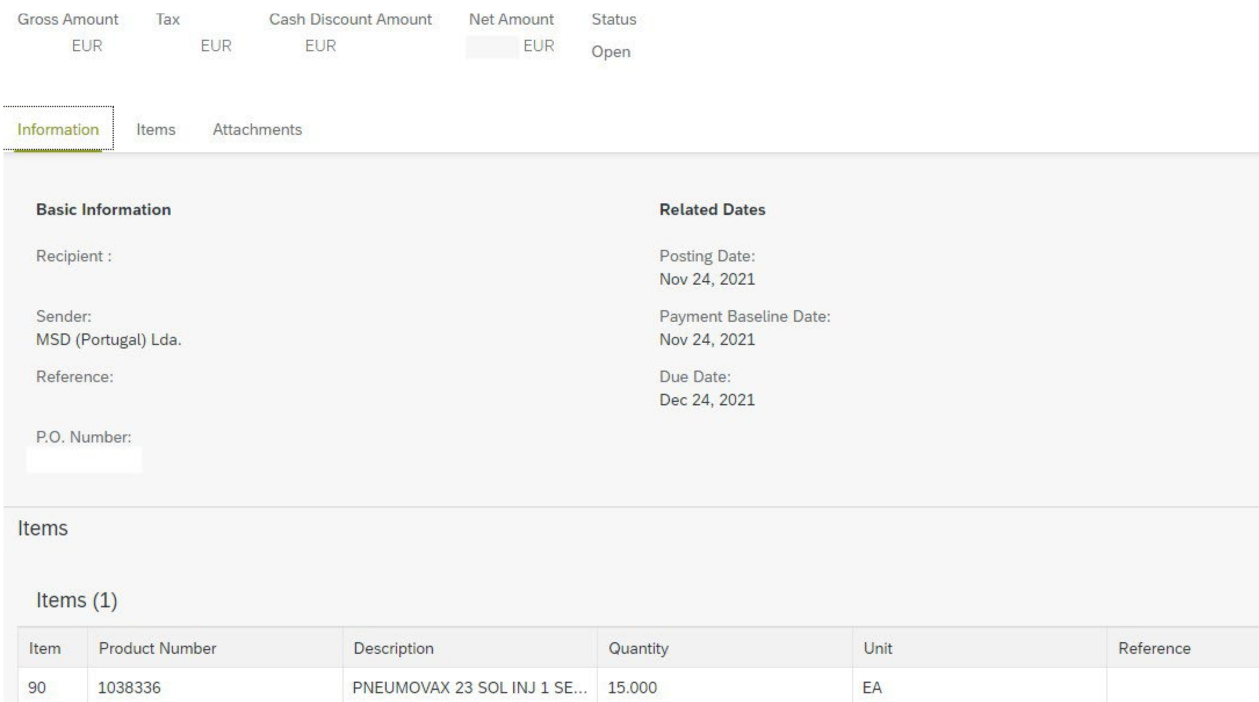


Due in: You can filter open documents by due date (e.g., due within 30 days)
Create Dispute: If there is any discrepancy with an invoice after selecting it you can create a dispute directly in the portal in order to be analyzed.
Download: From the download menu you can select the invoices you want to 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:



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

Information Items Attachments

Basic Information

Recipient :

Sender:
MSD (Portugal) Lda.

Reference:

P.O. Number:

Related Dates

Posting Date:
Nov 24, 2021

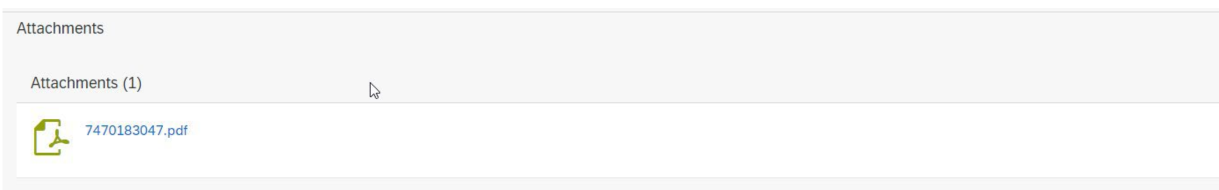
Payment Baseline Date:
Nov 24, 2021

Due Date:
Dec 24, 2021

Items

Items (1)

Item	Product Number	Description	Quantity	Unit	Reference
90	1038336	PNEUMOVAX 23 SOL INJ 1 SE...	15.000	EA	

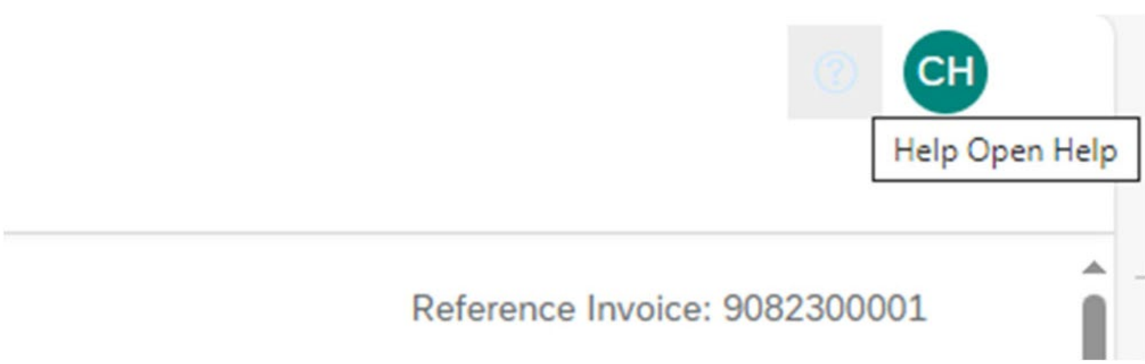


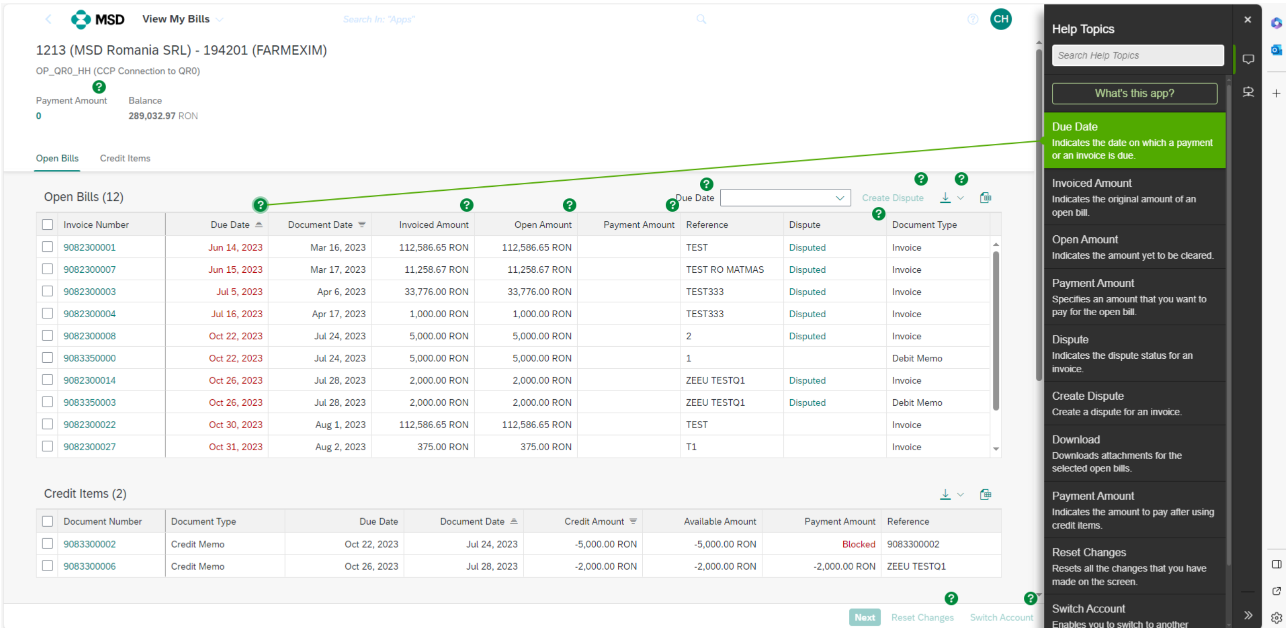
Attachments

Attachments (1)

7470183047.pdf

At any point, if you require any clarification about the columns field, you can click on the question mark symbol, on right corner and a description of fields will appear:

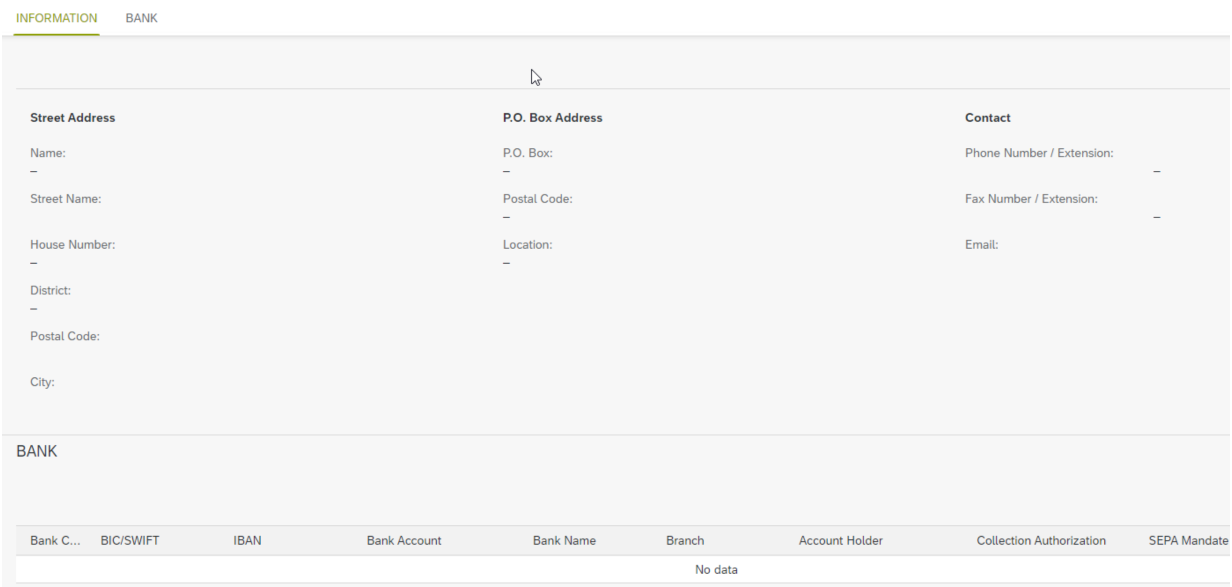



MSD View My Bills
Search In: "Apps"
CH
1213 (MSD Romania SRL) - 194201 (FARMEXIM)
OP_QR0_HH (CCP Connection to QR0)
Payment Amount
0
Balance
289,032.97 RON
Open Bills
Credit Items
Open Bills (12)
Due Date
Create Dispute
Invoice Number | Due Date | Document Date | Invoiced Amount | Open Amount | Payment Amount | Reference | Dispute | Document Type
9082300001 | Jun 14, 2023 | Mar 16, 2023 | 112,586.65 RON | 112,586.65 RON | | TEST | Disputed | Invoice
9082300007 | Jun 15, 2023 | Mar 17, 2023 | 11,258.67 RON | 11,258.67 RON | | TEST RO MATMAS | Disputed | Invoice
9082300003 | Jul 5, 2023 | Apr 6, 2023 | 33,776.00 RON | 33,776.00 RON | | TEST333 | Disputed | Invoice
9082300004 | Jul 16, 2023 | Apr 17, 2023 | 1,000.00 RON | 1,000.00 RON | | TEST333 | Disputed | Invoice
9082300008 | Oct 22, 2023 | Jul 24, 2023 | 5,000.00 RON | 5,000.00 RON | | 2 | Disputed | Invoice
9083350000 | Oct 22, 2023 | Jul 24, 2023 | 5,000.00 RON | 5,000.00 RON | | 1 | | Debit Memo
9082300014 | Oct 26, 2023 | Jul 28, 2023 | 2,000.00 RON | 2,000.00 RON | | ZEEU TESTQ1 | Disputed | Invoice
9083350003 | Oct 26, 2023 | Jul 28, 2023 | 2,000.00 RON | 2,000.00 RON | | ZEEU TESTQ1 | Disputed | Debit Memo
9082300022 | Oct 30, 2023 | Aug 1, 2023 | 112,586.65 RON | 112,586.65 RON | | TEST | | Invoice
9082300027 | Oct 31, 2023 | Aug 2, 2023 | 375.00 RON | 375.00 RON | | T1 | | Invoice
Credit Items (2)
Document Number | Document Type | Due Date | Document Date | Credit Amount | Available Amount | Payment Amount | Reference
9083300002 | Credit Memo | Oct 22, 2023 | Jul 24, 2023 | -5,000.00 RON | -5,000.00 RON | Blocked | 9083300002
9083300006 | Credit Memo | Oct 26, 2023 | Jul 28, 2023 | -2,000.00 RON | -2,000.00 RON | -2,000.00 RON | ZEEU TESTQ1
Next
Reset Changes
Switch Account
Help Topics
Search Help Topics
What's this app?
Due Date
Indicates the date on which a payment or an invoice is due.
Invoiced Amount
Indicates the original amount of an open bill.
Open Amount
Indicates the amount yet to be cleared.
Payment Amount
Specifies an amount that you want to pay for the open bill.
Dispute
Indicates the dispute status for an invoice.
Create Dispute
Create a dispute for an invoice.
Download
Downloads attachments for the selected open bills.
Payment Amount
Indicates the amount to pay after using credit items.
Reset Changes
Resets all the changes that you have made on the screen.
Switch Account
Enables you to switch to another

Manage My Account Master Data

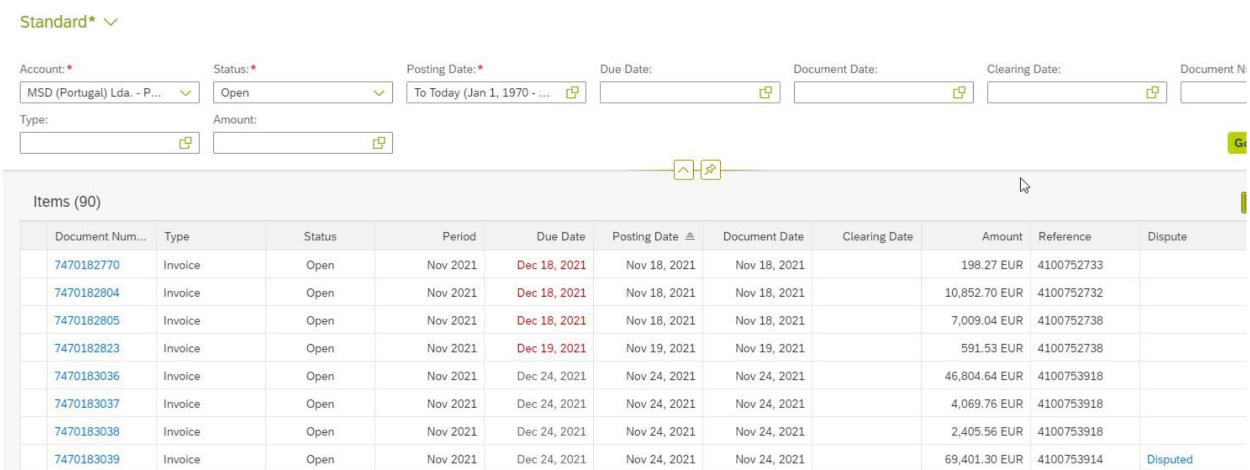
In this tile you can check your general MSD account details such as address, contacts and bank details.

If there is any information that should be updated and/or amended, you must contact our Customer Service department via email at jan.misik@msd.com.



Display My Account Statement

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



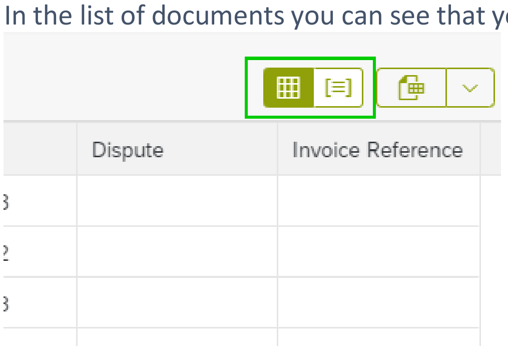
Document Num...	Type	Status	Period	Due Date	Posting Date	Document Date	Clearing Date	Amount	Reference	Dispute
7470182770	Invoice	Open	Nov 2021	Dec 18, 2021	Nov 18, 2021	Nov 18, 2021		198.27 EUR	4100752733	
7470182804	Invoice	Open	Nov 2021	Dec 18, 2021	Nov 18, 2021	Nov 18, 2021		10,852.70 EUR	4100752732	
7470182805	Invoice	Open	Nov 2021	Dec 18, 2021	Nov 18, 2021	Nov 18, 2021		7,009.04 EUR	4100752738	
7470182823	Invoice	Open	Nov 2021	Dec 19, 2021	Nov 19, 2021	Nov 19, 2021		591.53 EUR	4100752738	
7470183036	Invoice	Open	Nov 2021	Dec 24, 2021	Nov 24, 2021	Nov 24, 2021		46,804.64 EUR	4100753918	
7470183037	Invoice	Open	Nov 2021	Dec 24, 2021	Nov 24, 2021	Nov 24, 2021		4,069.76 EUR	4100753918	
7470183038	Invoice	Open	Nov 2021	Dec 24, 2021	Nov 24, 2021	Nov 24, 2021		2,405.56 EUR	4100753918	
7470183039	Invoice	Open	Nov 2021	Dec 24, 2021	Nov 24, 2021	Nov 24, 2021		69,401.30 EUR	4100753914	Disputed

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):

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:

	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	

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