



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

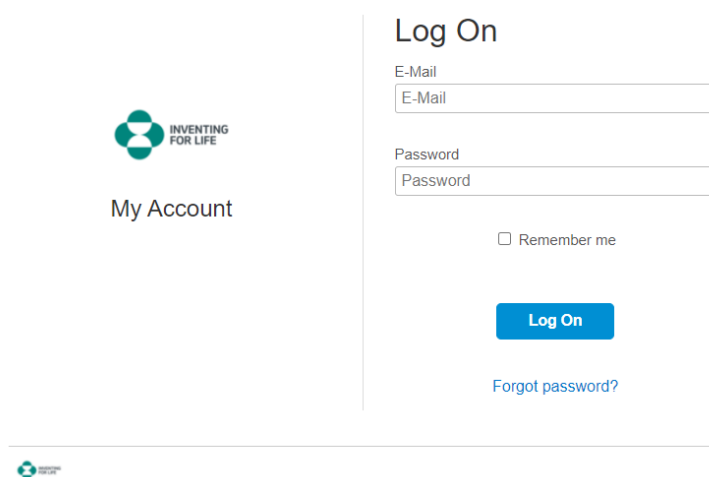
Display My Account Statement:

- Filters available.

Login to the platform

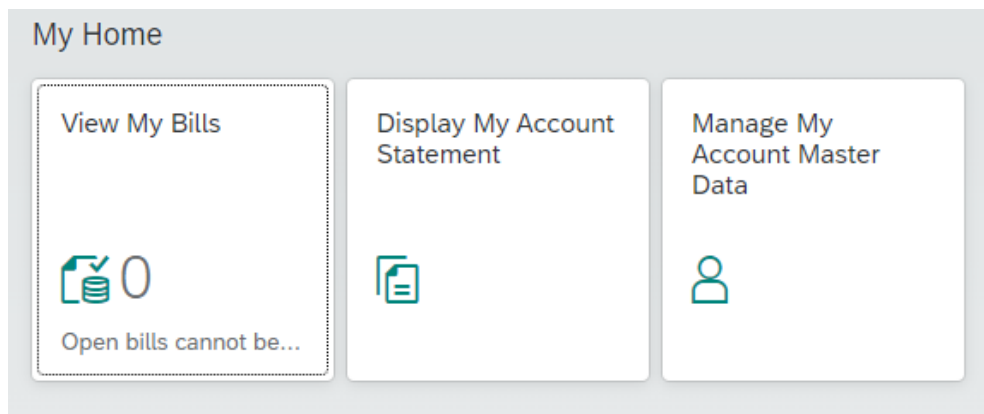
Login to the platform is done through the following website: <http://www.msdcustomerlink.NO>

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



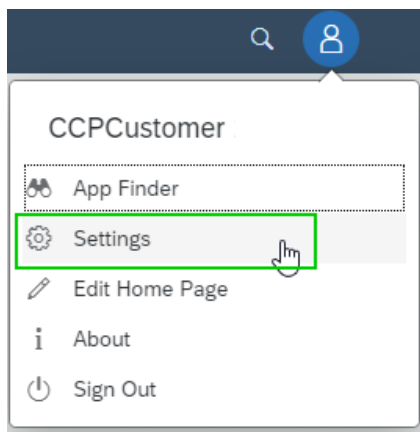
The screenshot shows the login interface of the MSD platform. On the left, there is a logo with the text "INVENTING FOR LIFE" and "My Account" below it. On the right, under the heading "Log On", there are two input fields: "E-Mail" and "Password". Below these fields is a checkbox labeled "Remember me". 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" and the text "INVENTING FOR LIFE".

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 features a stack of coins icon with a large "0" next to it. Below the icon, it says "Open bills cannot be...". The second tile is titled "Display My Account Statement" and features a document icon. The third tile is titled "Manage My Account Master Data" and features a person icon.

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



Inside settings you select Finnish and save.

Settings

User Account
Jose Luis Plaza Sanchez

Home Page

Language & Region
English **1**

Language & Region

Language and Region: Norwegian **2**

Date Format: d. MMM y

Time Format: 12 h 24 h

After you save your settings, the browser will refresh for the new settings to take effect.

3

Save

Cancel

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)

1177 (MSD (Norge) AS) -

Payment Amount

0

Balance

50 NOK

Open Bills

Credit Items

Open Bills (24)

Due Date

Create Dispute

<input type="checkbox"/>	Invoice Number	Document Type	Due Date	Document Date	Invoiced Amount	Open Amount	Payment Amount	Reference	Dispute
<input type="checkbox"/>	8676	Invoice	Jun 30, 2024	May 29, 2024	1 NOK	1.31 NOK		388	
<input type="checkbox"/>	8676	Invoice	Jun 30, 2024	May 27, 2024	8 NOK	5.78 NOK		352	
<input type="checkbox"/>	8676	Invoice	Jun 30, 2024	May 27, 2024	6 NOK	3.36 NOK		352	
<input type="checkbox"/>	8676	Invoice	Jun 30, 2024	May 27, 2024	0 NOK	3.00 NOK		353	
<input type="checkbox"/>	8676	Invoice	Jun 30, 2024	May 23, 2024	1 NOK	3.61 NOK		355	
<input type="checkbox"/>	8676	Invoice	Jun 30, 2024	May 21, 2024	0 NOK	3.00 NOK		383	
<input type="checkbox"/>	8676	Invoice	Jun 30, 2024	May 21, 2024	1 NOK	5.71 NOK		382	
<input type="checkbox"/>	8676	Invoice	Jun 30, 2024	May 21, 2024	5 NOK	7.75 NOK		382	
<input type="checkbox"/>	8676	Invoice	Jun 30, 2024	May 21, 2024	5 NOK	1.45 NOK		382	
<input type="checkbox"/>	8676	Invoice	Jun 30, 2024	May 15, 2024	0 NOK	1.40 NOK		311	

Credit Items (2)

<input type="checkbox"/>	Document Number	Document Type	Due Date	Document Date	Credit Amount	Available Amount	Payment Amount	Reference
<input type="checkbox"/>	86841C	Credit for Returns	May 24, 2024	May 24, 2024	3.46 NOK	46 NOK	46 NOK	2

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

Download All

- 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 : 867

Reference Invoice: 867

Gross Amount

Tax

Cash Discount Amount

Net Amount

Status

1 NOK

6 NOK

NOK

Open

Information

Items

Attachments

Basic Information

Recipient:

Sender:

MSD (Norge) AS

Reference:

P.O. Number:

Related Dates

Posting Date:

May 29, 2024

Payment Baseline Date:

May 29, 2024

Due Date:

Jun 30, 2024

Items (1)

Item	Product Number	Description	Quantity	Unit	Reference	Gross Price	Net Price
10	1045730	VAXNEUVANCE 1DOSE SYR L74	5.000	EA	831	NOK	NOK

Attachments (1)

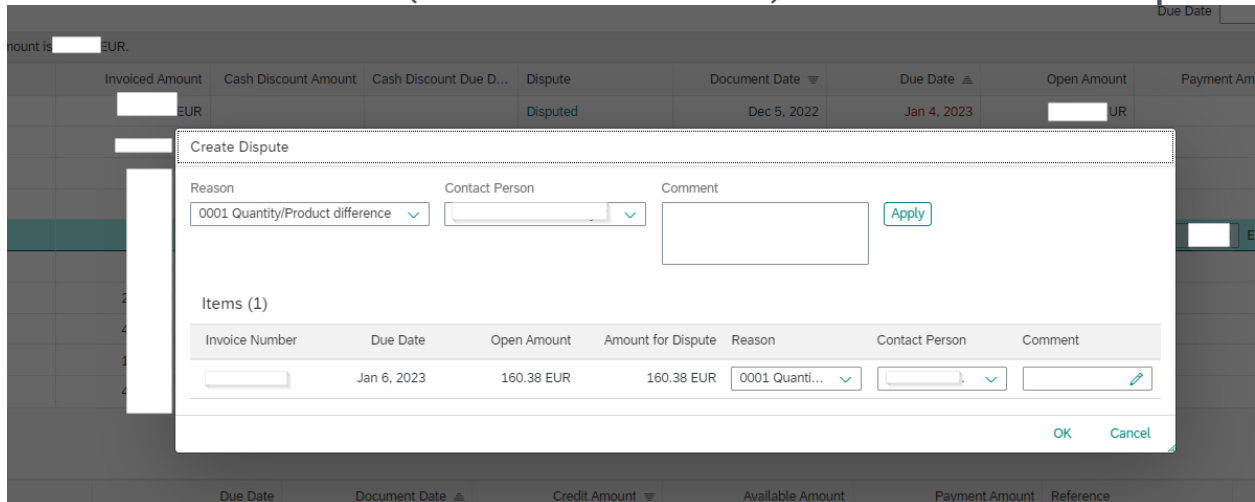
PDF

867

.pdf

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**



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

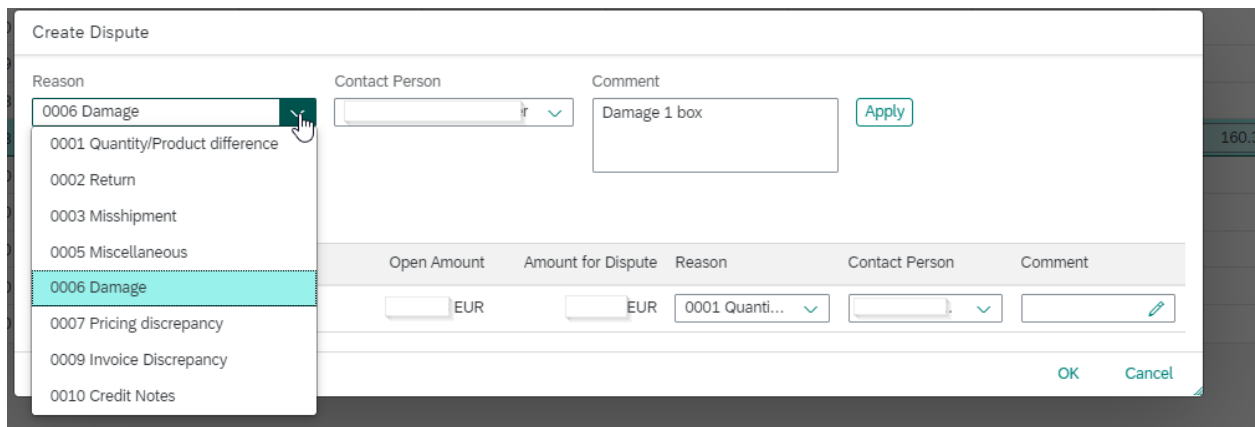
Reason: 0001 Quantity/Product difference (dropdown) | Contact Person: (dropdown) | Comment: []

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...	(dropdown)	[]

OK Cancel

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 modify line by line.



Create Dispute

Reason: 0006 Damage (dropdown menu open) | Contact Person: (dropdown) | Comment: Damage 1 box

Items (1)

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


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

1177 (MSD (Norge) AS) -

INFORMATION

Street Address

C/O Name:
-

Street Name:

House Number:
-

Postal Code:

City:

Country/Region:
NO (Norway)

Region:
-

District:
-

P.O. Box Address

P.O. Box:
-

Postal Code:
-

Location:
-

Contact

Phone Number:
 -

Fax Number:
- -

Email:

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

Help

User

Account: *
1177 (MSD (Norge) AS) - ...

Status: *
All

Posting Date: *
Last Month (May 1, 2024 ...)

Due Date:

Document Date:

Clearing Date:

Dispute:

Document Number:

Document Type:

Amount:

Reference:

Invoice Reference:

Go

Adapt Filters (3)

Items (54)

Document Nu...

Document Type

Status

Period

Due Date

Posting Date

Document Date

Clearing Date

Amount

Reference

Dispute

Invoice Refer...

Open Amount

<input type="checkbox"/>	10	Account. Document	Cleared	May 2024	4	May 3, 2024	May 3, 2024	2024	NOK			
<input type="checkbox"/>	86	Debit Memo	Cleared	May 2024	4	May 3, 2024	May 3, 2024	2024	NOK			
<input type="checkbox"/>	86	Debit Memo	Cleared	May 2024	4	May 3, 2024	May 3, 2024	2024	NOK			
<input type="checkbox"/>	86	Invoice	Open	May 2024	4	May 6, 2024	May 6, 2024		NOK			
<input type="checkbox"/>	86	Invoice	Open	May 2024	4	May 6, 2024	May 6, 2024		NOK			
<input type="checkbox"/>	86	Invoice	Open	May 2024	4	May 6, 2024	May 6, 2024		NOK			
<input type="checkbox"/>	86	Invoice	Open	May 2024	4	May 6, 2024	May 6, 2024		NOK			
<input type="checkbox"/>	10	Account. Document	Cleared	May 2024	4	May 13, 2024	May 13, 2024	2024	NOK			
<input type="checkbox"/>	14	Payment	Cleared	May 2024	4	May 13, 2024	May 13, 2024	2024	NOK			
<input type="checkbox"/>	14	Payment	Cleared	May 2024	4	May 13, 2024	May 13, 2024	2024	NOK			
<input type="checkbox"/>	14	Payment	Cleared	May 2024	4	May 13, 2024	May 13, 2024	2024	NOK			
<input type="checkbox"/>	86	Invoice	Open	May 2024	4	May 13, 2024	May 13, 2024		NOK			
<input type="checkbox"/>	86	Invoice	Open	May 2024	4	May 13, 2024	May 13, 2024		NOK			
<input type="checkbox"/>	86	Invoice	Open	May 2024	4	May 13, 2024	May 13, 2024		NOK			
<input type="checkbox"/>	86	Invoice	Open	May 2024	4	May 13, 2024	May 13, 2024		NOK			

7 NOK

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								39 EUR
> Aging: Overdue by 31 to 60 days								4 EUR
> Aging: Overdue by 1 to 30 days								11 EUR
> Aging: Due in 0 to 30 days								3.90 EUR
> Aging: Due in 31 to 60 days								0.00
> Aging: Due in more than 60 days								0.00
								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:

