



# Customer Portal

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## 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

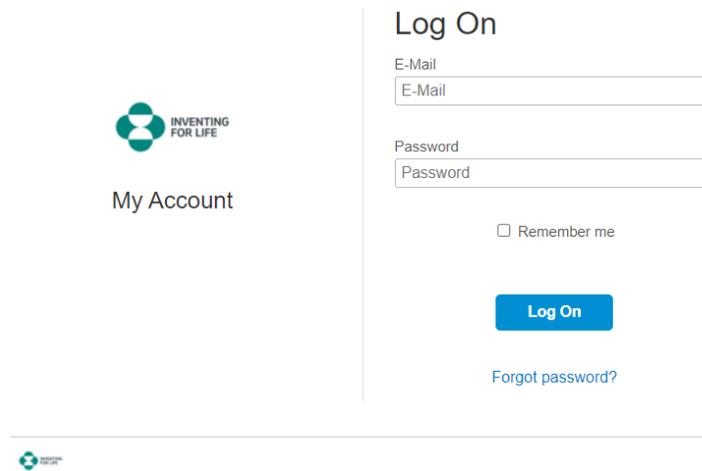
### Display My Account Statement:

- Filters available.

## Login to the platform

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

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



  
My Account

### Log On

E-Mail  
E-Mail

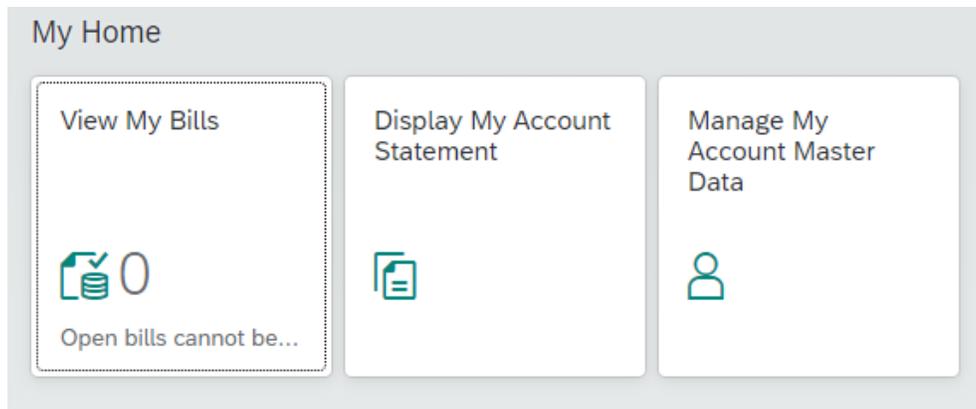
Password  
Password

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...

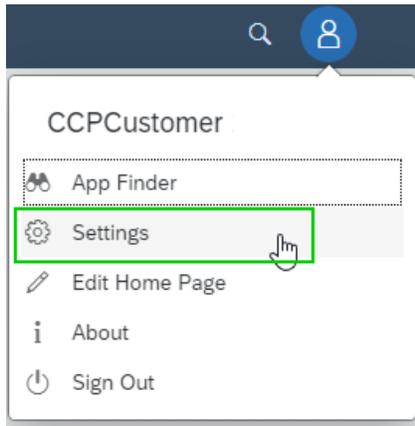
**Display My Account Statement**



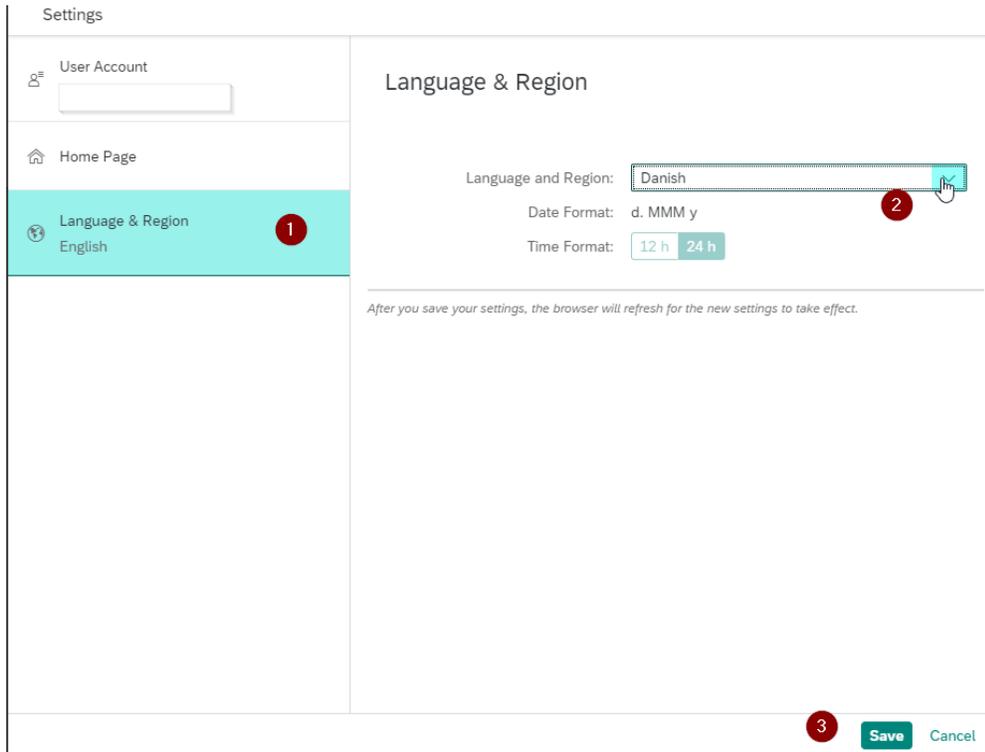
**Manage My Account Master Data**



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



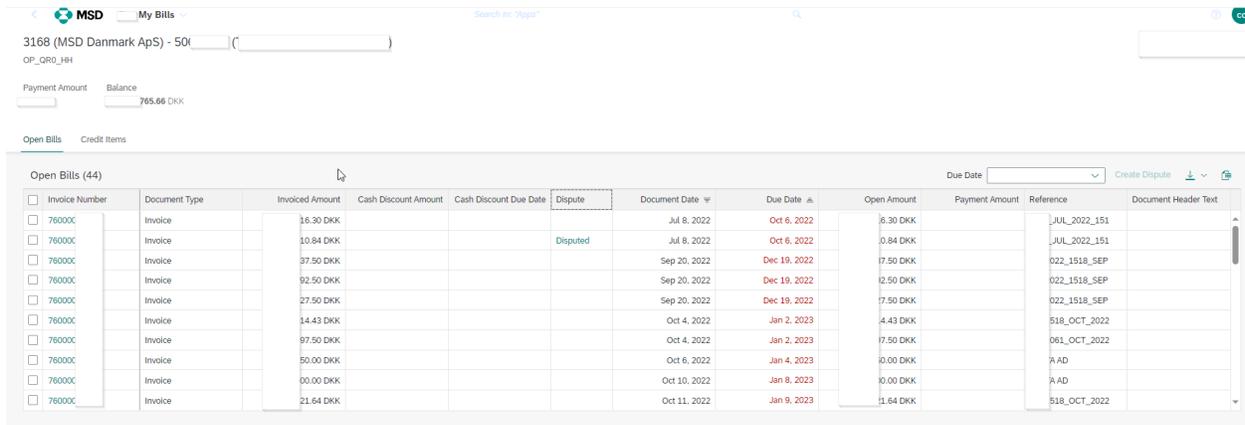
Inside settings you select Danish and save.



## 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)



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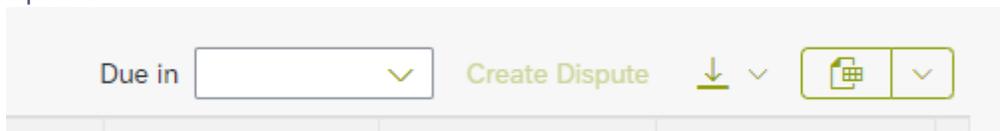
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Payment Amount Balance 765.66 DKK

Open Bills Credit Items

Invoice Number	Document Type	Invoiced Amount	Cash Discount Amount	Cash Discount Due Date	Dispute	Document Date	Due Date	Open Amount	Payment Amount	Reference	Document Header Text
<input type="checkbox"/> 760000	Invoice	16.30 DKK				Jul 8, 2022	Oct 6, 2022	16.30 DKK		JUL_2022_151	
<input type="checkbox"/> 760000	Invoice	10.84 DKK			Disputed	Jul 8, 2022	Oct 6, 2022	0.84 DKK		JUL_2022_151	
<input type="checkbox"/> 760000	Invoice	37.50 DKK				Sep 20, 2022	Dec 19, 2022	7.50 DKK		022_1518_SEP	
<input type="checkbox"/> 760000	Invoice	92.50 DKK				Sep 20, 2022	Dec 19, 2022	2.50 DKK		022_1518_SEP	
<input type="checkbox"/> 760000	Invoice	27.50 DKK				Sep 20, 2022	Dec 19, 2022	7.50 DKK		022_1518_SEP	
<input type="checkbox"/> 760000	Invoice	14.43 DKK				Oct 4, 2022	Jan 2, 2023	4.43 DKK		518_OCT_2022	
<input type="checkbox"/> 760000	Invoice	97.50 DKK				Oct 4, 2022	Jan 2, 2023	7.50 DKK		061_OCT_2022	
<input type="checkbox"/> 760000	Invoice	50.00 DKK				Oct 6, 2022	Jan 4, 2023	0.00 DKK		A AD	
<input type="checkbox"/> 760000	Invoice	00.00 DKK				Oct 10, 2022	Jan 8, 2023	0.00 DKK		A AD	
<input type="checkbox"/> 760000	Invoice	21.64 DKK				Oct 11, 2022	Jan 9, 2023	1.64 DKK		518_OCT_2022	

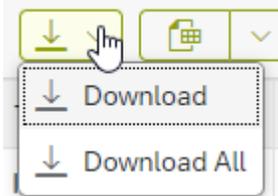
Options:



**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 : 76000 Reference Invoice: 760000

Gross Amount: 16.30 DKK    Tax: 1.27 DKK    Cash Discount Amount:    Net Amount: 3.03 DKK    Status: Open

Information    Items    Attachments

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**Basic Information**

Recipient:

Sender: MSD Danmark ApS

Reference: 151

P.O. Number: 1518

**Related Dates**

Posting Date: Jul 8, 2022

Payment Baseline Date: Jul 8, 2022

Due Date: Oct 6, 2022

Items (7)

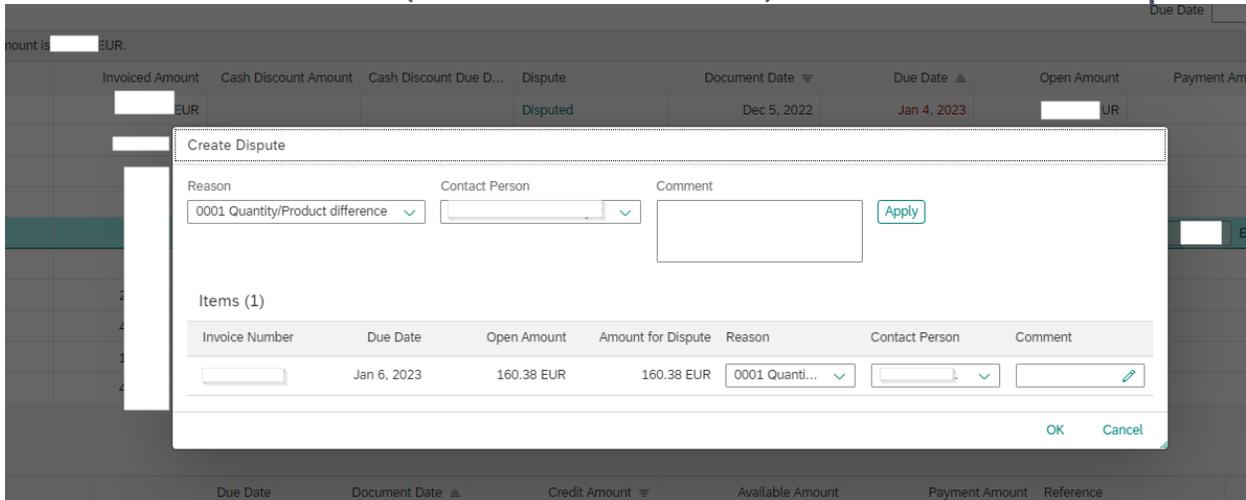
Item	Product Number	Description	Quantity	Unit	Reference	Gross Price	Net Price
10	1033884	ADEMPAS 2.5MG 4X21TAB L13	5,000	EA	11/10	88 DKK	5.50 DKK
20	1016172	BRIDION 100MG/ML 10X2ML VIAL DNK...	74,000	EA	11/9000001	00 DKK	8.80 DKK
120	1016172	BRIDION 100MG/ML 10X2ML VIAL DNK...	46,000	EA	11/9000002	00 DKK	5.20 DKK
220	1038924	PREVYMIS 240MG 4X7TAB L74	37,000	EA	11/30	08 DKK	3.66 DKK
320	1038865	PREVYMIS 480MG 4X7TAB L74	4,000	EA	11/40	90 DKK	9.52 DKK
420	1038527	STEGLATRO 5MG 14X7TAB L74	25,000	EA	11/50	56 DKK	9.25 DKK
520	1038528	STEGLATRO 5MG 4X7TAB L74	10,000	EA	11/60	88 DKK	1.10 DKK

Attachments (1) [Download](#)

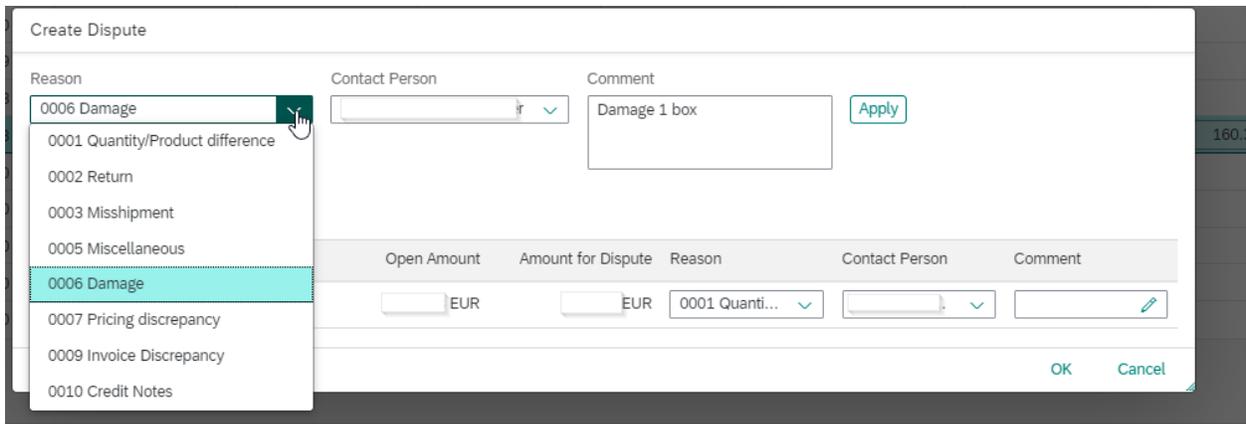
76000\_1.pdf

**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**



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.

<  **MSD** Manage My Account Master Data Search in: "Apps"

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INFORMATION

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Street Address	P.O. Box Address	Contact
C/O Name: -	P.O. Box: -	Phone Number: <input type="text"/>
Street Name: <input type="text" value="VEJ"/>	Postal Code: -	Fax Number: -
House Number: 2	Location: -	Email: -
Postal Code: 26 <input type="text"/>		
City: <input type="text"/>		
Country/Region: DK (Denmark)		
Region: -		
District: -	<input type="text" value="District"/>	

## 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:

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



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

