



Customer Portal

Quick User Manual

Login to the platform

•Access to the portal

View My Bills:

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

View My Account Master Data:

Information available

Display My Account Statement:

•Filters available.

Login to the platform

Access to the platform is done through the following website:

https://msdcustomerlink.ro/en/

After entering the website, you can login into the customer portal by clicking on "Manage Invoices".





Welcome to Romania MSDCustomerLink

CustomerLink is MSD's platform for B2B customers. Our customers are the center of our operations. This platform is here to facilitate your day-to-day business, by giving you visibility and control over your sourcing process.

Manage Invoices

Please login using your credentials.





After login, the home page will display the status of your account and different tiles.

Customer Payments Portal View My Bills Manage My Account Master Display My Account Data Statement				S MSD Home 🗸
Customer Payments Portal View My Bills Manage My Account Master Display My Account Data Statement				
Customer Payments Portal View My Bills Manage My Account Master Data Display My Account Statement				
View My Bills Manage My Account Master Data Display My Account Statement			ortal	Customer Payments Po
F 10 0 F		Display My Account Statement	Manage My Account Master Data	View My Bills
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Open Bills			8	Open Bills

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

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Customer Payments	Portal			CCPCustomer HH_OR0_121	.3194201
View My Bills	Manage My Account Master Data	Display My Account Statement		Edit Home Page About Sign Out	Control +
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Select the language and click "save".

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View My Bills

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

The application will provide you with several actions where you can, for example, see invoices and credit notes details, export the information in Excel format and also open a dispute (please see comment related to dispute on page 6) in case of any irregularity in the invoice(s).

< 📀 MSD Vie	ew My Bills 😒						() CH
yment Amount Balanc	e 2 97 RON						
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en Bills Credit Items							
Open Bills (12)					Due Dat		Create Directo II y 🚱
landa Nanta	Due Dute a	0	International Associate	0	Due Dat	e	Create Dispute <u>↓</u> • [ga
Invoice Number	Due Date A	Document Date =	Invoiced Amount	Open Amount Pays	ment Amount Reference	Dispute	Document Type
9082300001	Jun 14, 2023	Mar 16, 2023	112,586.65 RON	112,586.65 RON	TEST DO MATUAS	Disputed	Invoice
9082300007	Jun 15, 2023	Mar 17, 2023	11,258.67 RON	11,258.67 RON	TEST RO MAIMAS	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	1E51333	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	Dimension	Debit Memo
9082300014	Oct 26, 2023	Jul 28, 2023	2,000.00 RON	2,000.00 RON	ZEEU TESTQI	Disputed	Invoice
] 9083350003	0ct 26, 2023	Jul 20, 2023	2,000.00 RON	2,000.00 RON	ZEED TESTQI	Disputed	Debit Memo
9082300022	Oct 30, 2023	Aug 1, 2023	112,586.65 RON	112,586.65 RON	TEST		Invoice
J 9082300027	Oct 31, 2023	Aug 2, 2023	375.00 RON	375.00 RON	11		Invoice
Den dit Itaana (D)							
realt items (2)							<u>+</u> ~ [m
Document Number	Document Type	Due Date	Document Dat	e 🔺 Credit Amount 1	Available Amount	Payment Amount	Reference
	Credit Memo	Oct 22, 2023	Jul 24, 2	-5,000.00 RO	-5,000.00 RON	Blocked	9083300002
9083300002							

Options Due Date: You can filter open documents by due date (e.g. Due in 0-30 days)

Due Date	~	Create Dispute _ ↓ ∨	6				
		Document Type					
	Overdue by 91+ Days	Invoice	4				
AS	Overdue by 61-90 Days	Invoice					
	Overdue by 31-60 Days	Invoice					
	Overdue by 1-30 Days	Invoice					
	Due in 0-30 Days	Invoice					
	Due in 31-60 Days	Debit Memo					
	Due in 61-90 Days	Invoice					
	Due in 91+ Days Disputed	Debit Memo					
		Invoice					
		Invoice	~				



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".

*Please note that Dispute option is applicable only in case customer does not agree to pay the invoice/invoices due to discrepancies mentioned in the reason box.

Create Dis	pute						
Create Dispute							
Reason 0001 Quantity/Proc Items (1)	duct difference 🗸 🗸	Contact Person	n Comr	nent	Apply		
Invoice Number	Due Date	Open Amount	Amount for Dispute	Reason	Contact Person	Comment	
9083350000	Oct 22, 2	5,000.00 RON	5,000.00 RON	0001 Qu 🗸	meghana 🗸		P
						ОК	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 modified line by line.

									Due Date
Create Dispute									
Reason	Contact Persor	1	Comm	ient					
0001 Quantity/Product difference 🗸	meghana	~				App	oly		
0001 Quantity/Product difference									
0002 Return									
0003 Misshipment									
0005 Miscellaneous	Open Amount	Amount for Di	spute	Reason		Contact Perso	on	Comment	
0006 Damage	5 000 00 001	5 000 00	DON						
0007 Pricing discrepancy	5,000.00 RON	5,000.00	RON	0001 Qu		megnana	~		
0009 Invoice Discrepancy								OK	Canaal
0010 Credit Notes					_			UK	Cancel
Aug 1, 2023 112	586.65 RON	112.5	86.65 F	RON			TEST		



Then, click on "ok" and dispute case will appear on invoice(s) affected.

By clicking on the dispute link, you can see the comment entered, creation date, status and also in case you need, you can upload any document reference by clicking on "upload".

 0 402,2023 40,40,20 0 40,40,20 20000000 20000000								
Note: Note: <th< td=""><td>9083350000</td><td>Oct 22, 2023</td><td>Jul 24, 2023</td><td>5,000.00 RON</td><td>5,000.00 RON</td><td>1</td><td></td><td>Debit Memo</td></th<>	9083350000	Oct 22, 2023	Jul 24, 2023	5,000.00 RON	5,000.00 RON	1		Debit Memo
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ie de la de								
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Bits Attount Bata Internation Bata Bata Attounts Bata Case ID- Bata Attount Constant Parson Successory Successory Constant Parson	Invoice : 90823000	14						Reference Invoice: 9082300014
Intendition Band the gas de service	Gross Amount Tax 2,000.00 RON 0.00 RC	Net Amount Status DN 2,000.00 RON Open						
Details for Dispute Additional Basic Information Additional Case ID Dispated Annount: 200000 73933 Dispated Annount: 200000 73933 Context Person: Jan 23, 2024 Reference: Status: Context Person: J1 New - PLASEA ASSIGN ! Context Person: Cause: Context Person: 0005 Damage Context Person: Attachments for Dispute (o) Uptoal	Information Items	Attachments Dispute ~						
Baic Information Additional Cose ID 0000073933 Dispated Annount: 2,0000 RON Created On: 3,0023 Context Person Jan 23, 2024 Image: Context Person Statum: 10 New - PLASEA SSIGN ! Reference: Cause: 0005 Context Person Cause: 0005 Context Person Attachments for Dispute (o) Lupote Cause: 0005 Lupote Statum: 0005 Context Person Cause: 0005 Context Person	Details for Dispute							
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Any time, the MSD team update the status of the dispute, changes will be visible in the dispute link.

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Invoice Details	
Invoice : 9082300014	Reference Invoice: 9082300014
Gross Amount Tax Net Amount Status 2,000,00 RON 0.00 RON 2,000,00 RON Open	
Information Items Attachments Dispute ~	
Attachments for Dispute	
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No files found. Drop files to upload, or use the "Upload" button.	
Notes for Dispute	
Post something here Dierce: Ordered 100.20 were damaged.	>
Jan 23, 2024, 12:12:20 PM	

In case of product complaints and adverse events, please follow the process informed by MSD QA by email using <u>dpoc.romania@msd.com</u>, <u>cust_service_ro@msd.com</u> and <u>msdroqa@msd.com</u> depending on the complaint category mentioned in the communication.

[Confidential] Informare MSD Romania cu privire la raportarea reclamatiilor calitative/de distributie si a informatiilor legate de Farmacovigilenta

	R Confidential
	Formular de raportare reclamatii calitative_de distributie MSD Romania.xlsx 🗸 21 K8
	Confidential
S	slimați parteneri,
4	wem rugamintea să directionați această informare către toate persoanele responsabile, implicate direct în procesele menționate mai jos.
	In numele Merck Sharp & Dohme Romania și în acord cu prevederile stipulate în documentul "General Terms and Conditions of Sale and Delivery", dorim să vă comunicăm faptul că:
	• Reclamatilie privind calitatea (serializare, produs neconform etc.) produselor furnizate de Merck Sharp & Dohme Romania trebuie raportate in termen de o (1) zi lucrătoare sau trei (3) zile calendaristice, oricare dintre acestea este mai scurtă, după primire din orice sursă, către adresa de e-mail: dpoc.romania@merck.com, adaugănd în copie: cust_service_ro@merck.com și msdroqa@merck.com. De asemenea, se va include în e-mail și fișierul atașat completat cu datele solicitate și poze relevente (cu unitatea neconformă – lot vizibil, poziționarea acesteia în bax-ul colectiv, cu bax-ul colectiv, uclusive ticheta acestuia, cu poziționarea pe palet a bax-ului colectiv) pentru situația reclamată.
	 În cazul unei deviatii de temperatura înregistrate pe timpul transportului su în depozitul dumneavoatră (respectiv, în afara controlului Merck Sharp & Dohme), vă rugăm să trimiteți cât mai curând posibil e-mail-ul de informare câtre dpoc.romania@merck.com adlugând în copie: cust servitog:ro@merck.com și msdroqa@merck.com. Este obligatoriu să incluieții în email defail desprée descrierea evenimentelor: Nume producui să niculuiții în evenimentul Vante producui do studi e un prante descrierea evenimentelor: Nume producui să niculuiții în evenimentul Intervalui de timp în care temperatura a fost în afara condițiilor menționate de producator; valoarea minimă/maximă inregistrată Intervalui de timp în care temperatura a fost în afara condițiilor menționate de producator; valoarea minimă/maximă inregistrată
	• <u>Alte tipuri de reclamatii, referitoare la distributia medicamentelor</u> funizate de Merck Sharp & Dohme România (de exemplu: diferențe cantitative, produse deteriorate etc.), trebuie raportate în soris, î <u>n maxim 24 de ore de la data preluarii produselor din depozitul Alloga Logistics Romania</u> , câtre cust, service_ro@merck.com si msdroag@merck.com. De asemenea, se va include în e-maișt fisienti atașat completa tru datele solicitate, poze relevente (cu unitatea neconformă – lot vzibil, poziționarea acesteia în bas-ul colectiv, cu bas-ul colectiv, inclusiv eticheta acestuia, cu poziționarea pe palet a bas-ului colectiv) pentru situația reclamată. Pentru situațiile în care raportarea se va face mai târziu de intervalui menționat mai sus, este necesară transmiterea motivului pentru care sesizarea a fost anunțată mai tărziu.
	 Informatile legate de Farmacovigilentà (adicà evenimente adverse (EA), reclamatii privind calitatea produsului, alte informatii privind siguranta) trebuie raportate in termen de o (1) zi lucràtoare sau tre (3) zile calendaristice, oricare dintre acestea este mai sourtà, după primire din orice sursă, prin fay/telefon/e-mail securizat, ja datele de contact specificate mai jos. Cumpărătorul va confirma primire raportului intermen de o (1) zi lucrătoare. Dacă nu se primește confirmarea, Cumpărătorul va contacta Merck Sharp & Dohme Romania pentru a determina dacă raportul original trebuie retrimis. Cumpărătorul va păstra o înregistrare a confirmării. Număr de telefon: +4021 552 550 Email: dopoc.romania@merck.com Fax: +4021 318 52 36 Cumpărătorul va fi responsabili șă se asgure că angajații, afiliații sau partenerii terți relevanti au luat la cunostință și sunt instruiți cu privire la responsabilitățile de raportare FV prezentate mai sus.

Va multumim!



Download: From the download menu you can select the invoice(s) you want to download, or you can download all open invoices in PDF format:



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



You will be able to see that 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 in PDF format:

	Gross Amount Tax Net Amount Status 112,586.65 RON 0.00 RON 112,586.65 RON Open					
	Information Items Attachments Dispute V					
	Basic Information	Related Dates				
	Recipient:	Posting Date: Mar 16, 2023				
ļ	Sender: MSD Romania SRL	Payment Baseline Date: Mar 16, 2023				
	Reference: test	Due Date: Jun 14, 2023				
	P.O. Number: test					
	Items (1)					
	Item Product Number Description	Quantity	Unit	Reference	Gross Price	Net Price
	10 1038547 SFI 100M0	VIAL LN8 10.000	EA	828576755/10	112,586.65 RON	112,586.65 RON
(Attachments (1)					<u>+</u>
	9082300001.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.



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en Bills Credit Items	ce 32.97 RON									What's this app? Due Date Indicates the date on which a payment or an invoice is due.
pen Bills (12)	0		0			Oue Date	✓ Crea		6	Invoiced Amount Indicates the original amount of an
Invoice Number	Due Date 🏯	Document Date 😇	Invoiced Amount	Open Amoun	t Payment Amount	Reference	Dispute	Document Type		open bill.
9082300001	Jun 14, 2023	Mar 16, 2023	112,586.65 RON	112,586.65 ROM	4	TEST	Disputed	Invoice	4	Open Amount
9082300007	Jun 15, 2023	Mar 17, 2023	11,258.67 RON	11,258.67 ROM	N	TEST RO MATMAS	Disputed	Invoice		mulcales de amount yet to be cleated.
9082300003	Jul 5, 2023	Apr 6, 2023	33,776.00 RON	33,776.00 ROM	N	TEST333	Disputed	Invoice		Payment Amount Specifies an amount that you want to
9082300004	Jul 16, 2023	Apr 17, 2023	1,000.00 RON	1,000.00 ROM	N	TEST333	Disputed	Invoice		pay for the open bill.
9082300008	Oct 22, 2023	Jul 24, 2023	5,000.00 RON	5,000.00 ROM	4	2	Disputed	Invoice		Dispute
9083350000	Oct 22, 2023	Jul 24, 2023	5,000.00 RON	5,000.00 ROM	4	1		Debit Memo		Indicates the dispute status for an
9082300014	Oct 26, 2023	Jul 28, 2023	2,000.00 RON	2,000.00 ROM	N	ZEEU TESTQ1	Disputed	Invoice		invoice.
9083350003	Oct 26, 2023	Jul 28, 2023	2,000.00 RON	2,000.00 ROM	4	ZEEU TESTQ1	Disputed	Debit Memo		Create Dispute
9082300022	Oct 30, 2023	Aug 1, 2023	112,586.65 RON	112,586.65 ROM	4	TEST		Invoice		create a dispute for an inforce,
9082300027	Oct 31, 2023	Aug 2, 2023	375.00 RON	375.00 ROM	4	т1		Invoice	v	Download Downloads attachments for the
redit Items (2)	Document Type	Due Da	te Documen	t Date ≜ C	Credit Amount 👻	Available Amount	Payment Amount	$\underline{\downarrow}$ \lor Reference	e	selected open bills. Payment Amount Indicates the amount to pay after using credit items.
9083300002	Credit Memo	Oct 22, 20	23 Jul	24, 2023	-5,000.00 RON	-5,000.00 RON	Blocked	9083300002		Reset Changes
9083300006	Credit Memo	Oct 26, 20	23 Jul	28, 2023	-2,000.00 RON	-2,000.00 RON	-2,000.00 RON	ZEEU TESTQ1		Resets all the changes that you have

Manage My Account Master Data

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

If there is any information that should be updated and/or amended, you must contact our Customer Service department at +4021 529 29 00 or via email at <u>cust service ro@msd.com</u>

(MSD Romania SRL)		Q () (CF) (Switch Account)
INFORMATION		
Street Address	P.O. Box Address	Contact
C/O Name: - Street Name: STR P***** House Number: - Postal Code: City: BUCURESTI-SECTOR 1 Country/Region: RO (Romania) Region: 10 (Bucuresti)	P.O. Box: - Postal Code: - Location: -	Phone Number:



Display My Account Statement

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

	🗧 📀 MSD 🛛 Display My Account Statement 🖂												0 CH	
Standard [*] ~														
Acco	unt: *	Status:*		Posting Date:*	Due D	ate:	Document Date		Clearing Date:		Dispute:	Document N	Document Number:	
	MSD Romania S 🕒 Open 🗸			Last 3 Months (Nov	1, 202 🔂		E Q	E.		2		~ [C	
Docu	ment Type:	Amount:		Reference:	Invoice	Reference:								
		C	C		C		CP .					Go	Adapt Filters (3)	
Ite	ems (1)											<u>+</u>	× III [=] 🗇	
	Document Numbe	r Document Type	Status	Period	Due Date	Posting Date 🚔	Document Date	Clearing Date	Amount	Reference	Dispute	Invoice Reference	Open Amount	
	9082300031	Invoice	Open	Dec 2023	Apr 19, 2024	Dec 21, 2023	Dec 21, 2023		2,725.00 RON	TEST ROMAN	IA2		2,725.00 RON	
	2,725.00 RON													

Options available:

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

- Status: Open, Cleared, All
- Posting Date: Date document was posted to account. Choices from the dropdown menu vary by: Single Dates, Date ranges, Months, Years, no Group...
- > **Due Date** : Due Date for the payment. Same choices as for "Posting Date" filter
- > **Document Date**: Date document was issued. Same choices as for "Posting Date" filter
- Clearing Date: Payment date.
- Dispute: Can select "Disputed" to see all invoices for which a dispute was created or "Not disputed".
- > **Document Number**: Correspond to the invoice/credit or payment number
- Document Type: Choices are: Account. Document, Credit Memo, Credit for Returns, Debit Memo, Debit Note, Invoice or Payment
- **Reference**: Purchase Order Number/claim number entered by customer or assigned by default
- Invoice Reference: For invoice with status "payment", an invoice number will appear in the column



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

	<u> </u>	~ III [=] (#
Dispute	Invoice Reference	Open Amount
		2,725.00 RON

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):

	<u> </u>	~ III [=]	e
Dispute	Invoice Reference	Open Amoun	Switch to Aging View
		2,725.00 ROM	N

< 📀 MSD	Display My Account Statement 🗸									() CH
Standard \sim										
Account: * MSD Romania S Document Type:	Status:* Dpen Amount: C C C C C C C C C C C C C	Posting Date:* Last 3 Months (Nov 1, 2 [Reference:	Due Date: Due Date: Invoice Reference: D	Document Date:	٦	Clearing Date:	۵	Dispute:	Document Nu	mber:
Items (1)										
Document Numbe	er Document Type Status	Period	Due Date Posting Date =	Document Date	Clearing Date	Amount R	eference	Dispute	Invoice Reference	Open Amount
> Aging: Overdue by	More Than 60 Days					0.00				
> Aging: Overdue by	31 to 60 Days					0.00				
> Aging: Overdue by	1 to 30 Days					0.00				
> Aging: Due in 0 to	30 Days					0.00				
> Aging: Due in 31 to	o 60 Days					0.00				
> Aging: Due in More	e Than 60 Days					2,725.00 RON				
						2,725.00 RON				

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:

Kate and the second statement of the second statem	Search In: "Anns"	a		🛞 СН		
	Adapt Filters	Reset		•		
Standard v	All	Show Values				
Account:* Status:* Posting Date:*	Search for Filters	Q	Dispute: Doc	ument Number:		
1213 (MSD Romania S 🕒 Open 🗸 Last 3 Months (No	📑 Field	Active				
Document Type: Amount: Reference:	✓ Account*			_		
	✓ Status*	•		Go (Adapt Filters (3)		
	✓ Posting Date*	•				
Items (1)	✓ Due Date					
Document Number Document Type Status Period	Document Date		unt Reference Dispute Invoice Re	ference Open Amount		
> Aging: Overdue by More Than 60 Days	Clearing Date					
> Aging: Overdue by 31 to 60 Days	✓ Dispute					
> Aging: Overdue by 1 to 30 Days	Document Number		.00			
> Aging: Due in 0 to 30 Days	Document Type					
> Aging: Due in 31 to 60 Days	Amount					
> Aging: Due in More Than 60 Days	Reference					
	✓ Invoice Reference		ол			
	Accounting Document					
	Aging					
	Back-End System					
	Cash Discount Amount					
	Cash Discount Due Date					
	Clearing Document					
	Customer Number					
	Debit/Credit Indicator					
	Document Currency					
		OK Cancel				

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

