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

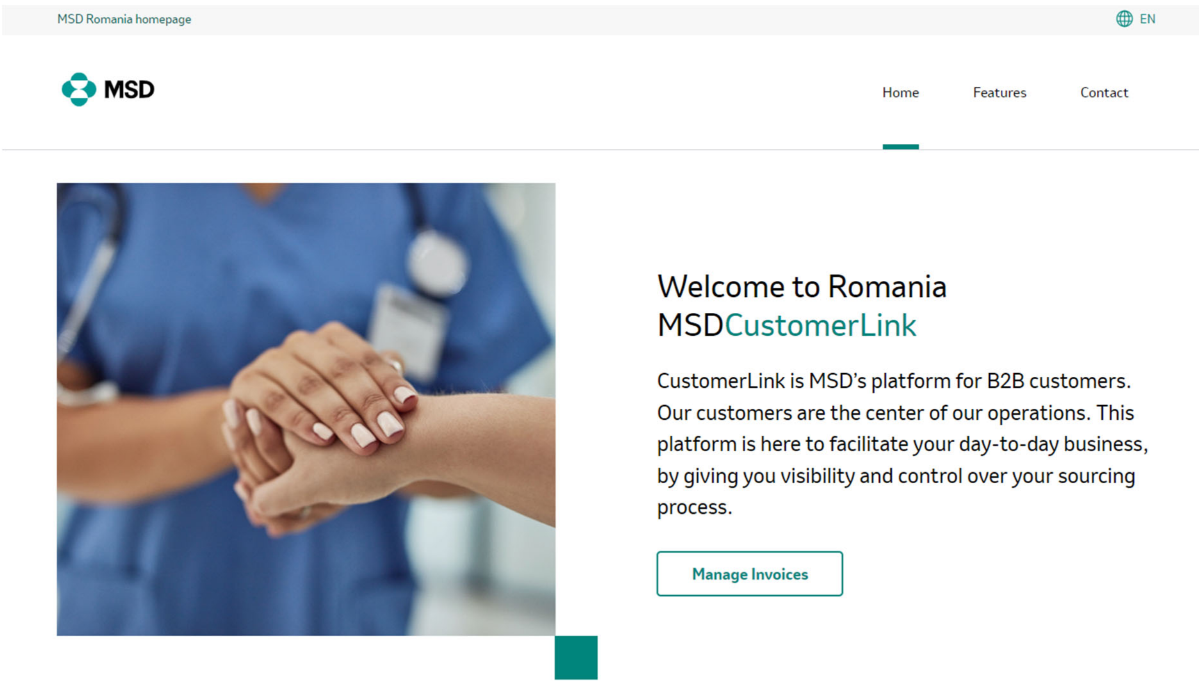
Display My Account Statement:
- Filters available.

Login to the platform

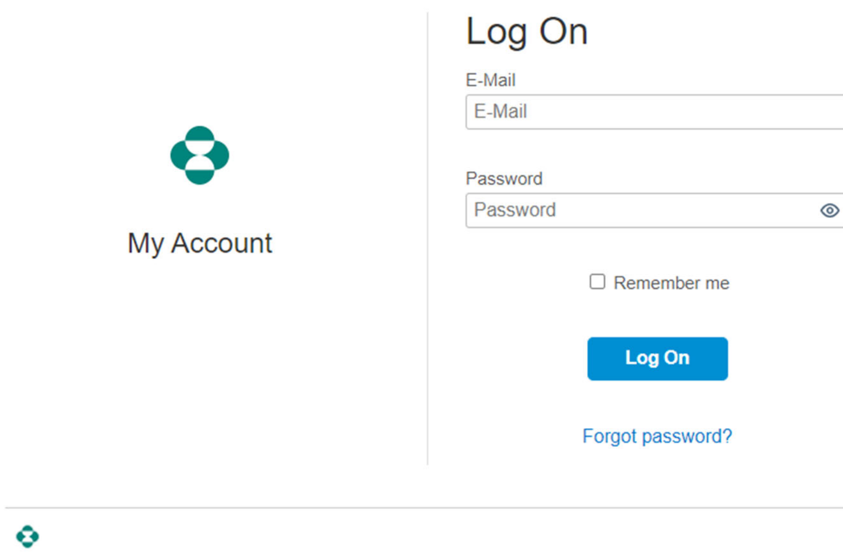
Access to the platform is done through the following website:

https://msdcustomerlink.ro/en/

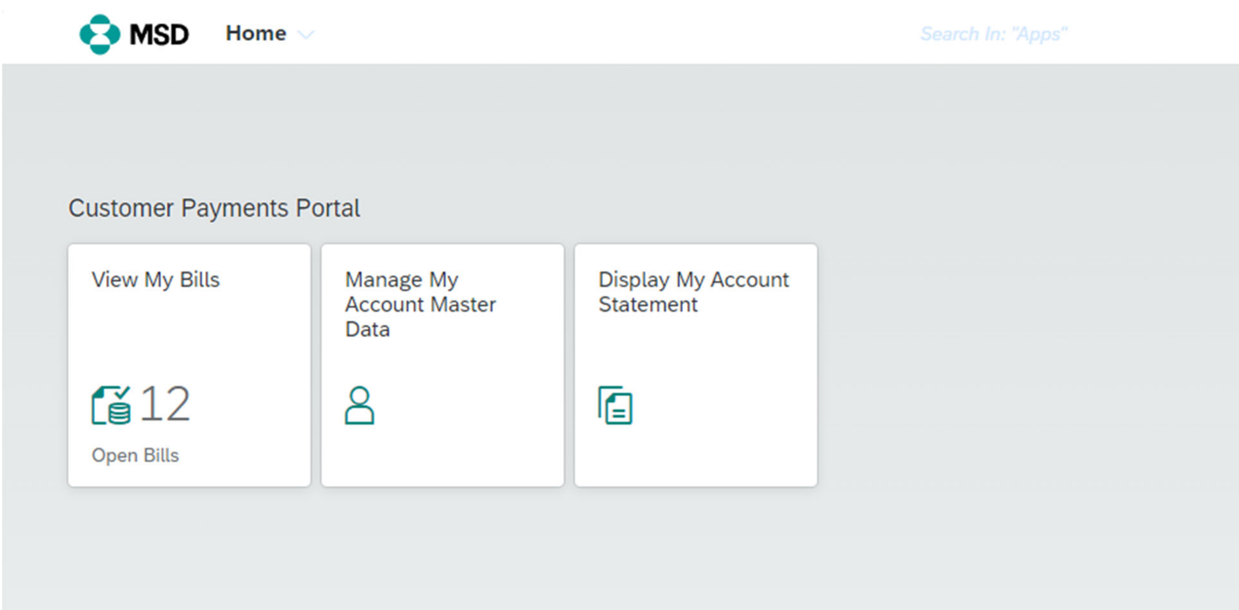
After entering the website, you can login into the customer portal by clicking on “Manage Invoices”.



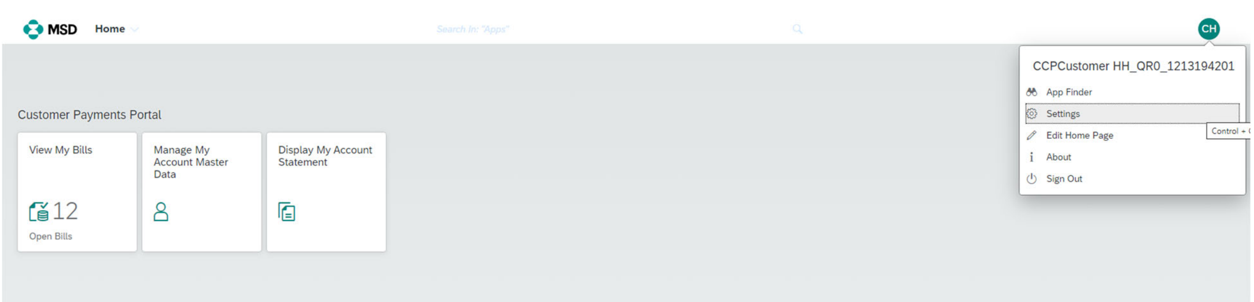
Please login using your credentials.



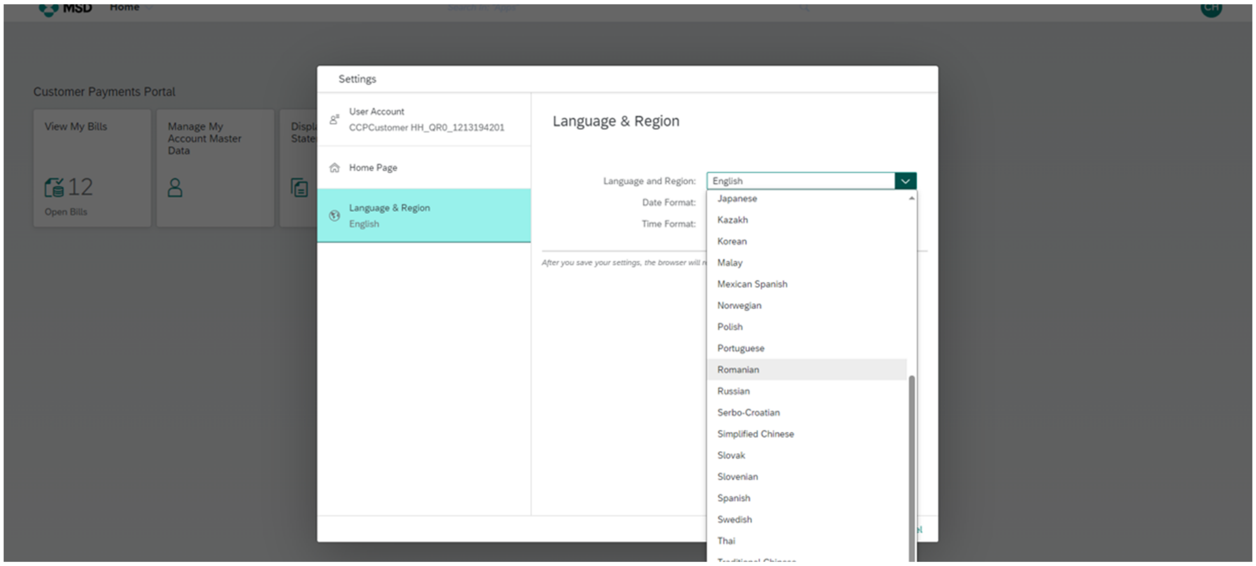
After login, the home page will display the status of your account and different tiles.



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



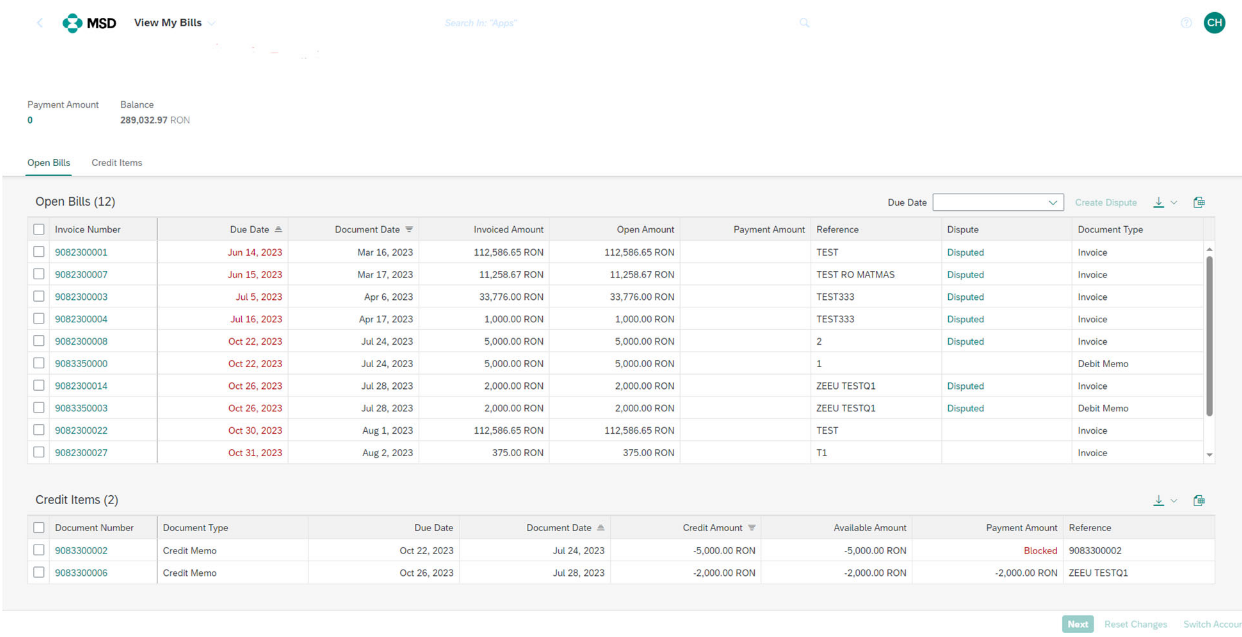
Select the language and click “save”.



View My Bills

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

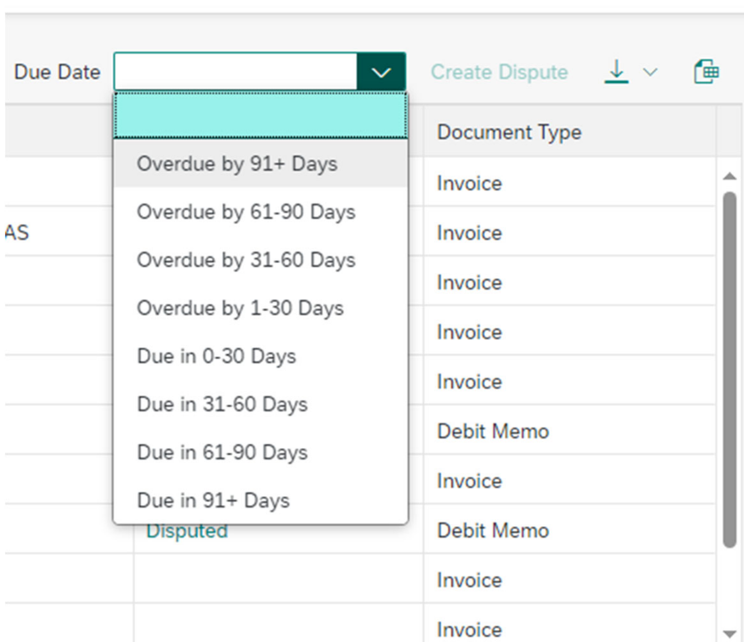
The application will provide you with several actions where you can, for example, see invoices and credit notes details, export the information in Excel format and also open a dispute **(please see comment related to dispute on page 6)** in case of any irregularity in the invoice(s).



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

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

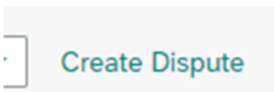
Options Due Date: You can filter open documents by due date (e.g. Due in 0-30 days)

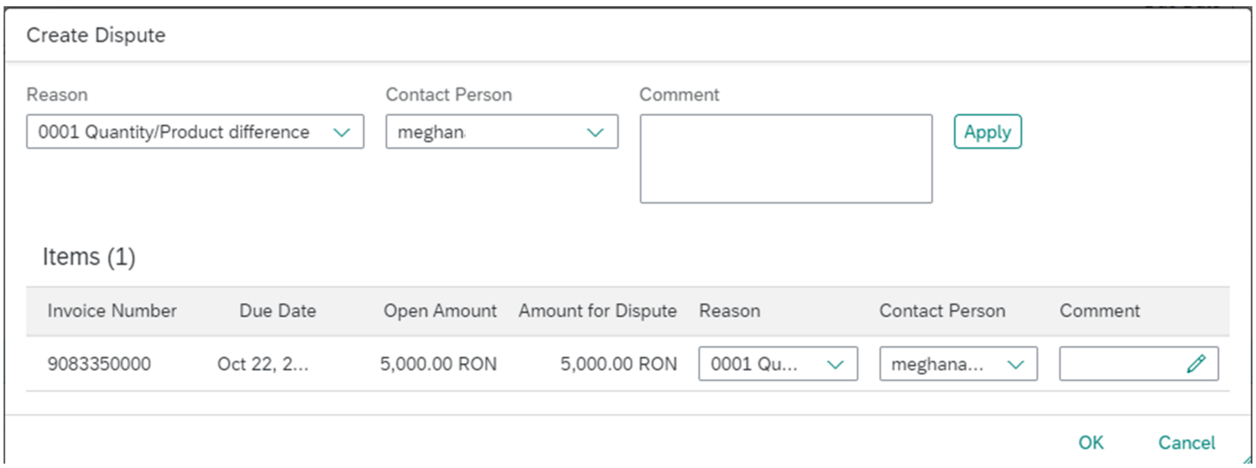


Create Dispute: If there is a discrepancy with an invoice after selecting it, you can create a dispute directly in the portal in order to be analyzed.

You need to select the invoice (1 or more at the same time) and then click on "Create Dispute".

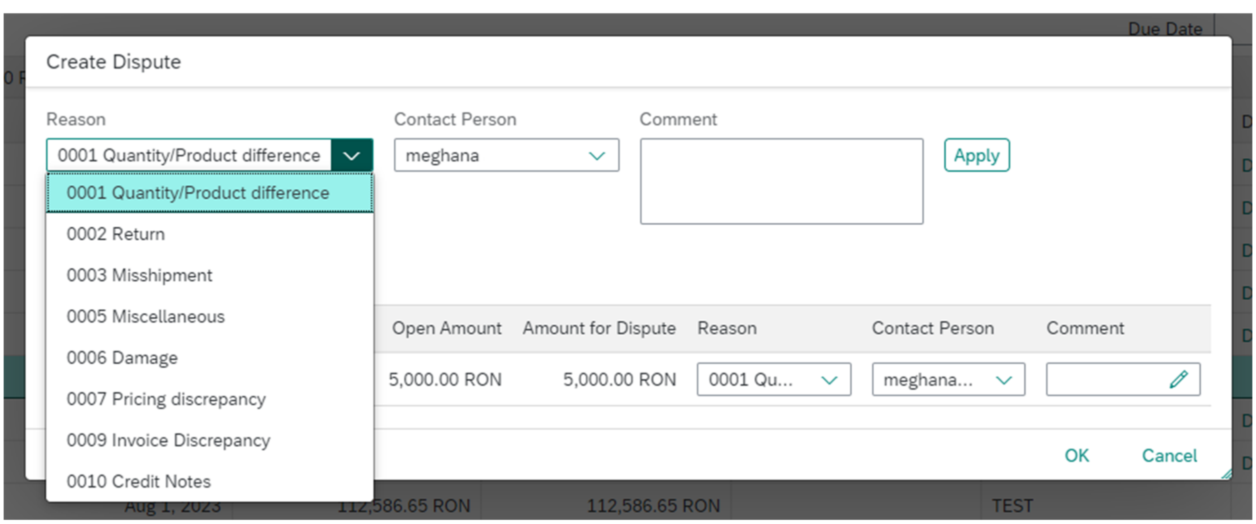
****Please note that Dispute option is applicable only in case customer does not agree to pay the invoice/invoices due to discrepancies mentioned in the reason box.***





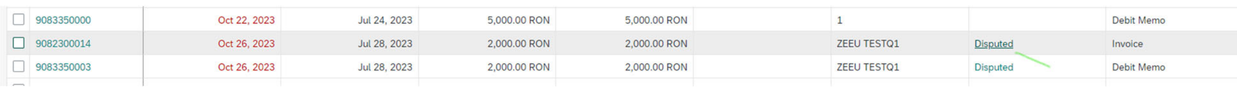
If all invoices have the same reason and comment, they can be modified in the first comment box and click on apply.

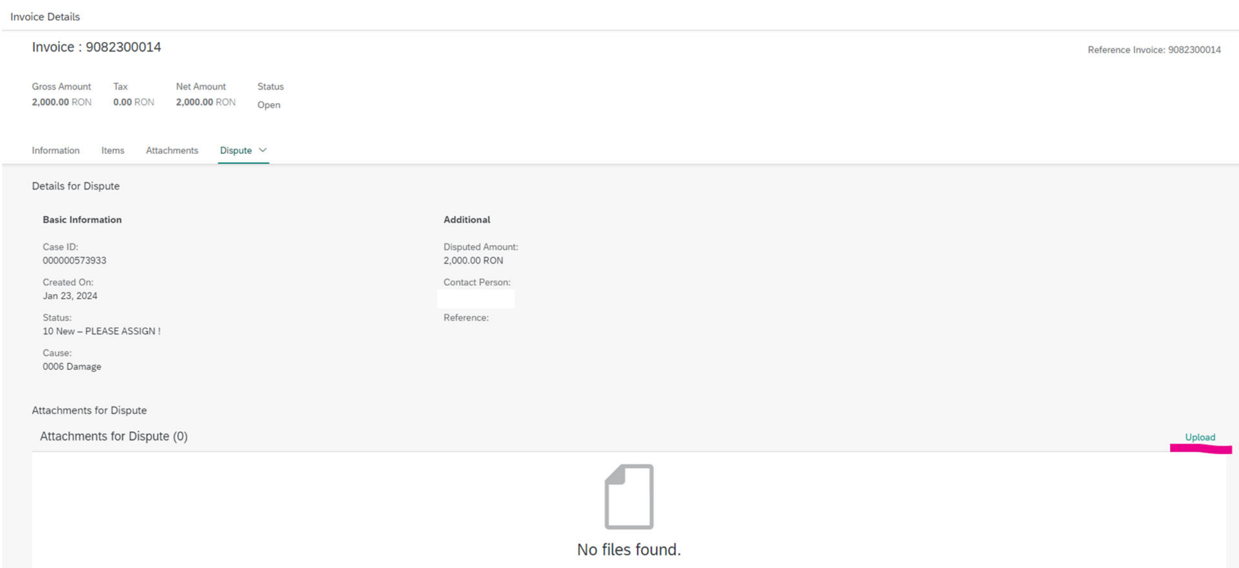
If invoices have different reason/comment, it can be modified line by line.



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”.





Any time, the MSD team update the status of the dispute, changes will be visible in the dispute link.

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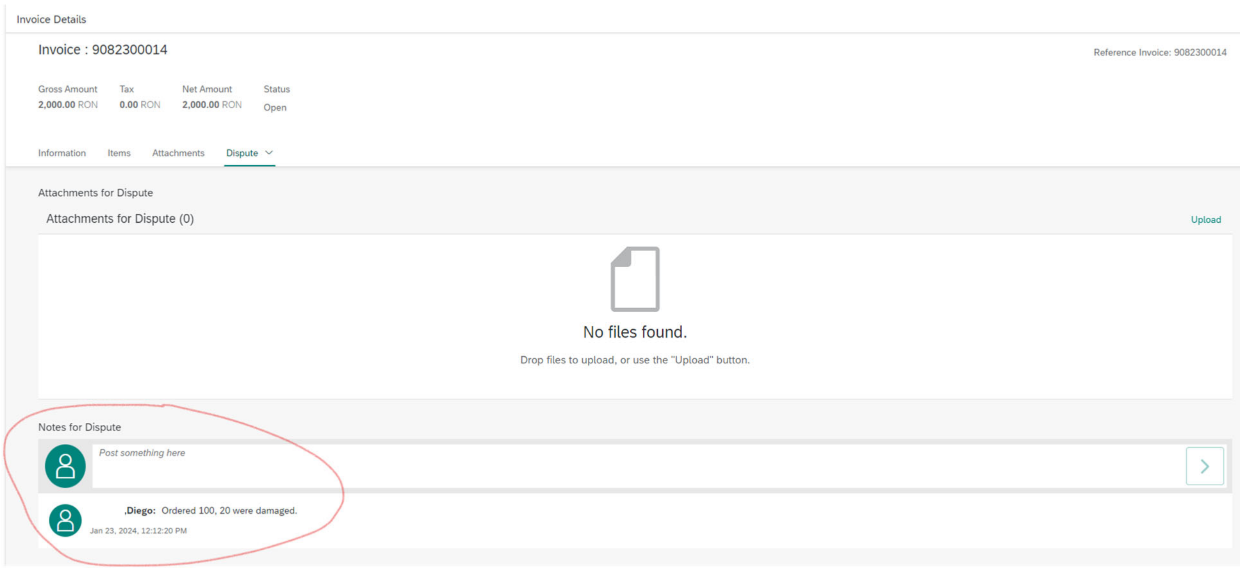


In case of product complaints and adverse events, please follow the process informed by MSD QA by email using dpoc.romania@msd.com , cust_service_ro@msd.com and msdroqa@msd.com depending on the complaint category mentioned in the communication.

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

Confidential

Fomular de raportare reclamatii calitative_de distributie MSD Romania.xlsx
21 KB

Confidential

Stimați parteneri,

Avem rugamintea să directionați această informare către toate persoanele responsabile, implicate direct în procesele menționate mai jos.

În numele Merck Sharp & Dohme România și în acord cu prevederile stipulate în documentul "General Terms and Conditions of Sale and Delivery", dorim să vă comunicăm faptul că:

- **Reclamațiile privind calitatea** (serializare, produs neconform etc.) produselor furnizate de Merck Sharp & Dohme Romania trebuie raportate în 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**, adaugând 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, inclusiv eticheta acestuia, cu poziționarea pe palet a bax-ului colectiv) pentru situația reclamată.

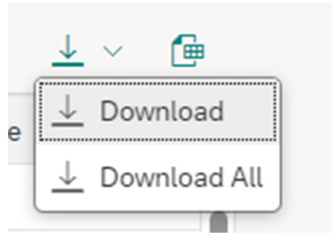
- **În cazul unei deviații de temperatura** înregistrate pe timpul transportului sau în depozitul dumneavoatră (respectiv, în afara controlului Merck Sharp & Dohme), vă rugăm să trimiteți cât mai curând posibil e-mail-ul de informare către **dpoc.romania@merck.com** adăugând în copie: **cust_service_ro@merck.com** și **msdroqa@merck.com**.
  Este obligatoriu să includeți în e-mail detalii despre descrierea evenimentelor:
  a. Nume produs, lot, dată expirare, cantitate impactată
  b. Unde s-a înregistrat evenimentul
  c. Intervalul de timp în care temperatura a fost în afara condițiilor menționate de producator; valoarea minimă/maximă inregistrată
  d. Daca produsul a fost blocat în carantină
  Documente necesare: înregistrari de temperatură.

- **Alte tipuri de reclamații, referitoare la distribuția medicamentelor** furnizate de Merck Sharp & Dohme România (de exemplu: diferențe cantitative, produse deteriorate etc.),trebuie raportate în scris, în maxim 24 de ore de la data preluarii produselor din depozitul Alloga Logistics Romania, către **cust_service_ro@merck.com** si **msdroqa@merck.com**.
  De asemenea, se va include în e-mail și fișierul atașat completat cu datele solicitate, poze relevente (cu unitatea neconformă – lot vizibil, poziționarea acesteia în bax-ul colectiv, cu bax-ul colectiv, inclusiv eticheta acestuia, cu poziționarea pe palet a bax-ului colectiv) pentru situația reclamată.
  Pentru situațiile în care raportarea se va face mai târziu de intervalul menționat mai sus, este necesară transmiterea motivului pentru care sesizarea a fost anunțată mai târziu.

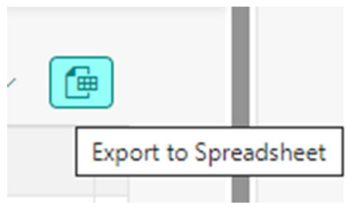
- **Informațiile legate de Farmacovigilență (adică evenimente adverse (EA), reclamații privind calitatea produsului, alte informații privind siguranța)** trebuie raportate in termen de o (1) zi lucrătoare sau trei (3) zile calendaristice, oricare dintre acestea este mai scurtă, după primire din orice sursă, prin fax/telefon/e-mail securizat, la datele de contact specificate mai jos.
  Cumpărătorul va confirma primirea raportului în termen 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 529 29 00
  Email: dpoc.romania@merck.com
  Fax: +4021 318 52 36
  Cumpărătorul va fi responsabil să se asigure 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!

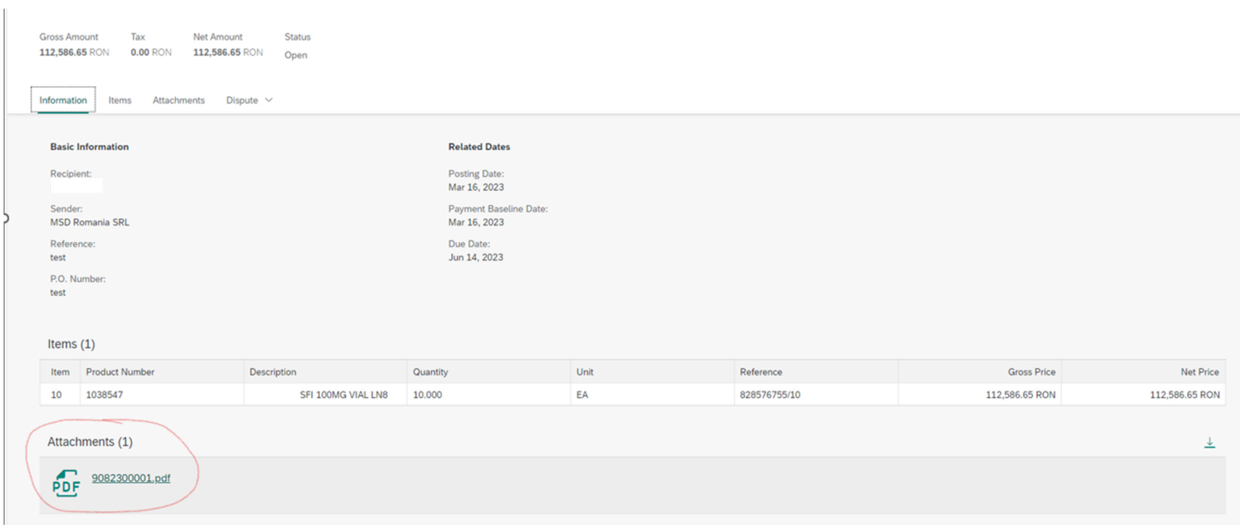
Download: From the download menu you can select the invoice(s) you want to download, or you can download all open invoices in PDF format:



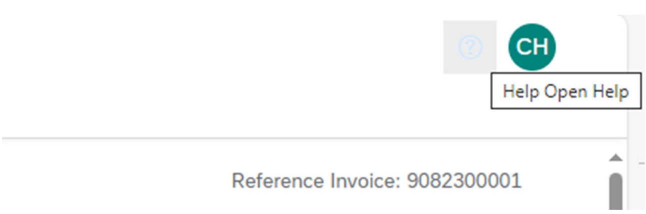
Export to Spreadsheet: By clicking this field the system will export the list of open invoices in Excel format.

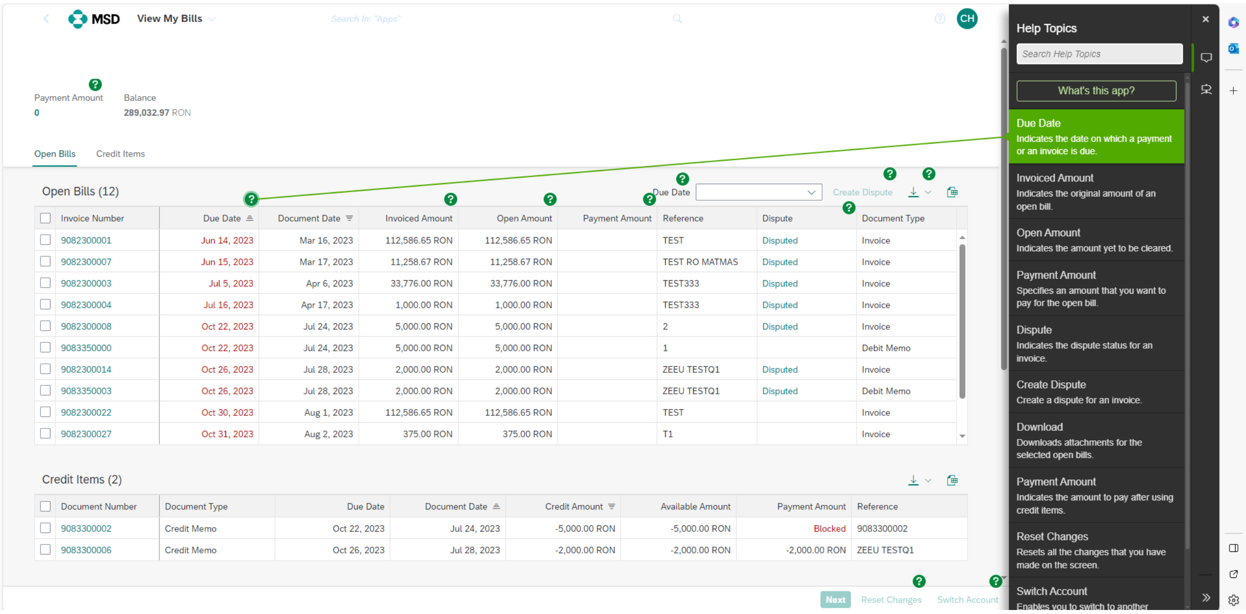


You will be able to see that the invoices and credit memos are hyperlinks. If you click on the invoice/credit memo you will have access to the invoice details, as well as check the copy of the invoice online in PDF format:



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.

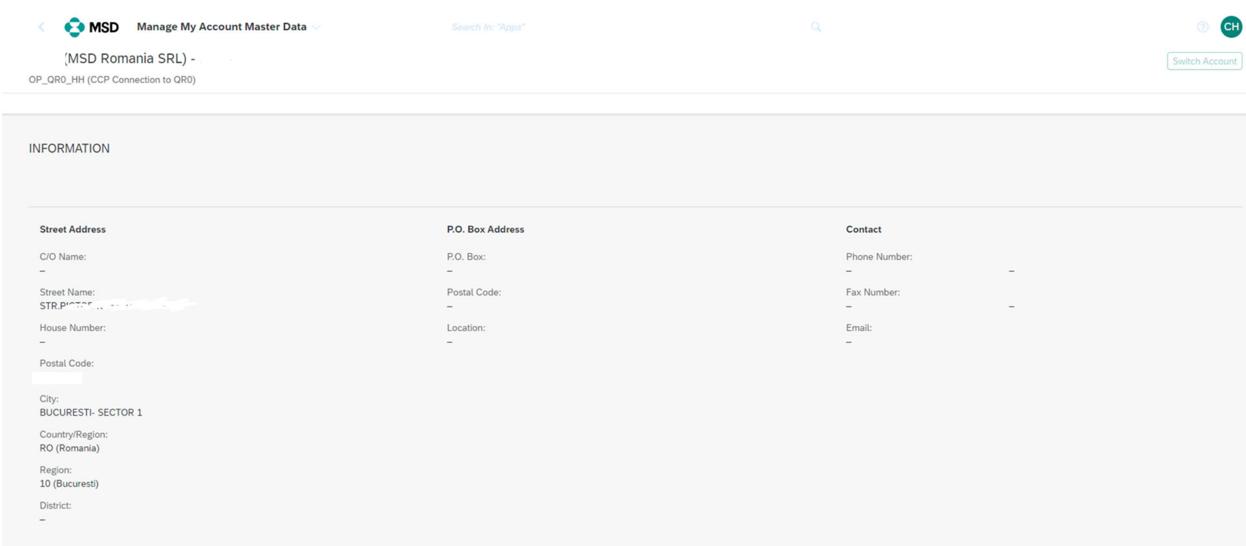




Manage My Account Master Data

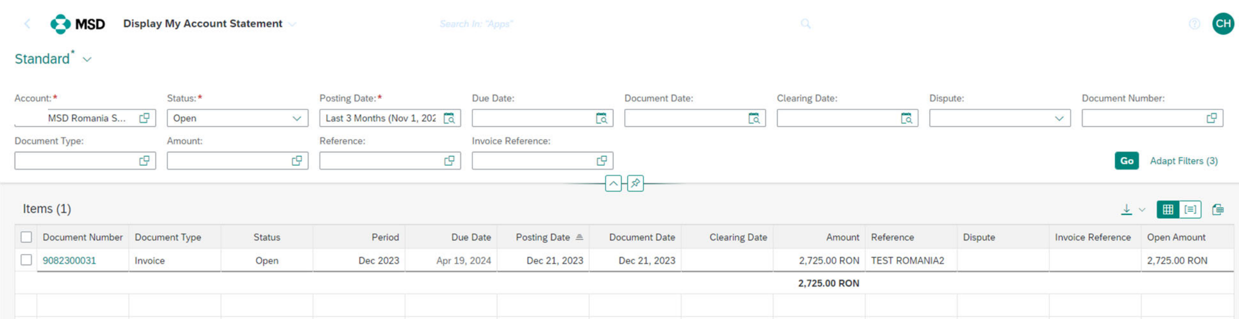
In this tile you can check your general MSD account details such as address, contacts, etc.

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 cust_service_ro@msd.com



Display My Account Statement

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

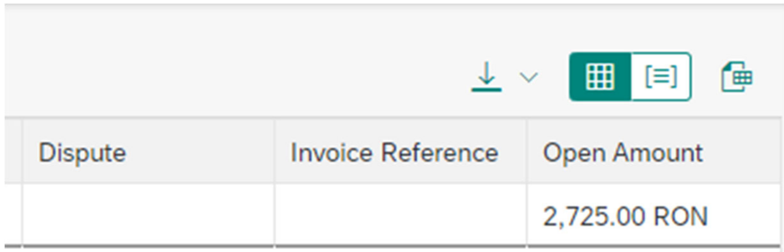


Options available:

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

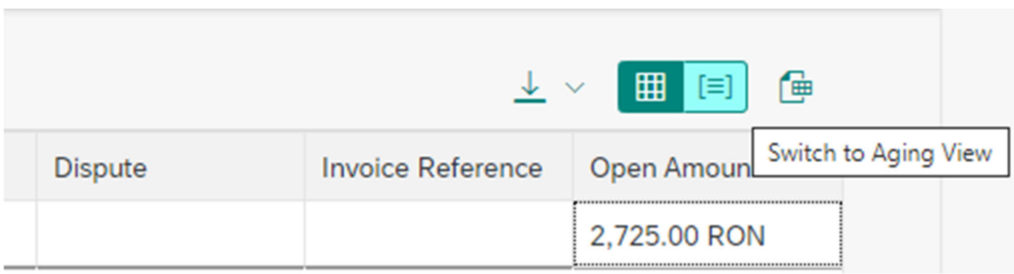
- **Status**: Open, Cleared, All
- **Posting Date**: Date document was posted to account. Choices from the dropdown menu vary by: Single Dates, Date ranges, Months, Years, no Group…
- **Due Date** : Due Date for the payment. Same choices as for "Posting Date" filter
- **Document Date**: Date document 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

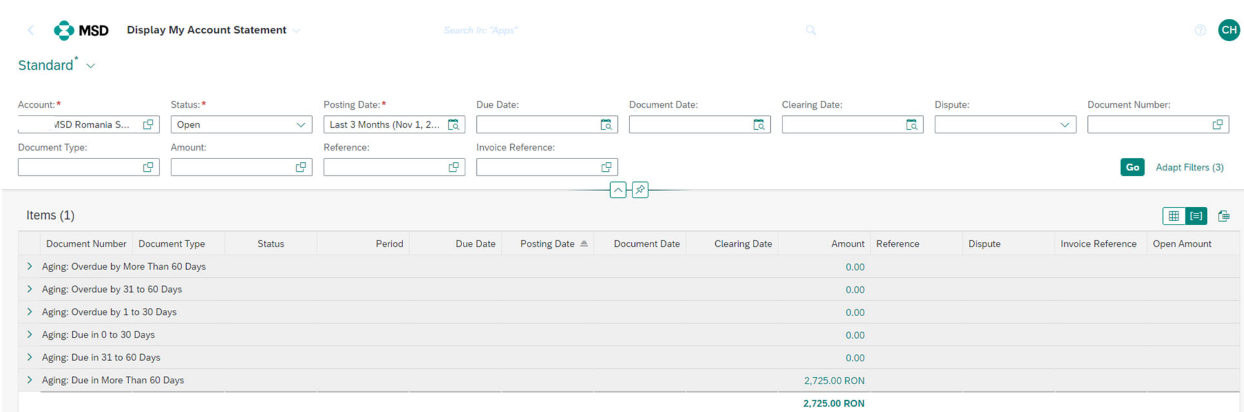
In the list of documents, you can see that you have 3 icons available:



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):

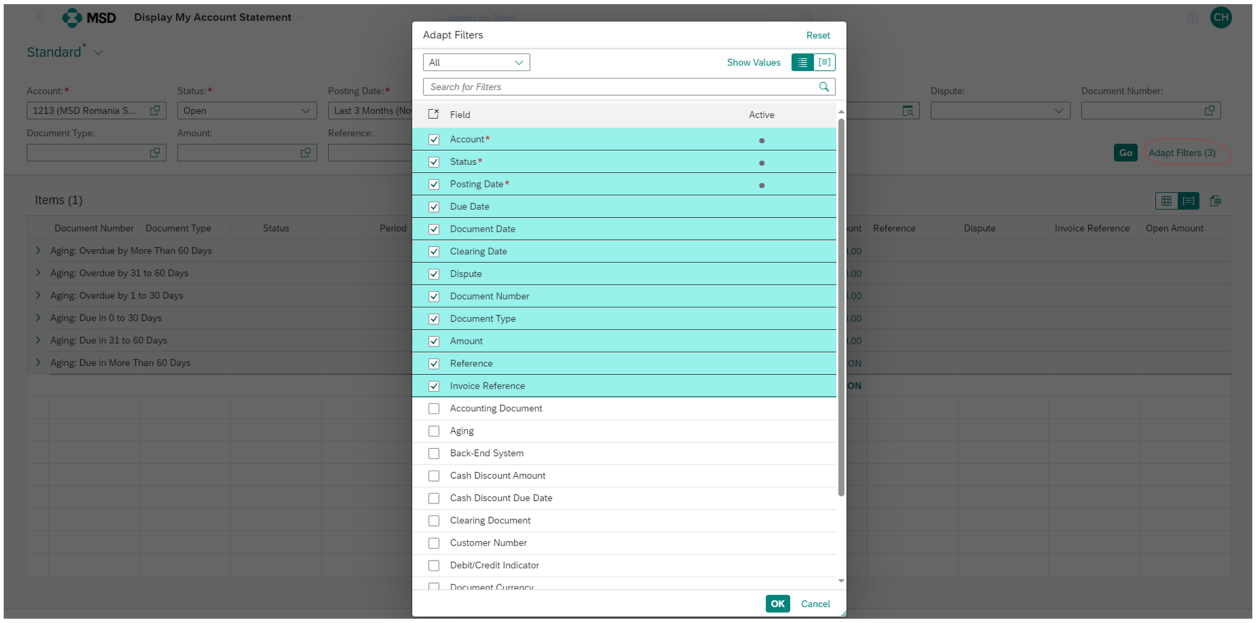




When you drill down on the line, the details of the documents will be shown.

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:



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