



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.fi>

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


My Account

Log On

E-Mail


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




Open bills cannot be...

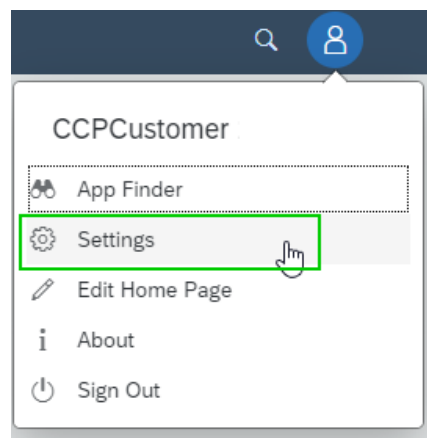
Display My Account Statement



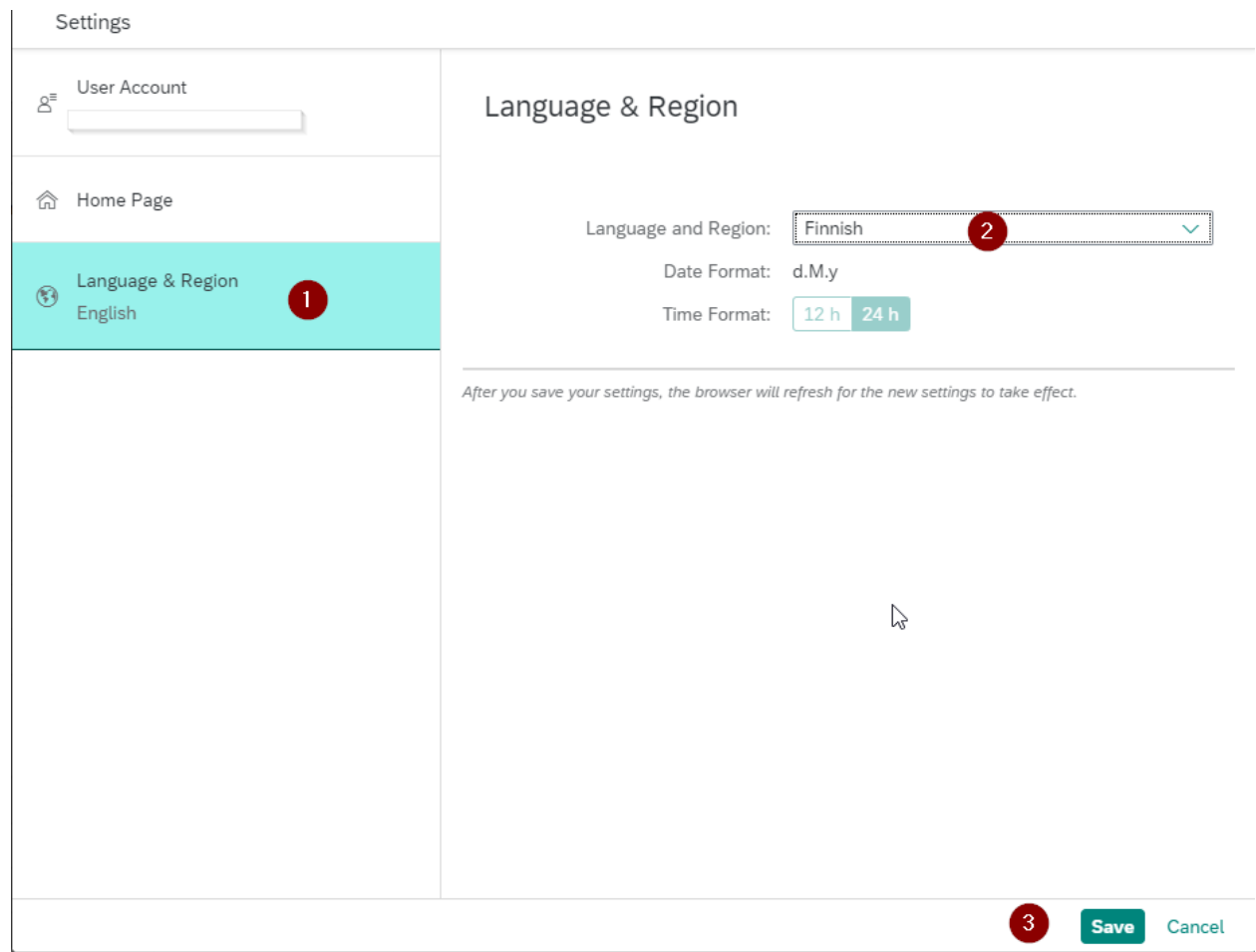
Manage My Account Master Data



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



Inside settings you select Finnish 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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OP_QR0_HH

Payment Amount Balance 06 EUR

Open Bills Credit Items

Open Bills (42)

Due Date Create Dispute

<input type="checkbox"/> Invoice Number	Document Type	Invoiced Amount	Cash Discount Am...	Cash Discount Du...	Dispute	Document Date	Due Date	Open Amount	Payment Amount	Reference	Document Header...
<input type="checkbox"/> 85241	Invoice	4.27 EUR			Disputed	Oct 28, 2022	Jan 9, 2023	4.27 EUR			ICT_2022
<input type="checkbox"/> 85241	Invoice	8.05 EUR				Oct 26, 2022	Jan 9, 2023	8.05 EUR			ICT_2022
<input type="checkbox"/> 85241	Invoice	7.84 EUR				Oct 25, 2022	Jan 9, 2023	7.84 EUR			ICT_2022
<input type="checkbox"/> 85241	Invoice	9.89 EUR				Oct 20, 2022	Jan 9, 2023	9.89 EUR			ORDER
<input type="checkbox"/> 85241	Invoice	8.60 EUR				Oct 19, 2022	Jan 9, 2023	8.60 EUR			ICT_2022
<input type="checkbox"/> 85241	Invoice	0.81 EUR				Oct 17, 2022	Jan 9, 2023	0.81 EUR			ICT_2022
<input type="checkbox"/> 85241	Invoice	6.15 EUR				Oct 13, 2022	Jan 9, 2023	6.15 EUR			ICT_2022
<input type="checkbox"/> 85241	Invoice	8.30 EUR				Oct 13, 2022	Jan 9, 2023	8.30 EUR			ICT_2022
<input type="checkbox"/> 85241	Invoice	8.73 EUR				Oct 11, 2022	Jan 9, 2023	8.73 EUR			ICT_2022
<input type="checkbox"/> 85241	Invoice	8.19 EUR				Oct 11, 2022	Jan 9, 2023	8.19 EUR			ICT_2022

Credit Items (5)

<input type="checkbox"/> Document Number	Document Type	Due Date	Document Date	Credit Amount	Available Amount	Payment Amount	Reference	Cash Discount Amount	Cash Discount Due Date
<input type="checkbox"/> 85321	Credit Memo	Dec 9, 2022	Dec 9, 2022	36.69 EUR	36.69 EUR	89 EUR	ISPITAL		
<input type="checkbox"/> 85321	Credit Memo	Dec 9, 2022	Dec 9, 2022	32.85 EUR	32.85 EUR	85 EUR	ISPITAL		

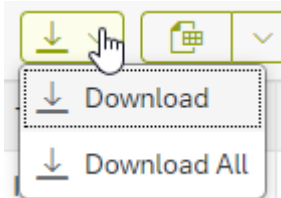
Options:

Due in

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 : 85241

Reference Invoice: 85241

Gross Amount

Tax

Cash Discount Amount

Net Amount

Status

8.05 EUR

6.19 EUR

0.00 EUR

1.86 EUR

Open

Information

Items

Attachments

Basic Information

Recipient:

OY

Sender:

MSD Finland Oy

Reference:

OCT_2022

P.O. Number:

OCT_2022

Related Dates

Posting Date:

Oct 26, 2022

Payment Baseline Date:

Oct 31, 2022

Due Date:

Jan 9, 2023

Items (1)

Item	Product Number	Description	Quantity	Unit	Reference	Gross Price	Net Price
110	1010127	JANUVIA 100MG 2X14TAB FIN/SWE	1661.000	EA	828225	05 EUR	86 EUR

Attachments (1)

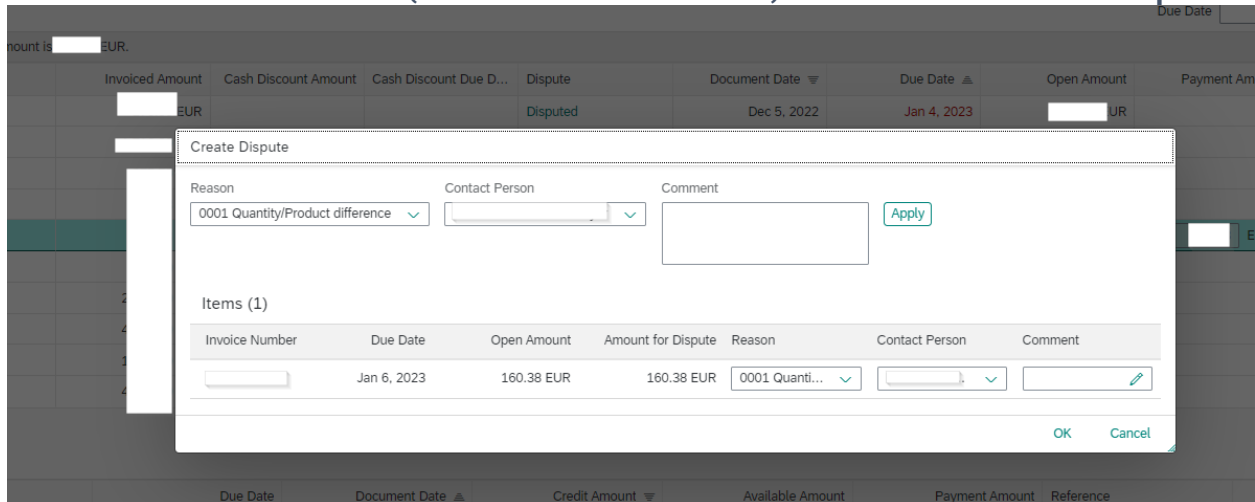
PDF

8524

.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: []

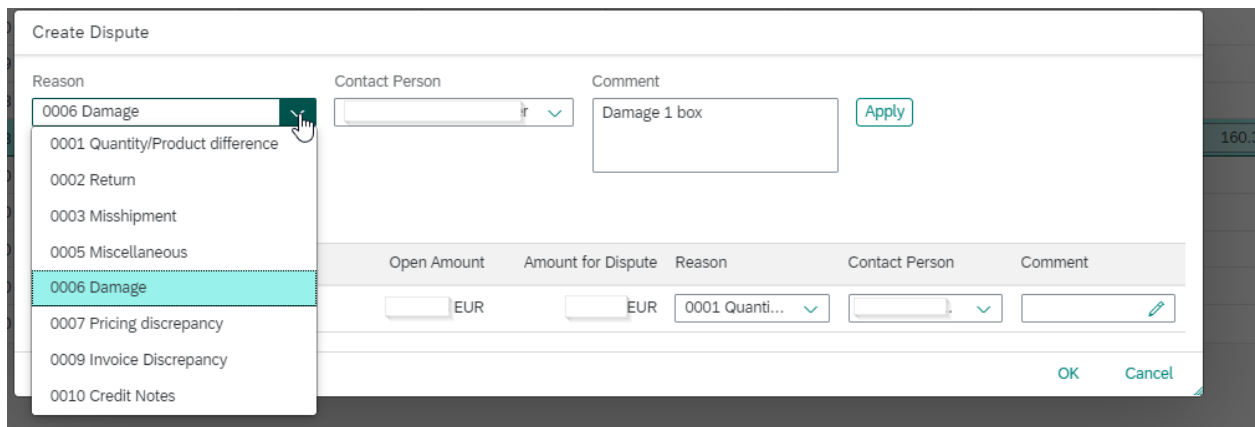
Items (1)

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

Due Date | Document Date | Credit Amount | Available Amount | Payment Amount | Reference

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.



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

>

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OP_QRO_HH

INFORMATION

Street Address

C/O Name:

Street Name:

House Number:
-

Postal Code:

City:

Country/Region:
FI (Finland)

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

Account:*

Status:*

Posting Date:*

Due Date:

Document Date:

Clearing Date:

Dispute:

Document Number:

1158 (MSD Finland Oy) ...

All

Last 2 Years (Jan 1, 2022...)

Document Type:

Amount:

Reference:

Invoice Reference:

Go

Adapt Filters (3)

Items (495)

Document N...

Document Type

Status

Period

Due Date

Posting D...

Document Date

Clearing Date

Amount

Reference

Dispute

Invoice Refer...

Cash Discou...

Cash Discou...

Open Amount

8524

Invoice

Cleared

Jan 2022

Apr 11, 2022

Jan 4, 2022

Jan 4, 2022

Apr 12, 2022

9.90 EUR

LM

8524

Invoice

Cleared

Jan 2022

Apr 11, 2022

Jan 6, 2022

Jan 6, 2022

Apr 12, 2022

5.32 EUR

MB

8524

Invoice

Cleared

Jan 2022

Apr 11, 2022

Jan 6, 2022

Jan 6, 2022

Apr 12, 2022

1.48 EUR

8524

Invoice

Cleared

Jan 2022

Apr 11, 2022

Jan 6, 2022

Jan 6, 2022

Apr 12, 2022

5.89 EUR

MB

8524

Invoice

Cleared

Jan 2022

Apr 11, 2022

Jan 6, 2022

Jan 6, 2022

Apr 12, 2022

5.02 EUR

MB

8524

Invoice

Cleared

Jan 2022

Apr 11, 2022

Jan 7, 2022

Jan 7, 2022

Apr 12, 2022

8.78 EUR

MB

8524

Invoice

Cleared

Jan 2022

Apr 11, 2022

Jan 7, 2022

Jan 7, 2022

Apr 12, 2022

4.63 EUR

LM

8524

Invoice

Cleared

Jan 2022

Apr 11, 2022

Jan 7, 2022

Jan 7, 2022

Apr 12, 2022

6.20 EUR

Y M...

8524

Invoice

Cleared

Jan 2022

Apr 11, 2022

Jan 7, 2022

Jan 7, 2022

Apr 12, 2022

0.50 EUR

Y M...

8524

Invoice

Cleared

Jan 2022

Apr 11, 2022

Jan 7, 2022

Jan 7, 2022

Apr 12, 2022

7.85 EUR

Y M...

8532

Credit Memo

Cleared

Jan 2022

Jan 7, 2022

Jan 7, 2022

Jan 7, 2022

Feb 8, 2022

6.99 EUR

HOS...

8532

Credit Memo

Cleared

Jan 2022

Jan 7, 2022

Jan 7, 2022

Jan 7, 2022

Feb 8, 2022

8.74 EUR

HOS...

8532

Credit Memo

Cleared

Jan 2022

Jan 7, 2022

Jan 7, 2022

Jan 7, 2022

Feb 8, 2022

5.16 EUR

HOS...

8532

Credit Memo

Cleared

Jan 2022

Jan 7, 2022

Jan 7, 2022

Jan 7, 2022

Feb 8, 2022

9.35 EUR

HOS...

1400

Payment

Cleared

Jan 2022

Jan 11, 2022

Jan 11, 2022

Jan 11, 2022

Jan 11, 2022

9.67 EUR

IO32...

1400

Payment

Cleared

Jan 2022

Jan 11, 2022

Jan 11, 2022

Jan 11, 2022

Jan 11, 2022

4.30 EUR

IO32...

1400

Payment

Cleared

Jan 2022

Jan 11, 2022

Jan 11, 2022

Jan 11, 2022

Jan 11, 2022

6.86 EUR

IO32...

1400

Payment

Cleared

Jan 2022

Jan 11, 2022

Jan 11, 2022

Jan 11, 2022

Jan 11, 2022

6.00 EUR

IO32...

1.71 EUR

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:

