



# Customer Portal

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## Quick Use Manual

### Login to the platform

- Access to the portal

### Pay 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

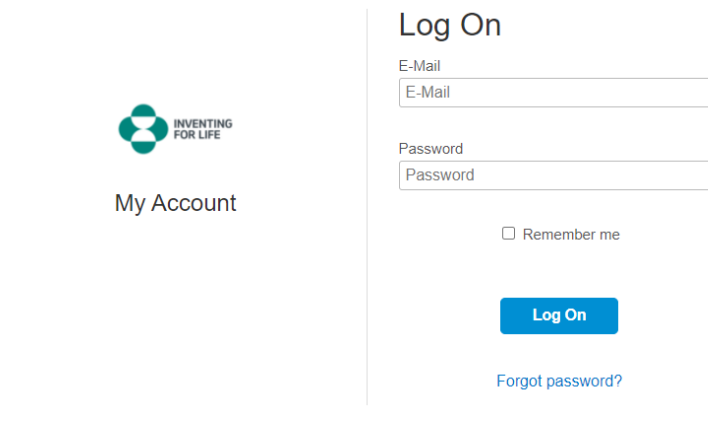
### Display My Account Statement:

- Filters available.

## Login to the platform

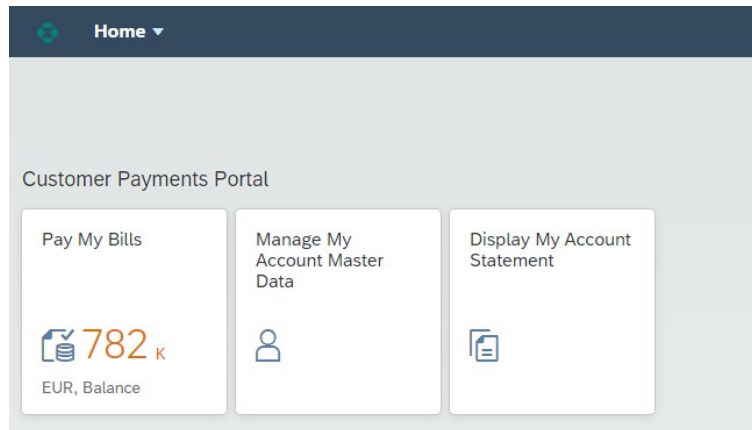
Login to the platform is done through the following website: [myaccount-hh.msd.com](https://myaccount-hh.msd.com).

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



The screenshot shows the login interface. On the left, there is the MSD logo and the text "My Account". 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" and a blue "Log On" button. At the bottom right, there is a link for "Forgot password?".

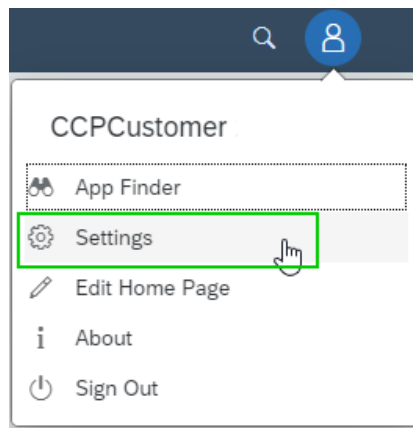
After login will be shown the home page with the status of your account and different tiles:



The screenshot shows the home page of the Customer Payments Portal. At the top, there is a "Home" dropdown menu. Below it, the page is titled "Customer Payments Portal" and contains three main tiles:

- Pay My Bills:** Shows a balance of 782 k EUR.
- Manage My Account Master Data:** Represented by a person icon.
- Display My Account Statement:** Represented by a document icon.

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



The screenshot shows the user profile menu in the top right corner. The menu is titled "CCPCustomer" and contains the following options:



- App Finder
- Settings** (highlighted with a green box and a mouse cursor)
- Edit Home Page
- About
- Sign Out



## 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)

Open Bills (85)

Due in  Create Dispute  

<input type="checkbox"/>	Invoice Number	Due Date 	Document Date 	Invoiced Amount	Open Amount	Cash Discount A...	Cash Discount D...	Payment Amount	Reference	Dispute	Type
<input type="checkbox"/>	:106	Dec 4, 2021	Nov 4, 2021	2,937.42 EUR	2,937.42 EUR				4100750098		Invoice
<input type="checkbox"/>	:107	Dec 4, 2021	Nov 4, 2021	7,706.72 EUR	7,706.72 EUR				4100750098		Invoice
<input type="checkbox"/>	:108	Dec 4, 2021	Nov 4, 2021	678.29 EUR	678.29 EUR				4100750098		Invoice
<input type="checkbox"/>	:109	Dec 4, 2021	Nov 4, 2021	2,342.60 EUR	2,342.60 EUR				4100750099		Invoice
<input type="checkbox"/>	:110	Dec 4, 2021	Nov 4, 2021	452.20 EUR	452.20 EUR				4100750099		Invoice
<input type="checkbox"/>	:111	Dec 4, 2021	Nov 4, 2021	70,063.79 EUR	70,063.79 EUR				4100750087		Invoice
<input type="checkbox"/>	:146	Dec 4, 2021	Nov 4, 2021	909.69 EUR	909.69 EUR				4100750101		Invoice
<input type="checkbox"/>	:175	Dec 5, 2021	Nov 5, 2021	12,154.22 EUR	12,154.22 EUR				4100750099		Invoice
<input type="checkbox"/>	:176	Dec 5, 2021	Nov 5, 2021	6,466.37 EUR	6,466.37 EUR				4100750097		Invoice
<input type="checkbox"/>	:177	Dec 5, 2021	Nov 5, 2021	26,562.11 EUR	26,562.11 EUR				4100750087		Invoice

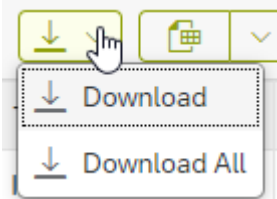
Options:

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 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:

Gross Amount EUR    Tax EUR    Cash Discount Amount EUR    Net Amount EUR    Status Open

**Information**    Items    Attachments

**Basic Information**

Recipient :  
  
Sender:  
MSD (Portugal) Lda.  
  
Reference:  
  
P.O. Number:

**Related Dates**

Posting Date:  
Nov 24, 2021  
  
Payment Baseline Date:  
Nov 24, 2021  
  
Due Date:  
Dec 24, 2021

**Items**

Items (1)

Item	Product Number	Description	Quantity	Unit	Reference
90	1038336	PNEUMOVAX 23 SOL INJ 1 SE...	15.000	EA	

**Attachments**

Attachments (1)

 7470183047.pdf

## 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.

INFORMATION
BANK

Street Address	P.O. Box Address	Contact
Name: -	P.O. Box: -	Phone Number / Extension: -
Street Name: -	Postal Code: -	Fax Number / Extension: -
House Number: -	Location: -	Email: -
District: -		
Postal Code: -		
City: -		

**BANK**

Bank C...	BIC/SWIFT	IBAN	Bank Account	Bank Name	Branch	Account Holder	Collection Authorization	SEPA Mandate
No data								

## Display My Account Statement

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

Standard\* ▾

Account: \* MSD (Portugal) Lda. - P... ▾    Status: \* Open ▾    Posting Date: \* To Today (Jan 1, 1970 - ... 📅    Due Date: 📅    Document Date: 📅    Clearing Date: 📅    Document Nu: 📅

Type: 📅    Amount: 📅    Go

Items (90)

Document Num...	Type	Status	Period	Due Date	Posting Date	Document Date	Clearing Date	Amount	Reference	Dispute
7470182770	Invoice	Open	Nov 2021	Dec 18, 2021	Nov 18, 2021	Nov 18, 2021		198.27 EUR	4100752733	
7470182804	Invoice	Open	Nov 2021	Dec 18, 2021	Nov 18, 2021	Nov 18, 2021		10,852.70 EUR	4100752732	
7470182805	Invoice	Open	Nov 2021	Dec 18, 2021	Nov 18, 2021	Nov 18, 2021		7,009.04 EUR	4100752738	
7470182823	Invoice	Open	Nov 2021	Dec 19, 2021	Nov 19, 2021	Nov 19, 2021		591.53 EUR	4100752738	
7470183036	Invoice	Open	Nov 2021	Dec 24, 2021	Nov 24, 2021	Nov 24, 2021		46,804.64 EUR	4100753918	
7470183037	Invoice	Open	Nov 2021	Dec 24, 2021	Nov 24, 2021	Nov 24, 2021		4,069.76 EUR	4100753918	
7470183038	Invoice	Open	Nov 2021	Dec 24, 2021	Nov 24, 2021	Nov 24, 2021		2,405.56 EUR	4100753918	
7470183039	Invoice	Open	Nov 2021	Dec 24, 2021	Nov 24, 2021	Nov 24, 2021		69,401.30 EUR	4100753914	Disputed

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.

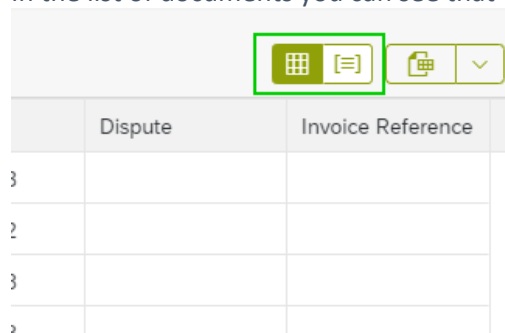
**Due Date :** Due Date. Same filter as issue but for due date.

**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:



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								6,815.39 EUR
> Aging: Overdue by 31 to 60 days								-67.74 EUR
> Aging: Overdue by 1 to 30 days								613,784.11 EUR
> Aging: Due in 0 to 30 days								161,758.90 EUR
> Aging: Due in 31 to 60 days								0.00
> Aging: Due in more than 60 days								0.00
								<b>782,290.66 EUR</b>

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:

