

# User Guide for the MSD Animal Health UK eShop



We are pleased to provide you with this guide for ordering MSD Animal Health products using the **MSD Animal Health UK eShop**.

For quick and easy access to the **eShop** we recommend that you save the web address in your web browser favourites or bookmarks.

**<https://shop.msd-animal-health.co.uk>**

Your user name: \_\_\_\_\_

Your MSD customer no. \_\_\_\_\_

Some useful information to assist with a smooth process when using the **eShop**:

- If you experience difficulties in connecting to the **eShop**, please consider clearing your browsing history (cache).
- Browser settings: Google Chrome is the preferred browser. If you experience issues with any other browser, please check your settings or contact your provider.
- eShop User Guide: the latest version is available in the eShop using the **Help** link.
- Contact us for help at [ah-customer-services.uk@msd.com](mailto:ah-customer-services.uk@msd.com) or on 01908-685-685 (option 3).
- Changes in practice staff – contact your MSD Animal Health Account Manager to have the account updated.
- Your Account Manager contact details are:

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Tel: \_\_\_\_\_

For further information and an explanation of the terms and headings please go to the Glossary at the back of this guide.

## SETTING UP YOUR ESHOP ACCOUNT:

Your Account Manager will discuss your business's access and visibility requirements and will arrange for the relevant user accounts to be set up. They are responsible for having your details added to the 'eShop Group'. Once your access has been set up you will receive a welcome email and you can start ordering.

1. Go to <https://shop.msd-animal-health.co.uk> and you will be taken to the eShop landing page:

Welcome to the MSD Animal Health eShop  
Everything you need for your veterinary practice.

**Login & start shopping**  
Only available to approved Veterinarians and their authorized buyers from MSD Animal Health customers.  
[Login now](#)

**Getting started?**  
Using our eShop is simple, but if you want to watch equal's tour or have a question, you can find some helpful resources from here.  
[Help](#)

**Need to add a colleague?**  
If you need to add a colleague as an approved buyer for your account, please inform your Account Manager or contact our Customer Services team.  
[Contact us](#)

For eShop enquiries:  
Monday to Friday, 9am-5pm  
Call: 01908-685-685 (option 3)  
Email: ah-customer-services.uk@msd.com

From here you can log in and start shopping.

### Login

This site is intended for Animal Health Professionals working in Great Britain.

Email Address

Password

Remember Username [Forgot Password](#)

**LOGIN**

Are you a MAXX user? [Log in](#)

Not registered yet? [Sign up now](#)

2. Enter your **eShop** account details (email address) and the password you created then hit **LOGIN**.

Additional account registrations for your business can be arranged via the landing page or by contacting your Account Manager.



The top section features four square images: a salmon leaping from the water, a group of pink pigs, a brown chicken in a field, and a close-up of a sheep's head. A blue arrow points from the text above to the 'Need to add a colleague?' button.

### Login & start shopping

Only available to approved Veterinarians and their authorised buyers from MSD Animal Health customers.

Login now

### Getting started?

Using our eShop is simple, but if you want to watch a quick tour or have a question, you can find some helpful resources from here.

Help

### Need to add a colleague?

If you need to add a colleague as an approved Buyer for your account, please inform your Account Manager or contact our Customer Services team.

Contact us

**Your experience of entering the eShop will depend on the following two factors:**

- 1. If you shop for more than one account.** If you shop for more than one account, a list of your accounts will be displayed and you will be asked to select the account you wish to shop for.

Here you can search for your accounts or let us know if there are any details missing by clicking on [Missing an account](#).

Please ensure that you select the right account so that correct account is invoiced.

**Note**

Please select an account to ensure the order is invoiced correctly.

 My accounts

[Missing an account?](#)

**Account number & address**

0012345678  
eShop Customer  
123 Street  
The City. AB12E2E

0087654321  
Other eShop Customer  
456 Road  
The Town. XY34E2E

Select

Select an account and click on 

This message will not appear if you only shop for one account.

- 2. If you have more than one ship-to address.** If you have more than one ship-to address, a list of your addresses will be displayed and you will be asked to select the address you wish your order to be shipped to.

Account details			
Account number	Account name	Account address	Account principle
0012345678	eShop Customer	123 Street The City. AB12E2E	

## Delivery address

Where would you like this order delivered?

[Missing an address?](#)

Delivery address	Delivery contact name
<input type="radio"/> 0087654321 Other eShop Customer 456 Road The Town. XY34E2E	
<input checked="" type="radio"/> 0012345678 eShop Customer 123 Street The City. AB12E2E	

This message will not appear if you only have one ship-to address.



## Timing out

If you are inactive in the eShop for more than **20 minutes** you will automatically be logged off. Any unsaved baskets will automatically be saved until the following weekend.



## VISIBILITY

*It is possible to restrict visibility of pricing to eShop users by assigning either full visibility or restricted visibility access rights. Access rights are requested by account shoppers on account creation however, if you would like to discuss visibility options please contact your MSD Animal Health Account Manager.*

*All ordering screens will appear the same, regardless of visibility type as all pricing will be shown using list prices. Restricted visibility users will not be able to see pricing, other than list pricing and will not have access to any invoice information. Depending on a user's visibility type, the following screens may appear different. Refer to the visibility icon for further details.*

## SHOPPING FOR PRODUCTS

Once logged on to the eShop, you will see the product landing page. From here you can navigate to the species of products you usually shop for:

MSD Animal Health UK

Pig Hobby Horsework

Popular products

Panista PCV M Pigs 500mg/50	Panista PCV M Pigs 1000mg/50	Panista PRS2 100 50ml	Neobista RT-OS 100ml/1000mg/500	Panisorb Aquasol 100L	PG 600 500mg
£480.82	£173.85	£146.41	£37.39	£258.58	£27.09

MSD Animal Health The Science of Healthier Animals®

Shop by Species  
Pig  
Hobby  
Horsework

Shop by Therapeutic  
Anti Infection  
Anti Parasitic  
Intranasal/Inhalants  
Antimicrobial  
Vaccine

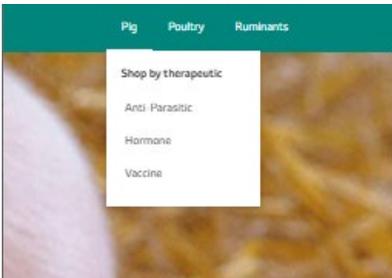
My Account  
Order History  
Saved Products  
Sign Out

For eShop enquiries:  
msd@msd.com  
Call: 07936 685 685 (option 2)  
Email: uk\_customer\_services\_uk@msd.com

MSD Animal Health Website - Contact Us - Privacy - Terms of Use - Accessibility - Help - Contact Us

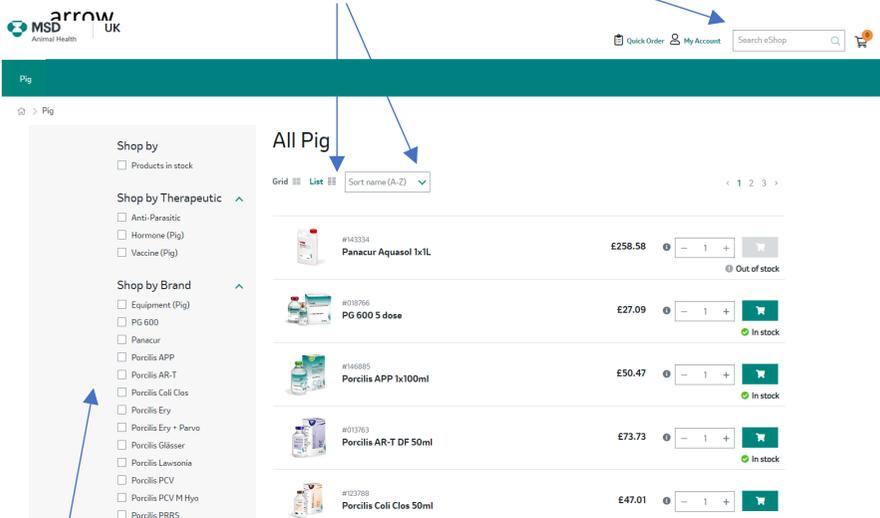
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You can search by therapeutic class or all products by selecting the species required.



Once you have reached the product page you can:

- **Search** for a specific product
- **View** products in a grid or list format. You can also sort products by product name or price in ascending or descending order by using the dropdown



- **View** products by: Products in stock, Therapeutical Class or Brand by using the side menu drop options.

The product page will indicate whether a product is in stock, out of stock or available on back order, in which case you can order the product and we will dispatch it once it is available.

## All Pig

Grid  List   < 1 2 3 >

---

	#143334 <b>Panacur Aquasol 1x1L</b>	£258.58	<input type="text" value="1"/>	<input type="button" value="Add to cart"/>	<span>Out of stock</span>
	#018766 <b>PG 600 5 dose</b>	£27.09	<input type="text" value="1"/>	<input type="button" value="Add to cart"/>	<span>In stock</span>

To find out more about a product, click on the product description on the product page. Where batch expiry information is available this will be displayed.



#146885  
**Porcilis APP 1x100ml**  
£50.47

In stock

### Product Information

Porcilis APP contains toxoids produced by Actinobacillus pleuropneumoniae and can be used to immunise pigs against pleuropneumonia. Its use may contribute to the reduction of antimicrobial use.  
[Further Product Information](#)

You can also access further product information and data sheets using the link to Further Product Information.

At the bottom of each page you will find links to MSD's:

- [Corporate Website](#)
- [Terms of Use](#)
- [Privacy Policy](#)

You will also find a links to update your Cookie Preferences, access helpful resources or to Contact Us.

[MSD Animal Health Website](#) [Cookie Preferences](#) [Privacy](#) [Terms of Use](#) [Accessibility](#) [Help](#) [Contact us](#)

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- **Add** a product to your shopping basket by selecting the quantity required and clicking on the **Basket** icon next to the product displayed



The Shopping Basket icon will indicate how many different products you have added to your basket.

## REVIEWING YOUR ORDER:

To view your basket, click on the Basket icon . The following screen will appear:

Delivery Information

Payment method  
By invoice

PO Number (mandatory)  
Enter your Purchase Order n

Carrier instructions and other comments  
Enter comments...

Delivery address  
0012345678  
eShop Customer  
123 Street  
The City. AB12E2E

Send Order Confirmation copy to:  
mahtestshopper+ukrep5@gmail.com

## Shopping basket

Total Order Value: £302.82

Back to Products

Export basket (.csv) Save basket Checkout

Product	List Price	Quantity	List Value
#148885 Porcilis APP 1x100ml	£50.47	5	£252.35

Cancel basket

List Value: £252.35  
Shipping: 0.00  
Add attachment

VAT: £50.47

Total Order Value: £302.82

Back to Products

Export basket (.csv) Save basket Checkout

Upload file

### From here you can:

1. **Remove items** from your basket by clicking on the delete icon. You can also cancel your entire basket by clicking on the **Cancel basket** button.

**Cancel basket**

2. **Change the quantity** of products included in your basket by adjusting the number in the Quantity column.



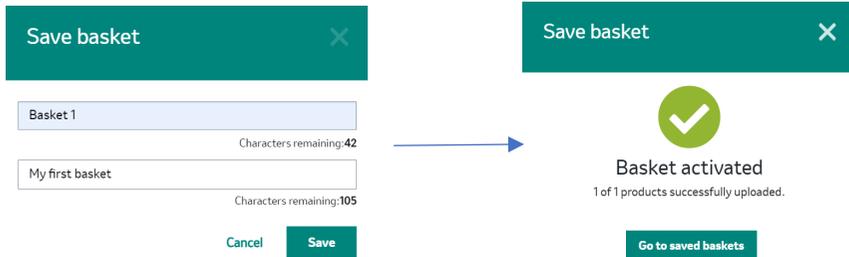
3. **Save your basket** in order to complete this at a later stage. Click on the **Save basket** button.

**Export basket (.csv)**

**Save basket**

**Checkout**

You will then be prompted to enter a basket name and description.



You can retrieve your basket from your **Dashboard** under the **My Account** menu:



## Saved Baskets

Basket Name	Date Saved	Basket Description
Basket 1	30/08/2023	My first basket

Home > Saved Baskets > Basket 1

Click on the saved basket for further details and options.

Product availability and pricing may have changed since your last order. Check your new Basket Summary for up to date information.

### Basket 1

[Back to saved baskets](#)

<b>Basket Name</b> <a href="#">Edit</a>	<b>Date Saved</b>	<a href="#">Activate basket</a>
Basket 1	30/08/2023	
<b>Basket Description</b> <a href="#">Edit</a>		<a href="#">Delete basket</a>
My first basket		

You can save a **maximum of 15** baskets.

#### 4. Export your basket to a .csv file

[Export basket \(.csv\)](#) [Save basket](#)

[Checkout](#)

Before checking out you can review the instructions relating to your order here:

## Shopping basket

**Delivery Information**

**Payment method**  
By invoice

**PO Number (mandatory)**

**Carrier instructions and other comments**

**Delivery address**

0012345678  
eShop Customer  
123 Street  
The City, AB12E2E

**Send Order Confirmation copy to:**  
mahtestshopper+ukrep5@gmail.com

[Add email](#)

**Ordered by**  
0012345678  
eShop Customer  
123 Street  
The City, AB12E2E

[Change](#)

You **must** enter a PO number (your reference) here in order to be able to submit your order. This will be held against your order for future reference.

You can add instructions or other comments relating to this order (for example, timing of delivery or special instructions pertinent to the products included in your order).

If you would like a copy of the order to be sent to a colleague, you can add their email address here. This is only for the purpose of sending the order confirmation once and **this email address will not be stored by MSD Animal Health.**

If you have placed a Poultry product in your basket you will get a reminder to advise us of any Liquid Nitrogen cans that you may have in your possession so that we may arrange collection of these:

**Delivery Information**

**Payment method**  
By invoice

**PO Number (mandatory)**  
Enter your Purchase Order n

**Carrier instructions and other comments**  
Enter comments...

**Delivery address**  
0012345678  
eShop Customer  
123 Street

**Shopping basket** Total Order Value: £409.77

[Back to Products](#) [Export basket \(.csv\)](#) [Save basket](#) [Checkout](#)

**Note.** You have placed Poultry products in your basket. Please use the comments fields when ordering to advise us of any Liquid Nitrogen cans and their serial number you may have in your possession so that we may arrange collection of these.

Product	List Price	Quantity	List Value
 <p>#146885 <b>Porcilis APP 1x100ml</b></p>	£50.47	- 5 +	£252.35 <span style="color: red;">✖</span> <span style="color: green;">✔ In stock</span>
 <p>#000904 <b>Nobilis E.Coli Inac 1x1000 dose 500ml</b></p>	£106.95	- 1 +	£106.95 <span style="color: red;">✖</span> <span style="color: green;">✔ In stock</span>

## PLACING YOUR ORDER

Once you have completed the necessary fields, click on **Checkout**. You will see the following order review screen:

### Review & Place Order

[Export basket \(.csv\)](#)
[Save basket](#)

Product	List Price	Quantity	List Value
 <p>#146885 <b>Porcilis APP 1x100ml</b></p>	£50.47	5	£252.35 <span style="color: green;">✔ In stock</span>

List Value: £252.35

Shipping: 0.00

Add attachment ⓘ

VAT: £50.47

**Total Order Value: £302.82**

I agree to Terms and Conditions of Sale

[Back to Products](#)

[Return to basket](#)

[Export basket \(.csv\)](#)

[Save basket](#)

[Place order](#)

Before you can place your order you must click to confirm that you have read and agree to MSD's Terms and Conditions of Sale:

I agree to [Terms and Conditions of Sale](#)

Once you hit **Place Order** the confirmation email (example below) will be sent to the email address registered your eShop account and to any other emails you added when placing your order.

🏠 > Order Confirmed



## Thank you for your order

Your order number is: 1113827657

A confirmation of your order has been emailed to: mahtestshopper+ukecom@gmail.com

Thanks for shopping with us today. We've received your order for processing. If there is any issue with your order, please contact Customer Services quoting the order number above on 01908-685-685 (option 3) or ah-customer-services.uk@msd.com. The below prices do not include rebates and other discounts.

[Continue shopping](#)

[View order history](#)

[Sign Out](#)

## QUICK ORDER

If you know exactly which product(s) you wish to purchase, you can place your order quickly using the Quick Order functionality.



🏠 > Quick Order

## Quick Order

Use the search bar to quickly find a selection of products by keyword such as 'Panacur' (limited to 25 keywords, brands or product codes)

Separate keywords with a comma...



Search

Enter the product name or UIN that you wish to search on and hit **Search**. A list of the relevant products will be displayed as follows:

## Quick Order

Use the search bar to quickly find a selection of products by keyword such as 'Panacur' (limited to 25 keywords, brands or product codes)

049706

Products found: 1

List Value: **£0.00**



#049706  
**Nobilis Erysipelas 1x500 dose 250ml TEST**

List Price  
**£47.26**

- 1 +

Total Order Value  
**£47.26**

In stock

Products found: 1

List Value: **£0.00**

Amend the quantity you require, select the item(s) and hit **Add all to basket**.

## Quick Order

Use the search bar to quickly find a selection of products by keyword such as 'Panacur' (limited to 25 keywords, brands or product codes)

049706

Products found: 1

List Value: **£236.30**



#049706  
**Nobilis Erysipelas 1x500 dose 250ml TEST**

List Price  
**£47.26**

- 5 +

Total Order Value  
**£236.30**

In stock

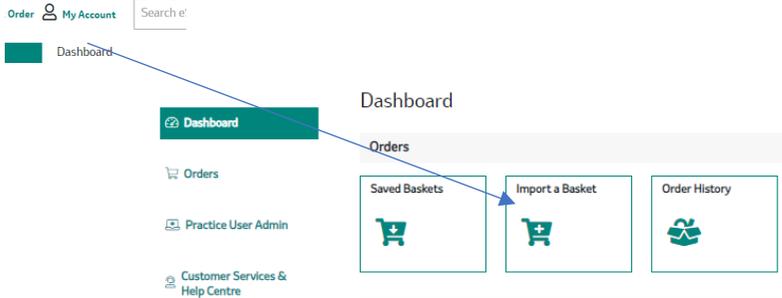
Products found: 1

List Value: **£236.30**

A new shopping basket will be created, or if you already had items in a basket then the quick order will be added to those.

## IMPORTING A BASKET

It is possible to import a basket using a pre-populated .csv file. Access **Import a Basket** from Dashboard option under the **My Account** menu at the top right of your screen:



You will see instructions on how to create and upload a .csv file containing the items you wish to order.

Home > Import a Basket

### Import a Basket

How to prepare your file for upload

- Open Microsoft Excel and create a column header called product code and a column header called quantity.
- Insert each Product Code with the quantity you would like to purchase.
- Save the file as a .csv (saving option). This keeps the file size to the maximum 10Kb required.
- Once saved, click the button to upload. Your file will be converted and stored in Saved Baskets for use.

Choose file

Cancel Import

	A	B	C
1	Product Code	Quantity	
2	018766	10	
3	146885	8	
4	013763	20	
5			
6			

Note, product UIN's must be displayed with 6 digits (e.g. 018766).

Once you have chosen your file and hit **Import** you will get a confirmation message.

## Import a basket ✕



### Basket created

1 of 3 products successfully uploaded. Products not stored may have incorrect codes, incorrect quantities (minimum, maximum or multiple), or may not be in stock.

[Go to saved baskets](#)

Importing a basket creates a new saved basket which you can then activate when you are ready. If you already have items in a basket when you activate the saved basket you will have the option to add your imported products to these.

## Activate basket ✕

### ⊕ Wait!

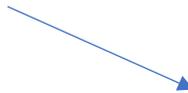
You already have products in your basket and activating this basket will merge the existing basket with those products. Would you like to continue?

**Basket name** Basket (1)

**Description**

[Cancel](#)

[Confirm](#)



## Activate basket ✕



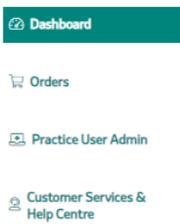
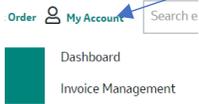
### Basket activated

3 of 3 products successfully added. Products not currently in stock have not been added.

[Go to basket](#)

# DASHBOARD

Your **Dashboard** can be accessed from the **My Account** menu at the top right of your screen and provides quick links to your order history, saved baskets and invoice management. You can also access your profile settings and useful resources and contact us from this page.



## Dashboard

**Orders**

- Saved Baskets
- Import a Basket
- Order History

**Practice User Admin**

- My profile
- Invoice Management

**Customer Services & Help Centre**

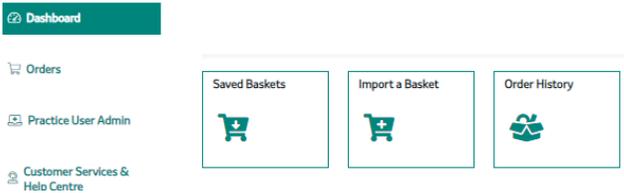
- Help
- Contact Us



*Restricted visibility users will not have access to the Invoice Management Portal.*

# ORDER HISTORY AND ORDER MANAGEMENT

You can access your Order History via the **Dashboard**.



## Order History:

The order history screen displays all orders placed for the shopper's account, regardless of how these are placed. From here you can amend the display by filtering on an order number or a date range or by using the sort arrows for each column.

### Order History

Orders placed via the eShop, Customer Services or your Account Manager will be displayed.

Filter by Order number  From 30.08.2022 To 30.08.2023   < 1 2 >

Ordered via	Order number	Purchase Order number	Shipping Status	Order Status	Date order placed
eShop	1113827084	123456	Not yet shipped	Not yet processed	30.08.2023 13:29
eShop	1113700086	20624	Shipped	Invoiced	05.06.2023 09:43
eShop	1113649658	20567	Shipped	Invoiced	25.05.2023 17:18
eShop	1113621302	20539	Shipped	Invoiced	22.05.2023 15:56
eShop	1113554558	20461	Shipped	Invoiced	11.05.2023 14:27
eShop	1113489780	20345	Shipped	Invoiced	02.05.2023 12:57
eShop	1113438662	20345	Shipped	Invoiced	24.04.2023 09:21
eShop	1113438441	20344	Shipped	Invoiced	24.04.2023 08:41
eShop	1113431282	20342	Shipped	Invoiced	21.04.2023 12:40
eShop	1113356685	PO 20281	Shipped	Invoiced	11.04.2023 16:23
eShop	1113285561	20197	Shipped	Invoiced	28.03.2023 15:50

You can retrieve details of an order by clicking on the order number.

**Delivery Information**

**Payment method**  
By invoice

**PO Number (mandatory)**  
20624

Enter comments...

**Ordered by**

**Delivery address**  
0012345678  
eShop Customer  
123 Street  
The City, AB12E2E

**Account address**  
0012345678  
eShop Customer  
123 Street  
The City, AB12E2E

Send Order Confirmation copy to:

**Order status**  
Invoiced

**Ordered via**  
eShop

## Order number #1113700086

Add all to basket

**i** Product availability and pricing may have changed since your last order. Check your new Basket Summary for up to date information.

Product	List Price	Quantity	List Value
 #157187	£28.04 <b>£11.08</b>	10	£110.76
 #161758 Porcilis Lawsonia 1x50 dose	£99.60 <b>£45.40</b>	100	£4,539.60 
 #144018 Porcilis PCV M Hyo 1x100ml	£86.92 <b>£40.42</b>	100	£4,041.78 
 #368793		20	Free
 #373231		80	Free

List Value: £8,692.14  
 Shipping: 0.00  
 VAT: £1,738.43  
**Total Order Value: £10,430.57**

Back to order history

Add all to basket

From here you can see details of the products included in the order, along with the original list price and net price invoiced.



*Restricted visibility users will only see list prices for products ordered and will not see net values.*

You can add items to a new basket by clicking on the basket icon  next to a product or you can replicate the entire order by clicking on Add all to basket.

Add all to basket

This will add all products from the previous order to your basket. If you already had items in your basket then these will be retained.

## Shopping basket

Total Order Value: £43,627.62

[Back to Products](#)      [Export basket \(.csv\)](#)   [Save basket](#)   [Checkout](#)

Product	List Price	Quantity	List Value
 #146885 Porcilis APP 1x100ml	£50.47	<input type="text" value="5"/>	£252.35 
 #161758 Porcilis Lawsonia 1x50 dose	£93.60	<input type="text" value="200"/>	£18,720.00 
 #144018 Porcilis PCV M Hyo 1x100ml	£86.92	<input type="text" value="200"/>	£17,384.00 

 [Cancel basket](#)

List Value: £36,356.35  
Shipping: 0.00  
Add attachment 

[Upload file](#)

VAT: £7,271.27  
Total Order Value: £43,627.62

[Back to Products](#)      [Export basket \(.csv\)](#)   [Save basket](#)   [Checkout](#)

## INVOICE MANAGEMENT



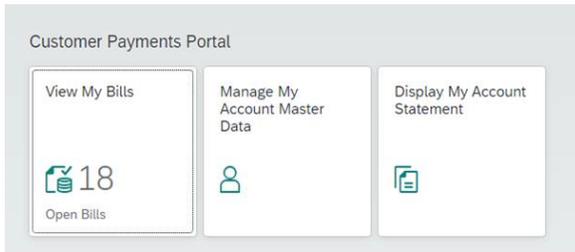
*Restricted visibility users will not see the Invoices tab*

Full visibility users can access our Invoice Management Portal via the **MyAccount**.

Order  [My Account](#)     

- Dashboard
- Invoice Management 

The Invoice Management Portal reflects all invoices raised against an account, regardless of how the orders were placed. The portal allows you to do the following:



At any point you can click on the MSD Animal Health logo on the top left of your screen to navigate back to the home page:



## View My Bills

In the View My Bills menu you can check your account status in real time. From here you can view invoices and credit note details, export the information to Excel and also open a dispute in case of any irregularity in the invoice(s).

Open Bills    Credit Items

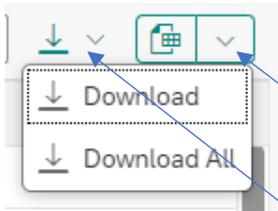
Open Bills (52)    Due Date: [dropdown]    [download] [print] [refresh]

<input type="checkbox"/>	Invoice Number	Document Type	Due Date	Document Date	Invoiced Amount	Open Amount	Payment Amount	Reference
<input type="checkbox"/>	302974180	Invoice	Sep 30, 2023	31, 2023	137.63 GBP	137.63 GBP		0302974180
<input type="checkbox"/>	302978962	Invoice	Sep 30, 2023	31, 2023	98.32 GBP	98.32 GBP		0302978962
<input type="checkbox"/>	302978963	Invoice	Sep 30, 2023	31, 2023	298.14 GBP	298.14 GBP		0302978963
<input type="checkbox"/>	302978964	Invoice	Sep 30, 2023	31, 2023	533.26 GBP	533.26 GBP		0302978964
<input type="checkbox"/>	302965752	Invoice	Sep 30, 2023	25, 2023	323.09 GBP	323.09 GBP		0302965752
<input type="checkbox"/>	302962014	Invoice	Sep 30, 2023	24, 2023	581.10 GBP	581.10 GBP		0302962014
<input type="checkbox"/>	302962015	Invoice	Sep 30, 2023	24, 2023	731.82 GBP	731.82 GBP		0302962015
<input type="checkbox"/>	302942420	Invoice	Sep 30, 2023	17, 2023	3,909.49 GBP	3,909.49 GBP		0302942420
<input type="checkbox"/>	302942421	Invoice	Sep 30, 2023	17, 2023	98.42 GBP	98.42 GBP		0302942421
<input type="checkbox"/>	302939010	Invoice	Sep 30, 2023	16, 2023	96.62 GBP	96.62 GBP		0302939010

## Options available:

Due Date      

**Due Date:** You can filter open documents by due date (e.g. due within 30 days)



**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.

All invoice and credit memo numbers are hyperlinks. If you click on these numbers you will have access to the document details and can check a copy of the document online:

Invoice Details

Invoice : 302942420 Reference Invoice : 53625283

Gross Amount	Tax	Cash Discount Amount	Net Amount	Status
3,909.49 GBP	651.58 GBP	0.00 GBP	3,257.91 GBP	Open

Information Items Attachments

<b>Basic Information</b>	<b>Related Dates</b>
Recipient : eShop Customer	Posting Date: Aug 17, 2023
Sender: MSD Animal Health UK Ltd	Payment Baseline Date: Aug 17, 2023
Reference: 0302942420	Due Date: Sep 30, 2023

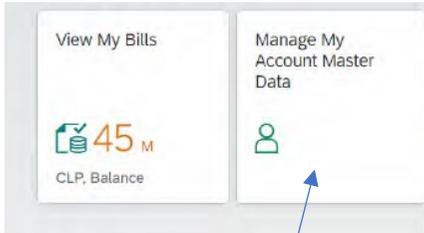
Items (1)

Item	Product Number	Description	Quantity	Unit	Reference	Gross Price	Net Price
10	16503	A Pig Product 1x100ml	150.000	PK	121702096310	3,909.49 GBP	3,257.91 GBP

Attachments (1) 

 302942420.pdf

## Manage My Account Master Data



Here you can check your MSD Animal Health account details such as address, contacts and bank details.

If there is any information that should be updated and/or amended, you can contact 685 (option 3).support team at [ah-customer-services.uk@msd.com](mailto:ah-customer-services.uk@msd.com) or on 01908-685-

INFORMATION		BANK						
<b>Street Address</b>								
Name:	-	<b>P.O. Box Address</b>						
Street Name:	-	P.O. Box:	-					
House Number:	-	Postal Code:	-					
District:	-	Location:	-					
Postal Code:	-	<b>Contact</b>						
City:	-	Phone Number / Extension:	-					
		Fax Number / Extension:	-					
		Email:	-					
<b>BANK</b>								
Bank C...	BIC/SWIFT	IBAN	Bank Account	Bank Name	Branch	Account Holder	Collection Authorization	SEPA Mandate
No data								

## Display My Account Statement

Here you can check all of your transactions (past/closed and current). Select the relevant filters and hit **GO**.

Items (427)											
<input type="checkbox"/>	Document Num...	Document Type	Document Date	Due Date	Status	Amount	Open Amount	Reference	Period	Clearing Date	Inv
<input type="checkbox"/>	300296250	Invoice	Jan 8, 2021	Feb 28, 2021	Cleared	2,484.00 GBP		0300296250	Jan 2021	Nov 16, 2021	
<input type="checkbox"/>	300296491	Invoice	Jan 11, 2021	Feb 28, 2021	Cleared	166,118.76 GBP		0300296491	Jan 2021	Nov 16, 2021	
<input type="checkbox"/>	300296493	Invoice	Jan 11, 2021	Feb 28, 2021	Cleared	2,505.36 GBP		0300296493	Jan 2021	Dec 16, 2021	
<input type="checkbox"/>	300310468	Invoice	Jan 20, 2021	Feb 28, 2021	Cleared	79,062.62 GBP		0300310468	Jan 2021	Apr 4, 2022	
<input type="checkbox"/>	300320598	Invoice	Jan 27, 2021	Feb 28, 2021	Cleared	32,093.51 GBP		0300320598	Jan 2021	Feb 15, 2023	
<input type="checkbox"/>	300365625	Invoice	Feb 3, 2021	Mar 31, 2021	Cleared	751.80 GBP		0300365625	Feb 2021	Nov 16, 2021	
<input type="checkbox"/>	300382094	Invoice	Feb 10, 2021	Mar 31, 2021	Cleared	1,446.84 GBP		0300382094	Feb 2021	Nov 16, 2021	
<input type="checkbox"/>	300383947	Invoice	Feb 10, 2021	Mar 31, 2021	Cleared	4,154.99 GBP		0300383947	Feb 2021	Nov 16, 2021	
<input type="checkbox"/>	300399059	Invoice	Feb 17, 2021	Mar 31, 2021	Cleared	8,908.98 GBP		0300399059	Feb 2021	Nov 16, 2021	
<input type="checkbox"/>	300414034	Invoice	Feb 24, 2021	Mar 31, 2021	Cleared	55,950.98 GBP		0300414034	Feb 2021	Nov 16, 2021	
<input type="checkbox"/>	300429182	Invoice	Feb 25, 2021	Mar 31, 2021	Cleared	1,499.28 GBP		0300429182	Feb 2021	Dec 16, 2021	
<input type="checkbox"/>	300446741	Invoice	Mar 3, 2021	Apr 30, 2021	Cleared	66,452.15 GBP		0300446741	Mar 2021	Nov 12, 2021	
<input type="checkbox"/>	300450662	Invoice	Mar 3, 2021	Apr 30, 2021	Cleared	1,347.84 GBP		0300450662	Mar 2021	Dec 16, 2021	
						<b>430,712.25 GBP</b>					

### Options available:

Status: \*  Posting Date: \*  Due Date:  Document Date:  Clearing Date:

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

**Status:** Documents Open, Closed, or All

**Posting Date:** Issue Date. This can be a specific date or selected date range.

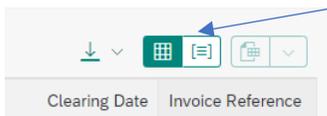
**Due Date:** Due Date. Same filter as issue but for due date.

**Document Date:** Same as Issue

**Clearing Date:** Payment date.

### Document view:

In the list of documents, you can see that you have 2 icons available:



By default, the view shown will be the detail of all documents.

The second option (Ageing View) can check the subtotals by age of documents (ageing is based on the due date):

Items (16)							
Document Num...	Document Type	Document Date	Due Date	Status	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					209,946.95 GBP	
>	Aging: Due in 0 to 30 days					180,817.68 GBP	
>	Aging: Due in 31 to 60 days					0.00	
>	Aging: Due in more than 60 days					0.00	
						<b>390,764.63 GBP</b>	

If you click on a 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 all available fields will be shown:

Adapt Filters
Reset

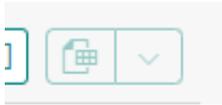
All ▼
Show Values ☰ [=]

🔍

<input type="checkbox"/> Field	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"/> Document Type	
<input checked="" type="checkbox"/> Amount	
<input checked="" type="checkbox"/> Reference	
<input checked="" type="checkbox"/> Invoice Reference	
<input type="checkbox"/> Accounting Document	
<input type="checkbox"/> Aging	
<input type="checkbox"/> Back-End System	
<input type="checkbox"/> Cash Discount Amount	
<input type="checkbox"/> Cash Discount Due Date	
<input type="checkbox"/> Clearing Document	
<input type="checkbox"/> Customer Number	
<input type="checkbox"/> Debit/Credit Indicator	

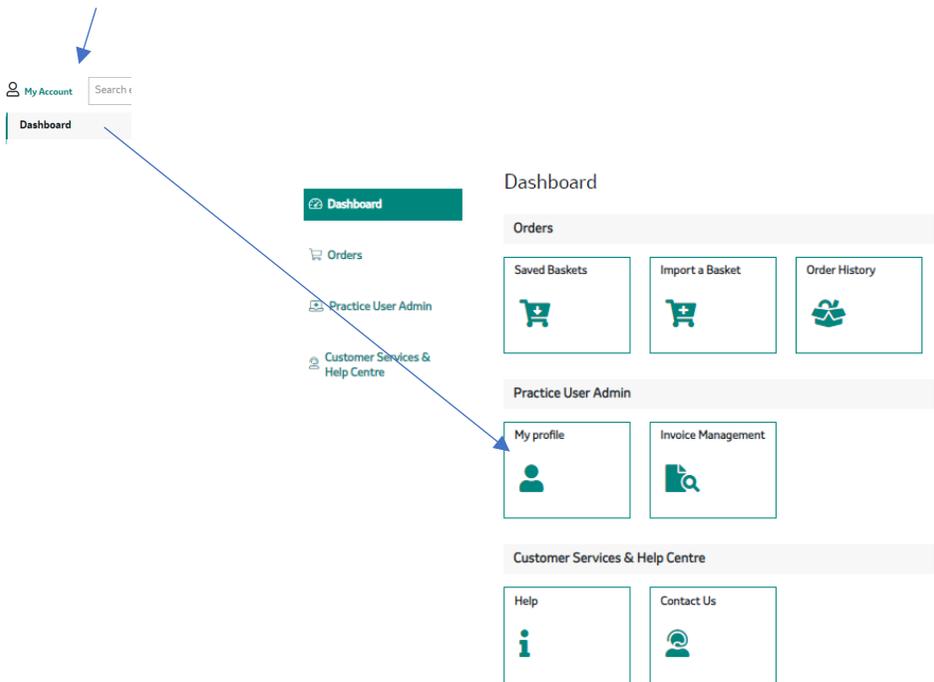
OK
Cancel

To download to Excel, simply click on the icon or on the drop down for more options:



## PROFILE

To view and amend your user profile details, access the **Dashboard** from the **My Account** menu at the top right of your screen, then select **My Profile**.



Here you can view details about your user profile and amend the following information:

The screenshot shows the 'My Account' page with the 'Profile' tab selected. The page is divided into two main sections: 'Your Information' and 'Your Business'. 'Your Information' includes fields for Country (Great Britain), First Name (Joe), Last Name (Bloggs), Job Title (Area Farm Manager), Mobile Phone Number (+44 01234567890), and Email Address (mahteshopper+ukrep5@gmail.com). There is an 'EDIT' button below this section. 'Your Business' lists two businesses: 'eShop Customer' (123 Street, The City, AB12E2E) and 'Other eShop Customer' (456 Road, The Town, XY94E2E), each with a 'Remove' button. Below the business list is an 'ADD' button and a note: 'Add up to 3 businesses by searching with the postcode or MSD Animal Health Account Number. If your business isn't shown, use the 'Add Business' option.' At the bottom left, there is a 'Delete My Account' button and a password field with an 'Edit' button. Blue arrows point from the text below to these three buttons.

You can also delete your account, edit your password and Add other businesses to your account.

To manage your communication preferences, click on the preferences tab:

The screenshot shows the 'My Account' page with the 'Preferences' tab selected. The page is divided into three main sections: 'Category of Communication', 'Areas of Interest', and 'Communication Channels'. 'Category of Communication' includes 'Product / Equipment Offers, Launches & Marketing' (No), 'Species specific newsletters' (No), and 'CPD, Training & Events' (No). 'Areas of Interest' includes 'Species' (Poultry). 'Communication Channels' includes 'Email' (No), 'SMS' (No), and 'Telephone call (mobile or landline, numbers only)' (No). There is a 'Post' section with 'No' selected. At the bottom, there is an 'EDIT' button and a 'Cookies' button. A blue arrow points from the text above to the 'Preferences' tab.

## Glossary

**Account** = your account with MSD Animal Health

**Basket** = the shopping basket, includes the items entered for the current order in progress

**Bill to** = address to be used for invoicing purposes

**Cancel Basket** = the current order is cancelled in its entirety

**Customer number** = your MSD Animal Health number (this can be found on your eVolve Discount Statement)

**Document number** = the order reference for each order placed

**List Value** = the value of an order based on the list value of the products, excluding any discounts

**Net Value** = the value of an order after product and partner discounts have been included

**Open Items** = invoices that are yet to be paid

**Open Order** = orders that are yet to be delivered/invoiced

**Portal account** = MSD Animal Health secure log-in

**Save Basket** = allows the basket to be saved and completed at a later date

**Ship to** = the address that the product ordered will be delivered to

**User Guide** = found under [Help](#), to guide through ordering MSD Animal Health products through the eShop.