



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
- Filters available.

Manage My Account Master Data

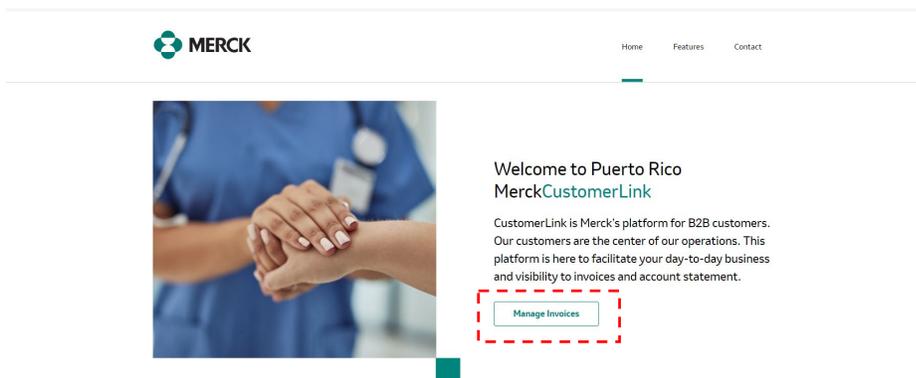
Information available to view only

Display My Account Statement:

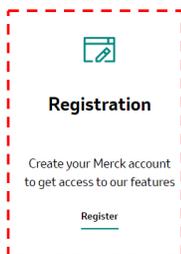
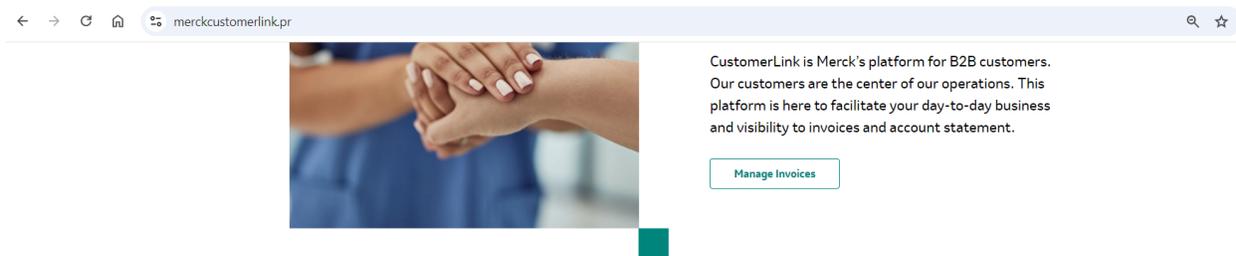
- Filters available.

Login to the platform

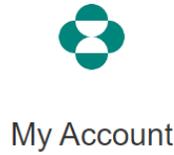
Login to the platform is done through the following website: <https://merckcustomerlink.pr/> and click on Manage invoice



In case you don't have credential, you can request access by clicking on "Registration" option



After entering on the website you must log in with the provided credentials. Then below screen will appear:



Log On

E-Mail

Password

Remember me

Log On

[Forgot password?](#)

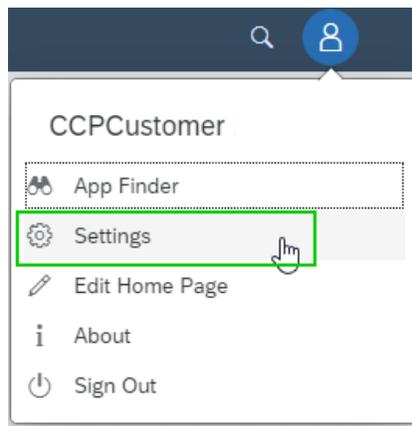


Once, inside, will be shown the home page with the status of your account and different tiles:

Customer Payments Portal

<p>View My Bills</p> <p>219</p> <p>Open Bills</p>	<p>Manage My Account Master Data</p>	<p>Display My Account Statement</p>
---	--------------------------------------	-------------------------------------

By default, CCP will open in the language set up in your browser, however, if you would like to change the system language, you can go to settings menu (top right):





Settings

User Account
CCPCustomer HH_QR0_11062278

Home Page

Language & Region
English

Language & Region

Language and Region: English

Date Format: MMM d, y

Time Format: 12 h 24 h

After you save your settings, the browser will refresh for the new settings to take effect.

Save Cancel

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 or credit notes details and export the information in excel format

Open Bills (219) Due Date

<input type="checkbox"/>	Invoice Number	Document Type	Invoiced Amount	Cash Discount Amount	Cash Discount Due D...	Document Date	Due Date	Open Amount	Payment Amount	Reference
<input type="checkbox"/>	3303	Invoice	28,494.80 USD			Mar 22, 2021	Jun 21, 2021	28,494.80 USD		E6
<input type="checkbox"/>	1953	Debit Memo	873.14 USD			Oct 22, 2021	Jan 21, 2022	873.14 USD		70
<input type="checkbox"/>	3513	Invoice	1,509.77 USD			Jan 26, 2022	Apr 27, 2022	1,509.77 USD		EV
<input type="checkbox"/>	373	Account. Document	1,071.54 USD			Aug 31, 2022	Aug 31, 2022	1,071.54 USD		CF
<input type="checkbox"/>	1978	Debit Memo	12,513.60 USD			Jul 8, 2022	Sep 6, 2022	12,513.60 USD		70
<input type="checkbox"/>	3965	Payment	3,453.78 USD			Sep 19, 2022	Sep 19, 2022	3,453.78 USD		CF
<input type="checkbox"/>	7008	Payment	318.11 USD			Oct 12, 2022	Oct 12, 2022	318.11 USD		CF
<input type="checkbox"/>	7018	Payment	829.08 USD			Oct 19, 2022	Oct 19, 2022	829.08 USD		CF
<input type="checkbox"/>	7026	Payment	74,409.05 USD			Oct 24, 2022	Oct 24, 2022	74,409.05 USD		CF
<input type="checkbox"/>	7029	Payment	3,065.83 USD			Oct 26, 2022	Oct 26, 2022	3,065.83 USD		CF

Credit Items (50)

<input type="checkbox"/>	Document Number	Document Type	Due Date	Document Date	Credit Amount	Available Amount	Payment Amount	Reference	Cash Discount Amount
<input type="checkbox"/>	033	Credit for Returns	Jan 19, 2021	Jan 19, 2021	-77.34 USD	-77.34 USD	-77.34 USD	PBR103748221002	
<input type="checkbox"/>	113	Credit for Returns	Feb 1, 2021	Feb 1, 2021	-36.28 USD	-36.28 USD	-36.28 USD	PBR103724701002	
<input type="checkbox"/>	312	Credit for Returns	Apr 13, 2021	Apr 13, 2021	-8,548.44 USD	-8,548.44 USD	-8,548.44 USD	E648	
<input type="checkbox"/>	313	Credit for Returns	Apr 13, 2021	Apr 13, 2021	-11,397.92 USD	-11,397.92 USD	-11,397.92 USD	E648	
<input type="checkbox"/>	376	Credit for Returns	Jul 12, 2021	Jul 12, 2021	-279.15 USD	-279.15 USD	-279.15 USD	K412	
<input type="checkbox"/>	389	Credit for Returns	Oct 22, 2021	Oct 22, 2021	-1,001.76 USD	-1,001.76 USD	-1,001.76 USD	6780836	

Options:

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

Open Bills (219) Due Date

<input type="checkbox"/>	Invoice Number	Document Type	Invoiced Amount	Cash Discount Amount	Cash Discount Due D...	Document Date	Due Date	Open Amount	Payment Amount	Reference
<input type="checkbox"/>	03	Invoice	28,494.80 USD			Mar 22, 2021	Jun 21, 2021	28,494.80 USD		
<input type="checkbox"/>	53	Debit Memo	873.14 USD			Oct 22, 2021	Jan 21, 2022	873.14 USD		
<input type="checkbox"/>	13	Invoice	1,509.77 USD			Jan 26, 2022	Apr 27, 2022	1,509.77 USD		
<input type="checkbox"/>	3	Account. Document	1,071.54 USD			Aug 31, 2022	Aug 31, 2022	1,071.54 USD		
<input type="checkbox"/>	78	Debit Memo	12,513.60 USD			Jul 8, 2022	Sep 6, 2022	12,513.60 USD		
<input type="checkbox"/>	65	Payment	3,453.78 USD			Sep 19, 2022	Sep 19, 2022	3,453.78 USD		
<input type="checkbox"/>	08	Payment	318.11 USD			Oct 12, 2022	Oct 12, 2022	318.11 USD		
<input type="checkbox"/>	18	Payment	829.08 USD			Oct 19, 2022	Oct 19, 2022	829.08 USD		
<input type="checkbox"/>	26	Payment	74,409.05 USD			Oct 24, 2022	Oct 24, 2022	74,409.05 USD		
<input type="checkbox"/>	29	Payment	3,065.83 USD			Oct 26, 2022	Oct 26, 2022	3,065.83 USD		

Overdue by 91+ Days

Overdue by 61-90 Days

Overdue by 31-60 Days

Overdue by 1-30 Days

Due in 0-30 Days

Due in 31-60 Days

Due in 61-90 Days

Due in 91+ Days

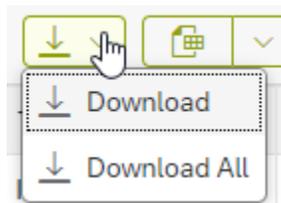
Download: From the download menu you can select the invoices you want to download, or you can download all open invoices:

Open Bills (276) Due Date

<input type="checkbox"/>	Invoice Number	Document Type	Due Date	Document Date	Invoiced Amount	Open Amount	Cash Discount Amount	Cash Discount Due Date	Payment Amount	Reference
<input type="checkbox"/>	7060071530	Invoice	Oct 1, 2024	Aug 26, 2024	5,203,848.24 USD	5,099,771.28 USD	104,076.96 USD	Sep 30, 2024		PCG5

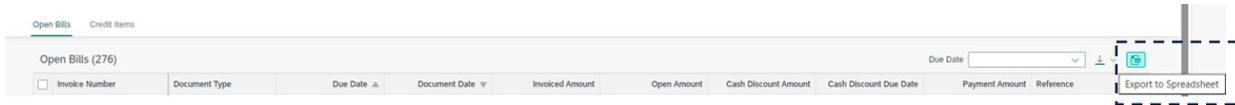
Download

Download All

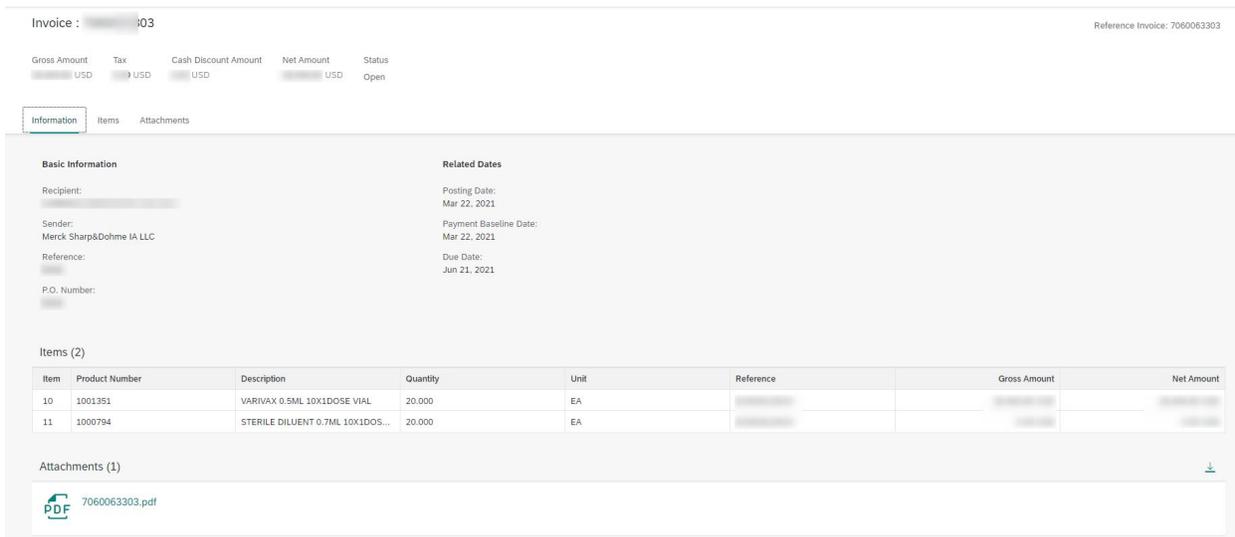




Export to Excel: By clicking this field the system will export the list of open invoices in excel format.



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:





Manage My Account Master Data

In this tile you can check your general MSD account details such as address and contacts

If there is any information that should be updated and/or amended, you can contact our customer support team.

INFORMATION		
Street Address	P.O. Box Address	Contact
C/O Name: -	P.O. Box: -	Phone Number: -
Street Name: -	Postal Code: -	Fax Number: -
House Number: -	Location: -	Email: -
Postal Code: -		
City: -		
Country/Region: PR (Puerto Rico)		
Region: -		
District: -		

Display My Account Statement

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

System: OP_QRO_HH (CCP ... Company Code: Customer: Status: All Posting Date: Last 2 Years (Jan 1, 2... Due Date: Document Date: Clearing Date: Document Number:

Document Type: Amount: Reference: Invoice Reference: Go Adapt Filters (5)

Document N...	Document T...	Status	Period	Due Date	Posting ...	Document D...	Clearing Date	Amount	Reference	Dispute	Invoice Refe...	Company C...	Customer	Cash Discou...	Cash Discou...	Open Amount
1	Payment	Cleared	Jan 2022	Jan 3, 2022	Jan 3, 2022	Jan 3, 2022	Jan 3, 2022									
1	Payment	Cleared	Jan 2022	Jan 3, 2022	Jan 3, 2022	Jan 3, 2022	Jan 3, 2022									
7	Invoice	Cleared	Jan 2022	Mar 5, 2022	Jan 4, 2022	Jan 4, 2022	Feb 2, 2022							Feb 3, 2022	SD	
7	Invoice	Cleared	Jan 2022	Mar 5, 2022	Jan 4, 2022	Jan 4, 2022	Feb 2, 2022							Feb 3, 2022	SD	
1	Payment	Cleared	Jan 2022	Jan 5, 2022	Jan 5, 2022	Jan 5, 2022	Feb 8, 2022									
1	Payment	Cleared	Jan 2022	Jan 5, 2022	Jan 5, 2022	Jan 5, 2022	Mar 9, 2022									
7	Invoice	Cleared	Jan 2022	Mar 7, 2022	Jan 6, 2022	Jan 6, 2022	Feb 2, 2022							Feb 5, 2022	SD	
1	Payment	Cleared	Jan 2022	Jan 7, 2022	Jan 7, 2022	Jan 7, 2022	Jan 7, 2022									
7	Invoice	Cleared	Jan 2022	Mar 8, 2022	Jan 7, 2022	Jan 7, 2022	Feb 2, 2022							Feb 6, 2022	USD	
7	Invoice	Cleared	Jan 2022	Mar 8, 2022	Jan 7, 2022	Jan 7, 2022	Feb 2, 2022							Feb 6, 2022	3 USD	
1	Payment	Cleared	Jan 2022	Jan 10, 2022	Jan 10, 2022	Jan 10, 2022	Jan 10, 2022									
7	Invoice	Cleared	Jan 2022	Mar 11, 2022	Jan 10, 2022	Jan 10, 2022	Feb 7, 2022							Feb 9, 2022	3 USD	
7	Invoice	Cleared	Jan 2022	Mar 11, 2022	Jan 10, 2022	Jan 10, 2022	Feb 7, 2022							Feb 9, 2022	SD	
7	Invoice	Cleared	Jan 2022	Mar 11, 2022	Jan 10, 2022	Jan 10, 2022	Feb 7, 2022							Feb 9, 2022	SD	
7	Credit for R...	Cleared	Jan 2022	Jan 10, 2022	Jan 10, 2022	Jan 10, 2022	Feb 16, 2022			V						
7	Invoice	Cleared	Jan 2022	Apr 12, 2022	Jan 11, 2022	Jan 11, 2022	Apr 11, 2022							Apr 11, 2022	SD	

5,764,805.8...

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 issued but for due date.

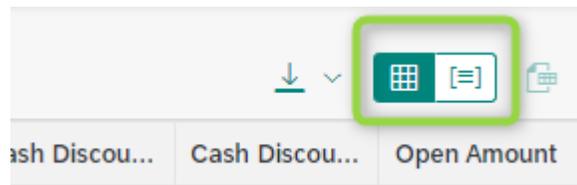
Document Date: Same as Issued date

Clearing Date: Payment date.

Disputes: be aware this filter does not apply for Puerto Rico

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 aging is based on the due date):



Items (269)

	Document N...	Document T...	Status	Period	Due Date	Posting D...	Document D...	Clearing Date	Amount	Reference
>	Aging: Overdue by More Than 60 Days								24,330,960...	
>	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 60 Days								0.00	
>	Aging: Due in More Than 60 Days								0.00	
									24,330,960...	

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	

Proprietary



Accounts Receivable Department

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

