Proprietary

Accounts Receivable Department

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

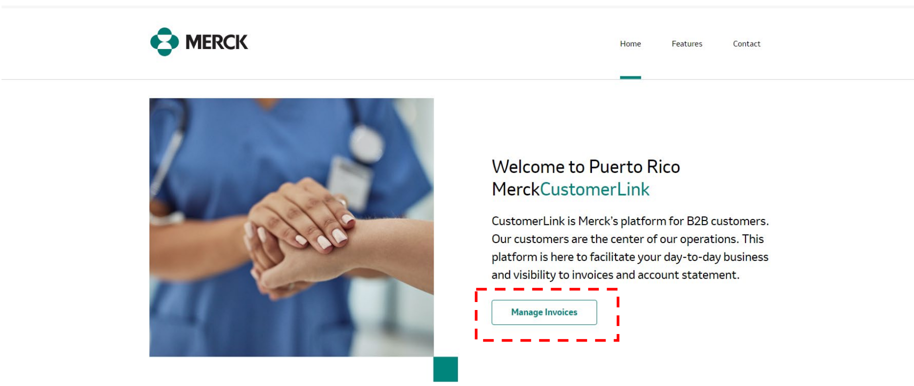
Information available to view only

Display My Account Statement:

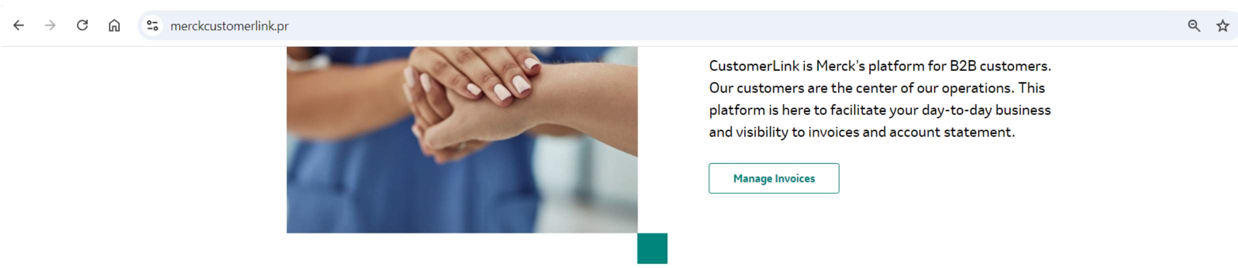
- Filters available.

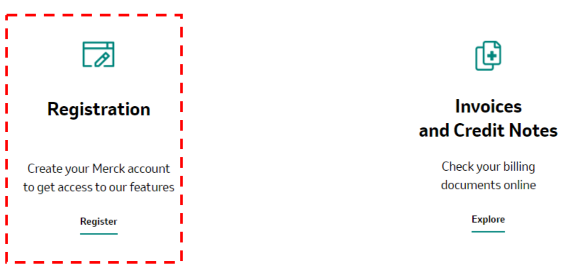
Login to the platform

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

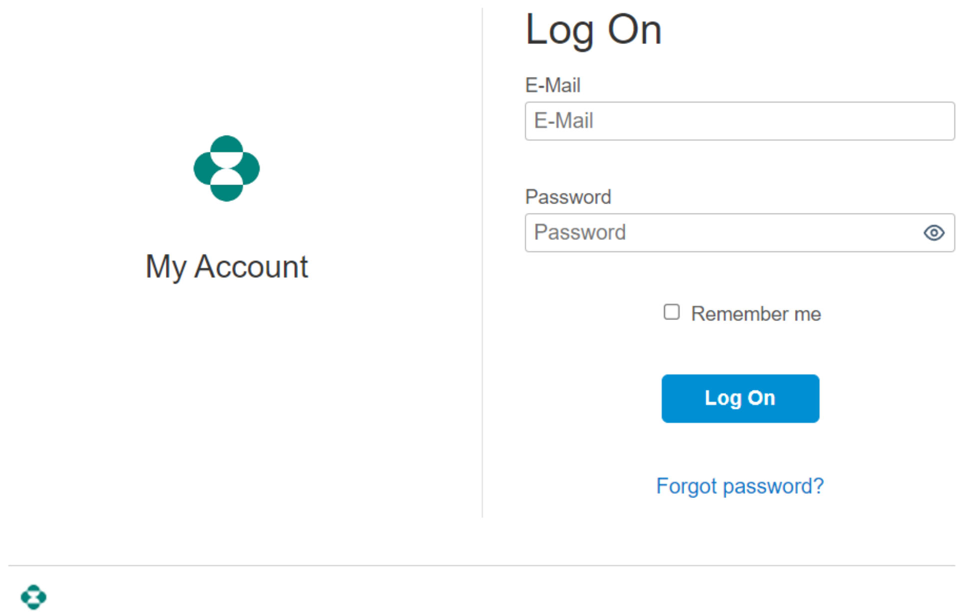


In case you don't have credential, you can request access by clicking on "Registration" option

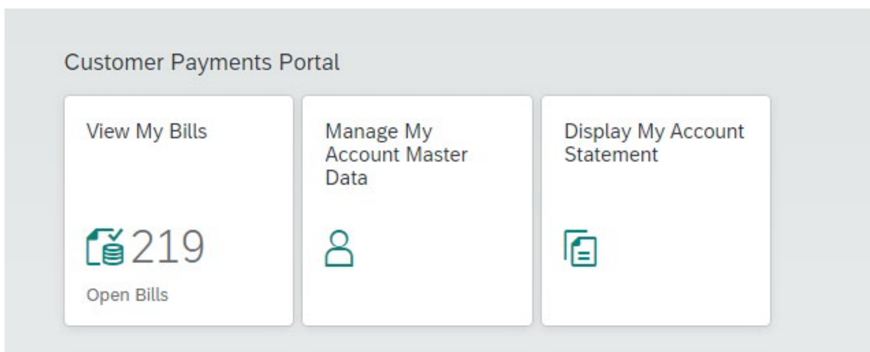




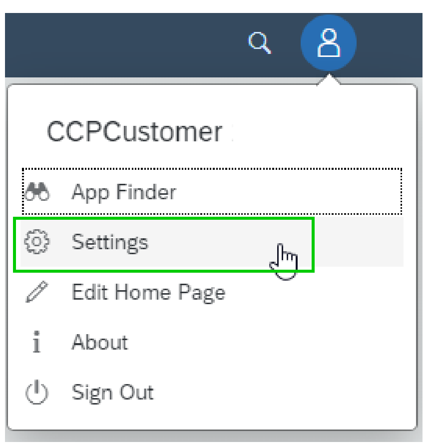
After entering on the website you must log in with the provided credentials. Then below screen will appear:

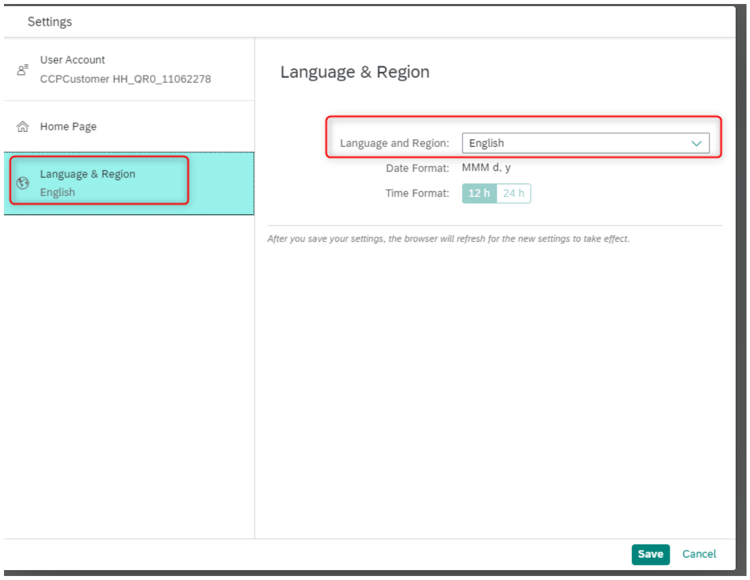


Once, inside, will be shown the home page with the status of your account and different tiles:



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):

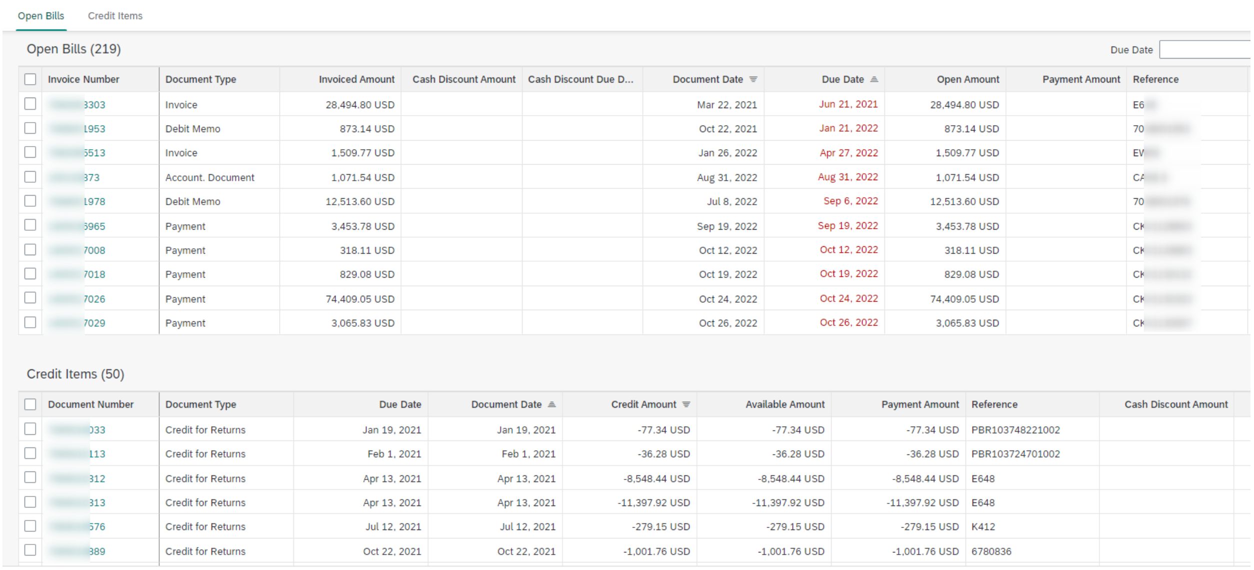



Settings
User Account
CCPCustomer HH_QR0_11062278
Home Page
Language & Region
English
Language & Region
Language and Region:
English
Date Format:
MMM d, y
Time Format:
12 h
24 h
After you save your settings, the browser will refresh for the new settings to take effect.
Save
Cancel

View My Bills

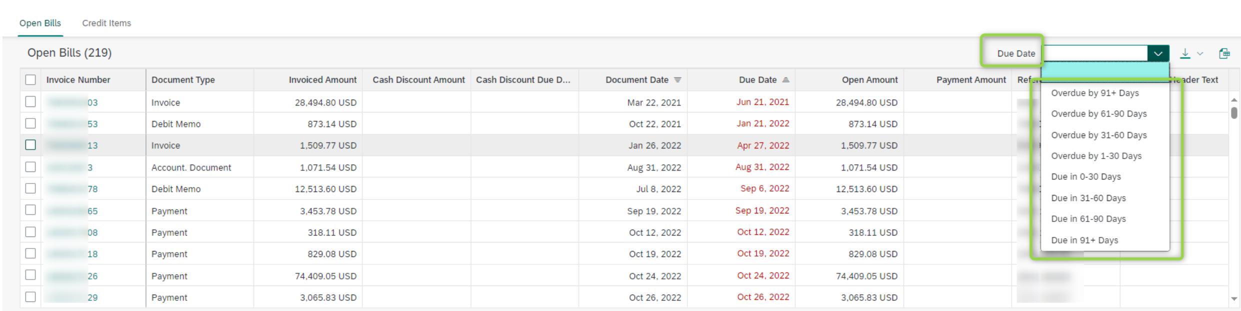
In the View My Bills menu you can check your account status in real time.

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

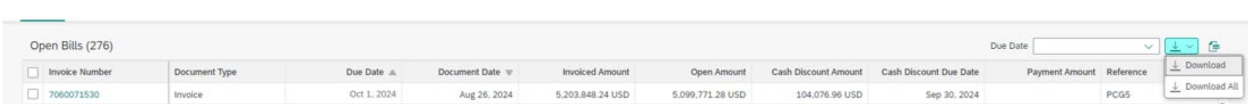


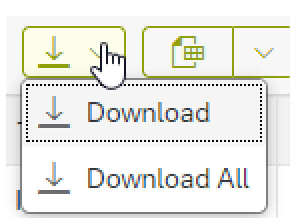
Options:

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

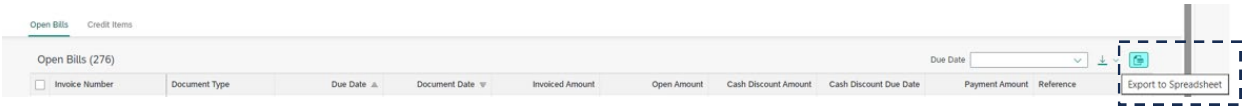


Download: From the download menu you can select the invoices you want to download, or you can download all open invoices:

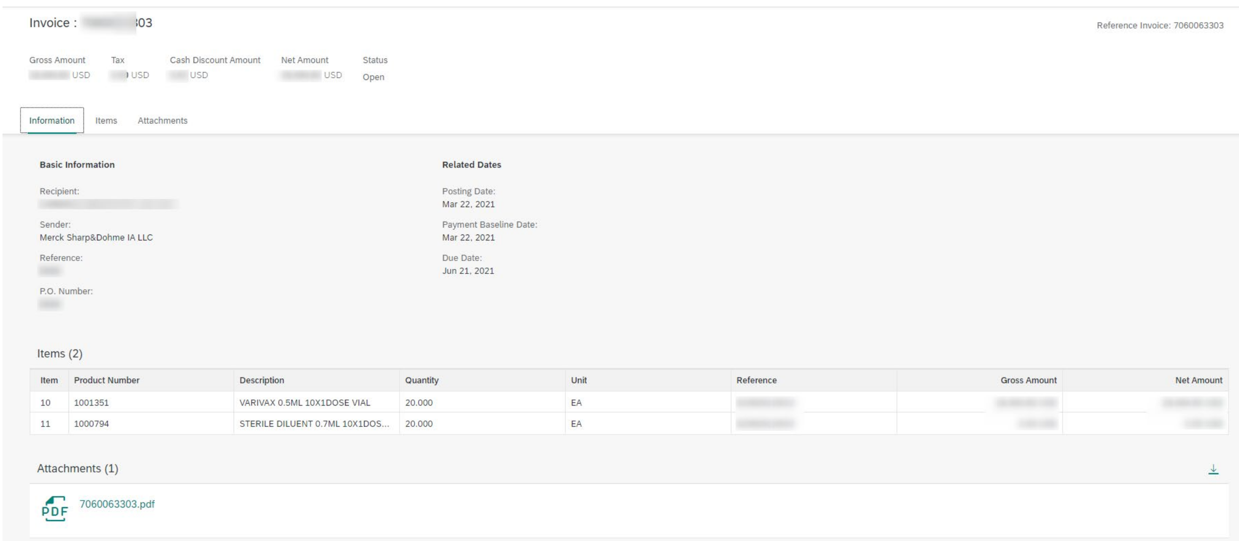




Export to Excel: By clicking this field the system will export the list of open invoices in excel format.



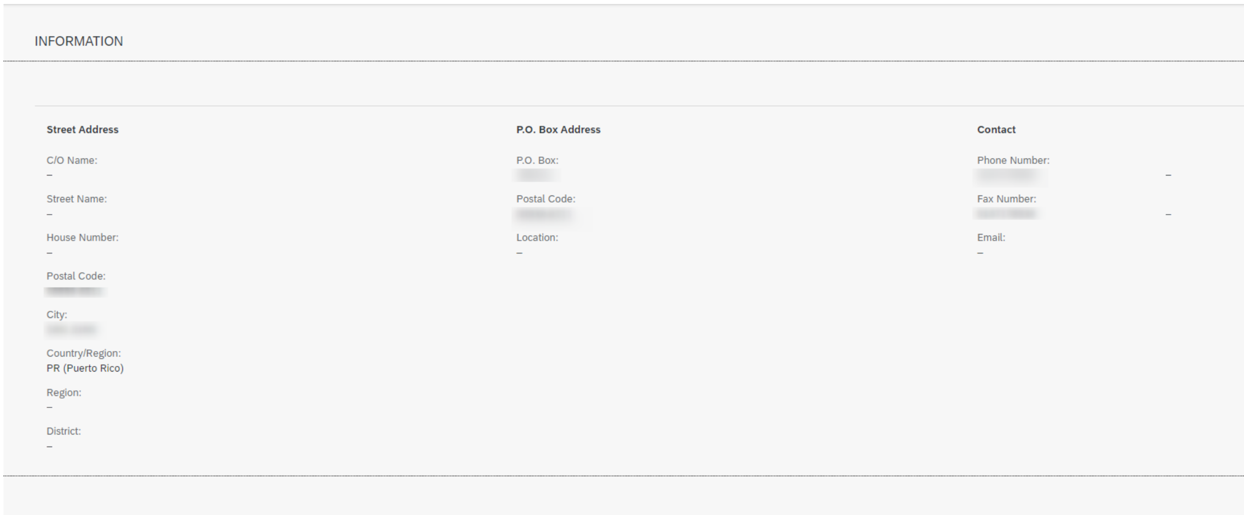
As you will be able to check, the invoices and credit memos are hyperlinks. If you click on the invoice/credit memo you will have access to the invoice details, as well as check the copy of the invoice online:



Manage My Account Master Data

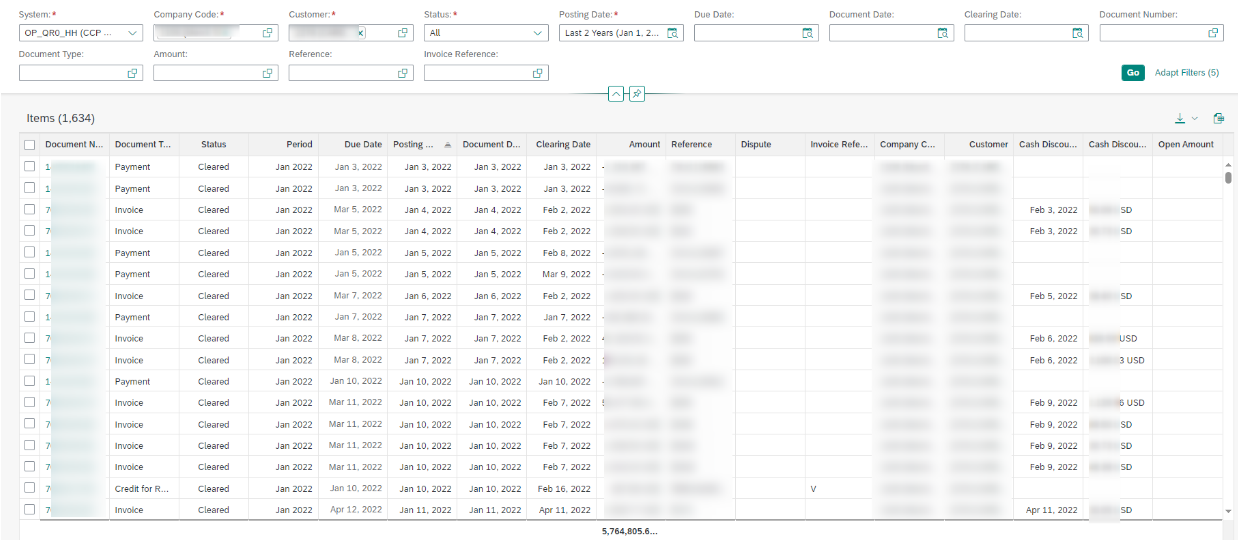
In this tile you can check your general MSD account details such as address and contacts

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



Display My Account Statement

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

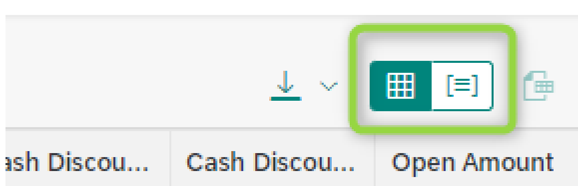


Options available:

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:

	Filter	Active
☑	Account*	•
☑	Status*	•
☑	Posting Date*	•
☑	Due Date	
☑	Document Date	
☑	Clearing Date	
☑	Document Number	
☑	Type	
☑	Amount	
☐	Accounting Document	
☐	Aging	
☐	Case GUID	
☐	Clearing Document	
☐	DebitCredit Flag	
☐	Document Currency	
☐	Document Type	
☐	Fiscal Year	
☐	Invoice Reference	
☐	Line Item Number	
☐	Reference	

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