

MSD Animal Health Shop Q&A

From logging in to payment, check our Q&A to help with any query you may have when using our shop. If you can't find what you're looking for or need further help, just call or email our Customer Service Team who will be happy to help. **Contact +27 (0)11 923 9300 or salesordersmsd@merck.com.**

Logging In

1 Q: Where do I login?

A: To access the shop, click <https://shop.msd-animal-health.co.za> then Login now.

2 Q: I've forgotten my login details?

A: Your username is your registered business email address. If you've forgotten your password, you can click Forgot Password from the login panel to create a new password, at any time.

3 Q: I can't login. What do I do?

A: This may be due to your registration or a system error. If you have not yet had your registration validated and confirmed via email, please wait until your access is confirmed. If you already have access, this may be due to a system error. Please alert our Customer Services Team if you are unable to login with your existing access.

My Account

1 Q: Can I update my login details at any time?

A: Yes. Just login and click Manage Profile from the login panel. You can update your contact details and business association. For your details to update and display accurately, please logout and login again.

2 Q: Can a colleague have access to the shop for my business account?

A: Our Shop is only available to registered Accounts. Any colleague that needs access must register with MSD Animal Health and be approved via our normal verification process. Please contact our Customer Services Team or your Sales representative if you would like access to the Shop.

3 Q: An address is wrong. Can I change my account details?

A: Any address change must be verified according to our normal practices. Please contact Customer Services to confirm any address change that you need. This will automatically update to the shop within 24 hours.

4 Q: I created an order then changed my account and it removed all the products in my basket. Why?

A: As some products may be restricted by license to specific accounts, when you change your account after adding products to your basket, we must clear the basket due to license safety and regulations policy. If you make a mistake when selecting your account, check and correct it before you add products. If you change a delivery address, the items in your basket are unaffected.





Product Search & Selection

- 1 Q: What products are available in the shop?**

A: Almost all of our products are available from our shop, displayed with stock availability, price, discount price (if applicable) and any additional volume-based pricing (if applicable). Due to scheduling Halocur, Boostin and Dolorex are not available online.
- 2 Q: Can I buy the MSD Animal Health products that I hold an additional product license for?**

A: Any product license must be stored on your account to purchase a licensed/restricted product(s) from our shop. If you have the relevant license required for purchase, please contact our Customer Service Team to provide the license details for set-up on your account. Once complete, you can purchase the product(s) from the shop.
- 3 Q: I can see a product in the shop but can't add it to my basket. How do I fix this?**

A: Check if the product is highlighted as out-of-stock as any out-of-stock product cannot be added. If it is not highlighted as out-of-stock or the add to cart is disabled, please call our Customer Services Team for help. Another reason you may not be able to pick a product, is that your account may be restricted from buying such a product. For example, if you are not a registered veterinary practice, you will be restricted from purchasing a "vets only" product.
- 4 Q: I only want to buy 1 of a product, but it will only let me select another number. How do I receive just 1?**

A: Some products are limited to a minimum quantity or are only sold in multiples. A message displays to inform you of any minimum quantity or multiple that must be added to your cart, but if this cannot be seen, there may be an error. Please call our Customer Services Team for help.
- 5 Q: When I add a product, I get an error page. What should I do?**

A: Try refreshing the page by using your browser or click away from the page and go back. If this continues, you can place your order without the product and call Customer Services for help to place an order for this additional product, or simply call Customer Services for help.
- 6 Q: I created an order, but then all my products disappeared. What happened?**

A: If you walk away from your desk, help a clinic customer, etc, you may have been automatically logged out after **20 minutes**. This is to protect your business account from fraudulent use and any items in your basket are removed. If you need to do something else when in the middle of an order, click Save for Later on the Order Summary. This will save your basket so you can come back and finish your order.

Pricing, Taxes & Shipping

- 1 Q: What price do I see in the shop?**

A: The price displayed in the storefront next to each individual item is the price you pay excluding VAT. If you are registered to pay VAT, this will be added at the end when you confirm your final basket.
- 2 Q: The price I pay looks wrong. What do I do?**

A: If you believe any pricing is wrong, please contact our Customer Services Team for help immediately.





Pricing, Taxes & Shipping Continued

3 Q: Are all local taxes included?

A: Local taxes are calculated on the Order Summary for checkout.

4 Q: Are shipping fees included?

A: Shipping is free of charge if the order placed is more than R5000. If the order value is less than R5000, a Customer Service representative will contact you to inform you of shipping costs.

5 Q: Are different shipping options available?

A: Shipping of your product will be done as per MSD Animal Health's routes used when previously placing orders. There are other options available as well:

Urgent delivery – if you select the urgent delivery option, the order will pass to the Customer Services team that will contact you to inquire the reason for urgent delivery and get approval for the shipment from the management team. Please note that urgent deliveries may have an additional freight cost included.

Collection – if you wish to collect your shipment, add a note in the Comments section and this will alert the warehouse team to keep your parcel ready for collection.

Order Tracking & Delivery

1 Q: Where can I find my orders?

A: All orders placed with MSD Animal Health can be found in in the My Account menu.

2 Q: How do I know when I will receive my order?

A: Orders are typically dispatched as per the MSD Animal Health's routes previously used. The status of your order can be seen on each order from in-progress to dispatched. To track your order, you can click on the tracking code in your order.

3 Q: How can I cancel an order already placed?

A: We can only cancel an order within 2 hours of placing. Please call Customer Services quoting the MSD Animal Health Order Number to cancel a request for MSD Animal Health products.

4 Q: How can I update/amend an order already placed?

A: We can only amend an order within 1 hours of placing. Please call Customer Services quoting the MSD Animal Health Order Number to discuss and update any change needed.

