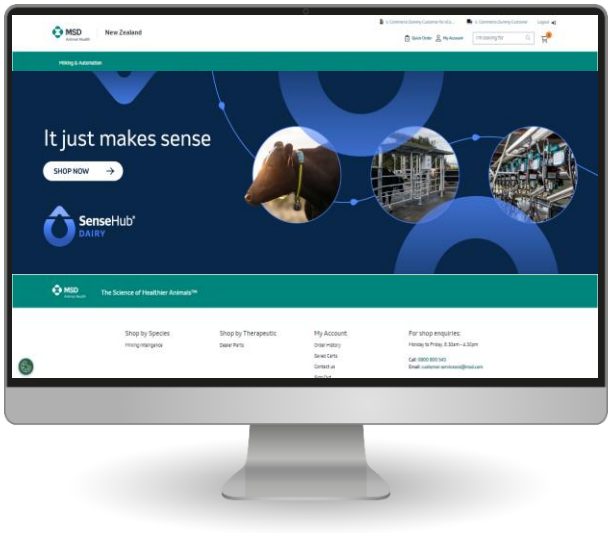
MSD Animal Health

Dealer eShop FAQs



From logging in to your account, orders and prices, these FAQs can help with your Dealer eShop queries in the first instance.

Logging in

Go to: https://shop.msd-animal-health.co.nz/

My Account

Ooops - I've forgotten my login details.

Your username is your registered email address. If you have forgotten your password, you can request a new one for immediate access. Go to https://connect.msd-animal-health.co.nz/s/ then click Forgot Password.

Can I update my email or phone details?

Yes, just go to https://connect.msd-animal-health.co.nz/s/profile.

Can a colleague have access to the eShop?

Our Dealer eShop is only available to registered shoppers, with a unique email address, within your business account.
If you have a new colleague who will be ordering parts, they must register with MSD Animal Health and be an approved buyer for your business account. Call Customer Care to help with this request.

Note: we are unable to grant 'read only' access to a colleague.

Can I change my delivery address?

Any address change must be verified by MSD Animal Health. If you and your account has been set up with multiple 'ship to' addresses, then you can easily change the delivery address to any verified addresses at the top of the page once you have logged in. Please contact our Customer Care team to confirm any address changes/additions that you need.

My Orders

How far in advance can I place my order?

Schedule your delivery date as early as you like.

What is the cut off time for orders?

Orders placed by 12pm will be processed that day.

When can I expect delivery?

Small orders, sent via courier, are usually delivered in 1-2 working days (stock permitting).

Larger orders, sent via Mainfreight, are usually delivered in 3-5 working days (stock permitting).

Can I place an urgent order?

For items that **need** to be sent the same day, select today as the delivery date, submit your order, then please phone Customer Care, who will do their best to help expedite your order.

Do I need to add a PO?

Yes, as per your contract with MSD Animal Health your Purchase Order number is a requirement. Please enter this at the Order Summary screen stage.

Due to technical limitations, we are unable to mark this as a mandatory field for New Zealand.

Do I need to add a Customer Reference?

No, this is an optional field. It may be useful if you are placing an order for a specific farm, so you may want to add the details for your records.

We include these details on your delivery note.

My Orders cont'd

Can I send a copy of the order confirmation to someone else?
Yes, on the Order Summary screen, you can add an email address of anyone you would like a copy of the order to be emailed to.

Note: we do not store this email address in our system (for privacy reasons), so we do not have the ability to resend to these emails. Therefore, please ensure the correct email address is added.

Can I change my order after I have submitted it?
If you need to change the parts, the quantity or preferred delivery date, after submitting your order, please contact Customer Care on 0800 255 353, quoting the order number.

Can I save a partially completed order and submit later?
Yes, via the Saved Cart feature you can save partially completed orders which you may want to add to or complete later.
You can have up to 15 saved carts.

Can I see my order history?
Yes, simply select Order History from the My Account drop down menu in the top right-hand corner of the website. This will show your order history for your last 100 orders or the last calendar year.

Order History shows all order types (e.g., orders via our eShop or via Customer Care) and shows both Order status and Shipping status.

Can I export my order in Excel to upload to my ERP system?
Yes, from the Order Summary screen, click Export cart (.csv).

Prices

Is the price shown the Dealer Net price or RRP?
The price displayed is the cost price to you i.e. our Dealer Net price.

Why does the RRP not show?
Due to technical limitations of our eCommerce platform, we are unable to display both the Recommended Retail Price (RRP) and the Dealer Net price you pay.

Is there a price list I can download?
Yes, go to My Account and select Price List from the drop-down menu.

Note: this is in pdf format only.

We will email you an Excel version of the price list at least once yearly, or as prices change, for you to upload to your ERP system.

Ordering Device

Can I place an order from my tablet or phone?
Yes, our eShop is built to respond to the device you use, so if you are connected to the internet, you can shop from your computer, tablet, or mobile phone.

Further Help

Please contact our Customer Care team Monday to Friday, 8.30am-5.00pm on **0800 255 353**.

Or check out our Help section at: https://www.msd-animal-health.co.nz/help/

Copyright © 2024 Merck & Co., Inc., Rahway, NJ, USA and its affiliates. All rights reserved. NZ-NON-240300038