

MSD Safety Reporting Portal

Tip Sheet for Business Partners and Vendors

Step 1: Navigate to the MSD Safety Reporting Portal ([Landing Page](#) | [Safety Reporting](#))

Select “Submit Report” option under Headquarters (*highlighted below*)

Headquarters	PV	Country	DPOC	MISP
Submit Report	Submit Report		Submit Report	Submit Report <small>For MISP Investigators Only</small>

Step 2: Report Adverse Events Screen – Complete Entry of Required Fields

(Refer to image below)

- Business Partner/Vendor/Investigator/Other’s Name – Enter the name of your company and/or your name
- Business Partner/Vendor/Investigator/Other’s Email Address – Enter your email address, multiple emails can be provided by adding a comma between each address
- Description about the Adverse Event and associated Product Quality Complaint – This field is **not required** if uploading an AE/PQC form
- Business Partner/Vendor/Investigator/Other’s Case ID# – **Optional** field to enter any case reference ID if available
- Attachment(s) – Upload Attachment; Various formats accepted
- What code is in the image? – Enter Captcha Code
- Select **Submit Report**

You can report one or more Adverse Event/Product Quality Complaint(s) for each submission. Please ensure that your total attachments do not exceed 35mb.

a Business Partner/Vendor/Investigator/Other’s Name *

b Business Partner/Vendor/Investigator/Other’s Email Address *

Comma separated for multiple emails

c Description about the Adverse Event / Product Quality Complaint

d Business Partner/Vendor/Investigator/Other’s Case ID#

(optional field for you to enter your company’s internal case reference ID, if available)

e Attachment(s)

Choose Files No file chosen

Maximum upload size is 35MB. File format includes ZIP, PDF, DOCX, DOC, PPT, PPTX, XLS, XLXS, JPEG, JPG, and PNG.

f CAPTCHA *

What code is in the image? *

Enter the characters shown in the image.

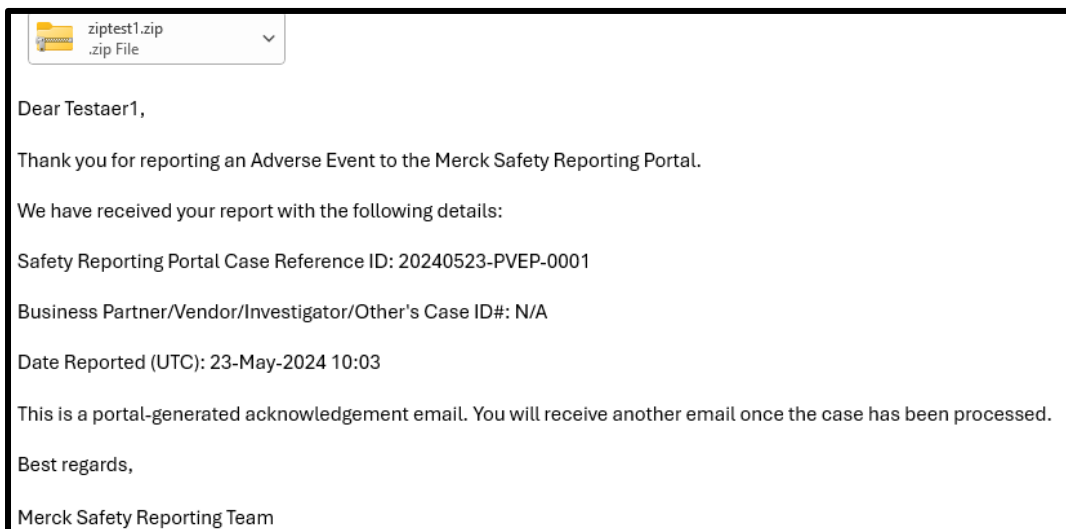
g Submit Report

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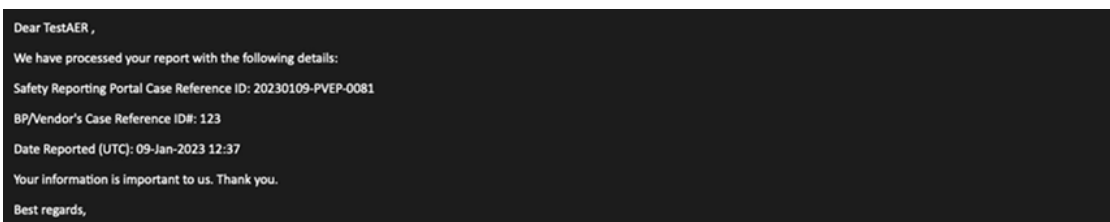
Step 3: Transmit Report

- ✓ Report will transmit to the appropriate mailbox

Step 4: Receive email acknowledging the case report was successfully transmitted



Step 5: Receive email acknowledging the case report was successfully processed *(this email will be sent when case has been accepted)*



Step 6: If additional information is needed, an email is sent to the reporter *(refer to image below)*

- ✓ Send additional information through the portal *(see screenshot below)*
- ✓ Once the follow-up information has been received and the case accepted, confirmation emails will be sent *(same as step 5 above)*

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Follow up for Safety Report 20220927-VD-0001

Business Partner / Vendor Name *

test

Business Email Address *

phillipa.yihua.phua@merck.com

Comma separated for multiple emails

Description about the Adverse Event and associated Product Quality Complaint (if available)

test

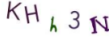
Do you have a Manufacturing (MFR) Control Number? *

No

Attachment(s)

[Choose files](#) No file chosen

Maximum upload size is 35MB. File format includes PDF, DOCX, DOC, PPT, PPTX, XLS, XLSX, JPEG, JPG, and PNG.



What code is in the image? *

Enter the characters shown in the image.

[Get new captcha!](#)

[Update Report](#)

Step 7: Reminders for additional information will be sent

- ✓ Reminders to send additional information to complete the case will be sent every 24 hours for 3 business days (3)

Dear BP-test-repeatMFR,

We are reviewing your safety report – 20220525-VD-0026 submitted on 25-May-2022. We are unable to proceed due to:

Category of Follow-Up: Missing Pages, Illegible Handwriting (Non-readable)

Description about the missing information: Test

Kindly provide the information required within the next 24 hours through this [link](#)

IMPORTANT: We will close this case if we do not receive any response by 28 May 2022, 09:30 (UTC)

Your information is important to us. Thank you!

Best regards,

- ✓ If no action is taken by the reporter after 3 business days, the case will be cancelled
- NOTE:** Reporter must resubmit case if cancelled

Dear BP-test-repeatMFR,

We are unable to correctly process your report 20220525-VD-0026 with MFR control number: Submitted on 25-May-2022 as we did not receive a response to update the following information:

Information Required:

Category of Follow-Up: Missing Pages, Illegible Handwriting (Non-readable)

Description about the missing information: Test

If you wish to report another adverse event or product quality complaint, please submit another report on <http://pvepdev.merck.com/form/report-adverse-events>

Your information is important to us. Thank you!

Best regards,

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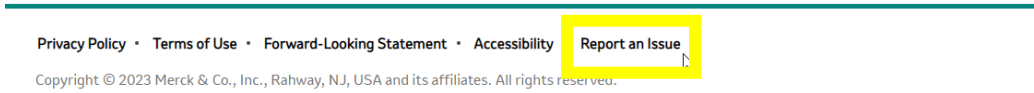
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Reporting an issue:

Step 1: Select “Report an Issue” in the top right hand corner or in the footer of the landing page
(highlighted below)



OR



Step 2: Complete Entry of Required Fields

Report an Issue

Please do not submit any adverse event cases through this form. This channel is intended for users to report only technical issues encountered while using this site. For other queries, please reach out to your respective PV contact.

Name *

Email Address *

Case Reference ID (optional)

Message *

Submit

Step 3: Receive confirmation message

Report an Issue

Thank you for reaching out to us. We will investigate your issue and get back to you within 1 business day.

[Back to home](#)

[Submit another issue](#)