

# Toxovax FAQs

Everything from logging in to invoicing, our Toxovax FAQs can help with a query you may have when using our Toxovax eShop.



## Logging In

Visit [shop.msd-animal-health.co.nz](https://shop.msd-animal-health.co.nz)

## My Account

### I've forgotten my login details?

Your username is your registered email address. If you have forgotten your password, you can request a [new password](#) for immediate access.

### Can I update my details at any time?

Yes, just login and then click [Manage Profile](#). If you move to another business your access to the Shop will be removed for data protection. If you need access, get in touch with your local MSD Animal Health Territory Manager or our Customer Services team to restore your access to the Toxovax eShop.

### Can a colleague have access to the Shop?

Our Toxovax eShop is only available to registered Veterinarians and approved buyers at selected Business Accounts. They must: [register with MSD Animal Health](#) and be an approved buyer for the Business Account, with authority of the Business Account Owner/Principal. Speak to your local MSD Animal Health Territory Manager to complete this request.

### 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 Services team to confirm any address changes/additions that you need.

## Toxovax Availability

### How early can I place my order?

Schedule Toxovax as early as you like. Manufactured on a weekly basis from October to April. You can place an order now for product that you require in April.

### What is the cut off time for orders?

Orders must be placed by 10.00pm on a Tuesday to receive a delivery the following week (stock permitting). As previously communicated as Toxovax is made-to-order we encourage you to order Toxovax from us at least 4 weeks before you need it.

### What if I want to change my selection?

If you make an error in selection, you can change this as you place an order for Toxovax. Simply change before checking out from your Order Summary.

### Can I select another delivery date?

Toxovax is dispatched once a week (usually on a Monday, unless a public holiday) and therefore is generally delivered on a Tuesday during the season (October to April).

### Can I amend my date selection?

If you have already placed an order for Toxovax and would like to change the scheduled delivery date, please contact our Customer Services team.

If you want to change the date before you have placed an order, you can select another date from the calendar on the Order Summary page before you confirm the order.

### Can I save any partially completed order and submit later?

Yes. Via our Saved Cart feature you can save partially completed orders which you may want to add to or complete at a later date. You can have up to 15 saved carts.



## Adding a Customer Reference

### Do I need to add details into the Customer Reference?

No, but it may be convenient to do so. If you are placing an order for a number of farms, you may want to add the details for your records. We include these details on your delivery note so you can easily separate them according to farm at the point of delivery.

### Can I place an order for multiple farms?

Yes. You can add multiple farms in one order with the same delivery date. In the Customer Reference field include the name of each farm and the quantity required for that farm and these details will be included on your delivery note.

### Can I place an order with multiple delivery dates?

No. You can only select one delivery date per order for Toxovax, so if you need to place an order for different delivery dates, complete them as separate orders.

### Can I send a copy of the order confirmation to someone else?

Yes. On the Order Summary page you can add an email address of anyone you would like a copy of the order emailed to. Please bear in mind we do not store this email address in our system or have the ability to resend these so please ensure the correct email address is added.

## Changes to a Toxovax Order

### How can I amend an order already placed?

Please call our Customer Services team quoting your order number so we can discuss any rescheduling or change in quantity for the order.

### How can I cancel an order already placed?

Please call our Customer Services team quoting your order number to discuss any change or cancellation of a Toxovax order.

### 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 you 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 Services) and shows both Order status and Shipping status.

### Is there a view that enables me to add both the 100 & 200 dose Toxovax SKUs to my cart at one?

Yes. Go to **Quick Order** in the top right hand corner of the website, add Toxovax to the search bar and it will show both SKUs. Here you can add the volume required for both, tick the boxes at the right and this will enable the **Add all to cart** button. Click this and the volumes for both will be added to your shopping cart at the same time.



## Further Help

Please contact our Customer Services team from Monday to Friday, 8.30am-5.00pm on 0800 800 543 for any questions regarding a Toxovax order, a change to a Toxovax order or any Toxovax eShop query.

You can find these details in the email confirmation that we send to you for any order.

Or check out our Help section with lot of useful guides at: [www.msd-animal-health.co.nz/help](http://www.msd-animal-health.co.nz/help)