

4.13. Prices in mSupply

mSupply has many different mechanisms for altering the sell price of items in invoices depending on many things. Below in this article:

- Item Margins
- Per customer price lists

Elsewhere:

- [Customer price categories](#)
- [Catalogue Price](#)
- [Program pricing 12 month average](#)
- [Patient list pricing](#)

Customisations for certain clients (give us details of your situation, and we may be able to extend the functionality to your needs). Ask about:

- Unified selling price (built off Catalogue Price)
- Weighted Average Price (Built off Catalogue Price and similar to below two)
- Price averaging derived across supplied cost prices at each store
- Price averaging derived by the central warehouse applied to master list

Pricing With Default Settings

There are two key price values associated with all stock and invoice lines:

- Cost price: this is simply the price that the store paid the supplier for the goods.
- Sell price: this is recorded price that is expected for the goods to be sold to customers at. There are many pricing strategies that modify or override this value throughout mSupply which we'll detail below.

1. Purchase Order (PO)

At the first instance, stock is often introduced into the supply chain via a purchase order. Each item ordered will have a price per pack which is carried through the next steps.

Order num: 18

Name Camelbak Referral Hospital (Store)

Colour

Black

Confirm date 17/09/2024

Reference

Status: cn

Requested delivery: 00/00/00

Store: General Warehouse

GeneralDetailsGoods ReceivedSupplier InvoicesLogLocationCustom dataDocuments

New line

Delete lines

Update EDD

Print

Confirm

Category

None

Info

Show all lines

Currency AUDForex rate 0.7783

Line	Item code	Item	No. of packs	Pack...	Orig. Qty	Adj. Qty	Tot. received	Stock on hand	On Order	Cust. b/odrs	Price Ext	Requested...	Expected...	Stor
1	201116	Bandage W.O.W....m wide x 5m roll	100	12	1200	1200	1200	5532	0	0	4,750.00			Ge.

Supplier discount

Percentage 0

Discount amount 0.00

Locked

Auto calc usage

Estimated subtotal 4,750.00

Estimated cost after discount 4,750.00

Finalise order

Authorise

OK & Next

Delete

OK

Note in this instance, the supplier uses the currency AUD. Our system is using USD. This Forex (Foreign exchange) rate will be used later.

2. Goods Receipt (GR)

Next a user would create a Goods Receipt linked to this Purchase Order in order to accept the physical stock arriving. They'd add the lines from the original PO and enter the verified count of items into the GR. Finalising this GR will create a Supplier Invoice.

<https://docs.msupply.org.nz/>

Printed on 2026/09/23 03:40

Edit Goods Received...

Supplier

Camelbak Referral Hospital (Store)

Received date

17/09/2024

Tender reference

Supplier reference

Comment

↓

Store:

General Warehouse

Goods received:

6

Created by:

Admin

Modified by:

Admin

Entry date:

17/09/2024

Purchase order:

18

Supplier Invoice:

12

Status:

fn

General Documents Log

Print goods receipt

Line	Location	Item code	Item name	Batch	Exp date	Pack Size	Quan
1	A1	201116	Bandage W.O.W. 15cm wide x 5m roll			12	100

☒ Finalise

OK & Next

Delete

OK

3. Supplier Invoice (SI)

A Supplier Invoice is automatically created by the GR of the previous step. This invoice, also known as a transaction, is used to record the ledger of the stock entering the mSupply stock system.

At this point the user has an opportunity to adjust cost and sell price.

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Note:

- The currency exchange rate has been applied (and can be further edited).
- There is an opportunity to apply a margin. It has been set to 10%. (there are multiple places in mSupply to configure default margins)
- A sell price per pack is first recorded here. It is 10% higher than the cost price. It can be further edited manually.

Once finalised this will be available as stock in mSupply

4. Checking introduced stock

Under the Items menu, you can search for and view our item's stock. Note the other lines of stock which have different cost and sell price. This is because this stock was received or added at another time, with different prices applied at the time. All stock has it's own cost and sell price associated. Keep in mind that there are settings for centrally controlled sell prices for items, so that all customers pay the same amount regardless of the specific stock line they're receiving.

Item details

Item name: Bandage W.O.W. 15cm wide x 5m roll
 Item code: 201116
 Store: General Warehouse

Show zero lines Print Split Update sell prices Show related invoices Consolidate Labels Print barcode labels

Line	Available packs	Total packs	Hold	Pack...	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Tc vol
1	3	15	☐	12			LUPIN	Pyret...uticals	A1	3.00	4.20		
2	100	100	☒	12			ca...hosp	Aspe...evices	A1	36.96	40.67		
3	334	346	☐	12	D456486	30/04/2021	invad		A1	0.49	0.48		

Stock

Minimum stock: 0 Maximum stock: 0
 Stock on hand: 5,532 Total stock value: 3,911.46
 Stock on order: 0 Average unit cost: 0.70
 Total Volume: 0.00

Non stock items

Non stock item: ☐
 Default customer:

Months Cover

Based on: 0 months usage: Calculate
 For stock on hand (months cover)
 Including stock on order (months cover)

Exclude stock with expiry date less than: 3 months
 Generating an order for: 0 months stock
 will order a quantity of

Delete OK & Previous OK & Next Cancel OK

Editing our line of introduced stock, we can modify cost and sell price again.

Item stock line details...

Item code 201116

Item name Bandage W.O.W. 15cm wide x 5m roll

General

Ledger

Status

Reference documents

Log

Quantity according to stock

Total Quantity 100

Available 100

Cost price

36.96925

Hold

☐

Volume per pack

0

m3

Sell price

40.67

Location

A1

Weight per pack

0

kg

Expiry date

00/00/00

Pack size

12

Roll

Batch

Quan per inner

0

Initial quantity

0

Supplier

Camelbak Referral Hospital (Store)

Inners per Outer

0

Program

Note

Custom stock fields

Cancel

OK

5. Customer Invoice (CI)

If we create a new customer invoice to a facility, when adding an item we'll see our stock line is available with the prices carried through from the supplier invoice that introduced the stock.

Edit line...

Item  201116

Line

Quan of 100 Total

Pack Roll Outer pack size

Add Place holder
Re-lookup Sell Price

Line	Issue	Available	Tot in st...	Pack	Hold	Batch	Expdate	Supplier	Location	Cost Price	Sell price	Sta
1	0	3	15	12	☐			LUPIN	A1	3.00	4.20	
2	5	100	100	12	☐			cam...osp	A1	36.96	40.67	
3	0	334	346	12	☐	D456486	30/04/2021	invad	A1	0.49	0.48	

Total quantity issued 60
Total quantity available 5244

Cancel
OK
OK & Next

Now added, we can see in our Customer Invoice the stock we added and see that it's Price Extension (the total sell price for the line) is 5x the sell price, as we are providing 5 packs.

[illegible]

6. Prescriptions

For a Prescription to a patient, it is much the same as a customer invoice.

[illegible]

The key difference here is that there are several patient specific pricing modifiers that can be configured in mSupply which we'll see later.

Sell Price Settings

At either introducing stock or at the point of distributing/selling/dispensing stock, there are settings that can modify the sell prices saved in the system or simply override the sell price when distributing. Hold on you your hats ☹.

Default Price List

A Default Price list is one of mSupply's approaches to standardising pricing across the whole system. This is useful when you want all customers/patients to pay the same amount per unit of an item regardless of what any particular line's sell price has been set to (usually related to cost price). This is useful when receiving stock from multiple suppliers, via various shipment methods (Air vs sea freight) where prices of different lots of an item received can vary greatly. Some donor stock might be free!

This setting is managed through [4.04. Item master lists](#). A Master List can be configured as a “Default Price List” by checking the checkbox shown below.

[illegible]

Items in this list will override the sell price of all outgoing stock in **all stores across the entire mSupply system, including those that are active on remote sites**. To set the price for the item, edit the “Price per unit” column.

Make sure you enter the Price per **unit** of the item, not the Price per **pack**. As an item can have many stock lines with differing pack sizes (e.g. blister pack of 10 vs 20), the system will adapt the sell price according to the stock line's *pack size* multiplied by the *Price per unit*.

When making a customer invoice we can see that all prices have been adapted when selecting our item from earlier in this guide. The default price is 1 per unit, and the pack sizes have been multiplied by that to determine the sell price.

Add item...

Item  201116  New item

Line

Quan of 3 Total

Pack Roll Outer pack size

Line	Issue	Available	Tot in st...	Pack	Hold	Batch	Expdate	Supplier	Location	Cost Price	Sell price	Sta
1	0	3	15	12	☐			LUPIN	A1	3.00	12.00	
2	0	90	95	12	☒			cam...osp	A1	36.96	12.00	
3	0	1200	1200	72	☐			invad	A1	190.00	72.00	
4	0	334	346	12	☐	D456486	30/04/2021	invad	A1	0.49	12.00	

Total quantity issued

Total quantity available

Any item not in the Default Price List will use the sell price of the stock being used.

The Default Price List applies to prescriptions as well, but note that the similar Patient List setting for setting a global price for patients will override the Default Price List value if an item is in both lists.

Patient Price List

The Patient Price List setting is very similar to the Default Price List setting, **but only applies to prescriptions**. This is useful if not interested in changing prices for stock being distributed to other sellers/stores/pharmacies, but do want to set a standardised price for patients to level out cost fluctuations of stock.

To make a Master List a Patient Price List, check the setting "This master list is a patient list".

DescriptionPatient Price List

Note

Discount %0

☐ Automatically add new items to this master list

☒ This master list is a patient list

☐ Is default price list

Created date: 18/09/2024

Created by: Admin

ItemsIn use byTagsProgram Settings

Add item

Remove Item(s)

Save Sort order

Copy to clipboard

Update prices to 12 month average

Import item list

Search items

Item code	Item name	Item department	Item category	Imprest quantity	Price per unit
201116	Bandage W.O.W. 15cm wide x 5m roll		DRESSINGS	0	2

1/1

OK & Previous

OK & Next

Cancel

OK

If an item is in both the Patient Price List and the Default Price List, in a prescription the Patient Price List price will take priority over the default price list.

A Master list may be both a Patient Price List and Default Price List, but it is redundant ☐.

Discount Lists

Discount lists are a simple mechanism for setting a discount percentage rate for a set of items. They can be configured by simply adding a value to the Discount % field of a Master List. This discount rate will be applied on included items in all stores in mSupply.

Description Discount list 50%

Note

Created date: 18/09/2024

Created by: Admin

Discount % 50

☐ Automatically add new items to this master list
☒ This master list is a patient list
☐ Is default price list

Items | In use by | Tags | Program Settings

+ Add item - Remove Item(s) ↺ Save Sort order 📄 Copy to clipboard ↻ Update prices to 12 month average 🏠 Import item list

Search Items

Item code	Item name	Item department	Item category	Imprest quantity	Price per unit
201116	Bandage W.O.W. 15cm wide x 5m roll		DRESSINGS	0	0

1 / 1

OK & Previous OK & Next Cancel OK

This will be applied when adding items to a Customer Invoice. Below we can see the the Default Sell Price (per unit) applied to our stock lines has had a 50% discount rate applied. If item selected is not in the Default Price List, it's normal sell price of the stock line selected will be used.

Add item...

Item  201116  New item

Line

Quan of 3 Total

Pack Roll Outer pack size

Line	Issue	Available	Tot in st...	Pack	Hold	Batch	Expdate	Supplier	Location	Cost Price	Sell price	Sta
1	0	3	15	12	☐			LUPIN	A1	3.00	6.00	
2	0	90	95	12	☐			cam...osp	A1	36.96	6.00	
3	0	1200	1200	72	☐			invad	A1	190.00	36.00	
4	0	334	346	12	☐	D456486	30/04/2021	invad	A1	0.49	6.00	

Total quantity issued

Total quantity available

Discount rates do not apply in Prescriptions. We may add settings for facilitating this in the future!

Item Margins

The price you charge customers for your goods is, of course, very important. mSupply provides you with several different ways to set the selling price of your goods. Here they are:

- Each supplier has a margin field that determines how much to add on to the cost price when buying from that supplier
- Each item has a margin field that determines how much to add on to the cost price when buying that item
- There is a preference (**File > Preferences > Invoices 1**) which controls how these 2 margins relate:
 - ☒ Item margin overrides supplier margin on supplier invoices
 - If this preference is ticked then the item margin will be used instead of the supplier margin. If it is unchecked then the supplier margin will be used instead of the item margin.
- You can set custom margins for each customer group (**File > Preferences > Invoices 2**)
 - ☒ Allow editing selling price on customer invoice lines
- You can fix the item price under the **General** tab in the **Item details** window.

Pricing

Default margin

Default sell price of preferred packsize

Price editable when issuing ☐

-
- Note that setting an item price here will set the price of **new stock** as you receive. It will not affect the price of existing stock- you can change existing prices if you have permission to do so by viewing an item and going to the "Stock" tab.
- You can set item prices when setting up a data file by importing an item list. (see below)

Per customer pricing

Updated: version 3.12

Alternatively, individual prices can be set for each customer. This can be done in the **Edit Customer/Supplier** window which you can find by:

- going to the **Customer** tab of the Navigator
- click on the **Show Customers** button
- find the customer you wish to customise prices for
- double click the customer line
- choose the **Item Lists** tab (see below)

Edit customer/supplier

Store: CMS Store

Default Order Days

Favourite List(s)

Favourite List	Mas...	Impr...	Sto...	Web	Price
Health Centre Order List-	☐	☐	☐	☐	☒

Items

Item Name	Imprest quan...	Price
ALBENDAZOLE 200MG TAB	0	4.5
AMOXYCILLIN 250MG TAB/CAP	0	2.25
ANTACID (MAG. TRISIL. CO.) TAB	0	3.5
ARTEMETHER + LUMEFANTRINE 20/120MG 1	0	1.2
ARTEMETHER + LUMEFANTRINE 20/120MG 2	0	2.4
ARTEMETHER + LUMEFANTRINE 20/120MG 3	0	3.5
ARTEMETHER + LUMEFANTRINE 20/120MG 4	0	4.5
ASPIRIN 300MG TAB	0	2
BISACODYL 5mg TABLET	0	3.2

Style

Sort by Group

Output to

☒ Printer
 ☐ Excel

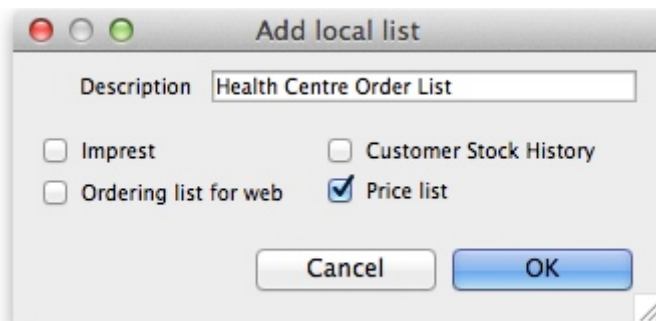
Ordering method

☐ Imprest
 ☒ Stock Take

To customise the pricing, add a list to the **Favourite Lists** column (either by clicking **Add master list**, **Add local list** or **Copy from master list**) or edit an existing list by double-clicking on it. Check

the **Price list** checkbox from the window that comes up and any other checkboxes that you require.

- You only need the Price list check box marked to customise prices
- Only one list per customer can be price customised



Make sure the list is selected and then go to the **Items** section of the window. Enter the corresponding prices that you would like to assign to each item for that customer by clicking on the item and then clicking on the price ("0" by default). You can also add items to the list by clicking **Add item** and entering the item name and the price in the window that appears. The customer will now be charged the prices set in the list instead of any other price set.

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<https://docs.msupply.org.nz/> - mSupply documentation wiki

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Last update: **2025/08/29 14:15**

