



# User Guide

## 1. About mSupply

- 1.01. Introduction
- 1.02. Why mSupply?
- 1.03. Who uses mSupply?
- 1.04. Which combination of mSupply products best suits your organisation?
- 1.05. Terms, definitions and conventions used in this user guide

## 2. Setting Up mSupply: Technical Guide

- 2.01. Requirements
- 2.02. Installation
- 2.03. Starting mSupply for the first time
- 2.04. Client/Server FAQ

## 3. Tutorial

- 3.01. The tutorial like no other
- 3.02. Logging in
- 3.03. Opening the example data file
- 3.04. Navigator
- 3.05. Creating and viewing items
- 3.06. Customers and suppliers
- 3.07. Viewing Names in Google Maps
- 3.08. Enter incoming goods (supplier invoices)

## 4. Items

- 4.01. About items
- 4.02. Adding a new item
- 4.03. Item categories
- 4.04. Item master lists
- 4.05. Programs
- 4.06. Stock locations and location types
- 4.07. Building (manufacturing) items
- 4.08. Merging two items
- 4.09. Ad hoc items
- 4.10. Non-stock items
- 4.11. Managing drug interaction groups
- 4.12. Managing item access with Departments
- 4.13. Prices in mSupply
- 4.14. Repacking items
- 4.15. Show items with stock
- 4.16. Splitting a stock line
- 4.17. Stocktakes
- 4.18. Phased stocktakes
- 4.19. Inventory adjustments
- 4.20. Units
- 4.21. Forecasting
- 4.22. Pickfaces and Replenishments setup
- 4.23. Pickfaces and Replenishments

## 5. Customers and Suppliers

- 5.01. Names: using, adding and editing

## 6. Purchasing

- 6.01. Ordering stock from suppliers
- 6.02. Managing purchase orders
- 6.03. Purchase order categories
- 6.04. Ordering from one store to another
- 6.05. Multi-store Purchase Orders

## 7. Receiving Goods

- 7.01. Supplier invoices
- 7.02. Goods receipts
- 7.03. Editing pack sizes
- 7.04. Managing outstanding purchase order lines (pipeline stock)
- 7.05. Custom stock fields
- 7.06. Managing donors

## 8. Issuing Goods

- 8.01. Issuing goods to a customer (customer invoices)
- 8.02. Viewing customer invoices
- 8.03. Backorders
- 8.04. Electronic invoices
- 8.05. Transferring goods to another store
- 8.06. Box management
- 8.07. Stock control methods for your

## 9. Donating Goods

- 9.01. Introduction
- 9.02. Donating goods
- 9.03. Donating stock
- 9.04. Donating items
- 9.05. Donating stock
- 9.06. Donating items
- 9.07. Donating stock
- 9.08. Donating items
- 9.09. Donating stock
- 9.10. Donating items
- 9.11. Donating stock
- 9.12. Donating items
- 9.13. Donating stock
- 9.14. Donating items
- 9.15. Donating stock
- 9.16. Donating items
- 9.17. Donating stock
- 9.18. Donating items
- 9.19. Donating stock
- 9.20. Donating items
- 9.21. Donating stock
- 9.22. Donating items
- 9.23. Donating stock
- 9.24. Donating items
- 9.25. Donating stock
- 9.26. Donating items
- 9.27. Donating stock
- 9.28. Donating items
- 9.29. Donating stock
- 9.30. Donating items
- 9.31. Donating stock
- 9.32. Donating items
- 9.33. Donating stock
- 9.34. Donating items
- 9.35. Donating stock
- 9.36. Donating items
- 9.37. Donating stock
- 9.38. Donating items
- 9.39. Donating stock
- 9.40. Donating items
- 9.41. Donating stock
- 9.42. Donating items
- 9.43. Donating stock
- 9.44. Donating items
- 9.45. Donating stock
- 9.46. Donating items
- 9.47. Donating stock
- 9.48. Donating items
- 9.49. Donating stock
- 9.50. Donating items
- 9.51. Donating stock
- 9.52. Donating items
- 9.53. Donating stock
- 9.54. Donating items
- 9.55. Donating stock
- 9.56. Donating items
- 9.57. Donating stock
- 9.58. Donating items
- 9.59. Donating stock
- 9.60. Donating items
- 9.61. Donating stock
- 9.62. Donating items
- 9.63. Donating stock
- 9.64. Donating items
- 9.65. Donating stock
- 9.66. Donating items
- 9.67. Donating stock
- 9.68. Donating items
- 9.69. Donating stock
- 9.70. Donating items
- 9.71. Donating stock
- 9.72. Donating items
- 9.73. Donating stock
- 9.74. Donating items
- 9.75. Donating stock
- 9.76. Donating items
- 9.77. Donating stock
- 9.78. Donating items
- 9.79. Donating stock
- 9.80. Donating items
- 9.81. Donating stock
- 9.82. Donating items
- 9.83. Donating stock
- 9.84. Donating items
- 9.85. Donating stock
- 9.86. Donating items
- 9.87. Donating stock
- 9.88. Donating items
- 9.89. Donating stock
- 9.90. Donating items
- 9.91. Donating stock
- 9.92. Donating items
- 9.93. Donating stock
- 9.94. Donating items
- 9.95. Donating stock
- 9.96. Donating items
- 9.97. Donating stock
- 9.98. Donating items
- 9.99. Donating stock
- 9.100. Donating items

- 3.09. Enter outgoing goods (customer invoices)
  - 3.10. Entering quotations
  - 3.11. Working with lists
  - 3.12. Where to now?
- 5.02. Contacts
  - 5.03. Merging two names
  - 5.04. Name categories
  - 5.05. Name tags
  - 5.06. Suppliers: adding and viewing
- customers (requisitions)

  - 8.08. Customer budgets

9. Returning Goods

- 9.01. Return goods to a supplier
- 9.02. Receiving goods back from a customer

- 1960 Ona Des kant prs
- 1961 1962
- 1963 1964
- 1965 1966
- 1967 1968
- 1969 1970
- 1971 1972
- 1973 1974
- 1975 1976
- 1977 1978
- 1979 1980
- 1981 1982
- 1983 1984
- 1985 1986
- 1987 1988
- 1989 1990
- 1991 1992
- 1993 1994
- 1995 1996
- 1997 1998
- 1999 2000
- 2001 2002
- 2003 2004
- 2005 2006
- 2007 2008
- 2009 2010
- 2011 2012
- 2013 2014
- 2015 2016
- 2017 2018
- 2019 2020
- 2021 2022
- 2023 2024
- 2025 2026
- 2027 2028
- 2029 2030
- 2031 2032
- 2033 2034
- 2035 2036
- 2037 2038
- 2039 2040
- 2041 2042
- 2043 2044
- 2045 2046
- 2047 2048
- 2049 2050
- 2051 2052
- 2053 2054
- 2055 2056
- 2057 2058
- 2059 2060
- 2061 2062
- 2063 2064
- 2065 2066
- 2067 2068
- 2069 2070
- 2071 2072
- 2073 2074
- 2075 2076
- 2077 2078
- 2079 2080
- 2081 2082
- 2083 2084
- 2085 2086
- 2087 2088
- 2089 2090
- 2091 2092
- 2093 2094
- 2095 2096
- 2097 2098
- 2099 2100
- 2101 2102
- 2103 2104
- 2105 2106
- 2107 2108
- 2109 2110
- 2111 2112
- 2113 2114
- 2115 2116
- 2117 2118
- 2119 2120
- 2121 2122
- 2123 2124
- 2125 2126
- 2127 2128
- 2129 2130
- 2131 2132
- 2133 2134
- 2135 2136
- 2137 2138
- 2139 2140
- 2141 2142
- 2143 2144
- 2145 2146
- 2147 2148
- 2149 2150
- 2151 2152
- 2153 2154
- 2155 2156
- 2157 2158
- 2159 2160
- 2161 2162
- 2163 2164
- 2165 2166
- 2167 2168
- 2169 2170
- 2171 2172
- 2173 2174
- 2175 2176
- 2177 2178
- 2179 2180
- 2181 2182
- 2183 2184
- 2185 2186
- 2187 2188
- 2189 2190
- 2191 2192
- 2193 2194
- 2195 2196
- 2197 2198
- 2199 2200
- 2201 2202
- 2203 2204
- 2205 2206
- 2207 2208
- 2209 2210
- 2211 2212
- 2213 2214
- 2215 2216
- 2217 2218
- 2219 2220
- 2221 2222
- 2223 2224
- 2225 2226
- 2227 2228
- 2229 2230
- 2231 2232
- 2233 2234
- 2235 2236
- 2237 2238
- 2239 2240
- 2241 2242
- 2243 2244
- 2245 2246
- 2247 2248
- 2249 2250
- 2251 2252
- 2253 2254
- 2255 2256
- 2257 2258
- 2259 2260
- 2261 2262
- 2263 2264
- 2265 2266
- 2267 2268
- 2269 2270
- 2271 2272
- 2273 2274
- 2275 2276
- 2277 2278
- 2279 2280
- 2281 2282
- 2283 2284
- 2285 2286
- 2287 2288
- 2289 2290
- 2291 2292
- 2293 2294
- 2295 2296
- 2297 2298
- 2299 2300
- 2301 2302
- 2303 2304
- 2305 2306
- 2307 2308
- 2309 2310
- 2311 2312
- 2313 2314
- 2315 2316
- 2317 2318
- 2319 2320
- 2321 2322
- 2323 2324
- 2325 2326
- 2327 2328
- 2329 2330
- 2331 2332
- 2333 2334
- 2335 2336
- 2337 2338
- 2339 2340
- 2341 2342
- 2343 2344
- 2345 2346
- 2347 2348
- 2349 2350
- 2351 2352
- 2353 2354
- 2355 2356
- 2357 2358
- 2359 2360
- 2361 2362
- 2363 2364
- 2365 2366
- 2367 2368
- 2369 2370
- 2371 2372
- 2373 2374
- 2375 2376
- 2377 2378
- 2379 2380
- 2381 2382
- 2383 2384
- 2385 2386
- 2387 2388
- 2389 2390
- 2391 2392
- 2393 2394
- 2395 2396
- 2397 2398
- 2399 2400
- 2401 2402
- 2403 2404
- 2405 2406
- 2407 2408
- 2409 2410
- 2411 2412
- 2413 2414
- 2415 2416
- 2417 2418
- 2419 2420
- 2421 2422
- 2423 2424
- 2425 2426
- 2427 2428
- 2429 2430
- 2431 2432
- 2433 2434
- 2435 2436
- 2437 2438
- 2439 244

10. **Payments and Receipts**

- Mike  
fair  
Bay
- 182
- 085  
041  
high  
ping  
pre
- 196  
022  
Rec
- 48.1  
09.  
stop  
pike  
Das  
first  
and  
cut  
top  
fire
- 040  
041  
fire
- 191

16. Remote User Web Interface

11. Reports

• 16.04. Synchr

• 16.04.5 bhr

• 16.04.6 regi

• 16.04.7 stat

• 16.04.8 on

• 16.04.9 pre

• 16.04.10 ere

• 16.04.11 file

• 16.04.12 Intr

• 16.04.13 Ou

• 16.04.14 Ofo

• 16.04.15 Rep

• 16.04.16 mti

• 16.04.17 bas

• 16.04.18 use

• 16.04.19 fac

• 16.04.20 09.

• 16.04.21 Bar

• 16.04.22 Oad

• 16.04.23 enid

• 16.04.24 Up

• 16.04.25 hri

• 16.04.26 rep

• 16.04.27 pres

• 16.04.28 ere

• 16.04.29 de

• 16.04.30 IEa

• 16.04.31 O3a

• 16.04.32 mto

• 16.04.33 Opp

• 16.04.34 rep

• 16.04.35 orts

• 16.04.36 tra

• 16.04.37 A1a

• 16.04.38 Per

• 16.04.39 bea

• 16.04.40 site

• 16.04.41 Jac

• 16.04.42 rep

• 16.04.43 oet

• 16.04.44 00s

## 14. Data Import and Export

- [illegible]

08v

Stop

api

org

bers

pp

• 09.

• 09d

025

6pp

• 07m

075

07ps

• 07i

• 09.

00p

010

app

• 07.

00t

00p

005

00g

00p

00ie

• 09.

00v.

005

app

• 07.

00n

00p

00i

• 09.

00s

00s

• 07A

00.

00p

00p

00s

00i

ons

• 17.

11.

11p

11ti

ng

req

uisi

• 07n

17.

mSupply

Mobile

(Android

)

- 62.
- 475  
Up  
Imp  
Moi  
big  
exp  
phie  
cal  
cust  
test  
into  
Ten  
for  
set
- 10.
- 22.
- 63p  
on  
app  
lye  
on  
fig  
cati  
og  
for  
ms  
brel
- 22
- 02.
- 475  
Up  
Exp  
Moi  
big  
lax  
atio  
gsi
- 12.
- 15.  
Exp  
orti  
ng  
na  
me  
s
- 17.
- 16.  
Exp  
orti  
ng

- rec  
ord  
s
- 17.  
17.  
Exp  
orti  
ng  
inv  
oic  
es
  - 17.  
18.  
Exp  
orti  
ng  
inv  
oic  
es  
to  
Mo  
ney  
wor  
ks
  - 17.  
19.  
Exp  
orti  
ng  
to  
MY  
OB
  - 17.  
20.  
Exp  
orti  
ng  
site  
s
  - 17.  
21.  
Exp  
orti  
ng  
ass  
ets
  - 17.  
22.  
Exp  
orti  
ng



to  
the  
das  
hbo  
ard



## 28. Hospital Tropics Systemist (HHS) Module 26

- 25s
- 2011  
the  
top  
topic  
this
- 26/  
set  
her  
first  
this  
tipp
- 27r
- 28.
- 29a  
29a  
tiring  
app  
star  
this  
and  
top  
er
- 20d  
20a
- 20m  
20r  
20a
- 25t  
20d
- 26s
- 20p  
Edit  
the  
not
- 26e  
26r



20. Data Tables and Fields

• 20.1. Introduction

• 20.2. Data Tables

• 20.3. Data Fields

• 20.4. Data Types

• 20.5. Data Relationships

• 20.6. Data Security

• 20.7. Data Backup and Recovery

• 20.8. Data Migration

• 20.9. Data Archiving

• 20.10. Data Monitoring and Auditing

• 20.11. Data Governance

• 20.12. Data Privacy and Compliance

• 20.13. Data Analytics and Reporting

• 20.14. Data Integration and Interoperability

• 20.15. Data Quality and Validation

• 20.16. Data Performance and Optimization

• 20.17. Data Security and Access Control

• 20.18. Data Backup and Recovery Strategies

• 20.19. Data Migration and Archiving Techniques

• 20.20. Data Monitoring and Auditing Tools

• 20.21. Data Governance Frameworks

• 20.22. Data Privacy and Compliance Regulations

• 20.23. Data Analytics and Reporting Tools

• 20.24. Data Integration and Interoperability Standards

• 20.25. Data Quality and Validation Techniques

• 20.26. Data Performance and Optimization Strategies

• 20.27. Data Security and Access Control Mechanisms

• 20.28. Data Backup and Recovery Best Practices

• 20.29. Data Migration and Archiving Best Practices

• 20.30. Data Monitoring and Auditing Best Practices

• 20.31. Data Governance Best Practices

• 20.32. Data Privacy and Compliance Best Practices

• 20.33. Data Analytics and Reporting Best Practices

• 20.34. Data Integration and Interoperability Best Practices

• 20.35. Data Quality and Validation Best Practices

• 20.36. Data Performance and Optimization Best Practices

• 20.37. Data Security and Access Control Best Practices

• 20.38. Data Backup and Recovery Best Practices

• 20.39. Data Migration and Archiving Best Practices

• 20.40. Data Monitoring and Auditing Best Practices

• 20.41. Data Governance Best Practices

• 20.42. Data Privacy and Compliance Best Practices

• 20.43. Data Analytics and Reporting Best Practices

• 20.44. Data Integration and Interoperability Best Practices

• 20.45. Data Quality and Validation Best Practices

• 20.46. Data Performance and Optimization Best Practices

• 20.47. Data Security and Access Control Best Practices

• 20.48. Data Backup and Recovery Best Practices

• 20.49. Data Migration and Archiving Best Practices

• 20.50. Data Monitoring and Auditing Best Practices

• 20.51. Data Governance Best Practices

• 20.52. Data Privacy and Compliance Best Practices

• 20.53. Data Analytics and Reporting Best Practices

• 20.54. Data Integration and Interoperability Best Practices

• 20.55. Data Quality and Validation Best Practices

• 20.56. Data Performance and Optimization Best Practices

• 20.57. Data Security and Access Control Best Practices

• 20.58. Data Backup and Recovery Best Practices

• 20.59. Data Migration and Archiving Best Practices

• 20.60. Data Monitoring and Auditing Best Practices

• 20.61. Data Governance Best Practices

• 20.62. Data Privacy and Compliance Best Practices

• 20.63. Data Analytics and Reporting Best Practices

• 20.64. Data Integration and Interoperability Best Practices

• 20.65. Data Quality and Validation Best Practices

• 20.66. Data Performance and Optimization Best Practices

• 20.67. Data Security and Access Control Best Practices

• 20.68. Data Backup and Recovery Best Practices

• 20.69. Data Migration and Archiving Best Practices

• 20.70. Data Monitoring and Auditing Best Practices

• 20.71. Data Governance Best Practices

• 20.72. Data Privacy and Compliance Best Practices

• 20.73. Data Analytics and Reporting Best Practices

• 20.74. Data Integration and Interoperability Best Practices

• 20.75. Data Quality and Validation Best Practices

• 20.76. Data Performance and Optimization Best Practices

• 20.77. Data Security and Access Control Best Practices

• 20.78. Data Backup and Recovery Best Practices

• 20.79. Data Migration and Archiving Best Practices

• 20.80. Data Monitoring and Auditing Best Practices

• 20.81. Data Governance Best Practices

• 20.82. Data Privacy and Compliance Best Practices

• 20.83. Data Analytics and Reporting Best Practices

• 20.84. Data Integration and Interoperability Best Practices

• 20.85. Data Quality and Validation Best Practices

• 20.86. Data Performance and Optimization Best Practices

• 20.87. Data Security and Access Control Best Practices

• 20.88. Data Backup and Recovery Best Practices

• 20.89. Data Migration and Archiving Best Practices

• 20.90. Data Monitoring and Auditing Best Practices

• 20.91. Data Governance Best Practices

• 20.92. Data Privacy and Compliance Best Practices

• 20.93. Data Analytics and Reporting Best Practices

• 20.94. Data Integration and Interoperability Best Practices

• 20.95. Data Quality and Validation Best Practices

• 20.96. Data Performance and Optimization Best Practices

• 20.97. Data Security and Access Control Best Practices

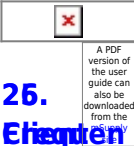
• 20.98. Data Backup and Recovery Best Practices

• 20.99. Data Migration and Archiving Best Practices

• 20.100. Data Monitoring and Auditing Best Practices

## 24. Help

ooti  
ng  
• 25.  
21.  
Hel  
p  
me  
nu  
• 25.  
22.  
Fiel  
d  
des  
crip  
tion  
s



26. **Eligibility**  
**Specific**  
**Armed at**  
**Questions**  
ns

• 28.  
01.  
Ho  
w  
to  
re-  
set  
the  
mS  
upp  
ly  
clie  
nt  
• 28.  
02.  
Re  
mot  
e  
sup  
por  
t -  
inst  
alli  
ng  
Tea

mVi  
ew  
er  
• 28.  
03.  
Wh  
y is  
my  
sto  
ck  
bal  
anc  
e  
rep  
ort  
sho  
win  
g  
neg  
ativ  
e?  
• 28.  
04.  
Ho  
w  
to  
rem  
ove  
sto  
ck  
line  
s  
tha  
t  
hav  
e  
'0'  
ava  
ilab  
le  
• 28.  
05.  
Wh  
at  
do I  
nee  
d to  
set  
up  
mS  
upp

ly  
Mo  
bile  
?  
• 28.  
06.  
Wh  
y is  
my  
sto  
ck  
on  
hol  
d?  
• 28.  
07.  
Ho  
w  
to  
corr  
ect  
wro  
ng  
pac  
k  
size  
s  
• 28.  
08.  
Ho  
w  
to  
rep  
ort  
by  
inv  
oic  
e  
cat  
ego  
ry  
• 28.  
09.  
Imp  
rest  
wor  
k  
flo  
w  
• 28.  
10.

- Tip  
s  
and  
tric  
ks
- 28. 11. Benefits of a multi-store system
  - 28. 12. How to access Temp folder
  - 28. 13. Fixing incorrectly received stock
  - 28. 14. Navigating inactive window



ws  
or  
for  
m  
• 28.  
15.  
Wa  
sta  
ge  
Pre  
dict  
ion  
due  
to  
exp  
iry  
wh  
en  
ord  
erin  
g

