## 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)
- 3.09. Enter outgoing goods (customer invoices)
- 3.10. Entering quotations
- 3.11. Working with lists

## 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
- 5.02. Contacts
- 5.03. Merging two names
- 5.04. Name categories
- 5.05. Name tags
- 5.06. Suppliers: adding

## 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 customers (requisitions)
- 8.08. Customer budgets

## 9. Returning Goods

## 10. Barcodes and Scanning Goods

- 18.
- 01.
- 02.
- 03.
- 04.
- 05.
- 06.

- 3.12. Where to now?

and viewing

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

**16. Payments and Receipts**

- pre
- dat
- ins
- 14
- pn
- tes
- 05
- Da
- Reg
- site

**19. Dashboard setup (before v4.12)**

**12. Supplier Invoice**

- 10
- 08
- Con
- figu
- ring
- the
- me
- wp
- by
- inte
- fac
- 07
- 09
- Syn
- Ord
- em
- sup
- Pro
- pre
- fere
- ver
- 16
- 08
- App
- 5,
- http
- yeS
- 04
- 08
- Dem
- Doc
- Dis
- bod
- gui
- Doc
- 12
- mi
- 09

- 13. Reports
- 17. Data Import and Export

## 20. Cold Chain Equipment

- 21. Assets

**22. mSupply Mobile (Android)**


- 21.02. Cases, setting up
- 17.15. Exporting items and stock
- 17.16. Exporting locations
- 22.01. mSupply Mobile technical instructions
- 17.17. Exporting
- 17.18. Exporting for setup
- 22.02.
- 22.03. mSupply Mobile configuration
- 17.19. Exporting names, customers and suppliers
- 17.20. Exporting
- 22.04. mSupply

[illegible]

- 17.21. Exporting to MYOB
- 17.22. Exporting sites
- 17.23. Exporting assets
- 17.24. Exporting to the dashboard

**[illegible]**

- 26.01. [illegible]
- [illegible]

- 24. Data Tables and Fields

- ete
- file
- key
- 25.
- 24.
- Add
- upl
- ail
- tab
- pen
- 15.
- Re
- ins
- ella
- tion
- 25.
- 13.
- ons
- 26.
- ly
- 16.
- Mis
- ver
- ad
- ens
- 25.
- 17.
- Key
- 25.
- 14.
- ms
- upp
- ts
- 26.
- 18.
- Tre
- ubl
- 25.
- 15.
- Mig
- 26.
- 19.
- Mig
- ati
- 25.
- 16.
- Sho
- en
- ms
- upp
- ed
- 26.

- [illegible]

## 27. Help

- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]

- 29. Frequently Asked Questions
- 30. Tips and Tricks
  - 30.01. Introduction
  - 30.02. How to sync
  - 30.03. Troubleshooting sync
  - 30.04. Sync version
  - 30.05. Sync settings
  - 30.06. Sync log
  - 30.07. Sync status
  - 30.08. Sync error log
  - 30.09. Sync alerts
  - 30.10. Sync messages
  - 30.11. Sync queue
  - 30.12. Site name
  - 30.13. Sync now
  - 30.14. Sync every
  - 30.15. Sync on app start
  - 30.16. Sync on full screen
  - 30.17. Sync on data change
  - 30.18. Sync on remote authorisation
  - 30.19. Sync on central data change
  - 30.20. Sync on central authorisation
  - 30.21. Sync on central patient change
  - 30.22. Sync on central patient visit change
  - 30.23. Sync on central encounter change
  - 30.24. Sync on central clinician change
  - 30.25. Sync on central document change
  - 30.26. Sync on central name change
  - 30.27. Sync on central store change
  - 30.28. Sync on central name store join change
  - 30.29. Sync on central master list change
  - 30.30. Sync on central master list name join change
  - 30.31. Sync on central program enrolment change
  - 30.32. Sync on central program event change
  - 30.33. Sync on central vaccine course change
  - 30.34. Sync on central vaccine course dose change
  - 30.35. Sync on central vaccine course item change
  - 30.36. Sync on central vaccine course schedule change
  - 30.37. Sync on central vaccination change
  - 30.38. Sync on central vaccination clinician change
  - 30.39. Sync on central vaccination vaccine course dose change
  - 30.40. Sync on central vaccination vaccine course schedule change
  - 30.41. Sync on central vaccination vaccine course item change
  - 30.42. Sync on central vaccination vaccine course change
  - 30.43. Sync on central vaccination vaccine course dose change
  - 30.44. Sync on central vaccination vaccine course schedule change
  - 30.45. Sync on central vaccination vaccine course item change
  - 30.46. Sync on central vaccination vaccine course change
  - 30.47. Sync on central vaccination vaccine course dose change
  - 30.48. Sync on central vaccination vaccine course schedule change
  - 30.49. Sync on central vaccination vaccine course item change
  - 30.50. Sync on central vaccination vaccine course change
  - 30.51. Sync on central vaccination vaccine course dose change
  - 30.52. Sync on central vaccination vaccine course schedule change
  - 30.53. Sync on central vaccination vaccine course item change
  - 30.54. Sync on central vaccination vaccine course change
  - 30.55. Sync on central vaccination vaccine course dose change
  - 30.56. Sync on central vaccination vaccine course schedule change
  - 30.57. Sync on central vaccination vaccine course item change
  - 30.58. Sync on central vaccination vaccine course change
  - 30.59. Sync on central vaccination vaccine course dose change
  - 30.60. Sync on central vaccination vaccine course schedule change
  - 30.61. Sync on central vaccination vaccine course item change
  - 30.62. Sync on central vaccination vaccine course change
  - 30.63. Sync on central vaccination vaccine course dose change
  - 30.64. Sync on central vaccination vaccine course schedule change
  - 30.65. Sync on central vaccination vaccine course item change
  - 30.66. Sync on central vaccination vaccine course change
  - 30.67. Sync on central vaccination vaccine course dose change
  - 30.68. Sync on central vaccination vaccine course schedule change
  - 30.69. Sync on central vaccination vaccine course item change
  - 30.70. Sync on central vaccination vaccine course change
  - 30.71. Sync on central vaccination vaccine course dose change
  - 30.72. Sync on central vaccination vaccine course schedule change
  - 30.73. Sync on central vaccination vaccine course item change
  - 30.74. Sync on central vaccination vaccine course change
  - 30.75. Sync on central vaccination vaccine course dose change
  - 30.76. Sync on central vaccination vaccine course schedule change
  - 30.77. Sync on central vaccination vaccine course item change
  - 30.78. Sync on central vaccination vaccine course change
  - 30.79. Sync on central vaccination vaccine course dose change
  - 30.80. Sync on central vaccination vaccine course schedule change
  - 30.81. Sync on central vaccination vaccine course item change
  - 30.82. Sync on central vaccination vaccine course change
  - 30.83. Sync on central vaccination vaccine course dose change
  - 30.84. Sync on central vaccination vaccine course schedule change
  - 30.85. Sync on central vaccination vaccine course item change
  - 30.86. Sync on central vaccination vaccine course change
  - 30.87. Sync on central vaccination vaccine course dose change
  - 30.88. Sync on central vaccination vaccine course schedule change
  - 30.89. Sync on central vaccination vaccine course item change
  - 30.90. Sync on central vaccination vaccine course change
  - 30.91. Sync on central vaccination vaccine course dose change
  - 30.92. Sync on central vaccination vaccine course schedule change
  - 30.93. Sync on central vaccination vaccine course item change
  - 30.94. Sync on central vaccination vaccine course change
  - 30.95. Sync on central vaccination vaccine course dose change
  - 30.96. Sync on central vaccination vaccine course schedule change
  - 30.97. Sync on central vaccination vaccine course item change
  - 30.98. Sync on central vaccination vaccine course change
  - 30.99. Sync on central vaccination vaccine course dose change

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

to correct wrong pack sizes
- 28.08. How to report by invoice category
- 28.09. Improve workflow
- 28.10. Tips and tricks
- 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 windows or form
- 28. 15. Wastage Prediction due to expiry when

ord
erin
g

A PDF version of the user guide can also be downloaded from the mSupply site