

25.17. Authorisation

Sometimes it is important that certain critical processes are not carried out until they have been **authorised**. mSupply allows authorisation to be set according to local needs for:

- [Purchase orders](#)
- [Goods receipt](#)
- [Supplier invoices](#)
- [Customer invoices](#)

Authorisation can either occur within mSupply or externally using the mSupply web authorisation system (see [Remote authorisation](#)).



Invoices can be edited after authorisation but **goods receipt lines cannot be unauthorised** to fix mistakes! Any authorised errors can only be fixed using stock adjustments.



When invoices have to be authorised, they **cannot be confirmed until they are authorised**. Until then:

- Unauthorised invoices are held at suggested (sg) status
- The official invoice cannot be printed
- Goods are not removed from or received into stock

Configuring mSupply for authorisation

Turning on authorisation

Authorisation must be set up for **each store independently**. For each store, you can decide which transaction types require authorisation.

1. Click the **Special** tab, then click **Stores**.
2. Double click the store to edit.
3. Click the **Preferences** tab.
4. Check the boxes to set compulsory authorisation for specific transaction types at that store.
5. Click **OK**.

Edit store

Gyogone Central PMCT NAP

General Preferences Logo Synchronization

☐ Sort available batches by VVM Status rather than Expiry

☐ Patients created in this store not visible in other store

☐ Names created in this store not visible in other stores

☐ Items created in this store not visible in other stores

☐ Allow users to enter total quantities to distribute

☐ Round up the distributed quantity

☐ Able to pack items into multiple boxes

☐ Store : Able to issue in foreign currency

☐ Allow editing selling price on customer invoice lines

☒ Purchase order must be authorised

☐ Finalize customer invoices automatically

☒ Customer invoices must be authorised

☐ Authorisation needed only if over budget

☐ Confirm customer invoices automatically

☒ Supplier invoices must be authorised

☐ Confirm Supplier Invoices without asking

☒ Goods received lines must be authorised.

☐ Locations must be entered for goods received.

☐ Able to specify manufacturer when receiving, ordering or quoting for items

☐ Show item unit column while issuing

When finalising a Goods Receipt

☒ Don't receive goods into stock until Supplier Invoice is taken off hold

☐ Receive goods into stock, and leave Supplier Invoice confirmed

☐ Receive goods into stock, and finalise Supplier Invoice immediately

For stock transfers, the Supplier Invoice in the receiving store should be:

☒ Finalised ☐ On hold

Cancel OK

From now on, the transaction types you set the preferences for must be authorised before being confirmed.

Setting up authorisers

To use the authorisation module, certain users must be designated as **Authorisers** for each store and transaction type requiring authorisation.

Give the user permission to be an authoriser:

1. Click the **Admin** tab, then click **Edit Users**. Double click on the user to edit.
2. Go to the **Permissions** tab and the **Permissions (2)** tab and check the boxes that give the user permission to authorise specific transaction types.

Edit user

User: Store:

General **Permissions** Permissions (2) Permissions (3) Login rights Details

Ordering

- ☒ View purchase orders
- ☒ Delete purchase orders
- ☒ Edit purchase orders
- ☒ Edit purchase order pricing
- ☒ Manage tenders
- ☒ Finalise purchase orders
- ☒ Authorise purchase orders

Items

- ☒ Create new items
- ☒ View items
- ☒ Edit items
- ☒ Delete items
- ☒ Duplicate items
- ☒ Create repacks or split stock
- ☒ Edit repacks
- ☒ View pricing information for items
- ☒ Edit item units list
- ☒ Merge two items...
- ☒ Add / edit departments
- ☒ Modify sell and cost prices of existing stock
- ☒ Add / edit master list
- ☒ Create and edit custom stock field value lists

Supplier invoices with issued stock

- ☐ Update pack size, cost and sell price

Admin

- ☒ Add / edit users
- ☐ Access server administration
- ☒ Edit authorisers
- ☒ Clone database
- ☒ Edit insurance providers
- ☒ Edit periods and period schedules

Goods receiving

- ☒ View goods received
- ☒ Add/edit goods received
- ☒ Authorise goods received
- ☒ Finalise goods received

Special

- ☒ Add / edit currencies
- ☒ Add / edit reminders
- ☒ View and print labels
- ☒ Add / edit misc labels
- ☒ Add / edit abbreviations
- ☒ Add / edit warnings
- ☒ Add / edit prescribers
- ☒ Add / edit transaction categories
- ☒ Add / edit contacts
- ☒ Merge prescribers
- ☒ Add and edit options

Tenders...

- ☒ Create & edit tenders

Edit user

User: Store:

General Permissions **Permissions (2)** Permissions (3) Login rights Details

Names

- ☒ Create customer, supplier & manufacturer names
- ☒ View customer, supplier & manufacturer names
- ☒ Edit customer, supplier & manufacturer names
- ☒ Delete names
- ☒ Edit name codes
- ☒ Edit name charge code
- ☒ Merge names
- ☒ Edit name categories
- ☒ Create & edit patient events
- ☒ Add patients
- ☒ Edit patient details
- ☒ Add and edit insurance policies
- ☒ Add / edit name groups
- ☒ Update master code

Web interface

- ☒ Edit web passwords
- ☒ Edit and create web messages

Reports

- ☒ Manage reports
- ☒ Revert reports to original
- ☒ View reports

Invoices

- ☒ Create customer invoices
- ☒ View customer invoices
- ☒ Edit customer invoices
- ☒ Create supplier invoices
- ☒ View supplier invoices
- ☒ Edit supplier invoices
- ☒ Edit comments on finalised invoices
- ☒ Import supplier invoices
- ☒ Duplicate supplier & customer invoices
- ☒ Finalise multiple invoices
- ☒ Finalise customer invoices
- ☒ Finalise supplier invoices
- ☒ Finalise repacks
- ☒ Finalise inventory adjustments
- ☒ Cancel finalised invoices
- ☒ Change transportation dates on finalised invoice
- ☒ Edit user fields on finalised invoices
- ☒ Customer stock takes: show internal analysis columns by default
- ☒ Change invoice category on finalised invoice
- ☒ Create cash transactions

Invoices

- ☒ Authorise customer invoices
- ☒ Authorise supplier invoices

Builds and bill of materials

- ☒ View cost prices on builds
- ☒ Finalise builds
- ☒ View bill of materials
- ☒ Edit bill of materials
- ☒ Build items
- ☒ Edit build items

Cash transactions

- ☒ Make cash payments
- ☒ Receive cash
- ☒ Edit payment note field

Transfers

- ☒ Transfer goods between stores
- ☒ Finalise stock transfers

Printing

- ☒ Print duplicate packing slips
- ☒ Print duplicate customer invoices

All on Copy Paste Delete Cancel OK

3. Click **OK** until you return to the navigator home page.

Allocate authorisers to tasks: (You only need to carry out these steps if you are using remote authorisation - see the [26.15. Remote authorisation](#) section for details).

4. Click on **Special > Show Authorisers**.

5. Click the **Plus** button in the **Store** column.

The screenshot shows the 'Authorisers' window with four main columns: 'Store', 'Record Type', 'Sub Type', and 'Authorisers'. The 'Store' column has a plus button highlighted with a red box. The 'Record Type' column also has a plus button. The 'Sub Type' column has a plus button. The 'Authorisers' column is a table with the following headers: Authoriser, Priority, Primary, Active, Auto Authorisation Period (days), Uses Auto Authorisation, and Report Name. The table is currently empty.

6. Choose the store to allocate authorisers to and click **OK**.

7. Select the store from the list, then click the **Plus** button in the **Record Type** column.

The screenshot shows the 'Authorisers' window with the same layout as the previous one. In this view, 'Central Medical Store' is selected in the 'Store' column. The 'Record Type' column has a plus button highlighted with a red box. The 'Sub Type' column has a plus button. The 'Authorisers' column is a table with the same headers as before, but it is currently empty.

8. Choose the type of transaction to allocate authorisers. Select from Customer Invoices, Supplier Invoices, Request Requisitions or Response Requisitions and click **OK**.

9. Select the record type from the list, then click **Default** to allow authorisation for all sub types. Alternatively, click the **Plus** button in the **Sub Type** column to create further specifications (e.g. if certain users can authorise customer invoices for some facilities only).

The screenshot shows the 'Authorisers' window with three dropdown menus at the top: 'Store' (set to 'Central Medical Store'), 'Record Type' (set to 'Customer Invoice'), and 'Sub Type' (set to 'default'). Below these is a table with the following columns: Authoriser, Priority, Primary, Active, Auto Authorisation Period (days), Uses Auto Authorisation, and Report Name. The table is currently empty.

10. In the **Authorisers** section, click the **Plus** button to add authorisers for that specific transaction type (and sub type) in that specific store. You will only be able to allocate users that have permission to be authorisers (steps 1 - 3).

The screenshot shows the 'Authorisers' window with the same dropdown menus as before. The 'Authorisers' table now contains one row for 'Alba' with the following values: Priority 1, Primary checked, Active Yes, Auto Authorisation Period 3, and Uses Auto Authorisation checked. The 'Report Name' column is empty.

Supplier invoice authorisation

When the **Supplier invoices must be authorised** store preference is set, new supplier invoices will contain an **Authorised** checkbox.

An authoriser must check the **Authorised** box before the supplier invoice can be confirmed.

- The **Authorised** box will be disabled for users without permission to authorise.
- If the **OK** button is clicked while the **Authorised** box is *unchecked*, a warning message will appear stating that unauthorised invoices cannot be confirmed and nothing will happen.

Supplier Invoice

Name: Abbot Laboratories (singapore PTE.LTD) Entry date: 22/05/2013 Colour: Black

Their ref: SNG102 Confirm date: 22/05/2013 Invoice number: 2,010

Comment: Status: cn

Category: None Goods receive ID: 0

Default Donor: Purchase Order ID: 0

Entered by: Sussol Store: General

Lo...	Item Name	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1	Abacavir 300 mg	10	1	1.1.1	01/01/2016	20.00000	20.40000	200.00000

Other charges

Item(s):

Amount: 0.00000

Subtotal: 200.00000

0 % tax: 0.00000

Total: 200.00000

Hold

Finalize

Authorised

Export batch: 0

Margin: 2.00

OK & Next Delete OK

If you have permission to authorise a supplier invoice, you can also **unauthorise** it.



- If the invoice has a **new (nw)** status then it has not been entered into stock. If you unauthorise it, users can edit it and you will still control the process of authorisation before the goods are entered into stock.
- However, if the invoice is **confirmed (cn)**, the goods have already been entered into stock. If you unauthorise it, any changes users make will affect stock levels **immediately**, even though the invoice is not authorised.
- Therefore, only unauthorise a confirmed invoice to make immediate changes yourself, then immediately reauthorise it.
- Alternatively, if goods have not been issued, you can delete the lines off the invoice (and optionally delete the whole invoice) and require users to enter a new invoice to receive the stock. The normal authorisation process will then apply to the new invoice.

Customer invoice authorisation

An authoriser must check the **Authorised** box before the customer invoice can be confirmed.

- [illegible]

An authoriser must check the **Authorised** box before the goods receipt can be confirmed. They may also click on a line and leave an **Authorisation comment** for individual items.

- Printed on 2025/06/27 22:50

[illegible]

Purchase order authorisation

When the **Purchase order must be authorised** store preference is set, new purchase orders will contain an **Authorised** checkbox.

An unauthorised purchase order **can** still be confirmed and have goods receipted against it so it is not as restrictive as, for example, a customer invoice or supplier invoice.

New purchase order...

Order num : 2

Name

Confirm date : 00/00/00

Reference

Requested delivery: 01/06/2017

Status sg

Store: General

General

Details

Ad hoc items

Goods Received

Supplier invoices

Log

Location

New line

Delete lines

Update EDD

Info

Print

Confirm

Category none

Currency USD

Forex rate 1

show all lines

Line	Item code	Item	Orig.Qty	Pack	Adj. Qty	Tot. rece...	Stock on...	On Order	Cust.b/o...	Price Ext	Expected...	Store:

Supplier discount

Percentage 0

Discount amount 0.00

Estimated subtotal 0.00

Estimated cost after discount 0.00

Locked

Auto calc usage

Finalise order

Authorise

OK & Next

Delete


OK

However, an unauthorised purchase order will print with an **Unauthorised** watermark across it. An authorised purchase order will print without the watermark.

Monitoring authorisations

Printing unauthorised invoices

When an invoice is **not** authorised, it will print with a clear **Unauthorised** watermark. Authorised invoices will print without the watermark.



Sames

Invoice: 9181
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Supplied to :
 Nitibe/Ustaco
 Nitibe, OECUSI

Status: cn
 Comment : Maria Ribeiro
 Confirmed: 11/12/2012
 Printed: 23/05/2013

Invoice Category :
 Comments : Maria Ribeiro

Authorized by :
 Collected by :

Line	Item	Quan	Pack	Batch	Expiry	Price	Extension	Box
24	Syringe Disposable 2.5 ml w/needle 0.6x 25 mm 2,5ml	100	1	none	00/00/00	0.00	0.00	
25	Syringe Disposable 5 ml, w/needle 0.7x30 mm 5ml	100	1	4204003	31/12/16	0.00	0.61	
26	Disposable Needle 19 G x 1.1/2 (box/100) 1.1 x 40 mm	100	1		00/00/00	0.01	1.22	
27	Disposable Needle 21 G x 1.1/2 (box/100) 0.7 x 25 mm	100	1		00/00/00	0.01	1.00	
28	Disposable Needle 23 G x 1.1/4 0.65 x 32mm	100	1		00/00/00	0.01	1.00	
Total: 647.68000								

Prepared By :
 Checked By :
 Authorised By :

Signature :
 Signature :
 Signature :

Delivered By :
 Received By :

Signature:
 Signature:

Viewing authorisation logs

mSupply records the authorisation and unauthorisation of invoices and creates a record every time the authorisation status of an invoice changes.

To view the records, click the **Log** tab of an invoice.

Advanced users can also view all logs by going to **Special** > [View log...](#)

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