



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 (internal orders)
- 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

10. Donating Goods

- 10.01. Introduction
- 10.02. Why donate?
- 10.03. Who uses mSupply?
- 10.04. Which combination of mSupply products best suits your organisation?
- 10.05. Terms, definitions and conventions used in this user guide
- 10.06. Requirements
- 10.07. Installation
- 10.08. Starting mSupply for the first time
- 10.09. Client/Server FAQ
- 10.10. The tutorial like no other
- 10.11. Logging in
- 10.12. Opening the example data file
- 10.13. Navigator
- 10.14. Creating and viewing items
- 10.15. Customers and suppliers
- 10.16. Viewing Names in Google Maps
- 10.17. Enter incoming goods (supplier invoices)
- 10.18. About items
- 10.19. Adding a new item
- 10.20. Item categories
- 10.21. Item master lists
- 10.22. Programs
- 10.23. Stock locations and location types
- 10.24. Building (manufacturing) items
- 10.25. Merging two items
- 10.26. Ad hoc items
- 10.27. Non-stock items
- 10.28. Managing drug interaction groups
- 10.29. Managing item access with Departments
- 10.30. Prices in mSupply
- 10.31. Repacking items
- 10.32. Show items with stock
- 10.33. Splitting a stock line
- 10.34. Stocktakes
- 10.35. Phased stocktakes
- 10.36. Inventory adjustments
- 10.37. Units
- 10.38. Forecasting
- 10.39. Pickfaces and Replenishments setup
- 10.40. Pickfaces and Replenishments
- 10.41. Names: using, adding and editing
- 10.42. Ordering stock from suppliers
- 10.43. Managing purchase orders
- 10.44. Purchase order categories
- 10.45. Ordering from one store to another (internal orders)
- 10.46. Multi-store Purchase Orders
- 10.47. Supplier invoices
- 10.48. Goods receipts
- 10.49. Editing pack sizes
- 10.50. Managing outstanding purchase order lines (pipeline stock)
- 10.51. Custom stock fields
- 10.52. Managing donors
- 10.53. Issuing goods to a customer (customer invoices)
- 10.54. Viewing customer invoices
- 10.55. Backorders
- 10.56. Electronic invoices
- 10.57. Transferring goods to another store
- 10.58. Box management
- 10.59. Stock control

- 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

methods for your customers (requisitions)

- 8.08. Customer budgets

9. Returning Goods

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

88.
 89.
 Add
 Add
 and
 the
 list
 for
 dig
 Ben
 Ona
 Gar
 10d
 88.
 Ona
 Job
 les
 10d
 kab
 list
 phie
 ting
 page
 10e
 06e
 Ban
 10d
 Gar
 Wa
 phie
 gin
 10g
 10h
 10i
 10j
 10k
 10l
 10m
 10n
 10o
 10p
 10q
 10r
 10s
 10t
 10u
 10v
 10w
 10x
 10y
 10z

scat
 ehä
 Des
 wid
 bers
 • Die
 die
 • Ten
 der
 Expir
 ete
 top
 • Ein
 Ed
 Map
 die
 App
 Inst
 ruct
 ion
16.
Payment
send
Receipts
 • Ten
 • der
 Sub
 Pay
 site
 pte
 fee
 sup
 pte
 • 15c
 • 02.
 • 00r
 Qua
 sivi
 ng
 pay
 pre
 tre
 free
 sn
 • 10s
 um
 Exp
 • 01c
 03.
 first
 fare

- 13. Reports
- 17. Data Import and Export
- 18. User Management
- 19. System Settings
- 20. Integration
- 21. Security
- 22. Troubleshooting
- 23. Appendix
- 24. Glossary
- 25. Index

- ten
der
s
- 17.
15.
Exp
orti
ng
ite
ms,
exp
orti
ng
ite
ms
and
sto
ck
- 17.
16.
Exp
orti
ng
loc
atio
ns
- 17.
17.
Exp
orti
ng
na
me
s
- 17.
18.
Exp
orti
ng
rec
ord
s
- 17.
19.
Exp
orti
ng
inv
oic
es
- 17.

20.
Exp
orti
ng
inv
oic
es
to
Mo
ney
wor
ks

- 17.
21.
Exp
orti
ng
to
MY
OB

- 17.
22.
Exp
orti
ng
site
s

- 17.
23.
Exp
orti
ng
ass
ets

- 17.
24.
Exp
orti
ng
to
the
das
hbo
ard

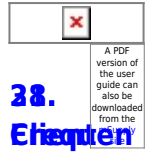


28.
Delegated
Topic
Administ

- 201
- 202
- 203
- 204
- 205
- 206
- 207
- 208
- 209
- 210
- 211
- 212
- 213
- 214
- 215
- 216
- 217
- 218
- 219
- 220
- 221
- 222
- 223
- 224
- 225
- 226
- 227
- 228
- 229
- 230
- 231
- 232
- 233
- 234
- 235
- 236
- 237
- 238
- 239
- 240
- 241
- 242
- 243
- 244
- 245
- 246
- 247
- 248
- 249
- 250
- 251
- 252
- 253
- 254
- 255
- 256
- 257
- 258
- 259
- 260
- 261
- 262
- 263
- 264
- 265
- 266
- 267
- 268
- 269
- 270
- 271
- 272
- 273
- 274
- 275
- 276
- 277
- 278
- 279
- 280
- 281
- 282
- 283
- 284
- 285
- 286
- 287
- 288
- 289
- 290
- 291
- 292
- 293
- 294
- 295
- 296
- 297
- 298
- 299
- 300

24. Data Tables and Fields

dpp
des
crip
tion
s



28. Equipment specific Asked Questions

- 28.01. How to reset the mSupply client
- 28.02. Remote Support - Installing TeamViewer
- 28.03. Why is my stock bal

anc
e
rep
ort
sho
win
g
neg
ativ
e?

- 28.04. How to remove stock lines that have '0' available

- 28.05. What do I need to set up mSupply Mobile?

- 28.06. Why is my stock

- on hold?
- 28.07. How to correct wrong pack sizes
- 28.08. How to report by invoice category
- 28.09. Imprest work flow
- 28.10. Tips and tricks
- 28.11. Benefits of a

- mul
ti-
stor
e
sys
tem
- 28. 12. Ho
w
to
acc
ess
Te
mp
fold
er
- 28. 13. Fixi
ng
inc
orr
ectl
y
rec
eiv
ed
sto
ck
- 28. 14. Nav
igat
ing
ina
ctiv
e
win
do
ws
or
for
m
- 28. 15. Wa
sta
ge
Pre
dict

ion
due
to
exp
iry
wh
en
ord
erin
g
• 28.
16.
Mic
ros
oft
Prin
t To
PDF
Issu
e

