



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

10. Donating Goods

- 10.01. Introduction
- 10.02. Donating goods
- 10.03. Donating stock
- 10.04. Donating purchase orders
- 10.05. Donating goods receipts
- 10.06. Donating outstanding purchase order lines
- 10.07. Donating custom stock fields
- 10.08. Donating donors
- 10.09. Donating goods to a customer
- 10.10. Donating customer invoices
- 10.11. Donating backorders
- 10.12. Donating electronic invoices
- 10.13. Donating transferring goods to another store
- 10.14. Donating box management
- 10.15. Donating stock control methods for your

- 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

- [illegible]

11. **Payment
s and
Receipts**

- [John Fare Day](#)
- [Age](#)
- [On Signaling pre](#)
- [fence Dec Rec](#)
- [2010. Stop pile Das from nordt cuts tom firef](#)
- [ade out fire](#)
- [ken](#)

- 16.07.2016
- 17.07.2016
- 18.07.2016
- 19.07.2016
- 20.07.2016
- 21.07.2016
- 22.07.2016
- 23.07.2016
- 24.07.2016
- 25.07.2016
- 26.07.2016
- 27.07.2016
- 28.07.2016
- 29.07.2016
- 30.07.2016
- 31.07.2016
- 01.08.2016
- 02.08.2016
- 03.08.2016
- 04.08.2016
- 05.08.2016
- 06.08.2016
- 07.08.2016
- 08.08.2016
- 09.08.2016
- 10.08.2016
- 11.08.2016
- 12.08.2016
- 13.08.2016
- 14.08.2016
- 15.08.2016
- 16.08.2016
- 17.08.2016
- 18.08.2016
- 19.08.2016
- 20.08.2016
- 21.08.2016
- 22.08.2016
- 23.08.2016
- 24.08.2016
- 25.08.2016
- 26.08.2016
- 27.08.2016
- 28.08.2016
- 29.08.2016
- 30.08.2016
- 31.08.2016
- 01.09.2016
- 02.09.2016
- 03.09.2016
- 04.09.2016
- 05.09.2016
- 06.09.2016
- 07.09.2016
- 08.09.2016
- 09.09.2016
- 10.09.2016
- 11.09.2016
- 12.09.2016
- 13.09.2016
- 14.09.2016
- 15.09.2016
- 16.09.2016
- 17.09.2016
- 18.09.2016
- 19.09.2016
- 20.09.2016
- 21.09.2016
- 22.09.2016
- 23.09.2016
- 24.09.2016
- 25.09.2016
- 26.09.2016
- 27.09.2016
- 28.09.2016
- 29.09.2016
- 30.09.2016
- 01.10.2016
- 02.10.2016
- 03.10.2016
- 04.10.2016
- 05.10.2016
- 06.10.2016
- 07.10.2016
- 08.10.2016
- 09.10.2016
- 10.10.2016
- 11.10.2016
- 12.10.2016
- 13.10.2016
- 14.10.2016
- 15.10.2016
- 16.10.2016
- 17.10.2016
- 18.10.2016
- 19.10.2016
- 20.10.2016
- 21.10.2016
- 22.10.2016
- 23.10.2016
- 24.10.2016
- 25.10.2016
- 26.10.2016
- 27.10.2016
- 28.10.2016
- 29.10.2016
- 30.10.2016
- 31.10.2016
- 01.11.2016
- 02.11.2016
- 03.11.2016
- 04.11.2016
- 05.11.2016
- 06.11.2016
- 07.11.2016
- 08.11.2016
- 09.11.2016
- 10.11.2016
- 11.11.2016
- 12.11.2016
- 13.11.2016
- 14.11.2016
- 15.11.2016
- 16.11.2016
- 17.11.2016
- 18.11.2016
- 19.11.2016
- 20.11.2016
- 21.11.2016
- 22.11.2016
- 23.11.2016
- 24.11.2016
- 25.11.2016
- 26.11.2016
- 27.11.2016
- 28.11.2016
- 29.11.2016
- 30.11.2016
- 01.12.2016
- 02.12.2016
- 03.12.2016
- 04.12.2016
- 05.12.2016
- 06.12.2016
- 07.12.2016
- 08.12.2016
- 09.12.2016
- 10.12.2016
- 11.12.2016
- 12.12.2016
- 13.12.2016
- 14.12.2016
- 15.12.2016
- 16.12.2016
- 17.12.2016
- 18.12.2016
- 19.12.2016
- 20.12.2016
- 21.12.2016
- 22.12.2016
- 23.12.2016
- 24.12.2016
- 25.12.2016
- 26.12.2016
- 27.12.2016
- 28.12.2016
- 29.12.2016
- 30.12.2016
- 31.12.2016

17. Data Import and Export

13. Reports

- top
files
- 13m
0Bs
 - \$9p
04.i
ngS
 - app
lyS
app
 - 17m
0th.
web
bitt
inte
itac
ms
gui
02.
 - 10p
00s
Rep
ere
 - 00s
 - 03.
 - 02e
02p
01s
hlo
and
 - 19e
06.
 - 14p
01s
 - 10p
010
And
see
spio
bert
sep
 - 07s
 - 03.
 - 10p
07i
0gai
alb
gavi
atp
gds
 - 19.

08. Reproductive health services

• 09. Oral health services

• 10. Eye health services

• 11. Mental health services

• 12. Substance use services

• 13. End of life care

• 14. Palliative care

• 15. Reproductive health services

• 16. Sexual health services

• 17. Contraception services

• 18. Menstrual health services

• 19. Infertility services

• 20. Cold Chain Equipment

• 21. Vaccination

na6
app
by
• 17.
b7e
Exp
brii
ogl
inst
dict
ion
• 17.
for.
Exp
api
• 22.
03.
ni6
app
to
Mon
figy
radir
kon
• 107.
110
Exp
• 22.
03.
toS
My
0B
• 17.
00e
Exp
orti
ggi
site
s
• 17.
21.
Exp
orti
ng
ass
ets
• 17.
22.
Exp
orti
ng

to
the
das
hbo
ard



28.
Dedicated
Topicish
Atheist
systems

- 26.
01.
• 26s
0411
0164
62p
type
glia
• 26/h
• 26r
first
elisa
sie6
• 26r
01e
• 26a
012a
• 26b
03p
51s
tup
6t /
26p
26s
01a
elisa
• 26n
• 26r
04d
• 26t
03y
• 26r
05p
51e
glia
t10/h
• 26r
06r

17.1

17.2

• 17.3

17.4

• 17.5

• 17.6

17.7

• 17.8

17.9

18.0

• 18.1

18.2

• 18.3

18.4

18.5

18.6

18.7

18.8

18.9

19.0

19.1

19.2

19.3

19.4

19.5

19.6

19.7

19.8

19.9

20.0

20.1

20.2

20.3

20.4

20.5

20.6

20.7

20.8

20.9

21.0

21.1

21.2

21.3

21.4

21.5

21.6

21.7

21.8

21.9

22.0

22.1

22.2

22.3

22.4

22.5

22.6

22.7

22.8

22.9

23.0

23.1

23.2

23.3

23.4

23.5

23.6

23.7

23.8

23.9

24.0

24.1

24.2

24.3

24.4

24.5

24.6

24.7

24.8

24.9

25.0

25.1

25.2

25.3

25.4

25.5

25.6

25.7

25.8

25.9

26.0

26.1

26.2

26.3

26.4

26.5

26.6

26.7

26.8

26.9

27.0

27.1

27.2

27.3

27.4

27.5

27.6

27.7

27.8

27.9

28.0

28.1

28.2

28.3

28.4

28.5

28.6

28.7

28.8

28.9

29.0

29.1

29.2

29.3

29.4

29.5

29.6

29.7

29.8

29.9

30.0

30.1

30.2

30.3

30.4

30.5

30.6

30.7

30.8

30.9

31.0

31.1

31.2

31.3

31.4

31.5

31.6

31.7

31.8

31.9

32.0

32.1

32.2

32.3

32.4

32.5

32.6

32.7

32.8

32.9

33.0

33.1

33.2

33.3

33.4

33.5

33.6

33.7

33.8

33.9

34.0

34.1

34.2

34.3

34.4

34.5

34.6

34.7

34.8

34.9

35.0

35.1

35.2

35.3

35.4

35.5

35.6

35.7

35.8

35.9

36.0

36.1

36.2

36.3

36.4

36.5

36.6

36.7

36.8

36.9

37.0

37.1

37.2

37.3

37.4

37.5

37.6

37.7

37.8

37.9

38.0

38.1

38.2

38.3

38.4

38.5

38.6

38.7

38.8

38.9

39.0

39.1

39.2

39.3

39.4

39.5

39.6

39.7

39.8

39.9

40.0

40.1

40.2

40.3

40.4

40.5

40.6

40.7

40.8

40.9

41.0

41.1

41.2

41.3

41.4

41.5

41.6

41.7

41.8

41.9

42.0

42.1

42.2

42.3

42.4

42.5

42.6

42.7

42.8

42.9

43.0

43.1

43.2

43.3

43.4

43.5

43.6

43.7

43.8

43.9

44.0

44.1

44.2

44.3

44.4

44.5

44.6

44.7

44.8

44.9

45.0

45.1

45.2

45.3

45.4

45.5

45.6

45.7

45.8

45.9

46.0

46.1

46.2

46.3

46.4

46.5

46.6

46.7

46.8

46.9

47.0

47.1

47.2

47.3

47.4

47.5

47.6

47.7

47.8

47.9

48.0

48.1

48.2

48.3

48.4

48.5

48.6

48.7

48.8

48.9

49.0

49.1

49.2

49.3

49.4

49.5

49.6

49.7

49.8

49.9

50.0

50.1

50.2

50.3

50.4

50.5

50.6

50.7

50.8

50.9

51.0

51.1

51.2

51.3

51.4

51.5

51.6

51.7

51.8

51.9

52.0

52.1

52.2

52.3

52.4

52.5

52.6

52.7

52.8

52.9

53.0

53.1

53.2

53.3

53.4

53.5

53.6

53.7

53.8

53.9

54.0

54.1

54.2

54.3

54.4

54.5

54.6

54.7

54.8

54.9

55.0

55.1

55.2

55.3

55.4

55.5

55.6

55.7

55.8

55.9

56.0

56.1

56.2

56.3

56.4

56.5

56.6

56.7

56.8

56.9

57.0

57.1

57.2

57.3

57.4

57.5

57.6

57.7

57.8

57.9

58.0

58.1

58.2

58.3

58.4

58.5

58.6

58.7

58.8

58.9

59.0

59.1

59.2

59.3

59.4

59.5

59.6

59.7

59.8

59.9

60.0

60.1

60.2

60.3

60.4

60.5

60.6

60.7

60.8

60.9

61.0

61.1

61.2

61.3

61.4

61.5

61.6

61.7

61.8

61.9

62.0

62.1

62.2

62.3

62.4

62.5

62.6

62.7

62.8

62.9

63.0

63.1

63.2

63.3

63.4

63.5

63.6

63.7

63.8

63.9

64.0

64.1

64.2

64.3

64.4

64.5

64.6

64.7

64.8

64.9

65.0

65.1

65.2

65.3

65.4

65.5

65.6

65.7

65.8

65.9

66.0

66.1

66.2

66.3

66.4

66.5

66.6

66.7

66.8

66.9

67.0

67.1

67.2

67.3

67.4

67.5

67.6

67.7

67.8

67.9

68.0

68.1

68.2

68.3

68.4

68.5

68.6

68.7

68.8

68.9

69.0

69.1

69.2

69.3

69.4

69.5

69.6

69.7

69.8

69.9

70.0

70.1

70.2

70.3

70.4

70.5

70.6

70.7

70.8

70.9

71.0

71.1

71.2

71.3

71.4

71.5

71.6

71.7

71.8

71.9

72.0

72.1

72.2

72.3

72.4

72.5

72.6

72.7

72.8

72.9

73.0

73.1

73.2

73.3

73.4

73.5

73.6

73.7

73.8

73.9

74.0

74.1

74.2

74.3

74.4

74.5

74.6

74.7

74.8

74.9

75.0

75.1

75.2

75.3

75.4

75.5

75.6

75.7

75.8

75.9

76.0

76.1

76.2

76.3

76.4

76.5

76.6

76.7

76.8

76.9

77.0

77.1

77.2

77.3

77.4

77.5

77.6

77.7

77.8

77.9

78.0

78.1

78.2

78.3

78.4

78.5

78.6

78.7

78.8

78.9

79.0

79.1

79.2

79.3

79.4

79.5

79.6

79.7

79.8

79.9

80.0

80.1

80.2

80.3

80.4

80.5

80.6

80.7

80.8

80.9

81.0

81.1

81.2

81.3

81.4

81.5

81.6

81.7

81.8

81.9

82.0

82.1

82.2

82.3

82.4

82.5

82.6

82.7

82.8

82.9

83.0

83.1

83.2

83.3

83.4

83.5

83.6

83.7

83.8

83.9

84.0

84.1

84.2

84.3

84.4

84.5

84.6

84.7

84.8

84.9

85.0

85.1

85.2

85.3

85.4

85.5

85.6

85.7

85.8

85.9

86.0

86.1

86.2

86.3

86.4

86.5

86.6

86.7

86.8

86.9

87.0

87.1

87.2

87.3

87.4

87.5

87.6

87.7

87.8

87.9

88.0

88.1

88.2

88.3

88.4

88.5

88.6

88.7

88.8

88.9

89.0

89.1

89.2

89.3

89.4

89.5

89.6

89.7

89.8

89.9

90.0

90.1

90.2

90.3

90.4

90.5

90.6

90.7

90.8

90.9

91.0

91.1

91.2

91.3

91.4

91.5

91.6

91.7

91.8

91.9

92.0

92.1

92.2

92.3

92.4

92.5

92.6

92.7

92.8

92.9

93.0

93.1

93.2

93.3

93.4

93.5

93.6

93.7

93.8

93.9

94.0

94.1

94.2

94.3

94.4

94.5

94.6

94.7

94.8

94.9

95.0

95.1

95.2

95.3

95.4

95.5

95.6

95.7

95.8

95.9

96.0

96.1

96.2

96.3

96.4

96.5

96.6

96.7

96.8

96.9

97.0

97.1

97.2

97.3

97.4

97.5

97.6

97.7

97.8

97.9

98.0

98.1

98.2

98.3

98.4

98.5

98.6

98.7

98.8

98.9

99.0

99.1

99.2

99.3

99.4

99.5

99.6

99.7

99.8

99.9

100.0

100.1

100.2

100.3

100.4

100.5

100.6

100.7

100.8

100.9

101.0

101.1

101.2

101.3

101.4

101.5

101.6

101.7

101.8

101.9

102.0

102.1

102.2

102.3

102.4

102.5

102.6

102.7

102.8

102.9

103.0

103.1

103.2

103.3

103.4

103.5

103.6

103.7

103.8

103.9

104.0

104.1

104.2

104.3

104.4

104.5

104.6

104.7

104.8

104.9

105.0

105.1

105.2

105.3

105.4

105.5

105.6

105.7

105.8

105.9

106.0

106.1

106.2

106.3

106.4

106.5

106.6

106.7

106.8

106.9

107.0

107.1

107.2

107.3

107.4

107.5

107.6

107.7

107.8

107.9

108.0

108.1

108.2

108.3

108.4

108.5

108.6

108.7

108.8

108.9

109.0

109.1

109.2

109.3

109.4

109.5

109.6

109.7

109.8

109.9

110.0

110.1

110.2

110.3

110.4

110.5

110.6

110.7

110.8

110.9

111.0

111.1

111.2

111.3

111.4

111.5

111.6

111.7

111.8

111.9

112.0

112.1

112.2

112.3

112.4

112.5

112.6

112.7

112.8

112.9

113.0

113.1

113.2

113.3

113.4

113.5

113.6

113.7

113.8

113.9

114.0

114.1

114.2

114.3

114.4

114.5

114.6

114.7

114.8

114.9

115.0

115.1

115.2

115.3

115.4

115.5

115.6

115.7

115.8

115.9

116.0

116.1

116.2

116.3

116.4

116.5

116.6

116.7

116.8

116.9

117.0

117.1

117.2

117.3

117.4

117.5

117.6

117.7

117.8

117.9

118.0

118.1

118.2

118.3

118.4

118.5

118.6

118.7

118.8

118.9

119.0

119.1

119.2

119.3

119.4

119.5

119.6

119.7

119.8

119.9

120.0

120.1

120.2

120.3

120.4

120.5

120.6

120.7

120.8

120.9

121.0

121.1

121.2

121.3

121.4

121.5

121.6

121.7

121.8

121.9

122.0

122.1

122.2

122.3

122.4

122.5

122.6

122.7

122.8

122.9

123.0

123.1

123.2

123.3

123.4

123.5

123.6

123.7

123.8

123.9

124.0

124.1

124.2

124.3

124.4

124.5

124.6

124.7

124.8

124.9

125.0

125.1

125.2

125.3

125.4

125.5

125.6

125.7

125.8

125.9

126.0

126.1

126.2

126.3

126.4

126.5

126.6

126.7

126.8

126.9

127.0

127.1

127.2

127.3

127.4

127.5

127.6

127.7

127.8

127.9

128.0

128.1

128.2

128.3

128.4

128.5

128.6

128.7

128.8

128.9

129.0

129.1

129.2

129.3

129.4

129.5

129.6

129.7

129.8

129.9

130.0

130.1

130.2

130.3

130.4

130.5

130.6

130.7

130.8

130.9

131.0

131.1

131.2

131.3

131.4

131.5

131.6

131.7

131.8

131.9

132.0

132.1

132.2

132.3

132.4

132.5

132.6

132.7

132.8

132.9

133.0

133.1

133.2

133.3

133.4

133.5

133.6

133.7

133.8

133.9

134.0

134.1

134.2

134.3

134.4

134.5

134.6

134.7

134.8

134.9

135.0

135.1

135.2

135.3

135.4

135.5

135.6

135.7

135.8

135.9

136.0

136.1

136.2

136.3

136.4

136.5

136.6

136.7

136.8

136.9

137.0

137.1

137.2

137.3

137.4

137.5

137.6

137.7

137.8

137.9

138.0

138.1

138.2

138.3

138.4

138.5

138.6

138.7

138.8

138.9

139.0

139.1

139.2

139.3

139.4

139.5

139.6

139.7

139.8

139.9

140.0

140.1

140.2

140.3

140.4

140.5

140.6

140.7

140.8

140.9

141.0

141.1

141.2

141.3

141.4

141.5

141.6

141.7

141.8

141.9

142.0

142.1

142.2

142.3

142.4

142.5

142.6

142.7

142.8

142.9

143.0

143.1

143.2

143.3

143.4

143.5

143.6

143.7

143.8

143.9

144.0

144.1

144.2

144.3

144.4

144.5

144.6

144.7

144.8

144.9

145.0

145.1

145.2

145.3

145.4

145.5

145.6

145.7

145.8

145.9

146.0

146.1

146.2

146.3

146.4

146.5

146.6

146.7

146.8

146.9

147.0

147.1

147.2

147.3

147.4

147.5

147.6

147.7

147.8

147.9

- 25. (Dr. Eign) æigi strætian
- 26a. 180 bsi
- 25. 11e M6 opp lvg dætn æte file st
- 26. 12. Aft bppi bati dis
- 26n. 35r. Re inst ella tiot
- 25ri. 3æti m6
- 26p. 1y6. Mis ver æab enin
- 26r. 170 Key
- 26a. 1d. sm6 rtop ts
- 26p

18.

Time

tbl

• 25h

05ti

Ma

nag

ing

use

rs

• 23.

08.

Sup

por

ton

and

tes

upp

ly

• 25-

107.

Date

ase

pra

gra

em

• 27t

• 03.

ms

upp

ly

Sup

per

har

We

are

for

tal

• 25.

19.

The

sys

tem

log

• 25.

20.

Ser

ver

tro

ubl

esh

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



20.
Stephen
Stephen
Stephen
Asked
Questio
29. Tips
and
Tricks
• 20.
01.
Intr
• 20.
01.
How
syn
tor
œi
seti
tme
• 20.
01.
Syn
che
oti
• 20.
01.
Bite
not
• 29.
03.
Syn
t-
Bite
Wiz
agl
Tsa

prev
end
ed)
• 29.
03.
Sym
g is
Site
Stop
okt
• 081
05c
Syn
cep
Site
http
with
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

A PDF
version of
the user
guide can
also be
downloaded
from the
[mSupply
site](#)

