

# 8.01. Issuing goods to a customer (customer invoices)

## Creating a new invoice

Choose *Customer > New invoice*. A window like this will open:

User defined fields are displayed in the above screenshot. To show or hide user defined fields go to *File > Preferences > Invoices 2*.

## Information to enter in the main window

### Name

Type as much of a customer name here as you know and then press *Tab*. If there is only one name that matches your choice, it will be entered automatically for you, otherwise you will be presented with a list of available choices. Once you have entered a valid name, the *New line* button will be enabled. If you can not find the name you are looking for, you can add a new name by clicking the person icon (👤) to the left of 'Name'.



By default, names with their code starting with a tilde (~) are not shown. This is a great way preventing a user selecting a name when it can't be deleted or hidden in a store - put a tilde character at the beginning of its code.

The downward pointing arrow to the right of the *Name* field takes you directly to the *Edit Customer/Supplier* window, giving access to all the information relating to the name entered

## Their ref

Enter the customer's order number if there is one

## Comment

Click on the downward pointing arrow to the right of the Comment field to display a window where any comment relating to this invoice can be noted.

A screenshot of a software interface showing a text input field labeled 'Comment' followed by a small square button containing a red downward-pointing arrow.

## Category

If you are using the category feature, and have defined them, the appropriate category is selected from the drop-down list.

## User-defined transaction fields

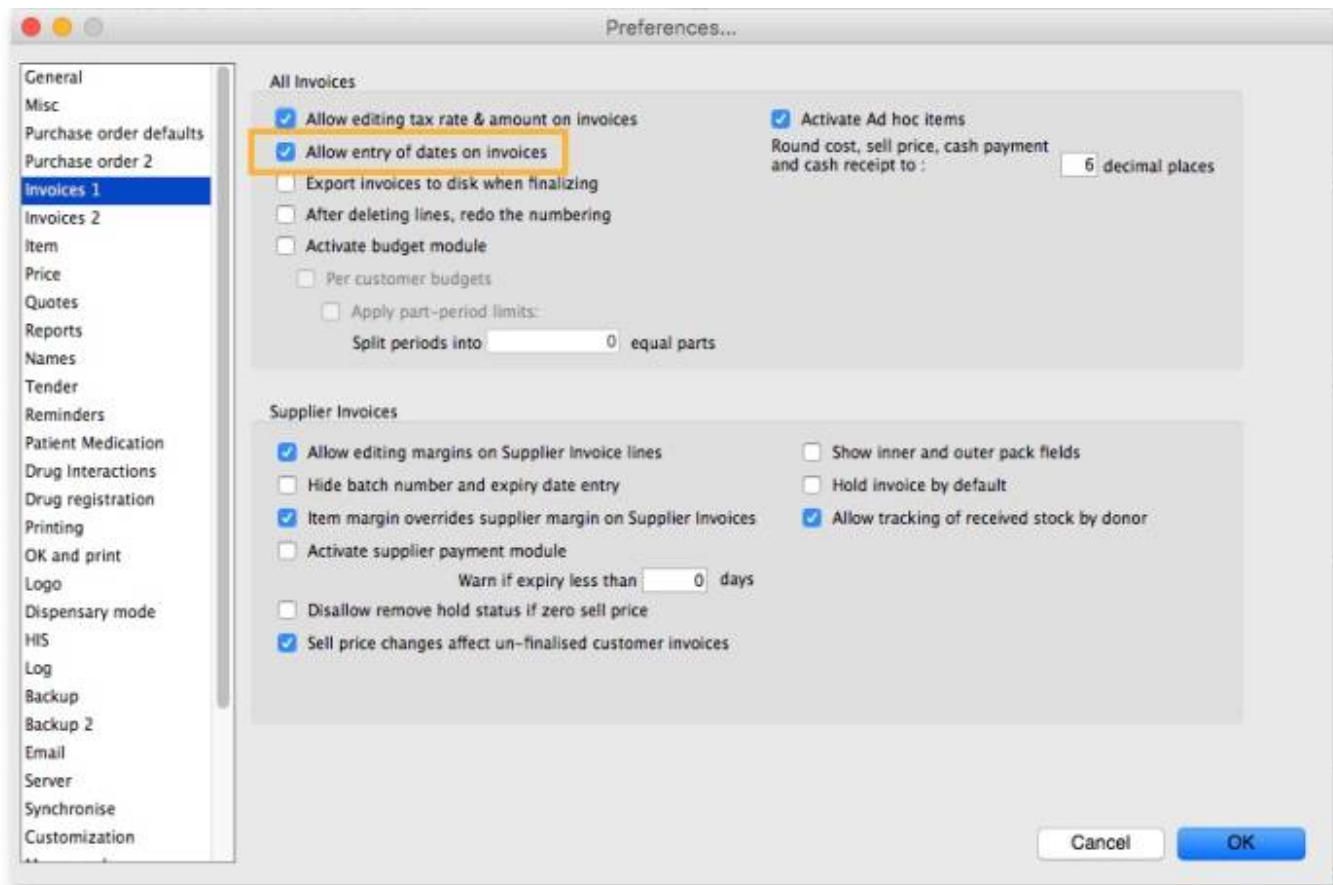
If you are using the user-defined transaction fields, they will appear and can be filled in here. Should you wish to use them, they have to be activated in *Preferences>Invoices 2*, refer [Show customer transaction fields](#).

## Read-only information on the invoice

There is some information on the top of the invoice that is read-only and cannot be edited:

- *Confirm date*: The date the invoice was confirmed. "00/00/00" if the invoice has not been confirmed.

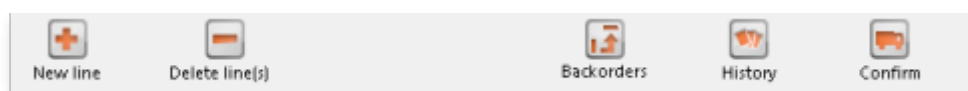
Note: this date can be made editable from preferences.



- **Invoice:** This is the invoice number. The number is automatically incremented and assigned when the invoice is first saved (which actually occurs when the first line is added to it) and is unique **within a store**. Note that customer invoices in different stores could have the same invoice number.
- **Entry date:** The date the invoice was created.
- **Goods received ID:** If the customer invoice is linked to a goods received note then its ID will appear here in blue, indicating that it is a link and, if clicked, will open the goods received note.
- **Status:** The current status of the customer invoice:
  - nw = new (just created, can still be edited, stock not yet removed from mSupply but available stock reduced so reserved stock can't be assigned to another invoice)
  - sg = suggested (has been opened since first creation, still editable, stock not yet removed from mSupply).
  - cn = confirmed (stock has been removed from mSupply but invoice is still editable).
  - fn = finalised (stock has been removed from mSupply and the invoice is no longer editable).
- **Entered by:** The user name of the user who created the customer invoice.
- **Store:** The name of the store the customer invoice belongs to.

## Buttons at the top of the customer invoice window

At the top of the Customer invoice window, there are a series of buttons:



## New line

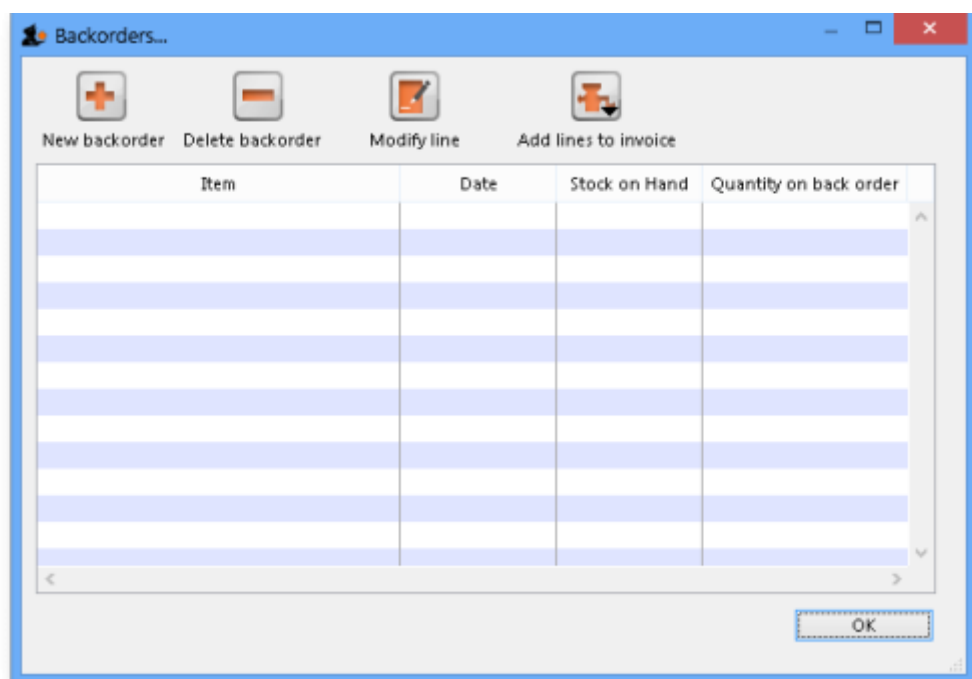
Will add a line to the invoice. This command can be used on any invoice that is not finalised. Clicking the button will present you with the window for adding a line from stock. See the [Adding lines to an invoice](#) section below for more details. To select a line to edit, simply double-click on it. Note that new line and edit line are disabled on finalised invoices.

## Delete line(s)

Will delete a line which has been selected, and appears highlighted. Multiple lines, which do not need to be sequential, may also be selected and deleted using this button.

## Backorders

This icon is displayed only if '*We run a backorder system*' is checked in the *Preferences > invoices 2* options - refer [We run a backorder system](#). Clicking this button shows you a list of items that are on backorder for the customer you have chosen. To view the backorder list of items, you must first confirm the transaction.



Refer to [Issuing Goods - Managing Customer backorders](#) for a full coverage of the backorder topic.

## History

Clicking on this icon will display a record of all that this customer has purchased in the past. This may produce a very long list! The list appears in chronological order, but clicking on any of the column headers will sort the list according to that parameter.

## Confirm

When this button is clicked, the status of the order changes from nw (new) or sg (suggested) to cn (confirmed).



If you have “confirm invoices automatically” set in the Preferences, the **Confirm** button will not be visible. The invoice will be confirmed as soon as you click on the **OK** button. Read below to see what confirmation does.

- The confirm button is only available for invoices with status sg (suggested).
- Confirming an invoice should be done when the goods have been *removed from the shelves* and have left the store or have been packed ready for dispatch). Most importantly, as far as mSupply is concerned, this stock is no longer in the store and a stocktake will not find it!

More detail around confirming a Customer Invoice:

- Each item line records two stock levels- the quantity is the total stock on the premises. the available amount is what can be issued on an invoice.
- For example:
  - You have 10 bottles of Paediatric Paracetamol Elixir in stock.
  - You get an order for 3 bottles from Fred, and create an invoice for Fred. The *quantity in stock* is still 10, but *quantity available* drops to 7, as these 3 bottles are 'reserved' for Fred and can't be issued to anybody else.
  - You are about to dispatch the order. At this point you confirm the order. The *quantity in stock* also drops to 7.
- In summary, the **Confirm** button does the following:
  - Each line has its *quantity in stock* reduced by the *amount issued* on that line
  - The Customer Invoice status changes to cn

- If you are running a backorder system, confirming a Customer Invoices also deletes any placeholder lines (those with a batch entry of “none”) and adds them to that customer's

backorder file.



Modifications may still be made to the invoice (and those changes therefore directly affect the stock in mSupply). See [Confirming an invoice](#).



If you have the store preferences set to force customer invoice authorisation, you will not be able to confirm customer invoices until they have been authorised. See [here](#) for details.

## Buttons and checkboxes at the bottom of the Customer invoice window

At the bottom of the Customer invoice window, there are a series of controls.

### Hold

Checking the *Hold* checkbox prevents the Customer Invoice from being confirmed or finalized.

### Finalize

Checking the *Finalize* checkbox allows you to finalize an invoice when you click the *OK* button. Only users with *Can finalize individual invoices* checked in their user permissions can check this box. Other users will be warned if they try to turn it on, and the *Finalize* checkbox will automatically uncheck.



If the *Finalize* checkbox is checked and you click the *Confirm* button, the invoice will be confirmed as well as finalised when the *OK* button is clicked, so be very careful! A finalised invoice may be viewed and/or printed, but it can not be edited.



If the *Finalize* checkbox is checked but dimmed out, it means that *File>Preferences>Invoices 2>Finalize customer invoices automatically* is checked and all confirmed invoices will be finalised whether you like it or not!

## OK & Next

The *OK & Next* button saves the changes you have made and exits the window. You are given the opportunity to print if the *Print* checkbox is ticked.

## Delete

The *Delete* button allows the deletion of an invoice. If the invoice has a status of 'nw' you can delete the invoice even if has lines added. If the status is 'cn' or 'sg' you will have to delete the lines manually first - refer [Deleting line\(s\)](#). When an invoice has been deleted the invoice number that it was assigned will be reused.

## OK

The *OK* button saves the changes you have made and exits the window. You are given the opportunity to print if the *Print* checkbox is ticked.

## Printing the invoice

If the *Print* checkbox is ticked then print options will be presented when the *OK* or *OK & Next* buttons are clicked.

If the invoice status is 'nw' (new) or 'sg' (suggested), pick list options will be printable.

If the invoice status is 'cn' (confirmed) or 'fn' (finalized), invoice options will be printable.



If the option to turn on the print check box has been set under *File>Preferences>OK and print*, you can override the printing process by holding down the *Shift* key as you click *OK*, and no invoice will be printed.



Instead of an invoice, should you wish to print a pick list for an invoice whose status is 'cn' or 'fn', hold down the *Alt* key (Windows) or the *Option* key (Mac) while clicking *OK*.

## Tabs in the customer invoice window

The three tabs allow the invoice to be viewed in three different formats, but note that the lower area of the window remains the same and is available for appropriate input in all views.

## General tab

Once an invoice has been created, a detailed view of the items on it may be seen by selecting this tab; where the supply of a single item is made up of different batch numbers, they will be displayed as separate lines:

Name:

Confirm date:

Colour:

Their ref:  HC4

Comment:

User defined 1:

User defined 2:

User defined 3:

User defined 4:

Category:

Goods receive ID:

Status:

Entered by:

Store:

New line

Delete line(s)

History

Confirm

General | Summary by Item | Summary by Batch | Transport details | Log | MoneyWorks

N...	Li...	Location	Item Name	Quan	Pack Size	Batch	Exp date	Price fc	Price fc ext	Sell Price	Price exten
1	AAA		Paracetamol 500mg tab	17	1000	8MH10	31/07/201	42.06	715.08	6.44	109.48
2	AAA		Amoxycilin 500mg cap	54011	1	M70123	30/10/201	0.24	13,054.45	0.03	1,998.41
3	TAB		Ciprofloxacin 250mg tab	90	1	07c01	27/02/201	0.26	23.51	0.04	3.60
4	TAB		Albendazole 400mg tabs	58	1	K90461		0.00	0.00	0.00	0.00
5	INJ		Dexamethasone 4mg/ml amp	66	1	07DP0201	28/02/201	12.93	853.55	1.98	130.68
6	AAA		Metronidazole 200mg tab	68	200	B112	30/06/201	6.53	444.15	1.00	68.00
7	AAA		Metronidazole 200mg tab	1	200	B113	30/06/201	0.00	0.00	0.00	0.00

Other charges:

Amount:

Currency:

Subtotal:

Currency rate:

0 % tax:

Foreign currency total:

Total:

☐ Hold

☐ Finalize

☐ Authorised

Export batch:

## Buttons in the General tab

There are a row of small icon buttons at the bottom left of the window. Hovering the mouse over each button gives a description of what it does.



### Process button (grinder icon)

Clicking this button shows a menu with the following choices:

1. **Renumber lines:** will re-assign line numbers to all lines on the invoice according to their current order (you can move lines around by dragging and dropping to a new position).



2. **Issue stock for all placeholder lines:** This option will go through each placeholder line on the invoice and attempt to issue stock.



- There are several factors that affect the success of the **Issue stock for all placeholder lines** operation, so you should review the automatic choices mSupply makes to ensure it is appropriate.
- mSupply will issue the oldest expiry stock first. There are good reasons why you might not want this to happen, including:
  - Availability of sufficient stock of the line in question
  - Pack sizes that fit with the quantity/pack on the placeholder line. mSupply will happily issue parts of a pack. In reality, you may wish to choose from a different stock line with different pack sizes!

### Financial summary

Clicking this button shows you a summary of the cost and selling price information for the invoice.

The dialog box titled "Profit..." displays financial summary information. It is divided into two sections: "Whole invoice." and "Selected line". Each section contains a table with financial metrics and their values.

Whole invoice.	
cost:	2,317
profit:	0
Selling price	2317.22
% mark-up:	0
Margin:	0

Selected line	
cost:	109
profit:	0
Selling price	109.48
% mark-up:	0
Margin:	0

At the bottom of the dialog, there is a checkbox labeled "Print as proforma invoice" which is currently unchecked. An "OK" button is located at the bottom right.

If you check the *Print as Pro-forma invoice* checkbox in this window, rather than printing a pick slip, a pro-forma invoice will be printed, allowing you to give a paying client a form showing expected charges.

### Transaction note

Allows you to make a note relating to this invoice.

**Copy to clipboard**

Copies the entire invoice to the clipboard.

## Summary by item tab

The Summary by Item tab displays the items on the invoice, consolidating different batch numbers and displaying the total quantities for each item only; the invoice above appears in the following format when the Summary by Item tab is selected.

**Customer invoice**

Name: Highland Health Centre	Confirm date: 00/00/00	Colour: Black
Their ref: HC4	Category: None	Invoice: 30,045
Comment:	User defined 1:	Entry date: 30/06/2015
User defined 2:	User defined 3:	Goods receive ID: 0
User defined 4:		Status: sg
		Entered by: Sussol
		Store: General

Line	Item Name	Batch	Quantity	Selling p...	Price extension
1	Paracetamol 500mg tab	n/a	17000	0.00	109.48
2	Amoxycillin 500mg cap	n/a	54011	0.03	1,998.41
3	Ciprofloxacin 250mg tab	n/a	90	0.04	3.60
4	Albendazole 400mg tabs	n/a	58	0.00	0.00
5	Dexamethasone 4mg/ml amp	n/a	66	1.98	130.68
6	Metronidazole 200mg tab	n/a	13800	0.00	68.00

OK & Next   Delete   OK

## Summary by batch tab

The Summary by Batch tab displays the items differentiating between batches, and showing a breakdown where more than one batch has been supplied on the order. The above invoice appears in the following format when the Summary by Batch tab is selected; note that two different batches of

metronidazole tablets were supplied.

[illegible]

### Transport details tab

Selecting this tab displays the following window:

**Customer invoice**

Name: Highland Health Centre  
 Their ref: HC4  
 Comment:  
 User defined 1:  
 User defined 2:  
 User defined 3:  
 User defined 4:

Confirm date: 00/00/00  
 Category: None  
 Colour: Black  
 Invoice: 30,045  
 Entry date: 30/06/2015  
 Goods receive ID: 0  
 Status: sg  
 Entered by: Sussol  
 Store: General

General | Summary by Item | Summary by Batch | **Transport details** | Log | MoneyWorks

Order written date: 31/03/15 | Order received date: 30/04/15 | Ship date: 31/05/15 | Ship method: None  
 Expected arrival date: 30/06/15 | Actual arrival date: 31/07/15 | Responsible officer: None

Manage boxes | Box selected | Unbox

Line	Location	Item Name	Quan	Pack Size	Batch	Weight	Exp date	Sell Price	Boxes
1	AAA	Paracetamol 500mg tab	17	1000	8MH10	0	31/07/2012	6.44	
2	AAA	Amoxicillin 500mg cap	54011	1	M70123	0	30/10/2010	0.03	
3	TAB	Ciprofloxacin 250mg tab	90	1	07c01	0	27/02/2010	0.04	
4	TAB	Albendazole 400mg tabs	58	1	K90461	0		0.00	
5	INJ	Dexamethasone 4mg/ml amp	66	1	07DP0201	0	28/02/2010	1.98	
6	AAA	Metronidazole 200mg tab	68	200	B112	0	30/06/2012	1.00	
7	AAA	Metronidazole 200mg tab	1	200	B113	0	30/06/2012	0.00	

Total Item Weight: 0

Print labels | OK & Next | Delete | OK

Here you can add information about the method of transportation and other related information. You can then report on performance of your transport operations in various ways using the [Transport Report](#).

### Order tracking data

The five date boxes enable you to track your order from it being generated (written) to the customer confirming receipt of it (actual arrival date):. The five date fields are:

- **Order written date:** The date the customer wrote the order (this will usually be on their requisition form).
- **Order received date:** The date the customer's order was received by you
- **Order shipped date:** The date the order left your store
- **Expected arrival date:** Given the shipping method you're using, when you expect the goods to arrive at the customer's premises.
- **Actual arrival date:** The date the goods reached the customer you are supplying. Obviously you will only know this if they report the information back to you (e.g. via SMS message)

If you use these date fields, it allows reporting using the [Transaction Report](#) using the report form *Order Processing time*. Sometimes it is necessary to edit these dates after finalisation of a customer invoice so there is a special permission for users to allow them to do this (on the User details page, *Permissions 2* tab - see [Managing users, the Permissions tabs](#) for details).



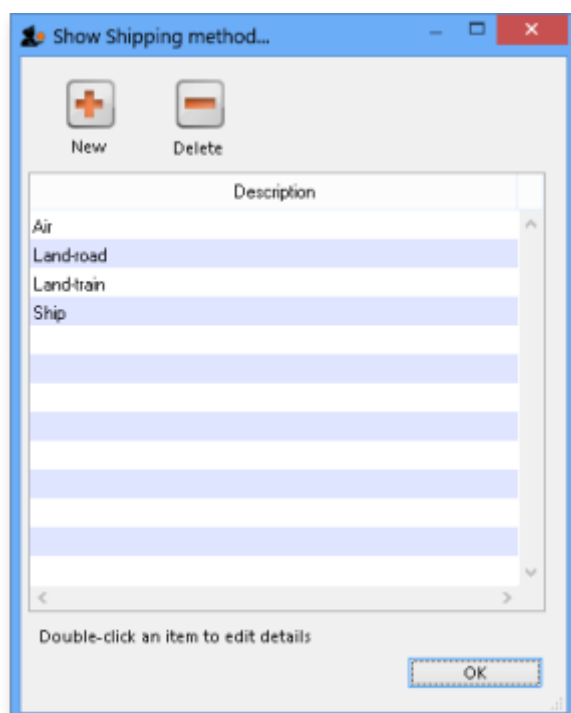
You can make the *Order written date* and *Order received date* fields compulsory in *File > Preferences, Invoices 2* tab as explained in [Invoices preferences](#)



You can add a *Shipped to* contact name if you select *Choose contact for transport details* in *File > Preferences, Invoices 2* tab as explained in [Invoices preferences](#)

## Shipping method

The list of options in the **Ship method** drop down list is set by choosing **Customer > Show shipping methods...**, when you are shown a window with a list of existing shipping methods:



To enter a new method, click the **New** button. To edit an existing method, double-click the item in the list and edit its details. To delete a method, click on it in the list to select it then click on the **Delete** button. You will not be able to delete a shipping method if it is being used by a customer invoice.

## Responsible officer

The choice list for Responsible officers is a list of mSupply users for whom the “Can be responsible officer” check box has been checked. Choose *File>Edit users...*, then double-click a User Name to set up each user as a responsible officer (or remove them from the responsible officer list)

## Box management and label printing

The Box Management feature is used to tell mSupply which items were put in which 'box' or container for transporting to your customer. This has a few advantages:

- You can print labels from mSupply to stick on each box (either from a label printer or a normal A4 paper printer - see the [Printing an invoice: Picking slips and delivery notes](#) section below for details).
- You can create (automatically or manually) weight and volume information which can be printed on the packing list or passed to your freight handlers.
- It tells the customer what's in each box to help their goods-inwards processing.

For details about how to use this feature, please see [Box management](#).

This is an example of a box label printed from a normal A4 paper printer:

Highland Medical Hospital			
Package Label			
<b>Shipper</b> Highland Medical Hospital		<b>Consignee</b>	
		<b>Facility:</b> Highland Health Centre	
		<b>To be received by:</b> David	
		<b>Title:</b> Director of Pharmacy	
		<b>Email:</b>	
		<b>Phone:</b>	
		<b>Name of Sub Recipient:</b>	
		<b>Additional information (if needed):</b>	
<b>BOX NO: Carton A (1 of 1)</b>			
<b>Invoice Number:</b>	<b>30046</b>	<b>Weight (kg):</b>	<b>0</b>
		<b>Volume (m3):</b>	<b>0</b>
<b>PHARMACEUTICAL &amp; OTHER ITEMS</b> Store the product according to Manufacturer Storage instructions			

## Log tab

Added: version 3.1

The log tab displays changes to the invoice that have been logged. Details of all logged activities are record in the [mSupply Log](#).

## MoneyWorks tab

If you are using the Moneyworks accounting software then the link between mSupply and

Moneyworks will need to be enabled in *File>Preferences>Moneyworks* - refer [General Preferences - Moneyworks](#). If this option has not been enabled, then the Moneyworks tab will not be visible.

The Moneyworks tab will show the status of the invoices inside Moneyworks accounting software once mSupply has carried out an export.

## Custom data tab

This tab shows the custom fields that have been set up for customer invoices (see the [Custom fields](#) section for details).

All custom data will be saved with the invoice (i.e. when you click the *OK* or *OK & Next* button).

## Adding lines to an invoice

Clicking *New line* will bring up the *Add Item...* window:

## Finding the item you want

The first thing to enter is the Item Name or Item Code in the *Item* field. Type as much of the Item

Name as you know, then press *Tab*. mSupply searches for all Items whose Name or Code starts with the text you have typed.



By default Items with a Code starting with a tilde (~) are not shown. This is a great way preventing a user selecting an item that shouldn't be used when it can't be deleted or hidden in a store - put a tilde character at the beginning of its code.

If no entries match the request, the *Item* field will read 'try again'. You can try as many times as you like! If you conclude that the Item you want does not exist in your system, click *New item* to add the Item.



Caution should be exercised before adding a new Item to your mSupply system. Duplicate items cause problems. Ensure that the item you are looking for does not already exist in your system and is hidden in the store you are logged into or is under a different Item Name and Item Code.

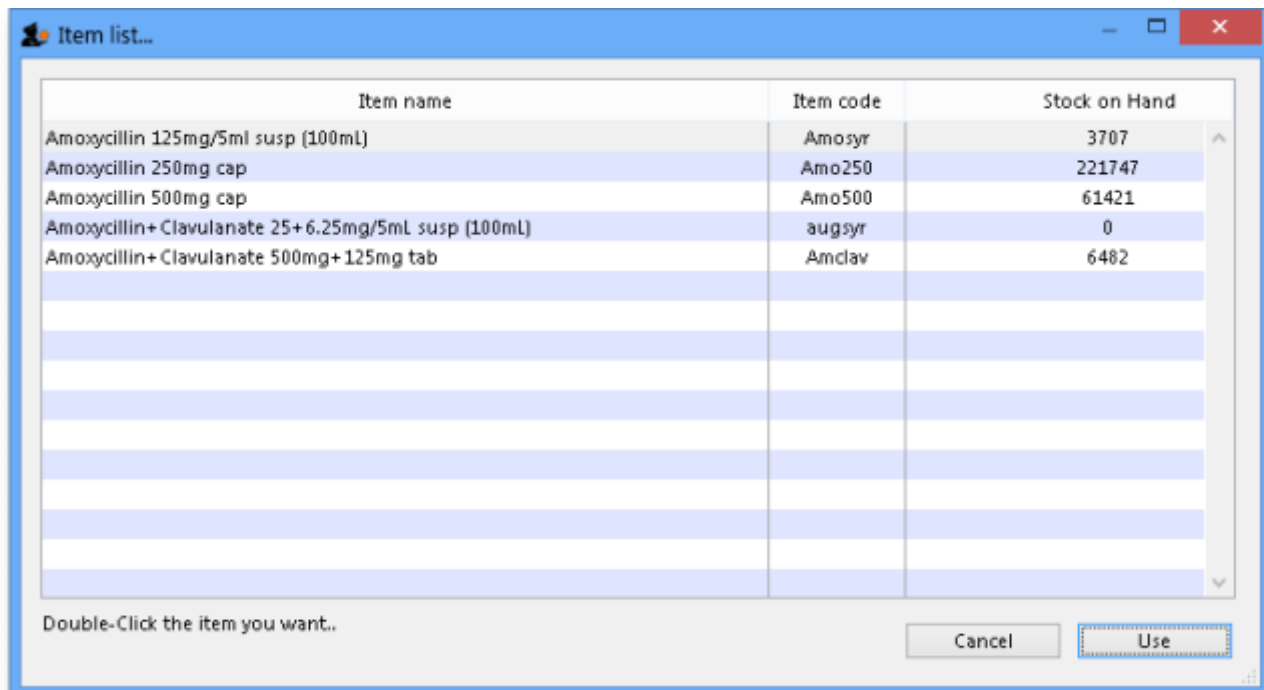
If only one Item matches your request, it will be chosen automatically and you will be returned to the *Add item...* window with that Item already selected.



If your mSupply system has been set up with unique Item Codes for each Item, then the experienced user will find that typing in the full Item Code here will save mouse clicks and/or key presses.

If more than one Item matches your request, all of them will be displayed.



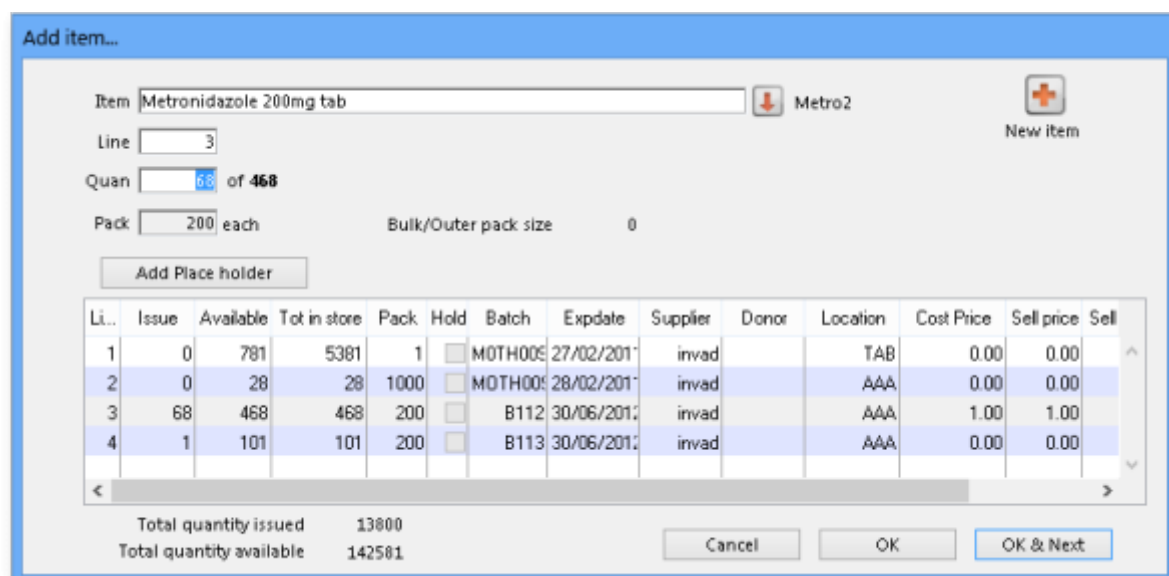


If the wanted Item is visible, double-click on it or click on it once and then click *Use*.

If the wanted Item is not visible, click *Cancel* to try again to find it.

## Selecting from item lines

Once the item you want has been selected, the *Add item...* window will display a list of available Item Lines (if any). Each Item Line may be a different pack size, batch, expiry, or price. The Item Lines are sorted by expiry date; first expiry at the top.



The lines are numbered in the left hand column and sorted according to:

- Firstly, FEFO (first expiring at the top)
- Then, for all stock lines with identical expiry date, by Location Priority - refer [Items > General](#)

[tab](#)

- Then, for all stock lines in locations with identical Location Priority, by Location Name, alphabetically.


The first line is selected by default but you can choose another line in one of three ways:

- Type the line number into the *Line* field and press *Tab*. The cursor moves to the *Quan* field.
- Double-click on the line in the list. That line number is displayed in the *Line* field and the cursor moves to the *Quan* field.
- Single-click on the line in the list. Clicking again in the *Issue* column will allow you to directly edit the issue amount in the list - see following.

Once you have chosen your line, the number of packs available will be shown to the right of the *Quan* field, the Pack size will be shown in the *Pack* field, and the total quantity to be issued will be shown below the list of lines.

In the *Quan* field, you can enter any number greater than zero.



If you need to see the full details of the item itself, click on the down arrow icon () to the right of the item name field and you will be taken to the item's details window.



The number entered in the *Quan* field is the number of **packs**. The pack size of the currently selected line will be used to calculate the total quantity of units issued - which is shown below the list of lines as **Total quantity issued**.

## Issuing from a single line

If the number entered in the *Quan* field is less than or equal to the number available for the selected line, then that value will be shown in the *Issue* column in the list.

Click *OK* to return to the main invoice screen, or *OK & Next* to add another Item.

**Please note:** If the **Allow editing selling price on customer invoice lines** store preference is turned on (see [Virtual store preferences](#)) and the **Price editable when issuing** checkbox on the General tab of an item's details page (see [Item basics - General tab](#)) is turned on then there will be an extra **Sell price** field for the user to enter the desired selling price for this customer invoice line:

Add item...

Item

Amodiaquine 150 mg + Sulfadoxine/Pyrimethamine 25/500 mg Dispersible Tablets

AQSP150

New item

Line

1

Quan

0 of 3000

Sell price

2.00

Pack

1

Plaquette

Bulk/Outer pack size

0

Add Place holder

Line	Issue	Available	Tot in st...	Pack	Hold	Batch	Expdate	Supplier	Location	Cost Price	Sell price	Sta
1	0	3000	3000	1	<input type="checkbox"/>	rtuytrtry	31/01/2026	Pal		2.00	2.00	

Total quantity issued

0

Total quantity available

3000

Cancel

OK

OK & Next

Issuing from multiple lines

If the amount to be issued is greater than what the top line can issue, then you can issue from multiple lines without leaving the window. There is an automatic and a manual way of doing this.

Manually issuing from multiple lines

For each item line that stock is to be issued from:

- 1. Click once on the list to select the line
- 2. Click again in the *Issue* column
- 3. Enter / edit the issue amount in the *Issue* column

The *Tab* / *Shift-Tab* keys move the focus up and down the *Issue* column.

The Total quantity issued is updated at the bottom of the *Add Item...* window.

Automatically issuing from multiple lines

If the amount to be issued is greater than what the top line can issue, mSupply can automatically select stock from multiple lines on a FEFO basis. To allow mSupply to do this, simply enter the total quantity you wish to issue into the *Quan* field.

**edit line**

Item: Paracetamol 500mg tab Par5

Line: 2

Quan: 17 of 77


Pack: 1000 each Bulk/Outer pack size: 0

Li...	Issue	Available	Tot in store	Pack	Hold	Batch	Expdate	Supplier	Donor	Location	Cost Price	Sell price	Sell
1	0	581740	601540	1	<input type="checkbox"/>	8MH10	30/07/2012	ida		TAB	0.01	0.01	
2	17	77	77	1000	<input type="checkbox"/>	8MH10	31/07/2012	ida		AAA	6.44	6.44	

Total quantity issued: 17000  
Total quantity available: 658740

If the quantity typed in the *Quan* field is more than there is available for the selected line, and the *Tab* key is pressed to leave the *Quan* field, this message is displayed:

**Confirm...**



There is not enough stock of line 1 . Would you like to try again or treat the amount as the total quantity to be distributed over multiple batches?

If you accidentally entered more than you intended, click *Try again*, otherwise click the *Distribute* button.

## Issuing when there is not enough stock

If the amount to be issued is greater than the total stock available from all of the available lines, then a placeholder line may be used, if your mSupply [preferences](#) allow.

### Placeholder lines

If there are no lines available, or none of the lines are suitable (for example, this order needed strip packaged stock, and the available lines are all bulk packs), then you can add a *placeholder line* that will record the desired quantity and pack size until either you get stock, or go to confirm the order, at which time the item will be either moved to backorder or deleted (depending on how you have set your Preferences).

A Placeholder line can be added manually or automatically.

### Manually adding a placeholder line

A Placeholder line can be added by clicking the *Add Place holder* button.

As shown in the window displayed below, placeholder lines are coloured in red and have a batch of “none” so you can easily identify them.

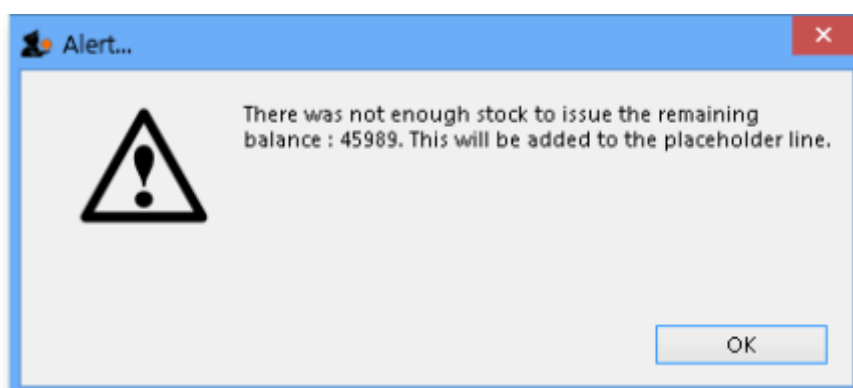
Li..	Issue	Available	Tot in store	Pack	Hold	Batch	Expdate	Supplier	Donor	Location	Cost Price	Sell price	Sell
1	45989	0	0	1		none					0.00	0.00	
2	54011	54011	61421	1		M70123	30/10/2010			AAA	0.03	0.03	

Total quantity issued: 100000  
Total quantity available: 54011

The quantity to be issued in the placeholder line is entered in the same way as any other Item Line - refer [Manually issuing from multiple lines](#)

### Automatically adding a placeholder line

If the number entered in the *Quan* field is greater than the total stock available from all of the available lines, then mSupply will prompt you with an Alert:



After clicking OK, all existing stock lines will have the *Issue* column populated with the total quantity available for each line, and a placeholder line will be created with the outstanding quantity inserted in the *Issue* column.



If you have allowed placeholder lines in the Preferences, and you choose an item that has no available stock, a placeholder line will be created automatically.

Confirming an invoice with placeholder lines

When confirming an invoice that has placeholder lines, the following actions will occur:

- If you have activated backorders, a backorder line will be created for each placeholder line.
- If you have set the Preferences to delete placeholder lines when confirming, they will be deleted, otherwise they will remain on the invoice to show the client that their order was received, but the goods were not supplied.

Issuing all available stock of a batch

Sometimes you might end up with an unusual available amount of a particular batch. Due to the fact that mSupply rounds the available quantity, it may be hard to enter the exact amount to completely issue the batch. In such situations you can issue the total amount available by holding down the shift key while you double-click a line. This will issue the total available amount of that batch.

Lines on hold

Sometimes you will see that a stock line has a tick in the tick-box in the **Hold** column and the line cannot be selected for issue, like the bottom one in this screenshot:

Add item...

Item

Albe400

New item

Line

Quan  of 358

Pack  each

Bulk/Outer pack size

Add Placeholder

Li...	Issue	Available	Tot in store	Pack	Hold	Batch	Expdate	Supplier	Donor	Location	Cost Price	Sell price	Sell
1	58	358	358	1	<input type="checkbox"/>	K90461		invad		TAB	0.00	0.00	^
2	0	100	100	1	<input type="checkbox"/>	30956	30/10/2011	invad		TAB	0.00	0.00	
3	0	13650	13650	1	<input checked="" type="checkbox"/>	0440258	30/10/2012	UNICEF		TAB	0.00	0.00	v

Total quantity issued58

Total quantity available14108

Cancel

OK

OK & Next

There are two possible reasons for this:

- The *stock line* itself is On Hold - see the [Editing a stock line](#) section for details.
- The *location* is On Hold - see the [Locations and location types](#), [Adding a location](#), [General tab](#) section.

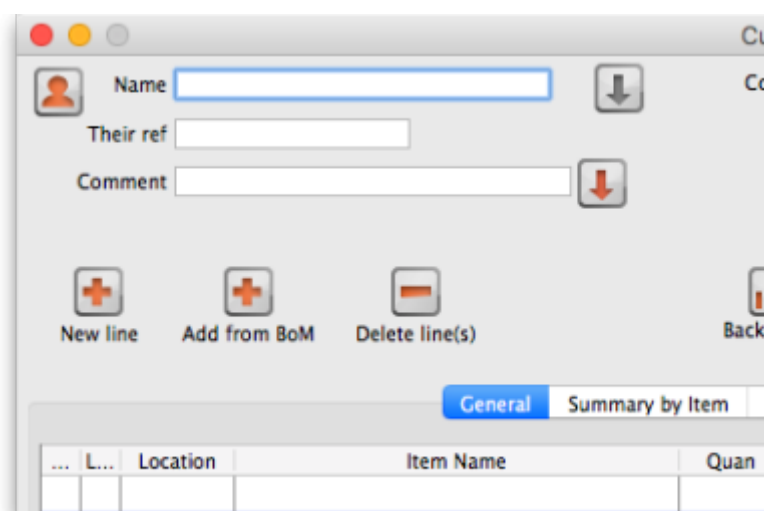
You can find out whether it is the stock line or location (or both!) that is On Hold by double clicking on the line in question. If it is the location that is on hold then, in the window that has opened, the **Hold** checkbox on the **General tab** will not be checked. If the item line itself is on hold then it will be checked.

If there is insufficient stock in 'off-hold' stock lines to fulfill the invoice, a placeholder line can be created.

## Adding lines from a bill of materials

Added: version 3.72

If the “Show 'Add from BoM' button” preference is turned on (see [here](#) for details) there will be an additional *Add from BoM* button on the customer invoice form:



When you click this button it shows you a list of all the Bills of Material that exist in mSupply. Select one of those then mSupply will add all the items on that bill of materials (with the quantities they have on the bill of materials) onto the customer invoice as placeholder lines. You can then assign stock to the placeholder lines in the normal way (see, for example, [Editing a placeholder line on an invoice](#) below).

See the [Bill of materials](#) section for details about creating and using bills of material.

## Editing an invoice line

To edit an invoice line, double-click on it. You will be presented with the *Edit line* window, which is identical to the *New line...* window, except that the item name is already chosen.



In the *Edit line* window the quantity you have already chosen is added back into the *Available* stock column. You are viewing the stock records as if the line has not yet been processed.

Similarly, any other invoice lines for the same item are also shown in the same way; the *Issue* column is filled out with the the amount being issued from each batch on the invoice and the *Available* column **includes** the Issue amount.

For example, in the window below, there are three lines on the invoice for different batches of paracetamol, and all three are shown when editing, irrespective of which of the three lines was double-clicked.

**edit line**

Item: Paracetamol 500mg tab Par5

Line: 2

Quan: 17 of 77

Pack: 1000 each Bulk/Outer pack size: 0

Li..	Issue	Available	Tot in store	Pack	Hold	Batch	Expdate	Supplier	Donor	Location	Cost Price	Sell price	Sell
1	0	581740	601540	1		8MH10	30/07/2012	ida		TAB	0.01	0.01	
2	17	77	77	1000		8MH10	31/07/2012	ida		AAA	6.44	6.44	

Total quantity issued: 17000  
Total quantity available: 658740

At this stage you can:

- Edit the *Issue* value for the selected line item, or change the value in the *Quan* field
- Select a different item line (that is, a different batch) and edit it's *Quan* or *Issue* value.
- Click in the item name field, and select an entirely different item!



Selecting a different item has the following effects

- If you proceed to issue the new item, all invoice lines for item you were editing will be deleted, and invoice lines will be added for batches being issued of the new item.
- If you choose a new item for which there is already an invoice line(s) on the invoice, the stock to be issued on those lines will be shown in the "issue" column. If you





proceed you are effectively editing the quantities of the item you have just selected, and you are deleting all invoice lines of the item that was originally on the invoice.

### Changing the batch to be issued

If you want to choose a different batch for an existing invoice line:

- double-click the invoice line
- set the quantity of the batch you don't want to zero,
- double-click the batch you do want, and enter the quantity you want to issue.
- Note that if possible the new batch will be added to the invoice at the bottom of the other lines, and the former invoice line will be deleted. You can use drag and drop to reorder invoice lines if this is a problem.

### Editing a placeholder line on an invoice

When you double-click a placeholder line, an extra button is displayed:

**Add item...**

Item: Amoxycillin 500mg cap Amo500 New item

Line: 1

Quan: 45989 of 0

Pack: 1 each Bulk/Outer pack size: 0

Add Placeholder Re-distribute all

Li...	Issue	Available	Tot in store	Pack	Hold	Batch	Expdate	Supplier	Donor	Location	Cost Price	Sell price	Sell
1	45989	0	0	1		none					0.00	0.00	
2	54011	54011	61421	1		M70123	30/10/2010			AAA	0.03	0.03	

Total quantity issued: 100000  
Total quantity available: 54011

Cancel OK OK & Next

The Redistribute all button takes the quantity on placeholder lines and re-assigns it to actual batches in stock.

When you are not editing a placeholder line, the button is not visible.

## Deleting a line from an invoice

- If the line is a placeholder line, you can simply click the line you wish to delete, then click the delete line button.

- If the line is a normal invoice line (with stock associated with it), double-click on the invoice line. In the line details window that appears, press Tab to advance to the quantity field, enter 0 (zero), then click OK. You will be asked to confirm that you really want to delete the line.

*Note : Once an invoice that has been finalised, you can not remove an item from it.*

## Reordering invoice lines

Invoice lines can also be reordered by drag-and-drop of a line to a new location. This can be useful to group lines for the same item.

If the invoice lines are currently sorted by line number, the renumbering will happen, otherwise you will be shown an alert message.

If you really want to reorder lines when sorted by a different column, hold down the shift key as you drag-and-drop to override the message.

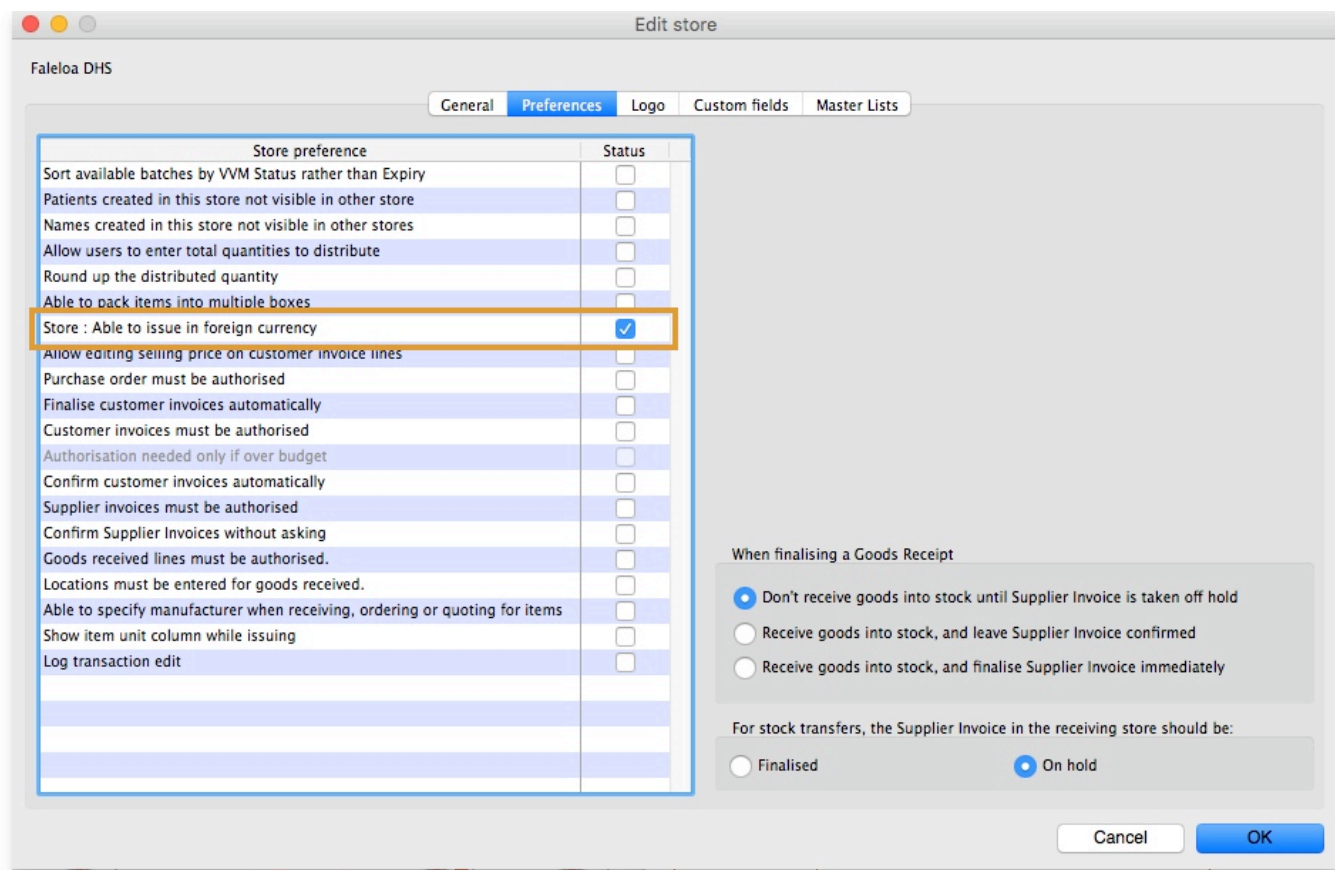
Note that reordering can not be undone, apart from you manually dragging lines back to their original location.



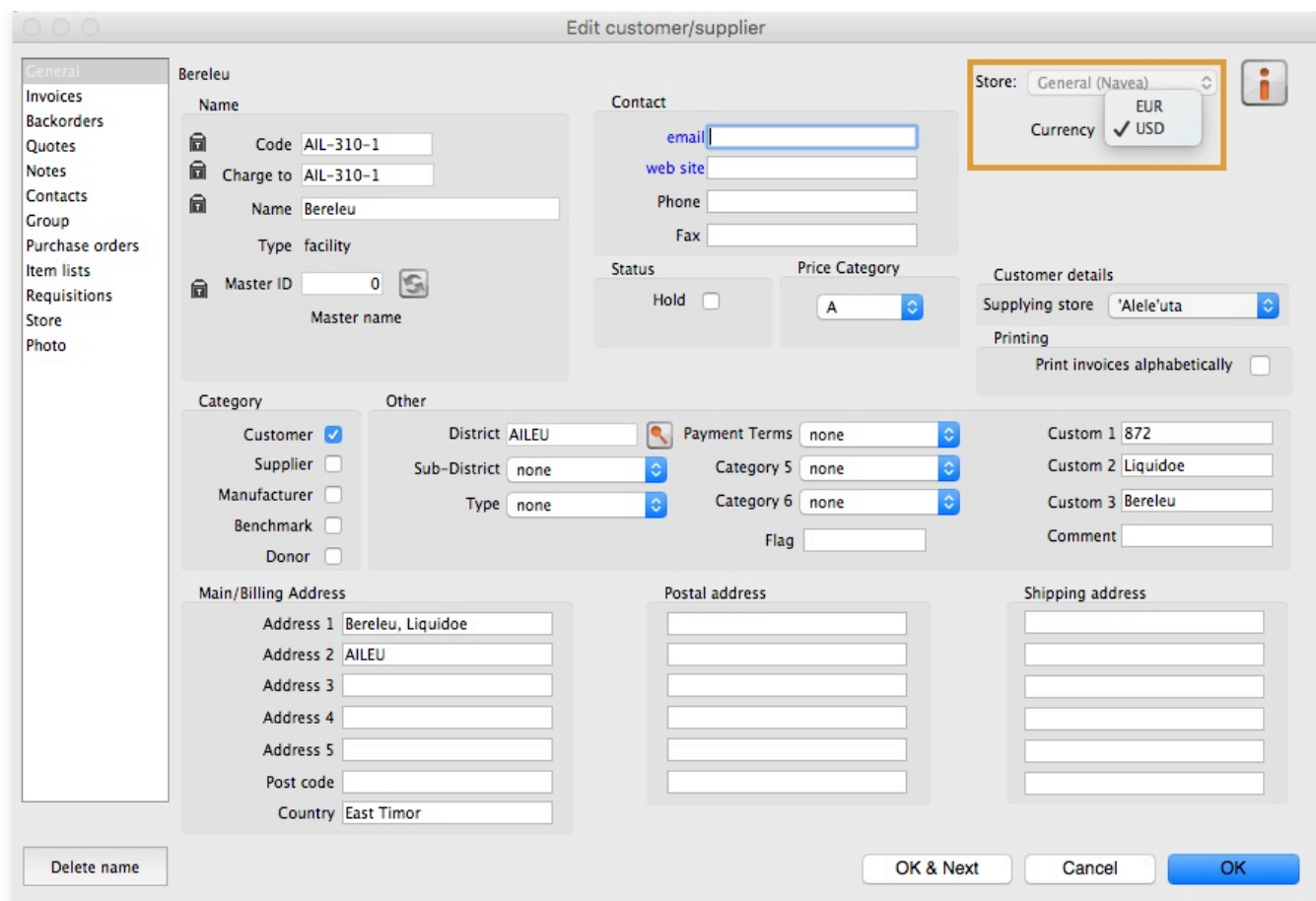
- Lines in most mSupply forms can be sorted according to any column by clicking on the heading of the column that you want to sort by.
- To make any sort order 'stick' when it is printed, you will need to renumber the lines - refer [Issuing Goods to a Customer \(Customer Invoices\)](#), [The Grinder](#) button above.
- A common desired sort order for a pick slip is to sort lines by Location, so that when a pick slip is printed, the picker can work their way through the store systematically by Location. In fact, this is such a popular feature, we have set a printing preference so that it will happen automatically without needing to manually sort the list - refer [Printing Preferences](#) 😎.

## Currency settings

If you have customers that use a currency other than your own, mSupply can be configured to use your customer's own currency. Firstly you need to make a selection in the Store's preferences to enable issuing in a foreign currency.



Once you have done this, you can select a currency for a customer from the edit customer window.



You can also select the customer's currency when entering an invoice.

The screenshot shows the 'Customer invoice' window in mSupply. The window has a header with 'Customer invoice' and a 'Colour' dropdown set to 'Black'. Below the header are input fields for 'Name', 'Their ref', 'Comment', 'Contract', 'Confirm date' (00/00/00), 'Category' (None), 'Invoice' (0), 'Entry date' (27/09/17), 'Goods received ID' (0), 'Status' (nw), 'Entered by' (Sussol), and 'Store' (General (Navea)). There are buttons for 'New line', 'Add from BoM', 'Delete line(s)', 'History', and 'Confirm'. A tabbed interface shows 'General' selected, with other tabs for 'Summary by Item', 'Summary by Batch', 'Transport details', and 'Log'. The main area is a table with columns: L..., Location, Item Name, Quan, Pack Size, Batch, Exp date, Price fc, Price fc ext, Sell Price, Price exten. At the bottom, there are fields for 'Currency' (USD), 'Currency rate' (1), 'Foreign currency total' (0.00000), 'Other charges', 'Item', 'Amount' (0.00000), 'Subtotal' (0.00000), '0 % tax' (0.00000), and 'Total' (0.00000). There are checkboxes for 'Hold' and 'Finalise', and buttons for 'OK & Next', 'Delete', 'OK', and a print icon.

Currency: This is the currency your customer uses. It is set in the Customer Details window of the Customer record and is displayed when you add your customer's name to the invoice.

Currency rate: Gives the exchange rate stored in mSupply.

Foreign currency total: Provides the invoice total in the currency the customer uses.

## Printing an invoice: picking slips and delivery notes

You can print an invoice at any time when it is open in two ways:

1. by checking the print icon checkbox (next to the **OK** button) and clicking the **OK** button:

Customer invoice

Name: Highland Health Centre

Their ref: HC4

Comment:

User defined 1:

User defined 2:

User defined 3:

User defined 4:

Category: None

Confirm date: 00/00/00

Colour: Black

Invoice: 30,045

Entry date: 30/06/2015

Goods receive ID: 0

Status: sg

Entered by: Sussol

Store: General

N...	Li...	Location	Item Name	Quan	Pack Size	Batch	Exp date	Price lc	Price lc ext	Sell Price	Price exten
1	AAA		Paracetamol 500mg tab	17	1000	8MH10	31/07/201	42.06	715.08	6.44	109.48
2	AAA		Amoxycillin 500mg cap	54011	1	M70123	30/10/201	0.24	13,054.45	0.03	1,998.41
3	TAB		Ciprofloxacin 250mg tab	90	1	07c01	27/02/201	0.26	23.51	0.04	3.60
4	TAB		Albendazole 400mg tabs	58	1	K90461		0.00	0.00	0.00	0.00
5	INJ		Dexamethasone 4mg/ml amp	66	1	07DP0201	28/02/201	12.93	853.55	1.98	130.68
6	AAA		Metronidazole 200mg tab	68	200	B112	30/06/201	6.53	444.15	1.00	68.00
7	AAA		Metronidazole 200mg tab	1	200	B113	30/06/201	0.00	0.00	0.00	0.00

Other charges: Item: Amount: 0.00

Subtotal: 2,310.17

0 % tax: 0.00

Total: 2,310.17

Currency: SBD

Currency rate: 0.1531

Foreign currency total: 15,090.78

Hold ☐

Finalize ☐

Authorised ☐

Export batch: 0

OK & Next Delete OK

2. by holding down the Shift key on the keyboard and clicking the print icon instead of checking it.

Method 1 will close the invoice after printing, method 2 will leave it open after printing.

But note: you print different things depending on what status the invoice has:

- If the invoice is suggested (sg) then a picking slip is printed.
- If the invoice is confirmed (cn) or finalised (fn) then a customer invoice or delivery note is printed.

Whether you use method 1 or 2, you are shown the print options window:

Printing options...

Form to use: Delivery note with logo

Remember this choice ☐

Print dispatch labels ☐

Message:

Destination:

Printer ☒

Preview ☐

PDF file on disk ☐

Email PDF ☐

Export to Excel ☐

Cancel OK

The **Form to use** drop down list contains all the options for the format of the print out you will get. All the standard mSupply options will be here, as well as any custom forms we have created for you.

If the form you selected to use wasn't the one offered by default and you want to set it to be the

default from now on (beware, this will set it for everyone!) then check the **Remember this choice** checkbox before you click on the **OK** button.

If you want to print dispatch labels to go on each box then check the **Print dispatch labels** checkbox. This will print labels on 100x150mm labels on a label printer, not the usual A4 paper printer you print the picking slips and delivery notes with so you must have configured that in mSupply first - see [Printing preferences \(setup\)](#) for details on how to do this. If you only want to print the dispatch labels and not a delivery note then select the *None* option in the **Form to use** drop down list.

The print **Destination** options:

- **Printer:** the invoice will be printed out straight away.
- **Preview:** a preview of what the invoice will look like when it is printed will be displayed in your installed PDF file reader. You might be able to print the invoice from the PDF reader, depending on its features.
- **PDF file on disk:** the invoice will be saved to disk in PDF format.
- **Email PDF:** the invoice will be created as a PDF file and attached to an email for you to send. You can double-click the email attachment to see a preview of the invoice. The email preferences in *File > Preferences* should be setup correctly before using this feature.
- **Export to Excel:** the invoice will be exported as a spreadsheet file and opened for you (provided you have a spreadsheet application installed).

The general process for distributing your goods should be this:

1. Create the customer invoice (new or suggested status).
2. Print the picking slip and give it to the staff who will pick the goods off the shelves.
3. As the goods are picked, note down any discrepancies between what was actually picked and what was on the picking slip.
4. When the pick is complete, enter any changes into the customer invoice in mSupply (Note that inventory adjustments or location adjustments of stock may be needed to correct issues found by the pickers). This step is very important to make sure your stock remains accurate in mSupply.
5. Confirm the customer invoice when it matches exactly what was picked.
6. Print the invoice again - this time a delivery note is printed.
7. Send off your goods with the delivery note!

### A note about picking order on picking slips



You can print picking slips by item name in alphabetical order (the default) or, if this does not match the way goods are stored in your warehouse, you can change the order to make the top-to-bottom picking order more efficient. Use location priority (see [Locations and location types](#)) and the printing preferences (see [Printing preferences](#)) to achieve almost any order you want to match the most efficient way of picking in your warehouse.

## Entering a service line on an invoice

All “normal” customer invoice lines represent the issue of stock lines to a customer. (These lines appear in the large section in the middle of the “Customer invoice” window).

mSupply also allows you to charge a customer for “service” item(s) such as freight, or advice or a refundable deposit on a cool box.

Enter the description and amount at any time until the invoice is finalised.

*Note: the “subtotal” amount on the invoice includes any service charges, and tax (if any) will be added to the amount you enter.*

## Editing tax on invoices

The tax rate on an invoice is determined by the “default tax rate” setting in the mSupply Preferences.

To edit the tax rate on an invoice, click on the tax rate box at the bottom of the invoice entry window. You will be asked to enter a new percentage tax rate. Click the *cancel* button if you do not want to change the tax rate.

*Note: you can not change the tax rate on finalised invoices.*

## Finalise the invoice

Finalising the invoice prevents any further editing of the invoice.

Also, if the customer is a [store](#) in your mSupply system then you **MUST** finalise the CI for the receiving store to be able to process receipt of the stock.



- If this CI has been created (automatically) as a result of a [Purchase order](#), then finalising the CI in your store will result in creation of a Goods Receipt in the ordering store
- If this CI has been created (manually) as a result of an [Internal order](#), then finalising the CI in your store will result in creation of a Supplier Invoice in the ordering store

Previous: [8. Issuing Goods](#) | | Next: [8.02. Viewing customer invoices](#)

Last  
update:  
2020/11/11 04:15 issuing\_goods:issuing\_goods\_customer\_invoice https://docs.msupply.org.nz/issuing\_goods:issuing\_goods\_customer\_invoice?rev=1605068148

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Last update: **2020/11/11 04:15**

