

Updated: Version 4.02

NeedsUpdate

6.04. Ordering from one store to another

If you run mSupply using [virtual stores](#) then you can place an order for goods with another store within mSupply.

There are two ways you can do this:

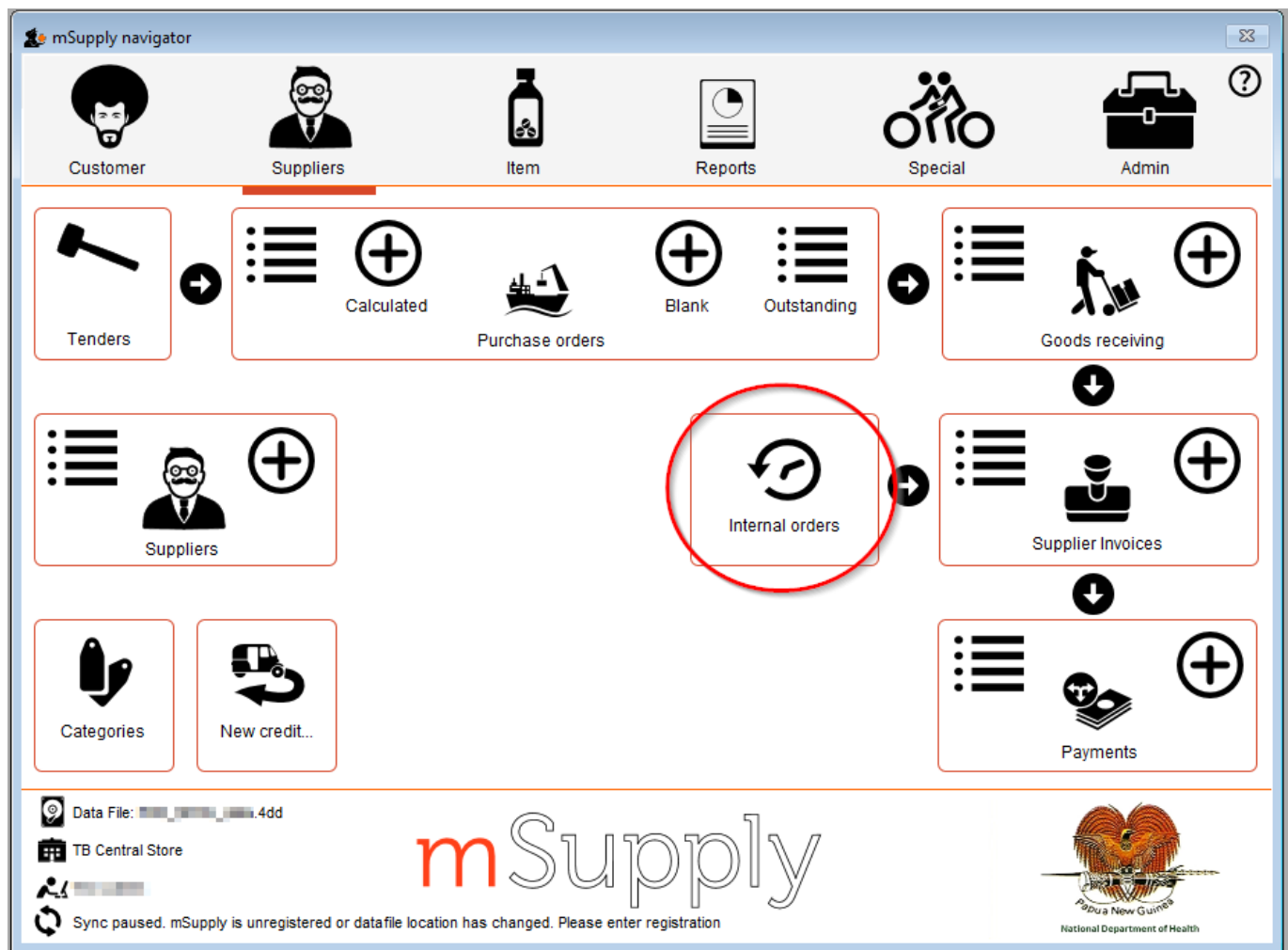
- Create [Purchase Orders](#).
- In versions of mSupply newer than v4.01, [Internal Orders](#) are the desktop equivalent of [supplier requisitions](#) in mSupply mobile. If you're already using purchase orders and goods received records in your workflow, this is a simpler and easier way to place orders in another store:
 1. In the requesting store:
 1. Create an Internal Order to the supplying store.
 2. When the internal order is finalised, a response requisition is automatically created in the supplying store
 2. In the supplying store:
 1. One or more customer invoices can be created from a single response requisition
 2. When each customer invoice is finalised, a supplier invoice is automatically created in the requesting store

Internal Orders

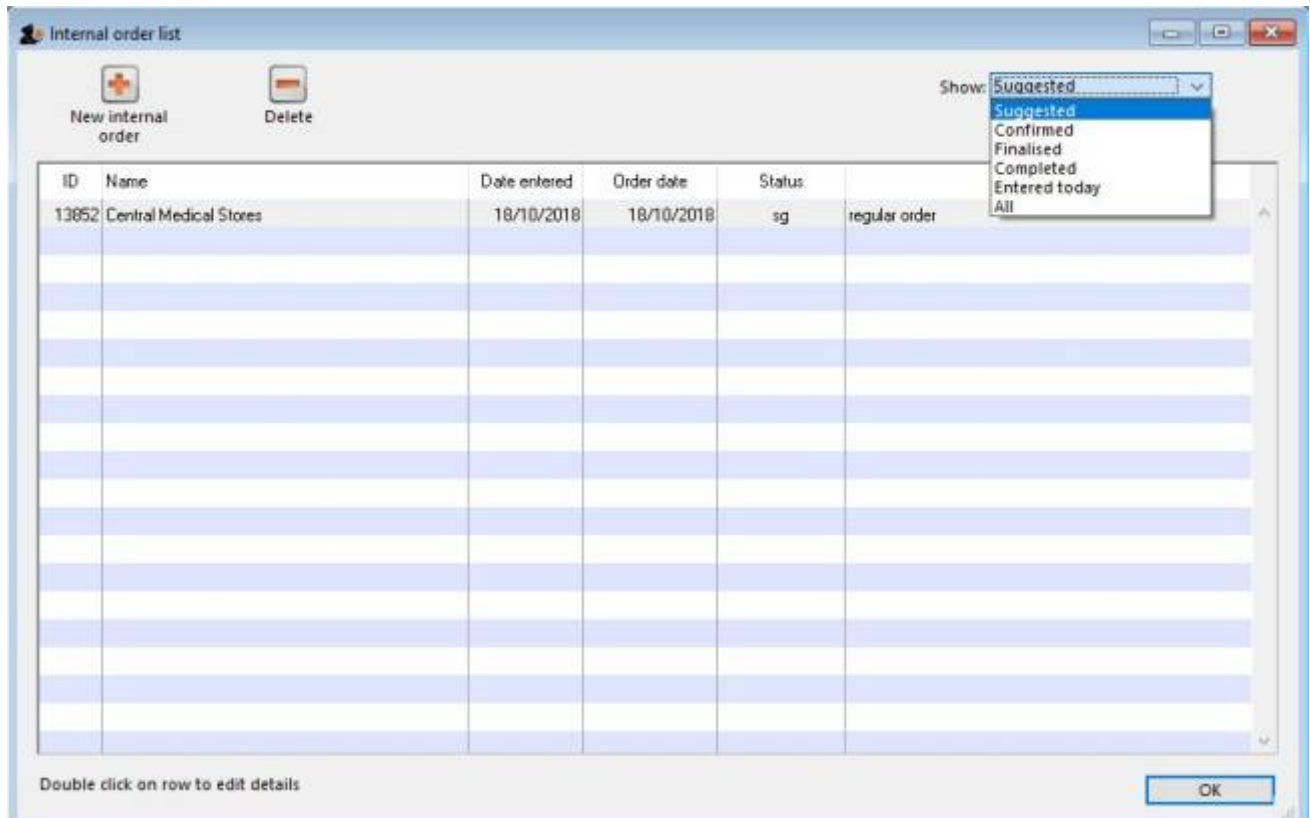
Internal Orders are also known as supplier requisitions or request requisitions.

Entering an internal order

To begin the process, choose *Supplier > Show internal orders* or click on the *Internal orders* icon on the *Suppliers* tab of the Navigator.



The following window will open, showing you a list of all historic internal orders. Click on the *Show* drop down list to filter the list by the status of the internal orders.



Either double-click on an existing order to edit it, or click the **New internal order** button to create a new one.

If you have activate [programs](#) in mSupply see the *Programs* heading below

The example below has a few lines already entered:

Edit internal order

Name: CMS Reference: Black ID: 13852

Order date: Comment: Status: sg

Max MOS: Type: request

Threshold MOS: Hide stock over threshold: ☐ Entry date: 18/10/18

Entered by: Admin

Store: OD Test Store

Buttons: New line, Add from master list, Delete line(s), Filter items, Filter by item name or code, Print

Data entry Log

Li...	Item code	Item name	Unit	Our stock on hand	Average monthly consumption	Months of stock	Calculated quantity	User requested quantity	Comment
1	NC0071	Amoxycillin 250mg tabs	ea	43,962	17,651	2	8,993	9,000	
2	NC0082	Paracetamol 500mg tabs	ea	27,328	9,389	2	841	1,000	
3	NP0060	Doxycycline 100mg tab	ea	1,200	309	3	0	100	
4	NP0100	Bandage 15cm x 5m	ea	375	117	3	0	50	
5	ND0080	Rabies vaccine	ea	32	8	3	0	0	
6	NP0090	Vitamin A 100,000 I.U. caps	ea	14	0	28	0	0	
7	NC0010	ORS sachet (1 litre)	ea	5,740	1,124	5	0	500	

Buttons: Save Sort order, Finalise, Cancel, OK & Next, OK

- The *Name* will default to the supplying store for the current store, but any other store in the data file can be selected in the usual way (i.e. enter the first key characters and hit the *Tab* key to find matches).
- The *Order date* defaults to the current date. You can change it.
- Use either the **New line** button to manually add a single item, or **Add from master list** to add any items in the current store's master list which are not there already.
 - If adding from a master list, the cursor will go into the first new item's *User requested quantity* cell.
 - If adding a single item, the cursor will go into the *User requested quantity* cell for that item.

Add item...

Item:

User requested:

Comment:

Buttons: Cancel, OK & Next, OK



- For each item,
 - mSupply already knows *Our stock on hand*
 - mSupply calculates the *Average monthly consumption* based on what the



store has issued over the last 12 months (or less if the store hasn't been operating that long).

- mSupply calculates the *Months of stock* from *Our current stock on hand* and the *Average monthly consumption*, assuming that continues.
- The *Calculated quantity* is then worked out by multiplying the *Average monthly consumption* by the *Max MOS* (maximum months of stock), and then subtracting *Our stock on hand*. If the resulting value is negative, a value of 0 will be displayed.

- The *Max MOS* is critical to this calculation, and you can change it.
 - There is an industry rule of thumb that the *Max MOS* should be set to **3 times** the ordering cycle.
 - The default *Max MOS* is 3.0, which is based on an a monthly ordering cycle.
 - If, for example the ordering cycle was every two months, then *Max MOS* should be set to $3 \times 2 = 6.0$.

- Hitting the *Tab* key will move the cursor into the *Comment* cell and, if there's another line below, hitting *Tab* again will move the cursor into the next *User requested quantity* cell.
- If necessary, use the **Delete line(s)** button to remove selected item lines.

Edit internal order

Name: Central Medical Stores CMS Reference: yef Black ID: 13852

Order date: 18/10/18 Comment: regular order Status: sg

Max MOS: 4 Threshold MOS: 4 Hide stock over threshold: ☒ Type: request

New line Add from master list Delete line(s) Filter items Filter by item name or code Entry date: 18/10/18

Print Entered by: Admin Store: QD Test Store

Ln.	Item code	Item name	Unit	Our stock on hand	Average monthly consumption	Months of stock	Calculated quantity	User requested quantity	Comment
1	NC0071	Amoxycillin 250mg tabs	ea	43,962	17,651	2	26,645	26,645	
2	NC0082	Paracetamol 500mg tabs	ea	27,328	9,389	2	10,230	10,230	
3	NF0060	Doxycycline 100mg tab	ea	1,200	309	3	37	37	
4	NF0100	Bandage 15cm x 5m	ea	375	117	3	96	96	
5	ND0050	Rabies vaccine	ea	32	8	3	0	0	

Save Sort order

☐ Finalise Cancel OK & Next OK

If the order has a lot of item lines, you can filter them by typing into the *Filter items* field, which will change to display the number of visible items out of the total number in the order:

[illegible]

Once you are satisfied, tick the *Finalise* checkbox. This will prevent further editing, and automatically delete any lines which have a requested quantity of zero.

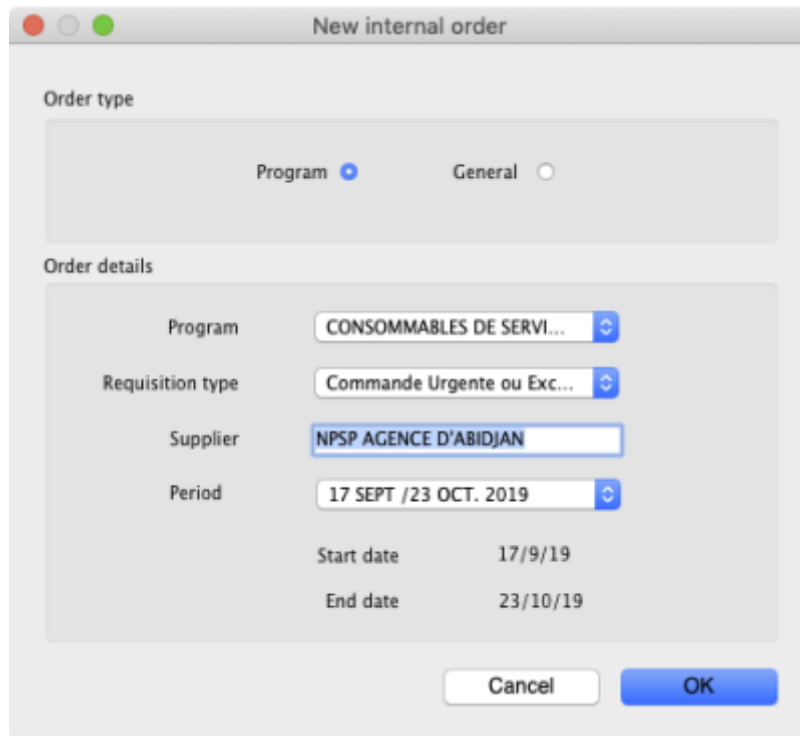
[illegible]

When the order is then saved, it will automatically generate a corresponding **response requisition** in

the supplying store. From there, one or more customer invoices can be raised in the supplying store which, when finalised, appear as supplier invoices back in the requesting store in the same way as regular [stock transfers](#).

Programs

Activating programs turns on a complex system of managing orders and supplies by program. Here is an example configured for Côte d'Ivoire:



The screenshot shows a 'New internal order' window. Under 'Order type', 'Program' is selected. Under 'Order details', the following fields are filled: Program (CONSOMMABLES DE SERVI...), Requisition type (Commande Urgente ou Exc...), Supplier (NPSP AGENCE D'ABIDJAN), Period (17 SEPT /23 OCT. 2019), Start date (17/9/19), and End date (23/10/19). 'Cancel' and 'OK' buttons are at the bottom.

Normal or Emergency Orders: When creating an order type for a [program](#), you can indicate that the order type is for a normal or an emergency order. If you choose *normal order* the ordering rules will be applied, and the order will be calculated for you. You will usually only be able to place one normal order per period.

If you choose *emergency order* this will assign a maximum number of lines amount to the order type as specified when you set up emergency orders for the program.

Purchase orders

- This method of ordering stock from another mSupply store is deprecated: Internal Orders (above) is the way to do it.
- Purchase orders are used for [Ordering stock from suppliers](#) outside of mSupply

Using a purchase order to order from another store

For the most part, the process is the same as for [creating a normal purchase order](#). There are, however, a few significant differences:

- In the *Name* field of the purchase order, enter the name of the store which will supply your goods.



The names of suppliers which are stores will appear in *RED* in the choice list of suppliers. If the name of the store you select as a supplier is *BLACK*, then you have not chosen another store as a supplier, and the instructions in the remainder of this section do not apply.

- The *Internal requisition* label will appear after the name to indicate that this is going to be an internal requisition.

The screenshot shows the 'New Purchase order...' dialog box. Key fields include 'Order num : 424', 'Name: Virtual store 2', and 'Internal requisition: Black'. The 'Requested delivery' date is set to 18/04/11. The 'Status' is 'sg' and the 'Store' is 'General'. The 'Category' is set to 'none'. The 'Currency' is 'AUD' and the 'Forex rate' is '1'. The table below has columns: Line, Item code, Item, Orig Qty, Pack, Adj Qty, Tot. recei..., Stock on ..., On Order, Cust.b/ods, Price Ext, and Rr. The bottom section contains checkboxes for 'Locked', 'Auto calc usage', 'Finalize order', 'Print long description', and 'Print my signature'. Buttons at the bottom are 'OK & Next', 'Delete', and 'OK'.

Enter the purchase order lines as normal and when you're finished, confirm the purchase order (at this point you may be prompted to enter budget and/or category information, depending on your preferences):

Edit Purchase order...

Order num : 424 Name: Virtual store 2 VIR2 Internal requisition Black Status: on

Confirm date: 18/04/2011 Requested delivery: 18/04/2011 Store: General

General Details Ad Hoc Items Goods Received Supplier Invoices Log Location

Update EDD Info Print Purchase Order Category: none

show all lines Currency: AUD Forex rate: 1

Line	Item code	Item	Orig Qty	Pack	Adj Qty	Tot. recei...	Stock on ...	On Order	Dust.b/ods	Price Ext	Requeste...	Store
1	EPV600	Efavirenz tablet 600mg	20	1	20	0	0	60	0	0.00	18/04/2011	General
2	Formraw	Formaldehyde solution 20% 5L	150	5	150	0	1799	0	0	0.00	18/04/2011	General

Supplier discount: Percentage: 0 Discount amount: 0.000 Estimated subtotal: 0.000 Estimated cost after discount: 0.000

☐ Locked ☐ Auto calc usage ☐ Finalize order ☐ Print long description ☐ Print my signature

OK & Next Delete OK

Once confirmed, it will no longer be possible to modify the purchase order lines, except for updating the expected data of delivery (EDD).

Processing the order (supplying store)

For versions of mSupply newer than v4.01, confirming the purchase order will create a [response requisition](#) in the supplying store (with your store's name in the *Name* field). This allows the supplying store to create multiple customer invoices to supply the order (and hence to better handle partially fulfilled orders). Once each customer invoice has been **finalised**, a goods received note for the purchase order will be created back in the store where you created the purchase order which started this whole process off (called the customer or receiving store).

Handling partially fulfilled orders

If you have unfilled lines on the customer invoice (i.e. red placeholder lines), when you finalise the customer invoice you will be asked if you want to create a new invoice with the unfilled lines. This new invoice retains the link to the purchase order that created the original customer invoice, and can be used to issue further goods to the customer.

Note that you can also create another invoice that is linked to the original purchase order at any time by using the ["Duplicate" button](#) on the toolbar of the customer invoice list.

Receiving the goods (requesting store)

Now, back in your store, where you created the purchase order which started this whole process off, you can view the goods received record via the **Suppliers** tab on the Navigator or via the **File > Supplier > Show goods received** menu item (or via the **File > Supplier > Show purchase orders > Goods received** tab)

The screenshot shows two overlapping windows from the mSupply application. The background window is 'Edit Purchase order...' with fields for Order num (424), Name (Virtual store 2), VIR2, Internal requisition (Black), Confirm date (18/04/2011), Requested delivery (18/04/2011), Status (cn), and Store (General). It has tabs for General, Details, Ad Hoc items, Goods Received, Supplier Invoices, Log, and Location. The foreground window is 'Edit goods receive...' with fields for Supplier (Virtual store 2), Store (General), Received date (18/04/11), Purchase order (424), Goods received ID (865), Supplier reference (PO number), Created by (Sussol), Entry date (18/04/11), Modified by, and Status (sg). It has buttons for Add from purchase order, Add an un-ordered item, Delete line, Check space, and Print goods receipt. Below these is a table with columns: Line, Location, Item name, Batch, Exp date, Pack Size, and Quan. The table contains two rows: Line 1, Location MAN, Item name Formaldehyde solution 20% SL, Batch SV380, Exp date 01/01/2012, Pack Size 1, and Quan 150; and Line 2, Location, Item name Efavirenz tablet 600mg, Batch ABC1234, Exp date, Pack Size 1, and Quan 20. At the bottom of the foreground window are buttons for Finalize, OK & Next, Delete, and OK.

Line	Location	Item name	Batch	Exp date	Pack Size	Quan
1	MAN	Formaldehyde solution 20% SL	SV380	01/01/2012	1	150
2		Efavirenz tablet 600mg	ABC1234		1	20

Notice that on the goods received note the lines from the customer invoice will have been filled in automatically. Process the goods received note in [the normal way](#) and note that, as with all other goods received, the goods are not added to your store's stock and available for issue until the goods received note has been finalised and the resulting supplier invoice confirmed. Note that, from mSupply v3.85, the original purchase order lines will only be updated with the stock received when the goods received note has been finalised.

Previous: [6.03. Purchase order categories](#) | Next: [6.05. Ordering from multiple stores](#)

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