



# 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

## 9. Donating Goods

- 9.01. Introduction
- 9.02. Donating goods
- 9.03. Donating stock
- 9.04. Donating items
- 9.05. Donating services
- 9.06. Donating equipment
- 9.07. Donating vehicles
- 9.08. Donating land
- 9.09. Donating buildings
- 9.10. Donating other assets
- 9.11. Donating intangible assets
- 9.12. Donating goodwill
- 9.13. Donating intellectual property
- 9.14. Donating financial assets
- 9.15. Donating liabilities
- 9.16. Donating equity
- 9.17. Donating other interests
- 9.18. Donating other rights
- 9.19. Donating other benefits
- 9.20. Donating other advantages
- 9.21. Donating other opportunities
- 9.22. Donating other prospects
- 9.23. Donating other potential
- 9.24. Donating other possibilities
- 9.25. Donating other chances
- 9.26. Donating other prospects
- 9.27. Donating other opportunities
- 9.28. Donating other possibilities
- 9.29. Donating other chances
- 9.30. Donating other prospects

- 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

- 1960 Ona Des kant prs
- 1961 1962
- 1963 1964
- 1965 1966
- 1967 1968
- 1969 1970
- 1971 1972
- 1973 1974
- 1975 1976
- 1977 1978
- 1979 1980
- 1981 1982
- 1983 1984
- 1985 1986
- 1987 1988
- 1989 1990
- 1991 1992
- 1993 1994
- 1995 1996
- 1997 1998
- 1999 2000
- 2001 2002
- 2003 2004
- 2005 2006
- 2007 2008
- 2009 2010
- 2011 2012
- 2013 2014
- 2015 2016
- 2017 2018
- 2019 2020
- 2021 2022
- 2023 2024
- 2025 2026
- 2027 2028
- 2029 2030
- 2031 2032
- 2033 2034
- 2035 2036
- 2037 2038
- 2039 2040
- 2041 2042
- 2043 2044
- 2045 2046
- 2047 2048
- 2049 2050
- 2051 2052
- 2053 2054
- 2055 2056
- 2057 2058
- 2059 2060
- 2061 2062
- 2063 2064
- 2065 2066
- 2067 2068
- 2069 2070
- 2071 2072
- 2073 2074
- 2075 2076
- 2077 2078
- 2079 2080
- 2081 2082
- 2083 2084
- 2085 2086
- 2087 2088
- 2089 2090
- 2091 2092
- 2093 2094
- 2095 2096
- 2097 2098
- 2099 2100
- 2101 2102
- 2103 2104
- 2105 2106
- 2107 2108
- 2109 2110
- 2111 2112
- 2113 2114
- 2115 2116
- 2117 2118
- 2119 2120
- 2121 2122
- 2123 2124
- 2125 2126
- 2127 2128
- 2129 2130
- 2131 2132
- 2133 2134
- 2135 2136
- 2137 2138
- 2139 2140
- 2141 2142
- 2143 2144
- 2145 2146
- 2147 2148
- 2149 2150
- 2151 2152
- 2153 2154
- 2155 2156
- 2157 2158
- 2159 2160
- 2161 2162
- 2163 2164
- 2165 2166
- 2167 2168
- 2169 2170
- 2171 2172
- 2173 2174
- 2175 2176
- 2177 2178
- 2179 2180
- 2181 2182
- 2183 2184
- 2185 2186
- 2187 2188
- 2189 2190
- 2191 2192
- 2193 2194
- 2195 2196
- 2197 2198
- 2199 2200
- 2201 2202
- 2203 2204
- 2205 2206
- 2207 2208
- 2209 2210
- 2211 2212
- 2213 2214
- 2215 2216
- 2217 2218
- 2219 2220
- 2221 2222
- 2223 2224
- 2225 2226
- 2227 2228
- 2229 2230
- 2231 2232
- 2233 2234
- 2235 2236
- 2237 2238
- 2239 2240
- 2241 2242
- 2243 2244
- 2245 2246
- 2247 2248
- 2249 2250
- 2251 2252
- 2253 2254
- 2255 2256
- 2257 2258
- 2259 2260
- 2261 2262
- 2263 2264
- 2265 2266
- 2267 2268
- 2269 2270
- 2271 2272
- 2273 2274
- 2275 2276
- 2277 2278
- 2279 2280
- 2281 2282
- 2283 2284
- 2285 2286
- 2287 2288
- 2289 2290
- 2291 2292
- 2293 2294
- 2295 2296
- 2297 2298
- 2299 2300
- 2301 2302
- 2303 2304
- 2305 2306
- 2307 2308
- 2309 2310
- 2311 2312
- 2313 2314
- 2315 2316
- 2317 2318
- 2319 2320
- 2321 2322
- 2323 2324
- 2325 2326
- 2327 2328
- 2329 2330
- 2331 2332
- 2333 2334
- 2335 2336
- 2337 2338
- 2339 2340
- 2341 2342
- 2343 2344
- 2345 2346
- 2347 2348
- 2349 2350
- 2351 2352
- 2353 2354
- 2355 2356
- 2357 2358
- 2359 2360
- 2361 2362
- 2363 2364
- 2365 2366
- 2367 2368
- 2369 2370
- 2371 2372
- 2373 2374
- 2375 2376
- 2377 2378
- 2379 2380
- 2381 2382
- 2383 2384
- 2385 2386
- 2387 2388
- 2389 2390
- 2391 2392
- 2393 2394
- 2395 2396
- 2397 2398
- 2399 2400
- 2401 2402
- 2403 2404
- 2405 2406
- 2407 2408
- 2409 2410
- 2411 2412
- 2413 2414
- 2415 2416
- 2417 2418
- 2419 2420
- 2421 2422
- 2423 2424
- 2425 2426
- 2427 2428
- 2429 2430
- 2431 2432
- 2433 2434
- 2435 2436
- 2437 2438
- 2439 244

10. **Payments and Receipts**

- Mike  
fair  
Bay
- 182
- 085  
041  
high  
ping  
pre  
line
- 022  
Rec
- 48.1  
09.  
stop  
pike  
Das  
first  
and  
cut  
top  
fire
- 040  
at  
ing
- 101

16. Remote User Web Interface

11. Reports

• 16.04. Synchr

• 16.04.5 bhr

• 16.04.6 regi

• 16.04.7 stat

• 16.04.8 on

• 16.04.9 pre

• 16.04.10 here

• 16.04.11 file

• 16.04.12 Intr

• 16.04.13 Ou

• 16.04.14 Ofo

• 16.04.15 Rep

• 16.04.16 mti

• 16.04.17 baS

• 16.04.18 Me

• 16.04.19 fac

• 16.04.20 09.

• 16.04.21 Bar

• 16.04.22 Oad

• 16.04.23 enid

• 16.04.24 Up

• 16.04.25 hri

• 16.04.26 rep

• 16.04.27 pres

• 16.04.28 here

• 16.04.29 Acc

• 16.04.30 IEa

• 16.04.31 O3a

• 16.04.32 mto

• 16.04.33 Opp

• 16.04.34 rep

• 16.04.35 orts

• 16.04.36 tra

• 16.04.37 A1a

• 16.04.38 Per

• 16.04.39 bea

• 16.04.40 site

• 16.04.41 g)ac

• 16.04.42 rep

• 16.04.43 oelt

• 16.04.44 tics

## 14. Data Import and Export

- [illegible]

08v

Stop

api

org

bers

book

• 09.

• 09d

025

6pp

• 07m

005

0rps

• 00i

• 09.

00p

0r0

0pp

• 07.

00t

00p

005

0ig

0pp

0lie

• 09.

0lv.

0i6

0pp

• 07.

0yn

0mp

00i

• 09.

02s

00s

• 07A

00i.

0mp

00p

00s

00i

ons

• 17.

11.

11p

10ti

ng

req

uisi

• 02n

17.

mSupply

Mobile

(Android

)

- 62.
- 475  
Up  
Imp  
Moi  
big  
exp  
phie  
cal  
cust  
test  
into  
Ten  
for  
set
- Up.
- 22.  
Exp  
on  
app  
lye  
on  
exp  
ati  
og  
for  
ms  
brel
- 22  
02.
- 475  
Up  
Exp  
Moi  
big  
lose  
atio  
gsi
- 42.  
15.  
Exp  
orti  
ng  
na  
me  
s
- 17.  
16.  
Exp  
orti  
ng

- rec  
ord  
s
- 17.  
17.  
Exp  
orti  
ng  
inv  
oic  
es
  - 17.  
18.  
Exp  
orti  
ng  
inv  
oic  
es  
to  
Mo  
ney  
wor  
ks
  - 17.  
19.  
Exp  
orti  
ng  
to  
MY  
OB
  - 17.  
20.  
Exp  
orti  
ng  
site  
s
  - 17.  
21.  
Exp  
orti  
ng  
ass  
ets
  - 17.  
22.  
Exp  
orti  
ng



to  
the  
das  
hbo  
ard



## 22. Hospital Tropics Systemist (HHS) Module 26

- 25s
- 2011  
the  
top  
topic  
this
- 26/  
set  
her  
first  
this  
tipp
- 27r
- 28.
- 29a  
29a  
tiring  
app  
star  
this  
and  
top  
er
- 20d  
20a
- 20m  
20r  
20a
- 25t  
20d
- 26s
- 20p  
Edit  
the  
not
- 26e  
26r

- [illegible]

19. **Integration of Other Systems with mSupply**

- 26. 08i
- 23. 08i
- 25. 08i
- 26. 08i
- 27. 08i
- 28. 08i
- 29. 08i
- 30. 08i
- 31. 08i
- 01. 09i
- 02. 09i
- 03. 09i
- 04. 09i
- 05. 09i
- 06. 09i
- 07. 09i
- 08. 09i
- 09. 09i
- 10. 09i
- 11. 09i
- 12. 09i
- 13. 09i
- 14. 09i
- 15. 09i
- 16. 09i
- 17. 09i
- 18. 09i
- 19. 09i
- 20. 09i
- 21. 09i
- 22. 09i
- 23. 09i
- 24. 09i
- 25. 09i
- 26. 09i
- 27. 09i
- 28. 09i
- 29. 09i
- 30. 09i
- 01. 10i
- 02. 10i
- 03. 10i
- 04. 10i
- 05. 10i
- 06. 10i
- 07. 10i
- 08. 10i
- 09. 10i
- 10. 10i
- 11. 10i
- 12. 10i
- 13. 10i
- 14. 10i
- 15. 10i
- 16. 10i
- 17. 10i
- 18. 10i
- 19. 10i
- 20. 10i
- 21. 10i
- 22. 10i
- 23. 10i
- 24. 10i
- 25. 10i
- 26. 10i
- 27. 10i
- 28. 10i
- 29. 10i
- 30. 10i
- 31. 10i
- 01. 11i
- 02. 11i
- 03. 11i
- 04. 11i
- 05. 11i
- 06. 11i
- 07. 11i
- 08. 11i
- 09. 11i
- 10. 11i
- 11. 11i
- 12. 11i
- 13. 11i
- 14. 11i
- 15. 11i
- 16. 11i
- 17. 11i
- 18. 11i
- 19. 11i
- 20. 11i
- 21. 11i
- 22. 11i
- 23. 11i
- 24. 11i
- 25. 11i
- 26. 11i
- 27. 11i
- 28. 11i
- 29. 11i
- 30. 11i
- 31. 11i
- 01. 12i
- 02. 12i
- 03. 12i
- 04. 12i
- 05. 12i
- 06. 12i
- 07. 12i
- 08. 12i
- 09. 12i
- 10. 12i
- 11. 12i
- 12. 12i
- 13. 12i
- 14. 12i
- 15. 12i
- 16. 12i
- 17. 12i
- 18. 12i
- 19. 12i
- 20. 12i
- 21. 12i
- 22. 12i
- 23. 12i
- 24. 12i
- 25. 12i
- 26. 12i
- 27. 12i
- 28. 12i
- 29. 12i
- 30. 12i
- 31. 12i

20. Data Tables and Fields

• 20.1. Introduction

• 20.2. Data Tables

• 20.3. Data Fields

• 20.4. Data Types

• 20.5. Data Relationships

• 20.6. Data Security

• 20.7. Data Backup and Recovery

• 20.8. Data Migration

• 20.9. Data Archiving

• 20.10. Data Monitoring and Maintenance

• 20.11. Data Performance Optimization

• 20.12. Data Compliance and Governance

• 20.13. Data Privacy and Security

• 20.14. Data Analytics and Reporting

• 20.15. Data Integration and Interoperability

• 20.16. Data Quality and Accuracy

• 20.17. Data Governance and Policy

• 20.18. Data Security and Risk Management

• 20.19. Data Privacy and Compliance

• 20.20. Data Analytics and Business Intelligence

• 20.21. Data Integration and Cloud Computing

• 20.22. Data Security and Cybersecurity

• 20.23. Data Privacy and Data Protection

• 20.24. Data Analytics and Data Science

• 20.25. Data Integration and Data Engineering

• 20.26. Data Security and Data Governance

• 20.27. Data Privacy and Data Ethics

• 20.28. Data Analytics and Data Visualization

• 20.29. Data Integration and Data Architecture

• 20.30. Data Security and Data Resilience

• 20.31. Data Privacy and Data Transparency

• 20.32. Data Analytics and Data Innovation

• 20.33. Data Integration and Data Sustainability

• 20.34. Data Security and Data Accountability

• 20.35. Data Privacy and Data Inclusion

• 20.36. Data Analytics and Data Collaboration

• 20.37. Data Integration and Data Interoperability

• 20.38. Data Security and Data Resilience

• 20.39. Data Privacy and Data Transparency

• 20.40. Data Analytics and Data Innovation

• 20.41. Data Integration and Data Sustainability

• 20.42. Data Security and Data Accountability

• 20.43. Data Privacy and Data Inclusion

• 20.44. Data Analytics and Data Collaboration

• 20.45. Data Integration and Data Interoperability

• 20.46. Data Security and Data Resilience

• 20.47. Data Privacy and Data Transparency

• 20.48. Data Analytics and Data Innovation

• 20.49. Data Integration and Data Sustainability

• 20.50. Data Security and Data Accountability

• 20.51. Data Privacy and Data Inclusion

• 20.52. Data Analytics and Data Collaboration

• 20.53. Data Integration and Data Interoperability

• 20.54. Data Security and Data Resilience

• 20.55. Data Privacy and Data Transparency

• 20.56. Data Analytics and Data Innovation

• 20.57. Data Integration and Data Sustainability

• 20.58. Data Security and Data Accountability

• 20.59. Data Privacy and Data Inclusion

• 20.60. Data Analytics and Data Collaboration

• 20.61. Data Integration and Data Interoperability

• 20.62. Data Security and Data Resilience

• 20.63. Data Privacy and Data Transparency

• 20.64. Data Analytics and Data Innovation

• 20.65. Data Integration and Data Sustainability

• 20.66. Data Security and Data Accountability

• 20.67. Data Privacy and Data Inclusion

• 20.68. Data Analytics and Data Collaboration

• 20.69. Data Integration and Data Interoperability

• 20.70. Data Security and Data Resilience

• 20.71. Data Privacy and Data Transparency

• 20.72. Data Analytics and Data Innovation

• 20.73. Data Integration and Data Sustainability

• 20.74. Data Security and Data Accountability

• 20.75. Data Privacy and Data Inclusion

• 20.76. Data Analytics and Data Collaboration

• 20.77. Data Integration and Data Interoperability

• 20.78. Data Security and Data Resilience

• 20.79. Data Privacy and Data Transparency

• 20.80. Data Analytics and Data Innovation

• 20.81. Data Integration and Data Sustainability

• 20.82. Data Security and Data Accountability

• 20.83. Data Privacy and Data Inclusion

• 20.84. Data Analytics and Data Collaboration

• 20.85. Data Integration and Data Interoperability

• 20.86. Data Security and Data Resilience

• 20.87. Data Privacy and Data Transparency

• 20.88. Data Analytics and Data Innovation

• 20.89. Data Integration and Data Sustainability

• 20.90. Data Security and Data Accountability

• 20.91. Data Privacy and Data Inclusion

• 20.92. Data Analytics and Data Collaboration

• 20.93. Data Integration and Data Interoperability

• 20.94. Data Security and Data Resilience

• 20.95. Data Privacy and Data Transparency

• 20.96. Data Analytics and Data Innovation

• 20.97. Data Integration and Data Sustainability

• 20.98. Data Security and Data Accountability

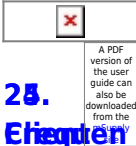
• 20.99. Data Privacy and Data Inclusion

• 20.100. Data Analytics and Data Collaboration

## 23. Help

- 25. 19. The system log
- 25. 20. Server troubleshooting
- 25. 21. The database
- 25. 22. The backup and recovery
- 25. 23. The security
- 25. 24. The performance
- 25. 25. The monitoring
- 25. 26. The disaster recovery
- 25. 27. The high availability
- 25. 28. The cloud migration
- 25. 29. The containerization
- 25. 30. The DevOps
- 25. 31. The automation
- 25. 32. The orchestration
- 25. 33. The orchestration
- 25. 34. The orchestration
- 25. 35. The orchestration
- 25. 36. The orchestration
- 25. 37. The orchestration
- 25. 38. The orchestration
- 25. 39. The orchestration
- 25. 40. The orchestration
- 25. 41. The orchestration
- 25. 42. The orchestration
- 25. 43. The orchestration
- 25. 44. The orchestration
- 25. 45. The orchestration
- 25. 46. The orchestration
- 25. 47. The orchestration
- 25. 48. The orchestration
- 25. 49. The orchestration
- 25. 50. The orchestration
- 25. 51. The orchestration
- 25. 52. The orchestration
- 25. 53. The orchestration
- 25. 54. The orchestration
- 25. 55. The orchestration
- 25. 56. The orchestration
- 25. 57. The orchestration
- 25. 58. The orchestration
- 25. 59. The orchestration
- 25. 60. The orchestration
- 25. 61. The orchestration
- 25. 62. The orchestration
- 25. 63. The orchestration
- 25. 64. The orchestration
- 25. 65. The orchestration
- 25. 66. The orchestration
- 25. 67. The orchestration
- 25. 68. The orchestration
- 25. 69. The orchestration
- 25. 70. The orchestration
- 25. 71. The orchestration
- 25. 72. The orchestration
- 25. 73. The orchestration
- 25. 74. The orchestration
- 25. 75. The orchestration
- 25. 76. The orchestration
- 25. 77. The orchestration
- 25. 78. The orchestration
- 25. 79. The orchestration
- 25. 80. The orchestration
- 25. 81. The orchestration
- 25. 82. The orchestration
- 25. 83. The orchestration
- 25. 84. The orchestration
- 25. 85. The orchestration
- 25. 86. The orchestration
- 25. 87. The orchestration
- 25. 88. The orchestration
- 25. 89. The orchestration
- 25. 90. The orchestration
- 25. 91. The orchestration
- 25. 92. The orchestration
- 25. 93. The orchestration
- 25. 94. The orchestration
- 25. 95. The orchestration
- 25. 96. The orchestration
- 25. 97. The orchestration
- 25. 98. The orchestration
- 25. 99. The orchestration
- 25. 100. The orchestration

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



28.  
Eli  
Specific  
Ar  
Questio  
ns

• 28.  
01.  
Ho  
w  
to  
re-  
set  
the  
mS  
upp  
ly  
clie  
nt  
• 28.  
02.  
Re  
mot  
e  
sup  
por  
t -  
inst  
alli  
ng  
Tea

mVi  
ew  
er  
• 28.  
03.  
Wh  
y is  
my  
sto  
ck  
bal  
anc  
e  
rep  
ort  
sho  
win  
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. Why is my stock on hold?
- 28.07. How to correct wrong packing size
- 28.08. How to report by invoice category
- 28.09. Improve work flow
- 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

