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

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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

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- 7.03. Editing pack sizes
- 7.04. Managing outstanding purchase order lines (pipeline stock)
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- 7.06. Managing donors

8. Issuing Goods

- 8.01. Issuing goods to a customer (customer invoices)
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- 8.04. Electronic invoices
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- 8.06. Box management
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- 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
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- 8.08. Customer budgets

9. Returning Goods

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

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10. Payments and Receipts

16. Reports User Web Interface

Dashboard set up

- 14. Data Import and Export

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17. mSupply Mobile (Android)

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- 20. Data Tables and Fields
- 24. Help

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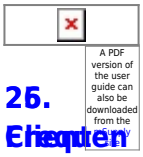

A PDF version of the user guide can also be downloaded from the

25. Frequently Asked Questions

26. Client Specific Information

- 28.01. How to re-set the mSupply client
- 28.02. Remote support - installing TeamViewer
- 28.03. Why is my stock bal

ance report showing negative?
- 28.04. How to remove stock lines that have ‘0’ available
- 28.05. What do I need to set up mSupply Mobile?
- 28.06. Why is my stock

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

multi-store system
- 28.12. How to access Temp folder
- 28.13. Fixing incorrectly received stock
- 28.14. Navigating inactive windows or form
- 28.15. Wastage Predict

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