



# **Receiving Stock into mSupply (Inbound)**

## **Job Aid**

**MEBS Global Reach**

# Legacy mSupply

# Supplier Invoices

When we receive stock from a supplier, we need to enter this in mSupply.  
We do this by entering a Supplier invoice.

1. Navigate to the **Suppliers** tab



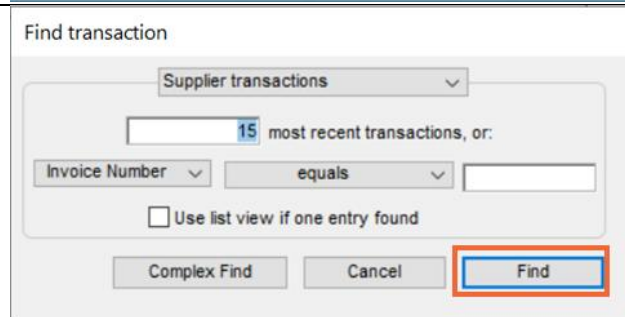
2. Click the **Supplier invoice list** button

When the supplier sends you your order, the invoice will be waiting in the list.



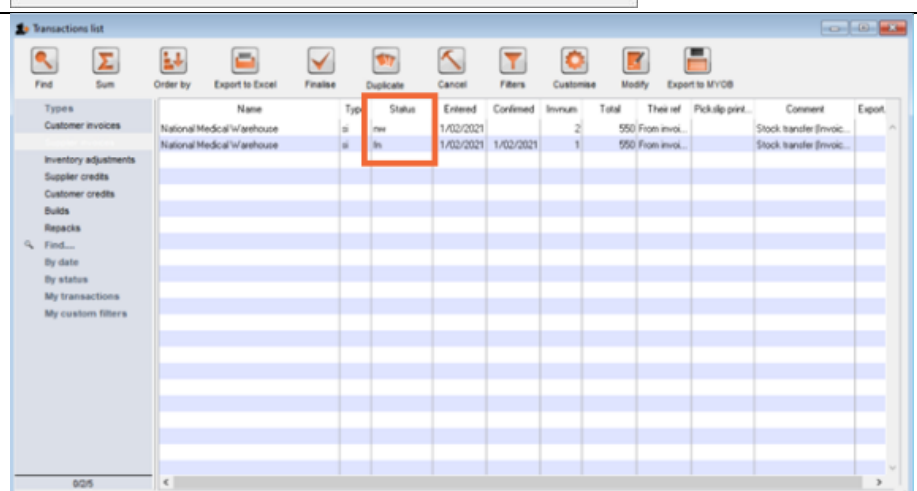
3. Click **Find** to show all your Supplier invoices

You can also search for a specific **Invoice Number** if you know it



4. Double click the Supplier invoice you want to open

Deliveries that have not yet been received will have a **new (nw)** status



## 5. The Supplier invoice has been opened!

Before accepting the stock, check that all item details entered are correct

Supplier Invoice

Name: National Medical Warehouse  
 Their ref: From invoice number: 2  
 Comment: Stock transfer (invoice from requisition)

Confirm date: 05/05/2021  
 Category: None  
 Donor:   
 Be aware: modifying this invoice will not change the customer invoice which generated this invoice in the sending store National Medical Warehouse

Invoice number: 2  
 Entry date: 01/02/2021  
 Status: inv  
 Goods received ID:   
 Purchase Order ID:   
 Requisition ID:   
 Entered by:   
 Store: Kerang Hospital

General Summary by Item Summary by Batch Price Log

L	Location	Item code	Item Name	Donor	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1		rt150	Rifampicin 150mg tab/cap		200	1	DGH98	31/05/2022	2.00	2.00	400.00
2		am500	Amoxicillin 500mg tab		300	1	FGH89	28/02/2026	0.50	0.50	150.00

Other charges  
 Item(s):   
 Amount: 0.00

Subtotal: 550.00  
 0 % tax: 0.00  
 Total: 550.00

Hold ☐ Finalise ☐ Export batch: 0 Margin: 0.00

OK & Next Delete OK

Let's look at these details...

**1. Store Name**  
tells you who sent the stock

Supplier Invoices

Supplier Invoice

Name: National Medical Warehouse  
 Their ref: From invoice number: 2  
 Comment: Stock transfer (invoice from requisition)

Confirm date: 05/05/2021  
 Category: None  
 Donor:   
 Be aware: modifying this invoice will not change the customer invoice which generated this invoice in the sending store National Medical Warehouse

Invoice number: 2  
 Entry date: 01/02/2021  
 Status: inv  
 Goods received ID:   
 Purchase Order ID:   
 Requisition ID:   
 Entered by:   
 Store: Kerang Hospital

General Summary by Item Summary by Batch Price Log

L	Location	Item code	Item Name	Donor	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1		rt150	Rifampicin 150mg tab/cap		200	1	DGH98	31/05/2022	2.00	2.00	400.00
2		am500	Amoxicillin 500mg tab		300	1	FGH89	28/02/2026	0.50	0.50	150.00

Other charges  
 Item(s):   
 Amount: 0.00

Subtotal: 550.00  
 0 % tax: 0.00  
 Total: 550.00

Hold ☐ Finalise ☐ Export batch: 0 Margin: 0.00

OK & Next Delete OK

**Store name**  
 This tells you who sent the stock

**2. Comment**  
This will indicate if the Supplier invoice was generated from an Internal order you sent.

Supplier Invoices

Supplier Invoice

Name: National Medical Warehouse  
 Their ref: From invoice number: 2  
 Comment: Stock transfer (invoice from requisition)

Confirm date: 05/05/2021  
 Category: None  
 Donor:   
 Be aware: modifying this invoice will not change the customer invoice which generated this invoice in the sending store National Medical Warehouse

Invoice number: 2  
 Entry date: 01/02/2021  
 Status: inv  
 Goods received ID:   
 Purchase Order ID:   
 Requisition ID:   
 Entered by:   
 Store: Kerang Hospital

General Summary by Item Summary by Batch Price Log

L	Location	Item code	Item Name	Donor	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1		rt150	Rifampicin 150mg tab/cap		200	1	DGH98	31/05/2022	2.00	2.00	400.00
2		am500	Amoxicillin 500mg tab		300	1	FGH89	28/02/2026	0.50	0.50	150.00

Other charges  
 Item(s):   
 Amount: 0.00

Subtotal: 550.00  
 0 % tax: 0.00  
 Total: 550.00

Hold ☐ Finalise ☐ Export batch: 0 Margin: 0.00

OK & Next Delete OK

**Comment**  
 If the Supplier invoice was generated from an Internal Order that you sent, this will be indicated in the Comment section

### 3. Requisition ID

This tells you which internal order the Supplier invoice originated from

You can click this ID number to open the original internal order, and compare it with what the Supplier sent you

Supplier invoices

Supplier Invoice

Name: National Medical Warehouse

Ther ref: From invoice number: 2

Comment: Stock transfer (invoice from requisition)

New line Add items from requisition Delete line

General Summary by Item Summary by Batch

L	Location	Item code	Item Name	Donor	Qty	Batch	Expiry	Cost Price	Sell Price	Price extension
1		4150	Rifampicin 150mg tab/cap		200	1	DGH490 31/05/2022	2.00	2.00	400.00
2		amc500	Amoxicillin 500mg tab		300	1	FGH489 26/02/2026	0.50	0.50	150.00

Other charges

Item(s):

Amount: 0.00

Subtotal: 550.00

0 % tax: 0.00

Total: 550.00

Hold Finalise

Export batch: 0

Margin: 0.00

OK & Next Delete OK

**Requisition ID**

This tells you which Internal order the Supplier invoice originated from

You can click this ID number to open the original Internal order, and compare it with what the Supplier sent you

### 4. Invoice price

This is the total value of the stock received

Supplier invoices

Supplier Invoice

Name: National Medical Warehouse

Ther ref: From invoice number: 2

Comment: Stock transfer (invoice from requisition)

New line Add items from requisition Delete line

General Summary by Item Summary by Batch Price List

L	Location	Item code	Item Name	Donor	Qty	Batch	Expiry	Cost Price	Sell Price	Price extension
1		4150	Rifampicin 150mg tab/cap		200	1	DGH490 31/05/2022	2.00	2.00	400.00
2		amc500	Amoxicillin 500mg tab		300	1	FGH489 26/02/2026	0.50	0.50	150.00

Other charges

Item(s):

Amount: 0.00

Subtotal: 550.00

0 % tax: 0.00

Total: 550.00

Hold Finalise

Export batch: 0

Margin: 0.00

OK & Next Delete OK

**Invoice price**

This is the total value of the stock received

### 5. Other charges

e.g. transport.

This is optional and can be left blank

Any cost here will be added to the total value of the invoice

Supplier invoices

Supplier Invoice

Name: National Medical Warehouse

Ther ref: From invoice number: 2

Comment: Stock transfer (invoice from requisition)

New line Add items from requisition Delete line

General Summary by Item Summary by Batch Price List

L	Location	Item code	Item Name	Donor	Qty	Batch	Expiry	Cost Price	Sell Price	Price extension
1		4150	Rifampicin 150mg tab/cap		200	1	DGH490 31/05/2022	2.00	2.00	400.00
2		amc500	Amoxicillin 500mg tab		300	1	FGH489 26/02/2026	0.50	0.50	150.00

Other charges

Item(s):

Amount: 0.00

Subtotal: 550.00

0 % tax: 0.00

Total: 550.00

Hold Finalise

Export batch: 0

Margin: 0.00

OK & Next Delete OK

**Other charges**

If necessary, you can record other charges for the invoice (e.g. transport)

This is optional and may be left blank

Any cost entered here will be added to the total value of the invoice

## 6. Items sent

Here are the items the Supplier sent you

Carefully check the **Item name, Quantity, Pack size, Batch, Expiry...**

**Items sent**

Here are the items that the Supplier sent you

Carefully check the **Item Name, Quantity, Pack Size, Batch, Expiry**

If there are incorrect item details, you can edit these by double clicking the line and making the necessary changes.

You cannot edit critical information like the original **Invoice quantity**, but you can change the **Received quantity**. This way, there is always a record of what the Supplier sent you, and what you actually received.

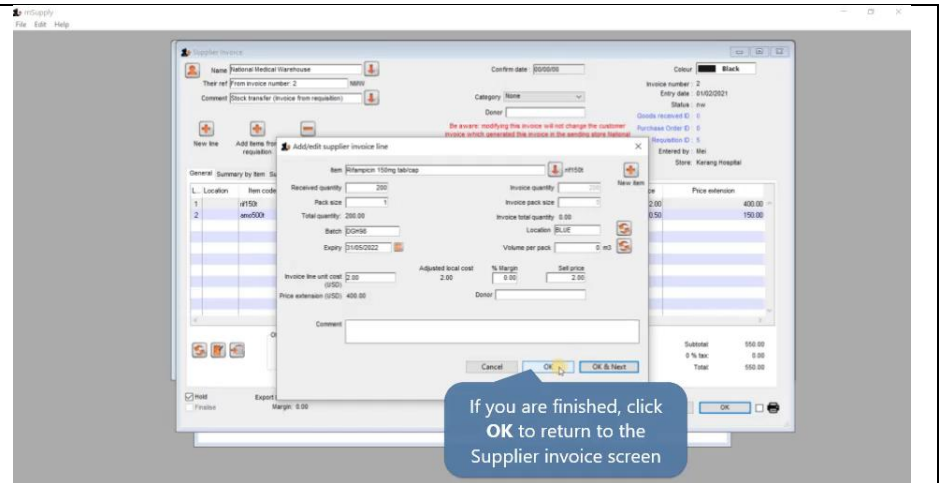
1. Double click an item to edit it

Double click an item to edit it

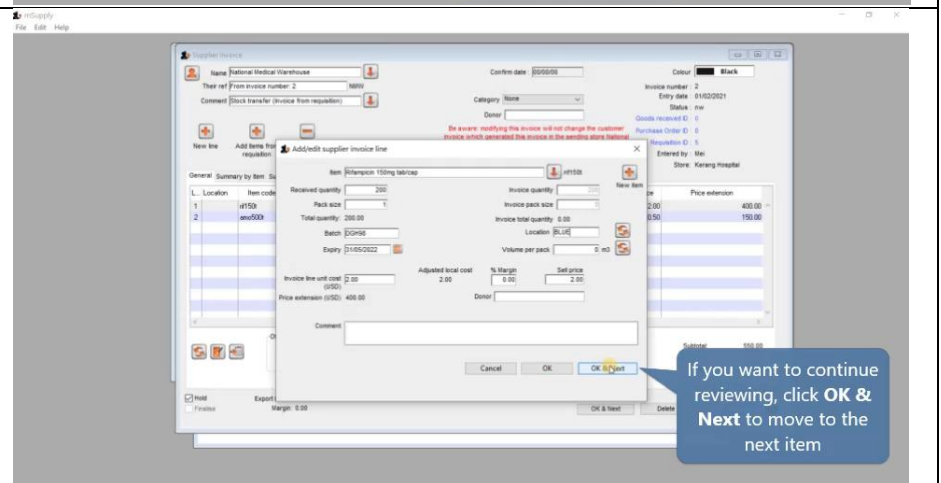
2. Enter the **Location** of stock now, otherwise you will have to do it later for every item and it will take much longer

Enter the **Location** of stock now, otherwise you will have to do it later for every item and it will take much longer

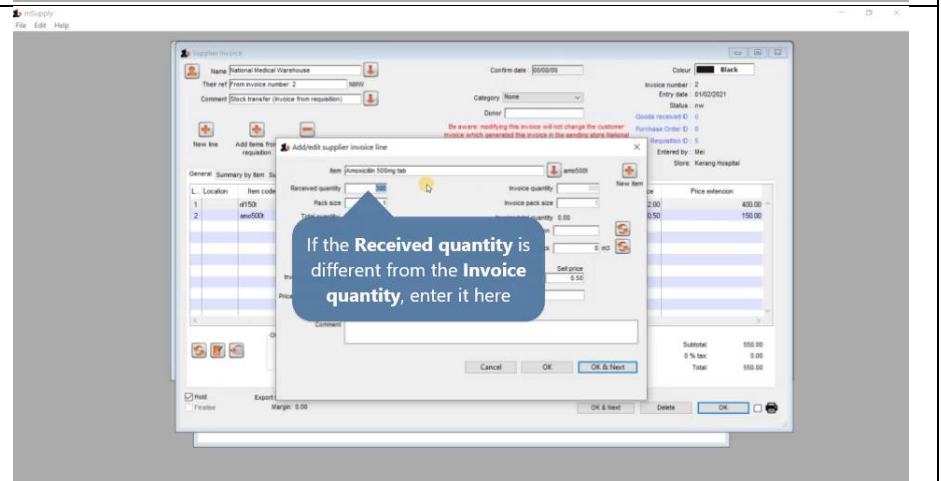
3. If you are finished, click **OK** to return to the Supplier invoice screen



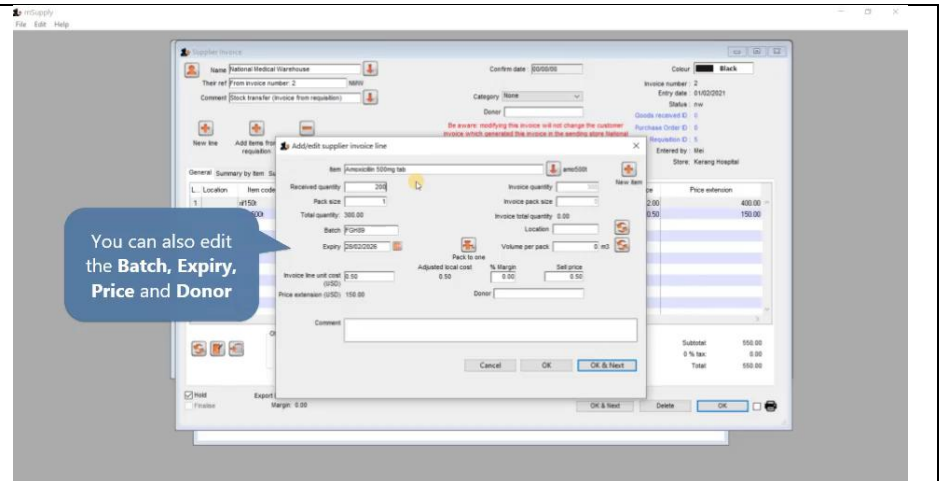
4. If you want to continue reviewing, click **OK & Next** to move to the next item



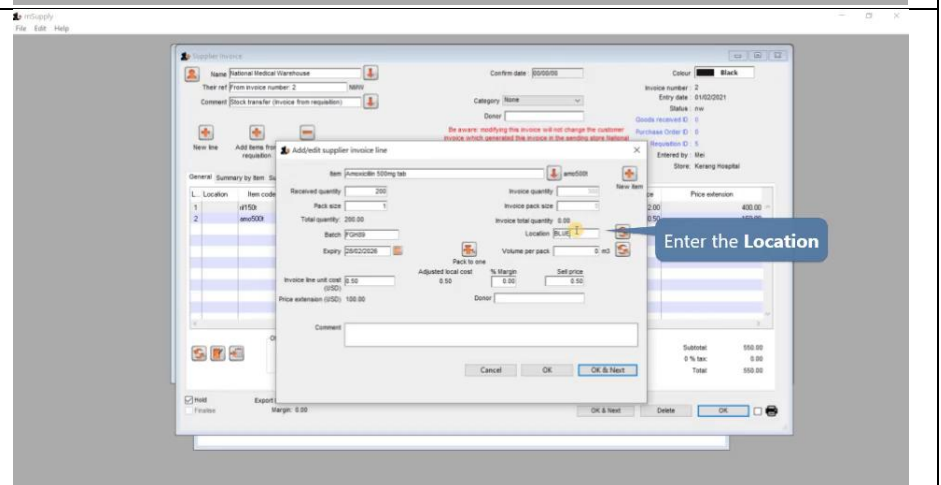
5. If the **Received quantity** is different from the **Invoice quantity**, enter it here



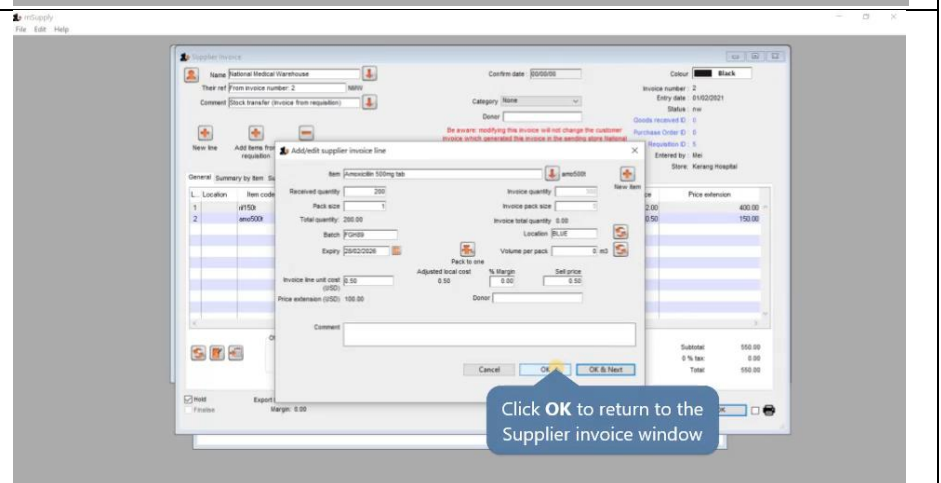
6. You can also edit the **Batch, Expiry, Price and Donor**



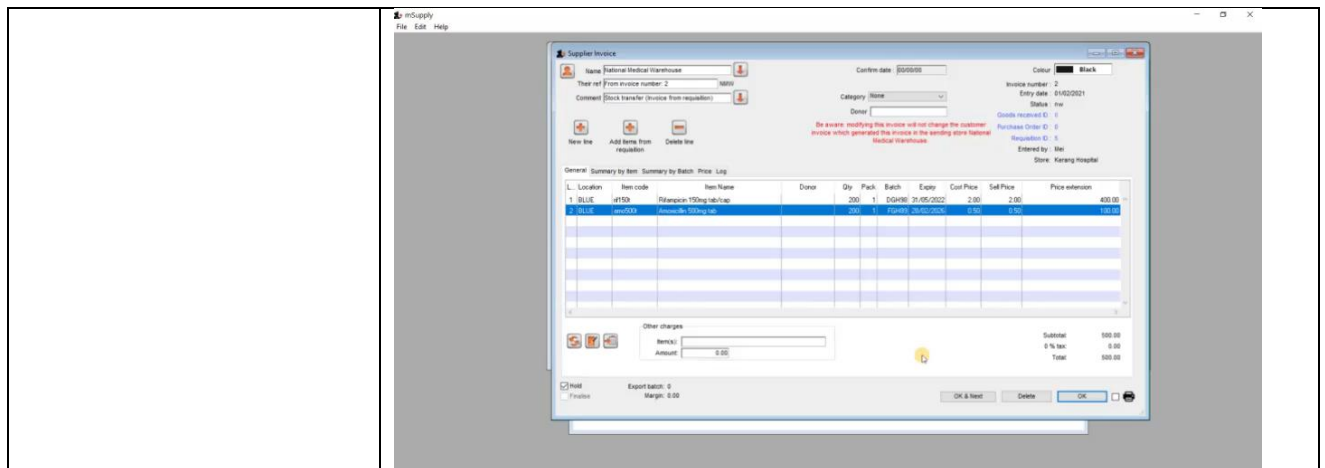
7. Enter the **Location**



8. Click **OK** to return to the Supplier invoice window







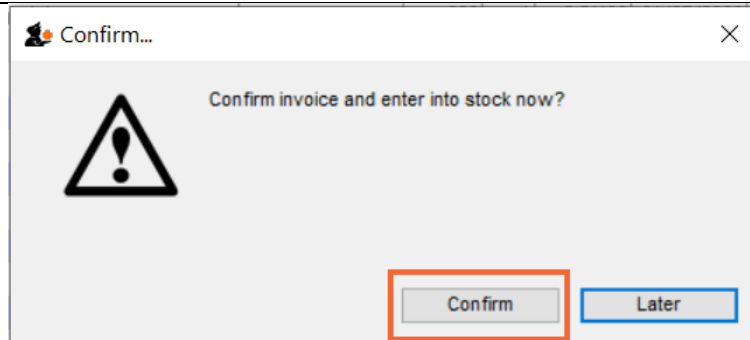
Now we will add stock from the Supplier invoice to your inventory

- Uncheck the **Hold** box, and check the **Finalise** box.

- Click **OK**

If you want to print the invoice, check the **Print** box before clicking **OK**

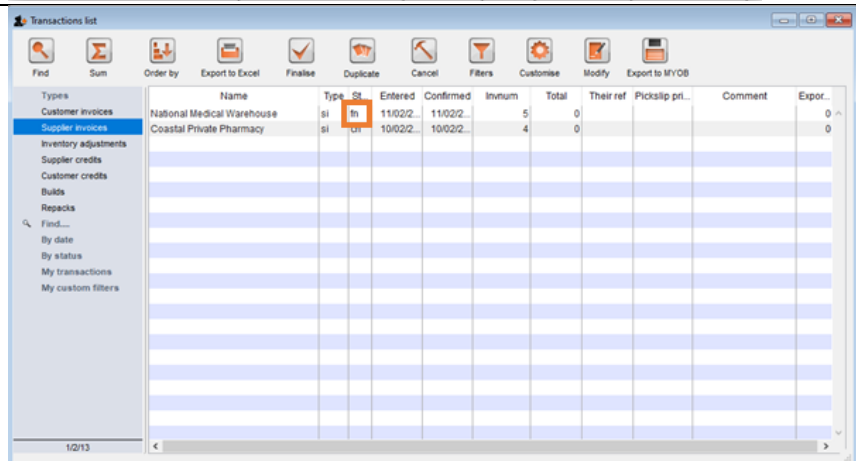
11. Click **Confirm** to enter the items into stock



**New stock has now been added to your inventory!**

You can review Supplier invoices at any time by clicking the **Supplier invoices list** button

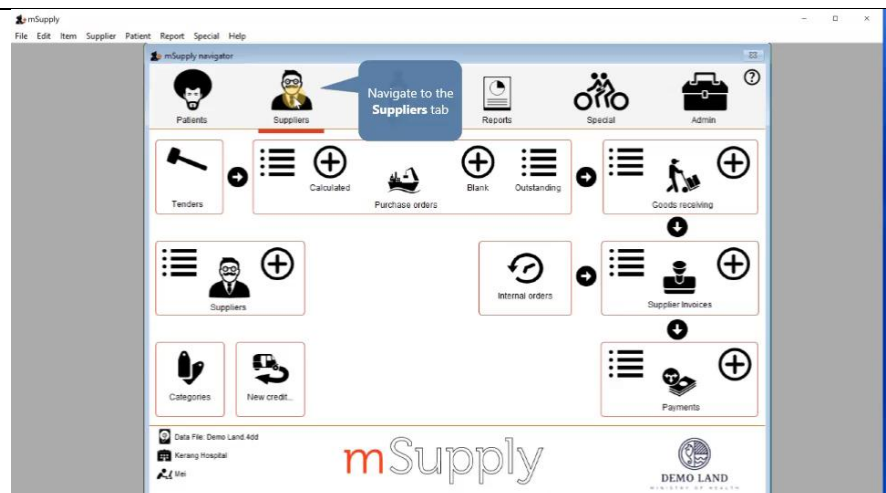
Remember that a transaction with a status of **fn** is Finalised and can no longer be edited.



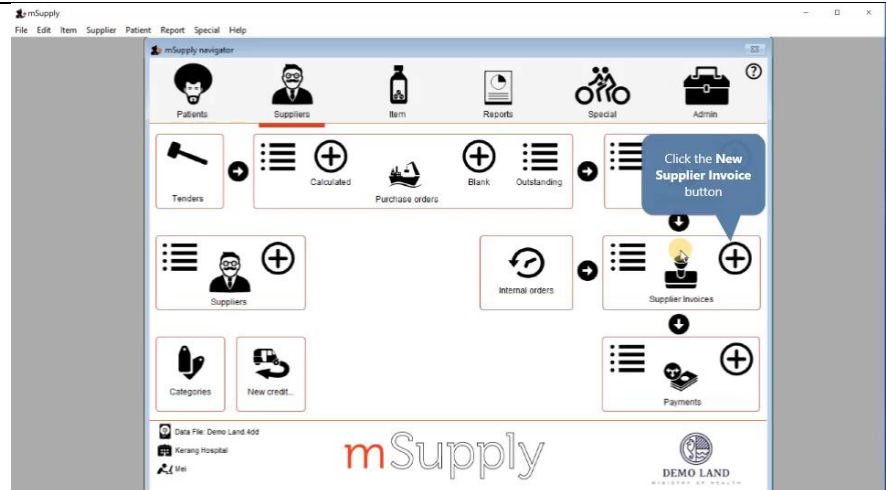
**If you receive stock from any entity that doesn't use mSupply, you will have to create a Supplier invoice manually, which means entering each individual item and its details like batch, expiry and price.**

Remember every time stock enters or leaves your facility, you must enter it in mSupply, no matter where it comes from or where it is going.

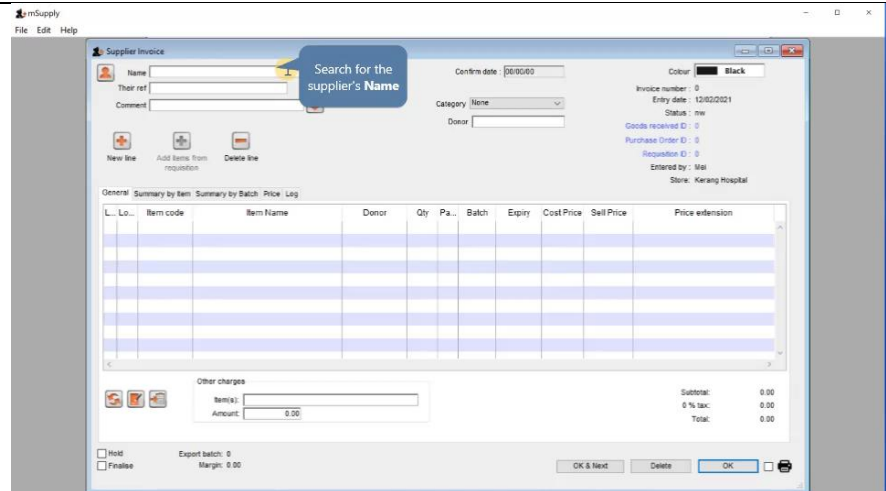
1. Navigate to the **Suppliers** tab



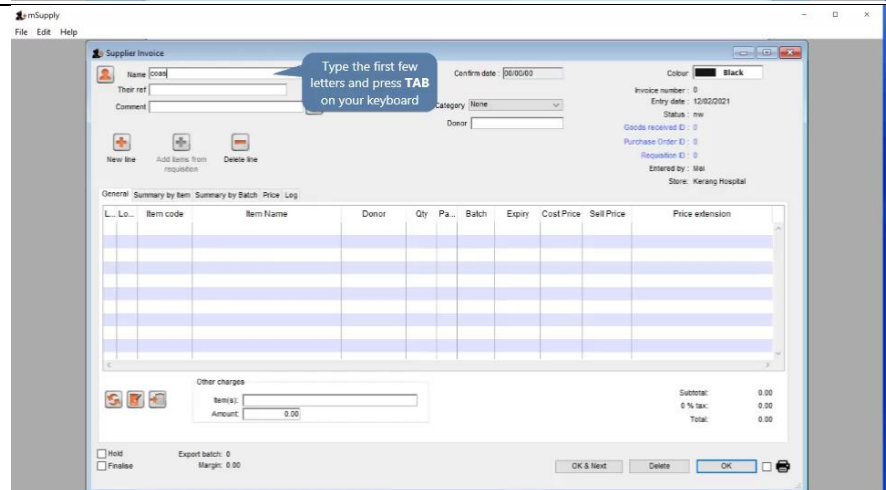
2. Click the **New Supplier Invoice** button



3. Search for the supplier's **Name**



4. Type the first few letters and press **TAB** on your keyboard



5. Click the **New line** button to start adding items

The screenshot shows the 'Supplier Invoice' form in mSupply. At the top, there are fields for Name (Coastal Private Pharmacy), Ther ref (CPP), Comment, Confirm date (06/06/00), Category (None), Donor, Invoice number (0), Entry date (12/02/2021), Status (inv), Goods received (0), Purchase Order (0), Requisition (0), Entered by (Wal), and Store (Kerang Hospital). Below these is a table with columns: L, Lo, Item code, Item Name, Donor, Qty, Pa, Batch, Expiry, Cost Price, Sell Price, and Price extension. A blue callout bubble points to the 'New line' button on the left side of the form.

6. Search for the **Item** you have received

There are a few ways to do this:

- a)...
- b)...
- c)...

The screenshot shows the 'Supplier Invoice' form with the 'Add/edit supplier invoice line' dialog box open. The dialog has fields for Item, Received quantity (0), Pack size (1), Total quantity (0.00), Batch, Expiry (0000/00), Invoice total quantity (0.00), Location, Volume per pack (m3), Invoice line unit cost (0.00), Adjusted total cost (0.00), % Margin (0.00), Sell price (0.00), Price extension (USD) (0.00), and Donor. A blue callout bubble points to the 'Item' field with the text 'Search for the Item you have received'.

- a) Type the **Item Code** then press **TAB** on your keyboard

The screenshot shows the 'Supplier Invoice' form with the 'Add/edit supplier invoice line' dialog box open. A blue callout bubble points to the 'Item' field with the text 'Type the Item Code, then press TAB on your keyboard'.

- The item appears...

The screenshot shows the 'Add/edit supplier invoice line' dialog in the mSupply application. The 'Received quantity' field is highlighted with a blue callout bubble that says 'The item appears'. The dialog includes fields for 'Item' (Amoxicillin 500mg tab), 'Received quantity' (0.00), 'Pack size' (1), 'Invoice pack size' (1), 'Invoice total quantity' (0.00), 'Batch' (000000), 'Adjusted local cost' (0.00), 'Volume per pack' (0.00), 'Invoice line unit cost' (0.00), '% Margin' (0.00), 'Sell price' (0.00), 'Price extension (USD)' (0.00), and 'Donor'. There are also buttons for 'Cancel', 'OK', and 'OK & Next'.

- Enter the **Received quantity** and **Pack size**

The screenshot shows the 'Add/edit supplier invoice line' dialog in the mSupply application. The 'Received quantity' and 'Pack size' fields are highlighted with a blue callout bubble that says 'Enter the Received quantity and Pack size'. The dialog includes fields for 'Item' (Amoxicillin 500mg tab), 'Received quantity' (0.00), 'Pack size' (1), 'Invoice pack size' (1), 'Invoice total quantity' (0.00), 'Batch' (000000), 'Adjusted local cost' (0.00), 'Volume per pack' (0.00), 'Invoice line unit cost' (0.00), '% Margin' (0.00), 'Sell price' (0.00), 'Price extension (USD)' (0.00), and 'Donor'. There are also buttons for 'Cancel', 'OK', and 'OK & Next'.

- The **Total quantity** is automatically calculated

The screenshot shows the 'Add/edit supplier invoice line' dialog in the mSupply application. The 'Total quantity' field is highlighted with a blue callout bubble that says 'The Total quantity is automatically calculated'. The dialog includes fields for 'Item' (Amoxicillin 500mg tab), 'Received quantity' (1000), 'Pack size' (1), 'Invoice pack size' (1000), 'Invoice total quantity' (1,000.00), 'Batch' (000000), 'Adjusted local cost' (0.00), 'Volume per pack' (0.00), 'Invoice line unit cost' (0.00), '% Margin' (0.00), 'Sell price' (0.00), 'Price extension (USD)' (0.00), and 'Donor'. There are also buttons for 'Cancel', 'OK', and 'OK & Next'.

- Enter the **Batch** and **Expiry**

- Enter the cost of 1 pack; pay attention to the **Pack size** above

- Enter the **Sell price** or enter a **% Margin** for mSupply to calculate it for you

- Enter the **Location** where you will store this item

- Click **OK & Next** to keep adding items to the invoice



- Add the next item...

The screenshot shows the 'Add/edit supplier invoice line' dialog box in the mSupply application. The 'Item' field is highlighted with a blue callout bubble that says 'Add the next item'. The dialog box contains various fields for invoice details, including 'Received quantity', 'Total quantity', 'Batch', 'Expiry', 'Invoice line unit cost', 'Price extension', 'Adjusted local cost', '% Margin', 'Sell price', and 'Donor'. There are also buttons for 'Cancel', 'OK', and 'OK & Next'.

- b) Type the first few letters and press TAB

2 possible scenarios:

- If multiple items match your search
- If only 1 item match your search

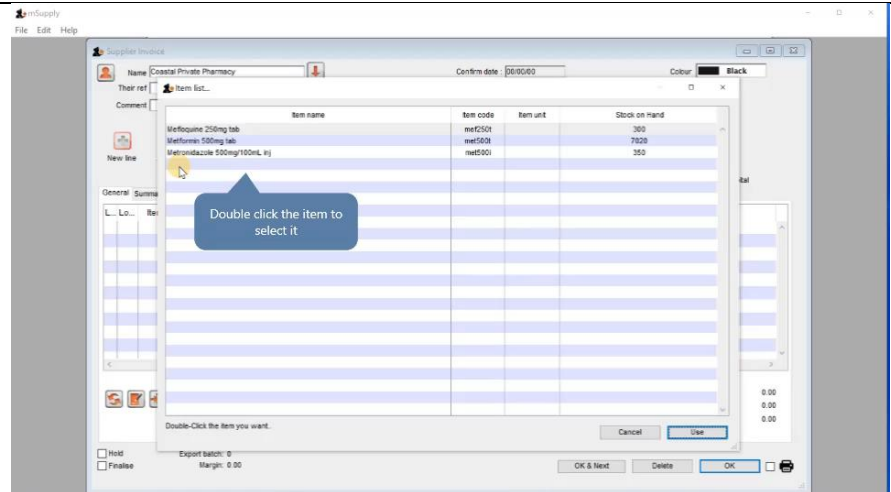
This screenshot is similar to the first one, showing the 'Add/edit supplier invoice line' dialog box. A blue callout bubble points to the 'Item' field with the text 'Type the first few letters and press TAB'. The fields and buttons are the same as in the first screenshot.

- If multiple items match your search, you will need to select from the list

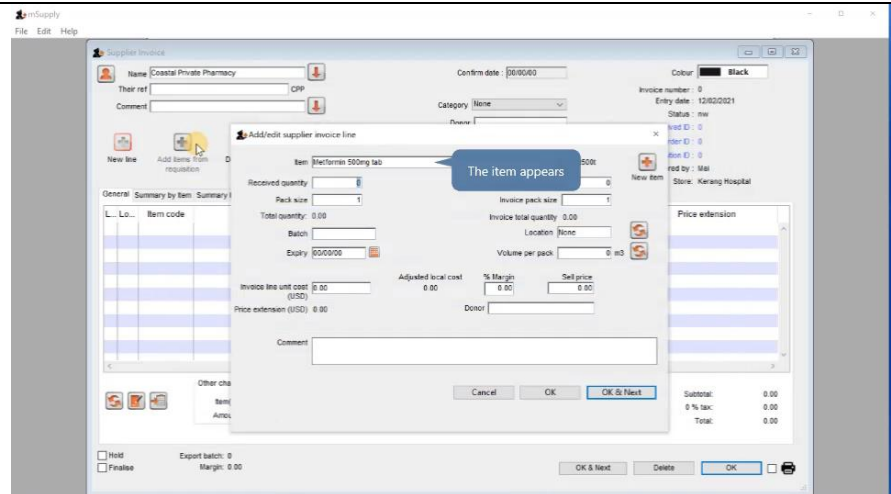
This screenshot shows the 'Add/edit supplier invoice line' dialog box with the 'Item list' table expanded. A blue callout bubble points to the table with the text 'If multiple items match your search, you'll need to select from the list'. The table lists items with columns for 'Item name', 'Item code', 'Item unit', and 'Stock on hand'. The items listed are 'Metformin 500mg tab', 'Metformin 500mg tab', and 'Metformin 500mg 1000L (L)'. There are buttons for 'Cancel' and 'Use' at the bottom of the table.



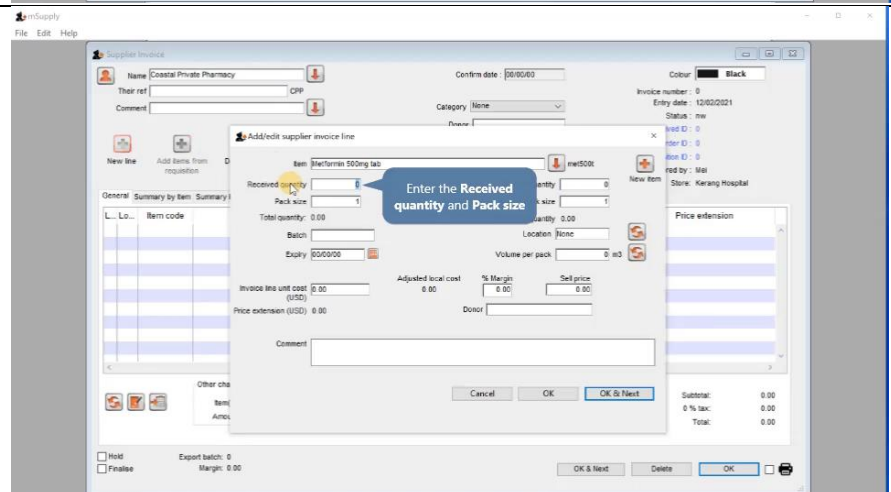
- Double click the item to select it



- The item appears...



- Enter the **Received quantity** and **Pack size**



- The **Total quantity** is automatically calculated

The screenshot shows the 'Add/edit supplier invoice line' window in mSupply. The 'Batch' field is empty, and the 'Expiry' field is set to '00/00/00'. A blue callout bubble points to the 'Total quantity' field, which displays '2,000.00'. The bubble contains the text: 'The Total quantity is automatically calculated'.

- Enter the **Batch** and **Expiry**

The screenshot shows the 'Add/edit supplier invoice line' window in mSupply. The 'Batch' field is now filled with 'NVS568' and the 'Expiry' field is set to '00/00/00'. A blue callout bubble points to these fields, containing the text: 'Enter the Batch and Expiry'.

The screenshot shows the 'Add/edit supplier invoice line' window in mSupply. The 'Expiry date' dialog box is open, displaying a calendar grid. The year 2027 is selected, and the month is set to January. The dialog also shows the year 2028 and the month of February.

- Enter the cost of 1 pack; pay attention to the **Pack size** above

The screenshot shows the 'Add/edit supplier invoice line' dialog in mSupply. The 'Pack size' field is set to 1. The 'Invoice line unit cost (USD)' field is highlighted with a yellow circle. A blue callout bubble points to this field with the text: "Enter the cost of 1 pack; pay attention to the Pack size above".

- Enter the **Sell price**, or enter a **% Margin** for mSupply to calculate for you

The screenshot shows the 'Add/edit supplier invoice line' dialog in mSupply. The '% Margin' field is highlighted with a yellow circle. A blue callout bubble points to the 'Sell price' field with the text: "Enter the Sell price, or enter a % Margin for mSupply to calculate it for you".

- Enter the **Location** where you will store the item

The screenshot shows the 'Add/edit supplier invoice line' dialog in mSupply. The 'Location' field is highlighted with a yellow circle. A blue callout bubble points to this field with the text: "Enter the Location where you will store this item".

- If you don't enter the full **Location code**, you will need to select it from the list

The screenshot shows the 'Add/edit supplier invoice line' dialog in the mSupply application. The 'Location' field is highlighted with a callout box that says: "If you don't enter the full Location code, you'll need to select it from the list". The dialog includes fields for 'Received quantity', 'Invoice quantity', 'Pack size', 'Total quantity', 'Batch', 'Expiry', 'Invoice line unit cost', 'Adjusted local cost', '% Margin', 'Sell price', 'Price extension', and 'Comment'. The 'OK & Next' button is visible at the bottom right.

- Click **OK & Next** to keep adding items to the invoice

The screenshot shows the 'Add/edit supplier invoice line' dialog in the mSupply application. The 'OK & Next' button is highlighted with a callout box that says: "Click OK & Next to keep adding items to the invoice". The dialog includes fields for 'Received quantity', 'Invoice quantity', 'Pack size', 'Total quantity', 'Batch', 'Expiry', 'Invoice line unit cost', 'Adjusted local cost', '% Margin', 'Sell price', 'Price extension', and 'Comment'. The 'OK & Next' button is visible at the bottom right.

- Add the next item...

The screenshot shows the 'Add/edit supplier invoice line' dialog in the mSupply application. The 'Add the next item' button is highlighted with a callout box that says: "Add the next item". The dialog includes fields for 'Received quantity', 'Invoice quantity', 'Pack size', 'Total quantity', 'Batch', 'Expiry', 'Invoice line unit cost', 'Adjusted local cost', '% Margin', 'Sell price', 'Price extension', and 'Comment'. The 'Add the next item' button is visible at the bottom right.

- If you type the first few letters and press **TAB**, and only 1 item matches your search..

- Enter the **Invoice unit line cost** and the **Sell price**

- Enter the **Location** where you will store this item

- Click **OK & Next** to keep adding to the invoice

Supplier Invoice

Name: Coastal Private Pharmacy

Confirm date: 08/08/03

Colour: Black

Invoice number: 0

Entry date: 12/02/2021

Status: new

Inv ID: 0

Order ID: 0

Item ID: 0

red by: Wei

Store: Kerang Hospital

Category: None

Driver: None

Item: Enalapril 5mg tab

Received quantity: 4000

Invoice quantity: 4000

Pack size: 1

Invoice pack size: 1

Total quantity: 4,000.00

Invoice total quantity: 4,000.00

Batch: CLK342

Location: BLUE

Expiry: 03/01/08

Volume per pack: 0 m3

Invoice line unit cost: 0.20

Adjusted total cost: 0.20

% Margin: 0.00

Sell price: 0.20

Price extension (USD): 800.00

Donor:

Comment:

Cancel OK **OK & Next**

Hold Finalise

Export batch: 0

Margin: 0.00

OK & Next Delete OK

- c) The final way to add an item is to type @ and press TAB

Supplier Invoice

Name: Coastal Private Pharmacy

Confirm date: 08/08/03

Colour: Black

Invoice number: 0

Entry date: 12/02/2021

Status: new

Inv ID: 0

Order ID: 0

Item ID: 0

red by: Wei

Store: Kerang Hospital

Category: None

Driver: None

Item:

Received quantity: 0

Invoice quantity: 0

Pack size: 1

Invoice pack size: 1

Total quantity: 0.00

Invoice total quantity: 0.00

Batch:

Location:

Expiry: 03/01/08

Volume per pack: 0 m3

Invoice line unit cost: 0.00

Adjusted total cost: 0.00

% Margin: 0.00

Sell price: 0.00

Price extension (USD): 0.00

Donor:

Comment:

Cancel OK **OK & Next**

Hold Finalise

Export batch: 0

Margin: 0.00

OK & Next Delete OK

Subtotal: 0.00

6% tax: 0.00

Total: 0.00

- A list of all **Items** and current **Stock on Hand** is shown

Supplier Invoice

Name: Coastal Private Pharmacy

Confirm date: 08/08/03

Colour: Black

Item List

Item name	Item code	Item unit	Stock on hand
Amoxicillin 500mg tab	amo500		2800
Ceftriaxone 250mg inj	cef250		97430
Chloroquine phosphate 100mg (baset) tab	chl100		155000
Chloroquine phosphate 500mg/5mL syrup	chl500s		743
Condoms, male	condm		39600
Diclofenac 50mg tab	dac50		1900
Enalapril 5mg tab	ena50		5449
Gauze 5cm x 5cm	gau5x5		40150
Ibuprofen 200mg tab	ibu200		3865
Isotretinoin 100mg tab	iso100		3000
Ivermectin 3mg tablets	ive30		306
Metformin 250mg tab	met250		300
Metformin 500mg tab	met500		7820
Metronidazole 500mg/100mL inj	met500i		300
Nitrofurantoin 100mg tablets	nif100		957500
Paracetamol 500mg tab	par500		5016800
Penicillin 5% cream	pen5cr		35100
Phenazone dipyrone 7.5mg tab	ph75		30500
Ritampicin 150mg + isoniazid 150mg tab	rit150		22250
Ritampicin 150mg + isoniazid 75mg tab	rit75		0
Ritampicin 150mg tab/cap	rit150c		0

Double-Click the Item you want.

Cancel Use

Export batch: 0

Margin: 0.00

OK & Next Delete OK



- Double click an item to select it

Double click an item to select it

Item name	Item code	Item unit	Stock on hand
Amoxicillin 500mg tab	am500t	2608	
Ceftriaxone 250mg inj	cef250b	97436	
Chloroquine phosphate 10mg (base) tab	chl10m	150000	
Chloroquine phosphate 50mg/5ml syrup	chl50s	743	
Condoms, male	condm	39600	
Doxycycline 50mg tab	dox50t	1988	
Erythromycin 500mg tab	ery500t	5449	
Gauche 50m x 50m	ga50x5	40150	
Ibuprofen 200mg tab	ibu200t	3865	
Isoniazid 500mg tab	iso500t	3869	
Ivermectin 3mg tablets	ive3t	358	
Mefenamic acid 250mg tab	mef250t	369	
Mefenamic acid 500mg tab	mef500t	7028	
Mefenamic acid 500mg/100ml inj	mef500i	153	
Nifedipine 10mg tablets	nif10t	857300	
Paracetamol 500mg tab	par500t	891800	
Paracetamol 500mg/100ml inj	par500i	20100	
Primaquine diphosphate 7.5mg tab	pri75t	35500	
Ritampirin 150mg + Isoniazid 150mg tab	rit15t	22290	
Ritampirin 150mg + Isoniazid 75mg tab	rit75t	8	
Ritampirin 150mg tab	rit150t	8	

- Enter all details of the received item

Enter all details of the received item

Item: Ibuprofen 200mg tab

Received quantity: 1000

Pack size: 1

Total quantity: 0.00

Batch: ALZT

Location: None

Expiry: 05/05/08

Volume per pack: 0 m3

Invoice line unit cost: 0.00

Adjusted local cost: 0.00

% Margin: 0.00

Sell price: 0.00

Price extension (USD): 0.00

Donor:

Comment:

## Tip

You can use the **TAB** key to move to the next field

Tip: You can use the **TAB** key to move to the next field

Item: Ibuprofen 200mg tab

Received quantity: 1000

Pack size: 1

Total quantity: 1,000.00

Batch: ALZT

Location: None

Expiry: 05/05/08

Volume per pack: 0 m3

Invoice line unit cost: 0.00

Adjusted local cost: 0.00

% Margin: 0.00

Sell price: 0.00

Price extension (USD): 0.00

Donor:

Comment:

The screenshot shows the 'Add/replenish supplier invoice line' dialog box in the 'Supply' application. The dialog is titled 'Add/replenish supplier invoice line' and contains the following fields and controls:

- Supplier Invoice:** Name: Coastal Private Pharmacy, Ther ref: [blank], Comment: [blank], Confirm date: 30/05/03, Category: None, Power: [blank].
- Item:** Buprenorphine 20mg tabs, Item code: B2008.
- Quantities and Prices:**
  - Received quantity: 1000, Pack size: 1, Total quantity: 1,000.00, Batch: ALG788, Expiry: 2004/02/28.
  - Invoice quantity: 1000, Invoice pack size: 1, Invoice total quantity: 1,000.00, Location: [blank], Volume per pack: 0 m3.
  - Invoice line unit cost: 0.10, Adjusted total cost: 0.10, % Margin: 0.00, Sell price: 0.10.
  - Price extension (USD): 100.00.
- Comments:** A text area for comments.
- Buttons:** Cancel, OK, OK & Next (highlighted).
- Other fields:** Colour: Black, Invoice number: 0, Entry date: 12/02/2021, Status: me, Inv ID: 0, Alt ID: 0, Prod ID: 0, Store: Kiering Hospital.
- Price extension table:** A table with columns for Price extension and a row for the current item.
- Summary:** Subtotal: 0.00, 0 % tax: 0.00, Total: 0.00.
- Footer:** OK & Next, Delete, OK, and a printer icon.

The screenshot shows the 'Supplier Invoice' window with the following details:

- Name:** Coastal Private Pharmacy
- Confirm date:** 30/05/60
- Category:** None
- Power:** [Empty field]
- Colour:** Black
- Invoice number:** 0
- Entry date:** 12/02/2021
- Status:** New
- Inv d:** 0
- Inv o:** 0
- Inv c:** 0
- Inv r:** 0
- Store:** Kiering Hospital
- Price extension:** [Table with 2 columns: Item code, Price extension]
- Subtotal:** 0.00
- Buttons:** Cancel, OK, OK & Next
- Callout:** Click OK to return to the Supplier Invoice



Now, all the items you added are on the Supplier invoice!

The screenshot shows the 'Supplier Invoice' window in mSupply. The 'Name' field is set to 'Coastal Private Pharmacy'. The 'Confirm date' is '26/06/20'. The 'Invoice number' is '12/02/2021'. The 'Status' is 'new'. The 'Goods received' is '0'. The 'Purchase Order' is '0'. The 'Requestion' is '0'. The 'Entered by' is 'User'. The 'Store' is 'Kerang Hospital'. The 'Colour' is 'Black'. The 'Other charges' section shows 'Amount' as '0.00'. The 'Subtotal' is '2,900.00'. The 'Total' is '2,900.00'. The 'Export batch' is '0' and the 'Margin' is '0.00'. The 'OK & Next' button is highlighted.

Line	Locat...	Item code	Item Name	Donor	Qty	Pa...	Batch	Expiry	Cost Price	Sell Price	Price extension
1	BLUE	Amo5000	Amoxicillin 500mg tab		1000	1	GTE478	31/08/20...	0.40	0.40	400.00
2	BLUE	Met5000	Metformin 500mg tab		2000	1	VB88800	31/07/20...	0.80	0.80	1,600.00
3	BLUE	Ena500	Enalapril 5mg tab		4000	1	CLK342	31/01/20...	0.20	0.20	800.00
4	BLUE	Ibu2000	Ibuprofen 200mg tab		1000	1	ALD3788	30/04/20...	0.10	0.10	100.00

The **Total** invoice cost is shown

The screenshot shows the 'Supplier Invoice' window in mSupply. The 'Name' field is set to 'Coastal Private Pharmacy'. The 'Confirm date' is '26/06/20'. The 'Invoice number' is '12/02/2021'. The 'Status' is 'new'. The 'Goods received' is '0'. The 'Purchase Order' is '0'. The 'Requestion' is '0'. The 'Entered by' is 'User'. The 'Store' is 'Kerang Hospital'. The 'Colour' is 'Black'. The 'Other charges' section shows 'Amount' as '0.00'. The 'Subtotal' is '2,900.00'. The 'Total' is '2,900.00'. The 'Export batch' is '0' and the 'Margin' is '0.00'. The 'OK & Next' button is highlighted.

Line	Locat...	Item code	Item Name	Donor	Qty	Pa...	Batch	Expiry	Cost Price	Sell Price	Price extension
1	BLUE	Amo5000	Amoxicillin 500mg tab		1000	1	GTE478	31/08/20...	0.40	0.40	400.00
2	BLUE	Met5000	Metformin 500mg tab		2000	1	VB88800	31/07/20...	0.80	0.80	1,600.00
3	BLUE	Ena500	Enalapril 5mg tab		4000	1	CLK342	31/01/20...	0.20	0.20	800.00
4	BLUE	Ibu2000	Ibuprofen 200mg tab		1000	1	ALD3788	30/04/20...	0.10	0.10	100.00

You can organize the items in alphabetical order by clicking the column heading

The screenshot shows the 'Supplier Invoice' window in mSupply. The 'Name' field is set to 'Coastal Private Pharmacy'. The 'Confirm date' is '26/06/20'. The 'Invoice number' is '12/02/2021'. The 'Status' is 'new'. The 'Goods received' is '0'. The 'Purchase Order' is '0'. The 'Requestion' is '0'. The 'Entered by' is 'User'. The 'Store' is 'Kerang Hospital'. The 'Colour' is 'Black'. The 'Other charges' section shows 'Amount' as '0.00'. The 'Subtotal' is '2,900.00'. The 'Total' is '2,900.00'. The 'Export batch' is '0' and the 'Margin' is '0.00'. The 'OK & Next' button is highlighted.

Line	Locat...	Item code	Item Name	Donor	Qty	Pa...	Batch	Expiry	Cost Price	Sell Price	Price extension
1	BLUE	Amo5000	Amoxicillin 500mg tab		1000	1	GTE478	31/08/20...	0.40	0.40	400.00
2	BLUE	Met5000	Metformin 500mg tab		2000	1	VB88800	31/07/20...	0.80	0.80	1,600.00
3	BLUE	Ena500	Enalapril 5mg tab		4000	1	CLK342	31/01/20...	0.20	0.20	800.00
4	BLUE	Ibu2000	Ibuprofen 200mg tab		1000	1	ALD3788	30/04/20...	0.10	0.10	100.00

You can record **Other charges**

The screenshot shows the 'Supplier Invoice' window in mSupply. At the bottom, there is an 'Other charges' section with a 'Items' dropdown and an 'Amount' input field. A blue callout bubble points to the 'Amount' field with the text 'You can record Other charges here'.

Line	Locat...	Item code	Item Name	Donor	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1	BLUE	Amo5000	Amoxicillin 500mg tab		1000	1	GTE478	31/08/20...	0.40	0.40	400.00
3	BLUE	Ena500	Enalapril 5mg tab		4000	1	QLK342	31/01/20...	0.20	0.20	800.00
4	BLUE	Ibu200	Ibuprofen 200mg tab		1000	1	ALD788	30/04/20...	0.10	0.10	100.00
2	BLUE	Met500	Metformin 500mg tab		2000	1	WBS390	31/07/20...	0.90	0.90	1,800.00

Other charges section:  
 Items: [dropdown]  
 Amount: 0.00

Subtotal: 2,900.00  
 0 % tax: 0.00  
 Total: 2,900.00

7. Enter the **Amount** and press **TAB**

The **Total** invoice price is updated

The screenshot shows the 'Supplier Invoice' window. In the 'Other charges' section, 'Processing fee' is entered in the 'Items' dropdown and '10' is entered in the 'Amount' field. A blue callout bubble points to the 'Amount' field with the text 'Enter the Amount and press TAB'.

Line	Locat...	Item code	Item Name	Donor	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1	BLUE	Amo5000	Amoxicillin 500mg tab		1000	1	GTE478	31/08/20...	0.40	0.40	400.00
3	BLUE	Ena500	Enalapril 5mg tab		4000	1	QLK342	31/01/20...	0.20	0.20	800.00
4	BLUE	Ibu200	Ibuprofen 200mg tab		1000	1	ALD788	30/04/20...	0.10	0.10	100.00
2	BLUE	Met500	Metformin 500mg tab		2000	1	WBS390	31/07/20...	0.90	0.90	1,800.00

Other charges section:  
 Items: Processing fee  
 Amount: 10

Subtotal: 2,900.00  
 0 % tax: 0.00  
 Total: 2,900.00

The screenshot shows the 'Supplier Invoice' window. The 'Other charges' section remains the same. A blue callout bubble points to the 'Total' value in the summary section with the text 'The Total invoice price is updated'.

Line	Locat...	Item code	Item Name	Donor	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1	BLUE	Amo5000	Amoxicillin 500mg tab		1000	1	GTE478	31/08/20...	0.40	0.40	400.00
3	BLUE	Ena500	Enalapril 5mg tab		4000	1	QLK342	31/01/20...	0.20	0.20	800.00
4	BLUE	Ibu200	Ibuprofen 200mg tab		1000	1	ALD788	30/04/20...	0.10	0.10	100.00
2	BLUE	Met500	Metformin 500mg tab		2000	1	WBS390	31/07/20...	0.90	0.90	1,800.00

Other charges section:  
 Items: Processing fee  
 Amount: 10.00

Subtotal: 2,910.00  
 0 % tax: 0.00  
 Total: 2,910.00

8. When you are sure that everything is correct, click the **Finalise** box

Supplier Invoice

Name: Coastal Private Pharmacy

Confirm date: 06/06/20

Colour: Black

Invoice number: 6

Entry date: 12/02/2021

Status: new

Goods received ID: 0

Purchase Order ID: 0

Requisition ID: 0

Entered by: Maf

Store: Kerang Hospital

Line	Localt	Item code	Item Name	Donor	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1	BLUE	amox500t	Amoxicillin 500mg tab		1000	1	GTE478	31/08/20	0.40	0.40	400.00
3	BLUE	enal50t	Enalapril 5mg tab		4000	1	QLK342	31/01/20	0.20	0.20	800.00
4	BLUE	ibu200t	Ibuprofen 200mg tab		1000	1	ALD788	30/04/20	0.10	0.10	100.00
2	BLUE	met500t	Metformin 500mg tab		2000	1	WES389	31/07/20	0.80	0.80	1,600.00

Other charges

Item(s): Processing fee

Subtotal: 2,910.00

0 % tax: 0.00

Total: 2,910.00

Buttons: OK & Next, Delete, OK

9. Click **OK**

Supplier Invoice

Name: Coastal Private Pharmacy

Confirm date: 06/06/20

Colour: Black

Invoice number: 6

Entry date: 12/02/2021

Status: new

Goods received ID: 0

Purchase Order ID: 0

Requisition ID: 0

Entered by: Maf

Store: Kerang Hospital

Line	Localt	Item code	Item Name	Donor	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1	BLUE	amox500t	Amoxicillin 500mg tab		1000	1	GTE478	31/08/20	0.40	0.40	400.00
3	BLUE	enal50t	Enalapril 5mg tab		4000	1	QLK342	31/01/20	0.20	0.20	800.00
4	BLUE	ibu200t	Ibuprofen 200mg tab		1000	1	ALD788	30/04/20	0.10	0.10	100.00
2	BLUE	met500t	Metformin 500mg tab		2000	1	WES389	31/07/20	0.80	0.80	1,600.00

Other charges

Item(s): Processing fee

Amount: 10.00

Subtotal: 2,910.00

0 % tax: 0.00

Total: 2,910.00

Buttons: OK & Next, Delete, OK

10. Click **Confirm**

Supplier Invoice

Name: Coastal Private Pharmacy

Confirm date: 06/06/20

Colour: Black

Invoice number: 6

Entry date: 12/02/2021

Status: new

Goods received ID: 0

Purchase Order ID: 0

Requisition ID: 0

Entered by: Maf

Store: Kerang Hospital

Line	Localt	Item code	Item Name	Donor	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1	BLUE	amox500t	Amoxicillin 500mg tab		1000	1	GTE478	31/08/20	0.40	0.40	400.00
3	BLUE	enal50t	Enalapril 5mg tab		4000	1	QLK342	31/01/20	0.20	0.20	800.00
4	BLUE	ibu200t	Ibuprofen 200mg tab		1000	1	ALD788	30/04/20	0.10	0.10	100.00
2	BLUE	met500t	Metformin 500mg tab		2000	1	WES389	31/07/20	0.80	0.80	1,600.00

Other charges

Item(s): Processing fee

Amount: 10.00

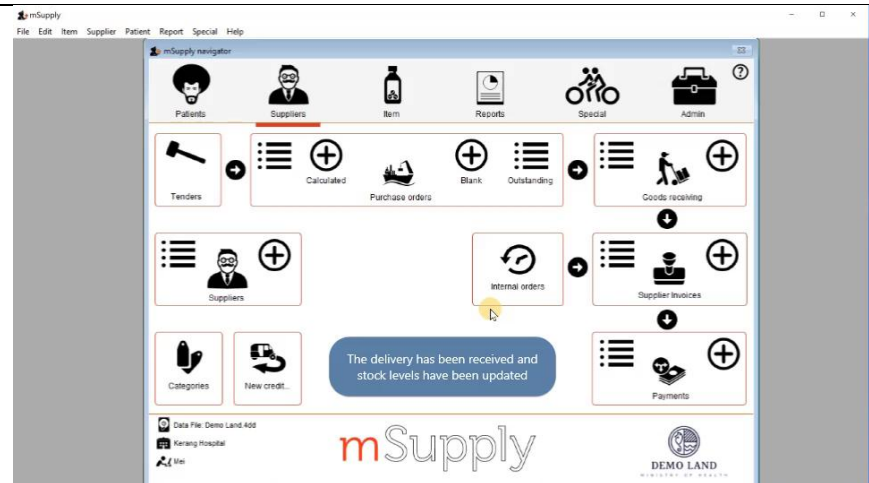
Subtotal: 2,910.00

0 % tax: 0.00

Total: 2,910.00

Buttons: OK & Next, Delete, OK

The delivery has been received and stock levels have been updated!



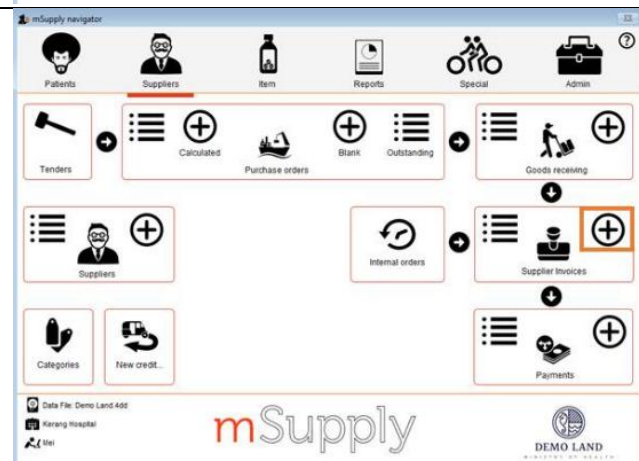
Which Supplier invoice button should you use when receiving stock?

Well, it depends on where your delivery has come from...

➤ **For Internal supplier**  
i.e. where your supplier uses mSupply, a Supplier invoice will be waiting for you to receive in the **Supplier invoices list**.



➤ **For External supplier**  
i.e. where your supplier doesn't use mSupply, you have to enter a **New supplier invoice** manually.



# Open mSupply

## Inbound Shipment

An **Inbound Shipment** in Open mSupply is the process of receiving stock into your store from another facility. When a supplier (e.g., warehouse or regional facility) sends stock using Open mSupply, an inbound shipment record is automatically created in your store. This record tells you exactly what items are on the way, how many were sent, and includes important details like batch numbers and expiry dates.

It helps your store:

- Track and prepare for deliveries from other facilities
- Confirm the quantity and condition of the received stock
- Ensure the correct stock is added to your inventory

You will review the shipment in the system, confirm that it matches what was received physically, and then complete the process by marking it as delivered and verified. This ensures all stock movements are properly recorded and traceable.

### Performing an Inbound Shipment

**Inbound Shipments** in Open mSupply help you receive stock accurately, track what's arrived, and confirm it into your inventory. This process ensures everything is accounted for and properly recorded before stock is used or issued.

Let's break down each stage.

#### Step 1: Shipped

The supplier has packed and shipped the goods to your facility.

Once they mark the shipment as **Shipped**, the status for the Inbound Shipment will automatically update for your store.

	Name	Status	Invoice Number
<input type="checkbox"/>	District Warehouse	Shipped	27
<input type="checkbox"/>	District Warehouse	Verified	26
<input type="checkbox"/>	District Warehouse	Delivered	25
<input type="checkbox"/>	District Warehouse	Verified	24
<input type="checkbox"/>	District Warehouse	Verified	23
<input type="checkbox"/>	District Warehouse	Shipped	22
<input type="checkbox"/>	District Warehouse	Verified	21
<input type="checkbox"/>	District Warehouse	Delivered	20

The **Shipped** status tells your store: *"Get ready — stock is on the way."* This allows you to begin the preparation for the incoming goods.

#### What you can do at this stage:

- Open the Inbound Shipment and view what's on the way.
- See item details: name, quantity, batch, expiry, and pack size.
- **You cannot make changes yet.** This preserves the supplier's record of what was sent.

- Dashboard
- Reports
- Distribution
- Replenishment
  - Inbound Shipments
  - Internal Orders
  - Supplier Returns
  - R&R Forms
  - Suppliers
- Catalogue
- Inventory
- Dispensary
- Cold chain
- Sync
- Settings

Inbound Shipments / 27

Add Item
Print
More

Supplier Name: District Warehouse

Reference: From invoice number: 48 (From internal order 44)

This shipment was created automatically, as the result of an Outbound Shipment in another store. You are unable to edit details until the status is confirmed as Delivered.

Group by Item

Details
Log

	Code	Name	Batch	Expiry	Location	Unit	Pack Size	Pack Qty	Unit Qty	Cost
<input type="checkbox"/>	030063	Acetylsalicylic Acid 100mg tabs	abg414	31/08/2025		Tablet	1	100	100	< \$0
<input type="checkbox"/>	030453	Amoxicillin 250mg tabs	feg134	31/12/2028		Tab	1	100	100	\$0.0
<input type="checkbox"/>	201116	Bandage W.O.W. 15cm wide x 5m roll	gre414	31/05/2029		Roll	1	20	20	\$0

☐ Hold
New
Picked
Shipped
Delivered
Received
Verified

Confirm Delivered

The Inbound Shipment has the status **Shipped** so it is pending arrival at the requesting facility.

## Step 2: Delivered

The physical goods have arrived at your store, and it's time to acknowledge receipt.

### What you need to do:

- Open the **Inbound Shipment**.
- Click **Confirm Delivered** to confirm that the shipment physically arrived.

Details

Log

Name	Batch	Expiry	Pack Qty
Acetylsalicylic Acid 100mg tabs	abg414	31/08/2025	100
Amoxicillin 250mg tabs	feg134	31/12/2028	100
Bandage W.O.W. 15cm wide x 5m roll	gre414	31/05/2029	20

Shipped
Delivered
Received
Verified

Confirm Delivered

Once you click **Delivered**, the system unlocks the item lines for editing, allowing you to make any necessary adjustments to the received items. If you don't mark it as delivered, you won't be able to proceed to the next stage. At this stage, the items are placed **on hold** in Open mSupply, meaning:

- The stock is **not yet available** for issuing or dispensing.
- It **does not appear** in your store's available inventory.
- It is being temporarily held in the system until you've checked and confirmed the details.

This ensures that incorrect, damaged, or unverified stock doesn't accidentally get used before it's been reviewed.

It is good to mark the shipment as "**Delivered**" as soon as the order arrives. This ensures timely record keeping and informs the supplier that the order is now with you, even if you have not yet received it into stock.

### Step 3: Received

At this point, you've physically opened the boxes and checked the delivery. Now it's time to record in the system what is actually being received into your store.

### What you need to do:

- Count and receive all stock that arrived
  - Even if some items are damaged or incorrect, you still **receive everything into stock first**.
  - For incorrect items, enter the item that was received using the **Add Item** button (if able).
  - Then, select the line that **did not arrive in the shipment (1)** and select **"Set quantities to 0" (2)** to zero out the stock line.

- This ensures full traceability of what physically entered your store.

- Edit item lines if needed



Item

030063 Acetylsalicylic Acid 100mg tabs

Unit

Tablet

Quantities (Ctrl+1)

Pricing (Ctrl+2)

Location (Ctrl+3)

+

Add batch (+)

Batch	Expiry	Pack Size	Packs Received	Tablets Received
abg414	31/08/2025	1	100	100

Cancel

OK

OK & Next

Select the item line to edit the details of the item being received if it is different from what was expected. Select **OK & Next** to continue to the next item.

- Update quantities, batch numbers, and expiry dates to reflect what was actually delivered.
- This helps ensure your stock records are correct before finalising.
- You can also update the price or location for where you want to store your stock at this point by switching to the appropriate tab.

**Tip:** You can enter either the **Packs Received** or the **Tablets Received**, depending on how your stock is counted. The system will automatically calculate the other value for you.

#### Step 4: Received

This is the step where you officially record the stock into your store's inventory.

**Inbound Shipments / 27**

Supplier Name: District Warehouse

Reference: From invoice number: 48 (From internal order 44)

This shipment was created automatically, as the result of an Outbound Shipment in another store.

Group by Item

	Code	Name	Batch	Expiry	Location	Unit	Pack Size	Pack Qty	Unit Qty	Cost
<input type="checkbox"/>	030063	Acetylsalicylic Acid 100mg tabs	abg414	31/08/2025		Tablet	1	100	100	< \$
<input type="checkbox"/>	030453	Amoxicillin 250mg tabs	feg134	31/12/2028		Tab	1	100	100	\$0.
<input type="checkbox"/>	201116	Bandage W.O.W. 15cm wide x 5m roll	gre414	31/05/2029		Roll	1	20	20	\$

Hold New Picked Shipped Delivered Received Verified

→ Confirm Received

Once you've checked the delivery and made any necessary edits (like correcting quantities or batch details), selecting **Confirm Received** means:

- The stock is now added to your **available inventory**
- It's **no longer on hold** — meaning it can be issued, transferred, or used
- The system locks in the quantities you've confirmed as received

This is the point where the stock is officially entered into your store's available stock. Until this step, it is not usable.

#### Step 4: Verified

This is the final quality control. After everything has been reviewed and confirmed, you can verify the shipment to lock it.

#### What you need to do:

- Select **Confirm Verified** when you are satisfied that the information is correct.
- No more changes can be made after this point.

Verification ensures stock records are accurate and traceable, protecting against future changes or errors.

By following each step *in order*, your store maintains a **clear audit trail**, improves stock accuracy, and ensures everyone, from suppliers to staff, are aligned.

#### Returning Stock from An Inbound Shipment

Sometimes, after reviewing a delivery, you may find that certain items need to be returned — for example, if the stock is damaged, expired, or simply not needed.

After the stock has been received into the store, you may want it to be returned.

To return stock from an **Inbound Shipment**:

- Tick the checkbox for the items you want to return.
- Select **"Return selected lines."**

Details

	Code	Name ▲	Batch	Expiry
<input checked="" type="checkbox"/>	030063	Acetylsalicylic Acid 100mg tabs	abg414	31/08/2025
<input type="checkbox"/>	030453	Amoxicillin 250mg tabs	feg134	31/12/2028
<input type="checkbox"/>	201116	Bandage W.O.W. 15cm wide x 5m roll	gre414	31/05/2029

1 Selected
 Delete
 Return selected lines
 Set quantities to 0

This will open a window for you to enter how much stock you want returned:

1
2

Select quantity
Reason

Code	Name	Batch	Expiry	Unit	Pack Size	Available for Return	Quantity to Return
030063	Acetylsalicylic Acid 100mg tabs	abg414	31/08/2025	Tablet	1	99	0

Cancel
Next step

### How to return:

1. Check the pack size. In this example, the pack size is 1, so each pack is made of 1 tablet.
2. Type how many packs to return. In this case, if you want to return 10 tablets, type 10 in the “**Quantity to return**” field.

*If the **pack size** was **30**, typing 10 in the "Quantity to return" field would return 300 tablets.*

3. Select “**Next Step**”. You will be asked why you are returning it. Select a reason for the return. After this step, the system will automatically generate a return to the supplier.

You can refer back to the Return note that is created by looking at your **Supplier Returns (1)**.

Dashboard

Reports

> Distribution

Replenishment

Inbound Shipments

Internal Orders

**Supplier Returns** >

Suppliers

> Catalogue

> Inventory

Supplier Return

Filters

	Name	Status
<input type="checkbox"/>	District Warehouse	Delivered
<input type="checkbox"/>	District Dispensary	Picked
<input type="checkbox"/>	District Warehouse	Shipped
<input type="checkbox"/>	District Warehouse	Shipped
<input type="checkbox"/>	District Warehouse	Shipped
<input type="checkbox"/>	District Warehouse	Verified
<input type="checkbox"/>	District Warehouse	Shipped

For suppliers to receive this return, they will find the return note in the "Customer Returns" on their system.