



# User Guide - mSupply Mobile

## Ordering and Receiving stock from suppliers

In mSupply Mobile, incoming stock is handled differently depending on whether it is coming from an:

- **Internal Supplier:** Another store in your mSupply system
- **External Supplier:** A supplier that is *not* a store in your mSupply system.

### Stock coming from an Internal Supplier

#### Placing a Supplier Requisition

If your medical supply system is a '**Pull**' system, then the process of ordering stock from an **Internal Supplier** starts with creating a **Supplier Requisition** (internal order), either as a [General Order](#) or a [Program Order](#)



You can **ONLY** create Supplier Requisitions for **Internal Suppliers**. You can **NOT** create Supplier Requisitions for **External Suppliers**.

#### Supplying store processes requisition

After you've finalised your **Supplier Requisition**, that information will be sent to the **Internal Supplier** for processing. The **Internal Supplier** should process your requisition into a **Customer Invoice** to your store. As this **Customer Invoice** is finalised, you will see a corresponding **Supplier Invoice** in your store. This is exactly like the hard-copy (paper) invoice you would usually receive with your order. You may still continue to receive a paper invoice when your order arrives, but this electronic version in mSupply is the one that you will need to process.



- An **Internal Supplier** can also '**Push**' stock to your store without any requisition from you. In this case, you did not create a **Supplier Requisition**. A [Supplier Invoice](#) will just appear in your store and the stock will hopefully follow soon after.



- The **Supplier Invoice** is processed in the same way, regardless of whether you created a **Supplier Requisition** or not.

## Processing the Supplier Invoice

Once the stock arrives, process the [Supplier Invoice](#).

## Stock coming from an External Supplier

Stock coming from an **External Supplier** will come without any warning in mSupply. You will not have created a **Supplier Requisition**, and there will be no **Supplier Invoice** waiting for you to process. The first opportunity for you to tell mSupply about the stock will normally be when it arrives at your store. When this happens, you will:

1. [Create a new Supplier Invoice for an External Supplier](#)



You can **ONLY** create Supplier Invoices for **External Suppliers**. You can **NOT** create Supplier Invoices for **Internal Suppliers**.

Previous: [Customer Requisitions](#) | | Next: [Supplier Requisitions \(General Orders\)](#)

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