

MSD CUSTOMER PORTAL

Introduction

MSD Portal is a specially designed system that serves as the single point of access for various information such as stock status, customer order status and customer statement. Its purpose is to enable MSD customers and other stakeholders to easily access this information remotely without the need to contact or visit MSD offices.

Login into MSD Portal

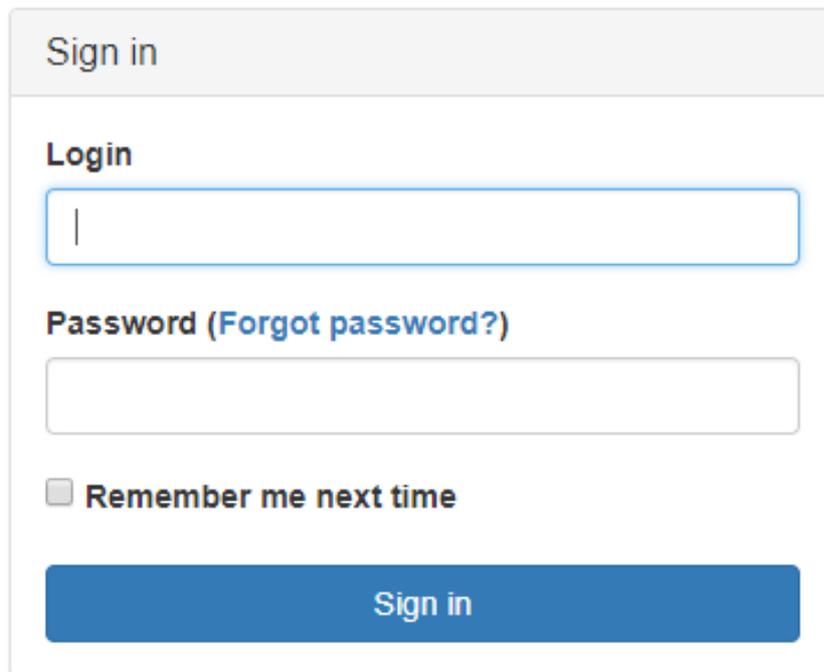
1. Type the following URL in your browser <http://portal.msd.go.tz/web> or www.msd.go.tz as shown below and press enter.



OR

A screenshot of the MSD Customer Portal homepage. The page features a header with the Tanzania coat of arms, the text 'Welcome Medical Stores Department', and the MSD logo with the tagline 'Dedicated To Save Your Life'. A navigation menu includes links like Home, About Us, Our Zones, Core Business, Corporate Services, Partnership, Quality Assurance, Tender, Information Center, Community Outlets, and Contact us. The date 'WEDNESDAY, 15 AUGUST 2018' is displayed. The main content area is divided into sections: 'Vifaa vya kujifungulia akina mama (Delivery Pack) vinapatikana MSD' with a list of items and a blue MSD G.O. bag; 'LATEST HEADLINES' with a list of news items; 'CUSTOMER PORTAL' with a diagram showing the portal's structure; 'OUR PRODUCTS' with an image of a product box; and 'CUSTOMER CENTER' with a list of services like Customer Portal, Price Catalogue, and Permit Request.

- This will bring you to the sign in page below.



Sign in

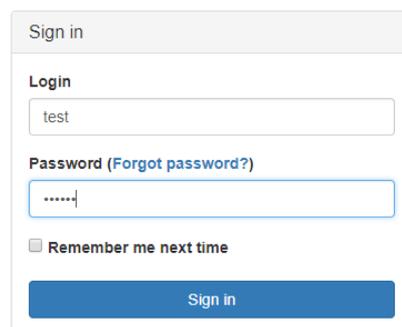
Login

Password (Forgot password?)

Remember me next time

Sign in

- Fill the form with your username and password and click sign in.



Sign in

Login

Password (Forgot password?)

Remember me next time

Sign in

- If login is successful, you will be brought to the stock status page

Export ▾

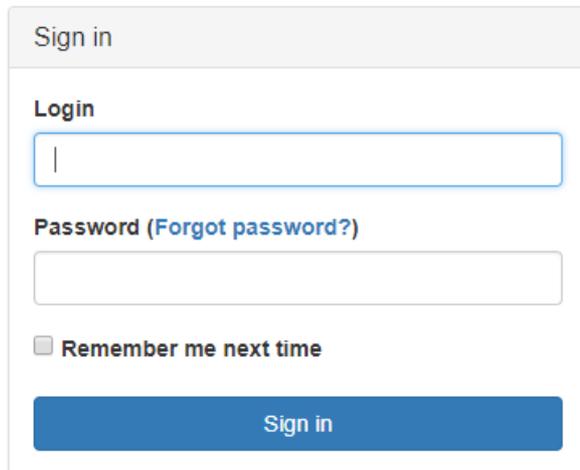
Sellable Stock Status												
												Showing 1-10 of 6,646 items.
#	ID	Unit Of Measure	Description	HQ Keko	HQ WIB	Dodoma	Dar es salaam	Iringa	Mbeya	Moshi	Mtwara	Mwanza
1	10010001MD	1000TB	ACETYLSALICYLIC ACID (ASPIRIN) TABLETS 300MG	0	0	0	2	0	0	0	0	0
2	10010001SP	1000TB	Ferrous Sulfate 200mg + Folic Acid 0.4mg,1000 Tab Jar	0	0	0	0	76	21	0	0	0
3	10010002BE	540TB	ARTEMETHER/LUMEFANTRINE 20/120 MG	0	16,491	604	14,502	5,691	1,366	1,609	4,497	9,748
4	10010003MD	100TB	ALBENDAZOLE 200MG, CHEWABLE TABLET	0	0	0	0	0	0	0	0	0
5	10010003SP	20TB	ALBENDAZOLE TABLETS 200 MG	0	0	0	0	0	0	0	0	0
6	10010004MD	100TB	ALLOPURINOL TABLETS 100 MG (10X10)	0	0	170	102	500	560	176	222	0
7	10010004SP	100TB	Allupurinol 100mg Tablets	0	0	0	163	0	0	0	0	0
8	10010005AE	1000TB	AMINOPHYLLINE TABLETS 100 MG	0	0	0	0	0	0	0	0	0
9	10010005MC	50TB	Ursodeoxycholic Acid 300mg	0	0	0	0	0	0	0	0	0
10	10010005MD	1000TB	AMINOPHYLLINE TABLETS 100 MG	8,860	0	0	1	0	0	0	0	0

Resetting Forgotten Password

1. Type the following URL in your browser <http://portal.msd.go.tz/web> as shown in the below and press enter.



2. This will bring you to the sign in page below.



Sign in

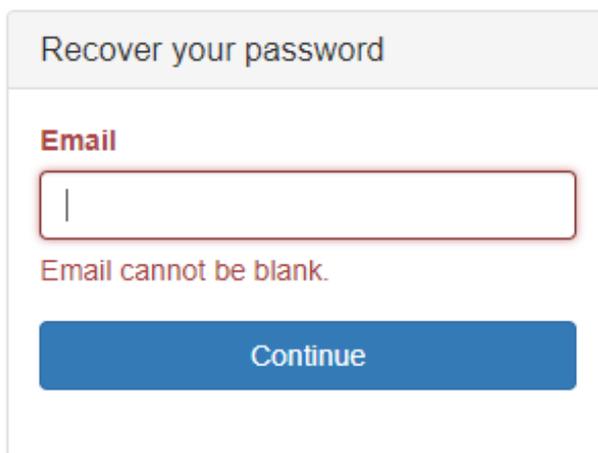
Login

Password (Forgot password?)

Remember me next time

Sign in

3. Click link "Forgot Password". This will bring you to the page below



Recover your password

Email

Email cannot be blank.

Continue

4. Fill the form with your email and click "Continue". This should be the same email which was used by the admin to register you into the portal. After clicking "Continue" you should see the message below on the screen.

An email has been sent with instructions for resetting your password



5. Check the inbox of the email you filled in the form before. Click the link in the email. This should bring you to the page below.

Reset your password

Password

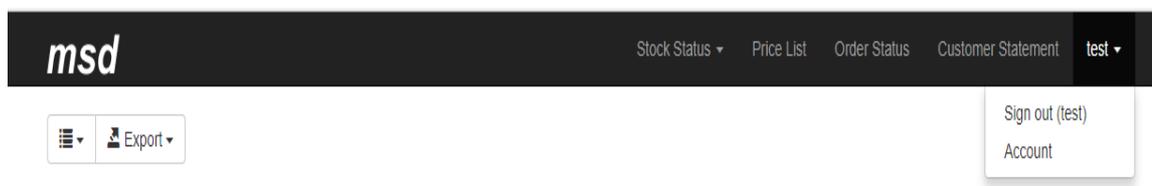
Finish

6. Fill the form with your new password and click “Finish”. After clicking “Finish” you should see the message below on the screen

Your password has been changed successfully.

Signing Out

1. Click your user name in the menu bar



2. Click “Sign Out” in the drop down menu.

Changing Password

1. Click your user name in the menu bar



2. Click “Account” in the drop down menu.

3. Fill the current and new password in the form and click “Save” as shown below

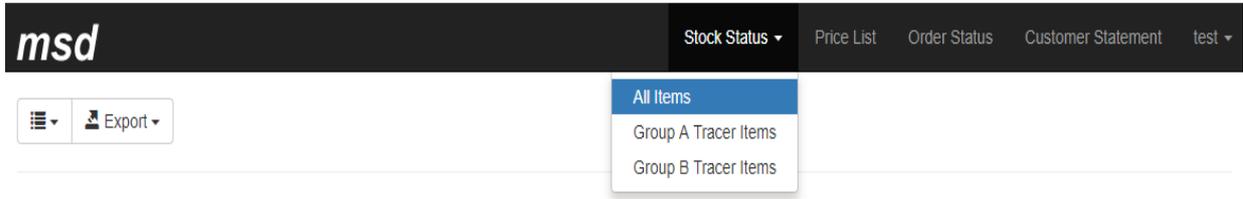
Account settings

Email	<input type="text" value="mtuiku@hotmail.com"/>
Username	<input type="text" value="test"/>
New password	<input type="password"/>
Current password	<input type="password"/>

STOCK STATUS

Viewing Stock Status of All Items

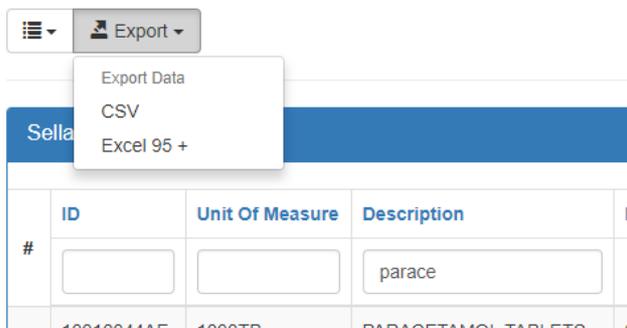
1. Click Stock Status in the menu bar



2. Click "All Items" in the drop down menu
3. In case you need to filter the results fill the filter fields and enter as shown below

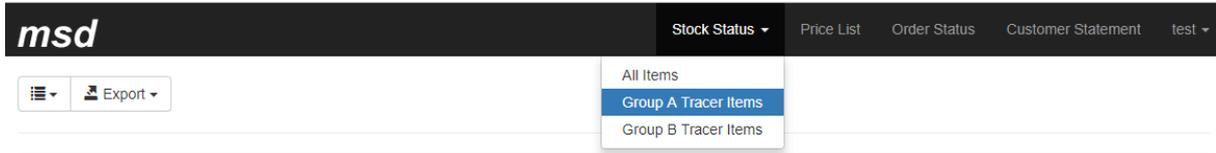
Sella Stock Status														Showing 1-10 of 45 items.
#	ID	Unit Of Measure	Description	HQ Keko	HQ WIB	Dodoma	Dar es salaam	Iringa	Mbeya	Moshi	Mtwara	Mwanza	Ta	
1	10010044AE	1000TB	PARACETAMOL TABLETS 500 MG	0	0	0	0	0	0	0	0	0	0	
2	10010044LM	1000TB	PARACETAMOL TABLETS 500 MG	0	0	5	0	8	0	2,459	0	0	6	

4. In case you need to export the data click "Export" and select the format you wish to export the data in as show below.

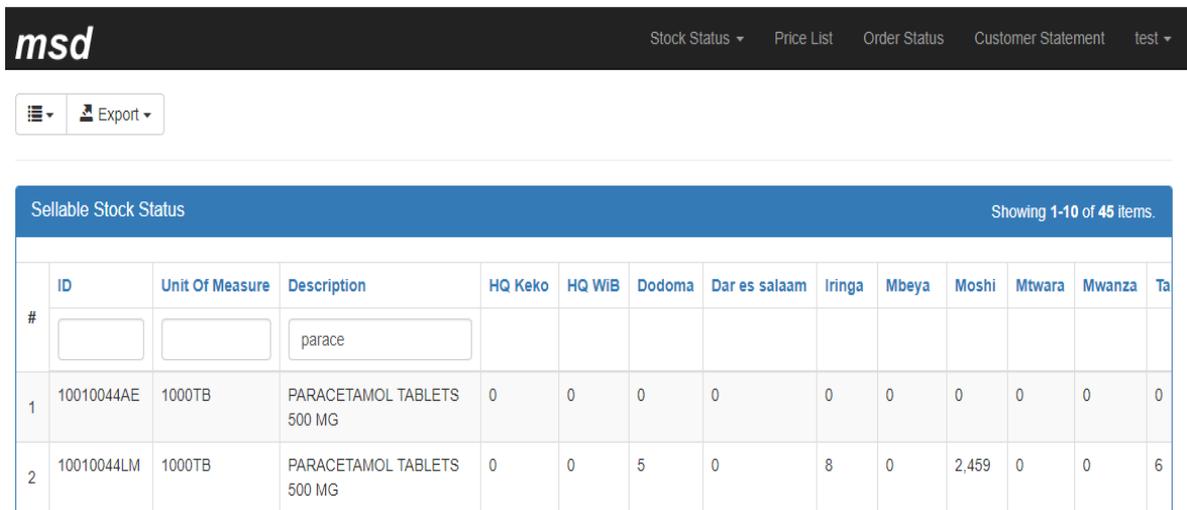


Viewing Stock Status of Group A or Group B Tracer Items

1. Click Stock Status in the menu bar



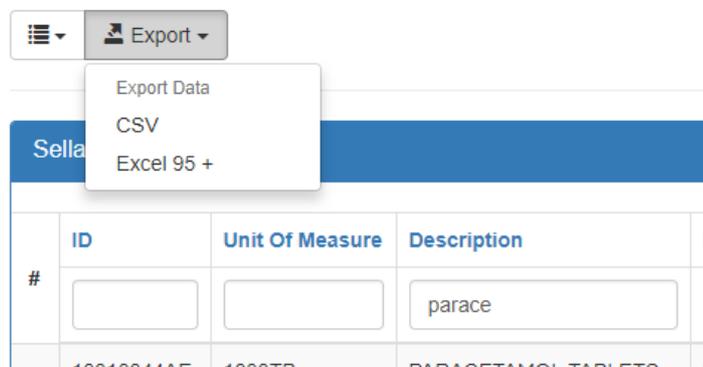
2. Click "Group A Tracer Items" in the drop down menu
3. In case you need to filter the results fill the filter fields as shown below



The screenshot shows the 'Sella' stock status table. The table has a header row with columns: ID, Unit Of Measure, Description, HQ Keko, HQ WIB, Dodoma, Dar es salaam, Iringa, Mbeya, Moshi, Mtwara, Mwanza, and Ta. The table contains two rows of data. The first row has ID 10010044AE, Unit Of Measure 1000TB, Description PARACETAMOL TABLETS 500 MG, and all other columns are 0. The second row has ID 10010044LM, Unit Of Measure 1000TB, Description PARACETAMOL TABLETS 500 MG, HQ Keko 0, HQ WIB 0, Dodoma 5, Dar es salaam 0, Iringa 8, Mbeya 0, Moshi 2,459, Mtwara 0, Mwanza 0, and Ta 6. The table is titled 'Sella' and shows 'Showing 1-10 of 45 items'.

#	ID	Unit Of Measure	Description	HQ Keko	HQ WIB	Dodoma	Dar es salaam	Iringa	Mbeya	Moshi	Mtwara	Mwanza	Ta
1	10010044AE	1000TB	PARACETAMOL TABLETS 500 MG	0	0	0	0	0	0	0	0	0	0
2	10010044LM	1000TB	PARACETAMOL TABLETS 500 MG	0	0	5	0	8	0	2,459	0	0	6

4. In case you need to export the data click "Export" and select the format you wish to export the data in as show below.



ORDER STATUS

Viewing Order Status

1. Click "Order Status" in the menu bar



2. Fill the form and click "Search"

Customer ID

From Date

To Date

3. If there any orders as per the data filled in the form, the table of orders will be filled as shown below.

Order Details Showing 1-4 of 4 items.

#	Order Number	eLMIS Number	Order Date	Order Type	Plant	Status	Detail
1	294942		2017-09-04	ILS Order	Mwanza Plant	Invoiced	
2	296159		2017-09-08	Vertical	Mwanza Plant	Invoiced	
3	310720	Oils124062R	2017-11-25	ILS Order	Mwanza Plant	Invoiced	
4	314619		2017-12-12	Vertical	Mwanza Plant	Invoiced	

4. In case you need to filter the results fill the filter fields as shown below

Order Details							Showing 1-2 of 2 items.
#	Order Number	eLMIS Number	Order Date	Order Type	Plant	Status	Detail
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="vertical"/>	<input type="text"/>	<input type="text"/>	
1	296159		2017-09-08	Vertical	Mwanza Plant	Invoiced	
2	314619		2017-12-12	Vertical	Mwanza Plant	Invoiced	

5. In case you need to see the order lines, click the icon in the column named “Detail” at the extreme right of that order. This will show results as below.

Order Lines						Showing 1-10 of 34 items.
Order Line	Item Code	Description	Ordered Quantity	Invoiced Quantity	Reason	
1	10010004MD	ALLOPURINOL TABLETS 100 MG (10X10)	30	30		
2	10010066MD	ATENOLOL 50MG TABLET	358	0	Out of Stock	
3	10010023MD	DIGOXIN TABLETS 0.25 MG	6	0	Out of Stock	
4	10010033MD	HYDRALAZINE TABLETS 25 MG	1,000	0	Out of Stock	
5	10050013MD	CHLORAMPHENICOL EYE OINTMENT 1%, 3.5GM	4	4		
6	10010016MD	CHLORPROMAZINE TABS 100 MG TABLET	40	0		
7	10060029MD	FLUPHENAZINE DECANOATE 25 MG/ML INJECTION	30	0	Out of Stock	
8	10010032MD	HALOPERIDOL 1.5 MG TABLET	1,600	0	Out of Stock	
9	10060064MD	RABIES VACCINE USP(potency of rabies antigen < 2.5 IU/dose)	120	120		
10	10060109MD	HEPATITIS B VACCINES INJ. SINGLE DOSE	20	0		

« 1 2 3 4 »

6. In case you need to export the data click the “Export to PDF” button in the order status form as shown below

Customer ID

From Date

To Date

7. In case you need to clear all the data in the form and start filling again, click the “Reset” button

PRICE LIST

Viewing Price List

1. Click "Price List" in the menu bar

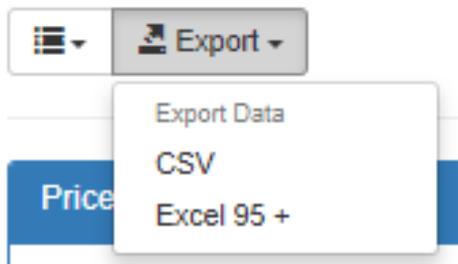


2. This will show the price list of items as shown below.

Price List					Showing 1-10 of 918 items.
#	ID	Unit Of Measure	Description	MSD Price	
1	10010001MD	1000TB	ACETYLSALICYLIC ACID (ASPIRIN) TABLETS 300MG	8,000.00	
2	10010003MD	100TB	ALBENDAZOLE 200MG, CHEWABLE TABLET	8,000.00	
3	10010004MD	100TB	ALLOPURINOL TABLETS 100 MG (10X10)	12,000.00	
4	10010005MD	1000TB	AMINOPHYLLINE TABLETS 100 MG	11,700.00	
5	10010006MD	500TB	AMITRYPTILINE 25 MG TABLET	27,400.00	
6	10010007MD	1000CP	AMOXICILLIN CAPSULES 250MG	31,500.00	
7	10010008MD	1000TB	ASCORBIC ACID 100 MG TABLET	8,300.00	
8	10010009MD	1000TB	BENDROFLUAZIDE TABLETS 5 MG	11,100.00	
9	10010010MD	200TB	BISACODYL 5 MG TABLET	12,500.00	
10	10010011MD	100TB	BRINERDIN	42,300.00	

« 1 2 3 4 5 6 7 8 9 10 »

3. In case you need to export the data click "Export" and select the format you wish to export the data in as show below.



4. In case you need to filter the results fill the filter fields as shown below

Price List				Showing 1-4 of 4 items.
#	ID	Unit Of Measure	Description	MSD Price
	<input type="text"/>	<input type="text"/>	<input type="text" value="parace"/>	
1	10010044MD	1000TB	PARACETAMOL TABLETS 500 MG	8,800.00
2	10010176MD	100TB	PARACETAMOL 500MG (10X10) TABS	1,100.00

CUSTOMER STATEMENT

Viewing Customer Statement

1. Click "Customer Statement" in the menu bar



2. Fill the form and click "Search"

Customer ID

From Date

To Date

3. If there is any data as per the data filled in the form, the results will be retrieved as shown below.

Customer ID
 MZ520253 - Busegwe Disp-(Butiama DC) x

From Date
 01-Dec-2017 x

To Date
 25-Jan-2018 x

Search Reset **Export to PDF**

Customer Statement Summary	
Customer Name	Busegwe Disp-(Butiama DC)
Address	BUTIAMA M30851, MARA, TANZANIA
Customer ID	MZ520253
From Date	01-Dec-2017
To Date	25-Jan-2018
Opening Balance	741,064.15 Dr
Total Debit Amount	485,900.00
Total Credit Amount	829,200.00
Closing Balance	397,764.15 Dr

4. In case you need to export the data click the “Export to PDF” button  in the order status form as shown below

Customer ID

From Date

From Date x

To Date

To Date x

Search Reset **Export to PDF**

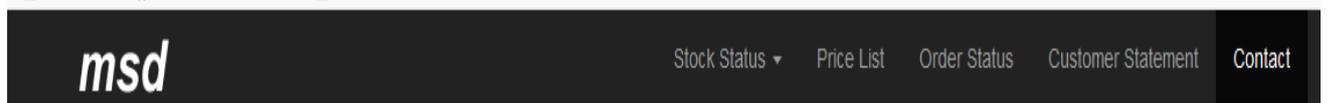
5. In case you need to clear all the data in the form and start filling again, click the “Reset” button

Reset

CONTACT

Filling the feedback form

1. Click "Contact" in the menu bar



2. Fill the form and click "Submit"

[Home](#) / [Contact](#)

Contact

If you have inquiries about this portal, please fill out the following form to contact us. Thank you.

Name

Name cannot be blank.

Email

Subject

Body

Verification Code

