

Is the website easy to use?

Yes, it is very simple, and a video tutorial is provided for each step.

How can I track my order status?

Through the dashboard, where you can see if it has been approved, is ready for delivery, etc.

How many orders can be placed?

There is no limit on the number of orders, but each order can contain a maximum of 20 items.

Is there technical support?

Yes, Nupco staff are assigned on-site to provide support and escalate issues to the relevant departments. There is also an escalation option in case of technical problems.

How can I know if my order has become a backorder?

After submitting the order, go to the "Backorder" option to check the order details and status.

How do I change my password?

Next to the logout option, there is a key icon to change the password.

Sometimes the system does not work; is there a solution?

If you are logged in for more than two hours in a single session, it is recommended to log out and log in again.

How can I add an account to a department?

The designated person in the department submits the accounts to be created to the Supply Management Department for approval and sharing with Nupco.

How can I transfer an account from one department to another?

Submit the account for transfer to the Supply Management Department along with the previous and new department codes. After approval, Supply Management will share the details with Nupco to complete the transfer.

How can I check the classification of an item?

In the "Material List" section, you can search for any item and view all relevant details, including classification.

Can I request multiple classifications in one order?

No, orders must be separated based on classification. For example, one order for medical supplies and another for pharmacy items.

How do I reset my password?

Next to the logout option, there is a key icon to change the password.

How can I renew Nupco items?

In the "Material List" section, use the filter to search by description or ministry items. The ministry item will have a corresponding Nupco item.

Can I modify or cancel an order?

Yes, before order approval, you can edit the order. If the order has been accepted but the shipment is not yet prepared, you may contact the assigned Nupco employee to check if modifications are possible.

Does Nupco provide support?

Yes, in every hospital or health center, one or more Nupco representatives are available for assistance.

How can I verify item details and specifications?

By checking the product description in the "Material List" section. For further details, contact the assigned Nupco employee for classification-specific inquiries.

Can I request a non-designated item?

No, the item must be submitted to Supply Management with the expected monthly consumption limits for approval.

Is there a return policy?

Yes, use the return option to enter the order number and specify the quantity to be returned.

Can I link my account to two departments?

No, the government email is linked to only one department.

Can I schedule a delivery date?

Yes, based on the schedule agreed upon by the departments, Supply Management, and Nuoco.

What is the policy for urgent orders in the Eastern Region?

Submit an urgent order and send an email to the Supply Management Department. The order will be fulfilled within two hours.

Can I check the expiration date of an item before ordering?

No, the service provides items that are consumed weekly.

Can I transfer ordered items to another department within the same hospital or health center?

It is not recommended, as it affects the monthly allocation for the requester.

How do I place a backorder?

Submit a regular order. If the required quantity is unavailable, the system automatically converts the unavailable quantity to a backorder, which will be fulfilled when stock becomes available. The available quantity will be reflected immediately on the dashboard.

Can I check my inventory?

Yes, in the "Inventory" section, you can search for all items.

Can I view my past orders?

Yes, through "Inventory" "Own Inventory," where you can track all previously ordered quantities.

Is there a faster way to enter items?

Yes, by using the "Upload Order" option, downloading the provided Excel file, filling it in, and uploading it to the system when placing an order.

How can I contact Nupco representatives at my hospital or health center?

Through the Supply Management Department, which will provide you with their contact details.

Can I receive an order outside my working hours?

No, the order must be received by the requester, who must provide the delivery personnel with the OTP to confirm proper delivery.

Can the order be delivered to a different location?

No, it must be delivered to the agreed-upon department and location.

Where can I find the Mawsoul service link?

Through the Supply Management Department or Nupco representatives.

Can I receive an order without an OTP?

No, delivery confirmation in the system requires OTP verification.

What does a zero-quantity notification mean when placing an order?

It means the department has consumed its allocated monthly quota.

How are urgent orders processed outside working hours?

Through the system and by contacting a Nupco representative.

How can a department's order limit be increased?

Through the hospital's Supply Management Department.

How should expired medications be disposed of?

By contacting the hospital's Supply Management Department.

How can I find the appropriate accessories for incomplete items?

By contacting Nupco representatives.

How long does it take for urgent orders to arrive?

Within two hours of approval in Nupco's system.

How long does it take for regular orders to arrive?

Based on the schedule agreed upon with Supply Management.

How do I return refrigerated items?

Through the system, where the Nupco warehouse staff will see the item's type.

How do I create a new account in Mawsoul?

By contacting Nupco representatives.

How do I reset my password in Mawsoul?

Next to the logout option, there is a key icon to change the password.

Who is authorized for direct purchasing if an item has no contract?

Through the hospital's Supply Management Department.

If the Nupco code does not match the ministry code, how can I find the correct one?

By contacting Nupco representatives.

Can I request an item from a specific company?

No, items are dispensed based on the closest expiration date.

How do I check the number of units in a package (e.g., PKT or BOX)?

By contacting Nupco representatives.

Who can assist with item code inquiries?

By contacting Nupco representatives.

What is the difference between a Nupco code and a ministry code?

Nupco codes are generated by Nupco, while ministry codes are issued by the Ministry of Health.

How do I request an item not available in the system?

Through the hospital's Supply Management Department.

Can I modify an item's quantity after submitting an order?

Yes, if the order has not been finalized by Nupco, additional items may also be added.

Can I cancel an order after submitting it?

Yes, before approval. If the order has been accepted but not shipped, you may contact the assigned Nupco employee to check if modifications are possible.

Why are orders rejected?

If a duplicate order with the same quantity and items already exists in the system.

Who approves urgent orders?

The same approval process as regular orders applies.

Can opened or partially used medications be returned?

No, they cannot be returned.

How can I find the correct code for a specific item?

By contacting NUPCO representatives.

Is the department notified when an item code is changed?

No, the department is not notified.

How can I verify the accuracy of item codes before placing an order?

By contacting NUPCO representatives.

How can I get a list of the latest available item codes?

The list is automatically updated in the system.

How can I submit a complaint about a system malfunction?

Through the support page in the system or by contacting NUPCO representatives.

What is the procedure for placing an order if the system is down?

There is a business continuity procedure in place with NUPCO representatives.

What is the maximum number of urgent orders allowed per month?

There is no limit on urgent orders.

Is there a way to track changes in item codes?

Yes, through the item list in the system.

What steps should be taken if login to the system fails?

Through the support page in the system or by contacting NUPCO representatives.

Is there technical support for issues with placing orders?

Yes, support is available through the system's support page or via NUPCO representatives.

If the ministry code does not match the NUPCO code, how can this issue be corrected?

By contacting NUPCO representatives.

How can I find the correct item codes if there is a lack of details?

By contacting NUPCO representatives.

How are codes that do not match the official item specifications handled?

By reporting the issue to NUPCO representatives to obtain the correct codes.

Is an automatic notification sent when codes are updated in the system?

No, there is no automatic notification.

Can I get a monthly report on code changes?

Yes, through the item list in the system.

An item was ordered using the NUPCO code, but only the main item was received. How can I find the correct accessory codes?

You can find the correct accessory codes by contacting NUPCO representatives.