# 28.07. How to correct wrong pack sizes

# Introduction

In a warehouse or dispensary, stock may be received in 'bulk' (larger pack sizes) which then need to be physically and logically broken down in to smaller, 'issue size', packs before the stock is issued. It often makes sense to keep last-expiring stock in bulk quantities until closer to the time it will be issued:

- It makes for easier stock-taking; just counting the number of cartons, rather than working out how many inner packs are in the cartons, and then multiplying that by the number of cartons.
- If you will be splitting a stock line to move a carton(s) to a more accessible location for issue, then keeping the 'carton' pack size makes it easier to identify how much stock needs to be to split off.

In any case, whenever it is done, you will need to change the pack size of your stock.

It is important that changing pack size does **NOT** change the total amount of stock that you have. mSupply is carefully designed to ensure this.



## Changing pack size for stock on hand

The pack size for Stock on hand is changed through either of two methods:

- Repack items
- Splitting a stock line

## Changing pack size for stock already issued

If your staff have forgotten to tell mSupply about the new pack size through a Repack or Split, then stock may be issued without noticing the large pack sizes. This will result in mSupply being told that much more stock has been issued than actually has been.

In an pharmacy environment, the same could also be true if the 'Pack to one' preference has not been set. Most users tend to rely on the stock being introduced to the system in the correct pack sizes

(suitable for patient consumption) and when this is not done, the dispenser doesn't pay attention to the pack sizes and accidentally tells mSupply that they are issuing stock with large pack sizes.

In both cases the customer or patient receives drug quantities that are generally much less than what mSupply has been told.

It is **much** better to take measures to ensure that these errors do not occur frequently, but if you find that you haven't, mSupply does have the facility to correct the pack size for stock that has already been issued. As you can imagine, this is a powerful and potentially harmful feature and so there is a special user permission to allow this. Only high level users should have the user permissions to carry out the task below.

## **User permissions**

Firstly to correct pack sizes you need to have the following user permission :

• Can update pack size, cost and sell price

Do the following :

- View File > Edit Users...
- Double click on the user that requires the right to correct pack size mistakes.
- View the "Permissions" tab
- Make sure the permission "Can update pack size, cost and sell price" is ticked (see image below)

	Edit user	
User ujwal		
General	missions Permissions (2) Permissions (	(3) Log-on modes Details
Ordering		Goods receiving
<ul> <li>✓ View purchase orders</li> <li>✓ Delete purchase orders</li> <li>✓ Edit purchase orders</li> <li>✓ Edit purchase order pricing</li> </ul>	<ul> <li>Create purchase orders</li> <li>Confirm purchase orders</li> <li>Create &amp; edit backorders</li> <li>Create new guotes</li> </ul>	View goods received Add/edit goods received
Manage tenders	Edit & delete guotes	Special
Finalize purchase orders	Duplicate purchase orders	Add / edit currencies
Items		Add / edit currencies
<ul> <li>Create new items</li> <li>View items</li> <li>Edit items</li> <li>Duplicate items</li> <li>Create repacks</li> <li>Edit repacks</li> <li>Edit repacks</li> <li>View pricing information for items</li> <li>Edit item units list</li> <li>Merge two items</li> <li>Add / edit departments</li> </ul>	<ul> <li>View inventory adjustments</li> <li>Enter inventory adjustments</li> <li>Edit Inventory adjustments</li> <li>View cost prices of stock</li> <li>Edit item names, codes and units</li> <li>Vew DDD information for items</li> <li>Manage item access,</li> <li>Manage drug interaction groups</li> <li>Manage locations</li> <li>Make item in-active</li> </ul>	<ul> <li>Add / edit misc labels</li> <li>Add / edit abbreviations</li> <li>Add / edit warnings</li> <li>Add / edit prescribers</li> <li>Add / edit transaction categories</li> <li>Add / edit contacts</li> <li>Merge prescribers</li> </ul> Tenders Create & edit tenders
Modify sell and cost prices of existing st Supplier invoices with issued stock		All on
Can update pack size, cost and sell pric	*	Delete Cancel OK

# Locating the item

For this tutorial let's assume that we are inside a pharmacy where Amoxicillin 250mg tab/cap should have been introduced as single tablets rather than boxes of 100 tablets. The pharmacy never has to dispense the whole bottle (100 tablets) to one patient.

View the item where the pack size needs to be adjusted :

- Item > Show items... from the mSupply menu. Use the search filter
- Navigate to the item in the list and double click.
- Go to the "stock" section. View the image below:

00					Item d	etails						
General	📾 Iten	n name Amo	xicillin 2	50mg ta	b/cap				Store:	General		+
Misc						1			-			
Jsage	1		1	4		J	1.2			1		
itock	Show zero lines	s Print	Spli	it	Update sel	prices	Show related in	nvoices	Consoli	date		
edger	Line Available	Total   Pack	Hold	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total Volume
uotes	1 3	13 100		b39399	01/01/2008	arbuck		A	343.00	343.00		0
ackorders	2 100000 1	100000 1		b93333	31/12/2014	acmep			344.00	378.40		0
otes												
econcile												
II of materials												
archase Orders												
der options spensing												
porting												
ing g			L									
ST	Stock							Non stock	items			
tores				-				Nee	tock item	_		
	Minimum sto	DCK	0 1	otal sto	ck value 34,	404,459.0	0					
	Stock on ha	ind 101	,300 A	werage (	unit cost	339.6	2	Default o	ustomer			
	Stock on ord	der	0	Total	Volume	0.0	0	None				
	Months Cover											
	Based on	0 ÷ n	nonths usa	ige:	Calculate	E	clude stock wi	ith expiry d	ate less tha	n	3 mo	nths
	Ea	r stock on har	d 0			c	enerating an or	der for		days st	ock	
							-		quantity of			
	including	g stock on ord	er u					nii order a i	quantity of	0		
Delete						OK	& Previous		& Next	Can	rel	ОК
Derete						ON	a 1101005		a mean	Cam		

The image above shows that a batch of Amoxicillin 250mg tab/cap has been received in packs of "100".

Double click on this stock line and view the ledger associated with this batch:

		Ge	nera	Les	lger	status Re	ference doc	uments				
Quantity acco	ording to	stock		-								
Total Quant	tity 1300	Y.						Avail	lable 3	00		
Date	Invoice	Name	Тур	e In/Out	Stat	Expiry	Batch	Quan	Pack	Cost	Seli	Exten
05/02/2007	10	Arbuckle distrib	si	in	cn	01/01/2008	b39399	200	100	343	343	68600
	15	Pharmacy	ci	out	59	01/01/2008	b39399	10	100	343	343	343(
24/05/2011	16	Blue Cross hosp	ci	out	cn	01/01/2008	b39399	100	100	343	343	34300
24/05/2011	16	Inventory adjus	SC	out	cn	01/01/2008	b39399	80	100	343	343	-2744(
13/02/2012	17	Smith, John	ci	out	cn	01/01/2008	639399	5	100	343	343	1715
13/02/2012	18	Parker, Jennie	ci	out	cn	01/01/2008	b39399	2	100	343	343	68€
Item stock I	ine ledge											1
Total Qua	ntity 130	0						Ava	ilable	300		
Reconcile fr	om start (	of year										
Total Qua	ntity 130	0						Ava	ilable	300		
Local Con	and also								in and the			

The image above shows that two patients (John Smith and Jennie Parker) were issued in total 500 and 200 tablets when the correct amount should have been 5 and 2 tablets. Let's assume that the pack size on all should in fact be "1"

Now close the item stock line details window and view the item again.

#### Getting to the source

To correct the pack size from "100" to "1", we now need to locate the invoice that initially introduced this batch (b39399) of Amoxicillin 250mg tab/cap to our stock.

Do the following :

- Get back to the item detail window showing the batch lines.
- Select the batch line.
- Then click on the "Show related invoices" icon
- You will now be presented with a list of invoices connected to this particular batch of stock.

Item details												
	Store: Ceneral =											
Line Available Total Pack Hold Batch Exodate Supplier Ma	anufacturer Location Cost Price Sell Price Status Total Volume											
I I II 100 ■ H39399 GI/CI/2008 arbits Z 100000 100000 I b93333 31/12/2014 armep	A 341.00 143.00 0 344.00 378.40 0											
Stock	Non stock items											
Stock         Non stock items           Minimum stock         0         Total stock value         34,404,459,00         Non stock item           Stock on hand         101,300         Average unit cost         339,62         Default customer           Stock on order         0         Total Volume         0.00         None												
	ude stock with expiry date less than 3 months rating an order for 0 days stock will order a quantity of 0											
	Item name       Amoxicillin 250mg tab/cap         Show zero lines       Print       Spiit       Update sell prices       Shit         Ine. Available       Total       Pack       Hold       Batch       Exedate       Supplier       Mit         2       100000       1       b93333       31/12/2014       acmep         3       100       1       100       400       400       400         3       5       1       100       Average unit cost       339.62       500											

## Locating the stock introducing invoice

From the list of invoices we now need to view the invoice that initially introduced the stock.

The image below contains customer and patient invoices ("ci" type), an inventory adjustment ("sc" type) and a supplier invoice ("si" type). The supplier invoice has been highlighted.

... . Z 1 2 2 • 6 \*\* T Finalize Duplicate Customise Modify Expert to MYCE Frint Cancel Find Order by Filters Sum. Type Sta Their ref PS printed dt. Name Entered Confirmed Total \* Types m Corr Exp btch 77518 3933 Customer Impices Pharmacy ng cn 15 16 3875.9 24/05/2011 ti. Supplier Involces Blue Cross hospital ci 24/05/2011 24/05/2011 37072 po882 24/05/2011 Express Courier please inventory adjusts Inventory adjustments SC. cn 24/05/2011 24/05/2011 16 -27620 Reduced stock 0 Supplier credits 13/02/2012 13/02/2012 Smith, John d CD 17 1715 Parker, Jermie tn 13/02/2012/13/02/2012 18 686 **Customer** credits ÷. Builds Repacks 4 Find\_ By date . By Status My transaction · My custom filters 1/6/34

Double click on the line for the supplier invoice to open it.

### Viewing the invoice

View the invoice and you will see one or more lines showing items that have been introduced to stock.

Among them will be one containing the item you're interested in - make sure you identify the right one because there could be more than one batch of that particular item. For this example the invoice only contains one line. This invoice line was responsible for introducing an unsuitable pack size for dispensing purposes.

Double click on the line to open up the supplier invoice line:

00						Su	pplier	invoice	k			
Name Arbuckle distribution Their ref b933 arbuck Comment Short Expiry						Coi		ite : 05/07 ite : 05/07		Go	ivoice numbe Statu ods receive I hase Order I Entered b	is : cn D : 0 D : 0
				General	Sum	mary b	y Item	Summa	ry by Batch	Price		
Li Loc.	4		Item Na	me		Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
•		Other Item(s			0.0	0					Subtotal 13 % tax Total	c 8,918.00

#### Correcting pack size

You should now see a window similar to the image below :

Item	Amoxicillin 250mg tal	b/cap			-
Quantity	200 Jnits i	ssued: 197	amo2	250t	New item
Pack size	100 ea				
Total quantity:	20000		Lo	cation A	
Batch	b39399		Volume pe	r pack	0 m3 S
Expiry	01/01/2008	Adjusted local cost (USD)	% Margin	Sell price	
nvoice line unit cost (USD)	343.00	343.00	0.00	343.00	
	4	-	Cancel	ок 🔲	OK & Next

For this example lets assume that the total quantities are correct. Here we did indeed receive 20,000 tablets. So we are going to make the following adjustments.

The step below is only possible if you have the user permission "Can update pack size, cost and sell price" set as described above. If this permission is not set, the pack size is disabled but still viewable.

Starting with mSupply v4.12.06 the pack size field is only enabled if there are no pending repacks connected to the stock. If suggested repacks are encountered, they either need to be deleted or finalised.

Below we have changed the packsize to "1" and pushed the quantity to 20,000

So, as before, the total tablets we have received is :  $20,000 \times 1 = 20,000$ 

Click "OK" to save the changes.

	Ad	ld/edit supplier inve	pice line	
Item	Amoxicillin 250mg tal	b/cap		•
Quantity	20000 Units i	ssued: 197	amo250t	New item
Pack size	1 ea			
Total quantity:	20000		Locatio	n 🗛 🛛 🧐
Batch	b39399		Volume per pao	.k 🛛 0 m3 🕞
Expiry	01/01/2008	Adjusted local cost (USD)	% Margin	Sell price
Invoice line unit cost (USD)	343.00	343.00	0.00	343.00
	Pack to one		Cancel (	OK & Next

We are done. Close the invoice.

#### **Review of the changes**

Now, to see the result of the pack size adjustment, view the item and its ledger associated with batch "b39399":

al	Show zero lines	me Amox	1	250mg tal	h/cap	THE R. P.	s Show related a	nvoites	Store:		at.		+						
ders	Line Available Tot. 1 19803 198 2 100000 1000	13 1	Mold		Expdate 01/01/2008 31/12/2014	arb	ier Manufacturer luck Mep	Location		Sell Pric 343.) 378./	00 40			0					
I of materials echase Orders der options sponsing porting g of T ortes							item code amo2 Quantity acco	2011		e Am eneral	oxicill	in 25	Omg tab/ca Status R	up	cuments )				
	Stock			Total Quant Date	Invoice	Name		in/Out		Expiry	Batch	Availa Quan	-	Cost	Sell	Exten			
	Minimum stock Stock on hand Stock on order	0	Total stor Average u Total	18	05/02/2007 24/05/2011 24/05/2011 13/02/2012	15 P 16 U 16 b	lebuckle dist harmacy llue Cross ho nventory adju mith, John	ei e ci s sc	out out	ng cn cn	01/01/2008 01/01/2008 01/01/2008 01/01/2008 01/01/2008	b39399 b39399 b39399	20000 10 100 80	1	343 343 343 343 343	343 343 343 343 343	6860000 3430 34300 -27440 1715		
	Months Cover Based on 1 = months usage Calculate For stock on hand 0						13/02/2012		arker, Jennie				01/01/2008		ł	1	343	143	681
	Including sto						Item stock i Total Quar	Contraction of the local distribution of the	3						Avail	lable	19803		
Deleta:						ų	Reconcile fro Total Quar								Avai	lable	19803		
						Reconcile										Canc		OK	

From the image above we see that the available and total stock figures have changed.

We can also see that pack sizes on past ledgers have been converted from "100" to "1".

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