# How to correct wrong packsizes

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Within a warehouse or pharmacy, it is quite common for procurement managers to introduce bulk stock into mSupply and then for the dispenser to issue the bulk stock wrongly to the customer or patient. So physically the bulk stock may have been broken down to smaller pack sizes and distributed but this activity may not have been registered properly within mSupply.

In an warehouse environment, bulk stock from the supplier may have been received and the stock may have been issued by the dispenser without paying attention to the pack sizes. An administrator may have forgotten to carry out a "Repack" or "Split" process within mSupply.

In an pharmacy environment, the above could also be true. However, 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 simply issues stock with large pack sizes.

In both cases the customer or patient receives drug quantities that tend to be less than what mSupply says. Depending on the user permission allocated to an mSupply user, the pack sizes can be corrected. However we emphasise that our clients should take measures to ensure that these errors do not occur frequently. Only high level users should have the appropriate user permissions to carry out the task below.

#### **User permission**

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)

	Permissions (2) Permissions (							
Ordering		Goods receiving						
View purchase orders Delete purchase orders Edit purchase orders Edit purchase order pricing Manage tenders	<ul> <li>Create purchase orders</li> <li>Confirm purchase orders</li> <li>Create &amp; edit backorders</li> <li>Create new quotes</li> <li>Edit &amp; delete quotes</li> </ul>	View goods received Add/edit goods received						
Finalize purchase orders	Duplicate purchase orders	Special						
Items	C. sobuctor baccurate access	Add / edit currencies Add / edit reminders						
<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>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 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						
<ul> <li>Modify sell and cost prices of existing st</li> <li>Supplier invoices with issued stock</li> <li>Can update pack size, cost and sell price</li> </ul>		All on						

#### 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:

3/8

neral c	📾 Item na	me Amoxicilli	n 250mg ta	ib/cap				Store:	General		\$		
ge l	1	-	-	9	]	.3		0	1				
ck	Show zero lines	Print	Update sell prices Show related in			nvoices Consolidate							
ger	Line Available Tot	al Pack Hold	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total Volume		
tes		13 100		01/01/2008	arbuck		A		343.00		0		
s	2 100000 1000	00 1 🖂	b93333	31/12/2014	acmep			344.00	378.40		0		
ncile			_										
f materials													
ase Orders													
r options													
ensing													
rting													
s	Stock			Non stock items									
	Minimum stock	0	0	Non stock item									
	Stock on hand	101.300	Average	Default customer									
	Stock on order	0	Total	Volume	0.0	0	None	None					
		U	Total	Volume	0.0	•							
	Months Cover								_	_			
	Based on 0	# months	usage:	Calculate		xclude stock w			_	3 mo	nths		
	For sto	ock on hand 0			C	enerating an or	rder for		days st	ock			
	Including sto	ck on order 0				W	vill order a (	quantity of	0				
Delete					OK	& Previous		& Next	Can	col	OK		

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	neral	Led	ger	status Re	eference doo	uments				
Quantity acco	ording to	stock		<u> </u>								
Total Quant	tity 1300	)						Avai	lable 3	00		
Date	Invoice	Name	Type	In/Out	Stat	Expiry	Batch	Quan	Pack	Cost	Seli	Exten
05/02/2007	10	Arbuckle distrit	si	in	cn	01/01/2008	b39399	200	100	343	343	68600
	15	Pharmacy	ci	out	5g	01/01/2008	b39399	10	100	343	343	343(
24/05/2011	16	Blue Cross host	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	b39399	5	100	343	343	1715
13/02/2012	18	Parker, Jennie	ci	out	cn	01/01/2008	b39399	2	100	343	343	686
Item stock i	ine ledge											
Total Qua								Ava	illable	300		
Reconcile fr	om start (	of year										
Total Qua	ntity 130	0						Ava	ilable	300		

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.

00	Ite	m details										
neral C Ige Ck	Rem name Amoxicillin 250mg tab/cap	Store: Ceneral t										
ger.		e sell prices Show related invoices Consolidate										
tes	T B IS 100 B H19399 01/01/2	te Supplier Manufacturer Location Cost Price Sell Price Status Total Volume										
Backordens Notes Reconcile Bill of materials Purchase Ordens Order options Dispensing Reporting Log	2 100000 100000 1 b93333 31/12/2											
	Stock Non stock items											
15	Minimum stock 0 Total stock value Stock on hand 101,300 Average unit cost	34,404,459.00 Non stock item 339.62 Default customer										
	Stock on order 0 Total Volume	0.00 None										
	Months Cover											
	Based on 0 + months usage: Calcula For stock on hand 0 Including stock on order 0	te Exclude stock with expiry date less than 3 months Generating an order for 0 days stock will order a quantity of 0										

# 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.

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

0.0							Transacti	ons output.					
Find	Sum	Order by	Frink	Finalize		plicate	Cancel	Filters	Cuitornis		1 10 MY 08		
* Types			Name		Тур	Sta.	Entered	Confirmed	Itvoum	Total Their ref	PS printed dt.	Comment	Exp bich
	er breoices	Arbuckie dis	stribution -		- 18	CR	15/02/2007	25/02/2007	20	77518 5933		Short Expline	
	rinvolces	Pharmacy			ti	19	35/02/2007		15	3875.9	24/05/2011		0
		Blue Cross &	100 million (100 million (100 million))		ci .		24/05/2011		16	37072 po882		Express Courier please	
	ry adjustments	Inventory ad	tjustments		50	cn	14/05/2011	24/05/2011	16	-27620	1 Section 200	Reduced stock	0
Supplier	r credits	Smith, John			d		13/02/2012		17	1715			1
Clustore	er credits	Parker, Jerm	H.		¢i	tn	13/02/2012	13/02/2012	1.8	686			1
Builds						1							
Repacks	6												
Find_											-		-
<ul> <li>By date</li> </ul>													
By Stati	11												
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My cust	tom filters												
					-								
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	C (14	-				_					J J.		
- 1/	6/34	1.0											

### 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:

Last update: 2012/02/22 21:36	faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_corr	ect packsize?rev=1329946593

Name Arbuckle distribution     Their ref b933 arbuck     Comment Short Expiry			¢	Cor	ıfirm da	ite: 05/02 ite: 05/02		Colour : Black Invoice number : 10 Status : cn Goods receive ID = 0				
New line	Delete I		neral	Cate	gory []		y by Batch	+ Pt		ID : 0 by : ujwal re : Ceneral		
Li Loc.	8	Item Name			Pack		Expiry		e Sell Price	Price extension		
	Amaxia	illin 250mg tab/cap		200	100	P33333	01/01/200	8 343.0	343:00	58,500.00		
¢y 🖭		Other charges Item(s): Amount:		0.00					Subtota 13 % ta Tota	x: 8,918.00		

#### **Correcting pack size**

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

	Ad	d/edit supplier invo	pice line		
Item	Amoxicillin 250mg tab	o/cap			-
Quantity	200 Jnits is	ssued: 197	amo2	50t	New item
Pack size	100)ea				
Total quantity:	20000		Lo	cation A	9
Batch	b39399		Volume per	pack	0 m3 S
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	ок 💽	0K & 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. <note>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.</note>

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 inv	oice line	-	
Item	Amoxicillin 250mg tal	b/cap			-
Quantity	20000 Units i	ssued: 197	amo	250t	New item
Pack size	1 ea				
Total quantity:	20000		L	ocation A	3
Batch	b39399		Volume p	er pack	0 m3 🕞
Expiry	01/01/2008	Adjusted local cost (USD)	% Margin	Sell prie	ce
Invoice line unit cost (USD)	343.00	343.00	0.00	343.0	00
	Pack to one		Cancel	ОК	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":

e	Show zero lines Print Split Update se	2011 I O O O	Show related a	woites	Store: () Concelldate			(*)					
er es orders	Line Available Total Pack Hold Batch Explate 1 19803 19813 1 b39399 01/01/2008 2 100000 100000 1 b93333 31/12/2014	arbui	Supplier         Manufacturer         Location         Cost Price         Status         Total Volume           arbuck         A         143.00         343.00         0         0           armep         344.00         378.40         0         0										
ncile If materials			0.0					stock line de		_	_	_	
inchase Orders rder options (sponsing sporting		10	em code amo2 Quantity acco		Gen	1112	cillin 2	50mg tab/cap Status Ref	erence doci	aments )			
			Total Quant							Available	19803		
ng IST tores	Stock	1	Date	Invoice	Name T	ype In/O	lut Stat		Batch	Quan Par	and an average of the local division of the		Exten
	Minimum stock 0 Total stock value 41 Stock on hand 101,00 Average unit cost Stock on order 0 Total Volume	.19	05/02/2007 24/05/2011 24/05/2011	15 Pha 16 Blue 16 Inve	e Cross hose c intory adjus s	i out i out c out	01 19 01 01	01/01/2008 1 01/01/2008 1 01/01/2008 1 01/01/2008 1	139399 139399 139399	20000 10 100 80	1 343 1 343 1 343 1 343 1 343	343 343 343	6850000 3430 -27440 1715
	Months Cover Based on 0 1 months usage: Culculate		13/02/2012		th, John c ker, Jennie c		CR CR	01/01/2008 1		1	1 343		681
	For stock on hand 0 Including stock on order 0		Item stock line ledger Total Quantity 19813 Available 19803										
			Reconcile fro	m start of ye	ar								
			Total Quar	tity 19813						Availab	e 19803	K.	

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".

From: https://docs.msupply.org.nz/ - **mSupply documentation wiki** 

Permanent link: https://docs.msupply.org.nz/faq:how\_to\_correct\_packsize?rev=1329946593



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