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# 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 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)

User ujwal		
General Per	missions Permissions (2) Permissions (	3)   Log-on modes   Details
Ordering		Goods receiving
View purchase orders Delete purchase orders Edit purchase orders Edit purchase order pricing	<ul> <li>Create purchase orders</li> <li>Confirm purchase orders</li> <li>Create &amp; edit backorders</li> <li>Create new quotes</li> </ul>	<ul> <li>✓ View goods received</li> <li>✓ Add/edit goods received</li> </ul>
🗹 Manage tenders	🗹 Edit & delete guotes	Special
🗹 Finalize purchase orders	Ouplicate purchase orders	Add / adit currencies
Items		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 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 abbreviations</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 s Supplier invoices with issued stock Can update pack size, cost and sell priv	ce	All on
		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 de	etails						
General	🛱 Iter	n name Amo	xicillin 250mg ta	ib/cap				Store:	General		•
Misc		4	-	9				6	1		
Stock	Show zero line	s Print	Solit	Update sell	prices	Show related in	nvoices	Consoli	j date		
Ledger	Line Available	Total Pack	Hold Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total Volume
Quotes	1 3	13 100	b39399	01/01/2008	arbuck		A	343.00	343.00		0
Backorders	2 100000	100000 1	b93333	31/12/2014	acmep			344.00	378.40		0
Notes											
Reconcile Rill of materials											
Purchase Orders		_									
Order options											
Dispensing											
Reporting											
Log											
Stores	Stock						Non stock	items			
	Minimum st	ock	0 Total sto	ock value 34,4	04,459.0	0	Non s	tock item [			
	Stock on ha	and 101	.300 Average	unit cost	339.6	2	Default c	ustomer			
	Stock on or	der	0 Tota	Volume	0.0	0	None				
	Maatha Causa		0 1002		0.0	×					
	Months Cover	(a ) .		-	-				_		
	Based on	0 ; n	nonths usage:	Calculate	E	xclude stock w	ith expiry d	ate less tha	n	3 moi	nths
	Fo	or stock on har	d 0		C	enerating an or	rder for		days st	ock	
	Includin	g stock on ord	er 0			W	vill order a o	quantity of	0		
					0.4	8. Denuisuur			-		
Delete					OK	& Previous	OK	& Next	Cane	cei	OK
											1

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	Lea	ger	status Re	eterence doo	uments				
Quantity acco	ording to	stock		-	_							
Total Quant	tity 1300	)						Avai	lable 3	00		
Date	Invoice	Name	Түр	e 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	sg	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	68€
										0		
Item stock li	ine ledge	r		1							-	
Total Quar	ntity 130	0						Ava	iilable	300		
Reconcile fro	om start (	of year										
Total Quar	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	item deta	MIS												
eral 94 k	tem name Amoxicillin 250mg tab/cap	ces Show related invoices												
jer	Line Available Total Pack Hold Batch Exndate Su	nolier Manufacturer Location Cost Price Sell Price Status Total Volume												
tes	1 5 13 160 B 199399 01/01/2008	weick A 343.00 343.00												
Backorders Notes Reconcile Bill of materials Purchase Orders Drder options Dispensing Reporting	Z 100000 100000 1 b93333 31/12/2014	acmep 344.00 378.40 (												
	Stock	Non stock items												
tores	Minimum stock 0 Total stock value 34,404 Stock on hand 101,300 Average unit cost Stock on order 0 Total Volume	459.00 Non stock item  339.62 Default customer None None												
	Months Cover													
	Based on 0 + months usage: Calculate For stock on hand 0	Exclude stock with expiry date less than 3 months Generating an order for 0, days stock												

## 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	Mark Print	Finalize	0 u	plicate	Cancel	Filters	Cuitornise	Medily I	Export to MYOR		
• Types	-	Name		Туря	Sta.	Entered	Confirmed	Itvoum	Total Their	ref PS printed dt.	Comment	Exp btc
Customer bredices	Arbuckie de	stribucion		31	cn	15/02/2607	25/02/2007	20	77518 5933		Short Expline	
Supplier Involces	Pharmacy			CI III	99	35/02/2007	1410713411	15	3875.9	24/05/2011	Real Property in the second	
Inventory adjustments	Bue Cross 8	tospital		-	cn	24/05/2011	24/05/2011	10	\$7072 politiz	24/05/2011	Express Counter please	8
Supplier credits	Smith John	davantuo		et.	cn.	13/03/2011	24/03/2011	18	1715		NUMBERS STATE	1 2
Cistomer credits	Parket, Jern			6	IB	13/02/2012	13/02/2012	18	686	_		
Balida	and an owned where											
Banadas Denastina											-	
Nepacks-				-								-
Find												
By date									_			
By Status												
My transactions	-			_	-				_			-
My custom filters												
								_	_	_		
				-	-							-
	1											
	-			-	-				_			-
1/6/34					-							-

### 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: 2012/07/11 18:17	fag:how to correct packsize https://docs.msupply.org.nz/fag:how to correct packsize?rev=134203062

Name Their ref Comment	Arbuckle d b933 Short Expli	istribution arbuck	Co Co Cat	Confirm date : 05/02/2007 Colour Confirm date : 05/02/2007 Invoice number Status Category None + Purchase Order ID Entered by								
New line	Delete lin	Genera	Summary b	y Item	Summar	y by Batch	Price	Stor	re : Ceneral			
Li Loc.		Item Name	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension			
¢) 🖻		Other charges Item(s):	0.00					Subtotal 13 % tax	68,600.0			

#### **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 i	ssued: 197	amo2	50t	New item
Pack size	100 ea				
Total quantity:	20000		Lo	cation A	
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	9
Batch	b39399		Volume p	er pack	0 m3 🕞
Expiry	01/01/2008	Adjusted local cost	% Margin	Sell pri	ce
Invoice line unit cost (USD)	343.00	343.00	0.00	343.(	00
			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":

Show zero lines P	Maria da Salaria da Sa	Solit	Update sell p	orices	Show related i	nvoites	Store:	Gen	erat_								
ne Available Total 1 19803 19813 2 100000 100000	Pack Hold	Batch b39399 0 b93333 3	Expdate 5 1/01/2008 1/12/2014	arbuc acme	Manufacturer k P	Locatio	n Cost Price 3 A 343.00 344.00	iell Pr 343 378	ice St 1.00 1.40	atus	Total Volume 0 0						
				0	0.0	_			J	tem s	stock line det	ails	_	_	-	_	
			Ite	m code amo2	:50t	Item nam	e An	noxici	llin 21	50mg tab/cap Status Refe	vence das	uments					
1					Total Quant	tity 1981	13						Availat	ble 1	9803		
Stock					Date	Invoice	Name Achievide direct	Type	e in/Ou	t Stat	Expiry	Batch	Quan	ack	Cost	Sell	Exten
Minimum stock Stock on hand Stock on order	0 101,300 0	Total stock Average un Total V	t value 41,1 it cost olume		24/05/2011 24/05/2011	15 16 16	Pharmacy Blue Cross hos Inventory adjus	ci ci ci sc	out out out	5 5 5 5	01/01/2008 b 01/01/2008 b 01/01/2008 b 01/01/2008 b	39399 39399 39399 39399	10 100 80	1	343 343 343 343	143 343 343 343	3430 3430( -2744(
Months Cover Based on	1 months	usage:	Calculate		13/02/2012	10	Parker, Jennie	ci ci	out	cn	01/01/2008 6	39399	1	i	343	143	680
For stock Including stock		Item stock line ledger Total Quantity 19813 Available 19803															
					Reconcile fr Total Quar	om start ( ntity 198	of year 13						Avail	able 1	9803		
	ne Available Total 1 19803 19613 2 100000 100000 2 100000 100000 Stock minimum stock Stock on hand Stock on order Months Cover Based on 1 For stock Including stock	ne Avolable Total Pack Hold 1 19803 19613 1 2 100000 100000 1 2 100000 100000 1 5 100000 100000 1 5 100000 100000 1 5 100000 100000 1 5 10000 10000 1 5 10000 1 5 10000 10000 1 5 100000 1 5 10000 1 5 10000 1 5 100000 1 5 10000 1 5 100000 1 5 1000000 1 5 100000 1 5 100000 1 5 100000 1 5 100000 1 5 1000000 1 5 1000000 1 5 1000000000000000000000000000000000000	ne Available Total Pack Hold Batch 1 19803 19813 1 B3399 0 2 100000 100000 1 b93333 3 2 100000 100000 1 b93333 3 50000 100000 1 b9333 3 50000 100000 1 b9333 3 50000 100000 1 b9333 3 50000 10000 1 b9333 3 50000 10000 1 b9333 3 50000 10000 1 b9333 3 5000 10000 10000 1 b9333 3 5000 10000 10000 1 b9333 3 5000 10000 10000 1 b9333 3 50000 10000 10000 1 b9333 3 5000 1000 10000 1 b9333 3 5000 1000 10000 1 b9333 3 5000 10000 10000 1 b933 3 5000 10000 10000 1 b933 3 5000 1000 10000 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31/12/2014 2 memory ameno	ne Available Total Pack Hold Eatch Explate Supplier Manufacturer Location 1 19803 19813 1 b39399 01/01/2008 arbuck annex 2 100000 100000 1 b93333 31/12/2016 2 100000 100000 1 b93333 31/12/2016 Rem code amo250t Rem code amo250t Rem code amo250t Date Invoice 0 Total stock value 41,11 Stock on hand 101,100 Average unit cost Stock on order 0 Total Volume Based on 1 1 months usage: Calculate Rem stock line indige 13/02/2012 18 Based on 1 1 months usage: Calculate Rem stock line indige Total Quantity 1983 Recancile from start: Total Quantity 198	ne Available Total Pack Hold Botch Expdate 1 19803 19813 1 639399 01/01/2008 2 100000 100000 1 693333 31/12/2014 2 100000 100000 1 693333 31/12/2014 2 4000 2 100000 100000 1 693333 31/12/2014 2 4000 2 4000 2 4000 2 4000 2 4000 2 4005/2011 16 Blue Cross hes 2 4005/2012 19 Seith, John 1 3/02/2012 18 Parker, Jennie Bated on 5 months usage: Cricolere For stock on hand 0 Including stock on order 0 Hem stock line ledger Total 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b193333 20000 2 100000 100000 100000 1 b193333 20000 2 100000 100000 1 b193333 20000 2 100000 100000 100000 1 b193333 20000 2 100000 100000 100000 1 b193333 20000 2 100000 100000 1 b193333 20000 2 100000 100000 100000 10 b193333 20000 2 100000 100000 10 b193333 20000 2 100000 100000 100000 10 b193333 20000 2 100000000000 10 b193333 20000 2 10000	ne Available Total Pack Hold Estch Expdate Suppler Manufacturer Location Cost Price Sel Price Status Total Volume 1 19803 19813 1 639399 01/01/2008 arbuck A 343.00 343.00 0 2 100000 100000 1 699333 31/12/2014 arbuck A 344.00 378.40 0 0 1 term stock line details  Term code amo250t Item name Amoxicillin 250mg tab/cap Cauntity according to stock Total Volume Stock on Nand 101,100 Average unit cost Stock on Nand 101,100 Average unit cost Stock on Nand 101,100 Average unit cost Stock on order 0 Total Volume Months Greer Based on 1 3 months usage Calculate For stock on hand 0 Including stock on order 0 Includin	ne Available Total Pack Hois Batch Explate 1 19803 19613 1 b39399 01/01/22008 2 100000 100000 1 b19333 31/12/2014 2 100000 100000 1 b19333 31/12/2014 2 10000 100000 1 b19333 2 10000 1 b19339 0 10 b1 b1933 2 4/05/2011 1 b18 havening adus count on 01/01/2008 b39399 10 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 10 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 10 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 10 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 10 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 5 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 5 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 5 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 5 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 5 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 5 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 5 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 5 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 5 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 5 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/01/2008 b39399 5 b1 b1933 2 4/05/2012 1 b19 havening adus count on 01/	ne Available Total Pack Hold Batch Euglate Supplier Manufacturer Location Cork Price Satus Total Volume  1 19803 19813 1 b 535399 01/01/2008 2 100000 100000 1 b 19333 31/12/2014 areace 344.00 328.40 0

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".

<note>To continue to the next section of the mSupply® user guide click here</note>

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Permanent link: https://docs.msupply.org.nz/faq:how\_to\_correct\_packsize?rev=1342030623



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