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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	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 	 Create purchase orders Confirm purchase orders Create & edit backorders Create new quotes 	 View goods received Add/edit goods received 					
Manage tenders	🗹 Edit & delete quotes	Special					
Finalize purchase orders Items	Ouplicate purchase orders	Add / edit currencies Add / edit reminders					
🗹 Create new items	Siew inventory adjustments	Add / edit misc labels					
🖌 View items	Senter inventory adjustments	Add / edit abbreviations					
J Edit items	Sedit Inventory adjustments	Add / edit warnings					
Duplicate items	Silver was the stock of stock of stock	Add / edit prescribers Add / edit transaction categories					
Create repacks	dit item names, codes and units	Add / edit transaction categories					
Edit repacks	Vew DDD information for items	Merge prescribers					
View pricing information for items	Manage item access	le maye presenters					
Edit item units list	Manage drug interaction groups						
Merge two items	Manage locations	Tenders					
Add / edit departments	Make item in-active	🗹 Create & edit tenders					
Modify sell and cost prices of existing s	tock						
		All on					
Supplier invoices with issued stock		<					
Can update pack size, cost and sell pri	ce	>					
		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 detai	s								
eneral isc	🗐: Item nam	ne Amoxicillin 250mg	tab/cap			Store:	General		\$			
age	1	i 🛃	9									
ock	Show zero lines	Print Split	Update sell pric	s Show related	invoices	Consoli	date					
dger	Line Available Total	Pack Hold Batch	Expdate Sup	lier Manufacturer	Location	Cost Price	Sell Price	Status	Total Volume			
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korders tes	2 100000 10000	0 1 📄 b9333	3 31/12/2014 a	mep		344.00	378.40		0			
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ler options												
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9												
res	Stock		items									
res	Minimum stock	Non s	stock item									
	Stock on hand	0 Total s 101,300 Averag	customer									
	Stock on order 0 Total Volume 0.00 None											
	Months Cover											
	Based on 0	# months usage:	Calculate	Exclude stock w	vith expiry d	late less tha	n	3 mo	nths			
	For stor	k on hand 0		Generating an o	order for		days st	ock				
	Including stoc			,	will order a	quantity of	0					
	including actor											
Delete				OK & Previous	ОК	& Next	Can	cel	ОК			
D'ETETE							- and					

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:

Seli Extr
Sell Exte
Seli Exte
3 343 6
3 343
3 343 3
3 343 -2
3 343
3 343

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											
as.	T B IS 100 B H19399 01/01/2	te Supplier Manufacturer Location Cost Price Sell Price Status Total Volume											
Quotes Backorders Notes Reconcile Bill of materials Purchase Orders Order options Dispensing Reporting	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.

00							Transacti	ons output.	·				
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	y adjustments	Blue Cross &			ci .			24/05/2011	16	37072 po882	24/05/2011	Express Courier please	.0
		Inventory ad	justments		\$C.		24/05/2011		16	-27620	10000000000	Reduced stock	0
Supplier		Smith, John			d		13/02/2012		17	1715			0
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1/8	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: 2013/05/21 06:55 faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1

Name Arbuckle distribution Their ref b933 arbuck Comment Short Expiry				ate: 05/02 ate: 05/02		Colour : Black Invoice number : 10 Status : cn Goods receive ID : 0						
New line Delete line				ategory	None	* Pur	Purchase Order ID : 0 Entered by : ujwal Store : General					
Li Loc.		Item Name		y Pack				Sell Price	Price extension			
1 &		illin 250mg tab/cap	1715	100	and the second second	01/01/2008		COLUMN TWO IS NOT	58,500.00			
¢, 🛙	E	Other charges Item(s): Amount:	0.00]					Subtota 13 % tau Tota	c 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		Lo	ocation A	3
Batch	b39399		Volume pe	er pack	0 m3 🕞
Expiry	01/01/2008	Adjusted local cost (USD)	% Margin	Sell pric	e
Invoice line unit cost (USD)	343.00	343.00	0.00	343.0	0
	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":

al e	item name Amoxicillin 250mg tab/cap	100.000	Show related a	waites	Store:		it.						
Ledger Quotes Backorders Notes Reconcile Bill of materials Parchase Orders Order options Dispensing Reporting Log CST Stores	Line Available Total Pack Hold Batch Explate 1 19803 19813 1 83399 01/01/2008 2 100000 100000 1 br9333 31/12/2014	arbu acres	φ	Location	A 343.00 344.00	343.0 378.4	0	0 0					
			Quantity acco	rding to :	Gi	e Amo eneral		stock line detail 250mg tab/cap Status Referen	ice documents)	19873		
	Stock		Date	Invoice	Name		n/Out Sta		atch Quan	Pack	Cost	Sell	Exten
	Minimum stock 0 Total stock value 41 Stock on hand 101,100 Average unit cost Stock on order 0 Total Volume	.19	05/02/2007 24/05/2011 24/05/2011 13/02/2012	15 16 16	Arbuckle distril Pharmacy Blue Cross hosy Inventory adjus Smith, John	ci c cci c i sc c	ut sg ut cn ut cn	01/01/2008 b39 01/01/2008 b39 01/01/2008 b39 01/01/2008 b39 01/01/2008 b39 01/01/2008 b39	199 10 199 100 199 80	1	343 343 343 343 343	343 343 343 343 343	6860000 3430 -27440 1715
	Months Cover Based on 0 2 months usage: Calculate		13/02/2012		Parker, Jennie		ut cn	01/01/2008 639	0.01	i	343	143	681
	For stock on hand 0 Including stock on order 0	U	Item stock li Total Quar						Av	ailable	19803		
.0eleta			Reconcile fro						hu	wiable	19801		

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".

Previous: The log Next: How to report by invoice category

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