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)

	Edit user	
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	 Create purchase orders Confirm purchase orders Create & edit backorders Create new guotes 	 ✓ View goods received ✓ Add/edit goods received
Manage tenders	🗹 Edit & delete guotes	Special
Sinalize purchase orders	Ouplicate purchase orders	Add / edit currencies
Items		Add / edit reminders
 Create new items View items Edit items Duplicate items Create repacks Edit repacks View pricing information for items Edit item units list Merge two items Add / edit departments 	 View inventory adjustments Enter inventory adjustments Edit Inventory adjustments View cost prices of stock Edit item names, codes and units Vew DDD information for items Manage item access Manage drug interaction groups Manage locations Make item in-active 	 Add / edit misc labels Add / edit misc labels Add / edit abbreviations Add / edit prescribers Add / edit prescribers Add / edit contacts Merge prescribers Tenders Create & edit tenders
Modify sell and cost prices of existing st Supplier invoices with issued stock Can update pack size, cost and sell price		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 d	etails										
General Alisc	🗐 Item	name Amo	xicillin 250mg t	ab/cap				Store:	General		\$				
lsage		🝊	-	9		.3		۲]						
itock	Show zero lines	Print	Split	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 ickorders	1 3	13 100	D b39399	01/01/2008	arbuck		A	343.00	343.00		0				
ckorders ites	2 100000 10	00000 1	b93333	31/12/2014	acmep			344.00	378.40		0				
concile															
l of materials															
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der options															
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9 ST											_				
pres	Stock		Non stock	items											
0123	Minimum stor	ck	0 Total st	Non stock item											
	Stock on har										customer				
						-	None			_					
	Stock on ord	er	0 Tota	il Volume	0.0	0									
	Months Cover														
	Based on	0 0 0	nonths usage:	Calculate	E	xclude stock w	ith expiry d	late less tha	n	3 mo	nths				
	For	stock on har	d 0		C	enerating an or	rder for	(days st	ock					
	Including	stock on orde	er 0			W	vill order a	quantity of	0						
Delete					OK	& Previous	OK	& Next	Can	cel	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:

				-	lger	status Re		uments				
Quantity accor	rding to	stock		-		<u> </u>						
Total Quanti	ity 1300	l.						Avai	lable 3	00		
Date	Invoice	Name	Тур	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	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	68€
			-							0		
Item stock lin	ne ledger	6										
Total Quan	tity 130	0						Ava	ilable	300		
Reconcile fro	m start (of year										
T	tity 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 det	all5										
eral c ge k	 Item name Amoxicillin 250mg tab/cap Show zero lines Print Split Update sell pi 	Store: General 2										
ger	Line Available Total Pack Hold Batch Expdate St	upplier Manufacturer Location Cost Price Sell Price Status Total Volume										
tes	1 8 13 100 🖬 h19399 01/01/2008	arbick A: 343.00 343.00 1										
ackorders otes econcile II of materials urchase Orders rder options ispensing eporting 19	Z 100000 100000 1 b93333 31/12/2014	acmep 344.00 378.40 (
	Stock Non stock items											
B	Minimum stock 0 Total stock value 34,40 Stock on hand 101,300 Average unit cost Stock on order 0 Total Volume	4.459.00 Non stock item 339.62 Default customer 0.00 None										
	Months Cover											
	Based on 0 + months usage: Calculate For stock on hand 0 Including stock on order 0	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	ions output.					
Find	Sum	Order by	Frint.	Finalize	04	alicate	Cancel	Filters	Cutoris	Modify Exp	ert to MYCB		
* Types		1	Name		Туре	Sta.	Entered	Confirmed	Itvoum	Total Their re	PS printed dt.	Comment	Exp bich
Customer	Invoices	Arbackie dis	tribution :		11	CR	15/02/2007	15/02/2007	10	77518 5933		Alont Expline	
Supplier II		Pharmacy			ci .	19	35/02/2007	S	15	3875.9	24/05/2011		
		Blue Cross b			ci .			24/05/2011	16	37072 po882			
	adjustments	Inventory ad			SC.			24/05/2011	16	-27620	a concerner a	leduced stock	0
Supplier o		Smith, John			d			13/02/2012	17	1715			
Customer	roredits	Parker, Jerm	H.		ci	(n	13/02/2012	13/02/2012	18	685			
Builds													-
Repacks								2000					
Find_					_						1		-
By date													
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 My custor 	m filters											Iv(95/2011) 0 Iv(95/2012) Express Courier please 0 Reduced stock 0 0	
					-					_			
					-	-		_		-			-
					-	-							-
		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: 2012/02/27 02:48	faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1330310921

Name Their ref Comment	b933	distribution arbuck			ate: 05/02 ate: 05/02		Colour : Black Invoice number : 10 Status : cn Goods receive ID : 0					
New line	Delete I	Genera		ategory (Purchase Order ID : 0 Entered by : ujwal Store : Ceneral				
Li Loc.		Item Name		Pack		Expiry	Price	Sell Price	Price extension			
		Hin 250mg tab/cap	1144	00 100		01/01/2008	The second se	and the second se	68,500.00			
۵ 🗈		Other charges Item(s): Amount: ort batch: 0	0.00					Subtota 13 % tau 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		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":

neral 2 Ige Ck	teen name Amoxicillin 250mg tab/cap	TO COMPANY.	Show related a	waites	Store:		d.	*					
Ledger Quotes Backorders Notes Reconcile Bill of materials Parchase Orders Order options Dispensing Reporting Log CST Stores	Line Available: Total Pack Hold Batch Expdate 1 19803 19813 1 533399 01/01/2008 2 100000 100000 1 593333 31/12/2014	arbu acres		Location	A 343.00	ell Price 343.0 378.4	0	Total Volume)				
			em code amo2 Quantity acco Total Quant	rding to s	Ge			250mg tab/cap			0 19803		
	Stock		Date	Invoice	Name		n/Out Sta			Quan Pa	Cost		Exten
	Minimum stock 0 Total stock value 41 Stock on hand 101,300 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	Blue Cross hose inventory adjus	ei e ci o sc o	n cu uut ug uut cu uut cu uut cu	01/01/2008 01/01/2008 01/01/2008 01/01/2008 01/01/2008	b39399 b39399 b39399	20000 10 100 80	1 343 1 343 1 343 1 343 1 343	343 343 343	6860000 3430 34300 -27440 1715
	Months Cover Based on 0 1 Calculate Calculate		13/02/2012		Parker, Jennie		nut cn	01/01/2008		1	1 343		681
	For stock on hand 0 Including stock on order 0	U	Item stock li Total Quar	- Constanting of the	3					Availab	le 1980	F	
.Deleta:			Reconcile fro							Annelah	le 1980		

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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