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)

	Permissions (2) Permissions (
Ordering		Goods receiving
View purchase orders Delete purchase orders Edit purchase orders Edit purchase order pricing Manage tenders	 Create purchase orders Confirm purchase orders Create & edit backorders Create new quotes Edit & delete quotes 	 ✓ 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
 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 locations Make item in-active 	 Add / edit misc labels Add / edit abbreviations Add / edit warnings Add / edit prescribers Add / edit transaction categories 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

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
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9 ST											_
pres	Stock						Non stock	items			
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	Stock on har	101	.300 Average	unit cost	339.6		Default o	ustomer			
						-	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.

eral	D tten	name	Amoxia	cillin 250n	ng tab/e	cap			_	Store:	Ceneral	¥1
pe k	Show zero lines	6		spilit		Update sel	prices	5how related i	nvoices	Consolid		
ier.	Line Available	Total P	Pack P	Hold Bat	ch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price Stat	us Total Volume
tes orders s	2 100000 1	00000	160	5 b3	1379 01 3333 31	/01/2008	arbitk		A	341.00 344.00	343760 378.40	
ncile M materials hase Orders er options ensing orting												
	Stock								Non stock	items		
в	Minimum sto Stock on ha		0		al stock age unit		404,459.0 339.6	24).	Non s Default c	tock item 🗌 ustomer	1	
	Stock on ord	ier		0	Total Vo	lume	0.0	0	None			1
	Months Cover											
		0 ‡ r stock or stock on	n hand	nths usage 0		Calculate		xclude stock w enerating an o	rder for	ate less than 0 wantity of	days stock	months

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.

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000					Transacti	ons output.					
Find Sum	Order by Print	Finalize	04	alicate	Cancel	Filters	Cuterris		nt to MYCE		
 Types Customer trucices 	Name Arbuckle distribution		- 10	Sta.	15/02/2007		Tevnum 10	Total Their ref 77518 5933		Short Expline	Exp bich
Supplier Involces	Pharmacy Blue Cross bospital		ci ci	10.4	35/02/2007 24/05/2011		15 16	3875.9 37072 po882	24/05/2011 24/05/2011	Express Courier please	0
Inventory adjustments	Inventory adjustments		50	cn	24/05/2011	24/05/2011	16	-27620	and the second second	Reduced stock	0
Supplier credits	Smith, John		d	CD	13/02/2012	13/02/2012	17	1715			0
Customer credits Builds	Parker, Jermie		¢i	th	13/02/2012	13/02/2012	18	686			0
Repacks											
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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: 2016/03/29 21:34	fag how to correct pa	cksize https://docs.ms	upply org nz/fag-how to	o_correct_packsize?rev=1	459287266
Lust update. 2010/05/25 21.54	iuq.now_co_concec_pe	ick3ize incp3.//u0c3.in3	uppiy.org.nz/iuq.now_u	o_concec_packsizencv=1	

Name Their ref Comment	b933	distribution arbuck		Cor	ifirm da	ate : 05/02 ate : 05/02			nvoice numb	zs : cn
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¢ 🖻	•	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	ld/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	r 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 🔲	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



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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.

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	d/edit supplier invo	pice line	
Item	Amoxicillin 250mg tab	/cap		•
Quantity	20000 Units is	ssued: 197	amo250t	New item
Pack size	l ea			
Total quantity:	20000		Location	n 🗛 🦳 🚱
Batch	b39399		Volume per pac	c 💿 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
	A Pack to one		Cancel C	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":

Last update: 2016/03/29 21:34	faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1459287266
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item name sero lines F valable Total 19803 19813	Marian I.	250mg tal	h/cap	1	-		Store:	Genis	at.	14					
wailable Total	(1761)		Update sell	Del Colore III	Show related a	autora.	Conselid								
100000 100000		Batch b39399	- 10 C C C C C C C	Supplie arbut acred	r Manufacturer k			56T11	0	Total Volume	0				
				1	em code amo2	211.1	6		xicillin	250mg tab/c	ψ	cuments)		_	
					Total Quant	ity 1981	Name	Type I	n/Out St	at Expiry	Batch				Exten
nimum stock lock on hand lock on order	0 101,300 0	Average u	nit cost	19	05/02/2007 24/05/2011 24/05/2011	15 16 16	harmacy Blue Cross hos nventory adjus	ci c cci c i sc c	kut kg kut cr kut cr	01/01/200	b39399 b39399 b39399	20000 10 100 80	1 343 1 343 1 343	343 343 343	6860000 3430 34300 -27440 1715
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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

