# How to correct wrong packsizes

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)

| General  | 1011(00) Permissions (2) Permissions (   | 3) Log-on modes Details   |
|--|--|---|
| Ordering   |  | Goods receiving   |
| View purchase orders<br>Delete purchase orders<br>Edit purchase orders<br>Edit purchase order pricing  | Create purchase orders Confirm purchase orders Create & edit backorders Create new quotes  | <ul> <li>✓ View goods received</li> <li>✓ Add/edit goods received</li> </ul>  |
| Manage tenders   | 🗹 Edit & delete quotes   | Special   |
| Finalize purchase orders   | Ouplicate purchase orders  | Add / edit currencies   |
| Items  |  | Add / edit reminders  |
| Create new items<br>View items<br>Edit items<br>Duplicate items<br>Create repacks<br>Edit repacks<br>View pricing information for items<br>Edit item units list<br>Merge two items<br>Add / edit departments | <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 sto<br>Supplier invoices with issued stock   | ck   | All on  |
| Can update pack size, cost and sell price  |  |   |

#### 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:

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| 00             |                                      | Item details             |                           |                         |                       |  |  |  |
|----------------|--------------------------------------|--------------------------|---------------------------|-------------------------|-----------------------|--|--|--|
| reral<br>c     | 🛱 Item name Amoxicillin 2            | 50mg tab/cap             |                           | Store: General          | \$                    |  |  |  |
| ige            | 🍿 🧕 🔮                                | N 😒                      |                           |                         |                       |  |  |  |
| ck             | Show zero lines Print Spl            | it Update sell prices    | Show related invoices     | Consolidate             |                       |  |  |  |
| ger            | Line Available   Total   Pack   Hold | Batch Expdate Supplier   | Manufacturer   Location   | Cost Price   Sell Price | Status   Total Volume |  |  |  |
| tes<br>korders | 1 3 13 100                           | b39399 01/01/2008 arbuck | A                         | 343.00 343.00           | 0                     |  |  |  |
| corders        | 2 100000 100000 1                    | b93333 31/12/2014 acmep  |                           | 344.00 378.40           | 0                     |  |  |  |
| ncile          |                                      |                          |                           |                         |                       |  |  |  |
| f materials    |                                      |                          |                           |                         |                       |  |  |  |
| hase Orders    |                                      |                          |                           |                         |                       |  |  |  |
| r options      |                                      |                          |                           |                         |                       |  |  |  |
| ensing         |                                      |                          |                           |                         |                       |  |  |  |
| orting         |                                      |                          |                           |                         |                       |  |  |  |
|                | Stock                                |                          | Non stock                 | itama                   |                       |  |  |  |
| es             |                                      |                          |                           |                         |                       |  |  |  |
|                | Minimum stock 0                      | ·                        | Non stock item            |                         |                       |  |  |  |
|                | Stock on hand 101,300                | customer                 |                           |                         |                       |  |  |  |
|                | Stock on order 0                     | Total Volume 0.0         | 0 None                    |                         |                       |  |  |  |
|                | Months Cover                         |                          |                           |                         |                       |  |  |  |
|                | Based on 0 + months us               | age: Calculate Ex        | clude stock with expiry d | late less than          | 3 months              |  |  |  |
|                | For stock on hand 0                  | G                        | enerating an order for    | 0 days sto              | sck                   |  |  |  |
|                | Including stock on order 0           |                          | will order a              | quantity of 0           |                       |  |  |  |
|                |                                      |                          | Previous OK               | & Next Cano             | el OK                 |  |  |  |
| Delete         |                                      |                          |                           |                         |                       |  |  |  |

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 | 1 1 1 2 2 | ger  | status Re  | eference doo | uments |         |      |      |        |
|---------------|------------|------------------|------|-----------|------|------------|--------------|--------|---------|------|------|--------|
| Quantity acco | rding to   | stock            |      | -         | _    | <u>_</u>   |              |        |         |      |      |        |
| Total Quant   | tity 1300  | 1                |      |           |      |            |              | Avai   | lable 3 | 00   |      |        |
| Date          | Invoice    | Name             | Түр  | e In/Out  | Stat | Expiry     | Batch        | Quan   | Pack    | Cost | Seli | Exten  |
| 05/02/2007    | 10         | Arbuckle distrib | si   | in        | cn   | 01/01/2008 | b39399       | 200    | 100     | 343  | 343  | 68600  |
|               | 15         | Pharmacy         | ci   | out       | 59   | 01/01/2008 | b39399       | 10     | 100     | 343  | 343  | 343(   |
| 24/05/2011    | 16         | Blue Cross hosp  | 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    |
|               |            |                  |      |           |      |            |              |        |         | 2    |      |        |
| Item stock li | ine ledger | r i              |      |           |      |            |              |        |         |      |      |        |
| 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 det   | all5  |  |  |  |  |  |  |  |  |  |  |
|---|--|---|--|--|--|--|--|--|--|--|--|--|
| eral<br>c<br>ge<br>k  | <ul> <li>Item name Amoxicillin 250mg tab/cap</li> <li>Show zero lines Print Split Update sell pi</li> </ul>  | Store: General 2  |  |  |  |  |  |  |  |  |  |  |
|   | Line Available Total Pack Hold Batch Expdate St  | upplier Manufacturer Location Cost Price Sell Price Status Total Volume   |  |  |  |  |  |  |  |  |  |  |
| 200010000   | 1 8 13 100 🖬 h19399 01/01/2008   | arbick A: 343.00 343.00 1   |  |  |  |  |  |  |  |  |  |  |
| es<br>oncile<br>of materials<br>chase Orders<br>er options<br>sensing<br>orting | Z 100000 100000 1 b93333 31/12/2014  | acmep 344.00 378.40 (   |  |  |  |  |  |  |  |  |  |  |
|   | Stock  | Non stock items   |  |  |  |  |  |  |  |  |  |  |
| ores  | Minimum stock         0         Total stock value         34,404,459,00         Non stock item           Stock on hand         101,300         Average unit cost         339,62         Default customer           Stock on order         0         Total Volume         0.00         None |   |  |  |  |  |  |  |  |  |  |  |
|   | Months Cover   |   |  |  |  |  |  |  |  |  |  |  |
|   | Based on 0 + months usage: Calculate<br>For stock on hand 0<br>Including stock on order 0  | Exclude stock with expiry date less than 3 months<br>Generating an order for 0 days stock<br>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.

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| 0.0                         |               | _            | _            | _        |      | _       | Transacti  | ions output. |           |             |                |                        |          |
|-----------------------------|---------------|--------------|--------------|----------|------|---------|------------|--------------|-----------|-------------|----------------|------------------------|----------|
| Find                        | Sum           | Order by     | Frint .      | Finalize | 04   | olicate | Cancel     | Filters      | Cuitornis |             | rt to MYOS     |                        |          |
| * Types                     |               | 1            | Name         |          | Тури | Sta.    |            | Confirmed    | Texasim   |             | PS printed dt. |                        | Exp bich |
| Custom                      | or brucices   | Arbockie dis | stribution - |          | - 11 | ch      |            | 15/02/2007   | 10        | 77518 5933  |                | Short Expline          | .0       |
| Sunnier                     | Involces      | Pharmacy     |              |          | ci . | 10.4    | 35/02/2007 |              | 15        | 3875.9      | 24/05/2011     |                        |          |
|                             | y adjustments | Blue Cross & |              |          | 6    |         |            | 24/05/2011   | 16        | 37072 po882 | 24/05/2011     | Express Courier please |          |
|                             |               | Inventory ad |              |          | \$C. |         |            | 24/05/2011   | 16        | -27620      | 1              | Reduced stock          | 0        |
| Supplier                    |               | Smith, John  |              |          | d    |         |            | 13/02/2012   | 17        | 1715        |                |                        |          |
| Clistom                     | er credits    | Parker, Jerm | ie .         |          | ¢i   | ER.     | 13/02/2012 | 13/02/2012   | 18        | 685         |                |                        | 0        |
| Builds                      |               |              |              |          | _    |         |            |              |           |             |                |                        |          |
| Repacks                     |               |              |              |          |      |         |            |              |           |             |                |                        |          |
| Find_                       |               | -            |              |          | _    | _       |            |              |           |             | -              |                        | -        |
| <ul> <li>By date</li> </ul> |               |              |              |          |      |         |            |              |           |             |                |                        |          |
| By State                    |               |              |              |          | -    | -       |            |              |           |             |                |                        | _        |
|                             |               |              |              |          | -    | -       |            | _            |           |             |                |                        |          |
|                             | sactions      |              |              |          | -    | -       |            | _            |           |             |                |                        |          |
| <ul> <li>My cust</li> </ul> | om filters    |              |              |          |      |         |            |              |           |             |                |                        |          |
|                             |               |              |              |          | -    | -       |            |              | _         |             |                |                        | -        |
|                             |               |              |              |          |      |         |            |              |           |             |                |                        | -        |
|                             |               |              |              |          | -    |         |            |              |           |             |                |                        |          |
|                             |               |              |              |          | -    |         |            |              |           |             |                |                        |          |
|                             |               |              |              |          | -    | -       |            |              |           |             |                |                        | -        |
|                             |               |              |              |          |      |         |            |              |           |             |                |                        |          |
|                             |               |              |              |          |      |         |            |              |           |             |                |                        |          |
|                             |               |              |              |          |      |         |            |              |           |             |                |                        | -        |
|                             |               |              |              |          | -    | -       |            |              |           |             |                |                        |          |
|                             |               |              |              |          |      |         |            |              |           |             |                |                        |          |
| 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: 2017/07/18 01:06 | faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1500340008 |
|-------------------------------|--|
|                               |  |

| Name<br>Their ref<br>Comment | b933     | distribution arbuck                                  |      |           | ate: 05/02<br>ate: 05/02 |            |   | nvoice numb   | us : cn                              |
|------------------------------|----------|--|------|-----------|--------------------------|------------|---|---|--------------------------------------|
| New line                     | Delete I | Genera   |      | ategory ( |                          |            |   |   | ID : 0<br>by : ujwal<br>re : 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<br>Item(s):<br>Amount:<br>ort batch: 0 | 0.00 |           |                          |            |   | Subtota<br>13 % tau<br>Tota   | x: 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 tal | b/cap                        |            |            | -          |
| Quantity                        | 200 Juits i           | ssued: 197                   | amo2       | 50t        | New item   |
| Pack size                       | 100 ea                |                              |            |            |            |
| Total quantity:                 | 20000                 |                              | Lo         | cation A   | - <b>S</b> |
| Batch                           | b39399                |                              | Volume per | pack       | 0 m3 😂     |
| Expiry                          | 01/01/2008            | Adjusted local cost<br>(USD) | % Margin   | Sell price |            |
| Invoice line unit cost<br>(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



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                       | 1 ea                  |                              |                 |             |
| Total quantity:                 | 20000                 |                              | Location        | A 😒         |
| Batch                           | b39399                |                              | Volume per pack | : 0 m3 😒    |
| Expiry                          | 01/01/2008            | Adjusted local cost<br>(USD) | % Margin        | Sell price  |
| Invoice line unit cost<br>(USD) | 343.00                | 343.00                       | 0.00            | 343.00      |
|                                 | Pack to one           |                              | Cancel O        | K 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: 2017/07/18 01:06 faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1500340008 |
|--|
|--|

| 1  | Show zero lines                                       | ne Amoxicilli<br>Marine<br>Print | n 250mg tab/ | cap<br>Opdate sell                                   | prices                       | Show related a   | nvoites            | Store:                                      |                                     | at.                        |                                       |             |                                 |  |  |     |     |
|--|---|----------------------------------|--------------|--|------------------------------|--|--------------------|---|-------------------------------------|----------------------------|---------------------------------------|-------------|---------------------------------|--|--|-----|-----|
| ders   | Line Available Tota<br>1 19803 1981<br>2 100000 10000 | 1 1                              | b39399 0     | Expdate<br>1/01/2008<br>1/12/2014                    | Supplier<br>arbuck<br>across |  | Location           | Cost Price<br>A 343.00<br>344.00            | Sell Pric<br>343.0<br>378.4         | 0                          | Total Volume                          | 0           |                                 |  |  |     |     |
| 11. The second |   |                                  |              |  |                              | m code amo2<br>Quantity acco   | 211.1              | G   | e Ama<br>eneral                     |                            | stock line o<br>250mg tab/c<br>Status |             | cuments )                       |  |  |     |     |
| spensing<br>parting<br>g<br>T<br>yres  | Stuck   | 1. 13                            | l            |  |                              | Date Invoice Name Type In/Out Stat Expiry Batch Q                              |                    |   |                                     |                            |                                       |             | Quan                            | Available 19803<br>Juan Pack Cost Sell Exten |  |     |     |
|  | Minimum stock<br>Stock on hand<br>Stock on order      | value 41,1<br>it cost<br>olume   |              | 05/02/2007<br>24/05/2011<br>24/05/2011<br>13/02/2012 | 15<br>16<br>16               | Arbuckle distri<br>Pharmacy<br>Blue Cross hos<br>Inventory adju<br>Smith, John | ei<br>e ci<br>s sc | n cr<br>but s<br>but cr<br>but cr<br>but cr | 01/01/200<br>01/01/200<br>01/01/200 | b39399<br>b39399<br>b39399 | 20000<br>10<br>100<br>80              | 1<br>1<br>1 | 343<br>343<br>343<br>343<br>343 | 343<br>343<br>343<br>343<br>343              | 686000(<br>343(<br>3430(<br>-2744(<br>1715 |     |     |
|  | Months Cover Based on 1 2 months usage. Calculate     |                                  |              |  |                              | 13/02/2012   |                    | Parker, Jennie                              |                                     | out cr                     |                                       |             | -                               |  | 343  | 143 | 681 |
|  |   | ck on hand 0<br>ck on order 0    |              |  |                              | Item stock ii<br>Total Quar  | Contraction of the | 3   |                                     |                            |                                       |             | Availa                          | able 15                                      | 8803                                       |     |     |
| Teleta:  |   |                                  |              |  |                              | Reconcile fro<br>Total Quar  |                    |   |                                     |                            |                                       |             | Availa                          | ible 15                                      | 803  |     |     |

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

