

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.

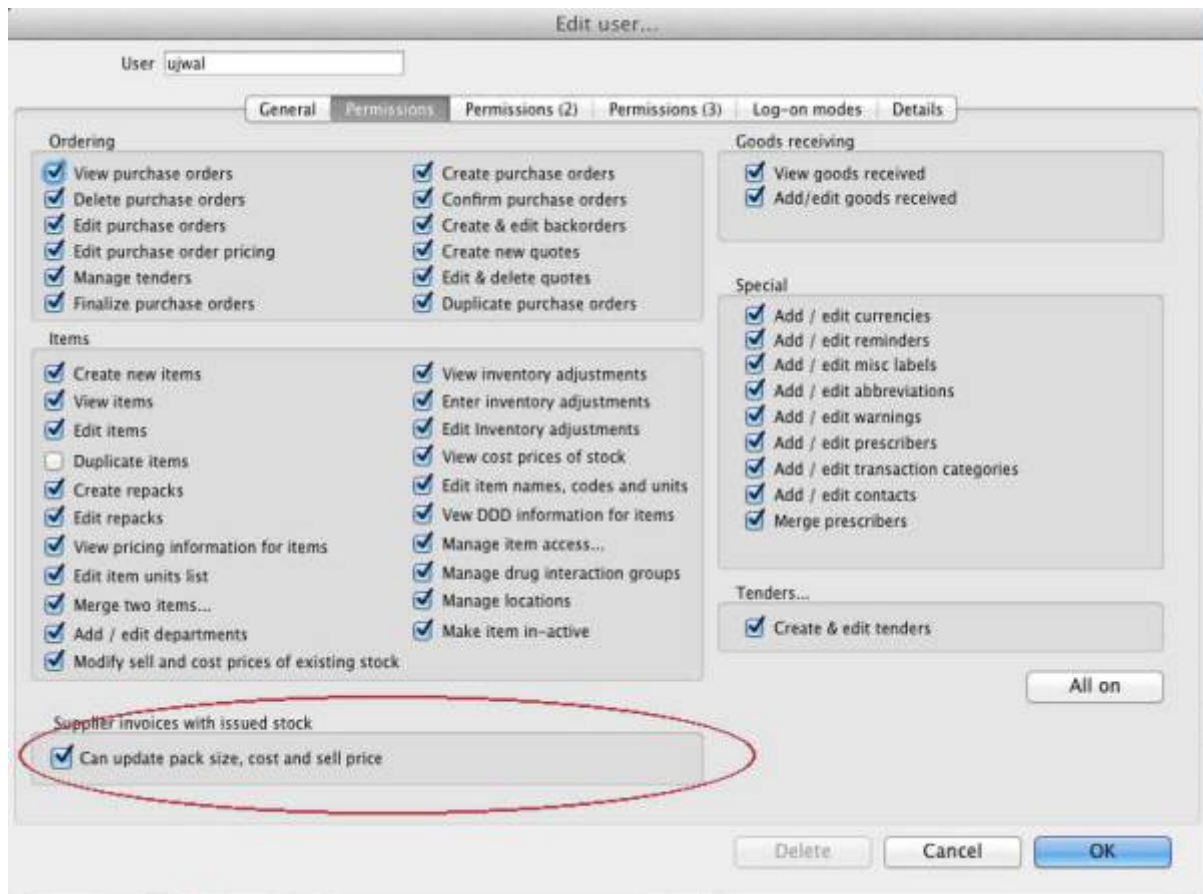
User permissions

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)



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:

Item details...

General Misc Usage **Stock** Ledger Quotes Backorders Notes Reconcile Bill of materials Purchase Orders Order options Dispensing Reporting Log CST Stores

Item name: Amoxicillin 250mg tab/cap Store: General

Show zero lines Print Split Update sell prices Show related invoices Consolidate

Line	Available	Total	Pack	Hold	Batch	Expiry	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total Volume
1	3	13	100		b39399	01/01/2008	ar buck		A	343.00	343.00		0
2	100000	100000	1		b93333	31/12/2014	acmep			344.00	378.40		0

Stock

Minimum stock: 0 Total stock value: 34,404,459.00

Stock on hand: 101,300 Average unit cost: 339.62

Stock on order: 0 Total Volume: 0.00

Months Cover

Based on: 0 months usage: Calculate

Exclude stock with expiry date less than: 3 months

Generating an order for: 0 days stock

will order a quantity of: 0

Non stock items

Non stock item: ☐

Default customer: None

Delete OK & Previous OK & Next Cancel 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:

Item stock line details...

Item code: amo250t Item name: Amoxicillin 250mg tab/cap

General **Ledger** Status Reference documents

Quantity according to stock

Total Quantity: 1300 Available: 300

Date	Invoice	Name	Type	In/Out	Stat	Expiry	Batch	Quan	Pack	Cost	Sell	Exten
05/02/2007	10	Arbuckle distrib	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	3430
24/05/2011	16	Blue Cross hosp	ci	out	cn	01/01/2008	b39399	100	100	343	343	34300
24/05/2011	16	Inventory adjust	sc	out	cn	01/01/2008	b39399	80	100	343	343	-27440
13/02/2012	17	Smith, John	ci	out	cn	01/01/2008	b39399	5	100	343	343	171.5
13/02/2012	18	Parker, Jennie	ci	out	cn	01/01/2008	b39399	2	100	343	343	686

Item stock line ledger

Total Quantity: 1300 Available: 300

Reconcile from start of year

Total Quantity: 1300 Available: 300

Reconcile Cancel OK

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.



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.](#)

Name	Type	Sta.	Entered	Confirmed	Invnum	Total	Their ref	PS printed dt.	Comment	Exp batch
Aibuckle distribution	si	cn	25/02/2007	25/02/2007	10	77518.9933			Short Expiry	0
Pharmacy	ci	sg	25/02/2007		15	3875.9		24/05/2011		0
Blue Cross hospital	ci	cn	24/05/2011	24/05/2011	16	37072	po882	24/05/2011	Express Courier please	0
Inventory adjustments	ic	cn	24/05/2011	24/05/2011	16	-27620			Reduced stock	0
Smith, John	ci	cn	13/02/2012	13/02/2012	17	1715				0
Parker, Jermie	ci	cn	13/02/2012	13/02/2012	18	686				0

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:

Correcting pack size

You should now see a window similar to the image below :

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.

Item: Amoxicillin 250mg tab/cap
Quantity: 20000 Units issued: 197
Pack size: 1 ea
Total quantity: 20000
Batch: b39399
Expiry: 01/01/2008
Invoice line unit cost (USD): 343.00
Adjusted local cost (USD): 343.00
% Margin: 0.00
Sell price: 343.00
Location: A
Volume per pack: 0 m3
Pack to one
Buttons: Cancel, OK, 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”:

The screenshot displays the mSupply software interface. The main window shows the 'Item details' for 'Amoxicillin 250mg tab/cap'. A table lists stock lines with columns: Line, Available, Total, Pack, Hold, Batch, Expiry, Supplier, Manufacturer, Location, Cost Price, Sell Price, Status, and Total Volume. Two stock lines are visible: Line 1 with Available 19803, Total 19813, and Pack 1; and Line 2 with Available 100000, Total 100000, and Pack 1. A secondary window, 'Item stock line details...', is open, showing a detailed view of the stock lines. It includes a table with columns: Date, Invoice, Name, Type, In/Out, Stat, Expiry, Batch, Quan, Pack, Cost, Sell, and Exten. The 'Pack' column is highlighted, showing values of 100 and 1. The 'Total Quantity' is 19813, and the 'Available' quantity is 19803.

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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Last update: **2017/07/18 23:37**

