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	nissions 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 litems	Ouplicate purchase orders	Add / edit currencies Add / edit reminders					
Create new items	 View inventory adjustments Enter inventory adjustments 	Add / edit misc labels Add / edit abbreviations					
J Edit items	Sedit Inventory adjustments	Add / edit warnings					
Duplicate items	View cost prices of stock	Add / edit prescribers Add / edit transaction categories					
🗹 Create repacks	Edit item names, codes and units	Add / edit contacts					
🗹 Edit repacks	Vew DDD information for items	Merge prescribers					
View pricing information for items	Manage item access						
🖌 Edit item units list	Manage drug interaction groups						
Merge two items	S Manage locations	Tenders					
Add / edit departments	Make item in-active	Create & edit tenders					
Modify sell and cost prices of existing st	tock						
Supplier invoices with issued stock		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	details												
General Misc	📾 Item name Amoxicillin 250mg tab/cap		Store: General ‡											
Jsage	🌒 🍝 🐔		۲											
Stock	Show zero lines Print Split Update se	Il prices Show related invoices	Consolidate											
edger	Line Available Total Pack Hold Batch Expdate	Supplier Manufacturer Locatio	n Cost Price Sell Price Status Total Volume											
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otes	2 100000 100000 1 🕒 b93333 31/12/2014	acmep	344.00 378.40 0											
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spensing														
eporting														
9g ST														
ores	Stock	ock items												
	Minimum stock 0 Total stock value 34	,404,459.00 No	n stock item											
	Stock on hand 101,300 Average unit cost	339.62 Defau	62 Default customer											
	Stock on order 0 Total Volume 0.00 None													
	Months Cover													
	Based on 0 Calculate Calculate	Exclude stock with expin	y date less than 3 months											
	For stock on hand 0	Generating an order for	Generating an order for 0 days stock											
	Including stock on order 0	will order	a quantity of 0											
Delete		OK & Previous O	K & 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:

Quantity according to stock Control Co		_						
				Avail	able 3	00		
Date Invoice Name Type In/0	Dut 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	59	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	686
					_	0		
Item stock line ledger						-		
Total Quantity 1300				Ava	ilable	300		
Reconcile from start of year								
Total Quantity 1300				Auce	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	8 110	m name	Amox	icillin i	250mg ta	b/cap		_	_	Store:	General	-			
c ge k	Show zero line	🕽 🥌 🍝 ero lines Print Split Upd				9	te sell prices Show related invoices				Consolidate				
ger	Line Available	Total	Pack	Hold	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price Sta	tus Total Volume			
ites korders es	Z 100000	100000	160		b93333	01/01/2008	arbiitk acmep		4	341.00 344.00	343.00 378.40	0			
econcile ill of materials unchase Orders inder options ispensing eporting og ST ST tores															
	Stock Non stock items														
											on stock item 📃 ult customer				
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	Months Cover														
	Based on 0 + months usage: Calculate Exclude stock with expiry For stock on hand 0 Cenerating an order for									ate less than 0 quantity 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.

0.0							Transacti	ions output.					
Sind Find	Sum	Order by	Frint	Finalize	0u	alicate	Cancel	Filters	Cuterris	Modify Exp	ent to MYOR		
* Types			Name		Тури	Sta.	Entered	Confirmed	Tevesim	Total Their re	F PS printed dt.	Comment	Exp bich
Customer b	THOICES	Arbackie dis	tribución -		- 11	CIT		19/02/2007	10	77518 5933		hort Expline	
Supplier inv	unires	Pharmacy			(i	10.4	35/02/2007		15	3875.9	24/05/2011		0
		Blue Cross b			E			24/05/2011	16	37072 po882		spress Courier please	.0
Inventory a		Inventory adj	ustments		SC.			24/05/2011	16	-27620	1	educed stock	0
Supplier cri		Smith, John			d			13/02/2012	17	1715			
Customer c	oredits	Parker, Jermi	H.		ei	£R	13/02/2012	13/02/2012	18	685			0
Builds													
Repacks								1					
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 By date 													
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1/6/3	14												

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 23:37	fag-how to corre	ct_nacksize https://	docs msupply ora n	z/fag.how_to	correct_packsize?rev	=1500421062
Lust update: 2017/07/10 23:37	100.000	.ec_packsize meps.//	accountrapping organ	2/109.11010_00_	concec_packsizence	-1300421002

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New line	Delete I	Genera		ategory (ID : 0 by : ujwal re : Ceneral
Li Loc.		Item Name		Pack		Expiry	Price	Sell Price	Price extension
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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	
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 🗌 🦲	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 (USD)	% Margin	Sell price
Invoice line unit cost (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 23:37 faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1500421062
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vailable Total 19803 19813	Pack Hold	Split	Update sell	prices			Store:	Genira	1	(A)	-					
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						A 11 1 1 1 1 1 1 1						Available	19803			
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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

