

# How to correct wrong packsizes

In a warehouse environment, stock may be received in 'bulk' (large pack sizes), then physically broken down in to smaller, 'issue size' packs, **without telling mSupply** through a "Repack" or "Split". The stock may then be issued without paying attention to the pack sizes.

In an pharmacy environment, the same could also be true if the 'Pack to one' preference has not been set. 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 doesn't pay attention to the pack sizes and accidentally tells mSupply that they are issuing stock with large pack sizes.

In both cases the customer or patient receives drug quantities that are generally much less than what mSupply has been told.

It is **much** better to take measures to ensure that these errors do not occur frequently, but mSupply does have the facility to correct the pack size for stock that has already been issued. This is a powerful and potentially harmful feature and so there is a special user permission to allow this. 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)

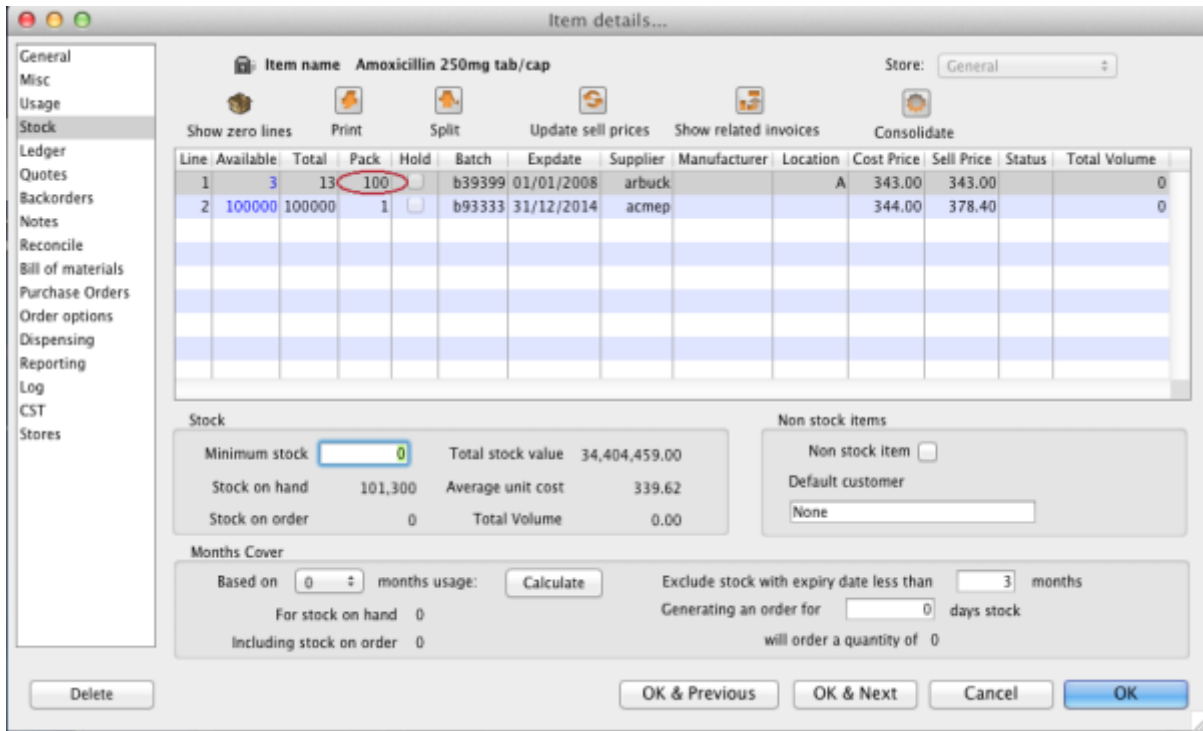


## Locating the item

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.

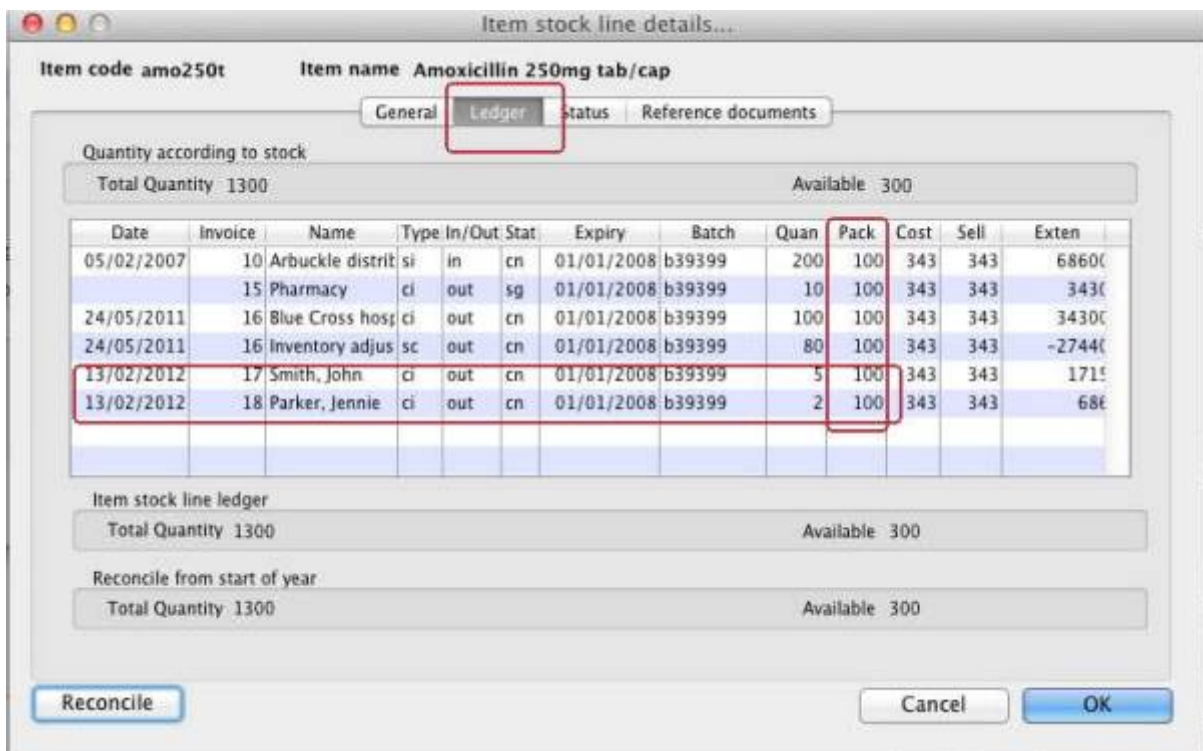
View the item where the pack size needs to be adjusted :

- 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:



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:



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"

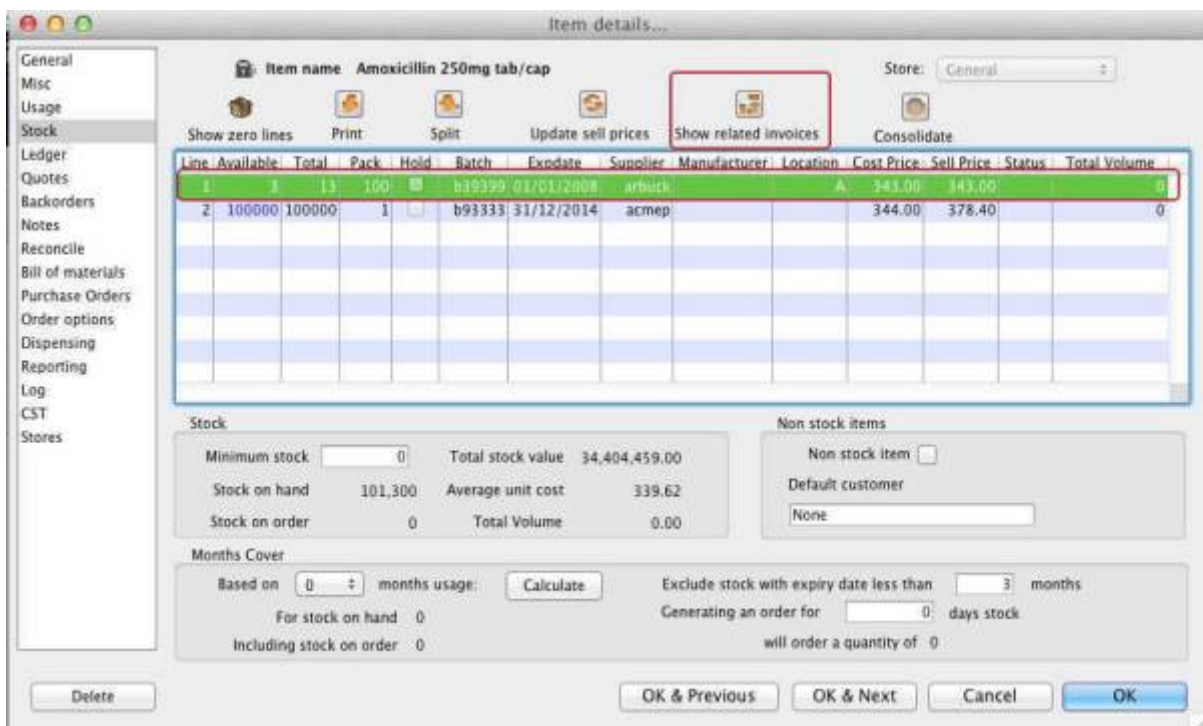
Now close the item stock line details window and view the item again.

## 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.](#)

The screenshot shows a window titled "Transactions output...". At the top, there is a toolbar with icons for Find, Sum, Order by, Print, Finalize, Duplicate, Cancel, Filters, Customise, Modify, and Export to MYOB. On the left, there is a sidebar with a tree view of transaction types: Customer invoices, Supplier invoices, Inventory adjustments, Supplier credits, Customer credits, Builds, Repacks, Find..., By date, By Status, My transactions, and My custom filters. The main area is a table with the following columns: Name, Type, Sta., Entered, Confirmed, Invnum, Total, Their ref, PS printed dt., Comment, and Exp btch. The first row is highlighted in green and contains the text "Arbuckle distribution".

Name	Type	Sta.	Entered	Confirmed	Invnum	Total	Their ref	PS printed dt.	Comment	Exp btch
Arbuckle distribution	si	cn	25/02/2007	25/02/2007	10	77518.9933			Short Expiry	0
Pharmacy	ci	sp	25/02/2007		15	3675.9		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:

**Supplier invoice**

Name: Arbuckle distribution    Entry date: 05/02/2007    Colour: Black  
 Their ref: b933    arbuck    Confirm date: 05/02/2007    Invoice number: 10  
 Comment: Short Expiry    Status: cn  
 Category: None    Goods receive ID: 0  
 Purchase Order ID: 0  
 Entered by: ujwal  
 Store: General

Li...	Loc...	Item Name	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1	A	Amoxicillin 250mg tab/cap	200	100	b39399	01/01/2008	343.00	343.00	68,600.00

Other charges: Amount: 0.00

Subtotal: 68,600.00  
 13 % tax: 8,918.00  
 Total: 77,518.00

Buttons: OK & Next, Delete, OK

## Correcting pack size

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

**Add/edit supplier invoice line...**

Item: Amoxicillin 250mg tab/cap    amo250t    New item

Quantity: 200    Units issued: 197

Pack size: 100    ea

Total quantity: 20000    Location: A

Batch: b39399    Volume per pack: 0    m3

Expiry: 01/01/2008


Adjusted local cost (USD): 343.00    % Margin: 0.00    Sell price: 343.00

Invoice line unit cost (USD): 343.00

Buttons: Pack to one, Cancel, OK, 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 X 1 = 20,000

Click "OK" to save the changes.

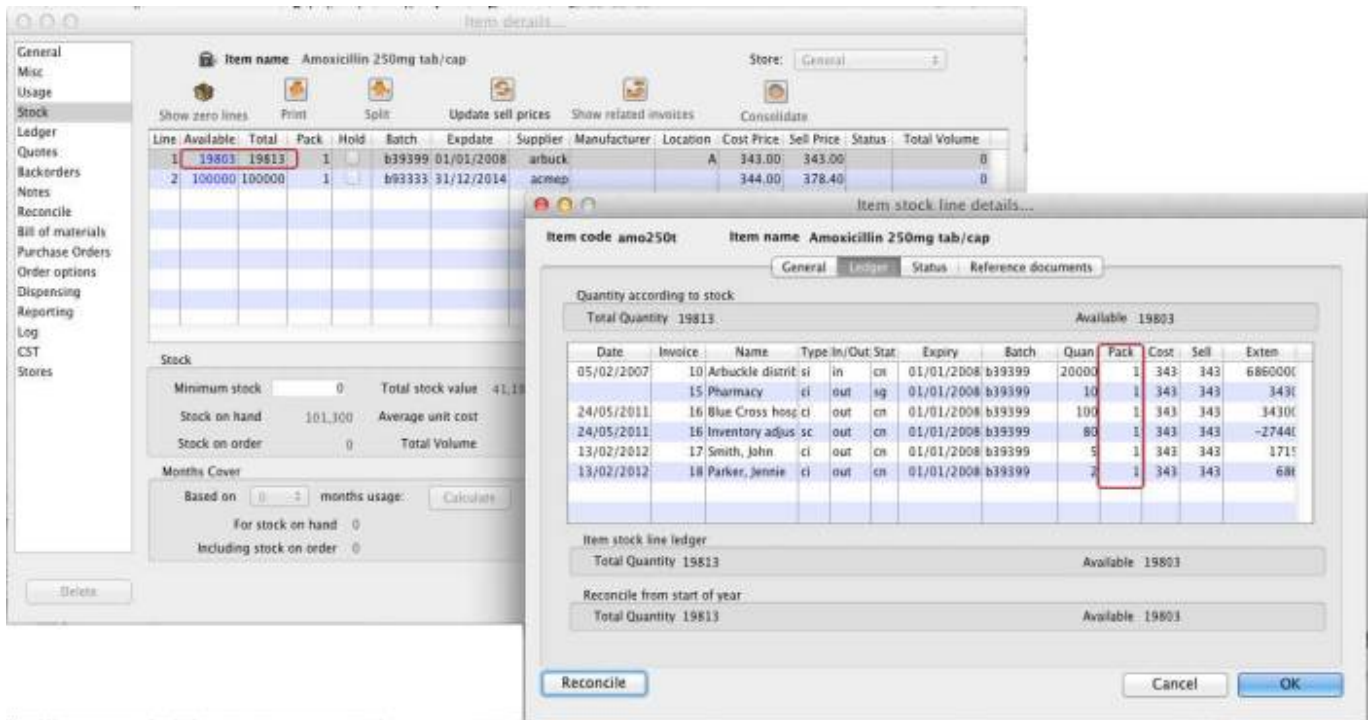


The screenshot shows a dialog box titled "Add/edit supplier invoice line...". The "Item" field contains "Amoxicillin 250mg tab/cap" with a dropdown arrow and a "New item" button. The "Quantity" field is set to "20000" and "Units issued: 197". The "Pack size" field is set to "1 ea". The "Total quantity:" is "20000". The "Batch" field is "b39399". The "Expiry" field is "01/01/2008". The "Location" field is "A". The "Volume per pack" field is "0 m3". The "Invoice line unit cost (USD)" is "343.00". The "Adjusted local cost (USD)" is "343.00". The "% Margin" is "0.00". The "Sell price" is "343.00". There is a "Pack to one" button with a printer icon. At the bottom, there are "Cancel", "OK", and "OK & Next" buttons.

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":



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: [How To Remove Stock Lines That Have '0' Available](#) Next: [How to report by invoice category](#)*

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<https://docs.msupply.org.nz/> - **mSupply documentation wiki**

Permanent link:  
[https://docs.msupply.org.nz/faq:how\\_to\\_correct\\_packsize?rev=1533192915](https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1533192915)

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