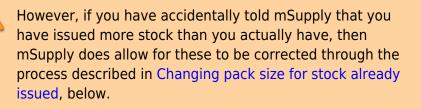
Introduction

In a warehouse or dispensary, stock may be received in 'bulk' (larger pack sizes) which then need to be physically and logically broken down in to smaller, 'issue size', packs before the stock is issued. It often makes sense to keep last-expiring stock in bulk quantities until closer to the time it will be issued:

- It makes for easier stock-taking; just counting the number of cartons, rather than working out how many inner packs are in the cartons, and then multiplying that by the number of cartons.
- If you will be splitting a stock line to move a carton(s) to a more accessible location for issue, then keeping the 'carton' pack size makes it easier to identify how much stock needs to be to split off.

In any case, whenever it is done, you will need to change the pack size of your stock.

It is important that changing pack size does **NOT** change the total amount of stock that you have. mSupply is carefully designed to ensure this.



Changing pack size for stock on hand

The pack size for Stock on hand is changed through either of two methods:

- Repack items
- Splitting a stock line

Changing pack size for stock already issued

If your staff have forgotten to tell mSupply about the new pack size through a Repack or Split, then stock may be issued without noticing the large pack sizes. This will result in mSupply being told that much more stock has been issued than actually has been.

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 if you find that you haven't, mSupply does have the facility to correct the pack size for stock that has already been issued. As you can imagine, 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 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)

User ujwal						
General	missions Permissions (2) Permissions (3) Log-on modes Details }				
Ordering		Goods receiving				
 View purchase orders Delete purchase orders Édit purchase orders Édit 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 guotes	Special				
Finalize purchase orders	Ouplicate purchase orders	Add / edit currencies				
Items		Add / edit reminders				
ems 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	 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 drug interaction groups Manage locations 					
Add / edit departments	Make item in-active	Create & edit tenders				
 Modify sell and cost prices of existing s Supplier invoices with issued stock Can update pack size, cost and sell pri 		All on				
		Delete Cancel OK				

2025/08/13 13:36

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				ltem	details						
General Misc	📾 Iter	m name Am	oxicillin 250n	ng tab/cap				Store:	General		\$
Usage	1	4	-	1	3			6	6		
Stock	Show zero line	s Print	Split	Update s	ell prices	Show related in	nvoices	Consoli	u date		
edger	Line Available	Total Park	Hold Bat	- 1		Manufacturer	Location			Status	Total Volume
uotes	1 3	13 10		399 01/01/200			A		343.00	214043	0
ackorders	2 100000			333 31/12/2014				344.00			0
otes				and animpton	activep			211.00	210110		
econcile											
ll of materials											
archase Orders											
der options											
spensing											
porting											
9											
ST	Stock						Non stock	items			
tores	Minimum st	ork	0 Tota	al stock value 3	404 450 0		Non s	tock item	1		
					4,404,439.0	~					
	Stock on ha	and 103	1,300 Aver	age unit cost	339.6	2		customer			
	Stock on or	der	0	Total Volume	0.0	0	None				
	Months Cover										
		0							_		
	Based on	0 : 1	nonths usage	Calculate	E	xclude stock w	ith expiry d	late less tha	n	3 mo	nths
	Fo	or stock on ha	nd 0		G	enerating an or	rder for		0 days st	ock	
	Includin	g stock on ord	ier 0			W	vill order a	quantity of	0		
Delete					OK	& Previous	OK	& Next	Can	cel	OK
					- 51						

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:

Last update: 2018/08/02 23:28	faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1533252494
-------------------------------	--

			nera	Let	dger	status Re	ference doo	uments				
Quantity acco Total Quant								Avail	lable 3	00		
Date	Invoice	Name	Түр	e In/Ou	t Stat	Expiry	Batch	Quan	Pack	Cost	Seli	Exten
5/02/2007	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(
4/05/2011	16	Blue Cross hosp	ci	out	cn	01/01/2008	b39399	100	100	343	343	34300
4/05/2011	16	Inventory adjus	SC	out	cn	01/01/2008	b39399	80	100	343	343	-2744(
3/02/2012	17	Smith, John	ci	out	cn	01/01/2008	639399	5	100	343	343	1715
3/02/2012	18	Parker, Jennie	ci	out	cn	01/01/2008	b39399	2	100	343	343	686
										2		
Item stock li	ine ledger	e)		11								
Total Quar	ntity 130	0						Ava	ilable	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.

	Item details							
ttem name Amoxic Show zero lines Print	illin 250mg tab/cap	Show related invoices	Store: General					
Line Available Total Pack H	old Batch Expdate Supplier	Manufacturer Location	Cost Price Sell Price	Status Total Volume				
2 100000 100000 1	 b19399_01/01/2008 arbits b93333_31/12/2014 acmep 		341.00 343.00 344.00 378.40	0				
Stock		Non stock	Litems					
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								
	o	Cenerating an order for	0 days st	3 months ock				
	Show zero lines Print Line Available: Total Pack H Stock H Stock Minimum stock 0 Stock on hand 101,30 Stock on order Based on 0 ‡ mont For stock on hand	Rem name Amoxicillin 250mg tab/cap Image: Show zero lines Print Split Update sell prices Image: Show zero lines Print Split Update sell prices Image: Show zero lines Print Split Update sell prices Image: Show zero lines Print Split Update sell prices Image: Image: Show zero lines Image: Ima	Show zero lines Print Split Update sell prices Show related invoices Ine Available Total Pack Hold Batch Execute Supplier Manufacturer Location Ine Available Total Pack Hold Batch Execute Supplier Manufacturer Location Ine Available Total 100 1093333 31/22/2014 armep Intervention Intervention Image: Intervention	Image: Rem name Amoxicillin 250mg tab/cap Store: Central Show zero lines Print Split Update sell prices Show related invoices Consolidate Image: Amoxicillin 250mg tab/cap Image: Amoxicillin 250mg tab/cap Image: Amoxicillin 250mg tab/cap Image: Amoxicillin 250mg tab/cap Show related invoices Image: Amoxicillin 250mg tab/cap Show zero lines Print Split Update sell prices Show related invoices Consolidate Image: Amoxicillin 250mg tab/cap 100 H2359 01/01/2008 arbotck A 343.00 343.00 Image: Amoxicillin 250mg tab/cap 100 H2359 01/01/2008 arbotck A 343.00 345.00 Image: Amoxicillin 250mg tab/cap 100 H2359 01/01/2008 arbotck A 343.00 378.40 Image: Amoxicillin 250mg tab/cap 100000 1000000 1 H2359 01/01/2008 armop A 344.00 378.40 Image: Amoxicillin 250mg tab/cap 100000 1000000 1 H2359 01/01/2008 Non stock items Non stock items Non stock items Non stock items Non stock item Default customer None Image: Stock on hand 101,300 Average unit cost				

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.

.... ... Z 1 2 2 • 6 ** T Finalize Duplicate Customise Modify Expert to MYCE Print Cancel Find Order by Filters Sum. Type Sta Their ref PS printed dt. Name Entered Confirmed Total * Types m Corr Exp btch 77518 8933 Customer Impices Pharmacy ng cn 15 16 3875.9 24/05/2011 ti. Supplier Involces Blue Cross hospital ci 24/05/2011 24/05/2011 37072 po882 24/05/2011 Express Courier please Inventory adjusts Inventory adjustments SC. cn 24/05/2011 24/05/2011 16 -27620 Reduced stock 0 Supplier credits 13/02/2012 13/02/2012 Smith, John d CD 17 1715 Parker, Jermie tn 13/02/2012/13/02/2012 18 686 **Customer** credits ėi. Builds Repacks 4 Find_ By date . By Status My transaction · My custom filters 1/6/34

Double click on the line for the supplier invoice to open it.

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:

00				_	Su	pplier	invoice				
Name Their ref omment E New line	b933		arbuck	L	Cor		ite : 05/02 ite : 05/02 None	2/2007	Go	nvoice numbe Statu odds receive I chase Order I Entered b	is : cn D : 0 D : 0
_			General	Sum	mary by	ltem	Summar	ry by Batch	Price		
Li Loc	V	lte illin 250mg	em Name	_	and a state of	Pack	Batch	Expiry 01/01/2008	The second s	Sell Price	Price extension 58,500.00
() E	٤.	Other cha Item(s): Amount:	rges	0.0	0					Subtotal 13 % tax Total	c 8,918.00

Correcting pack size

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

	1.00	ld/edit supplier invo			
Item	Amoxicillin 250mg tal	b/cap			-
Quantity	200 Jnits i	ssued: 197	amo2	50t	New item
Pack size	100 ea				
Total quantity:	20000		Lo	cation A	
Batch	b39399		Volume pe	r pack	0 m3 S
Expiry	01/01/2008	Adjusted local cost (USD)	% Margin	Sell price	
nvoice 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	oice line	
Item	Amoxicillin 250mg tab	/cap		•
Quantity	20000 Units is	sued: 197	amo250t	New item
Pack size	1 ea			
Total quantity:	20000		Location	n (A 🕥
Batch	b39399		Volume per pac	c 📃 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 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":

Stack 05/02/2007 10 Arbuckle district si in on 01/01/2008 b39399 20000 1 s Minimum stock 0 Total stock value 41,11 Stock on hand 101,100 Average unit cost 15 Pharmacy ci out ng 01/01/2008 b39399 10 1 3 Stock on hand 101,100 Average unit cost 24/05/2011 16 Blue Cross hos, ci out on 01/01/2008 b39399 10 1 3 Monthe Cover 0 Total Volume 13/02/2012 15 Immine ci out cn 01/01/2008 b39399 80 1 3 Monthe Cover 3/02/2012 16 Inventory adjus sc out cn 01/01/2008 b39399 3 1 3 Monthe Cover 3/02/2012 18 Inventory adjus sc out cn 01/01/2008 b39399 3 1 3 Based on 0 2 months usa	
International in an anticitation of the stock of the	
Stock Total Quantity 19813 Available 198 Stock Total Quantity 19813 Available 198 Minimum stock 0 Total stock value 41,11 Stock on hand 101,300 Average unit cost 101,400x18 district si in ci 01/01/2008 b39399 101,31 3 Stock on hand 101,300 Average unit cost 15 Pharmacy ci out 01/01/2008 b39399 101,31 3 Months Cover 0 Total Volume 13/02/2012 15 Pharmacy ci out cn 01/01/2008 b39399 101,31 3 3/02/2012 17 Smith, John ci out cn 01/01/2008 b39399 101,31 3 3/02/2012 18 Parker, Jennie ci out cn 01/01/2008 b39399 3 3 3/02/2012 18 Parker, Jennie ci out cn 01/01/2008 b39399 3 3 3/02/2012 18 Parker, Jennie ci out cn 01/01/2008 b39399 3 3 3/02/2012 18	
Stock 0 Total stock value 41,11 Stock on hand 101,100 Average unit cost 15 Pharmacy ci out sg 01/01/2008 539399 100 1 3 Stock on hand 101,100 Average unit cost 324/05/2011 16 Blue Cross hosp ci out cn 01/01/2008 539399 100 1 3 Months Cover 0 Total Volume 13/02/2012 17 Internative ci out cn 01/01/2008 539399 80 1 3 Months Cover 13/02/2012 17 Internative ci out cn 01/01/2008 539399 80 1 3 13/02/2012 13 Parker, Jennie ci out cn 01/01/2008 539399 3 1 3 13/02/2012 18 Parker, Jennie ci out cn 01/01/2008 539399 3 1 3 13/02/2012 18 Parker, Jennie ci	803
Minimum stock 0 Total stock value 41,13 Stock on hand 101,000 Average unit cost 24/05/2011 15 Pharmacy out np 01/01/2008 539399 10 1 3 Stock on hand 101,000 Average unit cost 24/05/2011 16 Blue Cross hosp ci out on 01/01/2008 539399 10 1 3 Months Cover 0 Total Volume 13/02/2012 17 Smith, John ci out on 01/01/2008 539399 5 1 3 3/02/2012 13 Smith, John ci out on 01/01/2008 539399 5 1 3 3/02/2012 18 Parker, Jennie ci out on 01/01/2008 539399 3 1 3 3/02/2012 18 Parker, Jennie ci out out 01/01/2008 539399 3 1 3 13/02/2012 18 Parker, Jennie ci out <td< td=""><td>lost Sell Exten 343 343 686000</td></td<>	lost Sell Exten 343 343 686000
Months Cover Based on 0 1 months usage: Calculate For stock on and 0 Including stock on order 0 Item stock line ledger Total Quantity 15513 Available 19	343 343 343 343 343 343 343 343 343 343 343 343 343 343 343 343 343 343 343 343 343
Including stock on order 0 Total Quantity 15513 Available 19	343 143 68
	9803
Deleta Reconcile from start of year Total Quantity 19813 Available 19	4603

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

