

## 24.07. How to correct wrong pack sizes

### 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 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.



However, if you have accidentally told mSupply that you have issued more stock than you actually have, then mSupply does allow for these to be corrected through the process described in [Changing pack size for stock already issued](#), below.

### 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.

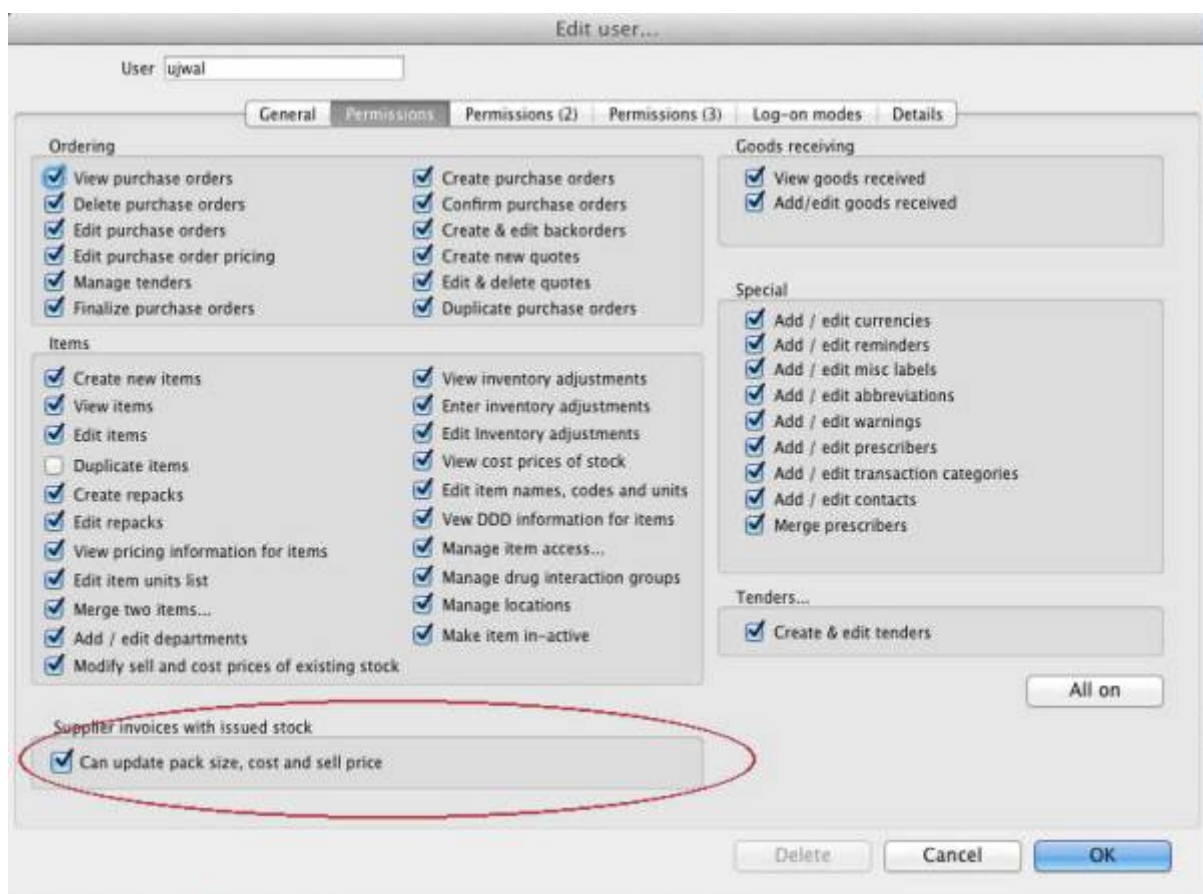
## User permissions

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)



## 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...

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 date	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

Non stock items

Non stock item: ☐

Default customer: None

Months Cover

Based on: 0 months usage: Calculate

For stock on hand: 0

Including stock on order: 0

Exclude stock with expiry date less than: 3 months

Generating an order for: 0 days stock

will order a quantity of: 0

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	34300
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	-27440
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

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"

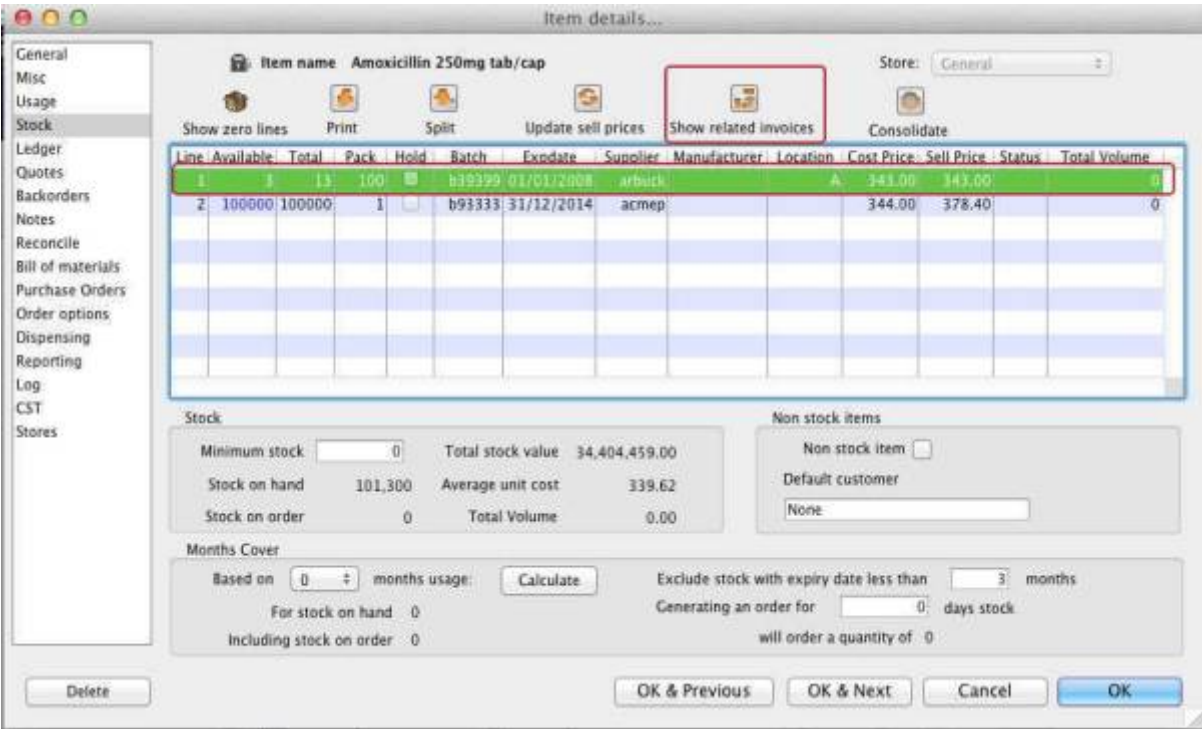
Now close the item stock line details window and view the item again.

## 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.



## 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:

[illegible]

## 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:  Units issued: 197

Pack size:  ea

Total quantity: 20000

Batch:  Location:

Expiry:  Volume per pack:  m3

Invoice line unit cost (USD):  Adjusted local cost (USD): 343.00 % Margin:  Sell price:

Pack to one

For this example let's 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.

Add/edit supplier invoice line...

Item: Amoxicillin 250mg tab/cap amo250t New item

Quantity:  Units issued: 197

Pack size:  ea

Total quantity: 20000

Batch:  Location:

Expiry:  Volume per pack:  m3

Invoice line unit cost (USD):  Adjusted local cost (USD): 343.00 % Margin:  Sell price:

Pack to one

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 'Item details' window for 'Amoxicillin 250mg tab/cap'. The 'Stock' tab is active, showing a table with columns: Line, Available, Total, Pack, Hold, Batch, Expiry, Supplier, Manufacturer, Location, Cost Price, Sell Price, Status, and Total Volume. The table has two lines: Line 1 with Available 19803, Total 19813, Pack 1, Batch b39399, and Expiry 01/01/2008; and Line 2 with Available 100000, Total 100000, Pack 1, Batch b93333, and Expiry 31/12/2014. The 'Stock' section below the table shows: Minimum stock 0, Total stock value 41.13, Stock on hand 101,300, Average unit cost, Stock on order 0, and Total Volume. The 'Months Cover' section shows: Based on 0 months usage, For stock on hand 0, and Including stock on order 0. A 'Reconcile' button is at the bottom left. An 'Item stock line details' window is open over the main window, showing a table with columns: Date, Invoice, Name, Type, In/Out, Stat, Expiry, Batch, Quan, Pack, Cost, Sell, and Extern. The table has five rows of stock lines, all with a 'Pack' size of 1. The 'Total Quantity' is 19813 and 'Available' is 19803. The 'Reconcile' button is at the bottom left of this window, and 'Cancel' and 'OK' buttons are at the bottom right.

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: [24.06. Why is my stock on hold?](#) | | Next: [24.08. How to report by invoice category](#)

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