# 26.07. How to correct wrong pack sizes

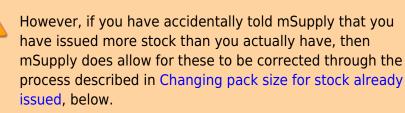
# Introduction

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 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
<ul> <li>View purchase orders</li> <li>Delete purchase orders</li> <li>Édit purchase orders</li> <li>Édit purchase order pricing</li> </ul>	Create purchase orders     Confirm purchase orders     Create & edit backorders     Create new quotes	<ul> <li>View goods received</li> <li>Add/edit goods received</li> </ul>
🗹 Manage tenders	🗹 Edit & delete guotes	Special
Finalize purchase orders	Ouplicate purchase orders	Add / edit currencies
Items		Add / edit reminders
<ul> <li>Create new items</li> <li>View items</li> <li>Edit items</li> <li>Duplicate items</li> <li>Create repacks</li> <li>Edit repacks</li> <li>View pricing information for items</li> <li>Edit item units list</li> <li>Merge two items</li> </ul>	<ul> <li>View inventory adjustments</li> <li>Enter inventory adjustments</li> <li>Edit Inventory adjustments</li> <li>View cost prices of stock</li> <li>Edit item names, codes and units</li> <li>Vew DDD information for items</li> <li>Manage item access</li> <li>Manage drug interaction groups</li> <li>Manage locations</li> </ul>	<ul> <li>Add / edit misc labels</li> <li>Add / edit abbreviations</li> <li>Add / edit warnings</li> <li>Add / edit prescribers</li> <li>Add / edit transaction categories</li> <li>Add / edit contacts</li> <li>Merge prescribers</li> </ul>
Add / edit departments	Make item in-active	Create & edit tenders
<ul> <li>Modify sell and cost prices of existing s</li> <li>Supplier invoices with issued stock</li> <li>Can update pack size, cost and sell pri</li> </ul>		All on
		Delete Cancel OK

# 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:

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General	<u>⊜</u> ⊨ Ite	m name Am	oxicillin	250mg ta	b/cap				Store:	General		\$			
disc Jsage		4	6	٨.	5	1				a					
tock	Show zero line	es Print	5	plit	Update sel	) I prices	Show related in	nunices	Consoli	j doto					
edger	Line Available										Cantore	Total Volume			
uotes	Line Available	13 10		Batch		arbuck	Manufacturer	Location			Status				
ckorders	2 100000		1 0		01/01/2008 31/12/2014	acmep		~	343.00			0			
otes	2 100000	100000		093333	51/12/2014	acmep			344.00	370.40		0			
concile															
I of materials															
rchase Orders															
der options															
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9															
я	Stock							Non stock	items						
ores	Minimum s	tork	0	Total sto	ck value 34	404 459 0	0	Non s	tock item						
			_					Default o							
	Stock on h	and 10	1,300	Average	unit cost	539.62									
	Stock on o	rder	None	ne											
	Stock on order 0 Total Volume 0.00														
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	based on	0 ÷	months u	sage:	Calculate	Exclude stock with expiry date less than 3 months									
	F	or stock on ha	nd 0			G	enerating an or	der for		0 days st	ock				
	Includir	ng stock on or	der 0				w	vill order a	quantity of	0					
Delete						OK	& Previous		& Next	Can	rel	ОК			
Derete						OK	arrevious		AHCAL	Can					

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: 2020/04/24 09:58	faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1587722293
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Quantity acco	unding to		nera	1 12	åger	status Re	ference doo	uments	5			
Total Quant								Avai	able 3	00		
Date	Invoice	Name	Тур	e In/Ou	t 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(
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	68€
										2		
Item stock li	ine ledger	e)		A.								
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.

000	Item detail	s
eneral lisc sage tock	Item name Amoxicillin 250mg tab/cap	s Show related invoices
dger	Line Available Total Pack Hold Batch Expdate Supp	lier Manufacturer Location Cost Price Sell Price Status Total Volume
iotes ckorders ites concile i of materials rchase Orders der options		A 341.00 343.00 0 mep 344.00 378.40 0
rder options ispensing sporting 19 5T	Stock	Non stock items
iores	Minimum stock 0 Total stock value 34,404,4 Stock on hand 101,300 Average unit cost 3 Stock on order 0 Total Volume	59.00     Non stock item       39.62     Default customer       0.00     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		will order a quantity of 0 OK & Previous OK & Next Cancel OK

### 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 1 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 3933 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 ÷. 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	ł	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 :

Item	Amoxicillin 250mg tal	o/cap			-
Quantity	200 Juits i	ssued: 197	amo2	Contraction of the second s	New item
Pack size	100 <b>)</b> ea				
Total quantity:	20000		Lo	cation A	- S
Batch	b39399		Volume pe	r pack	0 m3 😂
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	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":

Link Available forull Yack Mole same Explaite Supplier Mathemater Lotation Cost Price Set Price Status Total Volume       1     1363303     1     193393     10/12/2008     10/12/2008       ile     2     100000     1     193333     31/12/2014     344.00     378.40     0       ile     0     1     193333     31/12/2014     acmep     344.00     378.40     0       ile     0     1     1     1     1     1     1     1       ile     0     1     1     1     1     1     1       ile     0     1     1     1     1     1       ile	ral e	Be Item na	Ame Amo		250mg ta	b/cap	0.000	s Show related	evoites	Store:		al.		£)						
Animate lab       Animate lab       Image lab </th <th>r s rders</th> <th>1 19803 198</th> <th>§13 1</th> <th>Hold</th> <th>b39399</th> <th>01/01/2008</th> <th>art ac</th> <th>buck mep</th> <th>Location</th> <th>343.00</th> <th>343.0</th> <th>10</th> <th></th> <th></th> <th>0</th> <th></th> <th></th> <th></th> <th></th> <th></th>	r s rders	1 19803 198	§13 1	Hold	b39399	01/01/2008	art ac	buck mep	Location	343.00	343.0	10			0					
Stack       Date       Investor (1913)       Example       Stack         Minimum stock       0       Total stock value       41,13       Stock on hand       101,000       Average unit cost       Stock on hand       101,000       Average unit cost       Stock on order       0       Total Volume       Stock on order       0       Total Volume       16 Blue Cross hesg till       out       out       01/01/2008 b39399       100       1       343       342       342	naterials le Orders options sing						1	Item code amo				oxicilli	250mg	tab/c	ар	cuments )				
Minimum stock       0       Total stock value       41,13         Stock on hand       101,300       Average unit cost         Stock on order       0       Total Volume         Months       Caver         Based on       1       months usage         For stock on order       0         Including stock on order       0         Including stock on order       0         Based on       1         Including stock on order       0         Recentile from start of year       Available         101:00       Available         101:00       Recentile from start of year	porting g T Sres	Stock	la la					Date	Invoice	Name		in/Out S		and the second second		Quan	-	Cost		
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Including stock on order 0 Item stock line ledger Total Quantity 15813 Available 19803 Reconcile from start of year		Based on 0 2 months usage: Coloutine					ł					the second second				à	1			
Recently non start of year							Ł		Contraction of the local sectors of the local secto	3						Avail	lable	19803		
	Ueleta:						IJ									Avai	lable	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: 28.06. Why is my stock on hold? || Next: 28.08. How to report by invoice category

