28.07. 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 Per	missions Permissions (2) Permissions (3) Log-on modes Details
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 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
 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 misc labels Add / edit abbreviations Add / edit abbreviations Add / edit warnings Add / edit prescribers Add / edit transaction categories Add / edit contacts Merge prescribers
🗹 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	ce	All on
Supplier invoices with issued stock Can update pack size, cost and sell pri	ce	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:

00				Item d	etails										
General Misr	🔓 Item nam	e Amoxicillin	250mg ta	b/cap				Store:	General		\$				
Usage		🥌 (♣.	9]			0	1						
Stock	Show zero lines	Print S	plit	Update sel	prices	Show related in	nvoices	Consoli	date						
.edger	Line Available Total	Pack Hold	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total Volume				
uotes	1 3 13	100	b39399	01/01/2008	arbuck		A	343.00	343.00		0				
ackorders	2 100000 100000	1	b93333	31/12/2014	acmep			344.00	378.40		0				
otes															
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ST	Stock						Non stock	items							
tores	Minimum stack	0	Terel etc	shushes as			Non c	tock item (-						
	Minimum stock	U	l otal sto	ck value 34,	404,459.0	0		were reenin [
	Stock on hand	101,300	Average (unit cost	339.6	2	Default o	ustomer							
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	Based on 0	* months u	sage:	Calculate	Exclude stock with expiry date less than 3 months										
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	Including stock	on order 0				W	All order a	quantity of	0						
Delete					OK	& Provinus		& Nevt	Can	el la	04				

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: 2021/10/08 11:36	faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1633692984
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		Ge	nera	Le	dger	status Re	eference doo	uments)			
Quantity acco	ording to	stock		-		J						
Total Quant	tity 1300)						Avai	lable 3	00		
Date	Invoice	Name	Тур	e In/Ou	t Stat	Expiry	Batch	Quan	Pack	Cost	Seli	Exten
05/02/2007	10	Arbuckle distrib	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 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	-2744(
3/02/2012	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	68€
Item stock li	ine ledge	r										
Total Quar	ntity 130	0						Ava	ailable	300		
Reconcile fro	om start (of year										
Total Quar	ntity 130	0						Ava	ilable	300		
Total Quar	ntity 130	0						Ava	ulable	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.

00	Item det	ails		
neral sc age sck	 Item name Amoxicillin 250mg tab/cap Show zero lines Print Split Update sell pi 	ices Show related invoices	Store: General	•]
dger	Line Available Total Pack Hold Batch Expdate St	polier Manufacturer Locat	ion Cost Price Sell Price Status	s Total Volume
HES kordere	1 3 13 100 🛡 H19399 01/01/2008	arbutk	A 341.00 343.00	
es oncile of materials chase Orders er options pensing orting	2 100000 100000 1 0 093333 33/12/2014	acmep	344.00 378.40	0
	Stock	Non st	tock items	
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	Months Cover			
	Based on 0 + months usage: Calculate For stock on hand 0 Including stock on order 0	Exclude stock with exp Generating an order for will orde	iry date less than 3 m 0 days stock er a quantity of 0	onths
Delete		OK & Previous	DK & Next	ОК

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 MYOB 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 comment	Arbuckle b933 Short Ex Delete I	e distributio piry ine	n arbuck) Cor	Entry da nfirm da :gory (]	ite : 05/02 ite : 05/02 Vone	2/2007 2/2007	lr Go ‡ Purc	Colou twoice number Statu ods receive I chase Order I Entered b Stor	er: DBack er: 10 es: cn D : 0 D : 0 ey: ujwal e: Ceneral
			General	Sum	mary b	y Item	Summar	ry by Batch	Price		
Li Loc		İt	em Name		Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
¢) 🖭		Other ch Item(s):	arges		n					Subtotal 13 % tax	: 68,600.00 c: 8,918.00

Correcting pack size

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

_	Ad	ld/edit supplier invo	pice line		_
Item	Amoxicillin 250mg tal	o/cap			-
Quantity	200 Jnits i	ssued: 197	amo2	50t	New item
Pack size	100]ea				
Total quantity:	20000		Lo	cation A	S
Batch	b39399		Volume per	r 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	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.

Starting with mSupply v4.12.06 the pack size field is only enabled if there are no pending repacks connected to the stock. If suggested repacks are encountered, they either need to be deleted or finalised.

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 inv	oice line		
Item	Amoxicillin 250mg tab)/cap			-
Quantity	20000 Units is	ssued: 197	amo2	50t	New item
Pack size] ea				
Total quantity:	20000		Lo	cation A	3
Batch	b39399		Volume per	r pack	0 m3 🚭
Expiry	01/01/2008	Adjusted local cost	% Margin	Sell price	
Invoice line unit cost (USD)	343.00	343.00	0.00	343.00	
	Pack to one		Cancel	ок	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":

Image: Available: Total Pack Hold Batch Explade: Supplies: Manufacturer: Location: Costo Price: Status: Total Volume: Total	u 192	Show zero lines Print	noxicillin	250mg ta Split	h/cap Opdate sel	prices	s Show related a	nvoites	Store:	Gene	at.		(#)						
Informativity Item name Amoxicillin 250mg tab/cap See Criders sprises carg mg Stack Informativity Stack 0 Total stock value 41,11 Stack no ntand 101,300 Average unit cost 343 343 343 24/05/2011 16 Blue Cross host of including stock on ender 0 Total Volume 0 0,101/2008 53399 10 1 343 343 343 13/02/2012 16 Blue Cross host of including stock on ender 0 Total Volume 0 0 1343 343 343 684 Based on 1 3 months usage: Calcularity 15 Sist 0 0 1 343 343 343 684 Briden Months Cover Based on 1 343 343 121 13/02/2012 18 Parker, Jemie di 0 0 10/01/2008 1339399 10 1 343 343 684 13/02/2012 18 Parker, Jemie di 0 0 0 10/01/2008 139399 1 343 343 120/02/01 18 </th <th>ders</th> <th>Line Available Total Par 1 19803 19813 2 100000 100000</th> <th>k Hold 1 1</th> <th>Batch b39399 b93333</th> <th>Expdate 01/01/2008 31/12/2014</th> <th>Suppl arb acr</th> <th>lier Manufacturer nick nicp</th> <th>Location</th> <th>Cost Price 343.00 344.00</th> <th>Sell Pric 343. 378.</th> <th>te Sta 00 40 10</th> <th>tus :</th> <th>Total Volume</th> <th>0 0 etailo</th> <th></th> <th></th> <th></th> <th></th> <th></th>	ders	Line Available Total Par 1 19803 19813 2 100000 100000	k Hold 1 1	Batch b39399 b93333	Expdate 01/01/2008 31/12/2014	Suppl arb acr	lier Manufacturer nick nicp	Location	Cost Price 343.00 344.00	Sell Pric 343. 378.	te Sta 00 40 10	tus :	Total Volume	0 0 etailo					
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							Total Quar	tity 19813	1						Avail	able	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".

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From:

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