28.13. Fixing incorrectly received stock

The problem

Sometimes goods receiving officers will accidentally receive stock incorrectly in any of a number of ways including:

- Too little stock was recorded as received
- Too much stock was recorded as received
- Stock of an incorrect item was recorded as received
- The stock was recorded as received from the incorrect supplier
- The stock was recorded as received from the correct supplier, but against the wrong PO

These can all be corrected.

The methods described here will clearly identify the original error. If these methods are not followed, then a stocktake will correct the stock count, but will not help to identify the source of the original error.

Any user activity affecting stock needs to have records that management or an auditor can inspect. As with paper records, it is not appropriate to edit historic records. Instead, additional records are entered to correct historic mistakes. Management and auditors will then be able to see records of the original mistake and the corrective actions. To assist with this, clear details of what is happening should be recorded in the **Comments** field of the 'correcting' transactions.

GR+SI receipts

- Stock received on the basis of a purchase order should come in to stock through a Goods Receipt which will be processed into a Supplier Invoice. For the remainder of this discussion, these transactions will be referred to as '**GR+SI receipts**'.

SI only receipts

- Stock that is not being received on the basis of a purchase order will not have a Goods Receipt and should have come in to stock through a Supplier Invoice directly. For the remainder of this discussion, these transactions will be referred to as '**SI only receipts**'.

Too little stock was recorded as received

If too little stock was recorded as having been received, this can be corrected by receiving more of the same stock.

GR+SI receipts

1. Create a new Goods Receipt for the additional stock. Enter necessary details in the **Comment** field, e.g. `Receipt of additional stock not recorded as received on GR ####` where #### is the number of the GR which had the incorrect record.
2. Process the resulting Supplier Invoice. Again, enter necessary details in the **Comment** field, e.g. `Receipt of additional stock not recorded as received on SI ####` where #### is the number of the SI which had the incorrect record.

SI only receipts

1. Create a new Supplier Invoice. Enter necessary details in the **Comment** field, e.g. `Receipt of additional stock not recorded as received on SI ####` where #### is the number of the SI which had the incorrect record.

Too much stock was recorded as received

If too much stock was recorded as having been received, this can be corrected by creating a Supplier credit to return the goods to the supplier. While your store never actually received this stock, this transaction will correct your stock count and the **Comment** field will explain why this transaction has been created.

- Supplier credits are not associated or linked with any Purchase Orders, Goods Receipts or Supplier Invoices. Therefore, they do not amend any lines on those original documents. Nor should they - those documents are historic records which should not be amended later.
- Because Supplier credits are not associated with Purchase Orders, they do not impact on the mSupply record of Outstanding purchase order lines.
- Because Supplier credits are not associated with Supplier Invoices they do not impact directly on amount payable to the supplier for the Supplier Invoice. However, the value of the Supplier credit will be recorded against the amount owing to the supplier.
- After creating a Supplier credit, both invoices will exist together:
    - The Supplier Invoice that brought in the stock
    - The Supplier credit that removed the stock

GR+SI receipts

1. Create a new Supplier credit for the excess stock. Enter necessary details in the **Comment** field, e.g. `Return of additional stock recorded as received on GR ####` and `SI ++++` where #### and ++++ are the numbers of the GR and SI which had the incorrect record.

SI only receipts

1. Create a new Supplier credit for the excess stock. Enter necessary details in the **Comment** field, e.g. `Return of additional stock recorded as received on SI ####` where #### is the number of the SI which had the incorrect record.

Stock of an incorrect item was recorded as received

If stock of an incorrect item was recorded as received, then we have two carry out both of the above actions. It doesn't actually matter which order you do these in:

1. Return the incorrectly received stock by following the actions to be taken if Too much stock was recorded as received
2. Receive the stock that was actually delivered by following the actions to be taken if Too little stock was recorded as received

The stock was recorded as received from the incorrect supplier

If the stock was incorrectly recorded as coming from the incorrect supplier, then you will need to return all of the stock to the incorrect supplier, and then receive it all from the correct supplier. It doesn't actually matter which order you do these in:

1. Return the incorrectly received stock by following the actions to be taken if Too much stock was recorded as received. In this situation, it is highly recommended to Create a supplier credit from a finalised supplier invoice, including *all* of the stock on *all* of the stock lines.
2. Receive the stock that was actually delivered by following the actions to be taken if Too little stock was recorded as received

The Stock was Recorded and Received with the Incorrect Price

Reminder! mSupply will NEVER adjust prices, this must be done by the client!

Wauwa/Malcolm's approval is not needed to un-finalise Good received or Supplier invoices.

Example: *Confirm the price of dexamethasone on the PO and your invoice. It doesn't match. Invoice price is 0.50/amp and PO K5 per amp. Please redo invoice and submit again.*

If stock of an item was recorded as received, but with the incorrect price, you should suggest the following to the client:

- Client to adjust the price on the Purchase Order - If this has been finalised, this cannot be unfinalised
- Client to communicate this adjustment with supplier
- Supplier to adjust the price on Supplier Invoice - If Supplier Invoice, mSupply Support can unfinalise for supplier

Our public docs for 'Editing lines if stock has been issued' can be used to show the supplier how they can edit the stock line and adjust the price accordingly.

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