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~~SLIDESHOW~~

# How to correct wrong packsizes

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Within a warehouse or pharmacy, it is quite common for procurement managers to introduce bulk stock into mSupply and then for the dispenser to issue the bulk stock wrongly to the customer or patient. So physically the bulk stock may have been broken down to smaller pack sizes and distributed but this activity may not have been registered properly within mSupply.

In an warehouse environment, bulk stock from the supplier may have been received and the stock may have been issued by the dispenser without paying attention to the pack sizes. An administrator may have forgotten to carry out a "Repack" or "Split" process within mSupply.

In an pharmacy environment, the above could also be true. However, 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 simply issues stock with large pack sizes.

In both cases the customer or patient receives drug quantities that tend to be less than what mSupply says. Depending on the user permission allocated to an mSupply user, the pack sizes can be corrected. However we emphasise that our clients should take measures to ensure that these errors do not occur frequently. Only high level users should have the appropriate 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)

General	Permissions (2) Permissions (	3) Log-on modes Details
Ordering		Goods receiving
View purchase orders Delete purchase orders Edit purchase orders Edit purchase order pricing	<ul> <li>Create purchase orders</li> <li>Confirm purchase orders</li> <li>Create &amp; edit backorders</li> <li>Create new guotes</li> </ul>	<ul> <li>✓ View goods received</li> <li>✓ Add/edit goods received</li> </ul>
Manage tenders	Edit & delete guotes	Special
🗹 Finalize purchase orders	S Duplicate 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> <li>Add / edit departments</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> <li>Make item in-active</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>
Modify sell and cost prices of existing s     Supplier invoices with issued stock		All on
Can update pack size, cost and sell private and sell private pack size, cost and sell private pack size.		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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eral	🗐 Ite	m name	Amoxicillin	250mg ta	b/cap				Store:	General		\$	
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k	Show zero line	s Pri	int S	iplit	Update sel	prices	Show related in	nvoices	Consoli	date			
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	Months Cover												
	Based on	0	months	usage:	Calculate	E	xclude stock w	ith expiry d	late less tha	n	3 mo	nths	
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	Includin	ng stock o	n order 0				W	vill order a (	quantity of	0			
Delete						OK	& Previous	1 OK	& Next	Cane	col los	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:

		Ge	neral	Led	ger	status Re	ference doo	uments				
Quantity acco	rding to	stock		<u> </u>								
Total Quant	tity 1300	Y						Avail	lable 3	00		
Date	Invoice	Name	Тура	e In/Out	Stat	Expiry	Batch	Quan	Pack	Cost	Seli	Exten
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	15	Pharmacy	ci	out	5g	01/01/2008	b39399	10	100	343	343	343(
24/05/2011	16	Blue Cross host	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(
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 li	ne ledoe											
Total Quar								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.

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c 94 ck	Show zero lin	1	Amox	6	250mg ta Alia piit	b/cap Opdate sei	prices	Show related i	nvoices	Store: Ceneral =					
ger	Line Available	Total	Pack	Hold	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price Stat	rice Status Total Volume			
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korders es oncile	2 100000	100000	1		b93333	31/12/2014	acmep			344.00	378.40	0			
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		ng stock	101101	quantity of	0										

#### 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.

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Find	Sum	Order by	Frink	Finalize		plicate	Cancel	Filters	Cuitornis		1 10 MY 08		
* Types			Name		Тур	Sta.	Entered	Confirmed	Itvoum	Total Their ref	PS printed dt.	Comment	Exp bich
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	ry adjustments	Inventory ad	tjustments		50	cn	24/05/2011	24/05/2011	16	-27620	1 Section 200	Reduced stock	0
Supplier	r credits	Smith, John			d		13/02/2012		17	1715			1
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### 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:

Last update: 2015/08/06 03:52	faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1438833151

Their ref	Arbuckle dis b933 Short Expiry Delete line	arbuck			ate : 05/02 ate : 05/02 None	/2007	Go	ods receive I hase Order I	er : 10 is : cn D : 0
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Li Loc.		Item Name	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
•	<b>1</b>	ther charges em(s):	0.00					Subtotal 13 % tao Total	c 8,918.00

#### **Correcting pack size**

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

	Ad	d/edit supplier invo	pice line		-
Item	Amoxicillin 250mg tab	o/cap			-
Quantity	200 Jnits i	ssued: 197	amo2	50t	New item
Pack size	100 ea				
Total quantity:	20000		Lo	cation 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	ок о	K & 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. <note>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.</note>

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	ld/edit supplier inv	oice line		
Item	Amoxicillin 250mg tal	b/cap			-
Quantity	20000 Units i	ssued: 197	amo	250t	New item
Pack size	1 ea				
Total quantity:	20000		Lo	ocation A	3
Batch	b39399		Volume pe	er pack	0 m3 🕞
Expiry	01/01/2008	Adjusted local cost (USD)	% Margin	Sell pric	e
Invoice line unit cost (USD)	343.00	343.00	0.00	343.0	0
	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":

neral c uge ck	Bername Amoxicilin 250mg tah/cap     Show zero lines Print Split. Upd	ate sell pric	es Show related in	0							
dger otes ckorders tes	Line Available Total Pack Hold Batch Exp 1 13603 19613 1 513399 01/01 2 100000 100000 1 593393 31/12	/2008 a	plier Manufacturer tbuck cmep	Location Cost Price 5 A 143.00 344.00	ell Price 343.00 378.40		Total Volume 8 0 stock line details				
concile I of materials Inchase Orders der options Spensing			Item code amo250t Item name Amoxicillin 250mg tab/cap General Codern Status Reference doct Quantity according to stock					in southers			
xporting og ST tores		-	Total Quanti Date		Type In/	That Dra	Expiry Batch	Available Quan Pack	292222	Sell	Exten
	Stock Minimum stock 0 Total stock valu		05/02/2007	10 Arbuckle distrit	si in	CH	01/01/2008 b39399 01/01/2008 b39399	20000	343	343 343	6860000
	Stock on hand 101,100 Average unit co Stock on order 0 Total Volum	t	24/05/2011 24/05/2011 13/02/2012	16 Blue Cross hosp 16 Inventory adjus	ci. 04	t en t en	01/01/2008 b39399 01/01/2008 b39399 01/01/2008 b39399 01/01/2008 b39399	100	1 343 1 343 1 343	343 343 343 343	3430 34300 -27440 1715
	Months Cover Based on 0 2 months usage: Colo	hat ]	13/02/2012	13 Sento, John 18 Parker, Jennie			01/01/2008 539399	1	343		68t
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Deleta			Reconcile fro	m start of year							
			Total Quan	tity 19813				Available	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: The log Next: How to report by invoice category

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