How to correct wrong packsizes

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	nissions Permissions (2) Permissions (3) Log-on modes Details
Ordering		Goods receiving
View purchase orders Delete purchase orders Edit purchase orders Edit 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 quotes	Special
Finalize purchase orders litems	Ouplicate purchase orders	Add / edit currencies Add / edit reminders
Create new items	 View inventory adjustments Enter inventory adjustments 	Add / edit misc labels Add / edit abbreviations
J Edit items	Sedit Inventory adjustments	Add / edit warnings
Duplicate items	View cost prices of stock	Add / edit prescribers Add / edit transaction categories
🗹 Create repacks	Edit item names, codes and units	Add / edit contacts
🗹 Edit repacks	Vew DDD information for items	Merge prescribers
View pricing information for items	Manage item access	
🖌 Edit item units list	Manage drug interaction groups	
Merge two items	S Manage locations	Tenders
Add / edit departments	Make item in-active	Create & edit tenders
Modify sell and cost prices of existing st	tock	
Supplier invoices with issued stock		All on

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 details												
ieneral lisc	😭 Item name Amoxicillin 250mg ta	b/cap		Store: General	\$									
sage	🐲 🍝 🐁	9		۲										
tock	Show zero lines Print Split	Update sell prices	Show related invoices	Consolidate										
dger Jotes	Line Available Total Pack Hold Batch	Expdate Supplier	Manufacturer Location	Cost Price Sell Price	Status Total Volume									
ckorders		01/01/2008 arbuck			-									
tes	2 100000 100000 1 🕒 b93333	31/12/2014 acmep		344.00 378.40	0									
oncile														
of materials														
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der options														
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porting														
т														
res	Stock		Non stock items											
	Minimum stock 0 Total sto	0 Non s	Non stock item											
	Stock on hand 101,300 Average	2 Default o	ault customer											
	Stock on order 0 Total Volume 0.00 None													
	Stock on order 0 100al volume 0.00													
	Months Cover													
	Based on 0 + months usage:		xclude stock with expiry d		3 months									
	For stock on hand 0	G	enerating an order for	0 days st	ock									
	Including stock on order 0		will order a	quantity of 0										
Delete		OK	& Previous OK	& Next Can	cel 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:

				-	lger	status Re		uments				
Quantity accor	rding to	stock		-		<u> </u>						
Total Quanti	ity 1300	l.						Avai	lable 3	00		
Date	Invoice	Name	Тур	e In/Out	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	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	68€
			-							0		
Item stock lin	ne ledger	6										
Total Quan	tity 130	0						Ava	ilable	300		
Reconcile fro	m start (of year										
T	tity 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.

00	Ite	m details
neral C Ige Ck	Rem name Amoxicillin 250mg tab/cap	Store: Ceneral t
ger.		e sell prices Show related invoices Consolidate
tes	T B IS 100 B H19399 01/01/2	te Supplier Manufacturer Location Cost Price Sell Price Status Total Volume
Backorders Notes Reconcile Bill of materials Purchase Orders Order options Dispensing Reporting Log CST Stores	2 100000 100000 1 b93333 31/12/2	
	Stock	Non stock items
	Minimum stock 0 Total stock value Stock on hand 101,300 Average unit cost	34,404,459.00 Non stock item 339.62 Default customer
	Stock on order 0 Total Volume	0.00 None
	Months Cover	
	Based on 0 + months usage: Calcula For stock on hand 0 Including stock on order 0	te Exclude stock with expiry date less than 3 months Generating an order for 0 days stock will order a 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.

00							Transacti	ons output.					
Find	Sum	Order by	Frink	Finalize		plicate	Cancel	Filters	Cuitorris		n to MYOR		
* Types			Name		Type	Sta.	Entered	Confirmed	Invoum	Tetal Their ref	PS printed dt.	Comment	Exp bick
	er brucices	Arbuckie de	STATISTICS IN CONTRACT		11	CR	15/02/2007	15/02/2007	20	77518 3933		Short Expline	
		Pharmacy			ci .	19	35/02/2007		15	3875.9	24/05/2011	have been a second second second	0
	rinvolces	Blue Cross I	tospital		ci .	cn	24/05/2011	24/05/2011	16	37072 po882	24/05/2011	Express Courier please	- 4
	ry adjustments	Inventory ad	tjustments		SC.	cn	24/05/2011	24/05/2011	16	-27620	2000000000	Reduced stock	0
Supplier	credits	Smith, John			d	cn	13/02/2012	13/02/2012	17	1715			.0
Custom	er credits.	Parker, Jerm	H		¢i	(n	13/02/2012	13/02/2012	18	686			1.0
Builds		1.0											
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Find_	e.				-								-
e /////											1		
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My cust	tom filters												
		1.0			-								
													-
		1.1											
- 1/	6/34												

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: 2017/07/03 21:22	fag:how to correct	packsize https://docs.r	nsupply.org.nz/fag:how	to correct	_packsize?rev=1499116978
	raginon_co_concec_	pacito i cepoi, a de con			

Name Their ref Comment	b933 Short Ex		arbuck	Cor		ate : 05/02 ate : 05/02 None			Invoice numb Stati ioods receive rchase Order	us : cn ID : 0
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Li Loc.		Item Nar	ne	Qty	Pack	Batch	Expiry	Cost Pric	e Sell Price	Price extension
		Hlin 250mg tab (ca			100				0 343.00	68,600.00
¢ 🛛	•	Other charges Item(s): Amount:		0.00]					Subtota 13 % ta Tota	x: 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	b/cap			-
Quantity	200 Juits i	ssued: 197	amo2	50t	New item
Pack size	100 ea				
Total quantity:	20000		Lo	cation A	- S
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	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	pice line	
Item	Amoxicillin 250mg tab	/cap		•
Quantity	20000 Units is	ssued: 197	amo250t	New item
Pack size	l ea			
Total quantity:	20000		Location	n 🗛 🦳 🚱
Batch	b39399		Volume per pac	c 💿 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
	A Pack to one		Cancel C	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":

Last update: 2017/07/03 21:22 faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1499116978
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item name	Pack Hold	Split	Update sell	prices			Store:	Genira	1	(A)	-					
19803 19813		Batch	Residents 1		Show related in	waites	Conselida	18								
	1		Expdate 01/01/2008 81/12/2014	arbuch	p	Location	Cost Price 3 A 343.00 344.00	ell Price 343.00 378.40		0						
					m code amo2	2020	G	0.010.0	cicillin 2	stock line de Sûmg tab/caj Status Re	,	uments		_		
						A 11 1 1 1 1 1 1 1						Available	19803			
					Date 05/02/2007	Invoice L0	Name Arbuckle distril				Batch b39399	Quan Pas 20000	the state of the s	Sell 343	Exten 6860000	
Stock on hand 101,300 Average unit cost Stock on order 0 Total Volume					24/05/2011 24/05/2011 13/02/2012	16 16 17	Blue Cross hosy Inventory adjus Smith, John	sc o ci o	ut cn ut cn ut cn	01/01/2008 01/01/2008 01/01/2008	639399 639399 639399	10 100 80 5	1 343 I 343 1 343	343 343 343	3430 34300 -27440 1715	
Months Cover Based on 0 2 months usage: Calculate For stock on hand 0							Parker, Jennie	ci o	ut cn	01/01/2008	b39399	1_	1 343	143	68t	
Including stock on order 0					Total Quantity 19813 Available 19803											
					Reconcile from start of year Total Quantity 19813							Available 19803				
	ck on hand ck on order s Cover sed on 1 For stock	ck on hand 101,300 ck on order 0 s Cover sed on 0 1 months For stock on hand 0	ck on hand 101,300 Average u ck on order 0 Total V s Cover sed on 0 4 months usage: For stock on hand 0	ck on hand 101,300 Average unit cost ck on order 0 Total Volume s Cover sed on 0 4 months usage Criculant For stock on hand 0	mum stock 0 Total stock value 41,11 ck on hand 101,100 Average unit cost ck on order 0 Total Volume 4 Cover sed on 0 2 months usage: Calculate For stock on hand 0 including stock on order 0	mum stock 0 Total stock value 41,11 ck on hand 101,100 Average unit cost ck on order 0 Total Volume a Cever acd on 1 1 months usage: Calculate For stock on brder 0 Total Quantity acco	Mum stock 0 Total stock value 41,11 Ck on hand 101,300 Average unit cost ck on order 0 Total Volume a Cover 3/02/2012 16 asd on 2 months usage Calculate For stock on order 0 Total Volume action 2 Total Volume	Gamma stock 0 Total stock value 41,11 mum stock 0 Total stock value 41,11 ck on hand 101,300 Average unit cost 24/05/2011 15 ck on order 0 Total Volume 13/02/2012 15 n Cover 0 Total Volume 13/02/2012 18 Kor stock on hand 0 13/02/2012 18 Parker, Jemie Including stock on order 0 Total Quantity 15513 15 Reconcile function start of year Total Quantity 19813 15	mum stock 0 Total stock value 41,11 ck on hand 101,300 Average unit cost 0 ck on norder 0 Total Volume 15 s Cover 0 Total Volume 0 s Cover 0 Total Volume 0 For stock on hand 0 Total Volume 0 Model on the stock on order 0 13/02/2012 15 For stock on order 0 13/02/2012 16 Mem stock ine ledger Total Quantity 15813 0 Record Quantity 15813 Record Quantity 15813 0	General Control mum stock 0 Total stock value 41,11 ck on hand 101,100 Average unit cost 15 ck on norder 0 Total Volume 15 s Cover 3 Color 16 sed on 1 10 24/05/2011 16 sed on 1 Total Volume 13/02/2012 18 Norths usage: Calculate 13/02/2012 18 Parker, Jennie 6 Including stock on order 0 Total Volume 13/02/2012 18 Parker, Jennie 6 out cn Kor stock on hand 0 Total Volume 13/02/2012 18 Parker, Jennie 6 out cn Mem stock kori order 0 Total Quantity 15813 Total Quantity 15813 Total Quantity 15813	General Discret Status Ret Duantity according to stock Duantity according to stock Total Quantity 19813 Date Invoice Name Type In/Out Stat Expiry 05/02/2007 15 Pharmacy ci out out 01/01/2008 24/05/2011 16 Blue Cross hose ci out on 01/01/2008 24/05/2011 16 Inventory adjus sc out on 01/01/2008 24/05/2011 16 Inventory adjus sc out on 01/01/2008 24/05/2012 18 Parker, jemile out on 01/01/2008 13/02/2012 18 Parker, jemile <	Ceneral Status Reference doc Duantity according to stock Output to stock Total Stock value 41,11 ck on hand 101,300 Average unit cost Status Reference doc ck on hand 101,300 Average unit cost Status Status Reference doc 24/05/2017 15 Pharmacy ci out out 01/01/2008 539399 24/05/2011 16 Blue Cross hose ci out cn 01/01/2008 539399 24/05/2011 16 Blue Cross hose ci out cn 01/01/2008 539399 13/02/2012 13 Parker, Jennie ci out cn 01/01/2008 539399 13/02/2012 13 Parker, Jennie ci out cn 01/01/2008 539399 13/02/2012 18 Parker, Jennie ci out cn 01/01/2008 59399 13/02/2012 18 Parker, Jennie ci out cn 01/01/2008 59399 13/02/2012 13 Parker, Jennie ci out cn	Coneral Conera Conera Conera Conera Conera Conera Conera Conera <th< td=""><td>Command Command Command</td><td>Ceneral Dote Status Reference documents Duantity according to stock Cost Status Reference documents mum stock 0 Total stock value 41,11 ck on hand 101,300 Average unit cost Status Reference documents 24/05/2011 16 Blue Cross hose ci out split 0/101/2008 b39399 10 3 43 343 24/05/2011 16 Blue Cross hose ci out ci 01/01/2008 b39399 10 1 343 343 24/05/2011 16 Blue Cross hose ci out ci 01/01/2008 b39399 10 1 343 343 13/02/2012 15 Pharmacy ci out ci 01/01/2008 b39399 1 343 343 13/02/2012 15 Status no 01/01/2008 b39399 1 343 343 13/02/2012 15 Status no 01/01/2008 b39399 1 343 343 13/02/2012 15 Status no 01/01/2008 b39399 1 343 343 13/02/2012 15 Status no 01/01/2008 b39399 1 343 343 13/02/2012 <</td></th<>	Command Command	Ceneral Dote Status Reference documents Duantity according to stock Cost Status Reference documents mum stock 0 Total stock value 41,11 ck on hand 101,300 Average unit cost Status Reference documents 24/05/2011 16 Blue Cross hose ci out split 0/101/2008 b39399 10 3 43 343 24/05/2011 16 Blue Cross hose ci out ci 01/01/2008 b39399 10 1 343 343 24/05/2011 16 Blue Cross hose ci out ci 01/01/2008 b39399 10 1 343 343 13/02/2012 15 Pharmacy ci out ci 01/01/2008 b39399 1 343 343 13/02/2012 15 Status no 01/01/2008 b39399 1 343 343 13/02/2012 15 Status no 01/01/2008 b39399 1 343 343 13/02/2012 15 Status no 01/01/2008 b39399 1 343 343 13/02/2012 15 Status no 01/01/2008 b39399 1 343 343 13/02/2012 <	

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

