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 | | | | |
| Delete purchase orders Image: Control of Contro of Contro of Control of Control of Control of Control of Control | 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 Add / edit misc labels Add / edit abbreviations | | | | |
| Create new items | View inventory adjustments Enter inventory adjustments | | | | | |
| 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:

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| neral | 🛱 Item name Amoxicillin | 250mg tab/cap | | Store: General | \$ | | | | |
|-----------------------------|---|---|--|---|---------------------|--|--|--|--|
| c ge | 1 | s | 1.2 | | | | | | |
| cik | Show zero lines Print | iplit Update sell prices | Show related invoices | Consolidate | | | | | |
| ger | Line Available Total Pack Hold | Batch Expdate Supplier b39399 01/01/2008 arbuck | Manufacturer Location | | Status Total Volume | | | | |
| orders ts oncile | 2 100000 100000 1 | b93333 31/12/2014 acmep | | 344.00 378.40 | 0 | | | | |
| of materials hase Orders | | | | | | | | | |
| ensing orting | | | | | | | | | |
| | Stock | | Non stock | items | | | | | |
| 25 | Minimum stock 0 Stock on hand 101,300 | Total stock value 34,404,459.00 Average unit cost 339.62 | Defects | tock item | | | | | |
| | Stock on name 101,300 Average unit tost 339,52 Stock on order 0 Total Volume 0.00 None | | | | | | | | |
| | Months Cover Based on 0 = months For stock on hand 0 Including stock on order 0 | | clude stock with expiry d nerating an order for will order a | ate less than 0 days sto quantity of 0 | 3 months ick | | | | |
| Delete | | OK & | Previous OK | & Next Cano | el 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.

| eral | D. Hem na | me Amoxi | cillin 250mg ta | b/cap | | | _ | Store | General | 1 |
|---|--|----------------|---|--------------------------|--------------------|---|----------------------|------------------|------------------|-----------------|
| c ge ck | Show zero lines | Print | Spilit | Update sell | prices | Show related in | nvoices | Consolid | | |
| ger | Line Available Tot | d Pack I | Hold Batch | Expdate | Supplier | Manufacturer | Location | Cost Price | Sell Price Stat | us Total Volume |
| ites korders es | 2 100600 1000 | 13 160 00 1 | bill bill bill bill bill bill bill bill | 01/01/2008 31/12/2014 | arbiick acmep | | * | 341.00 344.00 | 143.00 378.40 | 0 |
| oncile of materials chase Orders er options pensing orting | | | | | | | | | | |
| | Stock | | | | | _ | Non stock i | tems | | ~ |
| es | Minimum stock Stock on hand | 101,30 | | | 104.459.0 339.6 | 24) - E | Non st Default cu | ock item 🗌 | 1 | |
| | Stock on order | | 0 Total | Volume | 0.0 | 0 | None | | | |
| | Months Cover | | | | | | | | | |
| | Based on 0 For sto Including sto | ck on hand | nths usage: (0 0 | Calculate | | xclude stock wi enerating an or w | | 0 | days stock | months |

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.

| Find Types Cuitamer | Sum | Order by | | | 6 | - | 100 | | | | | | |
|---------------------------|-------------|---------------|------------|----------|------|---------|------------|------------|----------|-----------------|-----------------|------------------------|----------|
| | | | Print | Finalize | | alicate | Cance | Filters | Cuitoria | | ET to MYOR | | |
| | | - | Name | | Type | Sta. | Entered | Confirmed | Textum | Total Their ref | PS printed dt. | Comment | Exp bich |
| | Invoices | Arbuckie dis | tr thucker | | 11 | CR | 15/02/2007 | 25/02/2007 | 20 | 77518 5933 | | Short Expline | |
| Supplier in | | Pharmacy | | | ci . | 19 | 35/02/2007 | | 15 | 3875.9 | 24/05/2011 | | 0 |
| | | Blue Cross b | | | ci . | | | 24/05/2011 | 16 | 37072 po882 | | Express Courier please | |
| | adjustments | Inventory ad | justments | | SC. | | | 24/05/2011 | 16 | -27620 | 1 Sector Sector | Reduced stock | 0 |
| Supplier o | redits | Smith, John | | | d | | | 13/02/2012 | 17 | 1715 | | | |
| Customer | credits | Parker, Jermi | H . | | ci | (n | 13/02/2012 | 13/02/2012 | 18 | 686 | | | 0 |
| Builds | | | | | | | | | | | | | |
| Repacks | | | | | | | | 2000 | | | | | |
| Find_ | | | | | | | | | | | - | | |
| By date | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| By Status | | | | | | | | | | | | | |
| My transa | ctions | | | | | | | | | | | | - |
| My custor | n filters | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | - | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | - | | | | | | | | _ |
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| | | | | | _ | _ | | | | | | | _ |
| | | | | | | | | | | | | | |
| | | | | | - | | | | | | | | - |
| | | | | | | | | | | | | | |
| 1/6/ | 14 | | | | | - | | | | | 1 | | - |

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: 2017/07/18 23:37 | fag:how to correct | t_packsize https://docs | s.msupply.org.nz/fag:ho | w to corre | ect_packsize?rev=1500421050 |
|-------------------------------|--------------------|-------------------------|-----------------------------|------------|-----------------------------|
| Lust update: 2017/07/10 23:37 | iuq.iiow_co_coiree | _puck5ize incep5.//uoe. | 5.111542213.019.112/149.110 | <u></u> | 200-puck3120.10V-1300+21030 |

| Name Their ref Comment | b933 | distribution arbuck | | | ate: 05/02 ate: 05/02 | | | nvoice numb | us : cn |
|------------------------------|----------|--|------|-----------|--------------------------|------------|---|---|--------------------------------------|
| E New line | Delete I | Genera | | ategory (| | | | | ID : 0 by : ujwal re : Ceneral |
| Li Loc. | | Item Name | | Pack | | Expiry | Price | Sell Price | Price extension |
| | | Hin 250mg tab/cap | 1144 | 00 100 | | 01/01/2008 | The second se | and the second se | 68,500.00 |
| ۵ 🗈 | | Other charges Item(s): Amount: ort batch: 0 | 0.00 | | | | | Subtota 13 % tau 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 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 | r pack | 0 m3 S |
| 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.

| Add | d/edit supplier invo | pice line | |
|-----------------------|--|---|---|
| Amoxicillin 250mg tab | /cap | | • |
| 20000 Units is | sued: 197 | amo250t | New item |
| 1 ea | | | |
| 20000 | | Locatio | n 🗛 🛛 🚳 |
| b39399 | | Volume per pac | k 🛛 0 m3 🥞 |
| 01/01/2008 | Adjusted local cost (USD) | % Margin | Sell price |
| 343.00 | 343.00 | 0.00 | 343.00 |
| Pack to one | | Cancel | OK & Next |
| | Amoxicillin 250mg tab 20000 Units is 1 ea 20000 b39399 01/01/2008 | Amoxicillin 250mg tab/cap 20000 Units issued: 197 1 ea 20000 b39399 01/01/2008 Adjusted local cost (USD) 343.00 343.00 | amo250t 20000 Units issued: 197 ea 20000 Locatio b39399 Volume per pac 01/01/2008 Adjusted local cost % Margin (USD) 343.00 0.00 |

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: 2017/07/18 23:37 | faq:how_to_correct_packsize https://docs.msupply.org.nz/faq:how_to_correct_packsize?rev=1500421050 |
|-------------------------------|--|
| | |

| 0.0 | | du |
|---|--|--|
| ieral c ge ck | | Store: Consultan |
| ger nes corders es | Line Available Total Pack Hold Batch. Explate 1 1 19803 19613 1 059399 01/01/2008 2 100000 100000 1 09333 31/12/2014 | pplier Manufacturer Location Cost Price Sell Price Status Total Volume arbuck A 343.00 343.00 0 acmep 344.00 378.40 0 |
| oncile of materials hase Orders er options ensing | | Item stock line details Item code amo250t Item name Amoxicillin 250mg tab/cap General Common Status Reference documents |
| orting | | Quantity according to stock Total Quantity 19813 Available 19803 |
| в | Stock | Date Invoice Name Type In/Out Stat Expiry Batch Quan Pack Cost Sell Exten 05/02/2007 10 Arbuckle district si in on 01/01/2008 b39399 20000 1 343 343 6660000 |
| B | Minimum stock 0 Total stock value 41,1 Stock on hand 101,300 Average unit cost Stock on order 0 Total Volume | 05/02/2007 10 Actinuctic diameter int in |
| | Months Cover Based on 0 4 months usage: Coloulare | 13/02/2012 18 Parker, Jennie ci out cn 01/01/2008 539399 7 1 343 143 68t |
| | For stock on hand 0 Including stock on order 0 | Item stock line ledger Total Quantity 19813 Available 19803 |
| .Ueleta: | | Reconcile from start of year Total Quantity 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

Previous: Server Troubleshooting Next: FAQ: Why is my stock balance negative?

