# 28.07. How to correct wrong pack sizes

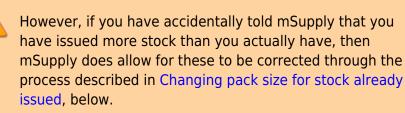
### Introduction

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	missions Permissions (2) Permissions (	3)   Log-on modes   Details }						
Ordering		Goods receiving						
<ul> <li>View purchase orders</li> <li>Delete purchase orders</li> <li>Édit purchase orders</li> <li>Édit purchase order pricing</li> </ul>	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						
<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> </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> </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>						
Add / edit departments	Make item in-active	Create & edit tenders						
<ul> <li>Modify sell and cost prices of existing s</li> <li>Supplier invoices with issued stock</li> <li>Can update pack size, cost and sell pri</li> </ul>		All on						
		Delete Cancel OK						

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### 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				ltem	details										
General Misc	📾 Iter	m name Am	oxicillin 250n	ng tab/cap				Store:	General		\$				
Usage	1	4	-	1	3			6	6						
Stock	Show zero line	s Print	Split	Update s	ell prices	Show related in	nvoices	Consoli	u date						
edger	Line Available	Total Park	Hold Bat	- 1		Manufacturer	Location			Status	Total Volume				
uotes	1 3	13 10		399 01/01/200			A		343.00	314043	0				
ackorders	2 100000			333 31/12/2014				344.00			0				
otes				and animpton	activep			211.00	210110						
econcile															
ll of materials															
archase Orders															
der options															
spensing															
porting															
9															
ST	Stock					Non stock items									
tores	Minimum st	ork	0 Tota	al stock value 3	Non stock item										
					4,404,439.0	~		<u> </u>							
	Stock on ha	and 103	1,300 Aver	age unit cost	339.62 Default customer										
	Stock on or	der	0	Total Volume	0.0	0	None	e							
	Months Cover														
		0							_						
	Based on	0 : 1	nonths usage	Calculate	E	xclude stock w	ith expiry d	late less tha	n	3 mo	nths				
	Fo	or stock on ha	nd 0		G	Generating an order for 0 days stock									
	Includin	g stock on ord	ier 0			W	vill order a	quantity of	0						
Delete					OK	& Previous	OK	& Next	Can	cel	OK				
					- 51										

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:

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Quantity acco	unding to		nera	1 12	åger	status Re	ference doo	uments	5			
Total Quant								Avai	able 3	00		
Date	Invoice	Name	Тур	e In/Ou	t Stat	tat 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	59	01/01/2008	b39399	10	100	343	343	343(
4/05/2011	16	Blue Cross hosp	ci	out	cn	01/01/2008	b39399	100	100	343	343	34300
4/05/2011	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	639399	5	100	343	343	1715
3/02/2012	18	Parker, Jennie	ci	out	cn	01/01/2008	b39399	2	100	343	343	68€
										2		
Item stock li	ine ledger	e)		A.								
Total Quar	ntity 130	0						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.

Item details											
	Store: Ceneral =										
Line Available Total Pack Hold Batch Exodate Supplier Ma	anufacturer Location Cost Price Sell Price Status Total Volume										
I I II 100 ■ H39399 GI/CI/2008 arbits Z 100000 100000 I b93333 31/12/2014 armep	A 341.00 143.00 0 344.00 378.40 0										
Stock	Non stock items										
Minimum stock         0         Total stock value         34,404,459,00         Non stock item           Stock on hand         101,300         Average unit cost         339,62         Default customer           Stock on order         0         Total Volume         0,00         None											
	ude stock with expiry date less than 3 months rating an order for 0 days stock will order a quantity of 0										
	Item name       Amoxicillin 250mg tab/cap         Show zero lines       Print       Spiit       Update sell prices       Shit         Ine. Available       Total       Pack       Hold       Batch       Exedate       Supplier       Mit         2       100000       1       b93333       31/12/2014       acmep         3       100       1       100       400       400       400         3       5       1       100       Average unit cost       339.62       500										

#### 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 MYCE Frint 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 omment E New line	b933		arbuck	L	Cor		ite : 05/02 ite : 05/02 None	2/2007	Go	nvoice numbe Statu odds receive I chase Order I Entered b	is : cn D : 0 D : 0
_			General	Sum	mary by	ltem	Summar	ry by Batch	Price		
Li Loc	V	lte illin 250mg	em Name	_	and a state of	Pack	Batch	Expiry 01/01/2008	The second s	Sell Price	Price extension 58,500.00
() E	٤.	Other cha Item(s): Amount:	rges	0.0	0					Subtotal 13 % tax Total	c 8,918.00

#### Correcting pack size

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

Item	Amoxicillin 250mg tal	b/cap			-
Quantity	200 Jnits i	ssued: 197	amol	250t	New item
Pack size	100 <b>)</b> ea				
Total quantity:	20000		Lo	cation A	9
Batch	b39399		Volume pe	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.

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	9
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

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":

eral C ge R	Ditem name Am	oxicillin 250	Img tah/cap	1051100	s Show related in		0		at.		1					
adger wotes ackerders otes econcile ill of materials urchase Orders rider options ispensing eporting pg 51 tores	Line Available Total Pack 1 19803 19813 2 100000 100000	Hold B	atch Expdate 39399 01/01/2008 93333 31/12/2014	Supp arb act	ier Manufacturer luck mep			2011L	0	Total Volum	0					
					tem code amo250t Item name Amoxicillin 250mg tab/cap General Common Status Reference documents Disantity according to stock										_	
	Stock	<u>, i</u>		Total Quant Date 05/02/2007	Invoice	Name obuckle distri		n/Out Si	12	Batch	Availat Quan P	ack 0	Cost	Sell	Exten 6850000	
	Minimum stock Stock on hand 10 Stock on order	0 To 1,300 Aw	19	24/05/2011 24/05/2011 13/02/2012	15 P 16 8 16 b	harmacy lue Cross hos wentory adju	ei e ci s sc	n co but se but co but co but co	01/01/200 01/01/200 01/01/200	6 539399 6 539399 8 539399	20000 10 100 80	1	343 343 343 343 343 343	343 343 343 343 343	3430 3430 -27440 1715	
	Months Cover Based on 0 1		13/02/2012		arker, Jennie		out ci			1		343	143	681		
	Including stock on or		ł	Nem stock line ledger Total Quantity 15813							Available 19803					
Ueleta.				ų	Reconcile fro Total Quar							Availa	ible 1	9803		
				Reconcile								_	Cance		OK	

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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