

28.04. How to remove stock lines that have '0' available

Occasionally users will come across stock lines in mSupply that cannot be removed easily. It almost like you have stock but you cannot carry our stock take or inventory adjustment to reduce the stock level to zero.

Below are two examples :

Item details...

Item name: Paracetamol 500mg tablet Store: Pharmacy

Item code: pct500tab

Show zero lines Print Split Update sell prices Show related invoices Consolidate Labels

Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total...
1	10	10		1			invad			0.00	0.00		0
2	0	100		1	150701	30/07/20				0.00	0.00		0
3	22560	22860		1	130816	30/07/20	c			0.00	0.00		0
4	17729	19129		1	130816	31/07/20	Si			0.00	0.00		0

Stock

Minimum stock: 2,000 Total stock value: 0.00

Stock on hand: 42,099 Average unit cost: 0.00

Stock on order: 0 Total Volume: 0.00

Months Cover

Based on: 0 months usage Calculate

For stock on hand (months cover)

Including stock on order (months cover)

Non stock items

Non stock item: ☐

Default customer:

Exclude stock with expiry date less than: 3 months

Generating an order for: 0 months stock will order a quantity of

Delete OK & Previous OK & Next Cancel OK

Above we have Paracetamol 500mg where for the highlighted batch (red square) we have a total of 100 but available is 0. This means that 100 in stock but all of this has be reserved for a customer.

Below is another example :

[illegible]

For Amoxicillin 250mg we have 92 in total and 42 available. This means that we have $92 - 42 = 50$ reserved for customers.

Handling reserved stock

Customer invoices that are of status "nw" or "sg" will end up reserving stock. This theoretically means that you have the stock but it cannot be used as it has been reserved by the invoices.

You as a manager will be required to view the “nw” and “sg” invoices and decide if they are still valid or not. If the invoices are valid then you should **“confirm”** them if not they can be deleted.

So search for customer or prescription that are of “nw” status. Follow the image below. Do customer > Show invoices... or patient > Show Prescriptions...

Find transaction....

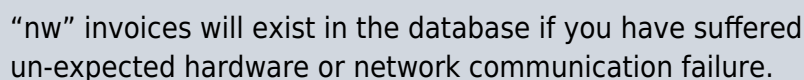
customer invoices

15 most recent transactions, or:

status equals nwl

Complex Find Cancel Find

Search for "Status" equal to "nw" as above. If the "nw" invoices exist, then you will be shown a list. Double click to review. Delete if the invoice is not valid otherwise **"Confirm"**.



Now repeat similar for “sg” type invoices :

Find transaction....

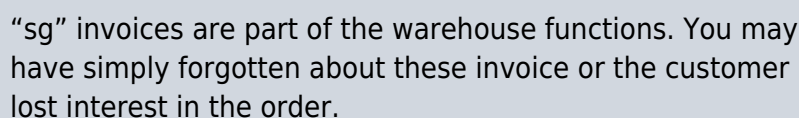
customer invoices

15 most recent transactions, or:

status equals sg

☐ Use list view if one entry found

Complex Find Cancel Find



Your search for "nw" or "sq" invoice may result is the list below.

[illegible]

Note the highlighted “Status” column

Your job is now to review each invoice and to either **“confirm”** them or to delete them. These invoices may no longer be valid, you have to decide on this.

Confirming an invoice

To confirm a customer invoice, open it and click on the **Confirm** button:

Customer invoice

Name: ER
 Their ref: er2
 Comment:
 Confirm date: 00/00/00
 Category: Imprest
 Colour: Blue
 Invoice: 143,996
 Entry date: 12/09/2016
 Goods receive ID: 0
 Status: sg
 Entered by:
 Store:
 New line
 Delete line(s)
 Backorders
 History
 Confirm
 General Summary by Item Summary by Batch Transport details Log

...	Location	Item Name	Quan	Pack Size	Batch	Exp date	Sell Price	Price exten
1		Ibuprofen 400mg tablet	50	1			0.00	0.00
2		Amoxicillin 125mg/5ml Susp	2	1			1.53	3.06
3		Cloxacillin 125MG/5ML	2	1	none		0.00	0.00
4		Cloxacillin 250mg capsules	50	1	14184002	30/04/20	0.04	2.00
6		Amoxicillin 250mg Capsules	50	1	KM3665	30/09/20	0.03	1.50
7		Paracetamol 500mg tablet	100	1	150701	30/07/20	0.00	0.00
8		Paracetamol 120mg/5ml elixir	4	1			0.00	0.00
9		Oral rehydration salts	30	1			0.00	0.00
10		Salbutamol 100mcg Inhaler	2	1	none		0.00	0.00
11		Salbutamol 4mg tablet	50	1			0.00	0.00
12		Salbutamol 5mg/ml Resp. Soln 20ml	2	1			0.00	0.00

Other charges Item:
 Amount: 0.00
 Subtotal: 6.56
 0 % tax: 0.00
 Total: 6.56
 Hold
 Finalize
 Export batch: 0
 OK & Next Delete OK

Note the status detail. This will show *cn* when the invoice is confirmed, not *nw* or *sg*. The **Confirm** button will not be shown if the invoice is already confirmed.

For prescriptions, you won't see the **Confirm** button because they are automatically confirmed when you close them by clicking on the **OK** button.

The result

Once all the “sg” and “nw” invoices are processed, then your stock figures will update and they shouldn't be any stock that has been held as reserve.

Below the images should speak for themselves - the *Total packs* matches the *Available packs*. Please compare the image below with the ones above at the start of this topic.

Amoxicillin 250mg:

Item details...

General
Misc
Usage
Stock
Ledger
Quotes
Backorders
Notes
Reconcile
Bill of materials
Purchase Orders
Order options
Dispensing
Reporting
Log
CST
Stores

Item name Amoxicillin 250mg Capsules Store: Pharmacy

Item code amoxy250cap

Show zero lines

Print

Split

Update sell prices

Show related invoices

Consolidate

Labels

Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total...
1	42	42	<input type="checkbox"/>	1	KM3665	30/09/20				0.05	0.03		0

Stock
Minimum stock 5000 Total stock value 2.10
Stock on hand 42 Average unit cost 0.05
Stock on order 0 Total Volume 0.00

Non stock items
Non stock item ☐
Default customer

Months Cover
Based on 0 months usage Calculate Exclude stock with expiry date less than 3 months
For stock on hand (months cover) Generating an order for 0 months stock
Including stock on order (months cover) will order a quantity of

Delete OK & Previous OK & Next Cancel OK

Previous: **28.03. Why is my stock balance report showing negative?** | | Next: **28.05. What do I need to set up mSupply Mobile?**

From:
<https://docs.msupply.org.nz/> - mSupply documentation wiki

Permanent link:
https://docs.msupply.org.nz/faq:how_to_remove_stock_lines_that_have_0_available

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