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# 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...

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Usage  
**Stock**  
Ledger  
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Reconcile  
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Item name: Paracetamol 500mg tablet  
Item code: pct500tab  
Store: Pharmacy

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	S			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

Non stock items

Non stock item: ☐  
Default customer:

Months Cover

Based on: 0 months usage: Calculate  
For stock on hand (months cover)  
Including stock on order (months cover)

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 :

Item details...

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	92		1	KM3665	30/09/20				0.05	0.03		0

Stock

Minimum stock: 5000 Total stock value: 4.60

Stock on hand: 92 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

Generating an order for: 0 months stock

will order a quantity of

Delete OK & Previous OK & Next Cancel OK

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

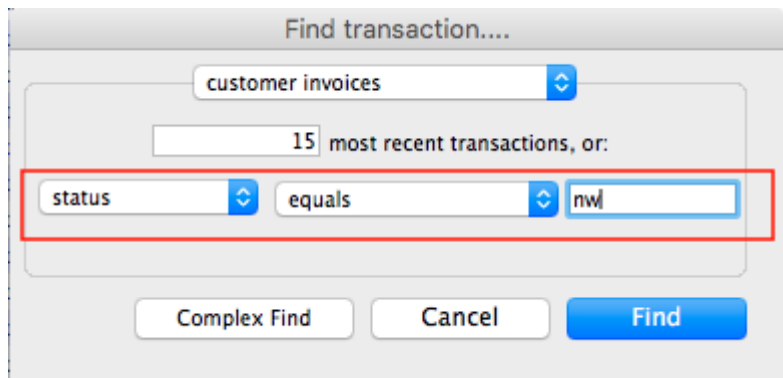
## Handling reserved stock

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.

They are numerous ways to search for "nw" or "sg" invoices.

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

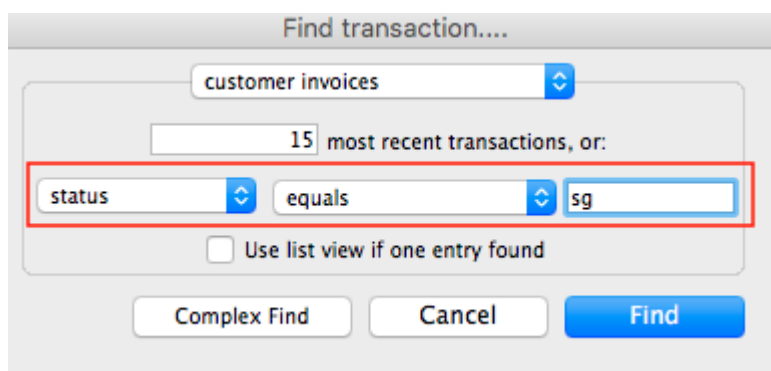


Search for "Status" equal to "nw" as above. If the "nw" invoices exist, then you will be shown a list. Double click to review. Delete if the invoice is not valid otherwise **"Confirm"**.



"nw" invoices will exist in the database if you have suffered un-expected hardware or network communication failure.

Now repeat similar for "sg" type invoices :



"sg" invoices are part of the warehouse functions. You may have simply forgotten about these invoice or the customer lost interest in the order.

Your search for "nw" or "sg" 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 a invoice

Just incase, if you don't know this, then this is how you confirm the invoice.

Customer invoice

Name   
 Their ref   
 Comment

Confirm date :   
  
 Category

Colour   
 Invoice : 143,996  
 Entry date : 12/09/2016  
 Goods receive ID : 0  
 Status : sg  
 Entered by :   
 Store :

New line
Delete line(s)
Backorders
History

	General	Summary by Item	Summary by Batch	Transport details	Log				
...	L...	Location	Item Name	Quan	Pack Size	Batch	Exp date	Sell Price	Price exten
	1		Ibuprofen 400mg tablet	50	1			0.00	0.00
	2		Amoxycillin 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		Amoxycillin 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:   
 Subtotal: 6.56  
 0 % tax: 0.00  
 Total: 6.56

☐ Hold     Export batch: 0

Note the status detail. We want this to show “cn” and not “nw” or “sq” Hit the **confirm** truck.

For prescription, you won't see the **"confirm"** truck, simply review and click "OK" to close the prescription and mSupply will automatically confirm. For prescription, you will be facing "nw" invoices.

## The Result

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

Below the images should speak for themselves. Please compare the image below with the ones above at the start of this topic.

Paracetamol 500mg :

General

Misc

Usage

Stock

Ledger

Quotes

Backorders

Notes

Reconcile

Bill of materials

Purchase Orders

Order options

Dispensing

Reporting

Log

CST

Stores

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	<input type="checkbox"/>	1			in			0.00	0.00		0
2	22560	22560	<input type="checkbox"/>	1	130816	30/07/20				0.00	0.00		0
3	17729	17729	<input type="checkbox"/>	1	130816	31/07/20	S			0.00	0.00		0

Stock

Minimum stock

2000

Total stock value

0.00

Stock on hand

40,299

Average unit cost

0.00

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

Amoxicillin 250mg :

General

Misc

Usage

Stock

Ledger

Quotes

Backorders

Notes

Reconcile

Bill of materials

Purchase Orders

Order options

Dispensing

Reporting

Log

CST

Stores

Item details...

Item name

Amoxycillin 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		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

For stock on hand

(months cover)

Including stock on order

(months cover)

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

<DraftToCheck>

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