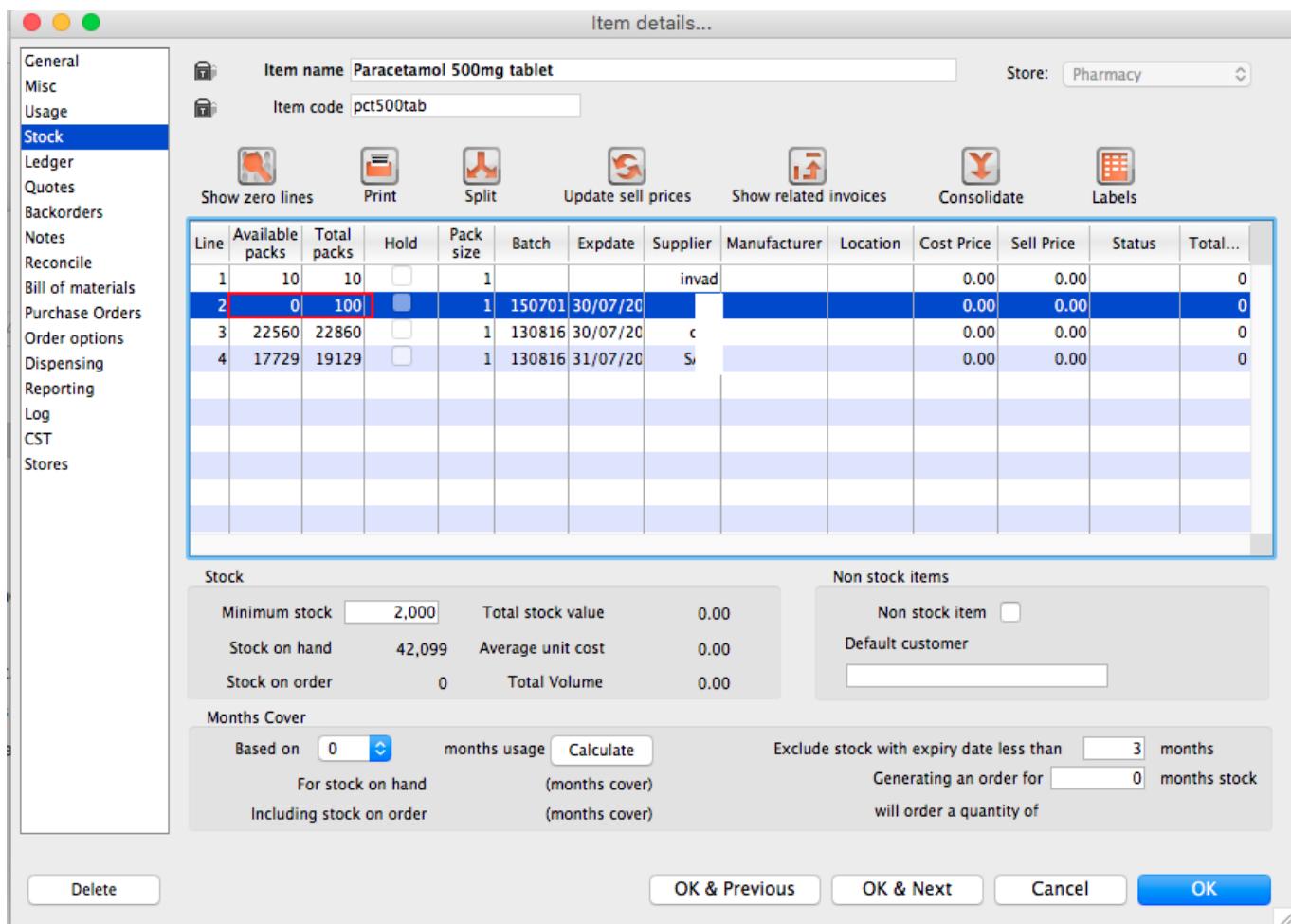


\*

# How to remove stock lines that have '0' available

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

Below are two examples :



The screenshot shows the 'Item details...' dialog in mSupply. The left sidebar has 'Stock' selected. The main area shows a table of stock lines for 'Paracetamol 500mg tablet'. The second line (highlighted with a red box) has 'Available packs' set to 0 and 'Total packs' set to 100. The table includes columns for Line, Available packs, Total packs, Hold, Pack size, Batch, Expiry date, Supplier, Manufacturer, Location, Cost Price, Sell Price, Status, and Total... . Below the table are sections for 'Stock' and 'Non stock items', and a 'Months Cover' section. At the bottom are buttons for Delete, OK & Previous, OK & Next, Cancel, and OK.

Line	Available packs	Total packs	Hold	Pack size	Batch	Expiry date	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total...
1	10	10	<input type="checkbox"/>	1			invad			0.00	0.00		0
2	0	100	<input checked="" type="checkbox"/>	1	150701	30/07/20				0.00	0.00		0
3	22560	22860	<input type="checkbox"/>	1	130816	30/07/20	c			0.00	0.00		0
4	17729	19129	<input type="checkbox"/>	1	130816	31/07/20	S			0.00	0.00		0

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 been reserved for a customer.

Below is another example :

Line	Available packs	Total packs	Hold	Pack size	Batch	Exdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total...
1	42	92		1	KM3665	30/09/20				0.05	0.03		0

Stock

Non stock items

OK & Previous   OK & Next   Cancel   OK

For Amoxycillin 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.

There 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...

Find transaction....

customer invoices

15 most recent transactions, or:

**status** equals nw

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"**.



"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 :

Find transaction....

customer invoices

15 most recent transactions, or:

**status** equals sg

Use list view if one entry found

Complex Find Cancel Find



"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 in the list below.

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: ER	Confirm date: 00/00/00	Colour: Blue							
Their ref: er2	Category: Imprest	Invoice: 143,996							
Comment:	Backorders	Entry date: 12/09/2016							
New line	Delete line(s)	History							
<b>Confirm</b>									
<a href="#">General</a> <a href="#">Summary by Item</a> <a href="#">Summary by Batch</a> <a href="#">Transport details</a> <a href="#">Log</a>									
...	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:  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. We want this to show "cn" and not "nw" or "sg" 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 :

Amoxycillin 250mg :

<DraftToCheck>

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?rev=1486366363](https://docs.msupply.org.nz/faq:how_to_remove_stock_lines_that_have_0_available?rev=1486366363)

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