# 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.

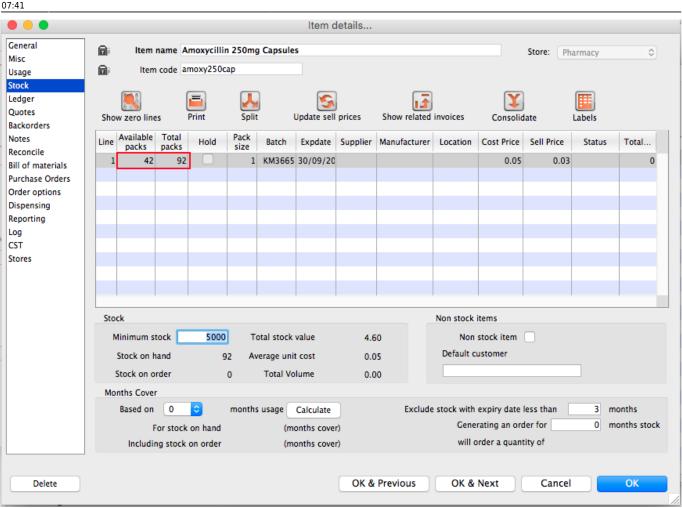
Below are two examples :

							Item o	letails							
eneral lisc sage	(1) (1)			aracetamo ct500tab	ol 500mg	g tablet						Store: Pha	rmacy	٢	
ock edger uotes uckorders	Show	<b>X</b> zero lines		<b>E</b> Print	<b>S</b> plit		Update sell	prices	Show related	invoices	Consolid	late l	abels.		
otes	Line A	vailable packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total	
l of materials	1	10	10		1			invad			0.00	0.00		0	
rchase Orders	2	0	100		1		30/07/20				0.00	0.00		0	
der options	3		22860		1		30/07/20				0.00	0.00		0	
pensing	4	17729	19129		1	130816	31/07/20	Si			0.00	0.00		0	
oorting															
r l															
res															
	Stock	Stock Non stock items													
	Mir	nimum ste	ock	2,000	То	tal stock	value	0.0	0	Non	stock item				
	St	ock on ha	and	42,09		erage uni	t cost	0.0	0	Default c	ustomer				
		ock on or			0	Total Vo		0.0							
		hs Cover	uci		•	Total Ve	- anne	0.0	0						
		lased on	0	0	months		Calculate		Evoluda	stock with	expiry date	loss than	3 m	onths	
	0			-	months				Exclude		rating an ord			onths stock	
				on hand on order			onths cove onths cove	·			order a quant		•	Sector Stock	
		includin	y stock	on order		(11	ontris cove	,							
Delete								OK &	Previous	OK &	Next	Cancel		ОК	

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 :

2025/08/12 21:51



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.

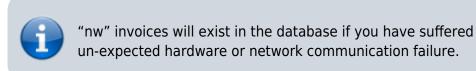
You as a manager will be required to view the "nw" and "sg" invoices and decide if they are still valid or not. If the invoices are valid then you should **"confirm"** them if not they can be deleted.

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

3/7

	Find transaction
	customer invoices
	15 most recent transactions, or:
status	ᅌ equals ᅌ 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	ᅌ equals ᅌ sg	כ										
	Use list view if one entry found	J										
	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 is the list below.

Last update: 2017/02/06 faq:how\_to\_remove\_stock\_lines\_that\_have\_0\_available https://docs.msupply.org.nz/faq:how\_to\_remove\_stock\_lines\_that\_have\_0\_available?rev=1486366870 07:41

•						Tra	ansactions	list					
ς Σ		<b></b>	]	1		$\leq$	<b>T</b>						
Find Sum	Order by	Print Finali			icate	Cancel	Filters			· · ·	rt to MYOB		
Types	NUR	Name			St	Entered 02/12/2015	Confirmed	Invnum 129747	Total	Their ref	PS printed dt.	Comment	Exp btch
Customer Invoices	NUK	nts TRE	ci ci	_	-	02/12/2015		129747	0 40				
Supplier Invoices	NUR	nts	ci	_	-	20/05/2016		131104	40				
Inventory adjustments	NUR	nts	ci		-	14/06/2016		139327	0.2				
Supplier credits	OUT	T	ci		sg sg	12/09/2016		143994	0				
Customer credits	NUR	nts	ci	_	-	23/08/2016		143994	15.3				
Builds	ER 2	10	ci	_	sq	12/09/2016		143996	6.56				
Repacks	NUR	nts	ci	_	-	03/10/2016		144847	6.72				
Find	NAN	RE .	ci	_	-	05/10/2016		144848	0.1.2		05/10/2016		
By date	NUR	nts	ci	_	-	06/12/2016		147791	0				
By Status	OUT	т	ci	_	-	07/12/2016		147911	0				
	NUR	nts	ci		-	05/01/2017		148911	0				
My transactions	NUR	nts	ci		sg	09/01/2017		148992	0				
My custom filters	NUR	nts	ci		sg	09/01/2017		149001	0				
	NUR	nts	ci		sg	13/01/2017		149242	0			Weekend Imprest	
	NUR	nts	ci		sg	15/01/2017		149248	0				
	NUR	nts	ci		sg	01/02/2017		150145	37.8				
1/17/155873													

#### Note the highlighted "Status" column

Your job is now to review each invoice and to either **"confirm"** them or to delete them. Theses 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.

2025/0	8/12 21	.:51 5/7					28.04.	How to rei	move stock lines that have	'0' available		
	0			Cus	tomer inv	oice						
2	Name ER	ι	I	Conf	firm date :	00/00/00			Colour	Blue		
— т	eir ref	er2	<u> </u>						Invoice : 143,990	5		
	Comment				Category	Imprest		•	Entry date : 12/09/2016			
Comment			J			imprese			Goods receive ID : 0			
									Status : sg			
- 1				1	1	1						
New	line	Delete line(s)		Backor		History		Confirm	Entered by :			
									Store :			
		General	Summary by It	tem Su	immary by	Batch T	ransport de	tails Log				
L.	. Locati	on 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		30/04/20:			2.00		
6		Amoxycillin 250mg Capsules		50	1		30/09/20:			1.50		
7		Paracetamol 500mg tablet		100	1	150701	30/07/20:			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	2	Salbutamol 5mg/ml Resp. Soln 20r	nl	2	1			0.00		0.00		
🖪 🛛	i 🔽	F (	Other charges	ltem:	I				Amount:	0.00		
									Subtotal:	6.56		
									0 % tax:	0.00		
									Total:	6.56		
Hold												
Final	ize	Export batch: 0					OK & N	lext	Delete OK	- 4		

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 :

Last						
update: facubou	to romovo stock l	nos that have 0 avai	lable https://docs.msupp	wara nz/fagihaw ta rama	vo stock lines that hav	ve_0_available?rev=1486366870
2017/02/06 ray.now	_to_remove_stock_m	nes_that_have_0_avai	lable https://docs.hisupp	iy.org.nz/raq.now_to_remo	ve_slock_lines_linal_liav	e_0_available:rev=1400500070
07.41						

•							Item d	etails							
neral		ltem (	name Pa	racetam	ol 500mg	, tablet						Store: Pha	irmacy	0	
sc		ltem	code po	t500tab									,		
age ock	IL.IP	nem	coue po												
dger		<b>(</b>	ſ						1				<b>E</b>		
otes	Ch.			Print	E alit		💽	aricas	Show related	involver	- <u>+</u>				
korders	Show	w zero line	15 1	rint	Split		Update sell	prices	Show related	invoices	Consolio	late	Labels		
tes	Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total	
oncile of materials	1	10	10		1			in			0.00	0.00		0	
rchase Orders	2	22560	22560		1	130816	30/07/20				0.00	0.00		0	
der options	3	17729	17729		1	130816	31/07/20	S			0.00	0.00		0	
spensing															
porting															
a															
r															
res															
	Stock								Non stock items						
	N	1inimum st	tock	2000	То	tal stock	value	0.0	0	Non	stock item	tem 🗌			
		Stock on hand 40,299 Average unit cost							0	Default c	ustomer				
	5	Stock on o	rder		0	Total Vo	lume	0.00							
	Mo	nths Cover													
		Based on	0	0	months	usage	Calculate	Exclude stock with expiry date less than 3 months							
		F	or stock	on hand		(m	onths cover	)		Gene	rating an ord	der for	0 m	onths stock	
			ng stock				onths cover			will o	order a quant	tity of			
			-												
Dalata								04.9	Previous	OK &	Next	Cancel		01	
Delete								UK &	Previous	UK &	Next	Cancel		ОК	

Amoxycillin 250mg :

				Item d	etails						
General	📾 Item na	me Amoxycillin	250mg Capsule	s					Store: Pha	rmacy	0
Misc	item co	ode amoxy250ca	0							, ,	
Usage	item co	anoxy250ca	P								
Stock Ledger											
Quotes	<u></u>	<u> </u>		2		11		4			
Backorders	Show zero lines	Print	Split	Update sell	prices	Show related	invoices	Consolid	late l	abels	
Notes	Line Available T		Pack Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total
Reconcile	packs p	acks	size		Supplier	Manufacturer	Location			Status	
Bill of materials	1 42	42	1 KM3665	30/09/20				0.05	0.03		0
Purchase Orders											
Order options											
Dispensing											
Reporting											
Log CST											
Stores											
		1 1						1			
	Stock						Non stock	items			
	Minimum stoc	:k 5000	Total stock	value	2.1	.0	Non	stock item			
	Stock on han	nd 42	Average uni	t cost	0.0	5	Default c	ustomer			
	Stock on orde	er (	) Total Vo	lume	0.0	0					
	Months Cover										
	Based on	0 ᅌ	months usage	Calculate	)	Exclude		expiry date			onths
	For	stock on hand	(m	onths cover	)		Gene	rating an ord	ler for	0 m	onths stock
	Including	stock on order	(m	onths cover	)		will o	rder a quant	ity of		
Delete					OK &	Previous	OK &	Next	Cancel		ОК

#### <DraftToCheck>

