How to remove stock lines that have '0' available

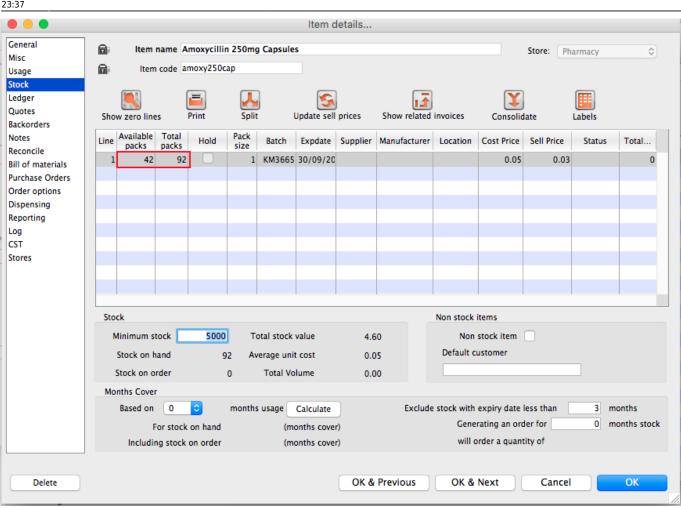
Occasionally users will come across stock lines in mSupply that cannot be removed easily. It almost like you have stock but you cannot carry our stock take or inventory adjustment to reduce the stock level to zero.

Below are two examples :

eral		ltem	name Pa	racetamo	ol 500m	g tablet						Store: Pha	rmacy	<	
je		Item	code po	t500tab											
k Jer tes	Sho	w zero line		P rint	Split)	Jpdate sell	prices	Show related	invoices	Consolid	late L	abels		
orders	Line	Available		Hold	Pack	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total	
ncile	1	packs 10	packs 10		size 1	baten	Exputte		Manufacturer	Location	0.00	0.00	Status	(
of materials	2		100		1	150701	30/07/20	invad			0.00	0.00			
hase Orders r options	3				1		30/07/20				0.00	0.00		(
ensing	4	17729	19129		1		31/07/20				0.00	0.00			
orting															
-															
25															
	Sto	Stock Non stock items													
	N	Ainimum st	ock	2,000	Т	tal stock	value	0.0	0	Non	stock item	item			
		Stock on h		42.09		erage unit	cost	0.0	-	Default customer					
						-			-						
		Stock on o			0	Total Vo	lume	0.0	0				-		
	Mo	nths Cover	_	_		_						_			
		Based on	0	0	months	usage	Calculate		Exclude		expiry date			onths	
		F	or stock	on hand		(m	onths cover	r)			rating an ord		0 m	onths sto	
		Includir	ng stock (on order		(mo	onths cover	r)		will o	rder a quant	tity of			
Delete								04.8	Previous	OK &	Mayt	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 :



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.

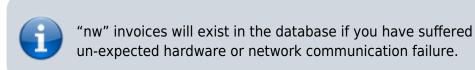
You as a manager will be required to view the "nw" and "sg" invoices and decide if they are still valid or not. If the invoices are valid then you should **"confirm"** them if not they can be deleted.

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: 2017/07/18 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=1500421031

•					Tr	ansactions l	ist					
Σ					$\overline{\mathbf{N}}$				· ·			
ind Sum	Order by	Print Finalizo		plicate	Cancel		Customise		· ·	ort to MYOB		
Types		Name		e St	Entered 02/12/2015	Confirmed	Invnum 129747	Total 0	Their ref	PS printed dt.	Comment	Exp btch
Customer Invoices	NUR	nts TRE	ci ci	sg sg	07/01/2016		129747	40				
Supplier Invoices	NUR	nts	ci	sg	20/05/2016		131104	40				
Inventory adjustments	NUR	nts	ci	sg	14/06/2016		139327	0.2				
Supplier credits	OUT	Т	ci	sg	12/09/2016		143994	0				
Customer credits	NUR	nts	ci	sg	23/08/2016		143002	15.3				
Builds	ER 2	1.5	ci	sg	12/09/2016		143996	6.56				
Repacks	NUR	nts	ci	sg	03/10/2016		144847	6.72				
Find	NAN	RE .	ci	sq	05/10/2016		144848	0		05/10/2016		
By date	NUR	nts	ci	sg	06/12/2016		147791	0				
By Status	OUT	т	ci	sg	07/12/2016		147911	0				
	NUR	nts	ci	sg	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				

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.

2025/08	3/12 22:43	3 5/7				28.04.	How to rer	move stock lines that have	'0' available	
• • •			Cus	tomer inv	voice					
	Name ER		Con	firm date :	00/00/00			Colour	Blue	
The	eir ref	er2						Invoice : 143,996	5	
	nment			Category	Imprest		0	Entry date : 12/09/		
Com	intent			;,	imprest			Goods receive ID : 0		
								Status : sg		
-	1		13	3	1					
New li	ine	Delete line(s)	Backor		History		Confirm	Entered by :		
								Store :		
		General Summary I	by item S	ummary by	Batch	ransport de	tails 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			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		Salbutamol 5mg/ml Resp. Soln 20ml	2	1			0.00		0.00	
🛃 🖬] 🗾 🛃	Other charg	es Item:	I				Amount:	0.00	
		×						Subtotal:	6.56	
								0 % tax:	0.00	
								Total:	6.56	
Hold										
🗌 Finali	ze	Export batch: 0				OK & N	lext	Delete OK	0 🗳	

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: 2017/07/18 ^{faq} 23:37	:how_to_remove_stock_lines_that_have_0_available https://docs.msupply.org.nz/faq:how_to_remove_stock	<_lines_that_hav	e_0_available?rev	/=1500421031
•••	Item details			
General Misc Usage	Item name Paracetamol 500mg tablet Item code pct500tab	Store:	Pharmacy	٥

neral sc		Item (name Pa	racetamo	ol 500m	g tablet						Store: Pha	armacy	٥	
ige		Item	code po	t500tab											
ck ger otes korders	Show	v zero line		F int	Split)	Update sell	prices	Show related	invoices	Consolid	late	III Labels		
es	Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total	
ncile of materials	1	10	10		1			in			0.00	0.00		0	
hase Orders	2	22560	22560		1	130816	30/07/20				0.00	0.00		0	
r options	3	17729	17729		1	130816	31/07/20	S			0.00	0.00		0	
ensing															
rting															
	-														
25															
	Stoc	k							Non stock items						
	м	inimum st	ock	2000	Т	tal stock	value		0	Non	stock item	m 🗆			
		itock on h		40,29	9 Av	erage uni	0.00								
	S	tock on or	rder		0	Total Vo	lume	0.0	00						
	Mon	ths Cover													
		Based on	0	٥	months	usage	Calculate		Exclude	stock with	expiry date	less than	3 m	onths	
		F	or stock	on hand		(m	onths cover)		Gene	rating an ord	ler for	0 m	onths stock	
		Includin	g stock	on order		(m	onths cover)		will o	order a quant	tity of			
Delete								OK &	Previous	OK &	Next	Cancel		ОК	

Amoxycillin 250mg :

					Item d	etails						
General	🗊 Item	name Amoxycill	in 250mg C	apsules						Store: Pha	irmacy	0
Misc		code amoxy250									innacy	~
Usage	i item	Code amoxy250	сар									
Stock Ledger											F	
Quotes	<u></u>	<u> </u>			_ 🔼				4			
Backorders	Show zero line	es Print	Split	U	pdate sell	prices	Show related	invoices	Consolid	late	Labels	
Notes	Line Available		Pack	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total
Reconcile	1 42	packs Hold	size		30/09/20				0.05	0.03		0
Bill of materials	1 42	42	1	IM3003 2	50/05/20				0.05	0.05		
Purchase Orders Order options												
Dispensing												
Reporting												
Log												
CST												
Stores												
	Stock							Non stock i	items			
	Minimum s	tock 500	0 Tota	l stock v	alue	2.1	0	Non	stock item			
	Stock on h		-				-	Default c				
				age unit (0.0					_	
	Stock on o		0 Т	Fotal Volu	ıme	0.0	0					
	Months Cover											
	Based on	0	months u	sage C	alculate	J	Exclude		expiry date			onths
	F	For stock on hand		(mor	nths cover)		Gene	rating an ord	ler for	0 m	onths stock
	Includio	ng stock on order		(mor	nths cover)		will o	rder a quant	ity of		
Delete						OK &	Previous	OK &	Next	Cancel		OK

Previous: Server Troubleshooting Next: FAQ: Why is my stock balance negative?

