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.

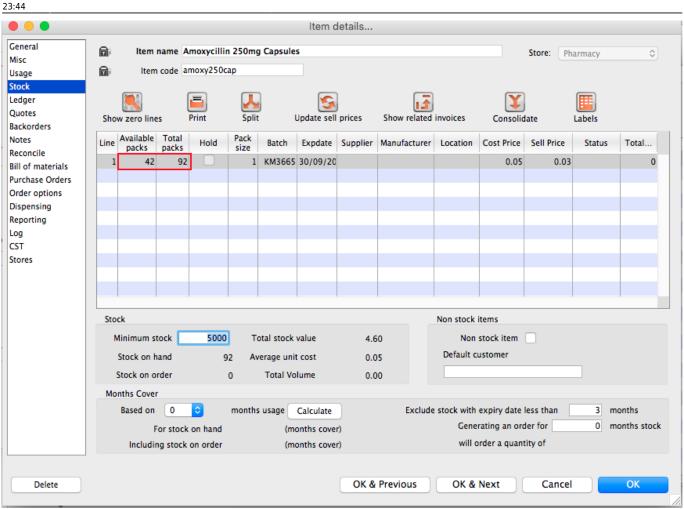
Below are two examples :

| •• | | | | | | | Item o | letails | | | | | | | |
|------------------------|--------------|-----------------------|----------------|-----------|--------------|------------|-------------|----------|--------------|------------|---------------|------------|--------|------------|--|
| neral ic | | Item | name P | aracetamo | ol 500m | g tablet | | | | | | Store: Pha | rmacy | 0 | |
| age | | ltem | code P | ct500tab | | | | | | | | | | | |
| ck | _ | | | | | | | | | | | | | | |
| ger | | | | | |] | 2 | | 1 | | Y | | | | |
| otes | Sho | w zero line | ic. | Print | Split | , | Update sell | prices | Show related | invoices | Consolic | late I | abels | | |
| korders | 5110 | | | | | | opune sen | prices | Show related | | Consolic | are r | abers | | |
| 25 | Line | Available packs | Total packs | Hold | Pack size | Batch | Expdate | Supplier | Manufacturer | Location | Cost Price | Sell Price | Status | Total | |
| oncile of materials | 1 | | 10 | | 1 | | | invad | | | 0.00 | 0.00 | | 0 | |
| hase Orders | 2 | 0 | 100 | | 1 | 150701 | 30/07/20 | | | | 0.00 | 0.00 | | 0 | |
| er options | 3 | 22560 | 22860 | | 1 | 130816 | 30/07/20 | c | | | 0.00 | 0.00 | | 0 | |
| ensing | 4 | 17729 | 19129 | | 1 | 130816 | 31/07/20 | Si | | | 0.00 | 0.00 | | 0 | |
| orting | | | | | | | | | | | | | | | |
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| es | | | | | | | | | | | | | | | |
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| | | | | | | | | | | | | | | | |
| | Sto | Stock Non stock items | | | | | | | | | | | | | |
| | N | Minimum st | tock | 2,000 | То | tal stock | value | 0.0 | 0 | Non | stock item | | | | |
| | | Stock on h | and | 42.09 | 9 Av | erage unit | t cost | 0.0 | 0 | Default c | istomer | | | | |
| | | Stock on o | rder | | 0 | Total Vo | lume | 0.0 | 0 | | | | | | |
| | Months 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 cove | r) | | Gene | rating an ord | ier for | 0 m | onths stoo | |
| | | Includin | ng stock | on order | | (m | onths cove | r) | | will o | order a quant | tity 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 :

| Last | |
|----------------------|--|
| update: 2017/07/1 | 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=1500421461 |
| ~~ | |



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.

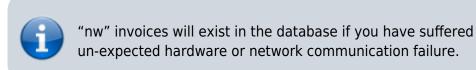
You as a manager will be required to view the "nw" and "sg" invoices and decide if they are still valid or not. If the invoices are valid then you should **"confirm"** them if not they can be deleted.

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 | 🗘 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 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=1500421461

| • | | | | | | Tra | ansactions | list | | | | | |
|-----------------------|----------|---------------|----------|------|----------|--------------------------|------------|------------------|--------|-----------|----------------|-----------------|----------|
| ς Σ | | i |] | 1 | | | T | | | | | | |
| Find Sum | Order by | Print Finali: | e | Dupl | licate | Cancel | Filters | Customi | se Mod | | rt to MYOB | | |
| Types | | Name | | _ | St | | Confirmed | Invnum | Total | Their ref | PS printed dt. | Comment | Exp btch |
| Customer Invoices | NUR | nts | ci | _ | sg | 02/12/2015 | | 129747 | 0 | | | | |
| Supplier Invoices | NAN | TRE | ci | _ | sg | 07/01/2016 | | 131104 | 40 | | | | |
| Inventory adjustments | NUR | nts | ci | _ | sg | 20/05/2016 | | 138199 | 0.2 | | | | |
| Supplier credits | OUT | nts T | ci ci | _ | sg | 14/06/2016 12/09/2016 | | 139327 143994 | 0 | | | | |
| Customer credits | NUR | nts | ci | _ | sg | 23/08/2016 | | 143994 | 15.3 | | | | |
| Builds | ER 2 | its | ci | _ | sg sg | 12/09/2016 | | 143002 | 6.56 | | | | |
| Repacks | NUR | nts | ci | _ | sg | 03/10/2016 | | 143990 | 6.72 | | | | |
| Find | NAN | its (E | ci | _ | sg | 05/10/2010 | | 144848 | 0.72 | | 05/10/2016 | | |
| By date | NUR | nts | ci | _ | sg | 06/12/2016 | | 147791 | 0 | | 03/10/2010 | | |
| | OUT | т | ci | _ | sq | 07/12/2016 | | 147911 | 0 | | | | |
| By Status | 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 | | | | |
| | | | | | | | | | | | | | |
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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 | 7/11 01:3 | 5 5/7 | | | | 28.04. | How to rer | move stock lines that have | '0' available |
|----------|------------|-----------------------------------|-----------|-------------|----------|-------------|------------|----------------------------|---------------|
| • • (| 0 | | Cus | tomer inv | /oice | | | | |
| | Name ER | ↓ | Con | firm date : | 00/00/00 | | | Colour | Blue |
| Th | eir ref | er2 | | | | | | Invoice : 143,996 | 5 |
| | nment | | | Category | Imprest | | 0 | Entry date : 12/09/2 | |
| Con | innent | | | ;, | imprese | | | Goods receive ID : 0 | |
| | | | | | | | | Status : sg | |
| - | 1 | | | | 1 | | | | |
| New I | ine | Delete line(s) | Backo | | History | | Confirm | Entered by : | |
| | | | | | | | | Store : | |
| | | General Summary b | oy Item S | ummary by | Batch T | 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 | | none | | 0.00 | | 0.00 |
| 4 | | Cloxacillin 250mg capsules | 50 | | | 30/04/20: | | | 2.00 |
| 6 | | Amoxycillin 250mg Capsules | 50 | | | 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 | | | | 0.00 | | 0.00 |
| 12 | 2 | Salbutamol 5mg/ml Resp. Soln 20ml | 2 | 1 | | | 0.00 | | 0.00 |
| | | | | | | | | | |
| | | | | | | | | | |
| . | i 🖪 🛃 | Other charge | es Item: | I | | | | Amount: | 0.00 |
| | | , , | | | | | | Subtotal: | 6.56 |
| | | | | | | | | 0 % tax: | 0.00 |
| | | | | | | | | Total: | 6.56 |
| Hold | | | | | | | | | |
| Finali | | 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 :

| | | | | | | | Item d | letails | | | | | | | | |
|----------------------|---------------------|-----------------------|----------------|---------|--------------|------------|-------------|----------|--------------|------------|---------------|------------|--------|------------|--|--|
| eral | | ltem (| name Pa | racetam | ol 500mg | tablet | | | | | | Store: Pha | armacy | 0 | | |
| ge l | Item code pct500tab | | | | | | | | | | | | | | | |
| ye k | IMP. | | | | | | | | | | | | | | | |
| ger | | | ſ | | | | | | 1 | | Y | | | | | |
| tes | Show | w zero line | | Print | Split | | Update sell | nrices | Show related | invoices | Consolid | late | Labels | | | |
| orders | | | | | | | opuate sen | prices | Show related | involces | Consolid | ate | Labers | | | |
| s | Line | Available packs | Total packs | Hold | Pack size | Batch | Expdate | Supplier | Manufacturer | Location | Cost Price | Sell Price | Status | Total | | |
| ncile f materials | 1 | 10 | 10 | | 1 | | | in | | | 0.00 | 0.00 | | 0 | | |
| nase 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 | | | | | | | | | | | | | | | | |
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| | | | | | | | | | | | | | | | | |
| | Stor | Stock Non stock items | | | | | | | | | | | | | | |
| | | | | 2000 | 1 | tal stock | | | | | stock item | | | | | |
| | | finimum st | _ | | | | | 0.0 | | | | | | | | |
| | 1 | Stock on h | and | 40,29 | 9 Av | erage unit | t cost | 0.0 | 0 | Default c | ustomer | | | | | |
| | 5 | Stock on o | rder | | 0 | Total Vo | lume | 0.00 | | | | | | | | |
| | Mor | nths Cover | | | | | | | | | | | | | | |
| | | Based on | 0 | 0 | months | usage | Calculate | | Exclude | stock with | expiry date | less than | 3 m | onths | | |
| | | F | or stock | on hand | | (m | onths cover | r) | | Gene | rating an ord | ler for | 0 m | onths stoc | | |
| | | | ng stock | | | | onths cover | · | | will o | order a quant | tity of | | | | |
| | | | 5 | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| Delete | | | | | | | | OK & | Previous | OK & | Next | Cancel | | OK | | |

Amoxycillin 250mg :

| | | | | | Item d | etails | | | | | | | |
|--|--------------------------------------|---------------------------|---------|------------|------------------------------------|--------|---------------------|------------|--------------------------------|------------------------------|------------------|-------------|--|
| General Misc | Item name Amoxycillin 250mg Capsules | | | | | | | | | | armacy | ٥ | |
| | 📾 Iten | y250cap | | | | | | | | | | | |
| Usage Stock Ledger Quotes Backorders Notes Reconcile Bill of materials Purchase Orders Order options Dispensing Reporting Log CST Stores | Show zero lin | es Prin Total packs | | Batch | Update sell Expdate 30/09/20 | | Show related | | Consolic Cost Price 0.05 | Jate I Sell Price 0.03 | Labels Status | Total O | |
| | | | | | | | | | | | | | |
| | Stock | | | | | | | Non stock | items | | | | |
| | Minimum s | tock | 5000 To | tal stock | value | 2.1 | 2.10 Non stock item | | | | | | |
| | Stock on I | hand | 42 Av | erage unit | cost | 0.0 | 5 | Default c | ustomer | | | | |
| | Stock on o | order | 0 | Total Vo | lume | 0.0 | 0 | | | | | | |
| | Months Cove | r | | | | | | | | | | | |
| | Based on | 0 ᅌ | months | usage | Calculate | | Exclude | stock with | expiry date | less than | 3 m | onths | |
| | | For stock on | hand | (m | onths cover |) | | Gene | rating an oro | der for | 0 m | onths stock | |
| | Includi | ng stock on (| order | (m | onths cover |) | | will o | order a quant | tity of | | | |
| Delete | | | | | | OK & | Previous | OK & | Next | Cancel | | ОК | |

Previous: Why Is My Stock Balance Showing Negative? Next: FAQ: How to Correct Wrong Pack Sizes

