24.04. 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.

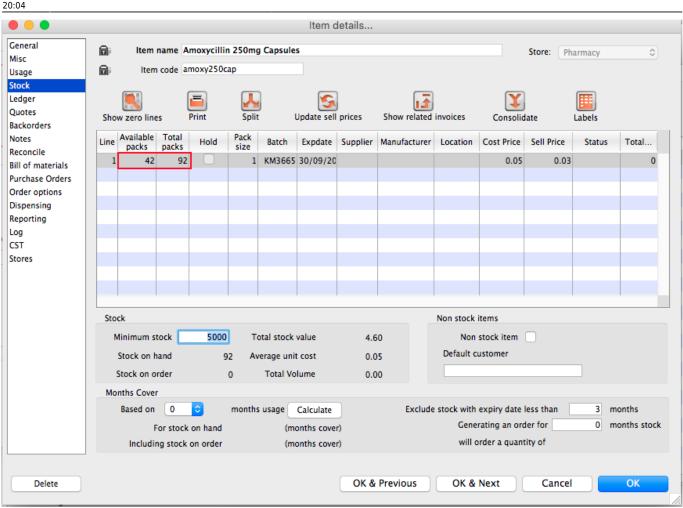
Below are two examples :

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				
		Stock on h				erage unit	cost		-	Default c					
	Stock of hand 42,099 Average unit cost 0.00														
		Stock on order 0 Total Volume 0.00													
	Mo	Months Cover													
		Based on	0	0	months	usage	Calculate		Exclude		expiry date			onths	
		For stock on hand (months cover) Generating an order for 0 months sto											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 :

Last update: 2019/10/16 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=1571256299



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.

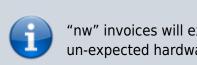
You as a manager will be required to view the "nw" and "sg" invoices and decide if they are still valid or not. If the invoices are valid then you should **"confirm"** them if not they can be deleted.

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	o equals o nw
	Complex Find Cancel Find
	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	ᅌ 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: 2019/10/16 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=1571256299 2019/10/16

•						Tra	ansactions	list					
ς Σ	.	=]	1			T						
Find Sum	Order by	Print Finalia			licate	Cancel	Filters	Customis			rt to MYOB		
Types	_	Name			St		Confirmed	Invnum	Total	Their ref	PS printed dt.	Comment	Exp btch
Customer Invoices	NUR	nts	ci	_	-	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	NUR	nts	ci	_	sg	14/06/2016		139327	0				
Customer credits	OUT	T	ci	_	sg	12/09/2016 23/08/2016		143994 143002	0 15.3				
Builds	ER 2	nts	ci ci	_	sg	12/09/2016		143002	6.56				
Repacks	NUR		ci	_	sg	03/10/2016		143996	6.72				
Find	NAN	nts RE	ci	_	sg	05/10/2016		144847	0.72		05/10/2016		
	NUR	nts	ci	_	sg sg	06/12/2016		144646	0		05/10/2016		
By date	OUT	т	ci	_	sg	07/12/2016		147791	0				
By Status	NUR	nts	ci	_	-	05/01/2017		147911	0				
My transactions	NUR	nts	ci	_	sg	09/01/2017		148911	0				
My custom filters	NUR	nts	ci	_	-	09/01/2017		148992	0				
	NUR	nts	ci	_	sg	13/01/2017		149001	0			Weekend Imprest	
	NUR	nts	ci	_	sg	15/01/2017		149242	0			weekend imprest	
	NUR	nts	ci	_	-	01/02/2017		150145	37.8				
	Non	103	CI		39	01/02/2017		150145	57.0				

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 an invoice

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

2025/08	8/12 22:32	2 5/7				28.04.	How to rer	move stock lines that have	'0' available
• • •	0		Cus	tomer inv	voice				
	Name ER		Con	firm date :	00/00/00			Colour	Blue
Th	eir ref	er2						Invoice : 143,996	i
	nment			Category	Imprest		•	Entry date : 12/09/2	
COIL	innent			;,	imprest			Goods receive ID : 0	
								Status : sg	
-			13	1	1				
New li	ine	Delete line(s)	Backor		History		Confirm	Entered by :	
		County County						Store :	
		General Summary b	ly 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		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				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		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 :

Last	
update: 2019/10/16 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=	-1571256200
	=15/1250299
20.04	

•							Item d	letails							
neral c ige			name Pa code po	racetamo t500tab	ol 500mg	tablet						Store: Pha	ırmacy	٥	
ck Iger otes korders	Show	💽 w zero line		Print	J Split	l	Update sell	prices	Show related	invoices	Consolic	Jate	III Labels		
es oncile	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			in			0.00			0	
hase Orders er options	2	22560 17729	22560 17729		1		30/07/20 31/07/20	S			0.00			0	
ensing orting															
s															
	Sto	ck						Non stock items							
	N	Minimum stock 2000 Total stock value							0.00 Non stock item						
		Stock on hand 40,299 Average unit cost							0.00 Default customer						
		Stock on order 0 Total Volume 0.00													
	MO	nths Cover Based on	0	0	months	usage	Calculate	Exclude stock with expiry date less than 3 months							
		For stock on hand (months cover							Commission and a feat and a months study						
		Includin	ng stock (on order		(m	onths cover)		will o	order a quan	tity of			
Delete								OK &	Previous	OK &	Next	Cancel		ОК	

Amoxycillin 250mg :

	lt	em details					
General Misc	Item name Amoxycillin 250mg Capsules Item code amoxy250cap		Store: Pharmacy				
Usage Stock Ledger Quotes		e sell prices Show related invoices	Consolidate Labels				
Backorders Notes Reconcile	Available Total Rack	date Supplier Manufacturer Location	Cost Price Sell Price Status Total 0.05 0.03 0				
Bill of materials Purchase Orders Order options							
Dispensing Reporting Log							
CST Stores							
	Stock Minimum stock 5000 Total stock value		stock item				
	Stock on hand 42 Average unit cost Stock on order 0 Total Volume Months Cover	0.05 Default o	customer				
	Based on 0 0 months usage Calcu For stock on hand (months		expiry date less than 3 months erating an order for 0 months stock				
	Including stock on order (months		order a quantity of				
Delete		OK & Previous OK &	Next Cancel OK				

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

