25.04. 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.

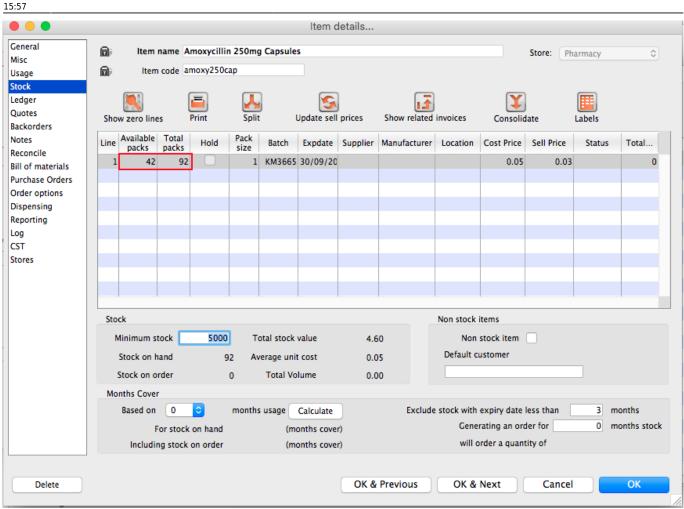
Below are two examples :

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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: 2020/03/13 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=1584115037



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.

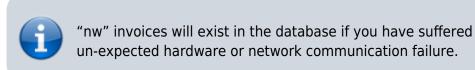
You as a manager will be required to view the "nw" and "sg" invoices and decide if they are still valid or not. If the invoices are valid then you should **"confirm"** them if not they can be deleted.

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: 2020/03/13 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=1584115037 15:57

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Supplier credits	OUT	T	ci	_	sg	12/09/2016		143994	0				
Customer credits	NUR	nts	ci	_	sq	23/08/2016		143002	15.3				
Builds	ER 2		ci	_	sg	12/09/2016		143996	6.56				
Repacks	NUR	nts	ci		sg	03/10/2016		144847	6.72				
Find	NAN	tE	ci		sg	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				
My transactions	NUR	nts	ci		sg	05/01/2017		148911	0				
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My custom filters	NUR	nts	ci		sg	09/01/2017		149001	0				
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	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 an invoice

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

2025/0	08/12	22:43	5/7				28.04.	How to rer	move stock lines that have	'0' available
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L.	Loo	cation	Item Name	Quan	Pack Size	Batch	Exp date	Sell Price	Price exten	
1			lbuprofen 400mg tablet	50	1			0.00		0.00
2			Amoxycillin 125mg/5ml Susp	2				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
1			Salbutamol 100mcg Inhaler	2		none		0.00		0.00
1			Salbutamol 4mg tablet	50				0.00		0.00
1	2		Salbutamol 5mg/ml Resp. Soln 20ml	2	1			0.00		0.00
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🗌 Fina	lize		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 :

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ler options	3	17729	17729		1	130816	31/07/20	S			0.00	0.00		0		
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Amoxycillin 250mg :

General Misc Store: Pharmacy O Usage Item name Amoxy250cap Store: Pharmacy O Stock Show zero lines Print Split Update sell prices Show related invoices Consolidate Labels Bill of materials Purchase Orders O.OS O.OS O.OS O.OS O O Og CST 1 42 42 1 KM3665 30/09/20 0.OS 0.OS 0.OS O O Stores Stores Stores Non stock litems Non stock litems Non stock litems Non stock litem Default customer Stock on nand 42 Average unit cost 0.05 0.05 Non stock litem Default customer Stock on order 0 Total Volume 0.00 Default customer Default customer Default customer Default customer					Item d	letails						
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Previous: 25.03. Why is my stock balance report showing negative? || Next: 25.05. What do I need to set up mSupply Mobile?

