

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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Item name: Paracetamol 500mg tablet
Item code: pct500tab
Store: Pharmacy

Show zero lines Print Split Update sell prices Show related invoices Consolidate Labels

Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total...
1	10	10	<input type="checkbox"/>	1			invad			0.00	0.00		0
2	0	100	<input type="checkbox"/>	1	150701	30/07/20				0.00	0.00		0
3	22560	22860	<input type="checkbox"/>	1	130816	30/07/20	c			0.00	0.00		0
4	17729	19129	<input type="checkbox"/>	1	130816	31/07/20	S			0.00	0.00		0

Stock

Minimum stock: 2,000 Total stock value: 0.00
Stock on hand: 42,099 Average unit cost: 0.00
Stock on order: 0 Total Volume: 0.00

Non stock items

Non stock item: ☐
Default customer:

Months Cover

Based on: 0 months usage Calculate
For stock on hand (months cover)
Including stock on order (months cover)

Exclude stock with expiry date less than: 3 months
Generating an order for: 0 months stock
will order a quantity 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 :

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Item name: Amoxicillin 250mg Capsules
 Item code: amoxy250cap
 Store: Pharmacy

Show zero lines Print Split Update sell prices Show related invoices Consolidate Labels

Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total...
1	42	92		1	KM3665	30/09/20				0.05	0.03		0

Stock
 Minimum stock: 5000
 Stock on hand: 92
 Stock on order: 0
 Total stock value: 4.60
 Average unit cost: 0.05
 Total Volume: 0.00

Non stock items
 Non stock item: ☐
 Default customer:

Months Cover
 Based on: 0 months usage
 Calculate
 For stock on hand (months cover)
 Including stock on order (months cover)
 Exclude stock with expiry date less than 3 months
 Generating an order for 0 months stock
 will order a quantity of

Delete OK & Previous OK & Next Cancel OK

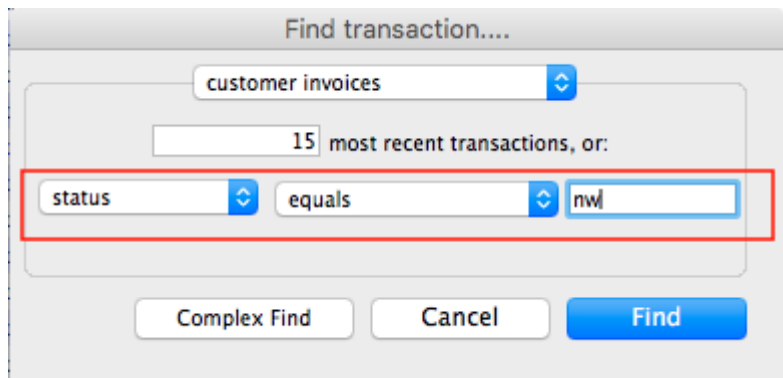
For Amoxicillin 250mg we have 92 in total and 42 available. This means that we have $92 - 42 = 50$ reserved for customers.

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...



Find transaction....

customer invoices

15 most recent transactions, or:

status equals nw

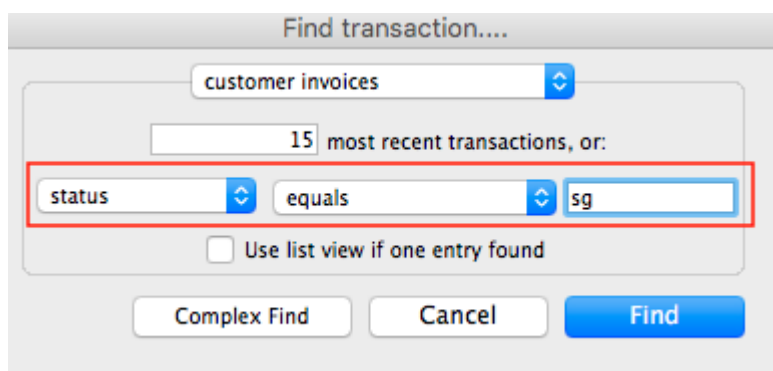
Complex Find Cancel Find

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 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.

Transactions list

	Name	Type	St	Entered	Confirmed	Invnun	Total	Their ref	PS printed dt.	Comment	Exp btch
Customer Invoices	NUR	nts	ci	sg	02/12/2015		129747	0			0
Supplier Invoices	NAN	TRE	ci	sg	07/01/2016		131104	40			0
Inventory adjustments	NUR	nts	ci	sg	20/05/2016		138199	0.2			0
Supplier credits	NUR	nts	ci	sg	14/06/2016		139327	0			0
Customer credits	OUT	IT	ci	sg	12/09/2016		143994	0			0
Builds	NUR	nts	ci	sg	23/08/2016		143002	15.3			0
ER 2			ci	sg	12/09/2016		143996	6.56			0
Repacks	NUR	nts	ci	sg	03/10/2016		144847	6.72			0
Find....	NAN	IE	ci	sg	05/10/2016		144848	0	05/10/2016		0
By date	NUR	nts	ci	sg	06/12/2016		147791	0			0
By Status	OUT	IT	ci	sg	07/12/2016		147911	0			0
My transactions	NUR	nts	ci	sg	05/01/2017		148911	0			0
My custom filters	NUR	nts	ci	sg	09/01/2017		148992	0			0
	NUR	nts	ci	sg	09/01/2017		149001	0			0
	NUR	nts	ci	sg	13/01/2017		149242	0		Weekend Imprest	0
	NUR	nts	ci	sg	15/01/2017		149248	0			0
	NUR	nts	ci	sg	01/02/2017		150145	37.8			0

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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. These 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.

Customer invoice

Name ER Confirm date : 00/00/00 Colour Blue

Their ref er2 Invoice : 143,996

Comment Category Imprest Entry date : 12/09/2016

Goods receive ID : 0 Status : sg

Entered by : Store :

New line Delete line(s) Backorders History Confirm

General Summary by Item Summary by Batch Transport details 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/SML	2	1	none		0.00	0.00
4			Cloxacillin 250mg capsules	50	1	14184002	30/04/20:	0.04	2.00
6			Amoxycillin 250mg Capsules	50	1	KM3665	30/09/20:	0.03	1.50
7			Paracetamol 500mg tablet	100	1	150701	30/07/20:	0.00	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 charges Item: Amount: 0.00

Subtotal: 6.56

0 % tax: 0.00

Total: 6.56

☐ Hold ☐ Finalize Export batch: 0

OK & Next Delete OK

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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Misc

Usage

Stock

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Item details...

Item name Paracetamol 500mg tablet

Item code pct500tab

Store: Pharmacy

Show zero lines

Print

Split

Update sell prices

Show related invoices

Consolidate

Labels

Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total...
1	10	10	<input type="checkbox"/>	1			in			0.00	0.00		0
2	22560	22560	<input type="checkbox"/>	1	130816	30/07/20				0.00	0.00		0
3	17729	17729	<input type="checkbox"/>	1	130816	31/07/20	S			0.00	0.00		0

Stock

Minimum stock 2000

Stock on hand 40,299

Stock on order 0

Total stock value 0.00

Average unit cost 0.00

Total Volume 0.00

Non stock items

Non stock item ☐

Default customer

Months Cover

Based on 0 months usage

For stock on hand (months cover)

Including stock on order (months cover)

Calculate

Exclude stock with expiry date less than 3 months

Generating an order for 0 months stock

will order a quantity of

Delete

OK & Previous

OK & Next

Cancel

OK

Amoxicillin 250mg :

General

Misc

Usage

Stock

Ledger

Quotes

Backorders

Notes

Reconcile

Bill of materials

Purchase Orders

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Stores

Item details...

Item name

Amoxycillin 250mg Capsules

Store:

Pharmacy

Item code

amoxy250cap

Show zero lines

Print

Split

Update sell prices

Show related invoices

Consolidate

Labels

Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total...
1	42	42		1	KM3665	30/09/20				0.05	0.03		0

Stock

Minimum stock

5000

Total stock value

2.10

Stock on hand

42

Average unit cost

0.05

Stock on order

0

Total Volume

0.00

Non stock items

Non stock item

Default customer

Months Cover

Based on

0

months usage

Calculate

For stock on hand

(months cover)

Including stock on order

(months cover)

Exclude stock with expiry date less than

3

months

Generating an order for

0

months stock

will order a quantity of

Delete

OK & Previous

OK & Next

Cancel

OK

Previous: 25.03. Why is my stock balance report showing negative? | | Next: 25.05. What do I need to set up mSupply Mobile?

From:

<https://docs.msupply.org.nz/> - mSupply documentation wiki

Permanent link:

https://docs.msupply.org.nz/faq:how_to_remove_stock_lines_that_have_0_available?rev=1584115037

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