# 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.

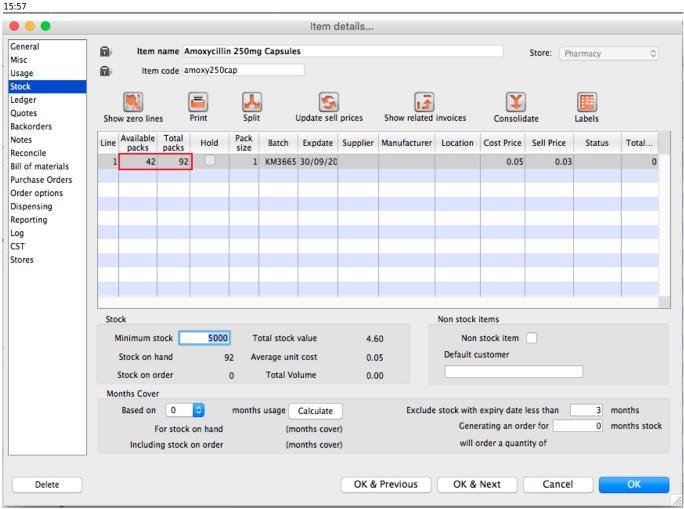
Below are two examples :

neral Ic				racetamo	ol 500m	g tablet						Store: Pha	rmacy	0
ige		Item	code po	t500tab										
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korders			-											
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hase Orders	3				-		30/07/20				0.00	0.00		(
er options	4	17729		ň	1		31/07/20				0.00	0.00		0
oensing orting		11123	10120		-	150010	51,07,20	2.			0.00	0.00		
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es														
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	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 m	onths
		F	or stock	on hand		(m	onths cover	n		Gene	rating an ord	ler for	0 m	onths sto
		Includin	g stock	on order			onths cover	-		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: 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.

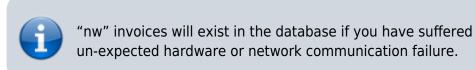
You as a manager will be required to view the "nw" and "sg" invoices and decide if they are still valid or not. If the invoices are valid then you should **"confirm"** them if not they can be deleted.

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

•						Tr	ansactions	list					
ς Σ	<b>.</b>			_		$\leq$	<b>T</b>		_				
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Supplier Invoices	NUR	IKE	ci ci		sg	07/01/2016 20/05/2016		131104 138199	40				
Inventory adjustments	NUR	nts	ci	_	sg	14/06/2016		139327	0.2				
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				
My custom filters	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 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
• •	0			Cus	stomer inv	/oice				
	Name	ER		Con	firm date :	00/00/00			Colour	Blue
_	heir ref	f	er2						Invoice : 143,996	5
	mment				Category	Imprest		0	Entry date : 12/09/2	
0	minem				,	imprese			Goods receive ID : 0	
									Status : sg	
-					1	1				
New	line	1	Delete line(s)	Backo		History		Confirm	Entered by :	
			Count Count			Datab			Store :	
			General Summary b	by item S	ummary by	Batch I	ransport de	tails Log		
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
<b>-</b>	1	r 🖲	Other charge	es Item:	I				Amount:	0.00
			,						Subtotal:	6.56
									0 % tax:	0.00
									Total:	6.56
Hold	d									
🗌 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 :

•							Item d	letails								
neral		ltem (	name Pa	racetam	ol 500mg	tablet						Store: Pha	armacy	\$		
sc age		ltem	code po	t500tab												
ock	iner.															
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es	Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total		
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chase Orders	2	22560	22560		1	130816	30/07/20				0.00	0.00		0		
ler options	3	17729	17729		1	130816	31/07/20	S			0.00	0.00		0		
pensing																
oorting																
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	Stock Non stock items															
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	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							er) Generating an order for 0 months stock							
		Includin	ng stock	on order		(m	onths cover	)		will c	order a quan	tity of				
Delete								OK &	Previous	OK &	Next	Cancel		OK		

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						
Usage       Item code amoxy250cap         Stock       Image       Image<		📾 Item nar	me Amoxycillin	250mg Capsul	es					Store: Pha	armacy	0
Stock         Ledger         Quotes         Backorders         Notes         Reconcile         Bill of materials         Purchase Orders         Order options         Dispensing         Reporting         Log         CST         Stock         Stock on draft         Minimum stock       5000         Stock on order       0         Total       42         Available       Total         Purchase Orders       0.05         0.05       0.03         0       0         Stores       0         Stock       0         Minimum stock       5000         Stock on order       0         Total Volume       0.00		📾 ltem co	ode amoxy250ca	D								
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Backorders     Notes     Line     Available     Total     Hold     Pack     Batch     Explate     Supplier     Manufacturer     Location     Cost Price     Sell Price     Status     Total       Bill of materials     1     42     42     1     KM3665     30/09/20     0.05     0.03     0       Purchase Orders     1     42     42     1     KM3665     30/09/20     0.05     0.03     0       Order options     1     42     42     1     KM3665     30/09/20     0     0.05     0.03     0       Dispensing     1     42     42     1     KM3665     10/09/20     0     0     0.05     0.03     0       Log     1     1     1     1     1     1     1     1     1     1       Log     1	-			E alla					_ 🛃			
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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?

