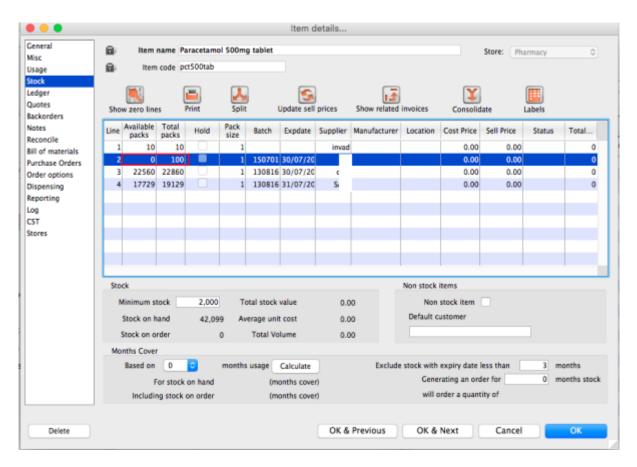
# **26.04.** How to remove stock lines that have '0' available

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 :



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 :

eral c ge	_		noxycillin xxy250ca		Capsule	5					Store: Pha	rmacy	0		
ger otes korders	Show zero line		rint	L Split	)	Jpdate sell	prices	Show related	invoices	Consolid	late I	abels			
es	Line Available packs	Total packs	Hold	Pack	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total		
oncile of materials	1 42	92		1	KM3665	30/09/20				0.05	0.03		0		
hase Orders		_													
options															
insing															
rting		_		_											
s															
		_		_											
	Stock								Non stock	items					
	Minimum st	lock	5000	То	tal stock	value	4.6	0	Non	stock item	n 🗌				
	Stock on h	Stock on hand 92 Average unit cost							Default o	ustomer					
	Stock on o	-	-	0	Total Vo		0.0	-							
	Months Cover			0	TOTAL VO	iume	0.0	0							
	Based on	0	0	months	usage	Calculate		Exclude	stock with	expiry date	less than	3 m	onths		
	F	or stock o	on hand		(m	onths cover	er) Cenerating an order for 0 months stock								
	Includin	ng stock o	n order		(m	onths cover	)		will o	order a quant	tity of				
Delete								Previous	OK &		Cancel		ОК		

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.

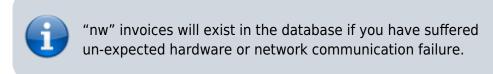
You as a manager will be required to view the "nw" and "sg" invoices and decide if they are still valid or not. If the invoices are valid then you should **"confirm"** them if not they can be deleted.

So search for customer or prescription that are of "nw" status. Follow the image below. Do customer > Show invoices... or patient > Show Prescriptions...

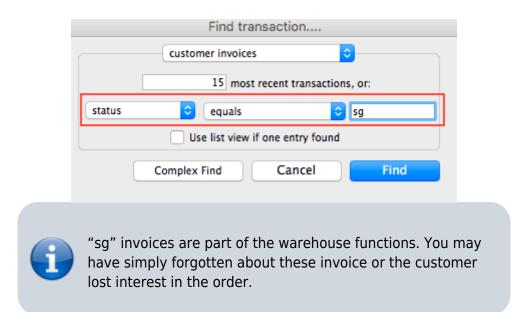
	Find transaction
	15 most recent transactions, or:
status	ᅌ equals ᅌ nwl
	Complex Find Cancel Find

2025/08/12 22:06

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 :



Your search for "nw" or "sg" invoice may result is the list below.

• •							Tr	ansactions	list					
	Sum	Order by	Print	Finalize		licate	Cancel	Filters	Customi			T 10 MYO8		
Types			Name		Type	St.	Entered	Confirmed	Invnum	Total	Their ref	PS printed dt.	Comment	Exp bich
Customer In	volces	NUR		YES	ci	sg	02/12/2015		129747	0				
Supplier Invo		NAN		TRE	ci	sg	07/01/2016		131104	40				
Inventory ad		NUR		vts	ci	sg	20/05/2016		138199	0.2				
	-	NUR		nts	ci	59	14/06/2016		139327	0				
Supplier cred		OUT		т	ci	19	12/09/2016		143994	0				
Customer co	edits	NUR		nts.	ci	sg	23/08/2016		143002	15.3				
Builds		ER 2			ci	sg	12/09/2016		143996	6.56				
Repacks		NUR		YES	ci	sg	03/10/2016		144847	6.72				
Find		NAN		IE	ci	sg	05/10/2016		144848	0		05/10/2016		
By date		NUR		vits	ci	59	06/12/2016		147791	0				
By Status		OUT		т	ci	59	07/12/2016		147911	0				
My transact	inas	NUR		nts.	ci	sg	05/01/2017		148911	0				
My custom		NUR		nts	ci	sg	09/01/2017		148992	0				
My custom	niters.	NUR		YES	ci	sg	09/01/2017		149001	0				
		NUR		YES	ci	sg	13/01/2017		149242	0			Weekend Imprest	
		NUR		vts	ci	59	15/01/2017		149248	0				
		NUR		vits	ci	59	01/02/2017		150145	37,8				
1/17/155	873													

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**

To confirm a customer invoice, open it and click on the **Confirm** button:

Name ER		Con	firm date :	00/00/00			Colour	Blue
Their ref	er2					_	Invoice : 143	
Comment ew line	Delete line(s)	Backor		Imprest Mistory Batch Tr	ansport det	Confirm	Entry date : 12/ Goods receive ID : 0 Status : sg Entered by : ' Store :	09/2016
L Location	Item Name	Quan	Pack Size	Batch	Exp date	Call Drive	Bries exten	
L Location	Ibuprofen 400mg tablet	Quan 50		Batch	Exp date	0.00	Price exten	0.00
2	Amoxycillin 125mg/5ml Susp	2				1.53		3.06
3	Cloxacillin 125MG/5ML	2	1	none		0.00		0.00
4	Cloxacillin 250mg capsules	50	1	14184002	30/04/20:			2.00
6	Amoxycillin 250mg Capsules	50			30/09/20:	0.03		1.50
7	Paracetamol 500mg tablet	100			30/07/20:			0.00
8	Paracetamol 120mg/Sml 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 Smg/ml Resp. Soln 20ml	2	1			0.00		0.00
	Other charge	s Item:				_	Amount:	0.00
	2						Subtotal:	6.56
							0 % tax:	0.00
							Total:	6.56
fold inalize	Export batch: 0					OK & N	OK & Next	0 % tax: Total:

Note the status detail. This will show *cn* when the invoice is confirmed, not *nw* or *sg*. The **Confirm** button will not be shown if the invoice is already confirmed.

For prescriptions, you won't see the **Confirm** button because they are automatically confirmed when you close them by clicking on the **OK** button.

#### 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.

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#### Paracetamol 500mg :

							Item o	letails								
ral		ltem	name F	Paracetam	ol 500m	g tablet						Store: Pha	armacy	0		
2		ltem	code p	oct500tab												
er							- <b>S</b>		<b>1</b>		Y					
25	Show	w zero line	s	Print	Split	, 	Update sell	prices	Show related	invoices	Consolio	late	Labels			
orders		Available	Total	1	Pack											
cile	Line	packs	packs	Hold	size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total		
materials	1	10	10		1			in			0.00	0.00		0		
ase Orders	2	22560			1		30/07/20				0.00	0.00		0		
options	3	17729	17729	•	1	130816	31/07/20	S			0.00	0.00		0		
nsing																
ting																
	Stor	Stock Non stock items														
	M	linimum st	ock	2000	То	tal stock	value	0.0	0	Non	stock item	ock item				
		Stock on h	and	40.29	·	erage uni	t cost	0.0	0	Default c	ustomer	tomer				
				40,25		-		0.00 Default customer								
		stock on o			0	Total Vo	iume	0.0	0							
	Moi	nths Cover		_												
		Based on	0	۵	months	usage	Calculate		Exclude	stock with	expiry date	less than		onths		
		F	or stocl	k on hand		(m	onths cove	r)	Generating an order for 0 months stor							
		Includir	ng stock	on order		(m	onths cove	r)		will o	order a quan	tity of				
Delete								OK &	Previous	OK &	Next	Cancel		ОК		
Derete								UNG	Trevious	UN Q	HEAL	cancer		<u>UK</u>		

Amoxycillin 250mg :

Last		
update: 2020/06/10 faq:how to remove stock lines that have	_available https://docs.msupply.org.nz/faq:how_to_remove_	stock lines that have 0 available?rev=1592557067

neral sc							Item d	letails						
5C				Amoxycillin		Capsule	S					Store: Pha	armacy	٥
age		ltem	code	amoxy250c	ар									
ock dger iotes ckorders	Sho	w zero line	s	Print	J Split	)	Jpdate sell	prices	Show related	invoices	Consolic	late	Labels	
otes	Line	Available packs	Total packs		Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total
concile I of materials	1	42	4	0	1	KM3665	30/09/20				0.05	0.03		0
rchase Orders														
der options														
spensing														
porting														
9														
т														
ores														
	Sto	ck								Non stock	items			
	N	Ainimum st	ock	5000	То	tal stock	value	2.1	.0	Non	stock item			
		Stock on h	and	4	2 Av	erage unit	cost	0.0	E	Default c	ustomer			
		Stock on o			0	Total Vo		0.0	-					
					0	Total Vo	lume	0.0	10					
	Mo	nths Cover		_		_								
		Based on	0	٥	months	usage	Calculate		Exclude		expiry date			onths
		F	or stoo	k on hand		(mc	onths cove	r)		Gene	rating an oro	ler for	0 m	onths stoc
		Includin	ng stoc	k on order		(m	onths cove	r)		will c	order a quant	tity of		
Delete								OK &	Previous	OK &	Next	Cancel		ОК

Previous: 28.03. Why is my stock balance report showing negative? || Next: 28.05. What do I need to set up mSupply Mobile?

