

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 :

Item details...

Item name: Paracetamol 500mg tablet Store: Pharmacy

Item code: pct500tab

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		1			invad			0.00	0.00		0
2	0	100		1	150701	30/07/20				0.00	0.00		0
3	22560	22860		1	130816	30/07/20	c			0.00	0.00		0
4	17729	19129		1	130816	31/07/20	Si			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

Months Cover

Based on 0 months usage Calculate

For stock on hand (months cover)

Including stock on order (months cover)

Non stock items

Non stock item ☐

Default customer

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 :

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

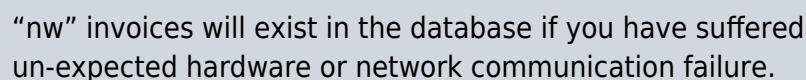
Handling reserved stock

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...

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....

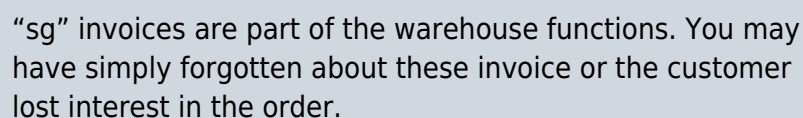
customer invoices

15 most recent transactions, or:

status equals sg

☐ Use list view if one entry found

Complex Find Cancel Find



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

Transactions list											
Find	Sum	Order by	Print	Finalize	Duplicate	Cancel	Filters	Customise	Modify	Export to MYOB	
Types	Name	Type	St.	Entered	Confirmed	Invmn	Total	Their ref	PS printed dt.	Comment	Exp brch
Customer Invoices	NUR YTS	CI	sg	02/12/2015		129747	0				0
Supplier Invoices	NAN TRE	CI	sg	07/01/2016		131104	40				0
Inventory adjustments	NUR YTS	CI	sg	20/05/2016		138199	0.2				0
Supplier credits	NUR YTS	CI	sg	14/06/2016		139327	0				0
Customer credits	GUT T	CI	sg	12/09/2016		143994	0				0
Buils	NUR YTS	CI	sg	23/08/2016		143002	15.3				0
Repacks	BA 2	CI	sg	12/09/2016		143996	6.56				0
Find...	NUR YTS	CI	sg	03/10/2016		144847	6.72				0
By date	NAN IE	CI	sg	05/10/2016		144848	0	05/10/2016			0
By Status	NUR YTS	CI	sg	06/12/2016		147791	0				0
My transactions	GUT T	CI	sg	07/12/2016		147911	0				0
My custom filters	NUR YTS	CI	sg	05/01/2017		148911	0				0
	NUR YTS	CI	sg	09/01/2017		148992	0				0
	NUR YTS	CI	sg	09/01/2017		149001	0				0
	NUR YTS	CI	sg	13/01/2017		149242	0			Weekend Imprest	0
	NUR YTS	CI	sg	15/01/2017		149248	0				0
	NUR YTS	CI	sg	01/02/2017		150145	37.8				0

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

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

The screenshot shows the 'Customer invoice' window. At the top, there are fields for Name (ER), Their ref (er2), Comment, Confirm date (00/00/00), Category (Imprest), Colour (Blue), Invoice (143,996), Entry date (12/09/2016), Goods receive ID (0), Status (sg), Entered by, and Store. Below these are buttons for New line, Delete line(s), Backorders, History, and Confirm (highlighted with a red box). The main table lists items with columns: Location, Item Name, Quan, Pack Size, Batch, Exp date, Sell Price, and Price exten. The items are: 1. Ibuprofen 400mg tablet, 2. Amoxicillin 125mg/5ml Susp, 3. Cloxacillin 125MG/5ML, 4. Cloxacillin 250mg capsules, 6. Amoxicillin 250mg Capsules, 7. Paracetamol 500mg tablet, 8. Paracetamol 120mg/5ml elixir, 9. Oral rehydration salts, 10. Salbutamol 100mcg Inhaler, 11. Salbutamol 4mg tablet, and 12. Salbutamol 5mg/ml Resp. Soln 20ml. At the bottom, there are fields for Other charges, Item, Amount, Subtotal, 0 % tax, and Total. The status 'sg' is highlighted in a red box.

Location	Item Name	Quan	Pack Size	Batch	Exp date	Sell Price	Price exten
1	Ibuprofen 400mg tablet	50	1			0.00	0.00
2	Amoxicillin 125mg/5ml Susp	2	1			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	0.04	2.00
6	Amoxicillin 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

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.

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

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

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