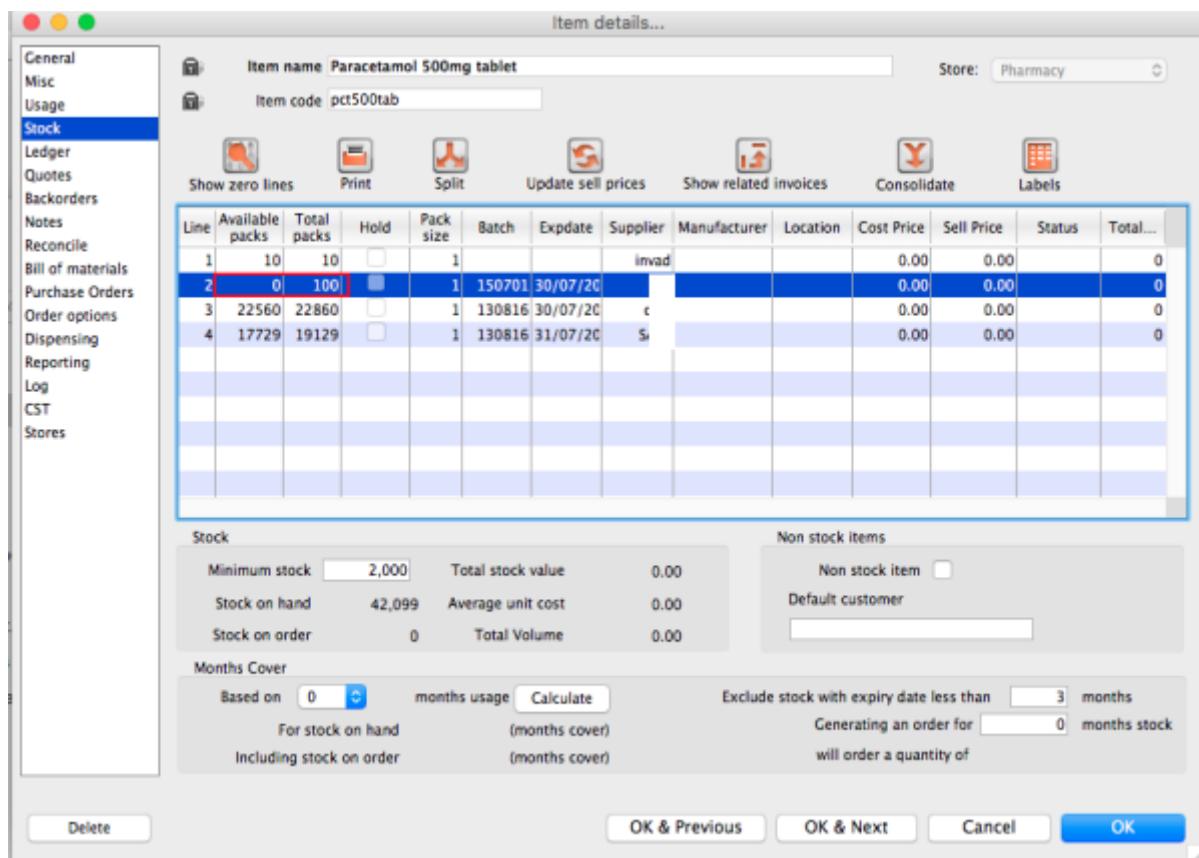


## 26.04. How to remove stock lines that have '0' available

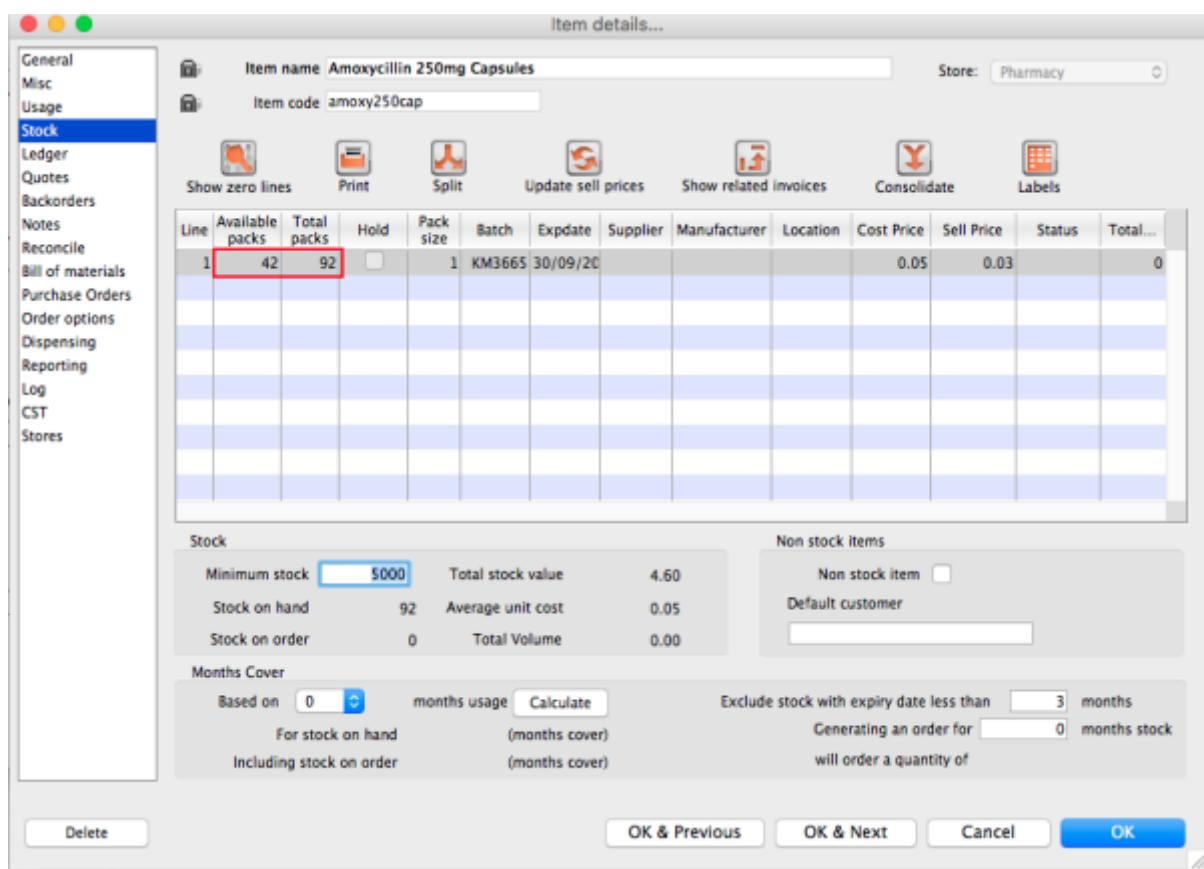
Occasionally users will come across stock lines in mSupply that cannot be removed easily. It is almost like you have stock but you cannot carry out a stock take or inventory adjustment to reduce the stock level to zero.

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 been reserved for a customer.

Below is another example :



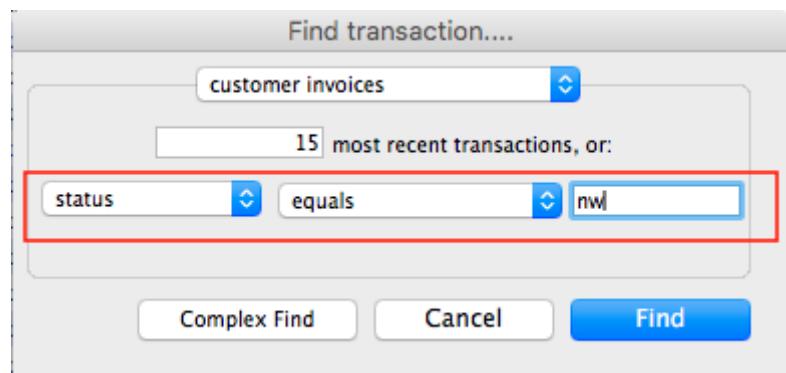
For Amoxycillin 250mg we have 92 in total and 42 available. This means that we have  $92 - 42 = 50$  reserved for customers.

## Handling reserved stock

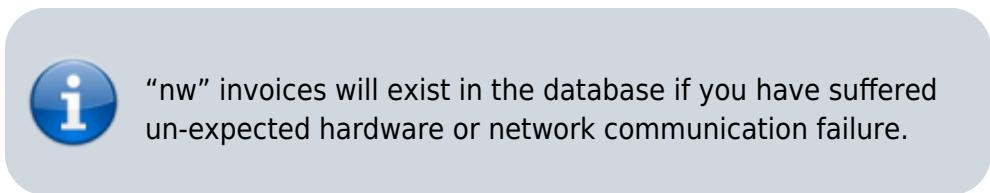
Customer invoices that are of status "nw" or "sg" will end up reserving stock. This theoretically means that you have the stock but it cannot be used as it has been reserved by the invoices.

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.

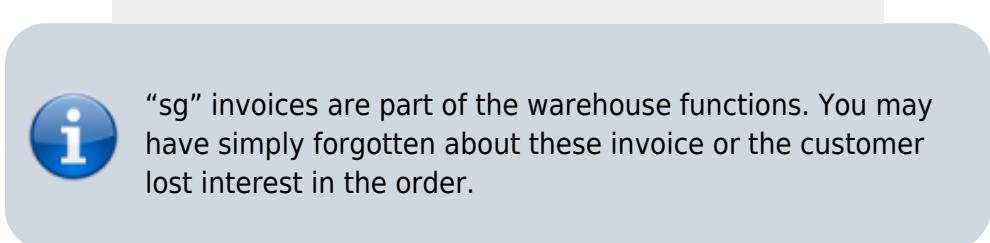
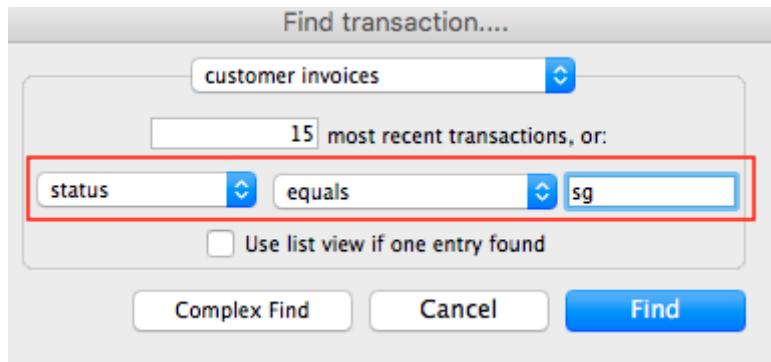
So search for customer or prescription that are of "nw" status. Follow the image below. Do customer > Show invoices... or patient > Show Prescriptions...



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 :



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

Transactions list

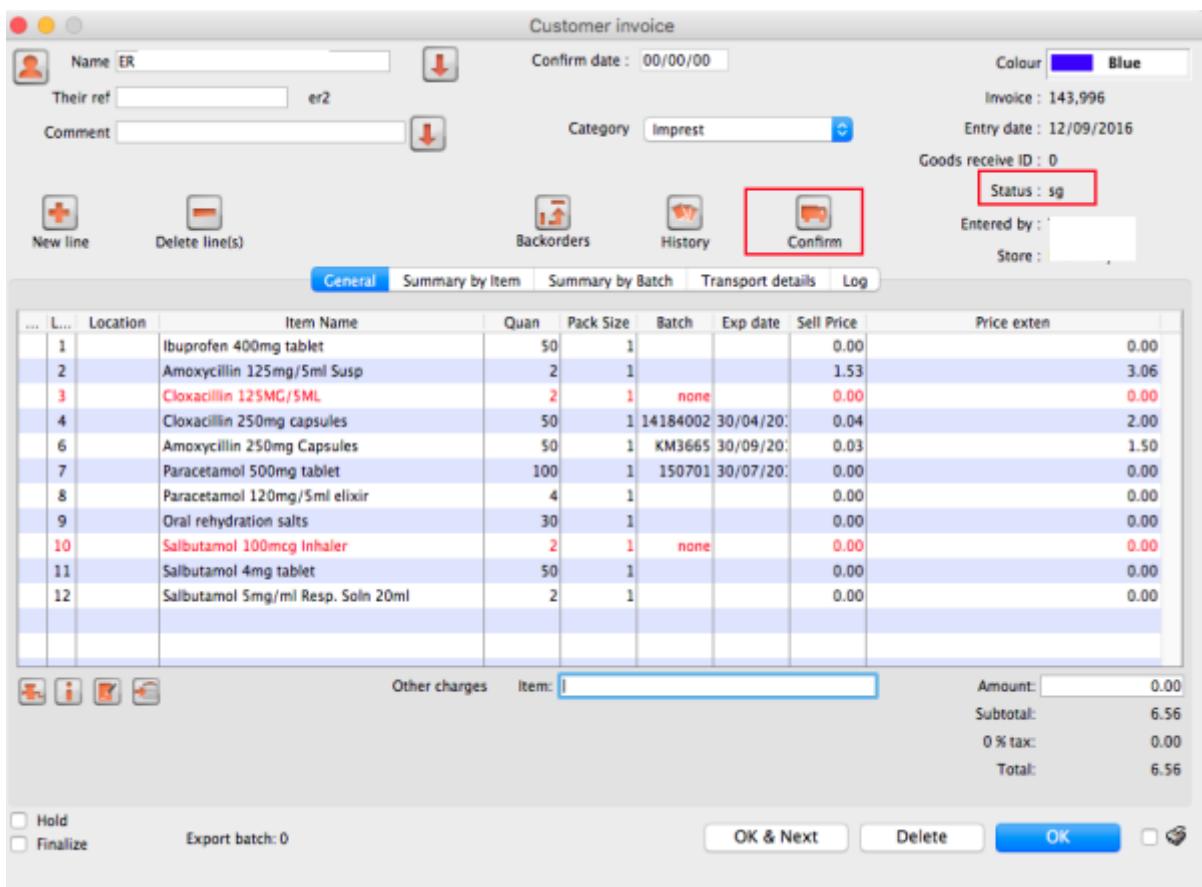
Name	Type	Entered	Confirmed	Invnum	Total	Their ref	PS printed dt.	Comment	Exp brch
NUR	YTS	02/12/2015		129747	0				0
NAN	TRE	07/01/2016		131104	40				0
NUR	YTS	20/05/2016		138199	0.2				0
NUR	YTS	14/06/2016		139327	0				0
OUT	T	12/09/2016		143994	0				0
NUR	YTS	23/08/2016		143002	15.3				0
ER_2	YTS	12/09/2016		143996	6.56				0
NUR	YTS	03/10/2016		144847	6.72				0
NAN	IE	05/10/2016		144848	0		05/10/2016		0
NUR	YTS	06/12/2016		147791	0				0
OUT	T	07/12/2016		147911	0				0
NUR	YTS	05/01/2017		148911	0				0
NUR	YTS	09/01/2017		148992	0				0
NUR	YTS	09/01/2017		149001	0				0
NUR	YTS	13/01/2017		149242	0			Weekend Imprest	0
NUR	YTS	15/01/2017		149248	0				0
NUR	YTS	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), 'Confirm date' (00/00/00), 'Colour' (Blue), 'Invoice' (143,996), 'Entry date' (12/09/2016), and 'Status' (sg). Below these are buttons for 'New line', 'Delete lines', 'Backorders', 'History', and 'Confirm' (which is highlighted with a red box). A tab bar includes 'General', 'Summary by Item', 'Summary by Batch', 'Transport details', and 'Log'. The main area is a table of items:

...	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/5ML	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

Below the table, there are buttons for 'Other charges', 'Item' (with a text input field), and 'Amount' (0.00). Subtotal is 6.56, 0 % tax is 0.00, and Total is 6.56. At the bottom, there are checkboxes for 'Hold' and 'Finalize', and buttons for 'OK & Next', 'Delete', 'OK' (highlighted with a blue box), and a 'Print' icon.

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.

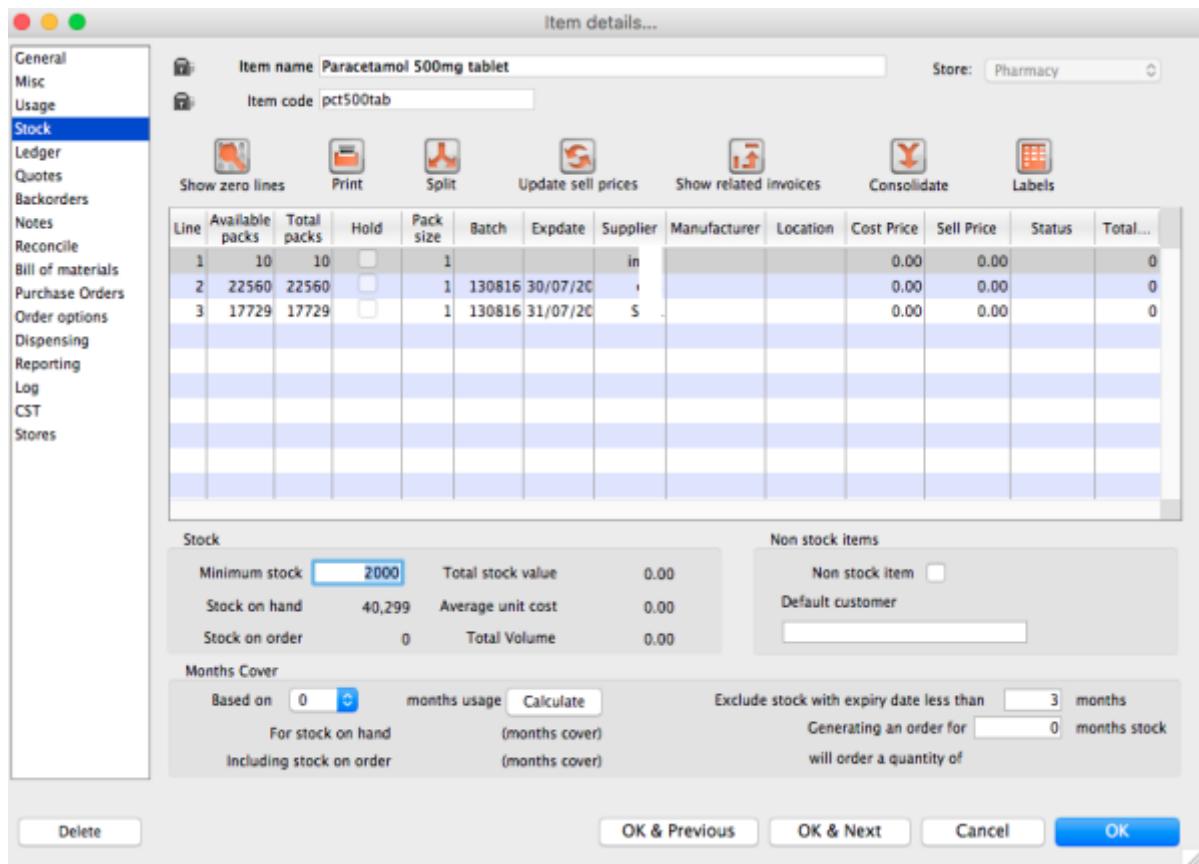
For prescriptions, you won't see the **Confirm** button because they are automatically confirmed when you close them by clicking on the **OK** button.

## The result

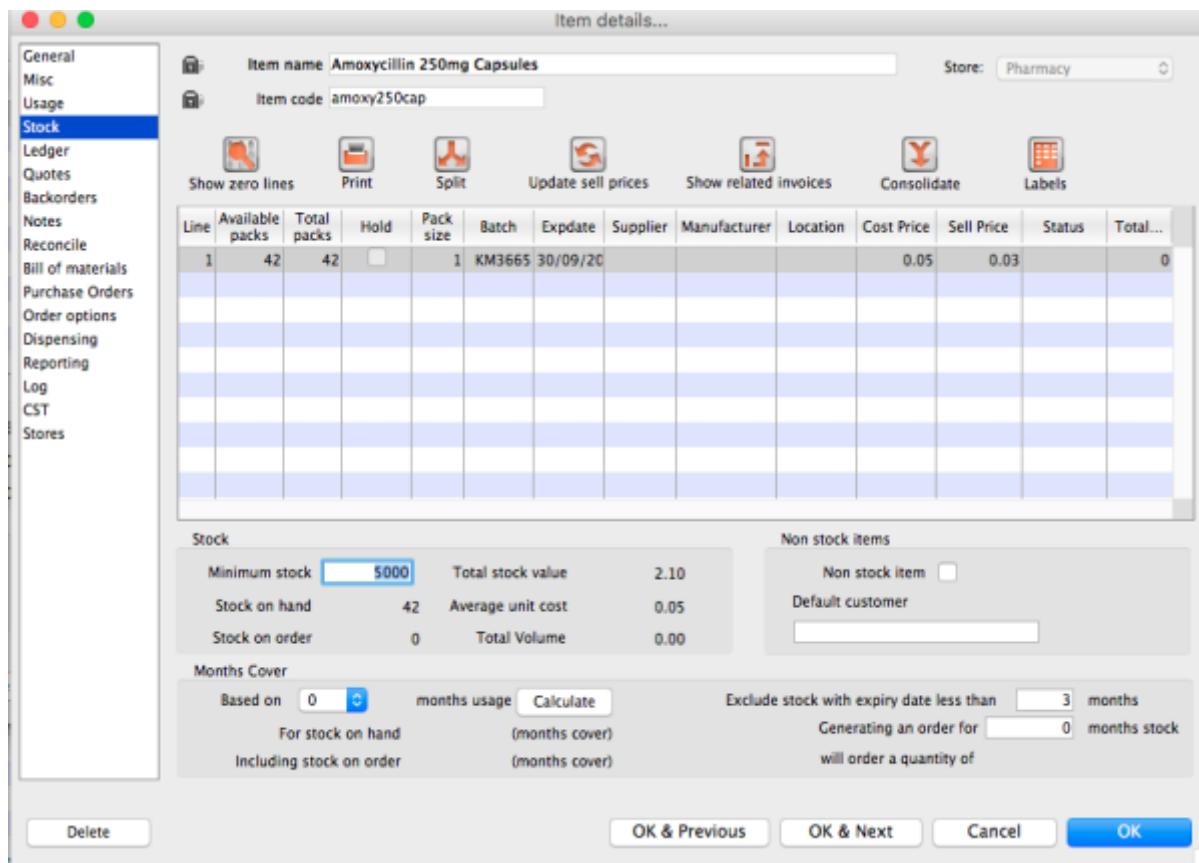
Once all the “*sg*” and “*nw*” invoices are processed, then your stock figures will update and they shouldn't be any stock that has been held as reserve.

Below the images should speak for themselves - the *Total quantity* matches the *Available quantity*. Please compare the image below with the ones above at the start of this topic.

## Paracetamol 500mg:



## Amoxycillin 250mg:



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**

Permanent link:  
[https://docs.msupply.org.nz/faq:how\\_to\\_remove\\_stock\\_lines\\_that\\_have\\_0\\_available?rev=1592557207](https://docs.msupply.org.nz/faq:how_to_remove_stock_lines_that_have_0_available?rev=1592557207)

Last update: **2020/06/19 09:00**

