

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 :

[illegible]

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.

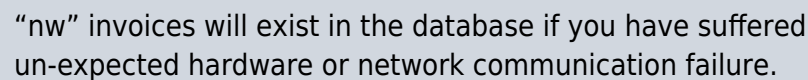
Handling reserved stock

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....

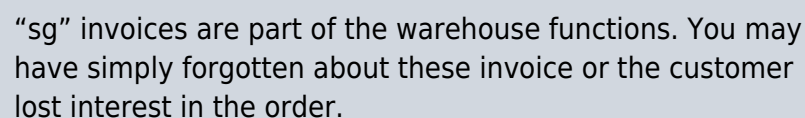
customer invoices

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.

Find

Sum

Order by

Print

Finalize

Duplicate

Cancel

Filters

Customise

Modify

Export to MYOB

Types

Customer Invoices

Supplier Invoices

Inventory adjustments

Supplier credits

Customer credits

Bulbs

Repacks

Find...

By date

By Status

My transactions

My custom filters

Name

Type

St

Entered

Confirmed

Invnum

Total

Their ref

PS printed dt.

Comment

Exp btch

NUR

YIS

CI

sg

02/12/2015

129747

0

NAN

TRE

CI

sg

07/01/2016

131104

40

NUR

YIS

CI

sg

20/05/2016

138199

0.2

NUR

YIS

CI

sg

14/06/2016

139327

0

GUT

T

CI

sg

12/09/2016

143994

0

NUR

YIS

CI

sg

23/08/2016

143002

15.3

BR 2

CI

sg

12/09/2016

143996

6.56

NUR

YIS

CI

sg

03/10/2016

144847

6.72

NAN

IE

CI

sg

05/10/2016

144848

0

05/10/2016

NUR

YIS

CI

sg

06/12/2016

147791

0

GUT

T

CI

sg

07/12/2016

147911

0

NUR

YIS

CI

sg

05/01/2017

148911

0

NUR

YIS

CI

sg

09/01/2017

148992

0

NUR

YIS

CI

sg

09/01/2017

149001

0

NUR

YIS

CI

sg

13/01/2017

149242

0

Weekend Inprest

NUR

YIS

CI

sg

15/01/2017

149248

0

NUR

YIS

CI

sg

01/02/2017

150145

37.8

1/17/155873

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 area is a table with columns: Location, Item Name, Quan, Pack Size, Batch, Exp date, Sell Price, and Price exten. The table contains 12 rows of items. At the bottom, there are fields for Other charges, Item, Amount, Subtotal, 0 % tax, and Total. There are also checkboxes for Hold and Finalize, and buttons for OK & Next, Delete, and OK.

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 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.

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

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

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