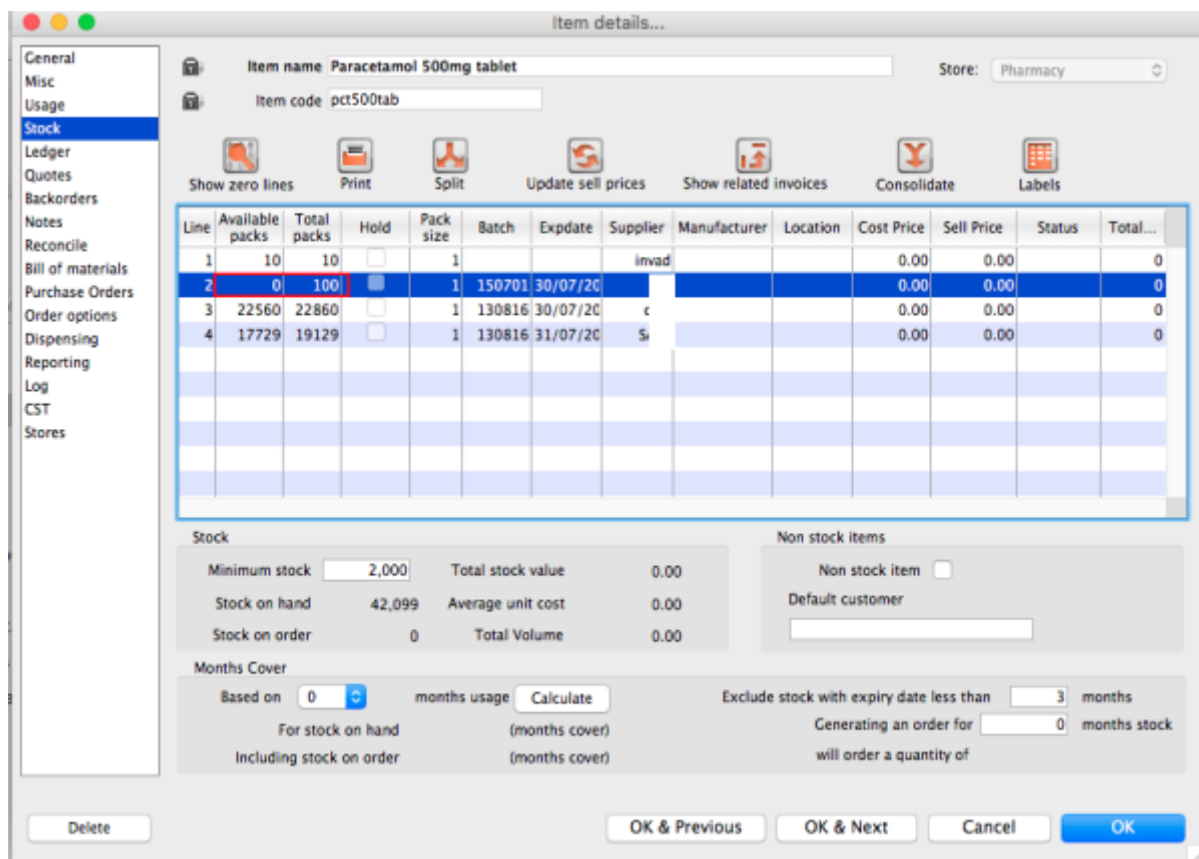


# 27.04. How to remove stock lines that have '0' available

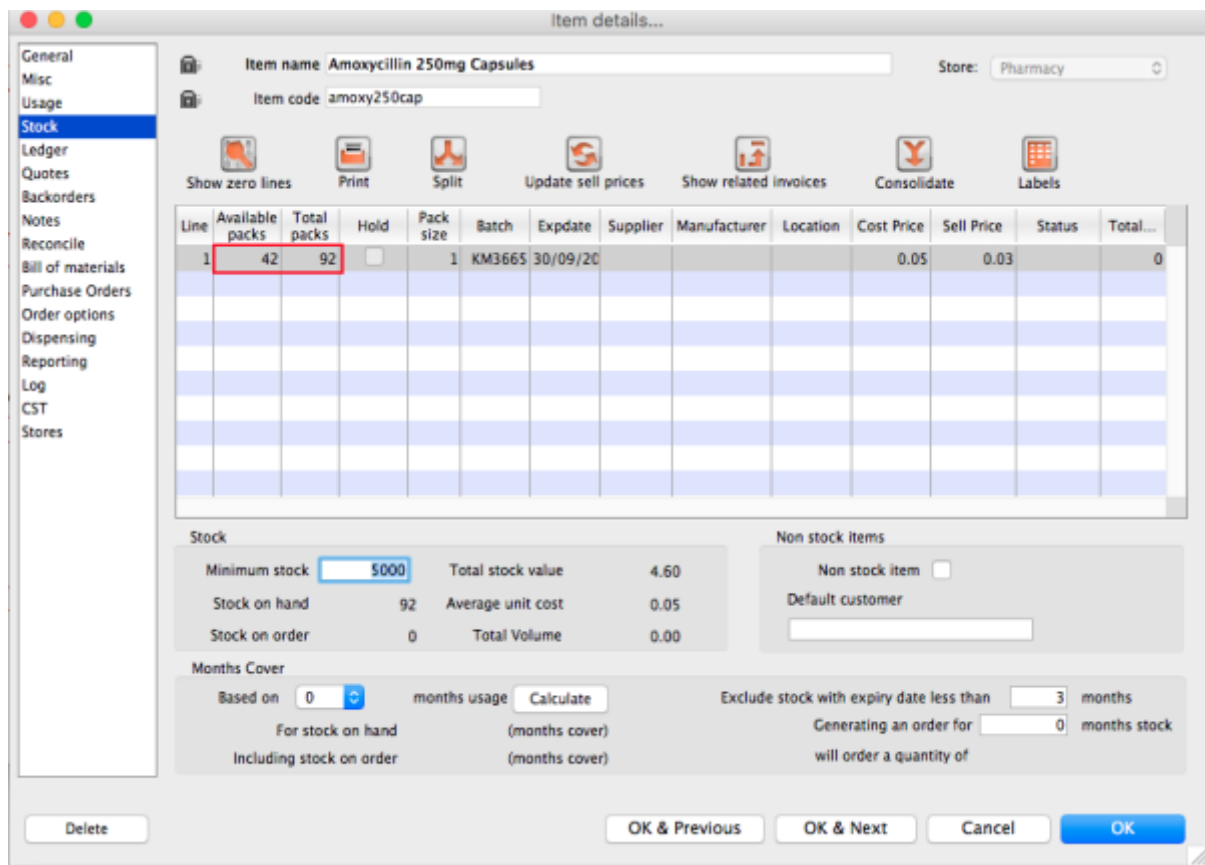
Occasionally users will come across stock lines in mSupply that cannot be removed easily. It almost like you have stock but you cannot carry our stock take or inventory adjustment to reduce the stock level to zero.

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 :



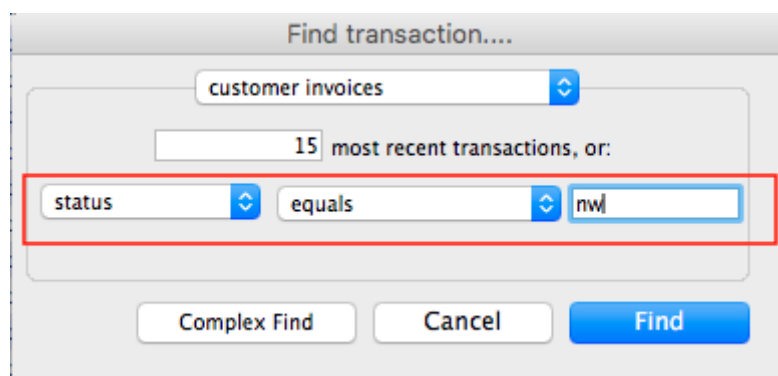
For Amoxicillin 250mg we have 92 in total and 42 available. This means that we have  $92 - 42 = 50$  reserved for customers.

## 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".

 "nw" invoices will exist in the database if you have suffered un-expected hardware or network communication failure.

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

 "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.

Transactions list

Find Sum Order by Print Finalize Duplicate Cancel Filters Customise Modify Export to MYOB

Types	Name	Type	St	Entered	Confirmed	Invm	Total	Their ref	PS printed dt.	Comment	Exp bch
Customer Invoices	NUR	WTS	ci	sg	02/12/2015	129747	0				0
Supplier Invoices	NAN	TRE	ci	sg	07/01/2016	131104	40				0
Inventory adjustments	NUR	WTS	ci	sg	20/05/2016	138199	0.2				0
Supplier credits	NUR	WTS	ci	sg	14/06/2016	139327	0				0
Customer credits	OUT	T	ci	sg	12/09/2016	143994	0				0
Builds	NUR	WTS	ci	sg	23/08/2016	143002	15.3				0
Repacks	ER 2	ci	sg	12/09/2016	143996	6.56	0				0
Find...	NUR	WTS	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	WTS	ci	sg	06/12/2016	147791	0				0
My transactions	OUT	T	ci	sg	07/12/2016	147911	0				0
My custom filters	NUR	WTS	ci	sg	05/01/2017	148911	0				0
	NUR	WTS	ci	sg	09/01/2017	148992	0				0
	NUR	WTS	ci	sg	09/01/2017	149001	0				0
	NUR	WTS	ci	sg	13/01/2017	149242	0			Weekend Inprest	0
	NUR	WTS	ci	sg	15/01/2017	149248	0				0
	NUR	WTS	ci	sg	01/02/2017	150145	37.8				0

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:



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 packs* matches the *Available packs*. Please compare the image below with the ones above at the start of this topic.

### Paracetamol 500mg:

Item name: Paracetamol 500mg tablet  
Item code: pct500tab  
Store: Pharmacy

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	<input type="checkbox"/>	1			in			0.00	0.00		0
2	22560	22560	<input type="checkbox"/>	1	130816	30/07/20				0.00	0.00		0
3	17729	17729	<input type="checkbox"/>	1	130816	31/07/20	S			0.00	0.00		0

Stock: Minimum stock: 2000, Total stock value: 0.00, Stock on hand: 40,299, Average unit cost: 0.00, Stock on order: 0, Total Volume: 0.00

Non stock items: Non stock item:  Default customer:

Months Cover: Based on 0 months usage, Calculate, 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

### Amoxicillin 250mg:

Item name: Amoxicillin 250mg Capsules  
Item code: amoxy250cap  
Store: Pharmacy

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	42	42	<input type="checkbox"/>	1	KM3665	30/09/20				0.05	0.03		0

Stock: Minimum stock: 5000, Total stock value: 2.10, Stock on hand: 42, Average unit cost: 0.05, Stock on order: 0, Total Volume: 0.00

Non stock items: Non stock item:  Default customer:

Months Cover: Based on 0 months usage, Calculate, 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

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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