

## 28.04. 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.

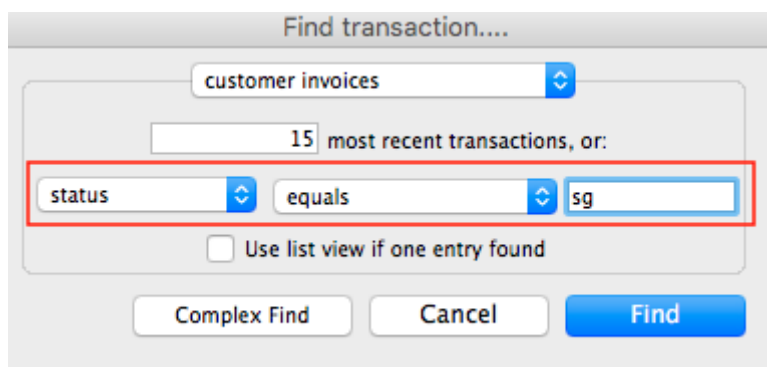
So search for customer or prescription that are of “nw” status. Follow the image below. Do customer > Show invoices... or patient > Show Prescriptions...

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"**.



"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

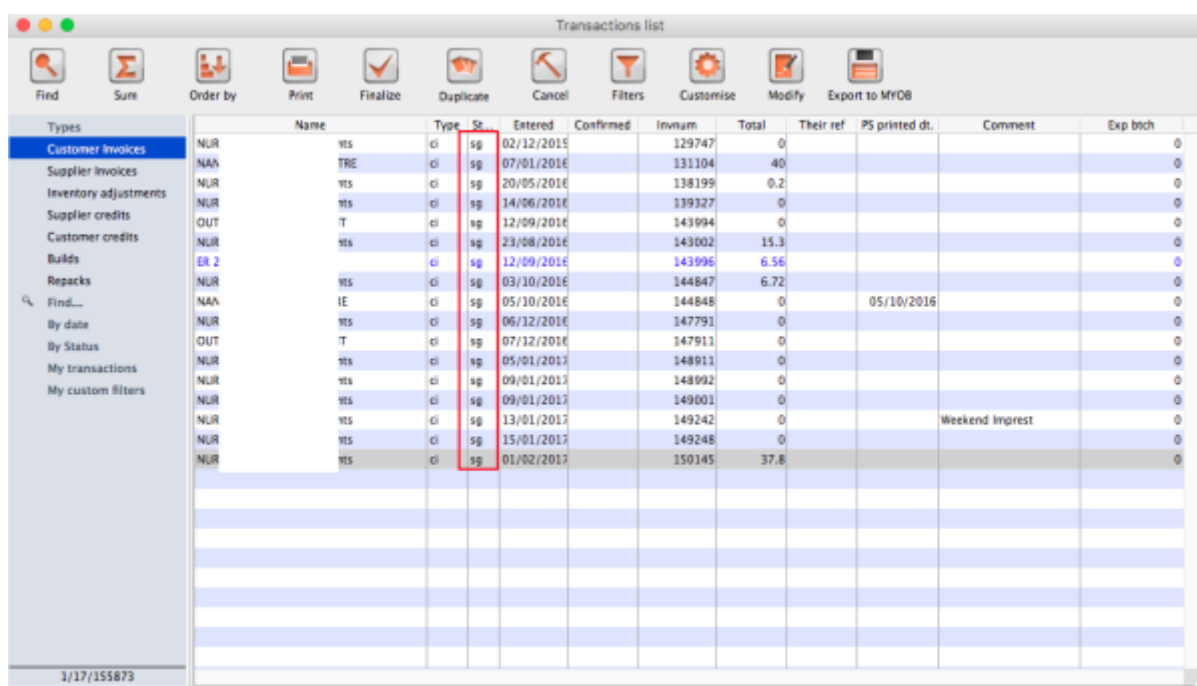
☐ Use list view if one entry found

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.



Types	Name	Type	St	Entered	Confirmed	Innum	Total	Their ref	PS printed dt.	Comment	Exp bch
Customer Invoices	NUR	WTS	ci	sg	02/12/2015	129747	0				0
	NAN	TRE	ci	sg	07/01/2016	131104	40				0
Supplier Invoices	NUR	WTS	ci	sg	20/05/2016	138199	0.2				0
Inventory adjustments	NUR	WTS	ci	sg	14/06/2016	139327	0				0
Supplier credits	OUT	IT	ci	sg	12/09/2016	143994	0				0
Customer credits	NUR	WTS	ci	sg	23/08/2016	143002	15.3				0
Builds	ER 2		ci	sg	12/09/2016	143996	6.56				0
Repacks	NUR	WTS	ci	sg	03/10/2016	144847	6.72				0
Find...	NAN	IE	ci	sg	05/10/2016	144848	0		05/10/2016		0
By date	NUR	WTS	ci	sg	06/12/2016	147791	0				0
By Status	OUT	IT	ci	sg	07/12/2016	147911	0				0
My transactions	NUR	WTS	ci	sg	05/01/2017	148911	0				0
My custom filters	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

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

## Paracetamol 500mg:

Item details...

General Misc Usage **Stock** Ledger Quotes Backorders Notes Reconcile Bill of materials Purchase Orders Order options Dispensing Reporting Log CST Stores

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	<input type="checkbox"/>	1						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				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

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

## Amoxycillin 250mg:

Item details...

General Misc Usage **Stock** Ledger Quotes Backorders Notes Reconcile Bill of materials Purchase Orders Order options Dispensing Reporting Log CST Stores

Item name: Amoxycillin 250mg Capsules Store: Pharmacy

Item code: amoxy250cap

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

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

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