

## 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”**.



“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

Customer Invoices

Supplier Invoices

Inventory adjustments

Supplier credits

Customer credits

Builds

Repacks

Find...

By date

By Status

My transactions

My custom filters

Name	Type	St	Entered	Confirmed	Innum	Total	Their ref	PS printed dt.	Comment	Exp bch
NUR	WTS	ci	sg	02/12/2015	129747	0				0
NAN	TRE	ci	sg	07/01/2016	131104	40				0
NUR	WTS	ci	sg	20/05/2016	138199	0.2				0
NUR	WTS	ci	sg	14/06/2016	139327	0				0
OUT	IT	ci	sg	12/09/2016	143994	0				0
NUR	WTS	ci	sg	23/08/2016	143002	15.3				0
ER 2		ci	sg	12/09/2016	143996	6.56				0
NUR	WTS	ci	sg	03/10/2016	144847	6.72				0
NAN	IE	ci	sg	05/10/2016	144848	0		05/10/2016		0
NUR	WTS	ci	sg	06/12/2016	147791	0				0
OUT	IT	ci	sg	07/12/2016	147911	0				0
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:

Customer invoice

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:   
Store:   
New line  
Delete line(s)  
Backorders  
History  
Confirm  
General Summary by Item Summary by Batch Transport details Log

...	Loc	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

Other charges Item:   
Amount: 0.00  
Subtotal: 6.56  
0 % tax: 0.00  
Total: 6.56  
Hold  
Finalize  
Export batch: 0  
OK & Next  
Delete  
OK

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.

## 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			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

For stock on hand (months cover)

Including stock on order (months cover)

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 :

General

Misc

Usage

Stock

Ledger

Quotes

Backorders

Notes

Reconcile

Bill of materials

Purchase Orders

Order options

Dispensing

Reporting

Log

CST

Stores

Item details...

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

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