Why is my stock on hold?

There are a number of reasons why stock can be **On hold**, and therefore cannot be issued by mSupply. Depending on the reason, there will be different things that need to be done to allow you to issue the stock.

- The **Item** is **On hold** - refer About items, Tabs on the Item Details Window, The General tab
  - mSupply will allow you to manage this stock, but it will not allow you to select this item for issue. To issue stock, you will need to take the Item off hold.
- The **Stock line** is **On hold** - refer Issuing goods to a customer (customer invoices), Adding lines to an invoice, Selecting from Item Lines, Lines on Hold
- The **Location** is **On hold** - refer Locations and location types, Adding a location, General tab

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Location

Setting the location **On hold** will prevent any stock from being issued from that location. This is particularly useful if:

- The stock needs to be kept from being issued until some inspection / approval.
- The stock is a bulk quantity with the same expiry date as another stock line, and you want mSupply to suggest issuing from the other stock line.

If you want to make the stock in an **On hold** location available for issue, then there are two options:

Move the stock in that location to another location that is not **On hold** Remove the **On hold** status of the location Steps:

1. Find the Location of the Item on Hold
2. Items>Show Locations>Search the location
3. Double Click on the searched Location
4. Uncheck the Hold button.

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