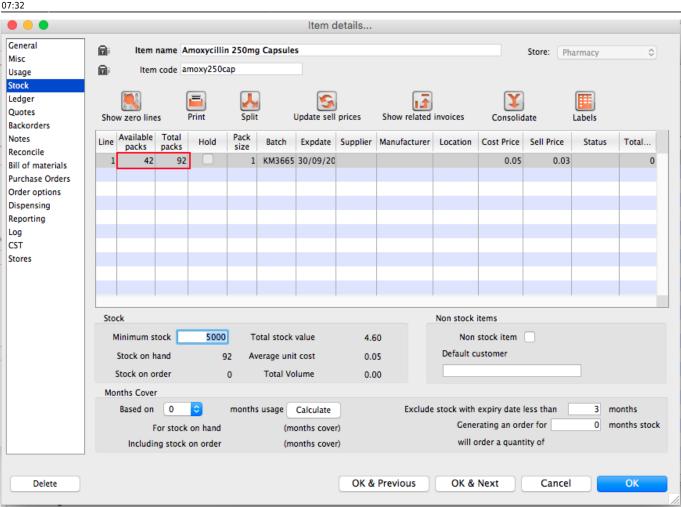
Occasionally users will come across stock lines in mSupply that cannot be removed easily. It almost like you have stock but you cannot carry our stock take or inventory adjustment to reduce the stock level to zero.

Below are two examples :

) 🕘 🔵							Item o	letails						
eneral lisc sage				aracetamo ct500tab	ol 500m	g tablet						Store: Pha	armacy	٥
ock edger uotes ackorders	Sho	w zero line		Print	Split		Update sell	prices	Show related	invoices	Consolic	late	Labels	
otes	Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total
l of materials	1	10	10		1			invad			0.00	0.00		0
rchase Orders	2		100		1		30/07/20				0.00	0.00		0
der options	3				1		30/07/20				0.00	0.00		0
spensing	4	17729	19129		1	130816	31/07/20	Si			0.00	0.00		0
porting														
г														
res														
	Sto	Stock Non stock items												
		Minimum st	ock .	2,000	Т	otal stock	value	0.0	0	Non	stock item			
		Stock on h		42,09		erage uni		0.0	-	Default c				
		Stock on a				Total Vo			-					
					0	Total vo	oiume	0.0	0					
	Mo	nths Cover		-		-								
		Based on	0	0	months	usage	Calculate		Exclude		expiry date			nonths
				on hand			onths cove	·			rating an ord		0 m	nonths stock
		Includin	ng stock	on order		(m	onths cove	r)		will o	order a quant	tity 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.

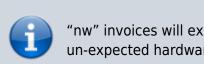
They are numerous ways to search for "nw" or "sg" invoices.

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

3/7

	Find transaction
	customer invoices
	15 most recent transactions, or:
status	ᅌ equals ᅌ nwl
	Complex Find Cancel Find

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	ᅌ 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.

Last update: 2017/02/06 faq:how_to_remove_stock_lines_that_have_0_available https://docs.msupply.org.nz/faq:how_to_remove_stock_lines_that_have_0_available?rev=1486366363 07:32

ς Σ												
		=	, ,		$\overline{\mathbf{N}}$	T						
Find Sum	Order by	Print Finaliz		plicate		Filters			· · ·	rt to MYOB		
Types	NUR	Name		e St.	Entered 02/12/2015	Confirmed	Invnum 129747	Total	Their ref	PS printed dt.	Comment	Exp btch
Customer Invoices	NUR	nts TRE	ci ci	sg	07/01/2016		129747	0 40				
Supplier Invoices	NUR	nts	ci	sg	20/05/2016		131104	40				
Inventory adjustments	NUR	nts	ci	sg	14/06/2016		139327	0.2				
Supplier credits	OUT	Т	ci	sg	12/09/2016		143994	0				
Customer credits	NUR	nts	ci	sq	23/08/2016		143994	15.3				
Builds	ER 2	10	ci	sq	12/09/2016		143996	6.56				
Repacks	NUR	nts	ci	sq	03/10/2016		144847	6.72				
Find	NAN	RE .	ci	sg	05/10/2016		144848	0.1.2		05/10/2016		
By date	NUR	nts	ci	sg	06/12/2016		147791	0				
By Status	OUT	т	ci	sg	07/12/2016		147911	0				
	NUR	nts	ci	sg	05/01/2017		148911	0				
My transactions	NUR	nts	ci	sq	09/01/2017		148992	0				
My custom filters	NUR	nts	ci	sg	09/01/2017		149001	0				
	NUR	nts	ci	sg	13/01/2017		149242	0			Weekend Imprest	
	NUR	nts	ci	sg	15/01/2017		149248	0				
	NUR	nts	ci	sg	01/02/2017		150145	37.8				

Note the highlighted "Status" column

Your job is now to review each invoice and to either **"confirm"** them or to delete them. Theses invoices may no longer be valid, you have to decide on this.

Confirming a invoice

Just incase, if you don't know this, then this is how you confirm the invoice.

Their ref er2 Imprest Category Imprest Category Imprest Imprest Imprest Imprest Entry date : 12/09/2016 New line Delete line(s) Backorders Imprest	• • (D		Cus	tomer inv	/oice					
Their ref er2 Invoice: 143,996 Comment Image: Category Imprest Image: Category Imprest Image: Category Imprest Image: New line Delete line(s) Image: Category Imprest Image: Category Imprest Image: Category Imprest Image: Category Imprest Image: New line Delete line(s) Image: Category Imprest Image: Category Impre		Name ER		Con	firm date :	00/00/00			Colour	Blue	
Image: New line Delete line(s) Image: New line I	Th	eir ref	Invoice : 143,99	6							
Image: New line Delete line(s) Image: New line I	Con	Comment Category Imprest C Entry									
Image: New line Delete line(s) Backorders Image: Nistory Image: Confirm Entered by: : .store: Image: Confirm Ceneral Summary by Item Summary by Batch Transport details Log Image: Confirm Image: Confirm Ceneral Summary by Item Summary by Batch Transport details Log Image: Confirm Item Name Quan Pack Size Batch Exp date Sell Price Price exten O.d. Image: Consacilin 125m/SML 2 1 none 0.00 O.d. O.d. 2.d. Image: Consacilin 125m/SML 2 1 none 0.00 O.d. O.d. 2.d. Image: Consacilin 125m/SML 2 1 none 0.00 O.d. O.d. 2.d. Image: Consacilin 125m/SML 2 1 none 0.00 O.d. 0.d. 2.d. Image: Consacilin 125m/SML 2 1 none 0.00 O.d. 0.d.											
Image: New line Delete line(s) Backorders Image: Nistory Image: Confirm Entered by: : .store: Image: Confirm Ceneral Summary by Item Summary by Batch Transport details Log Image: Confirm Image: Confirm Ceneral Summary by Item Summary by Batch Transport details Log Image: Confirm Item Name Quan Pack Size Batch Exp date Sell Price Price exten O.d. Image: Consacilin 125m/SML 2 1 none 0.00 O.d. O.d. 2.d. Image: Consacilin 125m/SML 2 1 none 0.00 O.d. O.d. 2.d. Image: Consacilin 125m/SML 2 1 none 0.00 O.d. O.d. 2.d. Image: Consacilin 125m/SML 2 1 none 0.00 O.d. 0.d. 2.d. Image: Consacilin 125m/SML 2 1 none 0.00 O.d. 0.d.											
New line Delete line(s) Backorders History Confirm Entered by: Store : Image: Coneral Summary by Item Summary by Batch Transport details Log Image: Coneral Summary by Item Summary by Batch Transport details Log Image: Coneral Summary by Item Summary by Batch Transport details Log Image: Coneral Summary by Item Summary by Batch Transport details Log Image: Coneral Summary by Item Summary by Batch Transport details Log Image: Coneral Summary by Item Summary by Batch Transport details Log Image: Coneral Summary by Item Summary by Batch Transport details Log Image: Coneral Summary by Item Summary by Batch Transport details Log Image: Coneral Summary by Item Summary by Batch Transport details Log Image: Coneral Summary by Item Summary by Batch Transport details Log Image: Coneral Summary by Item Summary by Item Summary by Batch Transport details Log Image: Coneral Summary by Item Quantic Active Summary by Item Summary by Item Summary by Item Summary by Item Image:	-				1	1					
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Image: Second State Image: Second State Second State <th< td=""><td></td><td></td><td>Store :</td><td></td></th<>			Store :								
1 Ibuprofen 400mg tablet 50 1 0.00 0.0 2 Amoxycillin 125mg/5ml Susp 2 1 1.53 3.3 3 Cloxacillin 125MG/5ML 2 1 none 0.00 0.0 4 Cloxacillin 250mg capsules 50 1 14184002 30/04/20: 0.04 2.1 6 Amoxycillin 250mg capsules 50 1 14184002 30/04/20: 0.04 2.1 7 Paracetamol S00mg tablet 100 1 150701 30/07/20: 0.00 0.0 8 Paracetamol 120mg/Sml elixir 4 1 0.00 0.0 0.0 9 Oral rehydration salts 30 1 0.00 0.0 0.0 10 Salbutamol 100mcg inhaler 2 1 none 0.00 0.0 11 Salbutamol 4mg tablet 50 1 0.00 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1			General Summary b	y Item Su	immary by	Batch Ti	ransport de	tails Log			
2 Amoxycilin 125mg/5ml Susp 2 1 1.53 3. 3 Cloxacilin 125MG/5ML 2 1 none 0.00 0.0 4 Cloxacilin 250mg capsules 50 1 14184002 30/04/20: 0.04 2. 6 Amoxycilin 250mg capsules 50 1 14184002 30/04/20: 0.04 2. 7 Paracetamol 500mg tablet 100 1 150701 30/07/20: 0.00 0.0 8 Paracetamol 120mg/5ml elixir 4 1 0.00 0.0 0.0 9 Oral rehydration salts 30 1 0.00 0.0 0.0 10 Salbutamol 100mcg Inhaler 2 1 none 0.00 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 1 0.00 0.0 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 1 0.00 0.0 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml	L	Location	Item Name	Quan	Pack Size	Batch	Exp date	Sell Price	Price exten		
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4 Cloxacillin 250mg capsules 50 1 14184002 30/04/20: 0.04 2.1 6 Amoxycillin 250mg Capsules 50 1 14184002 30/09/20: 0.03 1.1 7 Paracetamol 500mg tablet 100 1 150701 30/07/20: 0.00 0.01 8 Paracetamol 120mg/5ml elixir 4 1 0.00 0.01 9 Oral rehydration salts 30 1 0.00 0.01 10 Salbutamol 100mcg Inhaler 2 1 none 0.00 0.01 11 Salbutamol 4mg tablet 50 1 0.00 0.01 0.01 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.01 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 Amount: 5.00 14 Image: Image: Image: Image: Image: 1.00	2		Amoxycillin 125mg/5ml Susp	2	1			1.53		3.06	
6 Amoxycillin 250mg Capsules 50 1 KM3665 30/09/20: 0.03 1. 7 Paracetamol 500mg tablet 100 1 150701 30/07/20: 0.00 0.0 8 Paracetamol 120mg/5ml elixir 4 1 0.00 0.0 0.0 9 Oral rehydration salts 30 1 0.00 0.0 0.0 10 Salbutamol 100mcg Inhaler 2 1 none 0.00 0.0 11 Salbutamol 4mg tablet 50 1 0.00 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 Amount: 5ubtotal: 5ubtotal: 5ubtotal: 0.% tax:	3		Cloxacillin 125MG/5ML	2	1	none		0.00		0.00	
7 Paracetamol 500mg tablet 100 1 150701 30/07/20: 0.00 0.0 8 Paracetamol 120mg/5ml elixir 4 1 0.00 0.0 0.0 9 Oral rehydration salts 30 1 0.00 0.0 0.0 10 Salbutamol 100mcg inhaler 2 1 none 0.00 0.0 11 Salbutamol 4mg tablet 50 1 0.00 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.0 0.0 14 0 0.00 0.0 0.0 0.0 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 0.0 0.0 0.0 0.0 0.0 15 0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 16 0 0.0 0.0	4		Cloxacillin 250mg capsules	50	1	14184002	30/04/20:	0.04		2.00	
8 Paracetamol 120mg/Sml elixir 4 1 0.00 0.0 9 Oral rehydration salts 30 1 0.00 0.0 10 Salbutamol 100mcg inhaler 2 1 none 0.00 0.0 11 Salbutamol 4mg tablet 50 1 0.00 0.0 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.0 14 Other charges Item:	6		Amoxycillin 250mg Capsules	50	1	KM3665	30/09/20:	0.03		1.50	
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10 Salbutamol 100mcg Inhaler 2 1 none 0.00 0.0 11 Salbutamol 4mg tablet 50 1 0.00 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0 0.00 0.0 10 Image: Soln 20ml 1 0 0 0 0 0 10 Image: Soln 20ml 1 0 0 0 0 0 11 Salbutamol 5mg/ml Resp. Soln 20ml 1 0 0 0.00 0.0 11 Image: Soln 20ml 1 0 0 0 0 0 11 Image: Soln 20ml 1 0 0 0 0 0 0 12 Image: Soln 20ml 1 1 0 0 0 0 0 13 Image: Soln 20ml 1 1 0 0 0 0 0 0 0 14 Image: Soln 20ml 1 1	8		Paracetamol 120mg/5ml elixir	4	1			0.00		0.00	
11 Salbutamol 4mg tablet 50 1 0.00 0.0 12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.00 2 1 0 0 0 0 0 2 1 0 0 0 0 0 3 0 0 0 0 0 0 4 0 0 0 0 0 0 5 1 0 0 0 0 0 5 1 0 0 0 0 0	9		Oral rehydration salts	30	1			0.00		0.00	
12 Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.0 Image: Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.00 Image: Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.00 Image: Salbutamol 5mg/ml Resp. Soln 20ml 2 1 0.00 0.00 Image: Salbutamol 5mg/ml Resp. Soln 20ml 1 1 0.00 0.00	10		Salbutamol 100mcg Inhaler	2	1	none		0.00		0.00	
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Subtotal: 0 % tax:	12		Salbutamol 5mg/ml Resp. Soln 20ml	2	1			0.00		0.00	
Subtotal: 0 % tax:											
Subtotal: 0 % tax:											
Subtotal: 0 % tax:		. 💌 🖙	Other charge	s Item:					Amount:	0.00	
									Subtotal:	6.56	
Total:									0 % tax:	0.00	
									Total:	6.56	
Hold	Hold										
Finalize Export batch: 0 OK & Next Delete OK	🗌 Finali	ze	Export batch: 0				OK & N	lext	Delete	- 4	

28.04. How to remove stock lines that have '0' available

Note the status detail. We want this to show "cn" and not "nw" or "sg" Hit the "confirm" truck.

For prescription, you won't see the **"confirm"** truck, simply review and click "OK" to close the prescription and mSupply will automatically confirm. For prescription, you will be facing "nw" invoices.

The Result

2025/06/28 00:28

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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 :

Last						
update:	whow to romave stack	lines that have 0 available	https://docs.msupply.org.nz/faq:hov	w to romovo stock lines	that have 0 available?rov	-1406266262
2017/02/06	1.110w_t0_refflove_stock	_IIIIes_triat_liave_0_available	https://docs.msuppry.org.nz/raq.nov	w_to_remove_stock_imes_	lial_liave_0_availablefiev	=1400300303
07.22						

							Item d	etails						
al		ltem (name Pa	aracetamo	ol 500mg	tablet						Store: Pha	armacy	0
		ltem	code po	t500tab										
	indi.													
r			ſ	-					1		Y		I	
s	Show	v zero line		Print	Split		Update sell	prices	Show related	invoices	Consolid	iate	Labels	
rders							opune sen	prices	Show related		consone	Alle	Labers	
	Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total
ile: materials	1	10	10		1			in			0.00	0.00		0
se Orders	2	22560	22560		1	130816	30/07/20				0.00	0.00		0
options	3	17729	17729		1	130816	31/07/20	S			0.00	0.00		0
sing														
ing														
	Stoc	:k								Non stock	items			
	м	linimum st	ock	2000	То	tal stock	value	0.0	0	Non	stock item			
		Stock on h	and	40,29	9 Av	erage unit	t cost	0.0	0	Default c	ustomer			
		stock on o	rder		0	Total Vo		0.0	-					
		nths Cover			0	Total Vo	anne	0.0	0					
	MO								E a la da	and the state			2	
		Based on	0	\$	months	-	Calculate		Exclude		expiry date			onths
				on hand			onths cover	·			rating an ord		0 m	onths stoc
		Includin	ng stock	on order		(m	onths cover)		will o	order a quant	tity of		
Delete								OK &	Previous	OK &	Next	Cancel		ОК
Delete								UN G		UN Q		Curret		Ú.

Amoxycillin 250mg :

					Item d	etails						
General Misc	🗊 Item	name Amoxycill	in 250mg (Capsules	1					Store: Pha	irmacy	٥
Usage	🗐 🛛 Iten	n code amoxy250	cap									
Stock Ledger Quotes Backorders Notes Reconcile Bill of materials Purchase Orders Order options Dispensing Reporting Log CST Stores	Show zero lin Line Available packs 1 42	es Print Total packs Hold	Split Pack size	Batch	pdate sell Expdate 30/09/20	Supplier	Show related Manufacturer		Consolic Cost Price	late I Sell Price 0.03	Labels Status	Total 0
	Stock							Non stock	items			
	Minimum s	tock 500	D Tota	al stock v	alue	2.1	.0	Non	stock item			
	Stock on I	hand	42 Aver	age unit	cost	0.0)5	Default c	ustomer			
	Stock on o	rder	0	Total Vol	ume	0.0	0					
	Months Cove	r										
	Based on	0	months u	isage (Calculate		Exclude	stock with	expiry date	less than		onths
	1	For stock on hand		(mo	nths cover)			rating an oro		0 m	onths stock
	Includi	ng stock on order		(mo	nths cover)		will o	rder a quant	tity of		
Delete						OK &	Previous	ОК &	Next	Cancel		ОК

<DraftToCheck>

