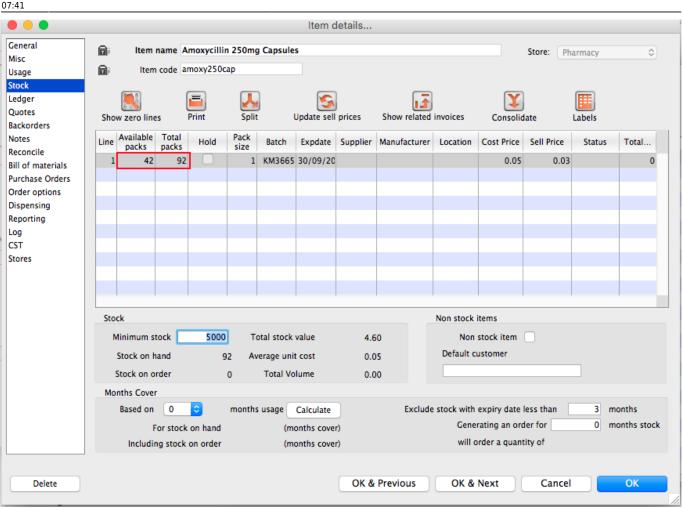
Occasionally users will come across stock lines in mSupply that cannot be removed easily. It almost like you have stock but you cannot carry our stock take or inventory adjustment to reduce the stock level to zero.

Below are two examples :

							Item d	letails								
ieneral fisc Isage				aracetamo ct500tab	ol 500m	g tablet						Store: Pha	armacy	٥		
tock edger uotes ackorders	Sho	w zero line		<b>F</b> int	<b>S</b> plit	]	Update sell	prices	Show related	invoices	Consolic	Jate	Labels			
otes	Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total		
Il of materials	1	10	10		1			invad			0.00	0.00		0		
rchase Orders	2		100		1		30/07/20				0.00			0		
der options	3				1		30/07/20				0.00			0		
spensing porting	4	1//29	19129		1	120910	51/07/20	7			0.00	0.00		0		
g																
т																
ores																
														-		
	Sto	Stock Non stock items														
	N	Ainimum st	ock	2,000	То	otal stock	value	0.0	0	Non	stock item	ock item				
		Stock on h	and	42,09	19 Av	erage uni	t cost	0.0	0	Default c	ustomer	omer				
		Stock on o	rder		0	Total Vo		0.00								
	Mo	Stock on order 0 Total Volume 0.00														
		Based on	0	0	months	usage	Calculate		Exclude	stock with	expiry date	less than	3 m	onths		
		Based on 0  Calculate For stock on hand (months cover														
				on order			onths cove	·			order a quant					
		menadin	J Stock	en order		(11										
Delete								OK &	Previous	OK &	Next	Cancel		ОК		
Derete								Un d		- On d		currect		UK		

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.

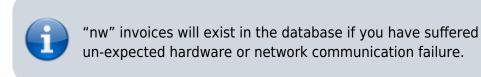
You as a manager will be required to view the "nw" and "sg" invoices and decide if they are still valid or not. If the invoices are valid then you should **"confirm"** them if not they can be deleted.

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

3/7

	Find transaction
	customer invoices
	15 most recent transactions, or:
status	ᅌ equals 📀 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"**.



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=1486366870 07:41

•						Tra	ansactions	list					
ς Σ		<b>=</b>	_	_		$\leq$	T		_				
ind Sum	Order by	Print Fina			licate	Cancel	Filters			· · ·	rt to MYOB		
Types		Name		_	St		Confirmed	Invnum	Total	Their ref	PS printed dt.	Comment	Exp btch
Customer Invoices	NUR	nts TRE	ci	_		02/12/2015		129747	0 40				
Supplier Invoices	NAN	TRE nts	ci ci	_	-	07/01/2016 20/05/2016		131104 138199	40				
Inventory adjustments	NUR	nts	ci		sg sg	14/06/2016		139327	0.2				
Supplier credits	OUT	T	ci		sg	12/09/2016		139327	0				
Customer credits	NUR	nts	ci	_	-	23/08/2016		143002	15.3				
Builds	ER 2		ci	_	sg	12/09/2016		143996	6.56				
Repacks	NUR	nts	ci		-	03/10/2016		144847	6.72				
Find	NAN	١E	ci			05/10/2016		144848	0		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				
My transactions	NUR	nts	ci		sg	05/01/2017		148911	0				
My custom filters	NUR	nts	ci		sg	09/01/2017		148992	0				
My custom inters	NUR	nts	ci		sg	09/01/2017		149001	0				
	NUR	nts	ci		sg	13/01/2017		149242	0			Weekend Imprest	
	NUR	nts	ci		-	15/01/2017		149248	0				
	NUR	nts	ci	L	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.

2025/0	6/28 03:3	13 5/7				28.04.	How to rer	move stock lines that have	'0' available			
••	0		Cus	tomer inv	/oice							
	Name ER	<b>↓</b>	Con	firm date :	00/00/00			Colour	Blue			
<u> </u>	heir ref	er2						Invoice : 143,99	6			
				Category	Imprest		•	Entry date : 12/09/2016				
0	mment	<b>↓</b>		category	Imprese			Goods receive ID : 0				
-					1			Status : sg				
New	line	Delete line(s)	Backo		History		Confirm	Entered by :				
								Store :				
		General Summary	by Item S	ummary by	Batch T	ransport de	tails Log					
L.	Locatior	Item Name	Quan	Pack Size	Batch	Exp date	Sell Price	Price exten				
1		lbuprofen 400mg tablet	50	1			0.00		0.00			
2	2	Amoxycillin 125mg/5ml Susp	2	1			1.53		3.06			
3		Cloxacillin 125MG/5ML	2		none		0.00		0.00			
4	ļ.	Cloxacillin 250mg capsules	50		14184002	30/04/20:	0.04		2.00			
6		Amoxycillin 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			
1		Salbutamol 100mcg Inhaler	2	1	none		0.00		0.00			
1		Salbutamol 4mg tablet	50				0.00		0.00			
1	2	Salbutamol 5mg/ml Resp. Soln 20ml	2	1			0.00		0.00			
<b>.</b>	i 🖪 🖸	Other charg	jes ltem:	I				Amount:	0.00			
								Subtotal:	6.56			
								0 % tax:	0.00			
								Total:	6.56			
Hold												
Fina		Export batch: 0				OK & N	lext	Delete OK	- 4			

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**

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 d	etails								
1		Item (	name Pa	racetamo	ol 500mg	tablet						Store: Ph	armacy	0		
		ltem	code po	t500tab												
	DAMP.															
	ſ		ſ	-					1		Y					
	Show	zero line		Print	Split	' I	Update sell	prices	Show related	invoices	Consolid	late	Labels			
ders		vailable	Total		Dack			-								
ile		packs	packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total		
naterials	1	10	10		1			in			0.00	0.00		0		
se Orders	2	22560	22560		1		30/07/20				0.00	0.00		0		
options	3	17729	17729		1	130816	31/07/20	S.			0.00	0.00		C		
sing																
ing																
	Stock		_					Non stock items								
	Mir	Minimum stock 2000 Total stock value							0	Non	stock item					
	St	ock on h	and	40,29	9 Av	erage unit	t cost	0.00 Default customer								
	Sto	ock on or	der		0	Total Vo	lume	0.00								
	Mont	hs Cover														
	В	ased on	0	0	months	usage	Calculate	Exclude stock with expiry date less than 3 months								
		F	or stock	on hand		(m	onths cover									
		Includin	g stock	on order			onths cover			will o	rder a quant	tity of				
								_								
Delete								OK &	Previous	OK &	Next	Cancel		OK		

Amoxycillin 250mg :

				Item o	letails								
General	📾 🖬 Item na	me Amoxycillin	250mg Capsul	es					Store: Pha	armacy	0		
Misc Usage	🗊 ltem o	ode amoxy250ca	1D										
Stock													
Ledger					]			Y		Image: A start and a start			
Quotes	Show zero lines	Print	Split	Update sell	prices	Show related	invoices	Consolid	late I	Labels			
Backorders	Available	Total	Pack Passt	-									
Notes Reconcile		oacks Hold	size Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total		
Bill of materials	1 42	42	1 KM366	5 30/09/20				0.05	0.03		0		
Purchase Orders													
Order options													
Dispensing Reporting													
Log													
CST													
Stores													
	Stock Non stock items												
	Minimum stor	ck 5000	Total stoc	k value	2.1	10	Non stock item						
	Stock on har	nd 4	2 Average ur	nit cost	0.0	)5	Default c	ustomer					
	Stock on ord	er	0 Total V	/olume	0.0	00							
	Months Cover												
	Based on	0 ᅌ	months usage	Calculate		Exclude		expiry date			onths		
	For	r stock on hand	(r	nonths cove	r)		Gene	rating an oro	ler for	0 m	onths stock		
	Including	stock on order	(r	nonths cove	r)		will o	order a quant	tity of				
Delete					OK &	Previous	OK &	Next	Cancel		ОК		

#### <DraftToCheck>

