# How to remove stock lines that have '0' available

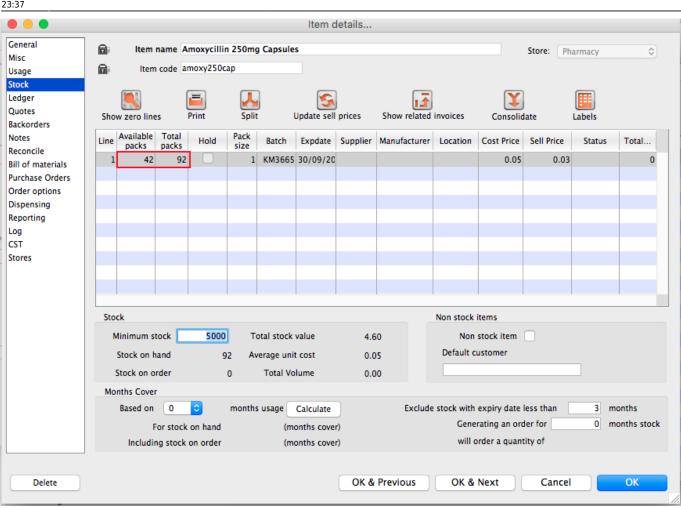
Occasionally users will come across stock lines in mSupply that cannot be removed easily. It almost like you have stock but you cannot carry our stock take or inventory adjustment to reduce the stock level to zero.

Below are two examples :

neral		ltem	name Pa	racetamo	ol 500m	g tablet						Store: Pha	rmacy	0		
c						,				Store: Pharmacy						
ige		Item	code po	tSUUtab												
ck			(	_	_	1										
ger				<b>-</b>		j	- 5		1		1					
otes korders	Sho	w zero line	s Ì	Print	Split	i i	Update sell	prices	Show related	invoices	Consolid	late l	abels			
es		Available	Total		Pack					1						
oncile	Line	packs	packs	Hold	size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total		
of materials	1	10	10		1			invad			0.00	0.00		0		
hase Orders	2		100		1		30/07/20				0.00	0.00		0		
er options	3	22560			1		30/07/20				0.00	0.00		0		
ensing	4	17729	19129		1	130816	31/07/20	Si			0.00	0.00		0		
orting																
es																
	Stock Non stock items															
					-							_				
	Minimum stock 2,000 Total stock value 0.00									Non stock item						
		Stock on h	and	42,09	9 Av	erage unit	t cost	0.0	0	Default c	ustomer					
	1	Stock on o	rder		0	Total Vo	lume	0.0	0							
	Months Cover															
		Based on	0	0	months	usage	Calculate		Exclude	stock with	expiry date	less than	3 m	onths		
		-	or stock	on hand			onths cover	-)			rating an ord		0 m	onths stop		
											order a quant					
		includin	IG STOCK	on order		(mi	onths cover	0		ware	nuer a quam	ary or				
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.

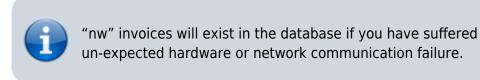
You as a manager will be required to view the "nw" and "sg" invoices and decide if they are still valid or not. If the invoices are valid then you should **"confirm"** them if not they can be deleted.

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

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Find transaction
customer invoices
15 most recent transactions, or:
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	🗘 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: 2017/07/18 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=1500421031

	•						Tr	ansactions	list					
R	Σ		Drint											
Find		Order by	Print	Finalize		plicate	Cancel		Custom			ort to MYOB		<b>5</b> 111
	ypes	NUR	Name	nts	ci	e St sg	Entered 02/12/2015	Confirmed	Invnum 129747	Total 0	Their ref	PS printed dt.	Comment	Exp btch
	ustomer Invoices	NAN		TRE	ci	sg	07/01/2016		131104	40				
Su	upplier Invoices	NUR		nts	ci	sq	20/05/2016		138199	0.2				
In	ventory adjustments	NUR		nts	ci	sg	14/06/2016		139327	0.2				
Su	upplier credits	OUT		т	ci	sg	12/09/2016		143994	0				
Cu	ustomer credits	NUR		nts	ci	sg	23/08/2016		143002	15.3				
Bu	uilds	ER 2			ci	sg	12/09/2016		143996	6.56				
Re	epacks	NUR		nts	ci	sg	03/10/2016		144847	6.72				
Fi	nd	NAN		ŧΕ	ci	sg	05/10/2016		144848	0		05/10/2016		
By da	y date	NUR		nts	ci	sg	06/12/2016		147791	0				
By	Status	OUT		т	ci	sg	07/12/2016		147911	0				
	y transactions	NUR		nts	ci	sg	05/01/2017		148911	0				
	y custom filters	NUR		nts	ci	sg	09/01/2017		148992	0				
	, custom meers	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.

2025/06	5/28 03:52	5/7				28.04.	How to rer	move stock lines that have	'0' available	
• • •			Cus	tomer inv	voice					
	Name ER		Con	firm date :	00/00/00			Colour	Blue	
The	eir ref	er2						Invoice : 143,996	5	
				Category	Imprest		•	Entry date : 12/09/2016		
Com	Comment			category	imprese			Goods receive ID : 0		
-	1							Status : sg		
New li	j ne	Delete line(s)	Backor		History		Confirm	Entered by :		
								Store :		
		General Summary b	y Item S	ummary by	Batch T	ransport de	tails Log			
L	Location	Item Name	Quan	Pack Size	Batch	Exp date	Sell Price	Price exten		
1		lbuprofen 400mg tablet	50	1			0.00		0.00	
2		Amoxycillin 125mg/5ml Susp	2	1			1.53		3.06	
3		Cloxacillin 125MG/5ML	2		none		0.00		0.00	
4		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	
10		Salbutamol 100mcg Inhaler	2	1	none		0.00		0.00	
11		Salbutamol 4mg tablet	50				0.00		0.00	
12		Salbutamol 5mg/ml Resp. Soln 20ml	2	1			0.00		0.00	
🛋 🖬	) 🖪 📧	Other charge	es Item:	I				Amount:	0.00	
								Subtotal:	6.56	
								0 % tax:	0.00	
								Total:	6.56	
Hold										
Finali	70	Export batch: 0				OK & N	lext	Delete OK	0 🗳	
									_	

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.

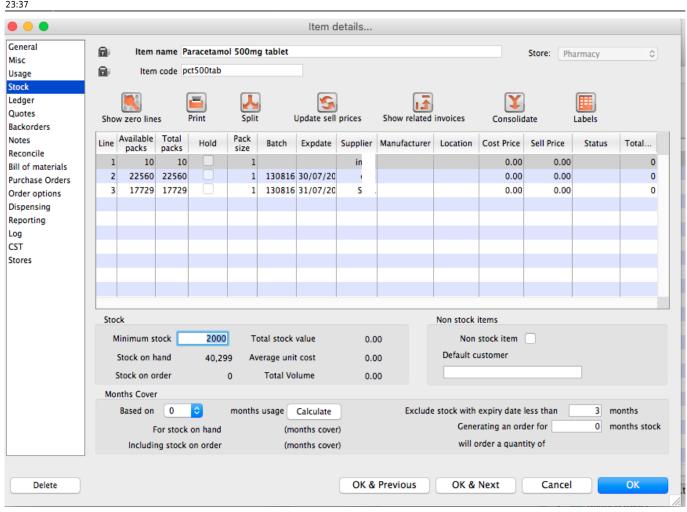
Below the images should speak for themselves. Please compare the image below with the ones above at the start of this topic.

Paracetamol 500mg :

https://docs.msupply.org.nz/

Amoxycillin 250mg :

#### Last update: 2017/07/18 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=1500421031 23:37



					Item d	letails						
General	🗊 Item	name Amox	ycillin 250mg	Capsule	s					Store: Pha	irmacy	0
	🗊 ltem	code amoxy	/250cap									
Misc Usage Stock Ledger Quotes Backorders Notes Reconcile Bill of materials Purchase Orders Order options Dispensing Reporting Log CST Stores	Show zero line	es Print		Batch	Update sell Expdate 30/09/20	Supplier	Show related		Consolid Cost Price 0.05	late I Sell Price 0.03	Labels Status	Total O
	Stock Non stock items											
	Minimum s	tock	5000 To	tal stock	value	2.10 Non stock item						
	Stock on h	and	42 Av	erage unit	cost	0.0	5	Default c	ustomer			
	Stock on o	rder	0	Total Vo	lume	0.0	0					
	Months Cover	r										
	Based on	0 ᅌ	months	usage	Calculate		Exclude		expiry date			onths
	F	or stock on h	and	(m	onths cover	r)			rating an ord		0 m	onths stock
	Includir	ng stock on o	rder	(m	onths cover	r)		will o	order a quant	tity of		
Delete						OK &	Previous	OK &	Next	Cancel		ОК

Previous: Server Troubleshooting Next: FAQ: Why is my stock balance negative?

