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.

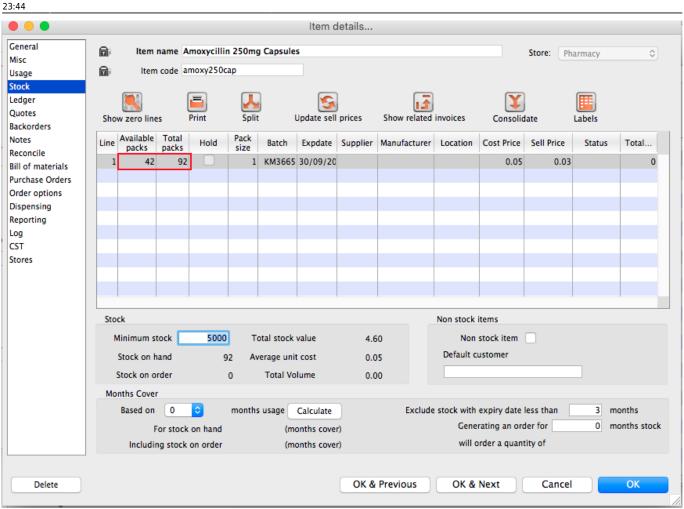
Below are two examples :

al		Item	name Pa	racetamo	l 500m	g tablet						Store: Pha	rmacy		
		Item	code po	t500tab											
r			6	=			5		· · · · ·		(X)				
rders	Sho	w zero line	is Î	Print	Split	์ เ	Update sell	prices	Show related	invoices	Consolid	late I	abels		
	Line	Available packs	Total packs	Hold	Pack size	Batch	Expdate	Supplier	Manufacturer	Location	Cost Price	Sell Price	Status	Total.	
cile materials	1	10	10		1			invad			0.00	0.00			
ase Orders	2	0	100		1	150701	30/07/20				0.00	0.00			
options	3	22560	22860		1	130816	30/07/20	c			0.00	0.00			
nsing	4	17729	19129		1	130816	31/07/20	Si			0.00	0.00			
ting															
'															
	Stock Non stock items														
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									-	Default c					
									0.00						
	Stock on order 0 Total Volume 0.00														
	Mo	nths Cover		_											
		Based on	0	٥	months	usage	Calculate		Exclude	stock with	expiry date	less than	3 m	onths	
		F	or stock	on hand		(m	onths cover	r)		Gene	rating an ord	ler for	0 m	onths st	
		Includir	ng stock (on order		(m	onths cover	r)		will o	order a quant	tity of			
Delete								_	Previous	OK &		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 :

Last	
update: 2017/07/1	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=1500421461
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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.

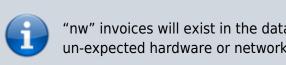
You as a manager will be required to view the "nw" and "sg" invoices and decide if they are still valid or not. If the invoices are valid then you should **"confirm"** them if not they can be deleted.

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:
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 ᅌ sg	
	Use list view if one entry found	J
(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=1500421461

•						Tra	ansactions	list					
ς Σ	.	i		1			T						
ind Sum	Order by	Print Finali	te	Dupl	licate	Cancel	Filters	Customi		· · ·	rt to MYOB		
Types		Name			St		Confirmed	Invnum	Total	Their ref	PS printed dt.	Comment	Exp btch
Customer Invoices	NUR	nts	ci	_	sg	02/12/2015		129747	0				
Supplier Invoices	NAN	TRE	ci	_	sg	07/01/2016		131104	40				
Inventory adjustments	NUR	nts	ci	_	sg	20/05/2016		138199	0.2				
Supplier credits	NUR	nts T	ci	_	sg	14/06/2016		139327	0				
Customer credits	NUR	nts	ci ci	_	sg sq	12/09/2016 23/08/2016		143994 143002	0 15.3				
Builds	ER 2	115	ci	_	-	12/09/2016		143002	6.56				
Repacks	NUR	nts	ci	_	sg sg	03/10/2016		143990	6.72				
Find	NAN	its IE	ci	_	sg	05/10/2016		144848	0.72		05/10/2016		
By date	NUR	nts	ci		sg	06/12/2016		147791	0		03/10/2010		
	OUT	т	ci		sq	07/12/2016		147911	0				
By Status	NUR	nts	ci		sg	05/01/2017		148911	0				
My transactions	NUR	nts	ci		sg	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 : 143,996							
Image: New line Delete line(s) Image: New line I	Con	ment	Entry date : 12/09/	2016											
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.															
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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 03:50

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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 :

							Item d	etails						
al		ltem i	name Pa	aracetamo	ol 500m	g tablet						Store: Pha	armacy	0
		ltem	code po	ct500tab										
r s	Show	💽 w zero line		E Print)	Update sell	nrices	Show related	invoices	Consolic	late	Labels	
rders	Line	Available	Total	Hold	Pack	Batch	Expdate		Manufacturer	Location	Cost Price		Status	Total
cile	1	packs 10	packs 10		size 1			in			0.00	0.00		0
materials ase Orders	2	22560	22560		1	130816	30/07/20				0.00			0
options	3	17729	17729		1	130816	31/07/20	S			0.00	0.00		0
nsing														
ting														
														1
	Sto	ck								Non stock	items			
	N	1inimum st	ock	2000	То	tal stock	value	0.0	0	Non	stock item			
		Stock on h	and	40,29	ο Δν	erage unit	t cost	0.0	0	Default ci	ustomer			
		Stock on o			0	Total Vo		0.0	-					
					0	TOTAL VO	ume	0.0						
	MO	nths Cover											-	
		Based on	0	\$	months	_	Calculate		Exclude		expiry date			onths
				on hand			onths cover				rating an ord		0 m	onths stoc
		Includin	ig stock	on order		(m	onths cover)		will o	rder a quant	tity of		
Delete								OK &	Previous	OK &	Nevt	Cancel		ОК

Amoxycillin 250mg :

				Item o	letails						
General	🗊 Item	name Amoxycill	in 250mg Ca	apsules					Store: Pha	rmacy	0
Misc	e lten	n code amoxy250	cap								
Usage Stock Ledger Quotes Backorders Notes Reconcile Bill of materials Purchase Orders Order options Dispensing Reporting Log CST Stores	Show zero line Line Available packs 1 42	Total packs Hold	Split Pack size B	Update sell atch Expdate M3665 30/09/20	Supplier	Show related		Consolic Cost Price 0.05	late I Sell Price 0.03	Labels Status	Total 0
	Stock						Non stock	items			
	Minimum s	tock 500	D Total	stock value	2.1	.0	Non	stock item			
	Stock on I	hand	42 Avera	ge unit cost	0.0)5	Default c	ustomer			
	Stock on o	order	0 T	otal Volume	0.0	0					
	Months Cove	r									
	Based on	0	months us	age Calculate		Exclude	stock with	expiry date	less than	3 m	onths
	1	For stock on hand		(months cove	r)		Gene	rating an oro	ler for	0 m	onths stock
	Includi	ng stock on order		(months cove	r)		will o	rder a quant	tity of		
Delete					OK &	Previous	OK &	Next	Cancel		ОК

Previous: Why Is My Stock Balance Showing Negative? Next: FAQ: How to Correct Wrong Pack Sizes

