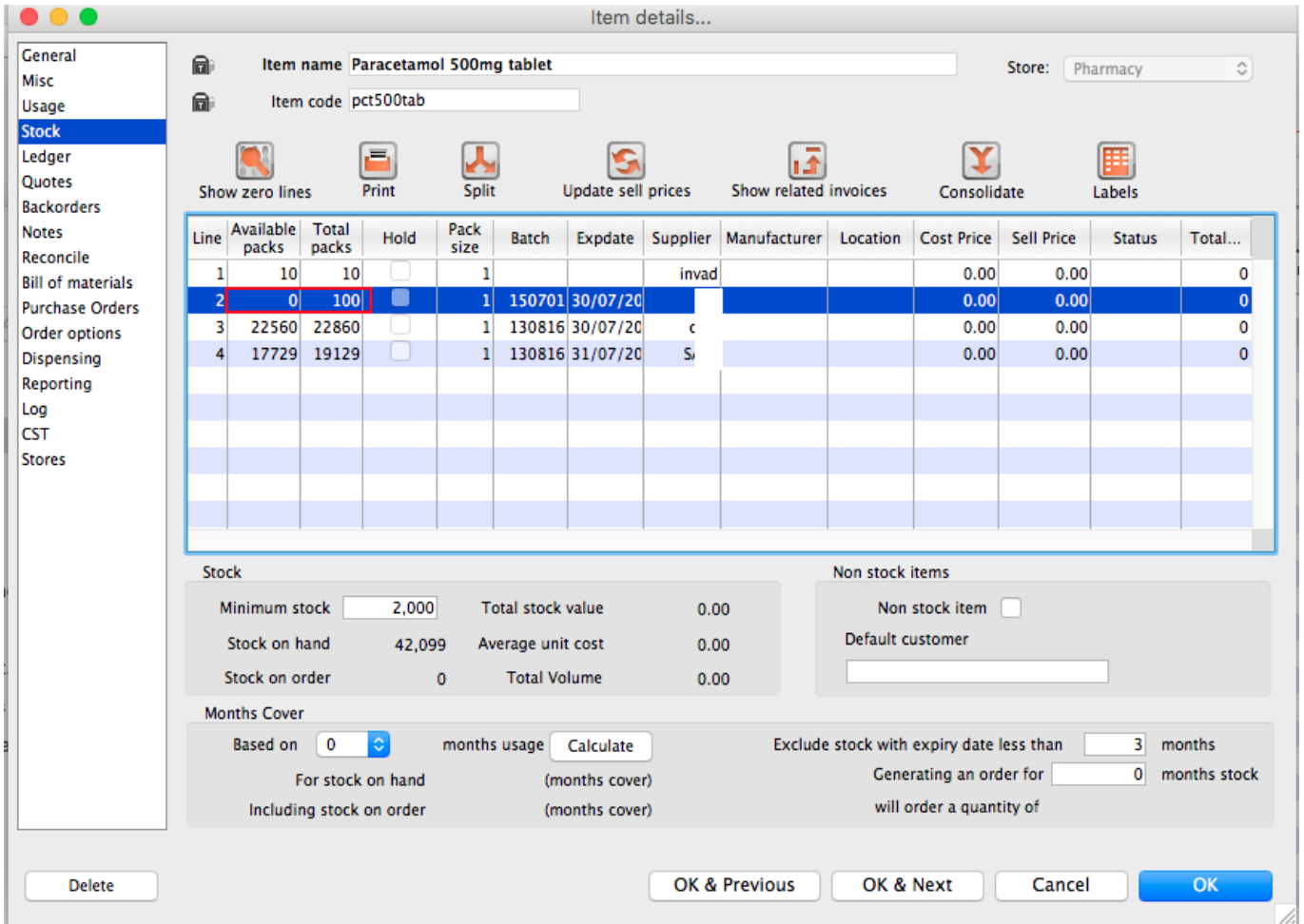


24.04. How to remove stock lines that have '0' available

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 :



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 :

Item details...

Item name: Amoxicillin 250mg Capsules Store: Pharmacy

Item code: amoxy250cap

Show zero lines Print Split Update sell prices Show related invoices Consolidate Labels

| Line | Available packs | Total packs | Hold | Pack size | Batch | Expdate | Supplier | Manufacturer | Location | Cost Price | Sell Price | Status | Total... |
|------|-----------------|-------------|--------------------------|-----------|--------|----------|----------|--------------|----------|------------|------------|--------|----------|
| 1 | 42 | 92 | <input type="checkbox"/> | 1 | KM3665 | 30/09/20 | | | | 0.05 | 0.03 | | 0 |

Stock

Minimum stock: 5000 Total stock value: 4.60

Stock on hand: 92 Average unit cost: 0.05

Stock on order: 0 Total Volume: 0.00

Non stock items

Non stock item:

Default customer:

Months Cover

Based on: 0 months usage Calculate

Exclude stock with expiry date less than: 3 months

For stock on hand (months cover)

Including stock on order (months cover)

Generating an order for: 0 months stock will order a quantity of

Delete OK & Previous OK & Next Cancel OK

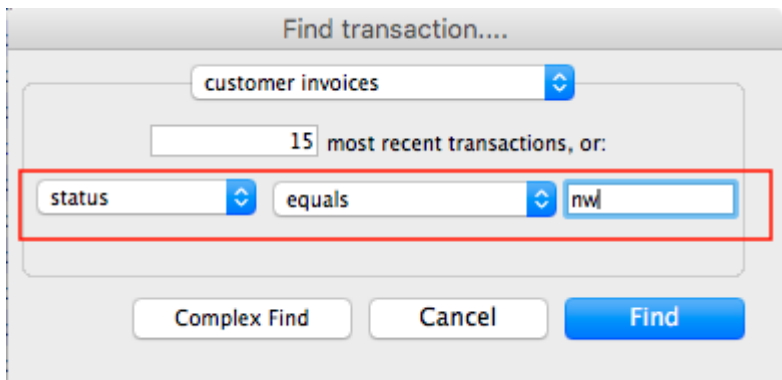
For Amoxicillin 250mg we have 92 in total and 42 available. This means that we have $92 - 42 = 50$ reserved for customers.

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.

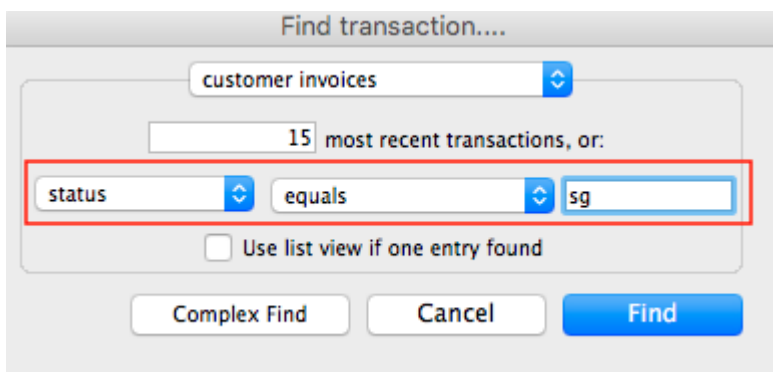
So search for customer or prescription that are of “nw” status. Follow the image below. Do customer > Show invoices... or patient > Show Prescriptions...



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 :



 "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.

| Types | Name | Type | St... | Entered | Confirmed | Innum | Total | Their ref | PS printed dt. | Comment | Exp btch |
|-----------------------|------|------|-------|------------|-----------|--------|-------|-----------|----------------|-----------------|----------|
| Customer Invoices | NUR | nts | ci sg | 02/12/2015 | | 129747 | 0 | | | | 0 |
| Supplier Invoices | NAN | TRE | ci sg | 07/01/2016 | | 131104 | 40 | | | | 0 |
| Inventory adjustments | NUR | nts | ci sg | 20/05/2016 | | 138199 | 0.2 | | | | 0 |
| Supplier credits | NUR | nts | ci sg | 14/06/2016 | | 139327 | 0 | | | | 0 |
| Customer credits | OUT | T | ci sg | 12/09/2016 | | 143994 | 0 | | | | 0 |
| Builds | NUR | nts | ci sg | 23/08/2016 | | 143002 | 15.3 | | | | 0 |
| Repacks | ER 2 | | ci sg | 12/09/2016 | | 143996 | 6.56 | | | | 0 |
| Find... | NUR | nts | ci sg | 03/10/2016 | | 144847 | 6.72 | | | | 0 |
| By date | NAN | tE | ci sg | 05/10/2016 | | 144848 | 0 | | 05/10/2016 | | 0 |
| By Status | NUR | nts | ci sg | 06/12/2016 | | 147791 | 0 | | | | 0 |
| My transactions | OUT | T | ci sg | 07/12/2016 | | 147911 | 0 | | | | 0 |
| My custom filters | NUR | nts | ci sg | 05/01/2017 | | 148911 | 0 | | | | 0 |
| | NUR | nts | ci sg | 09/01/2017 | | 148992 | 0 | | | | 0 |
| | NUR | nts | ci sg | 09/01/2017 | | 149001 | 0 | | | | 0 |
| | NUR | nts | ci sg | 13/01/2017 | | 149242 | 0 | | | Weekend Imprest | 0 |
| | NUR | nts | ci sg | 15/01/2017 | | 149248 | 0 | | | | 0 |
| | NUR | nts | ci sg | 01/02/2017 | | 150145 | 37.8 | | | | 0 |

Note the highlighted "Status" column

Your job is now to review each invoice and to either "confirm" them or to delete them. These 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.



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 details...

Item name: Paracetamol 500mg tablet Store: Pharmacy

Item code: pct500tab

Show zero lines Print Split Update sell prices Show related invoices Consolidate Labels

| Line | Available packs | Total packs | Hold | Pack size | Batch | Expdate | Supplier | Manufacturer | Location | Cost Price | Sell Price | Status | Total... |
|------|-----------------|-------------|--------------------------|-----------|--------|----------|----------|--------------|----------|------------|------------|--------|----------|
| 1 | 10 | 10 | <input type="checkbox"/> | 1 | | | in | | | 0.00 | 0.00 | | 0 |
| 2 | 22560 | 22560 | <input type="checkbox"/> | 1 | 130816 | 30/07/20 | | | | 0.00 | 0.00 | | 0 |
| 3 | 17729 | 17729 | <input type="checkbox"/> | 1 | 130816 | 31/07/20 | S | | | 0.00 | 0.00 | | 0 |

Stock

Minimum stock: 2000 Total stock value: 0.00

Stock on hand: 40,299 Average unit cost: 0.00

Stock on order: 0 Total Volume: 0.00

Non stock items

Non stock item:

Default customer:

Months Cover

Based on: 0 months usage Calculate

Exclude stock with expiry date less than: 3 months

For stock on hand (months cover)

Including stock on order (months cover)

Generating an order for: 0 months stock will order a quantity of

Delete OK & Previous OK & Next Cancel OK

Amoxicillin 250mg :

Item details...

General
Misc
Usage
Stock
Ledger
Quotes
Backorders
Notes
Reconcile
Bill of materials
Purchase Orders
Order options
Dispensing
Reporting
Log
CST
Stores

Item name: Amoxicillin 250mg Capsules Store: Pharmacy

Item code: amoxy250cap

Show zero lines Print Split Update sell prices Show related invoices Consolidate Labels

| Line | Available packs | Total packs | Hold | Pack size | Batch | Expdate | Supplier | Manufacturer | Location | Cost Price | Sell Price | Status | Total... |
|------|-----------------|-------------|--------------------------|-----------|--------|----------|----------|--------------|----------|------------|------------|--------|----------|
| 1 | 42 | 42 | <input type="checkbox"/> | 1 | KM3665 | 30/09/20 | | | | 0.05 | 0.03 | | 0 |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

Stock

Minimum stock: 5000 Total stock value: 2.10

Stock on hand: 42 Average unit cost: 0.05

Stock on order: 0 Total Volume: 0.00

Non stock items

Non stock item:

Default customer:

Months Cover

Based on: 0 months usage Calculate

Exclude stock with expiry date less than: 3 months

For stock on hand (months cover)

Including stock on order (months cover)

Generating an order for: 0 months stock will order a quantity of

Delete OK & Previous OK & Next Cancel OK

Previous: [Why Is My Stock Balance Showing Negative?](#) Next: [FAQ: How to Correct Wrong Pack Sizes](#)

From: <https://docs.msupply.org.nz/> - mSupply documentation wiki

Permanent link: https://docs.msupply.org.nz/faq:how_to_remove_stock_lines_that_have_0_available?rev=1571233552

Last update: 2019/10/16 13:45

