

Why is my stock on hold?

There are a number of reasons why stock can be **On hold**, and therefore cannot be issued by mSupply:

1. The **Item** is **On hold** - refer [About items, Tabs on the Item Details Window, The General tab](#)
2. The **Stock line** is **On hold** - refer [Issuing goods to a customer \(customer invoices\), Adding lines to an invoice, Selecting from Item Lines, Lines on Hold](#)
3. The **Location** is **On hold** - refer [Locations and location types, Adding a location, General tab](#)



180320 The material below this notice is under review

Location

Setting the location **On hold** will prevent any stock from being issued from that location. This is particularly useful if:

- The stock needs to be kept from being issued until some inspection / approval.
- The stock is a bulk quantity with the same expiry date as another stock line, and you want mSupply to suggest issuing from the other stock line.

If you want to make the stock in an **On hold** location available for issue, then there are two options:

Move the stock in that location to another location that is not **On hold** Remove the **On hold** status of the location Steps:

1. Find the Location of the Item on Hold
2. Items>Show Locations>Search the location
3. Double Click on the searched Location
4. Uncheck the Hold button.

Edit location

Code: 04-12-5A Description: Meds 04-12-5A

General Layout Stock

Location type: None

Parent: None

Summary: ☐

Comment:

Total Volume: 0 m3

Volume used: 0 m3

Priority: 0

Hold: ☒ **Uncheck Hold**

Delete Cancel OK **OK & Next**

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

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