

Incorrect stock balances

Troubleshooting

Documentation version 1.0
Published 17 November 2026
https://www.hesabuerp.co.ke/documentation/

Troubleshooting

Incorrect stock balances

Find why the system's stock differs from the shelf and put it right.

Intermediate · About 20 minutes · Version 1.0 · Updated 17 November 2026

Problem

The quantity in the system does not match what is on the shelf.

Symptoms

- A negative quantity
- A count that is higher or lower than the report
- An item is "out of stock" but you have it

Possible causes

- Stock was reduced twice, because **Update Stock** was ticked on an invoice that followed a delivery note
- A **Delivery Note** or **Purchase Receipt** was never submitted
- Goods were received into the wrong warehouse
- Returns were not recorded
- Stock moved without a document (for example, someone took goods unrecorded)
- A unit-of-measure mistake (bags versus kilograms)

Diagnosis steps

1. Open the **Stock Ledger** report for the item and warehouse. It lists every movement.
2. Look for the date things went wrong. Is there a movement twice? A large unexpected number?
3. Check for **Draft** documents. Open the lists for Delivery Note and Purchase Receipt filtered by *Draft*.
4. Check the other warehouses. The stock may be sitting somewhere else.
5. Check the **UOM**. A movement of 50 kg is not 50 bags.

Resolution

- If a document was missed, submit or create it.
- If a document was wrong, cancel and amend it.
- For a true difference, do a physical count and create a **Stock Reconciliation**. See Opening stock and stock counts.

Prevention

- Do not tick **Update Stock** on invoices that follow a delivery note.
- Count regularly, a few items each week.
- Give each storekeeper their own login.

When to contact support

If the ledger shows entries you cannot explain, or negative stock persists after corrections.

Related documentation

- Opening stock and stock counts
- Stock reports
- Warehouses and stock entries