

Purchase Sell Mismatch

Correcting Product Stock Mismatch / Incorrect Stock.

Common Errors:

1. Mismatch between sold and purchased quantities.
2. Stock shown in **Stock Report** differs from the **Sales Screen**.
 - This can happen due to manual database changes or rare system errors.

Solution 1 (Recommended)

Note: You must have **Admin** role to perform this.

Steps:

1. Open the URL:
`www.your-pos-website.com/reports/product-stock-details`
2. Select the **Business Location** and click **Search**.
 - A list of products with stock mismatches will be displayed.
3. Click the **Fix** button for each product to correct the stock.

Solution 2 (If Solution 1 Doesn't Work)

Steps:

1. Go to **List Products**.
2. Click the **Actions** button of the product with mismatch.
3. Select **Product Stock History**.
4. In **Product Stock History**:
 - Select the **Location** where the mismatch occurred.
 - If it is a variable product, select the **specific variation**.
5. The system will automatically fix the mismatch for that product at the selected location.

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