

Bulletin Number: WV_IB_004	Distribution Date: 2/28/2022	Effective Date: Ongoing
Contact Point: Metrc® Support	Subject: Returning Sales, Packaging Waste Products, and Transferring packages back to originating licensee to be wasted	
Reason: Providing guidance on the process to record packages of returned medical products at the Medical Cannabis Dispensaries level for the purpose of disposal.		

Greetings Metrc Users,

Metrc is providing guidance on the process for Medical Cannabis Dispensaries to record packages of returned medical products for the purpose of disposal. Additionally, this guide will include how to transfer the product to the original processor or cultivator.

If guidance is needed while returning a sale or transferring a product back to the originating licensee, please use these 2 Metrc Resources: [Metrc Learn](#) and the [Metrc Knowledge Center](#). Also, reach out to Metrc Support at support@metrc.com if further help is needed.

Metrc Learn is an interactive learning management system that allows a complete modular training for multiple areas of Metrc. The system will teach the user-specific functionality and processes, allow the ability to demonstrate, and test on the information provided for each user. Users will even be able to export and share their completed training.

The Metrc Knowledge Center is a portal that provides users on-demand access to various resource materials, including past bulletins and helpful links. This center is designed to be a supplemental resource to the Metrc Support team, providing options for self-assistance with documentation, a live-chat feature, and the ability to submit support tickets directly to our team.

Please see the following pages for more details:

Ordering Package Tags

All Dispensaries should have Package Tags on hand for when product needs to be returned to processors and cultivators to be wasted out. To do this, this must be accomplished by a user with Admin permissions to purchase Tags. This page can be reached in Tag Orders under the Admin area on the long black navigational bar, then selecting the New Tag Order button as seen in **Figures 1 & 2**.

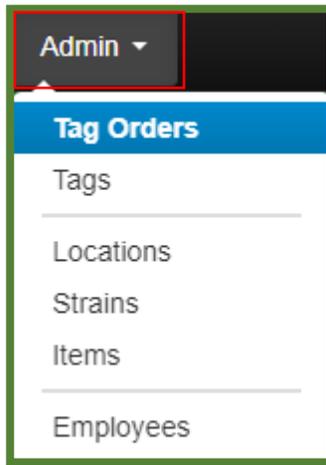


Figure 1: Navigation to Tags Order Screen



Figure 2: New Tag Order

A new screen will appear, to fill out and indicate how many tags needing to be purchased. Dispensaries will only need to purchase Package tags, and there is a limit on how many can be purchased at one time. All fields will need to be completed, as seen in **Figure 3**.

New Tag Order
✕

Order Details

Facility License	WV Dispensary WV-D10001	Medical Package	<input type="text" value="Count"/> ✕ (\$0.2500 ea., 5,000 max.) \$0.0000
Physical Address	90 Booker St Charleston 25301	Subtotal	\$0.00

Shipping Details

Contact Name <input type="text" value="John Smith"/>	Shipping/Handling --
Phone No. <input type="text" value="555-555-0234"/>	Taxes --
Copy from <input type="text" value="Facility"/> ▼	Total Amount --
Ship Address * <input type="text" value="123 Acme Stree."/>	
Address Cont. <input type="text"/>	
City <input type="text" value="Charleston"/>	
State + Zip <input type="text" value="WA"/> ▼	
<input type="text" value="25301"/>	

* Tags cannot be shipped to

Figure 3: New Tag Order

Metrc tags are custom printed for each facility and cannot be returned once the printing process has begun and are non-refundable; so, it is strongly advised to be sure orders are placed for the correct facility, amount, and type of tags required.

Expedited shipping can be requested at an additional expense. The options are UPS Next Day Air and 2nd Day Air. In some areas, UPS will deliver on Saturdays; this is an additional expense on top of the Expedited charge. Please contact the Metrc Support at support@metrc.com or 877-566-6506 to expedite the tag order as soon as the order has been completed.

Please note if an order has been placed for Expedited Next Day or 2nd Day air, it will not print or ship until the next business day. For example, an order placed on Monday will print and ship Tuesday arriving Wednesday with Next day air or Thursday with 2nd-day air. If an order is placed on a Thursday, it will print and ship Friday and arrive Monday with Next Day Air or Tuesday with 2nd Day air. Nothing will ever print or ship on the day of order. All orders are printed on Monday through Friday. No printing or shipping on weekends or major holidays.

Returning of Products

If the product was purchased at the dispensary to which it is being returned, a new **Sale Receipt** will need to be created with a negative quantity from the **Original Package Tag Number**, so be sure that the **Original Package Tag Number** is correct as shown in **Figure 4**. If the Package has already been Finalized, that package needs to be Unfinalized before this step can be completed.

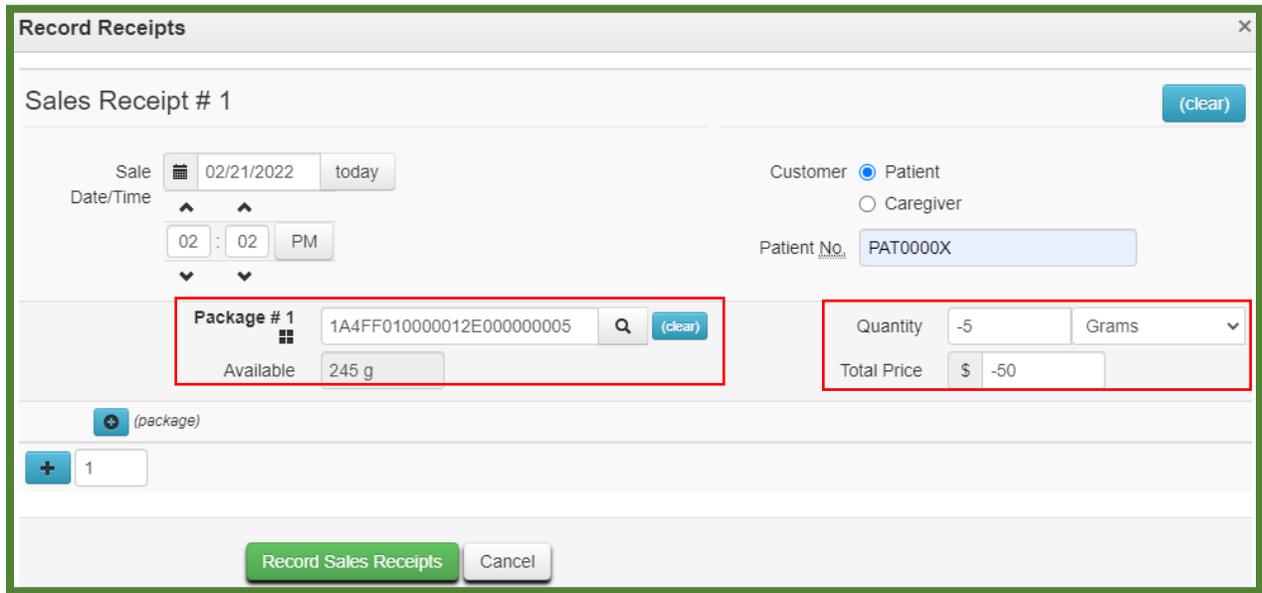


Figure 4: Record Negative Sale

Re-packaging for Transfer

Once the negative sale has been completed, locate the package under the **Active Package** grid. Then, highlight that package and click **New Package** as seen in **Figure 5**.

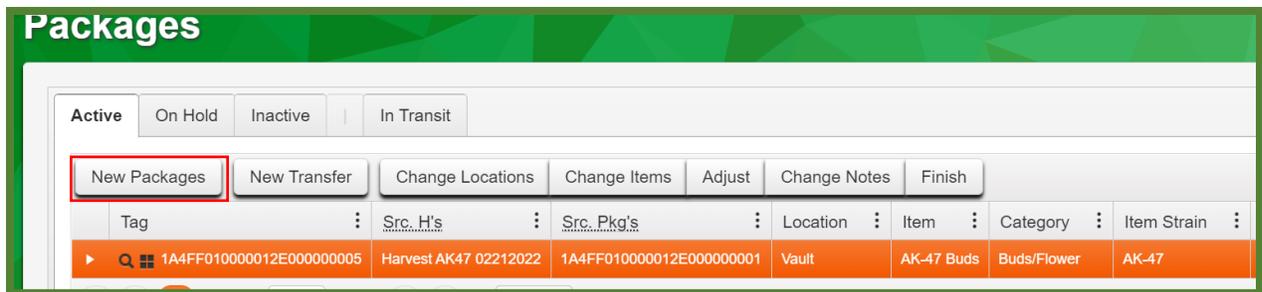


Figure 5: Create New Package

Complete the details needed in the New Package screen. Assign a new **Package Tag** number, indicate the **Quantity** in the package, click on **Same Item**, and the **Date** it was packaged at the dispensary for Return. The **Note** section should indicate that this is a **“Return for Waste.”** Then click on **Create Package** as shown in **Figure 6**.

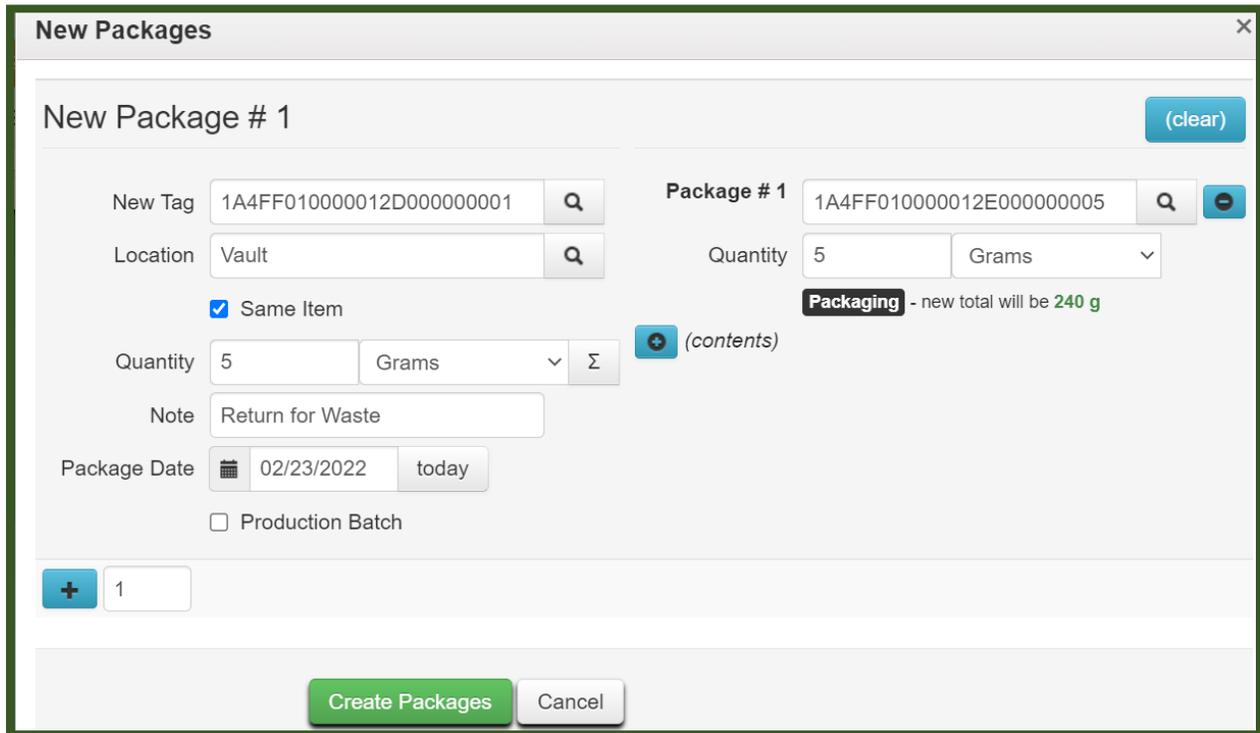


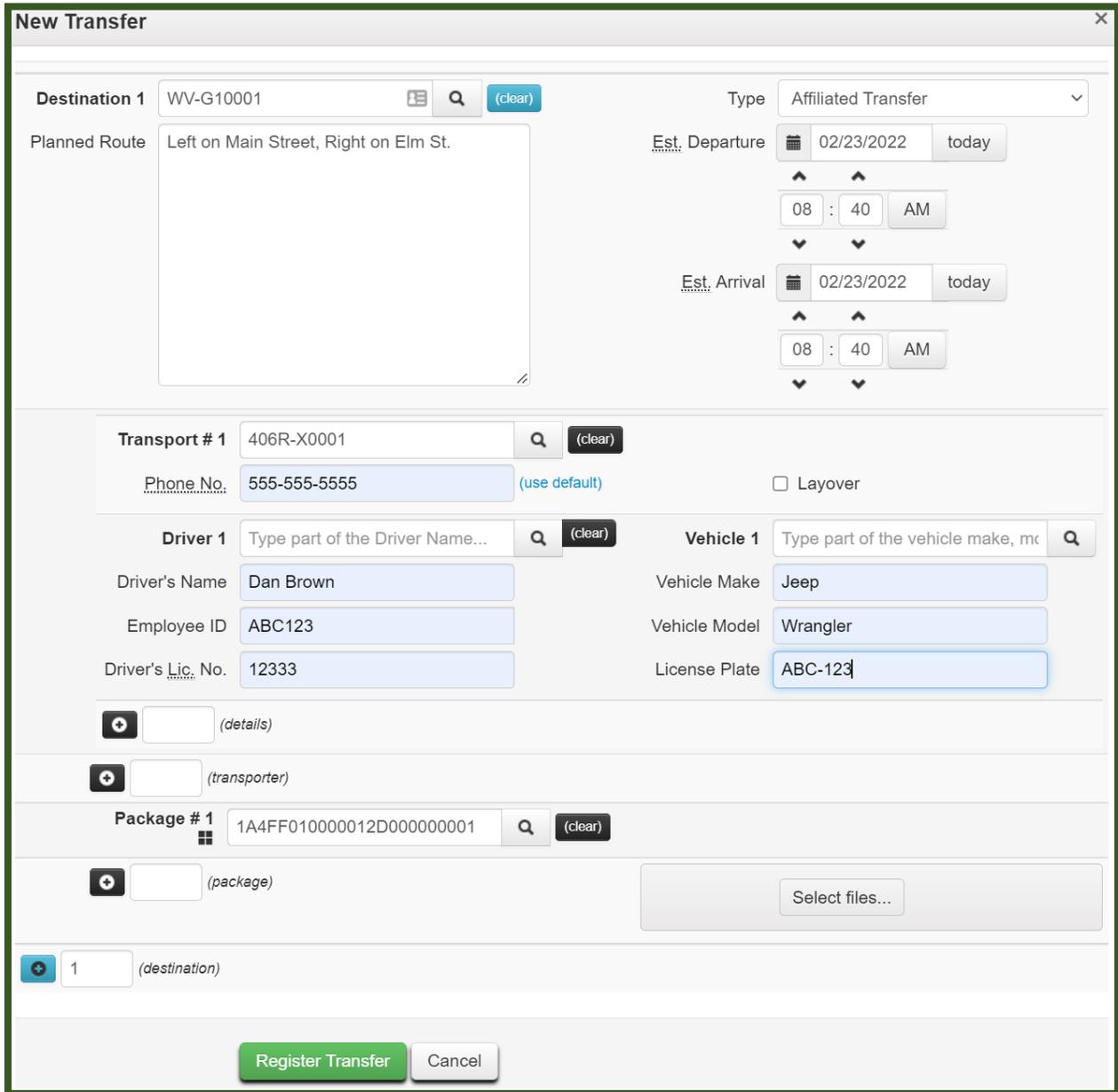
Figure 6: Create New Package

The New Package will populate under the Active Packages. Highlight that Package and click on **New Transfer** as shown in **Figure 7**.

Tag	Src. H's	Src. Pkg's	Location	Item	Category	Item Strain	Quantity
1A4FF010000012D0000000001	Harvest AK47 02212022	1A4FF010000012E0000000005	Vault	AK-47 Buds	Buds/Flower	AK-47	5 g

Figure 7: Create New Transfer

Complete the required information that is needed for the Transfer Manifest. Indicate the Destination to where this package is going, the route the driver is taking, Estimated Departure and Arrival Times, as well as Driver and Vehicle information. Once all of the information has been filled out, click on Register Transfer as shown in **Figure 8**.



New Transfer

Destination 1 WV-G10001 (clear)

Type Affiliated Transfer

Planned Route Left on Main Street, Right on Elm St.

Est. Departure 02/23/2022 today
08 : 40 AM

Est. Arrival 02/23/2022 today
08 : 40 AM

Transport # 1 406R-X0001 (clear)

Phone No. 555-555-5555 (use default) Layover

Driver 1 Type part of the Driver Name... (clear)

Driver's Name Dan Brown

Employee ID ABC123

Driver's Lic. No. 12333

Vehicle 1 Type part of the vehicle make, model... (clear)

Vehicle Make Jeep

Vehicle Model Wrangler

License Plate ABC-123

+ (details)

+ (transporter)

Package # 1 1A4FF010000012D000000001 (clear)

+ (package)

Select files...

+ 1 (destination)

Register Transfer Cancel

Figure 8: Transfer Manifest Information

The package will no longer be listed under Active Packages and that package will now be seen under the In Transit tab as seen in **Figure 9**.

Tag	Src. H's	Src. Pkg's	Patient	Item	Category	Item Strain	Quantity
▶ 1A4FF010000012D000000001	Harvest AK47 02212022	1A4FF010000012E000000005		AK-47 Buds	Buds/Flower	AK-47	5 g

Figure 9: Products In-Transit

Wasting of the Return Product

Once the receiving licensee receives that package from the originating dispensary, that package will be populated under the Cultivator/Processor Active Packages. The Cultivator/Processor will highlight the package that was received and click on **Adjust** as shown is **Figure 10**.

Tag	Src. H's	Src. Pkg's	Location	Item	Category	Item Strain	Quantity
▶ 1A4FF010000012D000000001	Harvest AK47 02212022	1A4FF010000012E000000005	Vault	AK-47 Buds	Buds/Flower	AK-47	5 g

Figure 10: Received Products in Active Tab

The Cultivator/Processor will then complete the required information for the adjustment, indicating **“Waste”** for the Adjustment Reason, and for the **Required Note**, indicate where the Package came from. The **Finish Package** will also need to be clicked as seen in **Figure 11** below. Lastly, click the **Adjust Packages** green button and discard the product using the OMC's approved methods.

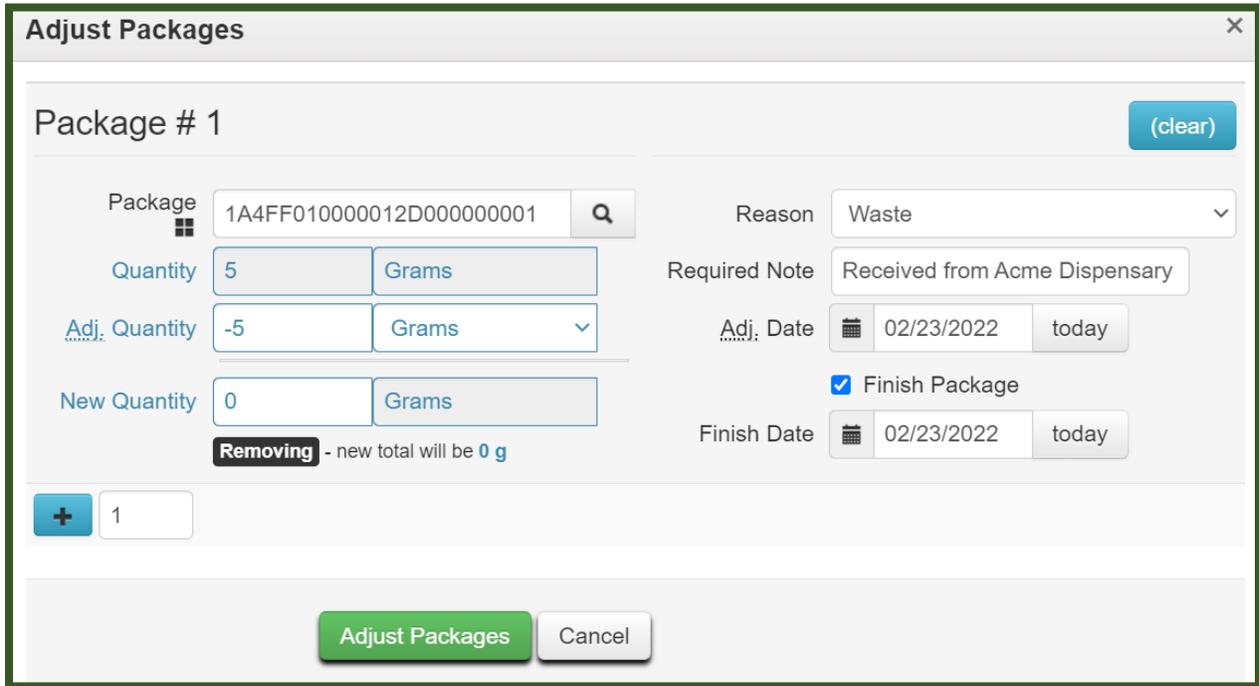


Figure 11: Package Adjustment

Please feel free to contact Support at support@metrc.com or 877-566-6506 with any questions.