Metrc Support Bulletin

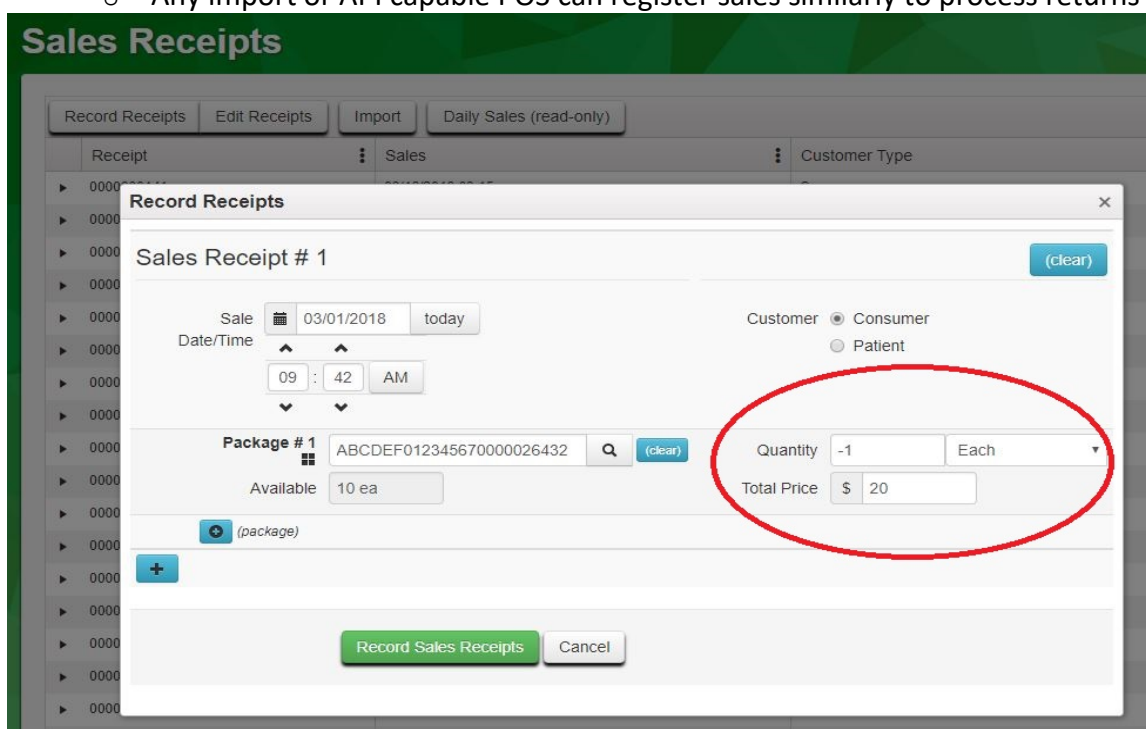| Bulletin Number: NVIB#005_010518	Distribution Date: 03/31/18	Effective Date: 03/31/18
Contact Point: support@metrc.com	Subject: Returns & Exchanges	
Reason: Returns & Exchanges,		

Greeting Metrc Users,

The purpose of this bulletin is to address questions regarding Returns & Exchanges, the Waste Log and Pre-rolls vs. Infused Pre-rolls.

Returns & Exchanges

Any defective, spoiled or damaged product that is returned or exchanged must be reported in Metrc. Returned product must be returned to its original source for destruction.

- This will show that inventory was returned and that any refund is recorded
- If you are exchanging the product, then you will have two transactions
    - The first transaction to record the return of an item and a monetary refund
    - The second transaction to record the dispensing of an item from the new package
- Simply enter a receipt with a minus (-) symbol in front of the quantity as shown below to register a negative sale (a refund)
    - Any import or API capable POS can register sales similarly to process returns

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- **The returned product must then be re-packaged to be sent back to the Processor it came from**
  - Create a new package for the returned product from the original package it was sold from
  - Transfer the package of returned product back to the Processor
  - **You cannot transfer the original package that the returned item was sold from!**
- The Processor will receive the product into their facility and destroy it accordingly
  - This process ensures that the return is tracked back to its source for full visibility of potential dangerous or defective products
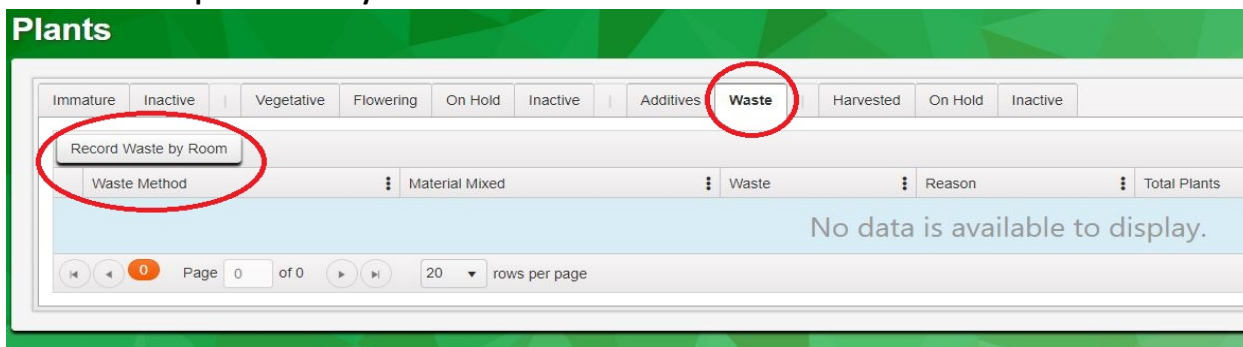 - This also helps prevent potential product diversion

Waste Log

**Requirement
Effective April 30th**

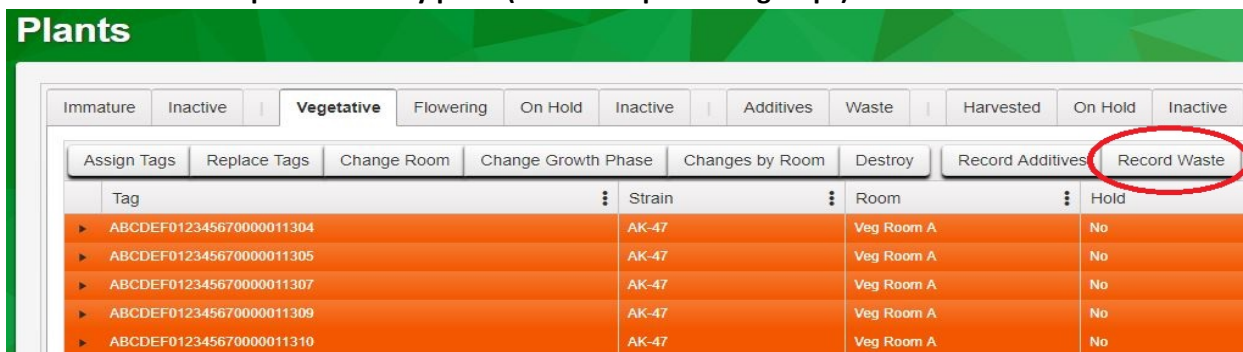The Waste Log will allow you track generic plant waste in Metrc.

- All plant waste created prior to harvesting should be recorded in the Waste Log
- All plant waste created during or after the harvest should be record to the specific Harvest Batch it was trimmed from

You can record plant waste by Room
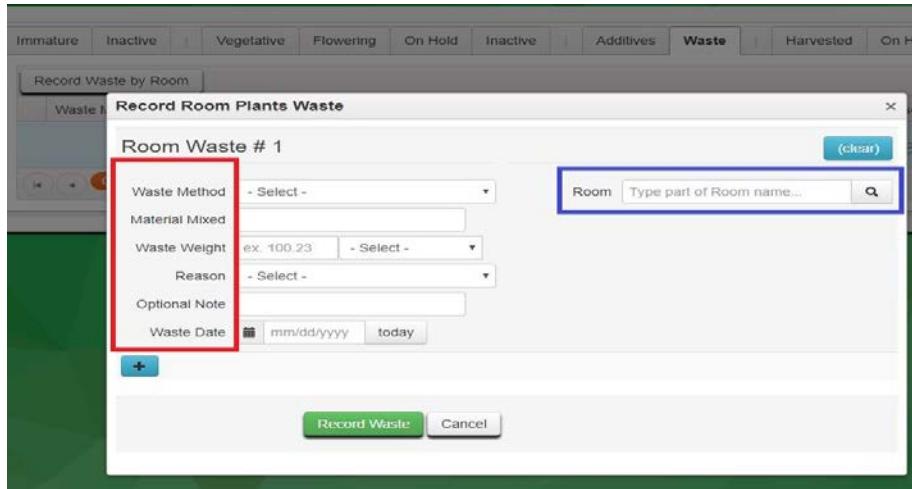
You can also record plant waste by plant (Individual plants or groups)

Record the waste weight, method, reason date & time (include any necessary notes)

There are different waste methods established by the State that will be available. These are listed below:

- **Waste Methods**
  - Grinding with compostable Material
  - Grinding with non-compostable material
  - Other method approved
- **Waste Reasons**
  - Pruning

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Pre-roll vs. Infused Pre-roll

Requirement
Effective April 30th

This will be a change to the Item Categories in Metrc Nevada that will affect all packaging and sales of Pre-rolls.

"Marijuana Pre-Rolled Cigs/Joints" will be replaced by a **"Pre-roll"** item category and a new, separate category will be created for **"Infused Pre-rolls"**

- **Pre-roll**
  - A Pre-roll consists of raw usable Cannabis that has been ground up and rolled into normal wrapping paper
    - Pre-rolls must be packaged by weight
    - Pre-rolls must be categorized as "Pre-roll"
    - Pre-rolls must be lot specific
    - *Pre-rolls may be created by Cultivators & Dispensaries*
- **Infused Pre-roll**
  - An Infused Pre-roll consists of raw usable Cannabis that has been mixed with kief, oil or other concentrated product.
    - Infused Pre-rolls must be packaged by count
    - Infused Pre-rolls must be categorized as "Infused Pre-roll"
    - Infused Pre-rolls are not required to be lot specific
    - *Infused Pre-rolls may NOT be created by Cultivators or Dispensaries, only Processors*

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Metrc Training & Support

Metrc is happy to provide training, training materials and support to licensees in the industry at no additional cost.

- There is no charge to attend training classes or for support
- Support is available via email or phone
- Youtube training videos are available online 24/7

Metrc provides a Level 1 New Business Class and a Level 2 Advanced Class for each facility type to cover the functionality of Metrc. You must attend a new business class before you can sign up for an advanced class.

Metrc New Business (Level 1) – All Facilities

Metrc Advanced (Level 2) - Cultivator

Metrc Advanced (Level 2) - Processor

Metrc Advanced (Level 2) – Store/Dispensary

Metrc Advanced (Level 2) – Testing Labs

You may register for training at the link below:

https://www.metrc.com/nevada

For any questions regarding these updates, please contact the Metrc Support Team at support@metrc.com or by calling 877-566-6506.