July 13, 2017

Greeting Metrc Administrators,

You will now find 3 new Adjustment Codes for Licensee reporting use. These adjustment codes are to be used by licensees when an API integration issue creates a discrepancy between a licensee's 3rd party solution (POS, inventory management system etc.) and Metrc that requires an adjustment to be made to information in Metrc.

- **API Duplicate sales entry** - (For sales only)
- **API Adjustment Error** - (When an adjustment is made erroneously in both the 3rd party system and in Metrc)
- **API Conversion Error** - (when amounts are not set up properly or aligned in the POS system and Metrc)

If a change or adjustment to a package in your system needs to be made to reconcile information you should use these new adjustment codes.

Please keep in mind, the existing adjustment codes are primarily designed for use when entering information directly into Metrc. In most cases, 3rd party systems should be addressing these issues before information is sent to Metrc via the API. Package adjustment codes were not designed as a tool for reconciling data between the different systems.

If you are instructed by a 3rd party provider to ignore or not use these adjustment codes, _please_ report this to the Metrc Support Team. These codes are an important tool designed to help us define and work with our integration partners to resolve issues or discrepancies and help licensees maintain compliance.

We appreciate everyone's assistance in keeping data accurate and reporting information into the State's regulatory system compliant.

Please distribute this bulletin to any of your staff members that might be involved in Metrc adjustments due to the API.

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