

Bulletin Number: MN_IB_0010 Pre-Metrc Returns	Distribution Date: 09/11/2023	Effective Date: 09/11/2023
Contact Point: Metrc Support	Subject: Guidance for returning products that were sold prior to the Metrc implementation in Minnesota.	
Reason: Metrc, in collaboration with the Minnesota Office of Medical Cannabis, would like to provide additional guidance on the process of returning products that were sold prior to the Metrc implementation.		

Greetings Metrc® users,

Metrc, in collaboration with the Minnesota Office of Medical Cannabis, would like to provide additional guidance on the process of returning products that were sold prior to the Metrc implementation.

Please read on for more information regarding this process.

Processing Pre-Metrc Returns

Prior Workflow for Processing Pre-Metrc

If a dispensary has pre-Metrc sales returns prior to the implementation of this workflow, the dispensary should send an email to OMC with photos of the returns along with a list of everything that has been returned so far including their approximate quantities (number of items, estimate of % left). Print off a copy of that email and store it with the items in their own pre-Metrc return bin until they are able to be tagged in Metrc. The OMC will respond and then you can begin arranging a time to tag these products in Metrc through an incoming external transfer.

Current Workflow for Processing Pre-Metrc Returns

When an item is returned to the dispensary that is part of a transaction that took place before Metrc, the dispensary should email OMC photos of the returned items along with a list of the items returned and their approximate quantities (number of items, estimate of % left). Print off a copy of that email and store it with the items in their own pre-Metrc return bin until they are able to be tagged in Metrc. The OMC will respond and then you can begin arranging a time to tag these products in Metrc through an incoming external transfer.

Prepare the dispensary to tag Pre-Metrc Sales Returns

Before the Pre-Metrc Sales Return can be tagged in Metrc, the dispensary will need to create an item in Metrc for the return to be tagged under. A dispensary Admin will need to log into Metrc and create an item named "Pre-Metrc Sales Returns" using the item category of "Pre-Metrc Sales Returns". This step only needs to be completed once per dispensary in Metrc. Only dispensary licenses will be able to create items using the item category of "Pre-Metrc Sales Returns". To create a new item, choose the "Items" option under the "Admin" area on the navigational toolbar as shown in **Figure 1**.

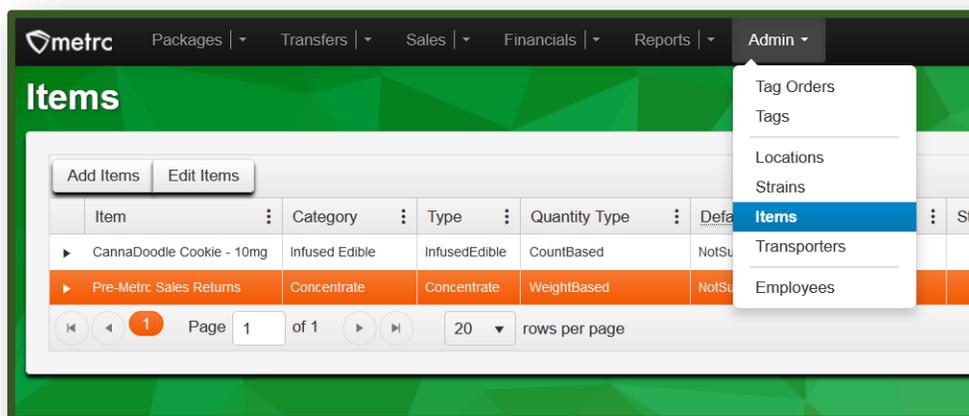


Figure 1: Creating an item: "Pre-Metrc Sales Returns"

Tagging Pre-Metrc Returns

The OMC will turn on external incoming transfers for the dispensaries that need to tag Pre-Metrc returns for the agreed-upon timespan. Once this has been turned on, someone at the dispensary will log in to Metrc and create a new incoming external transfer and select Pre-Metrc sales returns as the type. In the planned route field, input "N/A Pre-Metrc returns".

The following steps need to be carried out by a person at the dispensary and be logged into Metrc:

1. Log into Metrc and using the dropdown in the upper right-hand corner, select the dispensary processing the return as show in **Figure 2**.

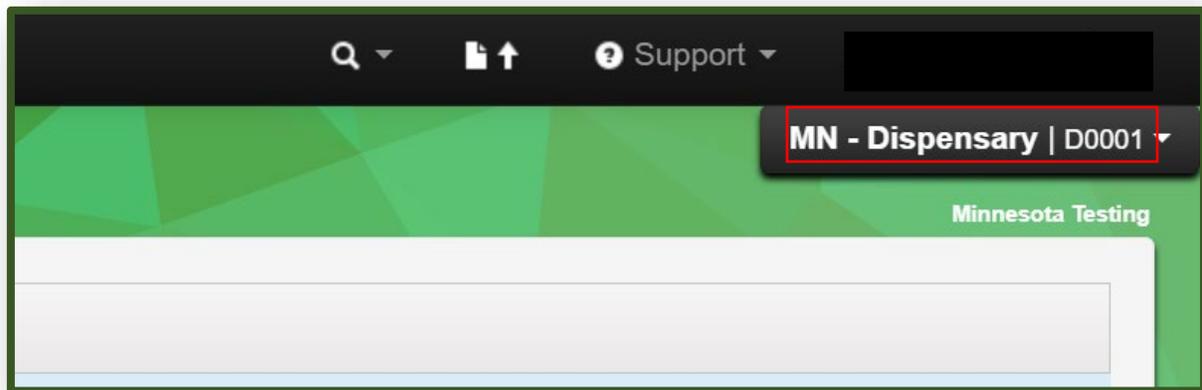


Figure 2: Select the dispensary processing the return

2. Create a new incoming external transfer by selecting the "External" option under the "Transfers" area on the navigational toolbar then choose the "New Transfer" button in the External Transfers grid as shown in **Figure 3** below.

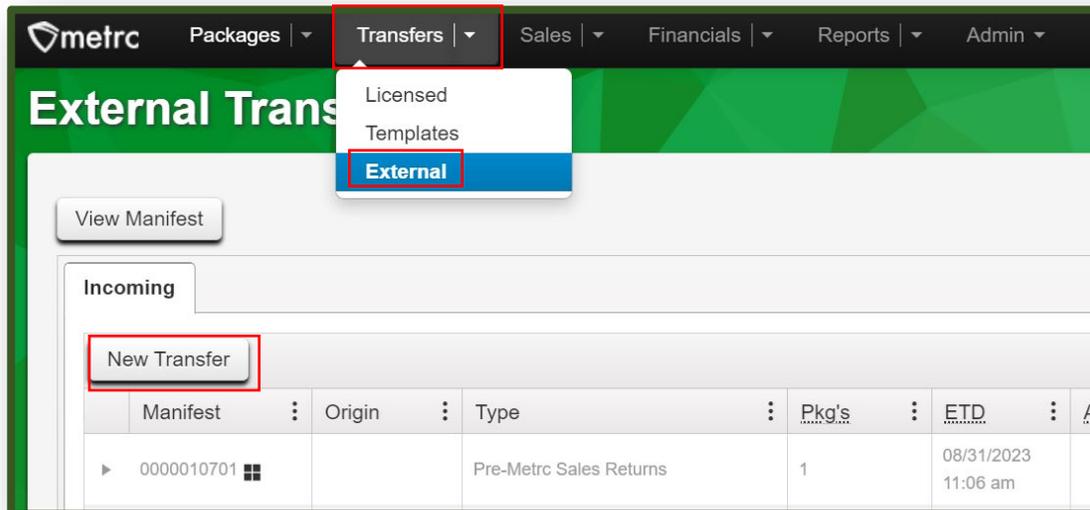


Figure 3: Create a new, incoming external transfer

This will open the New Incoming Transfer action window.

3. Select Pre-Metrc Sales Returns as the type on the New Incoming Transfer screen.
4. In the planned route field put "N/A Pre-Metrc returns."
5. Select the Pre-Metrc Sales Returns item for Package #1.
6. In the quantity field, put the total number of items being tagged.
7. Select the "Register Transfer" button.

This will register the external transfer so it can be completed. These steps are shown in **Figure 4** below.

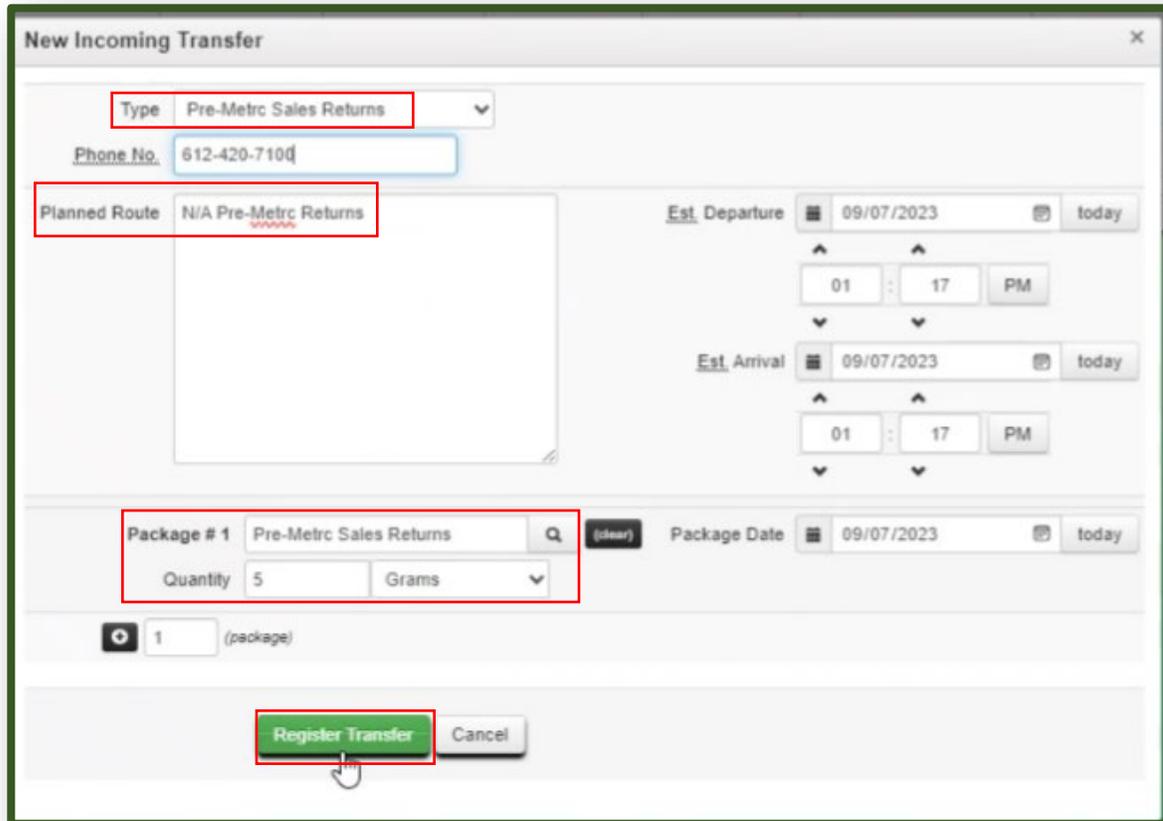


Figure 4: Registering the Transfer

8. Select the "Complete" button on the External Transfer grid as shown in **Figure 5** below.

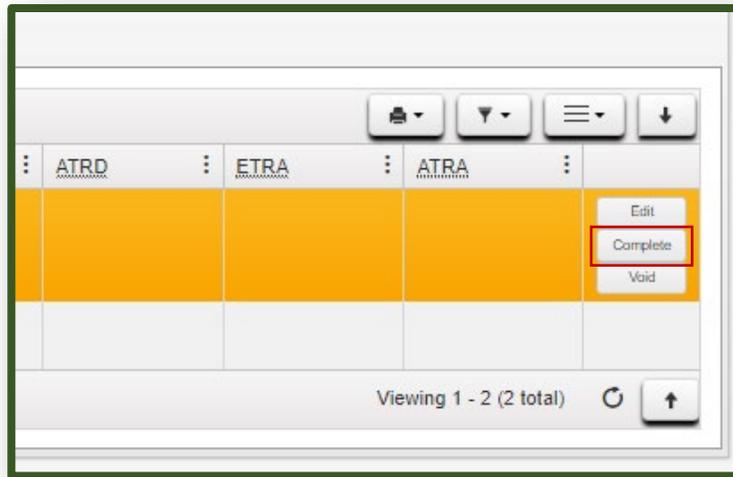


Figure 5: Completing the Transfer

9. Place a new tag with the items physically and select that tag on the Complete Incoming Transfer screen and select the appropriate location in Metrc. One Metrc tag can be used for all of the Pre-Metrc returns getting tagged in Metrc when being brought in all in the same Incoming External Transfer.
10. Then select Complete Transfer.

This will open the “Complete Incoming Transfers” action window. These steps are shown below in **Figure 6** below.

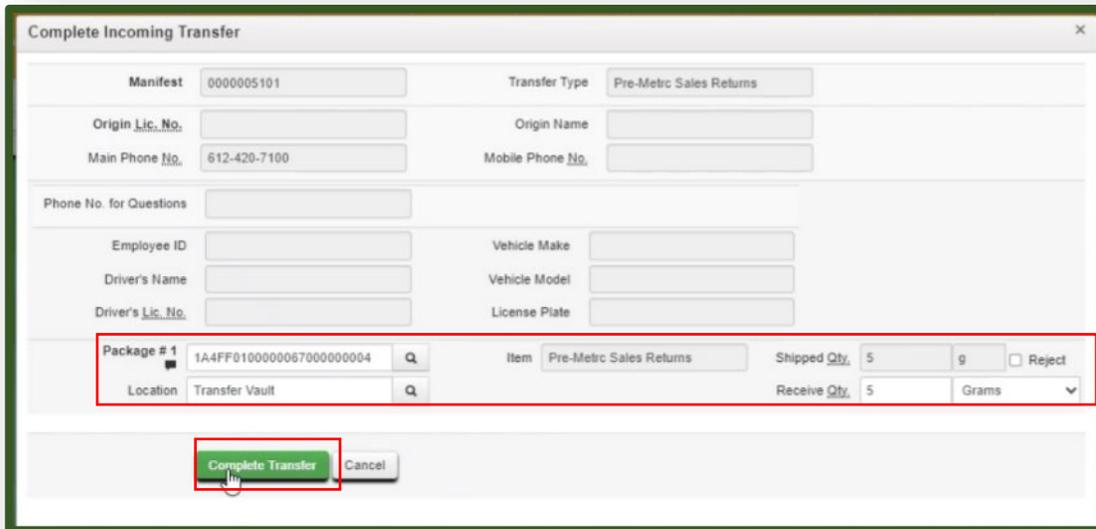


Figure 6: Tagging and Completing the Transfer

11. On the active packages grip, select the newly received package tag and select the Change Notes button. Enter a note listing what was returned and the approximate quantities in the package as shown in **Figure 7**.

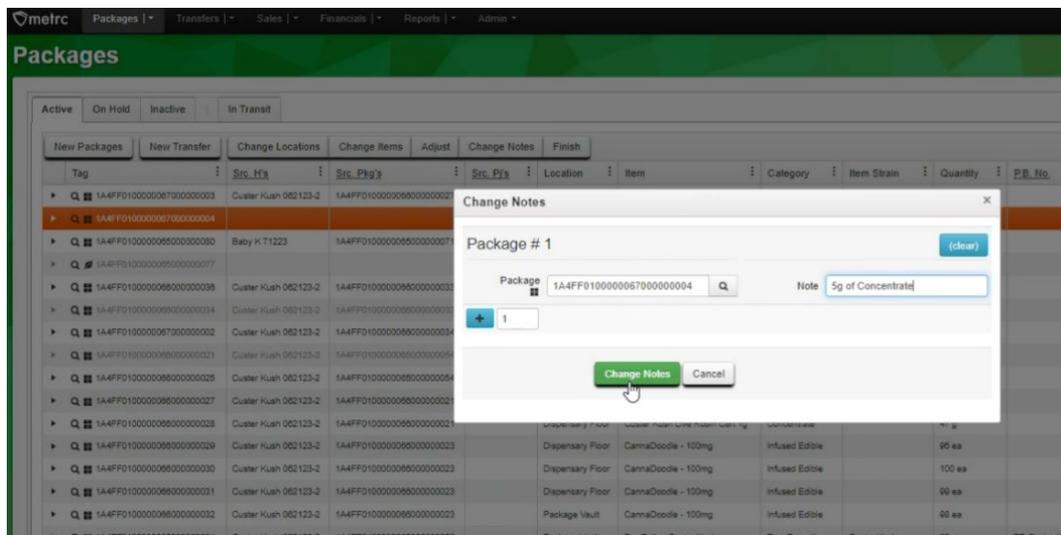


Figure 7: Selecting Newly Received Tag(s) and Changing Notes

12. Email The OMC and let them know you have finished tagging pre-Metrc sales return items. The OMC will then remove the dispensary's ability to create incoming external transfers.

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