

<b>Bulletin Number:</b> MO_IB_0024	<b>Distribution Date:</b> 8/25/2023	<b>Effective Date:</b> Already in effect
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Product returns guidance	
<b>Reason:</b> Providing best practices around how to conduct a product return in the Metrc system.		

Greetings,

When a product is returned to a licensed retailer, or dispensary, certain steps must be taken in the Metrc system to properly record the return. Please read on for important information regarding the return process for products in Metrc.

**Important note:** *This guide is only for recording the returns directly in Metrc. This does not outline the process that is used by an integrator system through use of the API.*

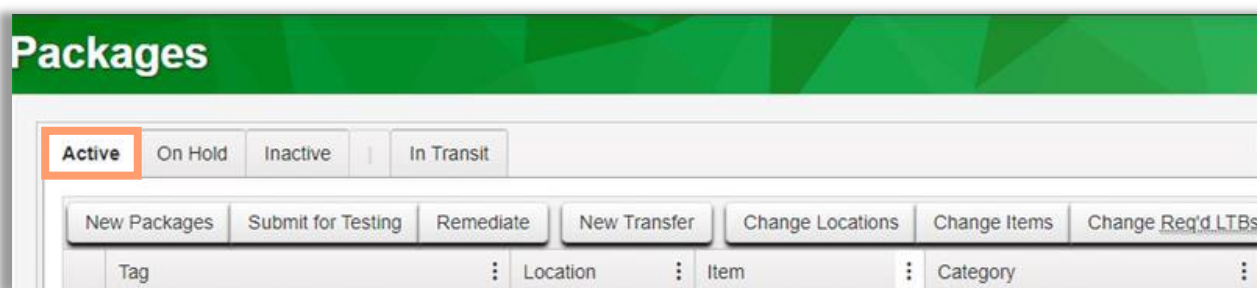
## Recording a Returned Product in Metrc

Recording a returned product in Metrc, whether it is for a standard return, or a return related to an issued recall, starts by receiving the returned product and checking your package inventory for the package of returned product.

For example, a retail employee/Metrc user has physically received a 1g cartridge of BHO oil to be returned and needs to verify if the package of the same product is in their active packages inventory.

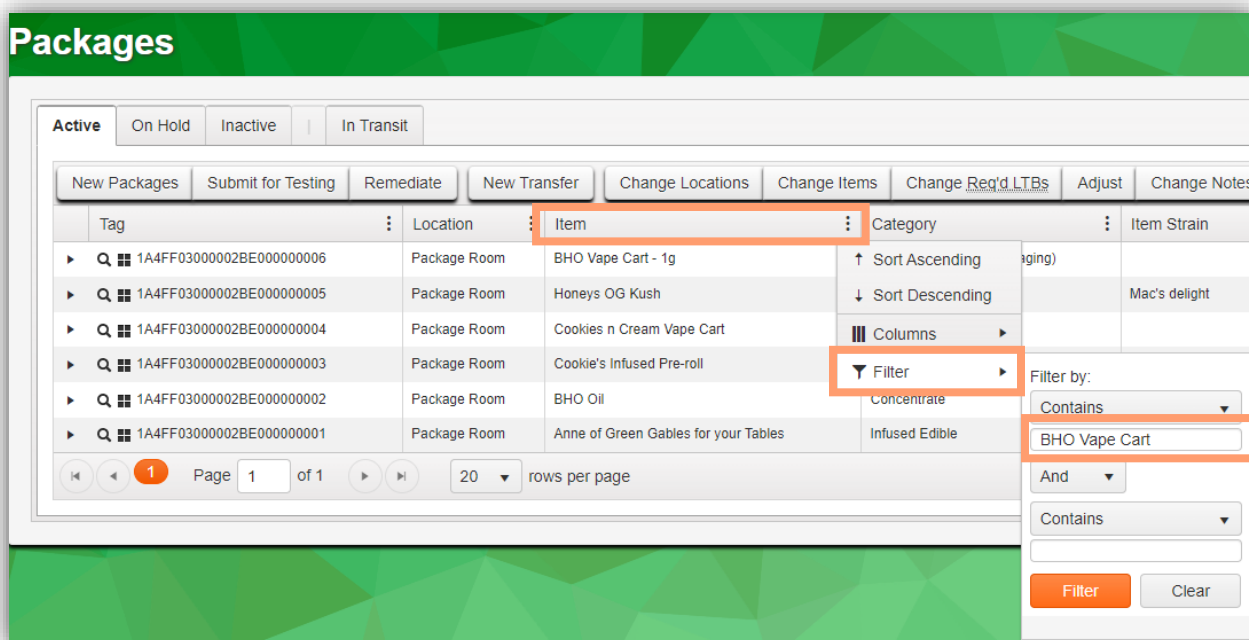
To start the process, follow these steps:

1. Physically receive the product being returned.
2. Navigate to *Packages* > *Active* tab to check your active packages inventory for a package of the same product that was physically received – **see Figure 1.**



**Figure 1: Navigation to Active Packages**

3. With all active packages listed, you can filter by Item by clicking on the Item dropdown button and enter the Item description, then click the 'Filter' button – **see Figure 2.**

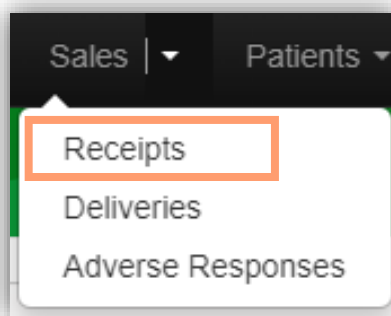


**Figure 2: Filter by Item**

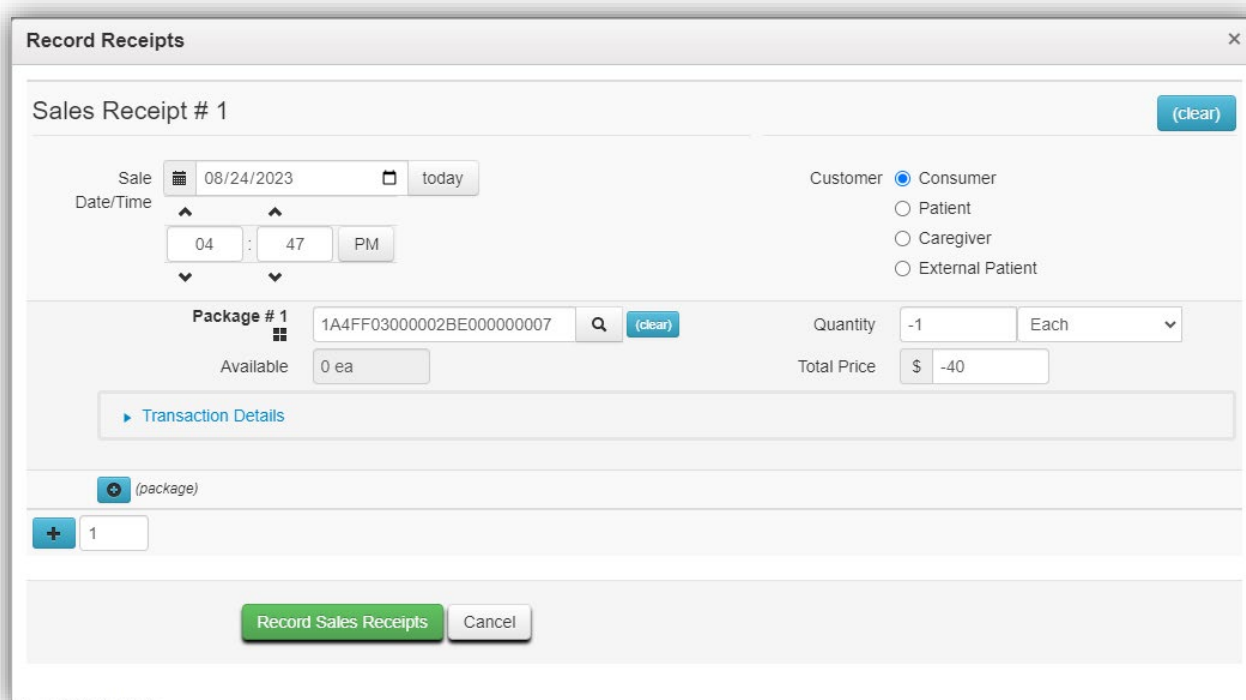
**Note:** Based on available information on the product physically received for return, additional search or filter options could apply.

Once located in active packages inventory as a match to the product being returned, the returned product then needs to be recorded as negative sales to the active package for the returned product. To record a negative sale:

4. Once the package is located, copy the Package Tag number.
5. Then, navigate to *Sales > Receipts* in the top navigation to populate the 'Record Receipts' action window – **see Figure 3 and 4.**



**Figure 3 – Navigate to Sales Receipts**



The 'Record Receipts' window is titled 'Record Receipts' and contains the following fields and controls:

- Sales Receipt # 1** (with a '(clear)' button)
- Sale Date/Time**: A date picker set to '08/24/2023' and a time picker set to '04:47 PM'. A 'today' button is also present.
- Customer**: Radio buttons for 'Consumer' (selected), 'Patient', 'Caregiver', and 'External Patient'.
- Package # 1**: A text field containing '1A4FF03000002BE000000007' with a search icon and a '(clear)' button.
- Quantity**: A text field set to '-1' and a unit dropdown menu set to 'Each'.
- Available**: A text field set to '0 ea'.
- Total Price**: A text field set to '\$ -40'.
- Transaction Details**: A link to expand details.
- (package)**: A label for the package type.
- + 1**: A button to add the package.
- Record Sales Receipts** and **Cancel**: Action buttons at the bottom.

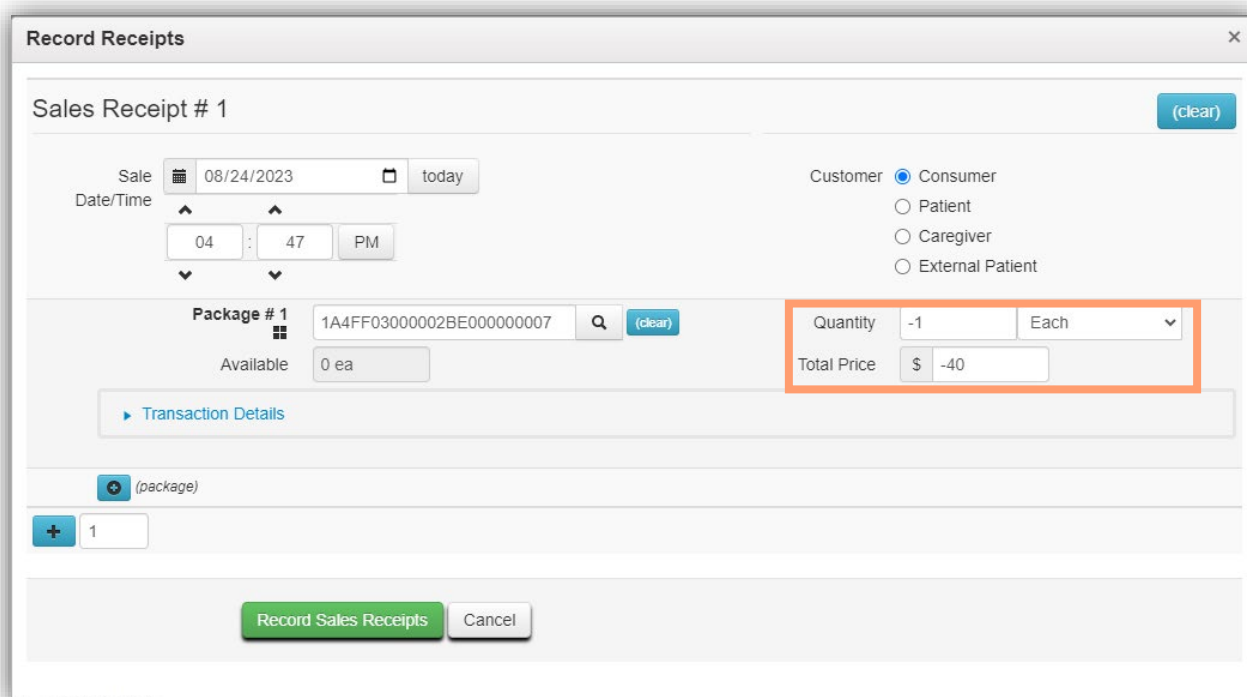
**Figure 4 – Record Receipts action window**

6. Then record a negative sale of the physically received and verified product by adding a negative quantity amount in the 'Quantity' field – **see Figure 5.**

**Note:** The following applies to the issuance of refunds.

- If a refund is being provided, you must enter a negative dollar amount in the 'Total Price' field to indicate the returned dollar amount – **see Figure 5.**
- If no refund is being provided, you should enter a \$0 amount – **see Figure 6.**

Based on the refund steps required, once all information is entered accurately, click the 'Record Sales Receipts' button.



**Record Receipts**

Sales Receipt # 1 (clear)

Sale Date/Time: 08/24/2023 today

Customer: ☒ Consumer  
☐ Patient  
☐ Caregiver  
☐ External Patient

Package # 1: 1A4FF03000002BE000000007 Q (clear)

Available: 0 ea

Quantity: -1 Each ▼

Total Price: \$ -40

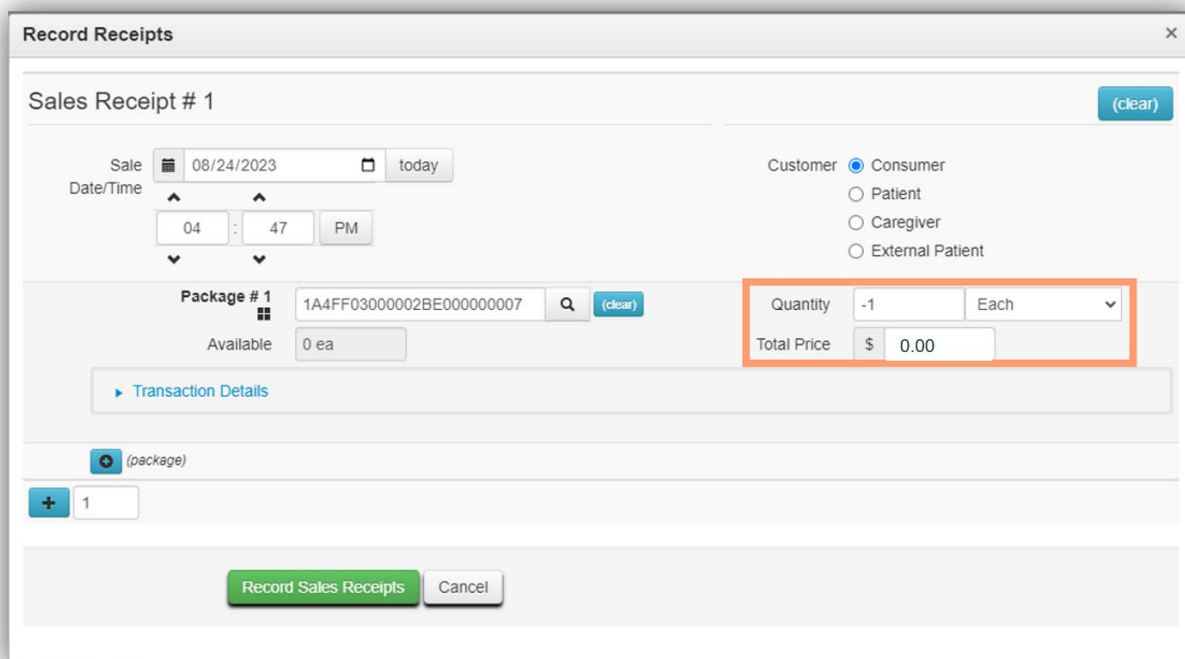
▶ Transaction Details

⊕ (package)

+ 1

Record Sales Receipts Cancel

**Figure 5: Return Negative Sale for Refund**



**Record Receipts**

Sales Receipt # 1 (clear)

Sale Date/Time: 08/24/2023 today

Customer: ☒ Consumer  
☐ Patient  
☐ Caregiver  
☐ External Patient

Package # 1: 1A4FF03000002BE000000007 Q (clear)

Available: 0 ea

Quantity: -1 Each ▼

Total Price: \$ 0.00

▶ Transaction Details

⊕ (package)

+ 1

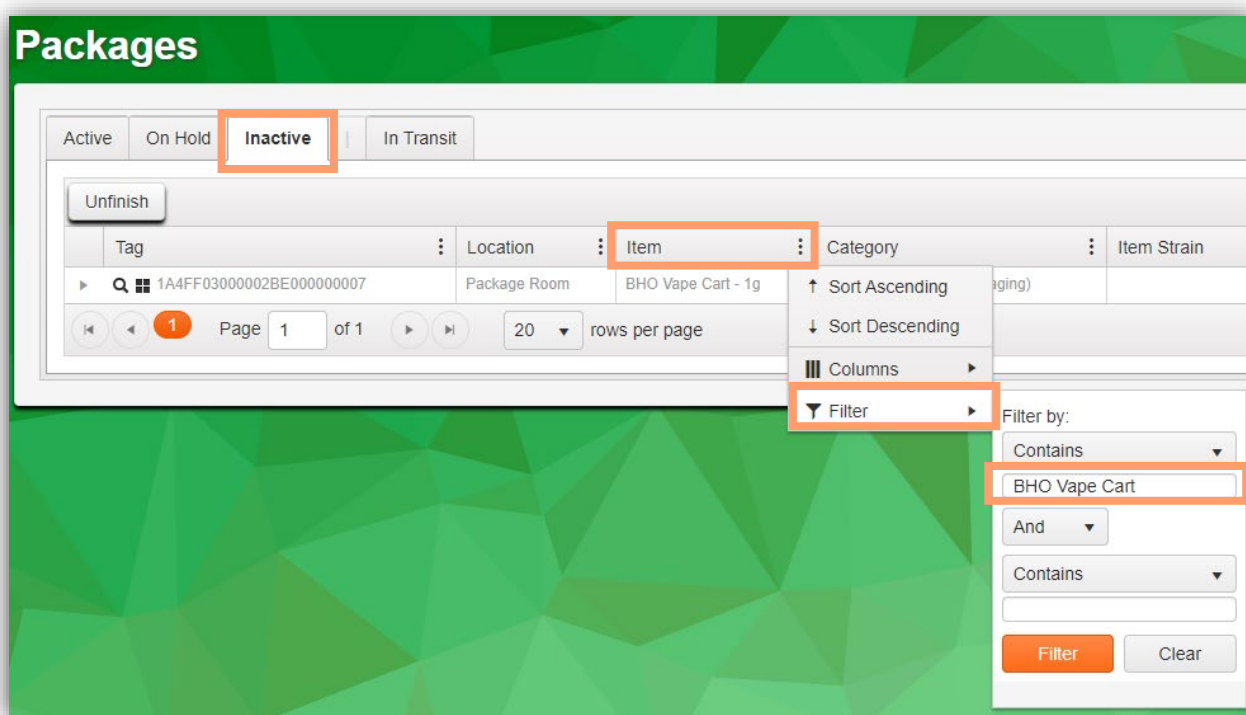
Record Sales Receipts Cancel

**Figure 6: Return with No Refund**

**What if a package of the same product is not located in active packages inventory?**

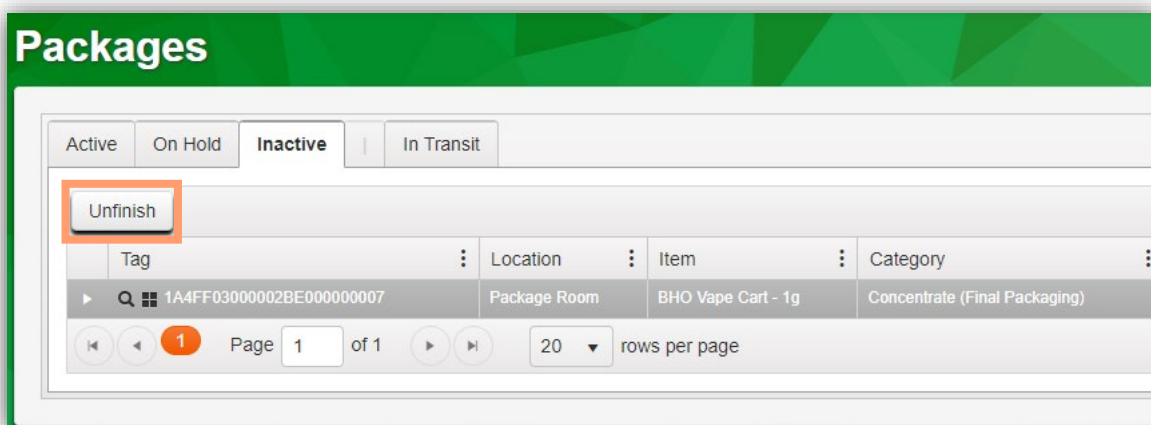
If there are no active packages of the same product located in your active packages inventory after taking step 3 noted above, these additional steps must be taken before reporting the returned product.

- Navigate to *Packages > Inactive* tab to check your inactive packages inventory for a finished package of the same product that was physically received.
- With all inactive packages listed, you can filter by Item by clicking on the Item dropdown button and enter the Item description, then click the 'Filter' button – see **Figure 7**.



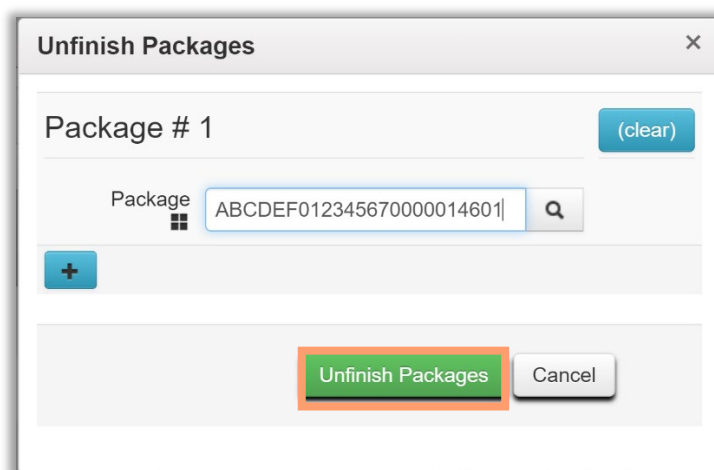
**Figure 7: Locate Package in Inactive Packages**

- Once located, select the row of the finished package, then click the 'Unfinish' button – see **Figure 8**.



**Figure 8: Unfinish an Inactive Package**

- By clicking the 'Unfinish' button, the finished package selected will populate the 'Unfinished Packages' action window. Confirm it is the correct package, then click the 'Unfinish Packages' button, which will automatically move back to the "Active" packages tab – see Figure 9.



**Figure 9: Unfinished Package Action Window**

With this step complete, navigate back to *Packages > Active* tab to check your active packages inventory for the package of the same product that was physically received and moved from Inactive Packages, then follow steps 3 – 6 noted above to complete the product return.

If you have any questions, please contact Metrc Support. We appreciate your partnership, and collectively, continue to prioritize the health, safety, and success of the legal Missouri cannabis market.