Metrc Support Bulletin

Bulletin Number: MN_IB_15: Receiving Transfers, Adjusting and Finishing Packages	**Distribution Date:** 11/17/2023	**Effective Date:** Ongoing
Contact Point: Metrc Support	**Subject:** Recording Waste: Receiving Transfers, Adjusting and Finishing Packages	
Reason: Additional guidance on proper waste recording including receiving transfers, adjusting, and finishing packages.		

Greetings,

We are pleased to provide detailed information about how to properly record the waste management process within the Metrc system. These processes are important to ensure every package of medical cannabis produced in Minnesota is tracked and accounted for through the product's entire life cycle.

This bulletin includes detailed instructions regarding:

- Receiving Transfers
- Adjusting Packages
- Finishing Packages

Please read on for more information regarding this process.

Receiving Transfers Within Metrc

The OMC utilizes Metrc to track every cannabis product produced in the state of Minnesota from seed to sale. If a product does not make it to sale through a licensed dispensary, it must be recorded as waste and transferred to a licensed waste facility for destruction.

The most common reasons a cannabis product must be recorded as waste include:

- Failed compliance test
- Contaminated product
- Product was returned by a patient
- Product has expired
- Unused byproduct of cultivation

The first step in the waste process is receiving the transfer within Metrc. Start by clicking the Transfers area on the navigational toolbar and then select the Licensed option to access the Licensed Transfers grid, where all transfers are managed – **see Figure 1**.
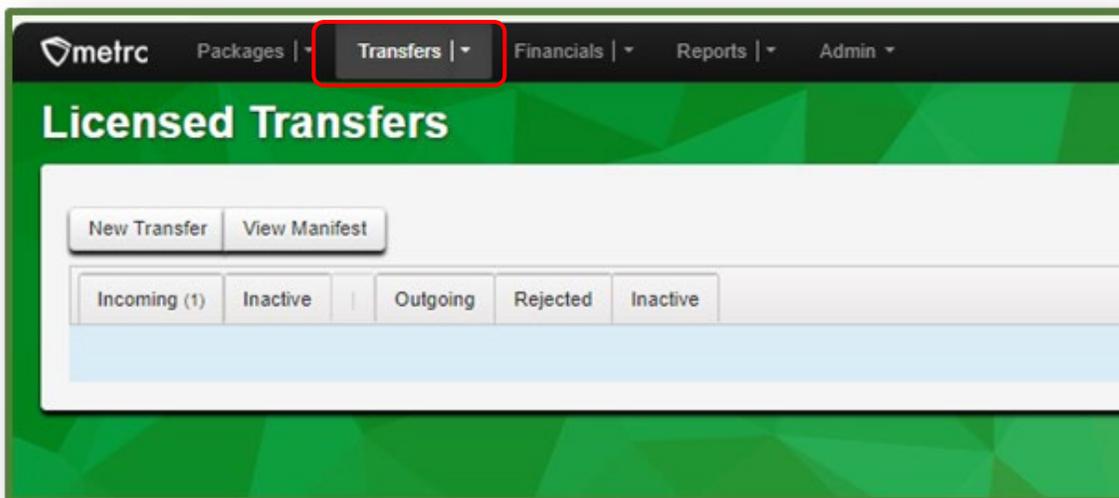
Figure 1: Licensed Transfers grid

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![metrc logo]

To view all incoming transfers, select the Incoming tab. Then click the Receive button on the right side of the transfer to view details – **see Figure 2**.
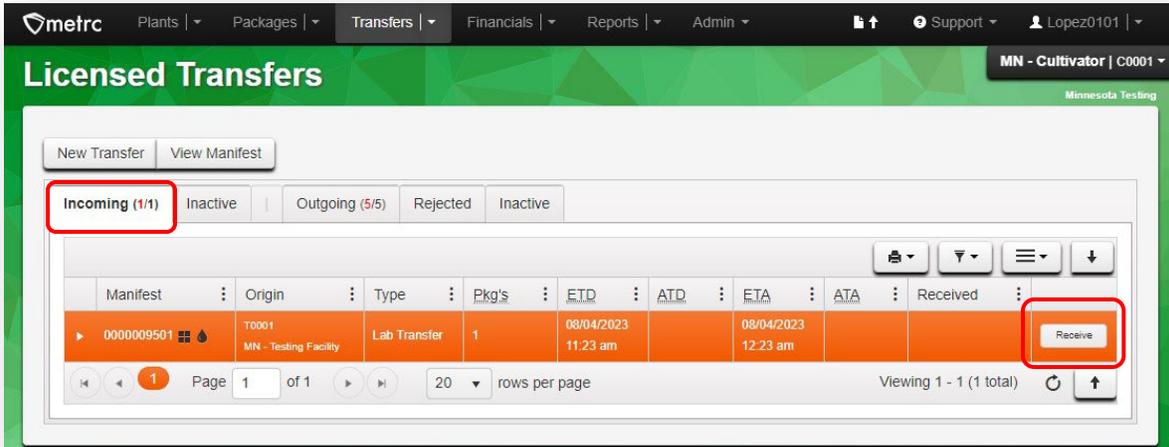
Figure 2: Receive button on Incoming Transfers grid

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After clicking the Receive button, the Receive Licensed Transfers action window will open. All fields will be locked except for the Location and Receive Qty. fields. The waste facility must enter the number or weight of the products physically received in the Receive Qty. field and select the Location where the products will be stored – **see Figure 3.**

Figure 3: Receiving a Licensed Transfer

Note: If the physical quantity received does not match what is shown in the Shipped Qty. field, select the Reject box and add a note explaining why the transfer was rejected. Then proceed by clicking the green Receive Transfer button. The waste facility should then ship the rejected transfer packages back to the origin licensee, who will then be required to accept the rejected packages back into inventory, make the correct adjustments, including creation of a new transfer manifest, then transfer the packages back to the waste facility.

Recording Waste by Finishing Packages Adjusted to Zero

After receiving incoming transfers, the products included in those transfers will be available in the Active tab of the Packages Grid. The OMC requires cannabis waste to be recorded in Metrc by adjusting the package to zero and designating it as finished.

First, click into the Packages area in the navigational toolbar to access the Packages grid where all packages are managed. Select the Active tab to view all available active packages – **see Figure 4.**
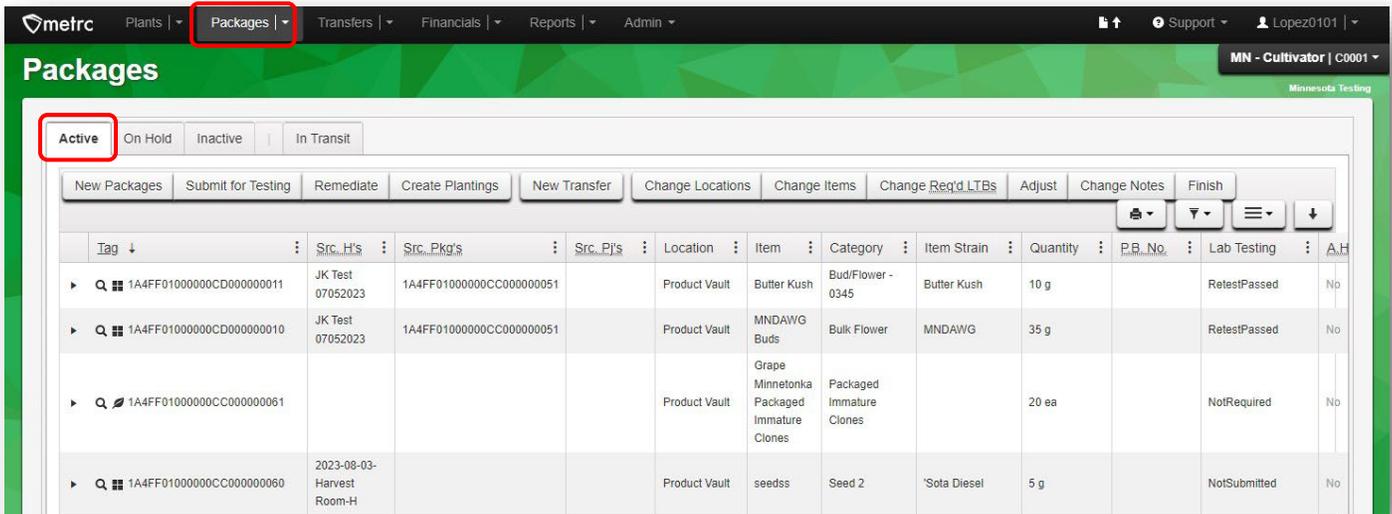
Figure 4: Active Packages grid

Next, select the package that needs to be adjusted and select the Adjust button – **see Figure 5.**
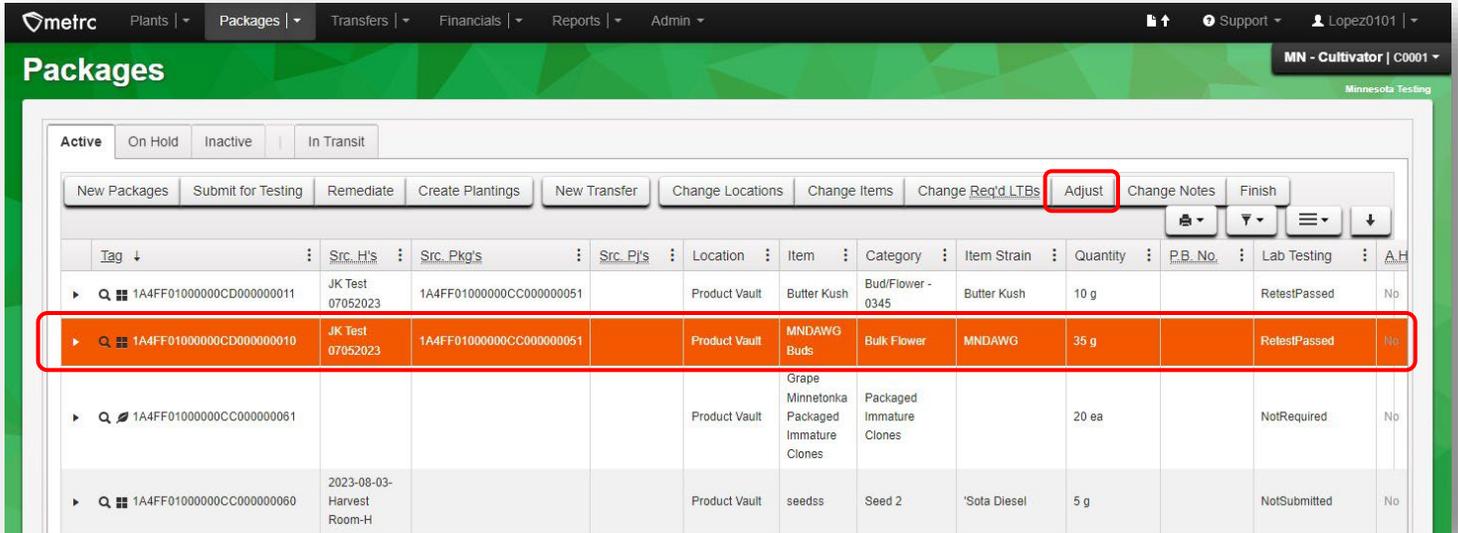
Figure 5: Package Adjustment

The Adjust Packages action window will now open – **see Figure 6.** To complete the waste recording process, all necessary information must be entered, including the following:

- Add the Adj. Quantity and confirm the New Quantity shown is zero
    - A zero can simply be entered in the New Quantity field instead of entering a number in the Adj. Quantity.
- From the Reason dropdown, select Waste
- Add Destruction as the Required Note
- Select the Adj. Date (Adjustment Date) or simply click the Today button and the current date will auto-populate.
- Check the Finish Package box
- Select a Finish Date or simply click the Today button and the current date will auto-populate.
    - It is common for the Adj. Date and Finish Date to match
- Select the green Adjust Packages button
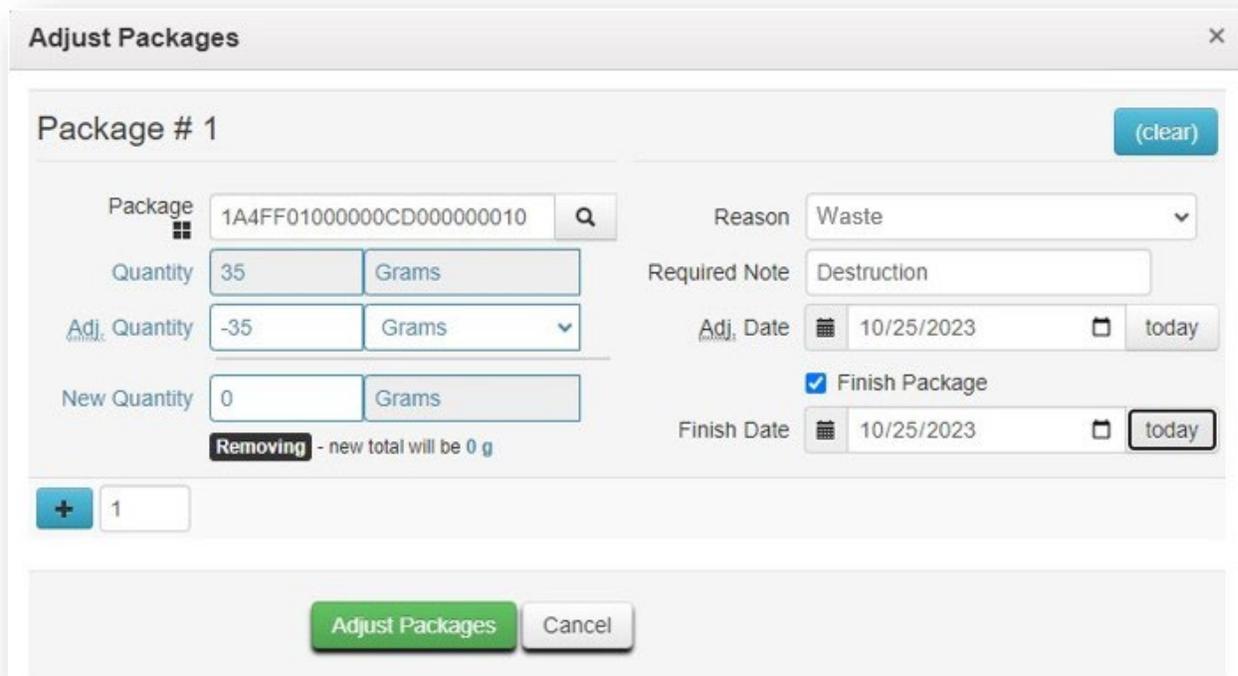
Figure 6: Adjust Packages action window

After the waste has been recorded by adjusting the package down to zero and finishing it, confirm receipt of the destruction by checking the package quantity in the Inactive tab of the Packages Grid – **see Figure 5.**
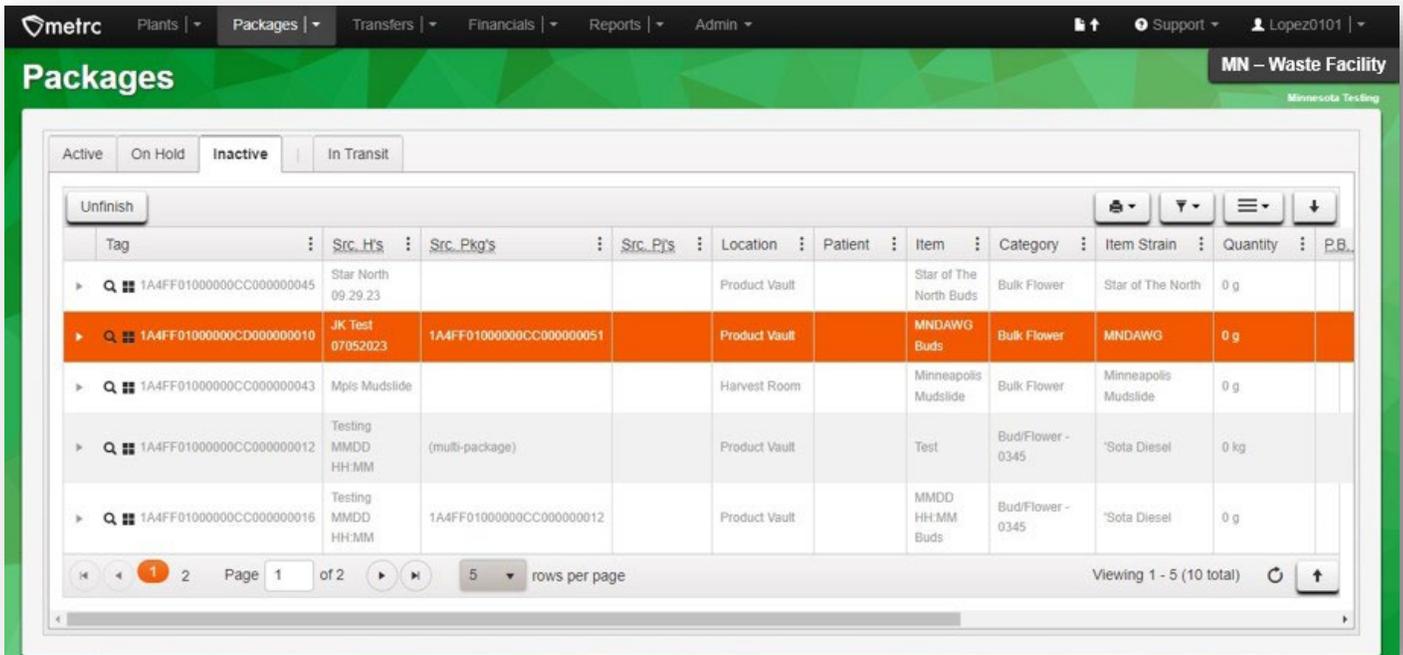
Figure 5: Zeroed out package in Inactive Packages tab

Metrc Resources

If you have any questions, or need additional support, please leverage the following:

Metrc Support:

Email Support@metrc.com, call 877-566-6506, or log into our Support Portal and navigate to 'Contact Us' to log a ticket or live chat a Support team member.

Metrc Learn training:

Metrc Learn is designed to offer educational opportunities to enhance users' skills with the Metrc system and provides various training options based on experience level. In addition, the learning system is organized into facility-specific programs made up of various courses. To login, visit Metrc Learn and enter your login credentials, or to access, register by visiting the Metrc Learn Registration.

Additional resources:

In the Metrc system, click on the "Support" dropdown in the top-right navigation pane and select the appropriate resource, including educational guides and more.

Thank you for your continued partnership.