

Bulletin Number: MD_IB_0092	Distribution Date: 11/08/2024	Effective Date: 11/08/2024
Contact Point: Metrc Support	Subject: Unaccounted Product Adjustment Reason	
Reason: Metrc is providing information about a new adjustment reason for Unaccounted Product in collaboration with the MCA.		

Greetings,

Metrc, in conjunction with the MCA, are pleased to provide information about a new Unaccounted Product Adjustment Reason that is now available in Metrc.

Please read on for details.

Adjustment Reason: Unaccounted Product

A new Adjustment Reason has been added into Metric to standardize the process for recording unresolved inventory discrepancies. Beginning on November 8, 2024, Dispensaries, Growers, Processors, and Testing Facilities must use the Unaccounted Product adjustment reason when adjusting a package to report inventory discrepancies.

Unaccounted Product is used to adjust a package when a weight or quantity of a product cannot be accounted for during monthly inventory reporting.

Licensees are required to submit inventory reports to MCA monthly. Any unresolved discrepancies are required by COMAR to be investigated, and a report must be sent to the MCA Regional Supervisor within 30 days.

Licensees may use the Unaccounted Product adjustment reason as needed but must include the required information in the notes section.

Unaccounted Product is available to be used by the following facility types:

- Medical Dispensary
- Dispensary Business
- Medical Processor
- Processor Business
- Medical Cultivator
- Cultivator Business
- Medical Lab

A required note must include a **Report Number** and a **Description of the Discrepancy**.

- Example of a Required Note:
 - “Report Date October 31, 2024. Unaccounted for Missing Product.”

There are two options to record **Unaccounted Product**:

Option 1: The quantity of the Unaccounted Product can be added in the Adj. Quantity field and the system will automatically calculate the new package quantity based on inputs in the adjustment quantity field.

Option 2: The New Quantity field can be used to enter the updated quantity of the product remaining after accounting for the missing product.

Once one of these options has been utilized, select **Unaccounted Product** as the Reason from the dropdown options and complete the required note with **Report Number** and a **Description of the discrepancy**. Then, select the Adjust Packages button to complete the

Unaccounted Product package adjustment – see **Figure 1** below.

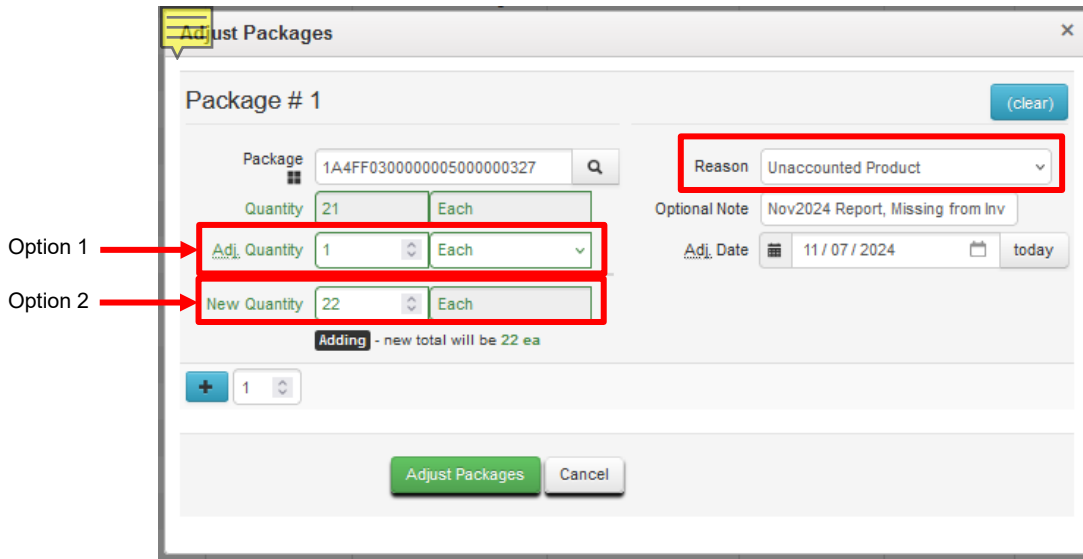


Figure 1: Adjust Packages action window – Unaccounted Product selection

Metrc resources

Metrc LLC
For additional support,
please visit Support.Metrc.com

If you have any questions, or need additional support, the following resources are available:

Contact Metrc Support

By using the new full-service system by navigating to Support.Metrc.com, or from the Metrc System, click Support and navigate to support.metrc.com and it will redirect to the portal.

Please note: If accessing the portal for the first time, a username (which is established when logging in), the respective state and “Facility license number”, and a valid email to set a password are required.

Metrc Learn

Metrc Learn has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new [Metrc Learn](#) LMS is simple through multiple convenient locations:

From within the Metrc system

Navigate to the Support area on the navigational toolbar and select the “Sign up for Training” option to register.

From the Metrc website

Navigate to your [state’s partner page](#) and scroll down to the “Metrc’s Training Resources” section to find the link.

Also, save the link – *learn.metrc.com* – as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

Access additional resources

In the Metrc system, click on the Support area on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more from the dropdown.

Thank you for your continued partnership.