Metrc Support Bulletin

Bulletin Number: OK_IB_0047 Returns and Exchanges	**Distribution Date**: 4/28/2025	**Effective Date**: 6/1/25
Contact Point: Metrc Support	**Subject**: Commercial Rejections, Returns, and Patient Returns and Exchanges	
Reason: Metrc is providing an update on the item rejection, return process and item returns/exchanges of items purchased by patients.		

Greetings,

Metrc in conjunction with the OMMA is providing updated Metrc technical system guidance on the reporting of rejections and returns between commercial medical marijuana licensees, as well as item returns and exchanges involving medical marijuana patients.

Commercial Rejections and Returns

The rejection or return of all medical marijuana or medical marijuana products must be reported in Metrc. It is the obligation of a medical marijuana business to reject any delivery of medical marijuana or medical marijuana products that are not properly packaged and labeled in accordance with the Oklahoma Medical Marijuana and Patient Protection Act, 63 O.S. § 427.1 et seq., and OMMA regulations. OAC 442:10-7-1(a). A business should immediately inspect deliveries when physically received and either reject or accept the deliveries into their Metrc inventory at that time. OMMA's proposed permanent rules clarify that medical marijuana or medical marijuana products rejected at the time of physical delivery, before the receiving party digitally accepts them in Metrc, are not classified as medical marijuana waste. (OAC 442:10-3-6(i)(2)).

Medical marijuana businesses that have accepted medical marijuana into their Metrc inventory for prepackaging purposes may transfer such products to the original commercial medical marijuana grower consistent with 63 O.S. § 431.1 and OAC 442:10-7-1(b). All transfers must be accurately documented in Metrc. Commercial medical marijuana growers are prohibited from making, selling, transferring, or otherwise obtaining medical marijuana products with the exception of packaging and selling noninfused pre-rolls and kief in accordance with OMMA Rules. OAC 442:10-5-16(r).

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For additional support,
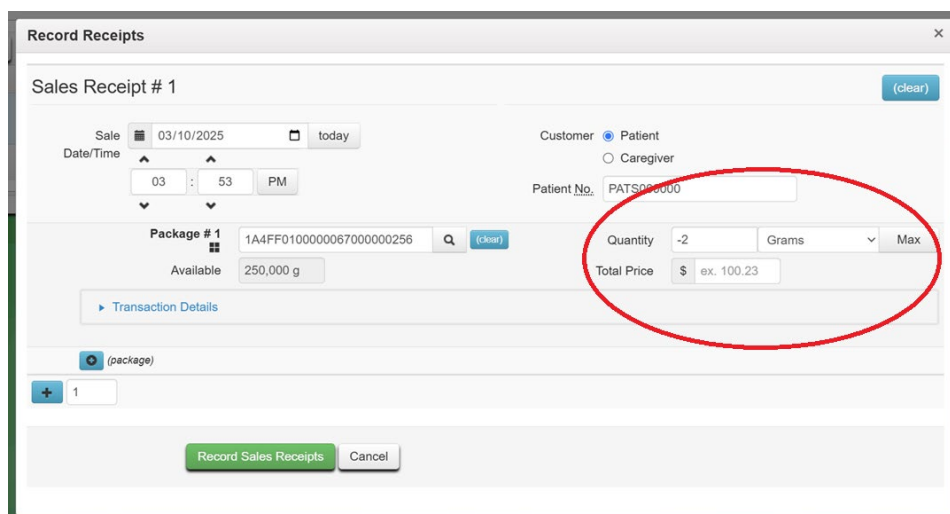please visit Support.Metrc.com

Patient Returns and Exchanges

Patient returns must be made directly to the medical marijuana licensee who originally sold or transferred the nonconforming, defective, or hazardous product. These returns must be disposed of in accordance with OMMA regulations and documented in Metrc.

<u>Patient Returns</u>

Licensed medical marijuana patients may return medical marijuana or medical marijuana products to the originating medical marijuana dispensary when such medical marijuana or marijuana products are found defective or hazardous to the health of the patient. Patient returns of medical marijuana and medical marijuana products must be reported in Metrc. Specifically:

- Returns must be documented in Metrc to reflect inventory changes and to ensure any applicable refund is recorded.
- Record a receipt with a negative quantity equal to the quantity returned, as shown below, to register a refund sale (a negative sale); and
- Any POS integrated with the Metrc API can register sales similarly to process returns.

Figure 1: Recording a Refund Sale (Refund)

<u>Patient Exchanges</u>

If you exchange the product, two transactions must be reported:

- Transaction 1 - Records the return of an item and any monetary refund. Any POS integrated with the Metrc API can register sales similarly to process returns.
- Transaction 2 - Records the dispensing of an item from the new package.

Metrc Resources

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 <u>Support.Metrc.com</u>, 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 <u>Metrc Learn</u> LMS is simple through multiple convenient locations:

<u>From within the Metrc system</u>

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

Metrc Expert

In the Metrc system, click on the Metrc Expert widget icon and search for the appropriate topic or type in a question.

Thank you for your continued partnership.

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please visit <u>Support.Metrc.com</u>