

<b>Bulletin Number:</b> IL_IB_0008	<b>Distribution Date:</b> 06/24/2025	<b>Effective Date:</b> Ongoing
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Editing Items and Sales – Patient Allotments	
<b>Reason:</b> To notify the industry about how to edit items and sales to correct patient allotments.		

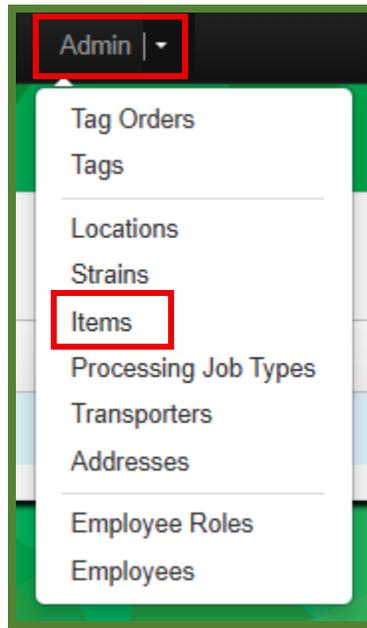
Greetings,

Metrc would like to reinforce guidance related to updating an item and correcting a sale should a licensed user find that a particular product is pulling too much from a patient’s allotment.

Please find a detailed description on the following pages.

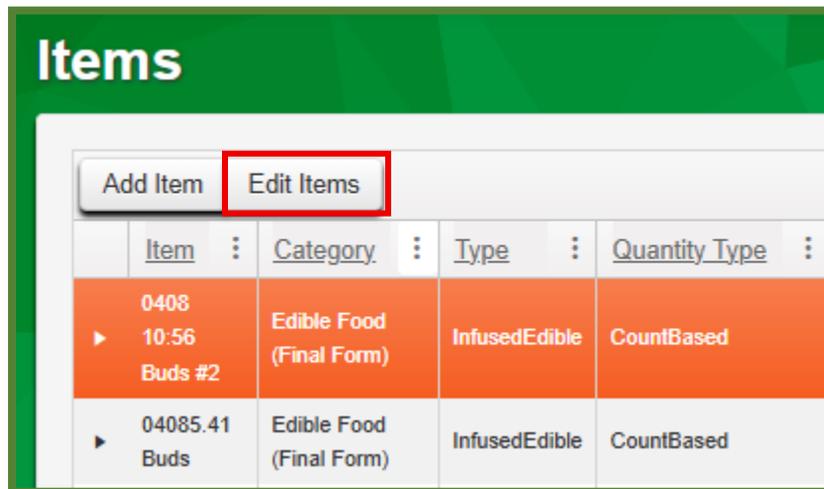
## Updating Items

To update an item in Metrc, navigate to Items option from the Admin area drop down of Metrc – see **Figure 1**.



**Figure 1: Items in Admin dropdown menu**

Once in the Items grid, find the item that needs to be updated, select it to highlight the row and click the “Edit Items” button - see **Figure 2**.

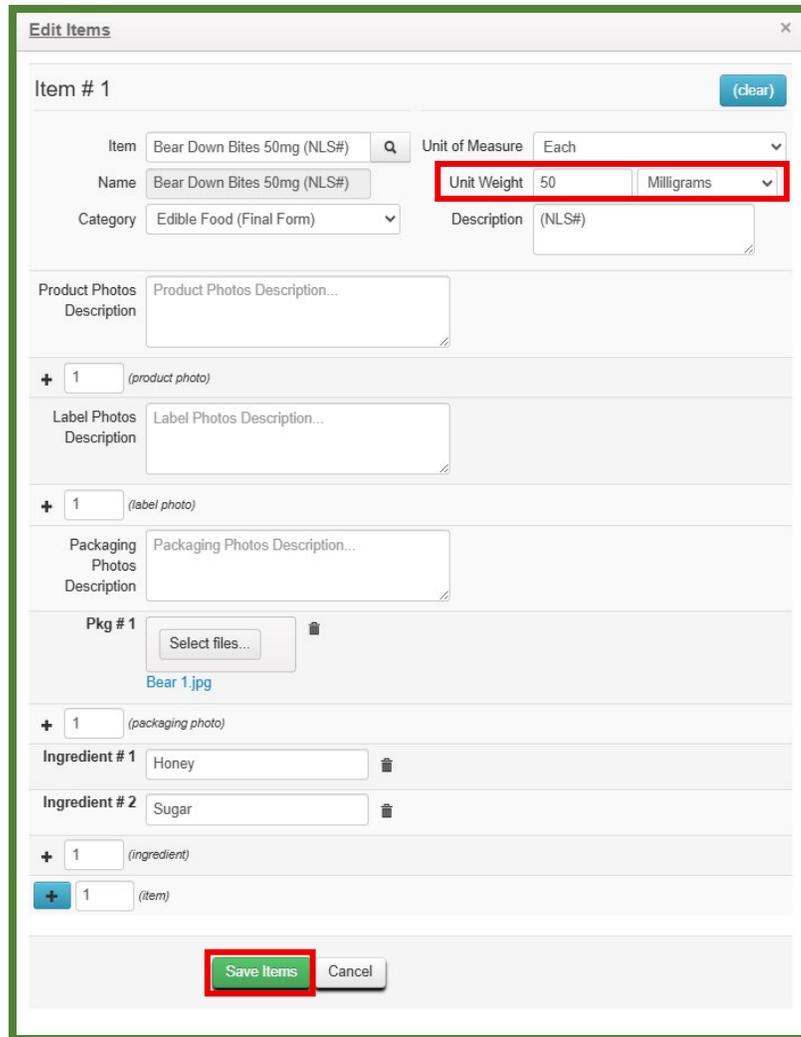


**Figure 2: Edit Items button**

Once the “Edit Items” button has been clicked, the “Edit Items” action window will open, allowing some of the details of the item to be edited, such as the unit weight.

The unit weight should reflect the weight of a single sellable unit’s THC content, not the entire Metrc UID package. For instance, if you have ten 10mg gummies in a package, the unit weight should be 100mg.

To edit the item, simply input the correct amount into the “Unit Weight” field, ensure the unit of measure is correct, and click the “Save Items” button - **see Figure 3.**

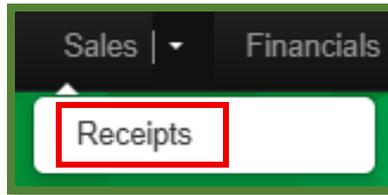


**Figure 3: Edit Items action window**

**Note:** It is recommended that the dispensary contacts the originating facility to have the item updated. If this is unable to occur, additional guidance is provided below.

## Editing Sales

Once the item has been corrected in the originating license, the sale will need to be “repushed” to allow for the patient allotment to be updated. To do this, navigate to the Sales Receipts grid by going to “Receipts” option in the Sales area - **see Figure 4.**

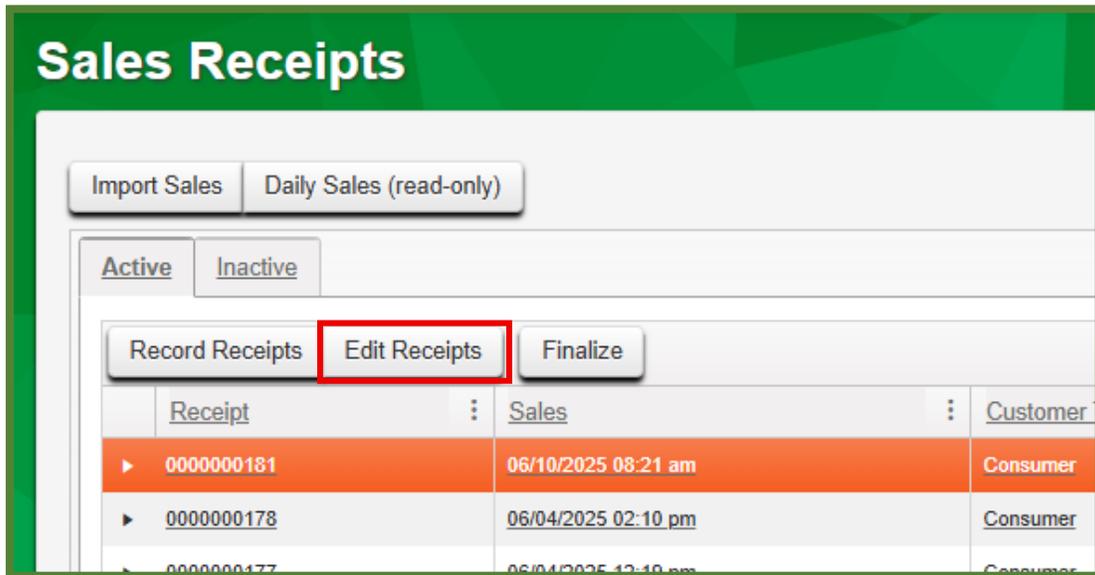


**Figure 4: Receipts in Sales dropdown menu**

Locate the sales receipt that needs to be edited.

**Note:** Any finished receipts will need to be unfinished prior to making edits and any finished packages will also need to be unfinished before updating.

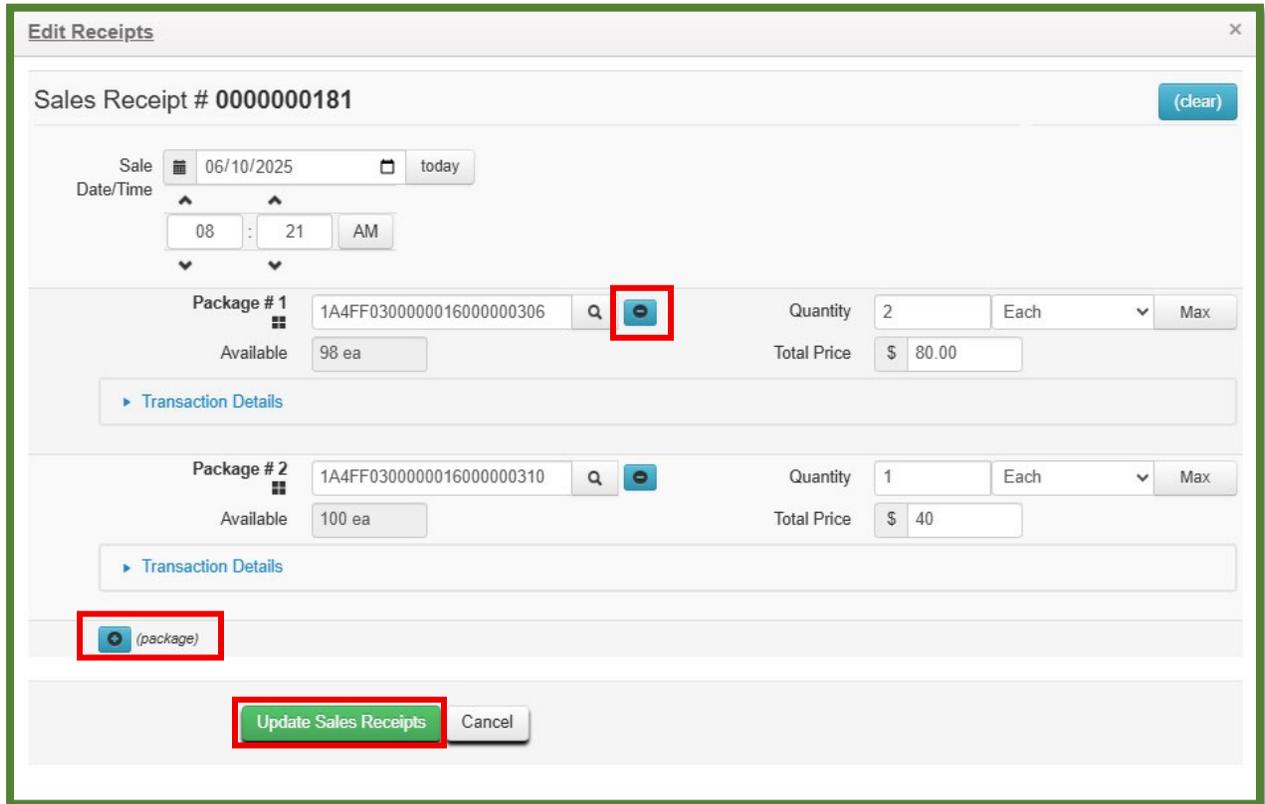
Once located, select it to highlight the row. Once the receipt is selected, click the “Edit Receipts” button - **see Figure 5.**



**Figure 5: Edit Receipts Button**

From the Edit Receipts action window, identify the package that needs to be corrected and click the blue “minus” button to the right of the Package ID. Once the package has been removed within that action window, use the add package blue “+” button to add it back again and then click the “Update Sales Receipts” button - **see Figure 6 below.**

**Note:** If the original receipt only has one package on it, use the add package “+” button to create a new package line. This will allow the package that needs to be corrected to be removed.



**Figure 6: Edit Receipts action window**

Following these steps will correct the patient allotment associated with this sale.

**Please note:**

- If a dispensary is unable to contact the originating facility to have the item updated, the dispensary will need to create the corrected item within their license.
- If this occurs, the dispensary should repackage the incorrect tag into a new package tag using the corrected item.
- Then, sales can be updated by adding the new tag before removing the old one and saving.

If additional assistance is needed, please contact Metrc Support.

### Metrc resources

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

**Contact Metrc Support** by navigating to [Support.Metrc.com](https://Support.Metrc.com), or from the Metrc System, click the Support area dropdown on the navigational toolbar and click the Support option to be redirected 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 was designed to offer interactive educational opportunities to enhance Metrc system users’ skills and provide 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 or register for an account, visit [Metrc Learn](#).

**Access additional resources:** In the Metrc system, click on the Support area dropdown on the navigational toolbar and select the appropriate resource, including educational guides and more.

Thank you for your continued partnership.