Metrc Support Bulletin

Bulletin Number: DC Bulletin 81	**Distribution Date:** 8/4/2025	**Effective Date:** 08/4/2025
Contact Point: Metrc Support	**Subject:** Return Quantity to Source Update	
Reason: Metrc functionality is updated to return quantity to the source package for increased accuracy and streamlined workflows.		

Greetings,

We are pleased to provide information on the latest Metrc system enhancement that will be available on 08/4/2025: new Return Quantity to Source Package functionality. This feature will allow users to return unused quantities from a child package to its original source package without the use of a manual adjustment.

This new functionality allows users with the **Manage Packages** permission to return product from a single, active child package back to its original source package, provided both packages meet certain criteria. It is designed to correct over-pulled or unused material that does not require a full package adjustment. This method streamlines corrections to package quantities with just a couple clicks.

Please read on for more information.

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

1

Overview: Return Quantity to Source Package

Feature availability and permissions

- **Facility Types:** Cultivation and Manufacturing/Processing
- **Permissions Required:** "Manage Product Labels"
- **Location:** Packages grid

To access the feature:

1. Navigate to Packages
2. Select a single eligible child package
3. Click the new Return Quantity button

Note: Both the parent and child package must be within the same facility, active (not finalized or transferred), and use the same unit of measurement (UOM).

Step-by-step: Returning Quantity to a Source Package

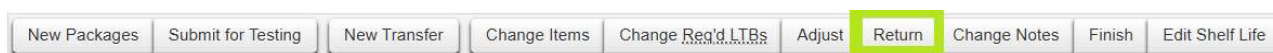Select an eligible child package and click the **Return Quantity** button – **see Figure 1**.

Figure 1 – Return to Source Button.

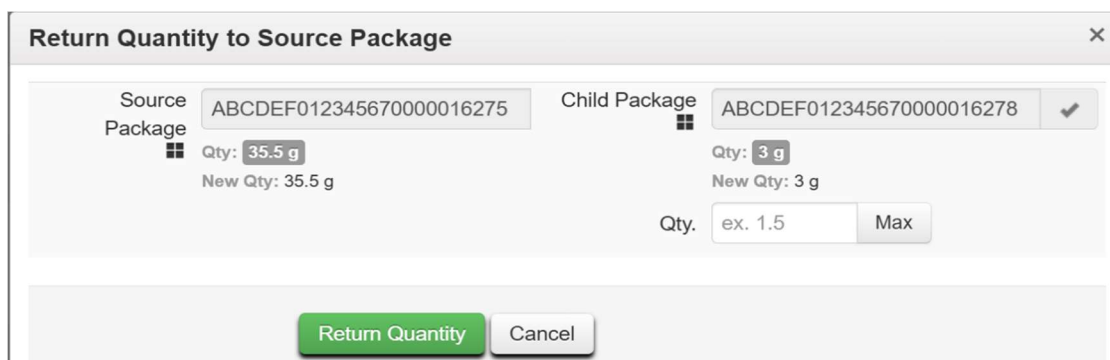A Return to Source window will appear – **see Figure 2.**

Figure 2 – Return to Source Window

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

2

Follow the steps below to complete the return:

1. **Review the Source Package information**
   o The Source Package ID is displayed in a grayed-out field.
   o Below it, the New Quantity reflects the updated total if the return is submitted.
2. **Review the Child Package information**
   o The Child Package ID is shown in a dropdown if multiple eligible child packages exist.
   o Below it, the New Quantity shows the remaining amount after the return is applied.
3. **Enter the Return Quantity**
   o In the Quantity field, input the amount (in grams, units, or volume) to return.
   o This value must be greater than zero and less than the total quantity of the child package.
   o The system will automatically update the displayed New Quantities for both source and child packages.
4. **Click "Return Quantity"**
   o Once satisfied with the values, click Return Quantity to process the action.
   o The system will update both package quantities accordingly and close the window.
5. **Click "Cancel" to Exit without changes**
   o If you do not wish to proceed, click Cancel to exit the screen without saving.

Note: If you input an invalid quantity (e.g., greater than the child package's total or mismatched UOM), an error message will appear to guide you in correcting the input.

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

3

Best Practices

Use this feature to correct operational overpulls before branching or selling from a child package. If you've already created another child package or sold from the child package, returns are no longer permitted.

Return Quantity vs. Package Adjustment

Return Quantity to Source is meant for undoing over-allocated child packages (e.g., pulling too much product from a parent package during packaging).

If the issue does not involve excess quantity being returned to a known parent package, use a package adjustment.

Use Case	Use Return Quantity to Source	Use Package Adjustment
You over-pulled material from a parent package into a new child package	☑	
You want to undo part of a packaging event (and no other child package exists)	☑	
The child package is active and has not been sold or used	☑	
You made an error in the amount during the packaging split	☑	
The product lost weight due to drying or moisture loss		☑
You removed product for employee sampling		☑
The product was diluted or had a solvent added		☑
Product was spoiled, expired, or needs to be destroyed		☑
There was a theft or unaccounted loss		☑
You accidentally adjusted a package via API and need to reverse it		☑
You want to return material to a package with multiple parents	✖ (not allowed)	☑ (with clear documentation)
The source and child have mismatched units of measure (UOM)	✖	☑ (adjust manually)

Reminder: Always document and verify the reason clearly in the Notes field when performing a package adjustment. Return Quantity to Source will automatically reflect quantity changes in the source and child packages without needing a separate note.

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

4

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 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 platform is simple:

From within the Metrc system

- Navigate to the drop-down Support menu in the navigational toolbar and select "Sign up for Training" to register.

From the Metrc website

- Navigate to Washington D.C.'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.

Metrc Expert
In the Metrc system, click on widget icon in the lower right-hand corner to open the Metrc Expert knowledge base to access step-by-step guides, ask questions, and more.

Thank you for your continued partnership.

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

5