

Bulletin Number: SD_IB_0046	Distribution Date: 09/11/2025	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Package & Sales Adjustments Best Practices	
Reason: To inform establishments of the best practices for package and sales adjustments.		

Greetings,

Metrc, along with the South Dakota Department of Health, would like to inform establishments of best practices regarding package and sales adjustments. This bulletin will discuss when to adjust packages versus discontinuing them, as well as the proper way to correct sales.

Please find a detailed description of this on the following pages.

Adjusting vs. Discontinuing Packages

It is important to understand the difference between making an adjustment and actually discontinuing an incorrectly created package, as well as when each is appropriate.

Adjustments

Package adjustments are used to edit the quantity of a package when discontinuing is not an option. Examples include:

- Entry error once the package has already been used
- Theft
- Product drying
- Destruction/Waste

It is important to know that a package should **never** be adjusted to correct an incorrect sale at the dispensary level. Please see the following page for how to edit incorrect sales.

Please note that adjustment notes should be as specific as possible, providing a detailed reason that the adjustment was needed.

Discontinuing

When possible, packages should be discontinued instead of adjusted. A package can be adjusted when the error is noticed before the package has been:

- Adjusted
- Placed on a transfer manifest*
- Used to create another package*
- Used to create a processing job*
- Submitted for testing

*Please note that the package can still be discontinued if:

- The transfer manifest has not yet been received and the package can be removed from the manifest;
- The new package that was created from the incorrect tag can be discontinued back into the original package;
- The processing job can be discontinued.

For more information on discontinuing packages, please visit the [Metrc Learn training module](#) on this subject.

Editing Sales

In order to keep all sales accurate, a sales error should be corrected by editing the sale in Metrc and should not be corrected through package adjustments. To edit a sale in Metrc, navigate to the sales receipts by going to “Receipts” option from the Sales area dropdown - **see Figure 1**.

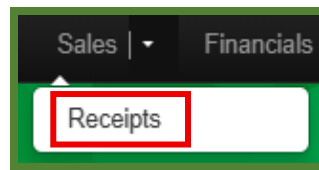


Figure 1: Receipts in Sales Dropdown Menu

Filter for the receipt that needs to be edited and select it so it is highlighted orange. Please note that a more recent receipt will be in the Active tab and an older, finished receipt will be found in the Inactive tab (which will need to be unfinished first). Once the receipt is found, click the “Edit Receipts” button- **see Figure 2**.

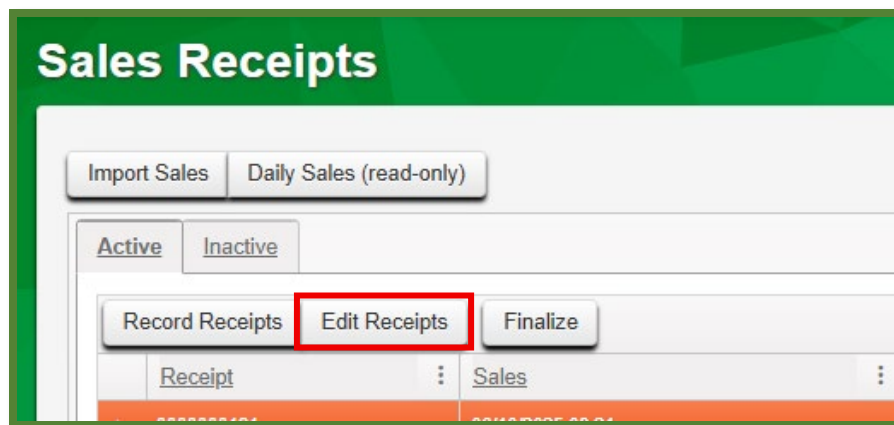


Figure 2: Edit Receipts Button

Once the “Edit Receipts” action window has opened, edits can be made to the package, including:

- Quantity sold
- Sales price
- Package tag number

Please note: If the original receipt only has one package on it and the package needs to be replaced with the correct tag number, then edit the package number in the Edit Sales Receipts action window to replace the incorrect package.

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 support.metrc.com to 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 is 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, manuals, and more.

Thank you for your continued partnership.