Metrc Support Bulletin

Bulletin Number: MD_IB_0098	Distribution Date: 02/03/2025	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Package Adjustment Best Practices	
Reason: Metrc is providing best practice guidance for using package adjustment functionality in the system.		

Greetings,

Metrc, in conjunction with the MCA, are pleased to provide best practice guidance regarding package adjustment functionality in the system.

Please read on for details.

Package Adjustment Overview

A package adjustment refers to the process of adding or removing quantity from an active package. Adjustment reasons are determined and tracked by the MCA and cannot be modified by Metrc.

NOTE: Adjustment reasons vary across jurisdictions.

The reasons for adjustments include correcting errors, accounting for dilution, drying, employee sampling, moisture loss, spoilage, theft, and more. For example, adjustments can be made to correct an entry error or to account for the drying of a packaged product.

Steps to Adjust a Package

To adjust a package, access the "Packages" area on the navigational toolbar and select the "Active" tab – **see Figure 1**.
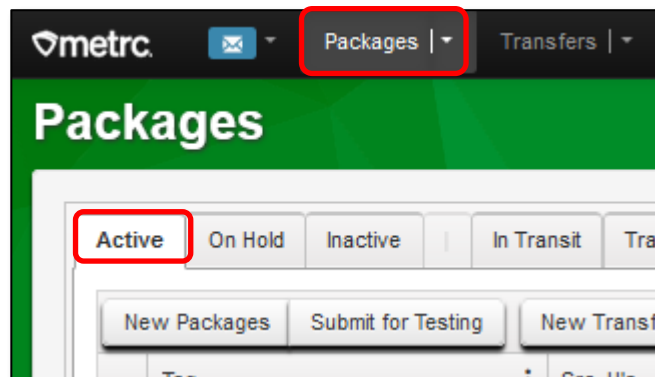

Figure 1 – Active Tab on Packages Screen in Metrc

Once on the Packages grid, locate the package needing to be adjusted and select it. Then click the "Adjust" button. This will open the Adjust Packages action window. Complete all required fields in the Adjust Packages action window and once all information has been entered, then click the "Adjust Packages" button to complete the adjustment – **see Figure 2 below**.
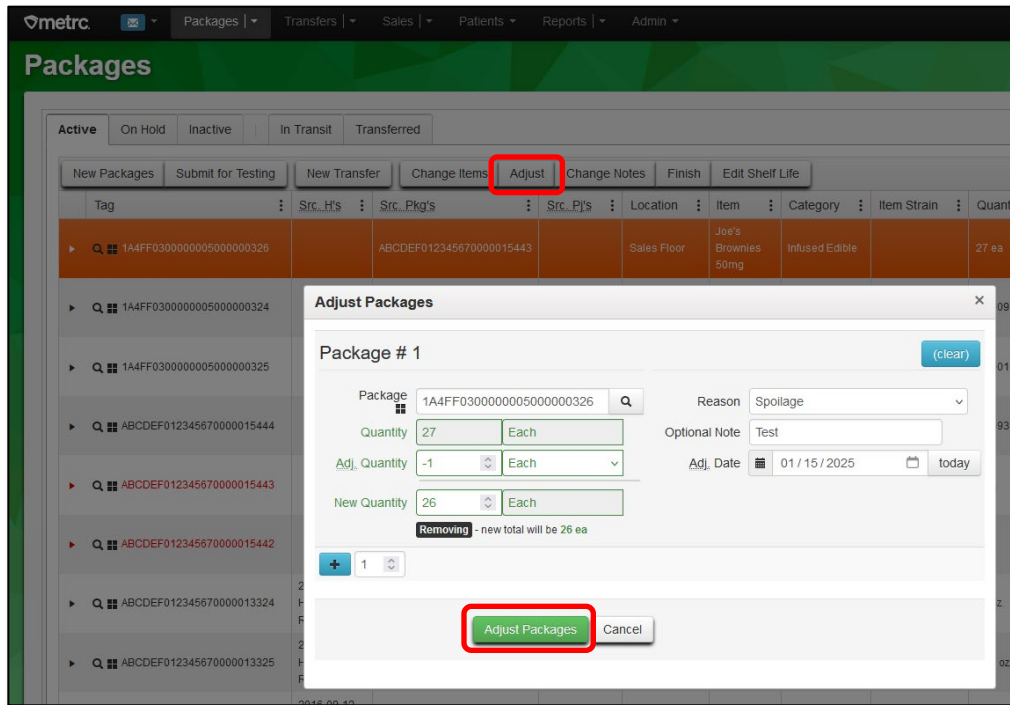
Figure 2 – Adjust Button opens Adjust Packages Action Window

Package Adjustments can also be completed via CSV upload. The CSV formatting information can be seen in the Upload CSV action window, or it is available in the CSV Formatting Guide in Support area on the navigational toolbar in Metrc.

Begin by clicking the CSV Upload icon on the navigational toolbar and select the Data Import Queue. This will open the Upload CSV action window. Select the File Upload Type of Package Adjustment from the drop-down menu options then click the Select files button to select the CSV file that has been created and saved previously. – **see Figure 3**.
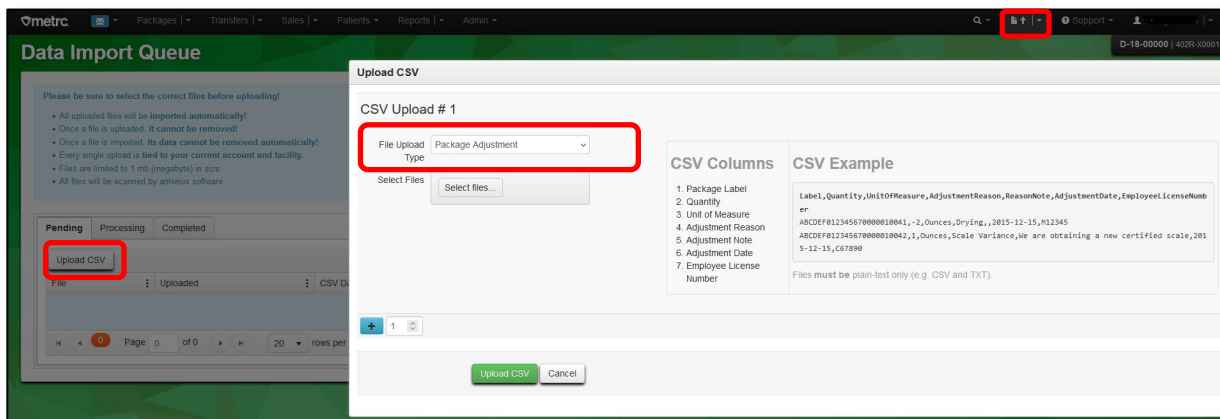

Figure 3 – Data Import Queue Upload CSV Action Window

<u>Best Practices for Package Adjustments</u>

Sales errors
If a sales error occurs, the correct action is to edit the individual sales receipt. DO NOT adjust the package to correct a sales error.

Clear, detailed information
When documenting the Note field for a package adjustment, describe the circumstances of the adjustment in a clear and detailed way. Consider when someone is looking at a note on a package adjustment, it should be easy to understand what happened and why.

Verifiable information
When documenting the Note field for a package adjustment, the adjustment reason should be verifiable. Consider ways that your business can substantiate what happened via video footage or written logs.

Data reporting
To keep track of package adjustments for your business, navigate to the Reports Control Panel and view the Packages Adjustments report – **see Figure 4**.
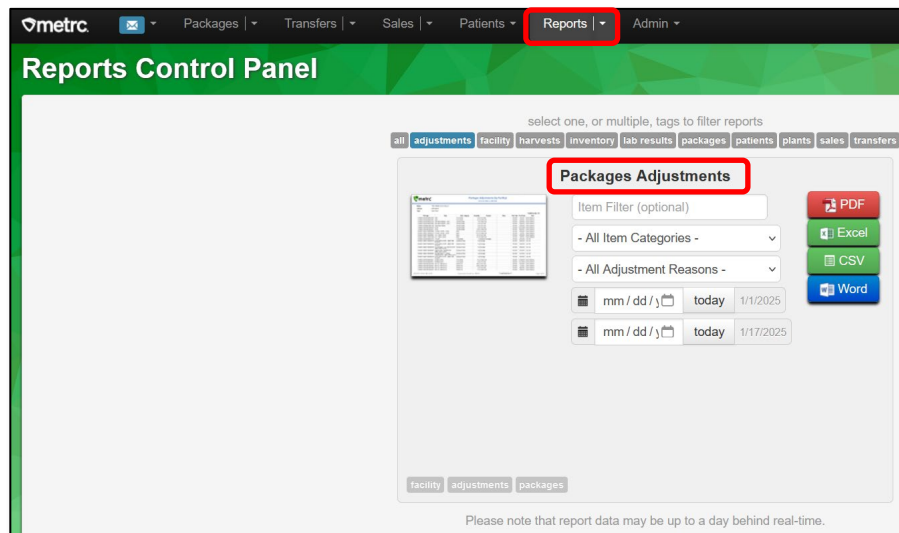

Figure 4 – Packages Adjustment Report in Reports Control Panel

On demand resources
For detailed and up to date information on the reasons for adjustments and the steps to adjust a package, you can refer to the Maryland Frequently Asked Questions (FAQ's) | Adjustment Reasons Defined and Mastering Packages | Steps to Adjust a Package in Metrc Expert.

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For additional support,
please visit Support.Metrc.com

Maryland Adjustment Reason Chart

Adjustment Reason	Definition
API Adjustment Error	Used to correct an adjustment made in error through the API.
Dilution	Used to adjust a package when the weight of the package has increased due to the addition of an additive or solvent.
Drying	Used to account for the drying of packaged product.
Employee Sample	Used to adjust a package when the weight of the package has decreased due to the removal of product for employee sampling purposes
Entry Error	This can be used when you have made a mistake or did not calculate pulling packages correctly. This should NOT be used for correcting sales.
MCA Inspector Obtained Product	Used if an inspector from the MCA removes the product from the facility.
Moisture Loss	Used to adjust a package when the weight of a pre-packaged item decreases due to loss from evaporation.
Plants Unpacked	Used only for Producers when planting immature plants.
Scale Variance	When there is a difference between two scales (not drying). This should be no more than about 0.9 grams per pound.
Spoilage	Used when Edibles/Non-edibles pass their expiration or spoil.
Theft	Used when theft occurs internally or externally. The state should be notified, and documentation should also be filed with Metrc via Support Case.
Waste	Waste is used for bud, shake/trim, pre-rolls, concentrates, recalls (when a product must be destroyed), and state mandated destruction.
Unaccounted Product	Used to adjust a package when a weight or quantity of a product cannot be accounted for during monthly inventory reporting

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 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.