



DCC Guidance – Package Adjustments in Metrc

Pursuant to its authority in Chapters 3780 and 3796 of the Ohio Revised Code (O.R.C.) and Chapters 1301:18 and 3796 of the Ohio Administrative Code (O.A.C.), the Ohio Division of Cannabis Control (DCC or Division) is providing guidance on the use of Package Adjustments in Metrc for licensed cultivators, processors, testing laboratories, and dispensaries. All licensees are required to ensure appropriate and consistent use of Package Adjustments in accordance with this guidance.

As the seed-to-sale tracking system, the data in Metrc must be kept up to date by licensees. Occasionally, something occurs that causes the physical package and what has been recorded in Metrc to conflict and a Package Adjustment may be necessary. Such adjustment must be made in a timely manner to ensure the Metrc data is accurate and up to date pursuant to Division rules.

All of the following requirements must be met when making a Package Adjustment in Metrc.

- Licensees may only use Package Adjustments as permitted in this guidance.
- Licensees must select the appropriate “Reason” based on the information provided in this guidance.
- Licensees must maintain records that fully outline what occurred that required the Package Adjustment. Licensees must provide as much detail as possible in the “Notes” field of the Package Adjustment and may reference a log or record that is maintained outside of Metrc where further information can be found. If the adjustment is related to a CSC or Metrc support case, provide the ticket number in the “Notes” field as well.
 - Records must be maintained by licensees in accordance with O.A.C. 1301:18-3-14.

The DCC will monitor Metrc to ensure licensees comply with this guidance. Using a Metrc Package Adjustment inappropriately or outside of what is permitted in this guidance may result in retesting, administrative hold, destruction of product, or further action by the Division.

Questions must be directed to the Cannabis Service Center via the CSC Licensee Portal or by emailing DCCCompliance@com.ohio.gov.

When/how are Package Adjustments permitted to be used?

Generally, Metrc Package Adjustments should be used when the physical package and what has been recorded in Metrc conflict. An accurate reason for a Package Adjustment must be provided using the appropriate “Reason” category provided in this guidance.

If you have not recorded any transaction out of the package, such as a sale or transfer of the package, or made an adjustment, you must use the “**discontinue**” feature instead of the Package Adjustment function. Discontinuing a package will clear the package and it will disappear from the user screen, allowing the user to start over. Discontinuing a package will eliminate it permanently. Discontinued package tags cannot be recovered.

- **Dispensaries:** the “discontinue” feature should only be used by dispensaries if they have created a package, such as in preparation for the transfer of final packaged products to another licensed entity and made a mistake in the package creation. As long as the transfer has not been made, the discontinue feature should be used.

For dispensaries, other scenarios may occur in which the physical package and what has been recorded in Metrc conflict, but a package adjustment may not be the best course of action. For example, if a dispensing error has occurred and the customer returned the product it would be processed as a return; however, if a dispensing error has occurred and the product is not returned or an inventory discrepancy is found during a weekly inventory audit, a package adjustment would be the most appropriate course of action.

“Notes” field: Pursuant to O.A.C. 1301:18-5-06, 1301:18-6-05, and 1301:18-8-06, licensees must track and submit into Metrc anything the Division determines necessary for maintaining tracking cannabis. To comply with these rules, licensees must maintain records that fully outline what occurred to require the Package Adjustment. At a minimum, licensees must outline these details in the “Notes” section of the Package Adjustment. If there are records maintained outside of Metrc that provide further information, those should be referenced in the “Notes.” This includes any logs maintained outside of Metrc or any related CSC or Metrc support case.

- For example: Package adjusted due to destruction of expired edible product. See waste destruction log dated June 14, 2025.
- For example: Package adjusted due to dispensing error of a 700mg vape dispensed but it rang out as a 590mg vape. The vape is unable to be returned to its original package; therefore, a package adjustment is necessary. See dispensing error log dated October 2, 2025.

Division Notification: If a theft, diversion, or loss occurs at the facility, the licensee must notify the Division within 24 hours and comply with O.A.C. 3796:5-4-01.

As a reminder, pursuant to O.A.C. 1301:18, the facility’s Responsible Party(ies) designated by the licensee is responsible for all activities at the facility and will serve as the point of contact for the facility with the Division. Therefore, any questions or communication the Division has regarding a package adjustment will be directed to the Responsible Party(ies).

When is Package Adjustment use prohibited?

Package Adjustments may only be used for the reasons detailed in the tables in Appendix A at the end of guidance.

Do **not** use the Package Adjustment feature:

- to add anything to plant material.
- for any changes made to the package as a result of completion of a processing step or added ingredient.
- to move product between two packages.
- for re-packaging reasons.
- to transfer product to another facility.

What should I do instead?

The appropriate action is dependent on the situation and could include combining packages or creating a child package. If you are unsure how to proceed, contact the Cannabis Service Center via the CSC Licensee Portal or by emailing DCCCompliance@com.ohio.gov.

How do I know which Package Adjustment “Reason” to use?

To adjust a package, the licensee must indicate in Metrc the reason for the adjustment. These “Reasons” are established by the Division for each license type as applicable and are listed below in Appendix A.

Licensees must follow the guidance below when determining the appropriate “**Reason**” for the adjustment and must use the “**Notes**” field to explain what occurred to require the adjustment.

If you have not yet recorded any transaction out of the package, such as a sale or transfer of the package, or made an adjustment, you must use the “**discontinue**” feature instead of the Package Adjustment function. Discontinuing a package will clear the package and it will disappear from the user screen, allowing the user to start over.

Discontinuing a package will eliminate it permanently. Discontinued package tags cannot be recovered.

Appendix A

Cultivators	
Internal Quality Control	"Internal Quality Control" must be used when cannabis is destroyed during internal quality control testing conducted by a licensee. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Data Entry Error	"Data Entry Error" may be used to correct data entry errors that cause Metrc inventory to conflict with the physical package. This reason code should only be used if the package adjustment does not fall into one of the other reason codes.
Plant Material – Moisture Gain/Loss	"Plant Material – Moisture Gain/Loss" may be used to account for changes in moisture level that occur in bulk plant material.
Destruction – Failed Testing	"Destruction – Failed Testing" must be used when destroying products that have failed compliance testing. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Destruction – Recall	"Destruction – Recall" must be used when destroying products that are under a product recall. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.

Destruction – Expired	"Destruction – Expired" must be used when destroying products that have exceeded the expiration date on the label. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Destruction – Waste/Other	"Destruction – Waste/Other" must be used when destroying cannabis waste, or any other destruction of cannabis. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Inventory Reconciliation	"Inventory Reconciliation" may be used when an inventory discrepancy is identified during an inventory audit and the package needs adjusted to reconcile the discrepancy.
Loss, Theft, or Diversion	"Loss, Theft, or Diversion" must be used to record an actual loss, theft, or diversion of cannabis. Loss, theft, or diversion requires notification to Division and law enforcement pursuant to O.A.C. 3796:5-4-01.
Loss Due to Packaging Activity	"Loss Due to Packaging Activity" may be used to record a change in package weight that results from handling the product during a packaging activity, such as transferring products from one container to another.

Processors	
Internal Quality Control	"Internal Quality Control" must be used when cannabis is destroyed during internal quality control testing conducted by a licensee. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Data Entry Error	"Data Entry Error" may be used to correct data entry errors that cause Metrc inventory to conflict with the physical package. This reason code should only be used if the package adjustment does not fall into one of the other reason codes.

**Plant Material –
Moisture
Gain/Loss**

"Plant Material – Moisture Gain/Loss" must be used to account for changes in moisture level that occur in bulk plant material.

Destruction – Failed Testing	"Destruction – Failed Testing" must be used when destroying products that have failed compliance testing. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Destruction – Recall	"Destruction – Recall" must be used when destroying products that are under a product recall. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Destruction – Expired	"Destruction – Expired" must be used when destroying products that have exceeded the expiration date on the label. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Destruction – Waste/Other	"Destruction – Waste/Other" must be used when destroying cannabis waste, or any other destruction of cannabis. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Inventory Reconciliation	"Inventory Reconciliation" may be used when an inventory discrepancy is identified during an inventory audit and the package needs adjusted to reconcile the discrepancy.
Loss, Theft, or Diversion	"Loss, Theft, or Diversion" must be used to record an actual loss, theft, or diversion of cannabis. Loss, theft, or diversion requires notification to Division and law enforcement pursuant to O.A.C. 3796:5-4-01.
Loss Due to Processing Activity	"Loss Due to Processing Activity" may be used to record a change in package weight that results from handling the product during a processing activity. This package adjustment type may not be used when the processing activity changes the form of the cannabis.
Loss Due to Packaging Activity	"Loss Due to Packaging Activity" may be used to record a change in package weight that is necessary to reconcile a minor difference in quantity in order to finalize an empty package. This reason may only be used when all packaging and waste destruction has been completed. Loss due to packaging activity only occurs when packaging cannabis but the form of the cannabis does not

change.

Testing Laboratory	
Laboratory Testing	"Laboratory Testing" may be used to account for loss of product due to a testing activity conducted on behalf of a licensed cannabis cultivator or processor or an internal laboratory quality control.
Data Entry Error	"Data Entry Error" may be used to correct data entry errors that cause Metrc inventory to conflict with the physical package. This reason code should only be used if the package adjustment does not fall into one of the other reason codes.
Plant Material – Moisture Gain/Loss	"Plant Material – Moisture Gain/Loss" may be used to account for changes in moisture level that occur in bulk plant material.
Scale Variance	"Scale Variance" is used to account for minor differences in weight when re-weighing a sample during accessioning.
Destruction – Failed Testing	"Destruction – Failed Testing" must be used when destroying products that have failed compliance testing. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Destruction – Recall	"Destruction – Recall" must be used when destroying products that are under a product recall. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Destruction – Expired	"Destruction – Expired" must be used when destroying products that have exceeded the expiration date on the label. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Destruction – Waste/Other	"Destruction – Waste/Other" must be used when destroying cannabis waste, or any other destruction of cannabis. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.

**Inventory
Reconciliation**

“Inventory Reconciliation” may be used when an inventory discrepancy is identified during an inventory audit and the package needs adjusted to reconcile the discrepancy.

Loss, Theft, or Diversion	"Loss, Theft, or Diversion" must be used to record an actual loss, theft, or diversion of cannabis. Loss, theft, or diversion requires notification to Division and law enforcement pursuant to O.A.C. 3796:5-4-01.
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Dispensaries	
Destruction - Damaged	"Destruction – Damaged" must be used when destroying products that are damaged. If the product is damaged but also expired or recalled, the "Destruction - Expired" or "Destruction - Recall" code must be used. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Destruction - Expired	"Destruction – Expired" must be used when destroying products that have exceeded the expiration date on the label. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Destruction - Recall	"Destruction – Recall" must be used when destroying products that are under a product recall. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Destruction - Other	"Destruction – Other" must be used when destroying products that do not fall into one of the other destruction reason codes. The facility must maintain a separate record of every disposal of cannabis waste in addition to the package adjustment.
Data Entry Error	"Data Entry Error" may be used to correct data entry errors that cause Metrc inventory to conflict with the physical package. This reason code should only be used if the package adjustment does not fall into one of the other reason codes.
Inventory Reconciliation	"Inventory Reconciliation" may be used when an inventory discrepancy is identified during an inventory audit and the package needs adjusted to reconcile the discrepancy.
Loss, Theft, or Diversion	"Loss, Theft, or Diversion" must be used to record an actual loss, theft, or diversion of cannabis. Loss, theft, or diversion requires notification to Division and law enforcement pursuant to O.A.C. 3796:5-4-01.

