

From: [DCP.Cannabislicensing](#)
To: [DCP.Cannabis](#)
Subject: FW: More Biotrack Guidance to Release
Date: Thursday, November 2, 2023 1:12:21 PM
Attachments: [Accepting Product Returns from a Cannabis Establishment in BioTrack.pdf](#)
[Initiating Product Returns to the Originating Cannabis Establishment in Biotrack.pdf](#)
[image004.png](#)

From:
Sent: Thursday, November 2, 2023 1:01 PM
To: DCP.Cannabislicensing <DCP.Cannabislicensing@ct.gov>
Subject: Re: More Biotrack Guidance to Release

Subject - Biotrack Guidance: Returning Products to the Originating Cannabis Establishment

Hello,

Please carefully review the attached guidance for “Initiating Product Returns to the Originating Cannabis Establishment in Biotrack” and “Accepting Product Returns from a Cannabis Establishment in Biotrack.” Pay particular attention to the “Helpful Tips and Information” section.

Let us know if you have any questions.

Adult-Use Cannabis Program

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Accepting Product Returns from a Cannabis Establishment in BioTrack User Guide

Helpful Tips and Information

- Product returns are received as inventory transfers and will be located on the following pages:
 - Inbound Shipment – Transfer or sale from another licensee.
 - Rejected Shipment – Receiving licensee rejects partial or full shipment. Rejected shipments will also remain in unreceived shipments.
 - Unreceived Shipment – A shipment will show in unreceived until:
 - Shipment is received by the receiving licensee.
 - Unreceived or rejected shipment is accepted back by sending licensee.
- BioTrack will assign lots that are partially rejected a new UID. Full lots rejected and unreceived will be returned to bulk inventory with the UID listed on the manifest.
- BioTrack does not generate a notification when shipments are rejected, returned or unaccepted. To keep transfer activity accurate, rejected shipments should be monitored daily.
- When rejected and unreceived shipments are accepted by the shipping licensee, the products are returned to bulk inventory. Physical inventory should be reconciled, and items moved to their proper location both physically and in BioTrack.

Product Returns in BioTrack

Note: Our example will walk through a partially rejected shipment.

Step 1) From the left menu Shortcuts click the **Transfer Inventory** button.

The Inventory Transfer Assistance pop up page will open .

Step 2) Click the appropriate button.

- a. Inbound Shipment – Transfer or sale from another licensee.
- b. Rejected Shipment – Receiving licensee rejects partial or full shipment.
Rejected shipments will also remain in unreceived shipments.
- c. Unreceived Shipment – A shipment will show in unreceived until:
 - i. Shipment is received by the receiving licensee.
 - ii. Unreceived or rejected shipment is accepted back by sending licensee.

Step 3) Click on the shipment to highlight.

Step 4) Click the **Select** button.

Shipments available for return

The following shipments have yet to be accepted and are available for return, please select one to proceed: [Instructions](#)

SHIPMENT ID	SHIPMENT ID	QTY	COMPANY
06/23/2023	4429746706295209	1	GM Test Lab
05/16/2023	2185965081521919	1	GM Test Lab
05/16/2023	5229496023059417	1	SNA LAB
05/16/2023	8297127499910664	1	sna Hybrid retailer

[Close](#) [Select](#)

The Inventory Transfer Return page will open.

Step 5) Click the **Accept** button.

Note: The **Accept** button will convert to a **Reject** button.

Inventory Transfer Return for Manifest ID: 8297127499910664

[Instructions](#)

ID	ACTION	STRAIN	PRODUCT	QTY SHIPPED	QTY RECEIVED	QA STATUS	INVENTORY TYPE
28916665042184	Accept	cultivation strain		4	0	sna Hybrid retailer	sna Hybrid retailer

Step 6) Review the returned items.

Step 7) In the **New Price** field, enter a price for the returned items.

Step 8) Click the **Complete Transfer** button.

Barcode ID 2891666504218458	Strain cultivation strain
Product	Inventory Type
Description RI Red Chocolate 19G	Qty Shipped 4
Qty Accepted 2	Original Price \$100.00
Qty Returned 2	New Price \$0.00
*This item was partially rejected. Upon return, a new bulk lot will be generated. *Suggested new price is \$0.00	
Close	Complete Transfer

The Confirm Transfer Return page will open.

Step 9) Click the Confirm button.

Note: The product will be returned to bulk inventory. The product should be immediately transferred through BioTrack to the inventory room that corresponds which the product's physical location Full lots rejected will be returned with the UID listed on the manifest, BioTrack will assign lots that are partially rejected a new UID.



Initiating Product Returns to the Originating Cannabis Establishment in BioTrack: User Guide

Helpful Tips and Information

- Products can only be returned to their originating establishment.
- If you sub-lot a product, the UID will change and BioTrack will no longer recognize the originating establishment. That product will not be able to be returned through BioTrack. If this happens, and you have more inventory with the original UID in stock, perform an inventory quantity adjustment to remove the sub-lotted unit/s and another to increase the original UID quantity by the same amount. Include adequate notation regarding the reason for these adjustments.
- If there is no more inventory with the original UID then:
 - Request a one-time exemption to add the product manually to your next manifest. Request should be sent to DCP.CannabisLicensing@ct.gov, CC'ing your designated DCP Agent;
 - or**
 - Destroy and dispose of the product through an approved process. If you do not have an approved Destruction/Disposal Standard Operating Procedure (SOP), you may submit a proposed SOP to use going forward by sending the proposal to your designated Agent for approval prior to destroying or disposing of any product.
- Sell through all remaining salable inventory of a product prior to initiating a return.
- To initiate a product return, users must create a transport manifest and then transfer the outbound shipment.

Initiating Product Returns to the Originating Cannabis Establishment in BioTrack

Create a Transport Manifest

Note: Our example will walk through a partially rejected shipment.

Step 1) From the left menu Shortcuts click the **Transport Manifest** button.

The Manifest Type pop up page will open .

Step 2) Click the **Pick-Up Manifest**.

Step 3) Edit **Departure and Arrival** times if necessary.

Step 4) Click in the **Arrival** field and choose the originating cannabis establishment from which the product was received.

Note: Only products from this originating cannabis establishment with the original UID will be listed. If a product is not listed, then verify the cannabis establishment and UID.

Step 5) Click in the **Checkbox** next to the product to be returned.

Step 6) Click the **Drop-Down Arrow** in the **Employee** field and choose the employee.

Step 7) Click the **Drop-Down Arrow** in the **Employee #2** field and choose the employee.

Step 8) Click the **Drop-Down Arrow** in the **Vehicle** field and choose the vehicle.

Step 9) Click the **Create Manifest** button.

The Confirmation pop up page will open .

Step 10) Click the **Confirm** button.

Transfer Inventory - Outbound Shipments

Step 1) Click **Transfer Inventory** from the left **Shortcuts** menu.

The Inventory Transfer Assistance pop up page will open .

Step 2) Click **I'd like to send an outbound shipment**.

The Scheduled Shipment page will open .

Step 3) Click in the row of the Manifest to be transferred.

Step 4) Click the **Select** button.

The Inventory Transfer page will open .

Step 5) In the **Sale Price** field, enter the sale price.

Step 6) Click the **Complete Transfer** button.

The Confirmation pop up page will open .

Step 7) Click the **Confirm** button.

