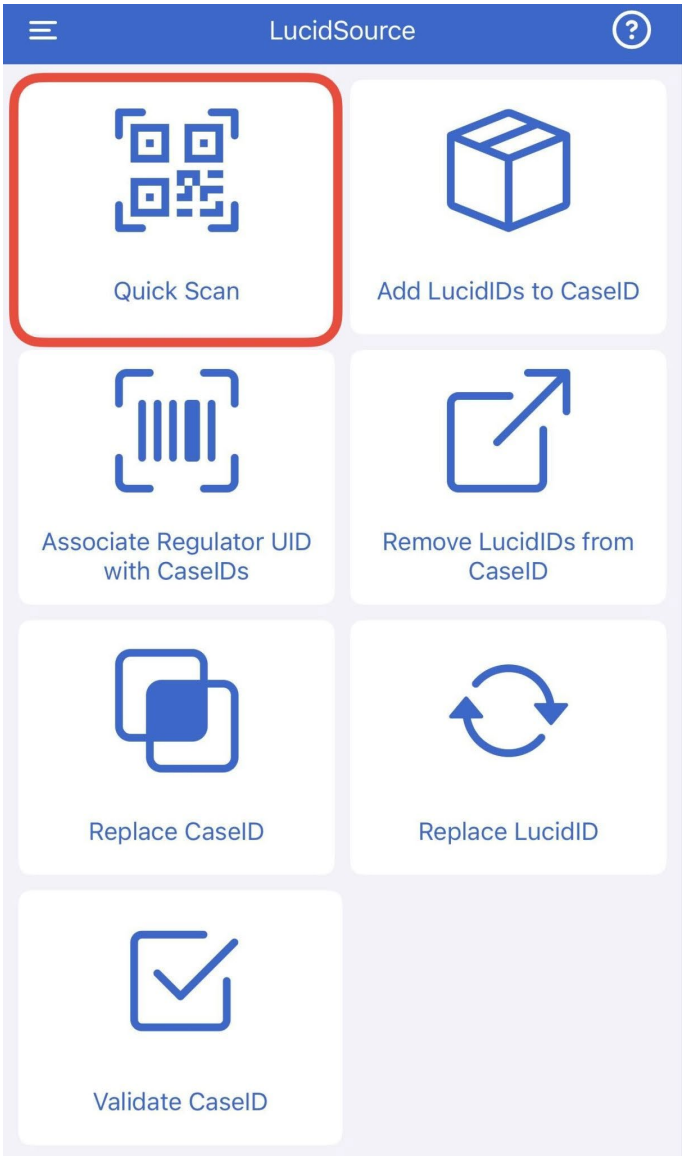
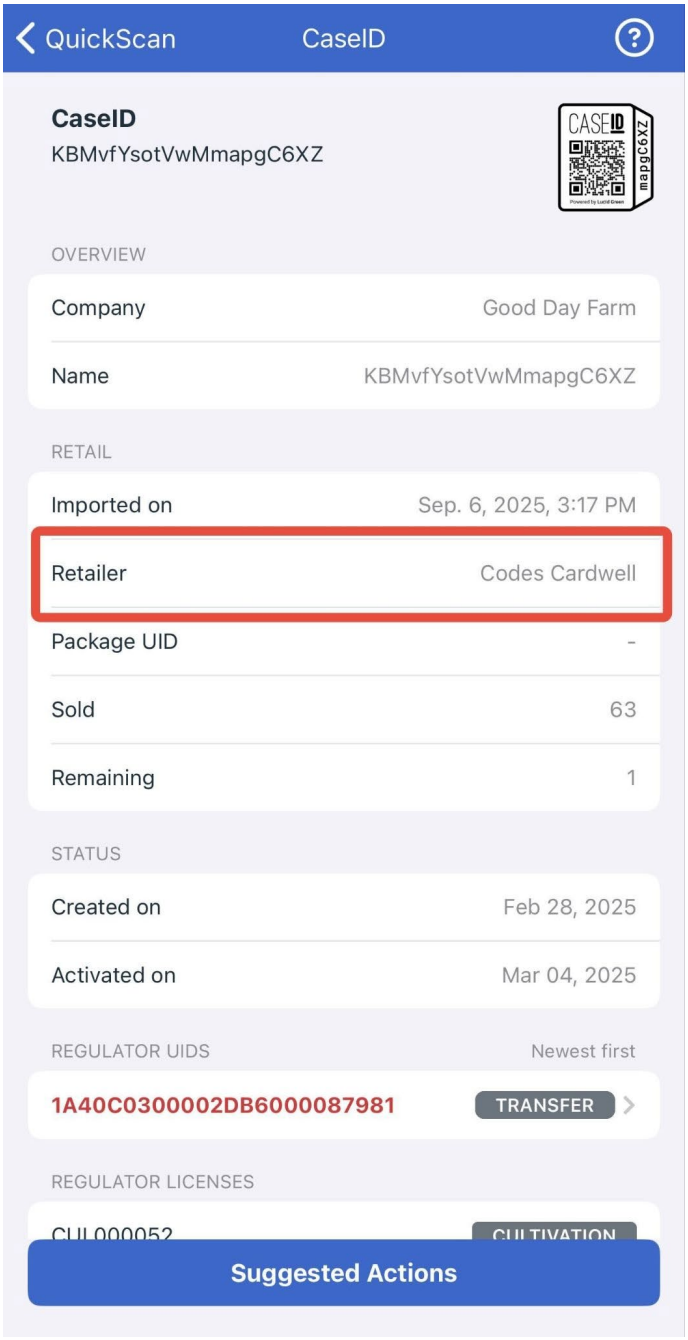
# Removing CaseID from Retailer Inventory Record

1. **Removal of Case IDs by Dispensaries**
    - When a case is returned to distribution or transferred to another dispensary location, the originating dispensary must delete the associated Case ID from its inventory records.
2. **Fallback Removal by Manufacturing/Distribution**
    - If the dispensary fails to remove the Case ID, the manufacturing or distribution team is authorized to delete it from the inventory system.
    - Additionally, retailers may remove Case IDs for cases that have been shipped to a new dispensary and are experiencing issues.
3. **Verification of Case IDs Upon Return**
    - Upon receipt of returned cases, manufacturing/distribution must verify that each Case ID is no longer present in any dispensary's inventory before redistributing the product and case.

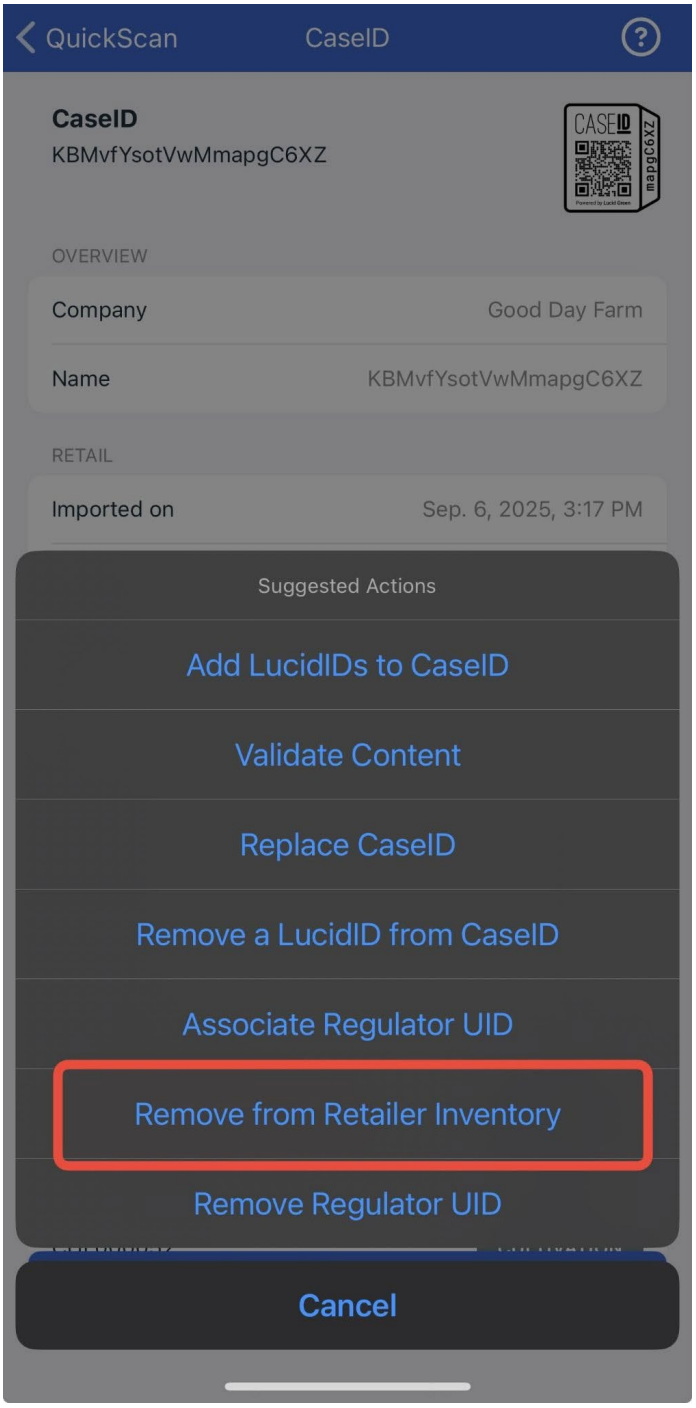
To remove the Retailer Inventory Record, please follow the steps below:

- Using the Lucid Source Mobile App select the Quick Scan feature
- 

- Using the scan CaseID option scan the CaseID or using the Enter CaseID option enter the 8 character code of the CaseID.
- Looking at the CaseID information you will see the retailer that the CaseID is in the inventory of.




- To remove it from the inventory, select "Suggested Actions", and choose the “Remove from Retailer Inventory”

- 
QuickScan
CaseID
CaseID
KBMvfYsotVwMmapgC6XZ
OVERVIEW
Company
Good Day Farm
Name
KBMvfYsotVwMmapgC6XZ
RETAIL
Imported on
Sep. 6, 2025, 3:17 PM
Suggested Actions
Add LucidIDs to CaseID
Validate Content
Replace CaseID
Remove a LucidID from CaseID
Associate Regulator UID
Remove from Retailer Inventory
Remove Regulator UID
Cancel