Metrc Support Bulletin

Bulletin Number: ME_IB_24	**Distribution Date**: 09/09/22	**Effective Date**:
Contact Point: Metrc® Support	**Subject**: Consumer Sales Delivery and Advanced Training	
Reason: Metrc is announcing the addition of the ability for Cannabis Stores to record a sales delivery to consumers		

Greetings Metrc Users,

Metrc is releasing information within this bulletin on a new software update that will allow Cannabis Stores the ability to record sales deliveries to consumers, once their request to perform sales deliveries has been approved by the OCP. **Only then,** will the Metrc Admin for each Cannabis Store be authorized to select the Deliveries option beneath the Sales area.

This bulletin will walk through the following:

I. The process of ensuring users have access to the Sales Delivery functionality under industry user permissions
II. The difference between Sales Delivery and Sales Transaction functionality
III. How to create a Sales Delivery
IV. How to edit, void, or complete a Sales Delivery
V. API Endpoints for Sales Delivery functionality

Please see the following pages for more details.

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Software Update for Sales Deliveries:

With the update implemented, employees who need access must be granted the permission by the Metrc admin, or an employee who can update employee permissions. The permission will be found within the **Sales Menu** in the Admin area for **Cannabis Stores** only.

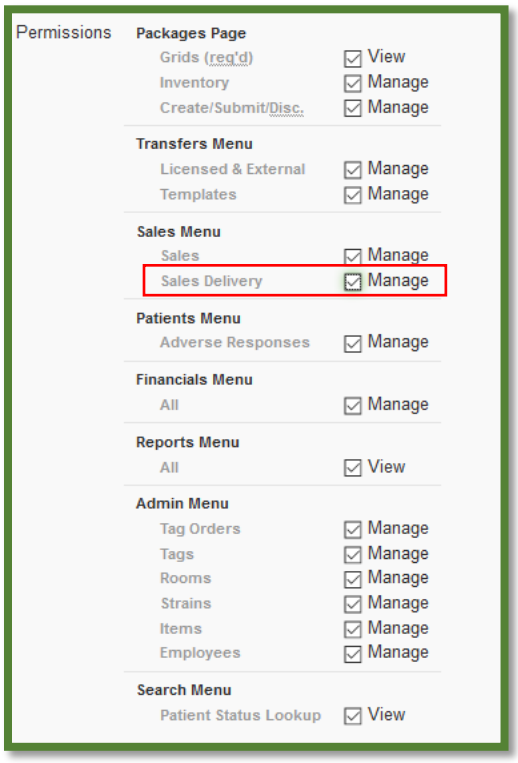

Figure 1: Employee Permissions

Once the permission is granted, the "Deliveries" option can be found beneath the Sales area on the long black navigational bar.

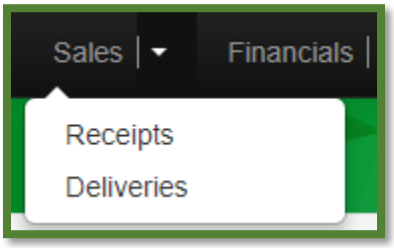

Figure 2: Selectable Sales Options

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In Metrc, sales deliveries are reported differently than in-store sales receipts. Reporting a sales delivery as an in-store sales receipt within Metrc will not meet the regulatory requirements. To differentiate the two, please see the following.

- Sales receipts indicate that the transaction took place within the licensed premise of the Cannabis Store.
- Sales deliveries indicate active inventory within a Cannabis Store was taken off the licensed premises and delivered to a consumer.
- Cannabis Stores should never be recording the same transaction as a sales receipt and delivery.

Just like a transfer manifest is created within Metrc, a sales delivery manifest is required to be created once the order has been placed by the consumer. When recording the necessary information within the sales delivery manifest, it is important to ensure the required consumer information (Consumer ID and Name) is accurately reflected.

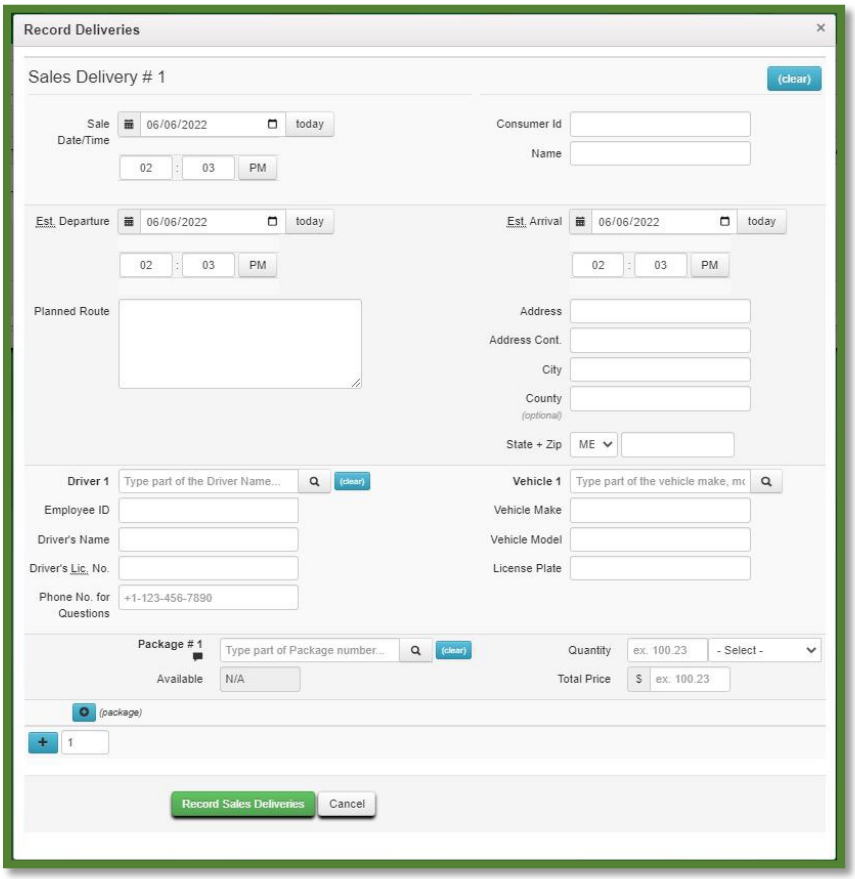

Figure 3: Recording Sales Deliveries

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Marking Sales Deliveries as Complete

Each delivery to a consumer should be recorded separately. Sales Deliveries cannot be edited once the "Complete" button on the far right is selected by the Cannabis Store employee. If the delivery is still open, the employee can edit, or void as needed. There should be no edits or voids to manifests after the cannabis product has left the licensed premises. **All deliveries should be completed as soon as it is delivered.**

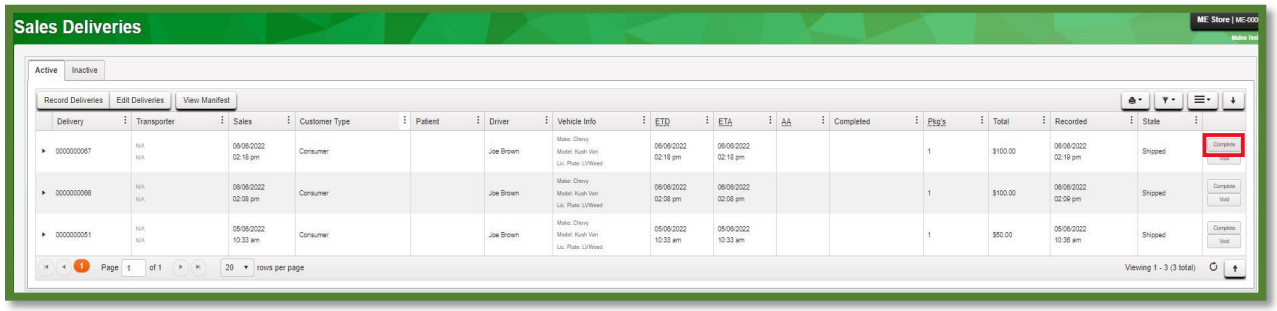

Figure 4: Sales Deliveries Grid

If a product is undeliverable for any reason, the licensee should be using the "reject" functionality at the package level when marking the sales delivery as "complete". After assigning a Return Reason, add a note and select the "Complete Sales Delivery" green button. Rejected packages will then be returned to the user's active inventory.

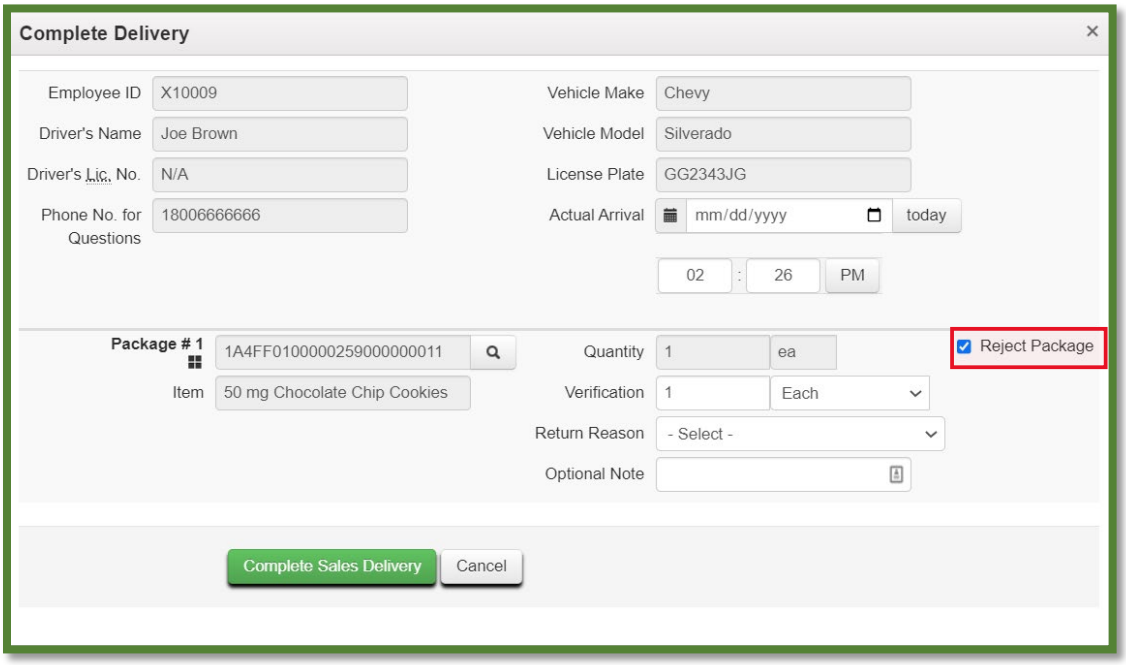

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Figure 5: Rejecting Package

When a delivery is recorded in Metrc as "Complete", the inventory is removed from the package(s) and marked as a delivery. Remember, a "Sale Receipt" and a "Sale Delivery" should NOT be reported for the same transaction. This will cause inventory to be removed from the affected package twice.

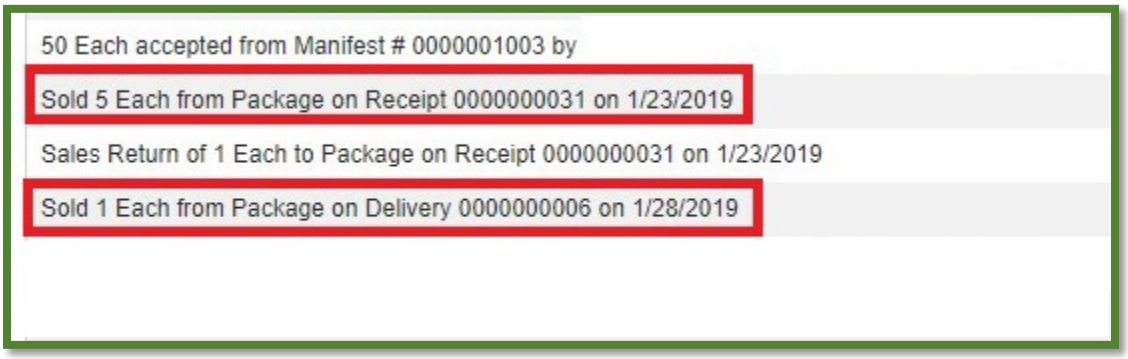

Figure 6: Packages History Example

Sales Deliveries API Impact

If a Cannabis Store plans to report sales deliveries through their Point-of-Sale (POS) system. Please note the sales delivery manifest can only be printed within your Metrc account. The Metrc API will allow for the creation/reporting of sales deliveries, but Cannabis Stores should ensure the following.

- Confirm with your POS provider that sales deliveries are being reported into Metrc as deliveries and not receipts.
- Log into Metrc prior to departure and print out the Metrc Sales Delivery manifest.
- Do not create both a sales delivery in Metrc manually and in your POS system separately as you will likely be recording the transaction twice.

If your POS system does not currently differentiate between sales deliveries and receipts, your sales data may be reported inaccurately. Metrc provides documentation here for integrators to reference the new available endpoints for the sales section.

Please feel free to contact support at support@metrc.com or 877-566-6506 with any questions.

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