

Bulletin Number: CA_IB_2023_002	Distribution Date: 03/02/2023	Effective Date: 03/02/2023
Contact Point: Metrc® Support	Subject: Inactive Tabs for Transfers and Unreject Button	
Reason: Provide information on new functionality related to transfers.		

Greetings Metrc® Users,

The following new features are now available in Metrc:

- I. Two new *Inactive* tabs on the *Licensed Transfers* page
- II. The ability to accept previously rejected packages

A detailed description of these new features is provided on the following pages.

Transfer Inactive Tabs

There are now two *Inactive* tabs on the *Licensed Transfers* page as shown in **Figure 1** below.



Figure 1: Inactive Tabs on the Licensed Transfers Page

Inactive Tab (Incoming)

The *Inactive* tab to the right of the *Incoming Transfers* tab displays transfers that have been received and all the packages in the transfer were either (1) accepted or (2) rejected and subsequently returned to the origin licensee. Transfers that have not yet been received and transfers with rejected packages that have not yet been returned to the origin licensee continue to display on the *Incoming* tab.

Inactive Tab (Outgoing)

The *Inactive* tab to the right of the *Rejected* tab was introduced in bulletin CA_IB_2022_008. The content of this tab has been expanded to include transfers which have been received in Metrc by the destination licensee and all the packages in the transfer were either (1) accepted or (2) rejected and subsequently returned. Transfers that have not yet been received continue to display on the *Outgoing* tab, while transfers with rejected packages that have not yet been returned continue to display on the *Rejected* tab.

Unreject Button

If a package is rejected by mistake when receiving an incoming transfer in Metrc, the new *Unreject* button allows users to accept the package. The *Unreject* button displays on the row of each transfer on the *Incoming* grid after a transfer is received and any of the packages on that transfer are in a *Rejected* status, as highlighted in **Figure 2** below.

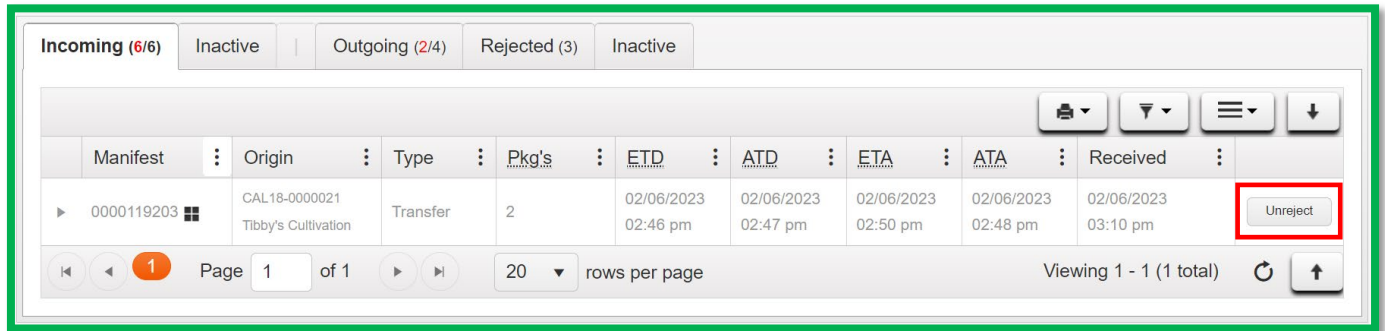


Figure 2: Unreject Button

When the *Unreject* button is selected, the *Unreject Transfer* modal opens as shown in **Figure 3** below. The modal lists all of the packages that were rejected. The user can choose to reject the package again by marking the *Reject* checkbox or accept the package by leaving the *Reject* checkbox unmarked.

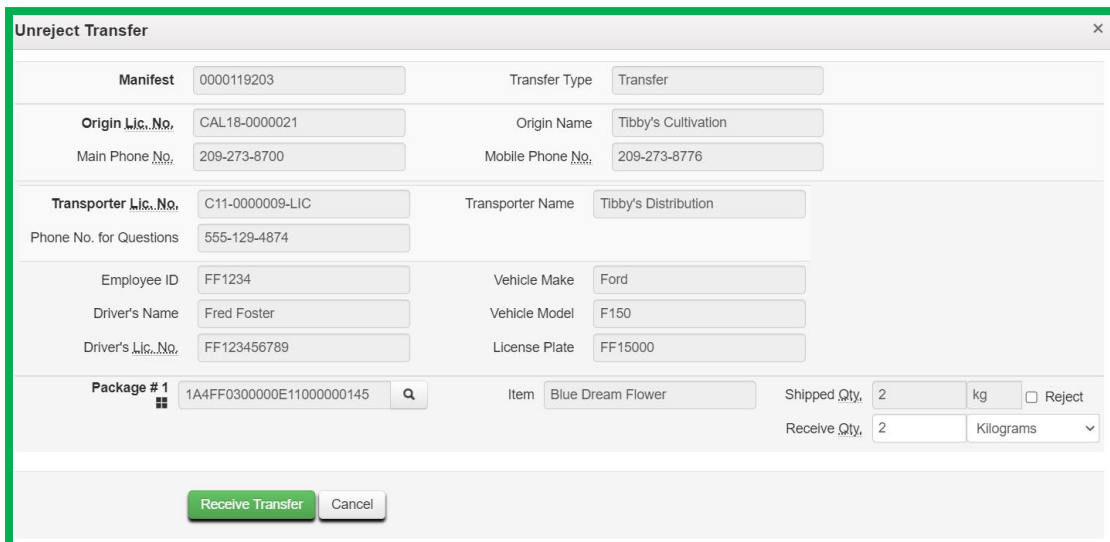


Figure 3: Unreject Transfer Modal

If after selecting the green *Receive Transfer* button all the packages in the transfer are accepted, the transfer moves to the *Inactive* tab to the right of the *Incoming* tab. Otherwise, the transfer remains on the *Incoming* tab until either (1) the remaining rejected packages are accepted or (2) the rejected packages are returned to the inventory of the origin licensee.

Metrc Resources

On the far right of the long black navigational toolbar, there is a *Support* dropdown as shown in **Figure 4** below. This dropdown can be utilized to access the Metrc Manual/User Guide, California Supplemental Guide, and other helpful guides. Additionally, contact information for Metrc Support and access to training resources is provided here.



Figure 4: Support Section

[Metrc Learn](#) may be accessed using the *Sign up for Training link* and the [Metrc Knowledge Center](#) may be accessed using the <https://support.metrc.com/> link.

Metrc Learn is an interactive learning management system, that allows users to complete all training on demand including Advanced trainings by facility type and modular training for multiple areas of Metrc. The system provides instruction on using specific functionality and processes, and allows the user to demonstrate their knowledge of the functionality being discussed. Completed training information can be exported.

The Metrc Knowledge Center is a portal that provides on-demand access to various resource materials, including past bulletins and other helpful links. This center is designed to be a supplemental resource to Metrc Support, providing options for self-assistance with documentation, a live-chat feature, and the ability to submit tickets directly to the Metrc Support team.

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