

<b>Bulletin Number:</b> RI IB_020	<b>Distribution Date:</b> 07/22/2025	<b>Effective Date:</b> Ongoing
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Metrc Guidance for Sales Deliveries	
<b>Reason:</b> To provide guidance on how to record sales deliveries.		

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.

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

Please see the following pages for more details.

## Permissions 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.

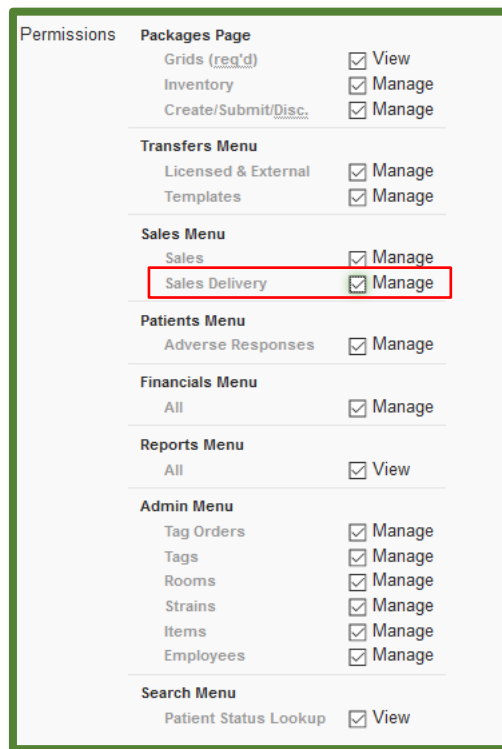


Figure 1: Employee Permissions

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

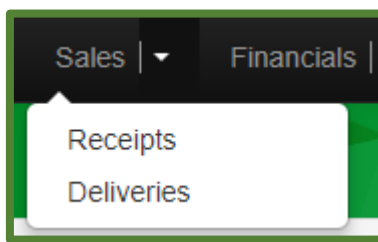


Figure 2: Selectable Sales Options

In Metrc, sales deliveries are reported differently than in-store sales receipts. To differentiate the two, please see the following.

- Sales receipts indicate that the transaction took place within the licensed premise.
- Sales deliveries indicate active inventory within the license was taken off the licensed premises and delivered to a consumer.

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.


The screenshot shows the 'Record Deliveries' form in Metrc. The form is titled 'Record Deliveries' and contains the following fields and buttons:

- Sales Delivery # 1** (with a 'clear' button)
- Sale Date/Time**: 06/06/2022, today (with a calendar icon)
- Consumer ID**: (empty field)
- Name**: (empty field)
- Est. Departure**: 06/06/2022, today (with a calendar icon)
- Est. Arrival**: 06/06/2022, today (with a calendar icon)
- Planned Route**: (empty text area)
- Address**: (empty field)
- Address Cont.**: (empty field)
- City**: (empty field)
- County**: (empty field, optional)
- State + Zip**: ME (dropdown menu)
- Driver 1**: Type part of the Driver Name... (with a search icon and 'clear' button)
- Employee ID**: (empty field)
- Driver's Name**: (empty field)
- Driver's Lic. No.**: (empty field)
- Phone No. for Questions**: +1-123-456-7890
- Vehicle 1**: Type part of the vehicle make, model... (with a search icon and 'clear' button)
- Vehicle Make**: (empty field)
- Vehicle Model**: (empty field)
- License Plate**: (empty field)
- Package # 1**: Type part of Package number... (with a search icon and 'clear' button)
- Quantity**: ex. 100.23, - Select - (dropdown menu)
- Total Price**: \$ ex. 100.23
- Available**: N/A
- Buttons**: '+', '1', 'Record Sales Deliveries', 'Cancel'

Figure 3: Recording Sales Deliveries

## Marking Sales Deliveries as Complete

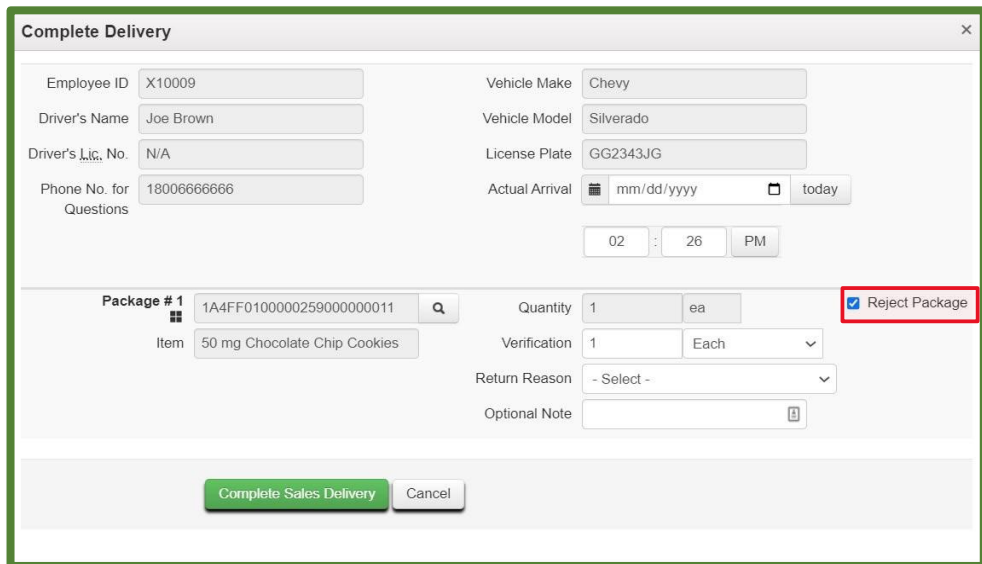
Each delivery to a consumer should be recorded separately. Sales Deliveries cannot be edited once the “Complete” button on the far right is selected by the employee. If the delivery is still open, the employee can edit or void as needed. There should be no edits or voids to manifests after the cannabis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



Delivery	Transporter	Sales	Customer Type	Patient	Driver	Vehicle Info	ETD	ETA	AA	Completed	Phg's	Total	Recorded	State	Buttons
0000000087	N/A	09/09/2022 02:18 pm	Consumer		Joe Brown	Make: Chevy Model: K1500 Lic. Plate: L150000	09/09/2022 02:18 pm	09/09/2022 02:18 pm			1	\$100.00	09/09/2022 02:18 pm	Shipped	<input type="button" value="Reject"/>
0000000088	N/A	09/09/2022 02:08 pm	Consumer		Joe Brown	Make: Chevy Model: K1500 Lic. Plate: L150000	09/09/2022 02:08 pm	09/09/2022 02:08 pm			1	\$100.00	09/09/2022 02:08 pm	Shipped	<input type="button" value="Complete"/> <input type="button" value="Void"/>
0000000081	N/A	09/09/2022 10:33 am	Consumer		Joe Brown	Make: Chevy Model: K1500 Lic. Plate: L150000	09/09/2022 10:33 am	09/09/2022 10:33 am			1	\$50.00	09/09/2022 10:33 am	Shipped	<input type="button" value="Complete"/> <input type="button" value="Void"/>

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.



Employee ID: X10009

Driver's Name: Joe Brown

Driver's Lic. No.: N/A

Phone No. for Questions: 18006666666

Vehicle Make: Chevy

Vehicle Model: Silverado

License Plate: GG2343JG

Actual Arrival: mm/dd/yyyy today 02 : 26 PM

Package # 1: 1A4FF0100000259000000011

Item: 50 mg Chocolate Chip Cookies

Quantity: 1 ea

Verification: 1 Each

Return Reason: - Select -

Optional Note:

☒ Reject Package

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.

50 Each accepted from Manifest # 0000001003 by
Sold 5 Each from Package on Receipt 0000000031 on 1/23/2019
Sales Return of 1 Each to Package on Receipt 0000000031 on 1/23/2019
Sold 1 Each from Package on Delivery 0000000006 on 1/28/2019

*Figure 6: Packages History Example*

### Metrc resources

If you have any questions, or need additional support, the following resources are available:

#### Contact Metrc Support

By using the new full-service system by navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click Support and navigate to support.metrc.com and it will redirect to the portal.

*Please note:* If accessing the portal for the first time, a username (which is established when logging in), the respective state and “Facility license number”, and a valid email to set a password are required.

#### Metrc Learn

Metrc Learn is designed to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing [Metrc Learn](#) is simple through the following convenient locations:

##### From within the Metrc system

Navigate to the Support area on the navigational toolbar and select “Sign up for Training” to register.

##### Access additional resources

In the Metrc system, click on the Metrc Expert icon and search for the appropriate topic or type in a question.

Thank you for your continued partnership.