

Bulletin Number: SD_IB_0021	Distribution Date: 04/17/2024	Effective Date: 04/17/2024
Contact Point: Metrc Support	Subject: Updated Functionality Bulletin	
Reason: To inform licensees of important updates being made to the Metrc system.		

Greetings,

Metrc is pleased to provide information on the latest system enhancements that will be available on 04/17/2024, including:

- Transferred tab added to Packages Grid
- Ability to save Shipping Address in Metrc
- Zero Quantity Package Transfers

Please read on for more information regarding this new functionality.

Transferred Tab added to Packages Grid

Previously within the Packages grid, users had access to four tabs where Packages were separated by their status within the license, including:

- Active
- On Hold
- Inactive
- In Transit

Each tab displays packages based on their status in relation to the license and it was determined that there is a fifth status that warranted the creation of an additional tab. Users with packages permission will now be able to access the historical list of packages that have transferred out of the selected facility in Metric via the new Transferred tab – **see Figure 1.**

Destination Lic.	Destination Fac.	Manifest No.	Package	S.H.	S.P.	Item	Category	Item Strain	Trans
T0001	SD Testing Facility	0000000201	1A4FF0100000065000000002	OG Kush 6.14.22	1A4FF0100000065000000001	Flower - OG Kush	Bud/Flower	OG Kush	Submit
T0001	SD Testing Facility	0000000301	1A4FF0100000065000000004	AK-47 061422	1A4FF0100000065000000003	Bud - AK- 47	Bud/Flower	AK-47	Submit
T0001	SD Testing Facility	0000000401	1A4FF0100000065000000006	Pierre Punch 061522	1A4FF0100000065000000005	Flower - Pierre Punch	Bud/Flower	Pierre Punch	Submit

Figure 1: New Transferred tab in Packages grid

Ability to save Shipping Addresses in Metrc

When placing a New Tag Order, users previously had to manually enter their address every time they placed a tag order. This update introduces the ability to save shipping addresses in Metrc, streamlining the tag ordering process. There are two main areas where shipping addresses can be saved, created, and edited – the Addresses grid or the New Tag Order action window.

Option 1 – Addresses grid

To access the new Addresses grid, select the Admin area dropdown on the navigational toolbar and select the Addresses option – see Figure 2.

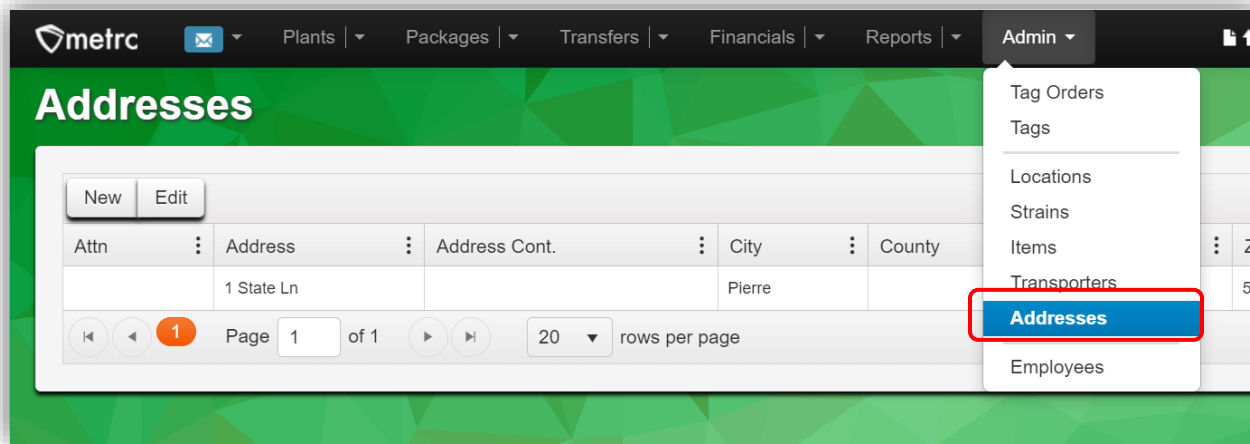


Figure 2: Addresses option in Admin dropdown

From the Addresses grid, select the New button to add a new address – see Figure 3.

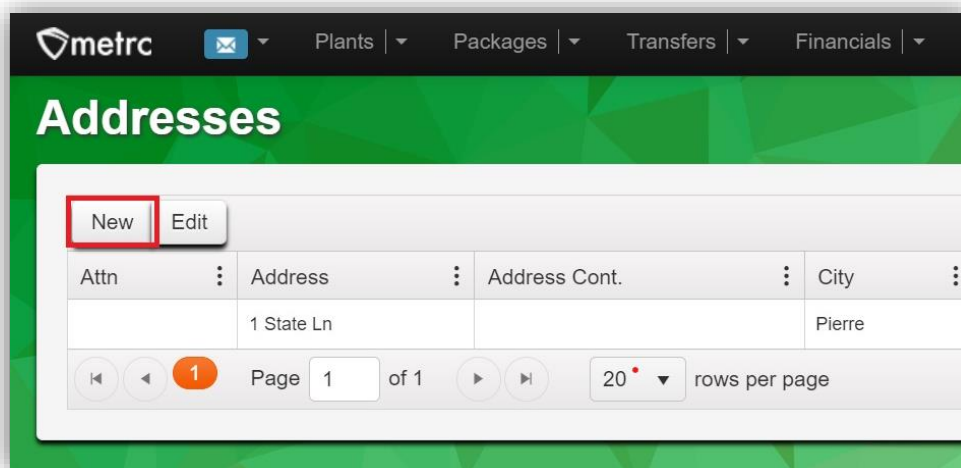


Figure 3: New button to add a new address

This will open the New Shipping Address action window to allow a new address to be added and even set as a default. Once all information has been entered, select the Check Address button to save the added address – **see Figure 4.**

Figure 4: Adding a New Shipping Address

From the Addresses grid, users can also edit addresses as needed. To edit an address, highlight the address to be edited, then select the Edit button – **see Figure 5.**

Attn	Address	Address Cont.	City
	1 State Ln		Pierre
David Smith	2 STATE ST		RAPID CITY

Figure 5: Edit button to edit saved address

This will open the Edit Shipping Address action window for the currently saved address which can be updated and/or set as a default – **see Figure 6.**

Figure 6: Edit Shipping Address action window

Lastly, if a default shipping address is not set in either the Edit or New Shipping Address action windows, the default address can be set directly from the Addresses grid. In addition, with the exception of the mailing address, which is a non-editable option, a shipping address can be removed using the “Remove” button. A maximum of three additional shipping addresses can be stored, and once reached, users are prompted to remove an existing address before adding a new one – **see Figure 7.**

Attn	Address	Address Cont.	City	County	State	Zip	Country
	1 State Ln		Pierre		SD	57501	
David Smith	2 STATE ST		RAPID CITY		SD	577023426	US

Figure 7: Remove or Set Default address in Addresses grid

Option 2 – New Tag Order action window

The same functionality found in the Addresses grid can be accessed directly in the New Tag Order action window. First, select the Tag Orders option from the Admin area dropdown on the navigational toolbar – **see Figure 8**.

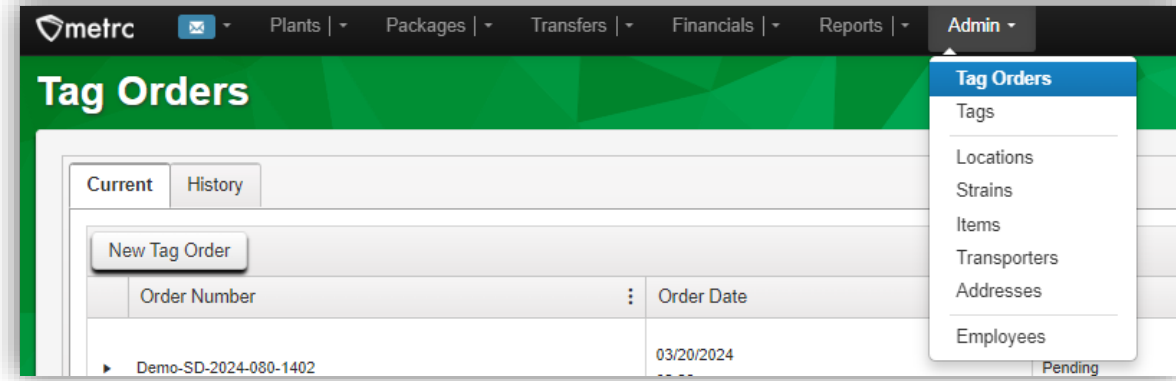


Figure 8: Accessing the Tag Orders grid

From the Tag Orders grid, select the New Tag Order button to access the New Tag Orders action window – **see Figure 9**.

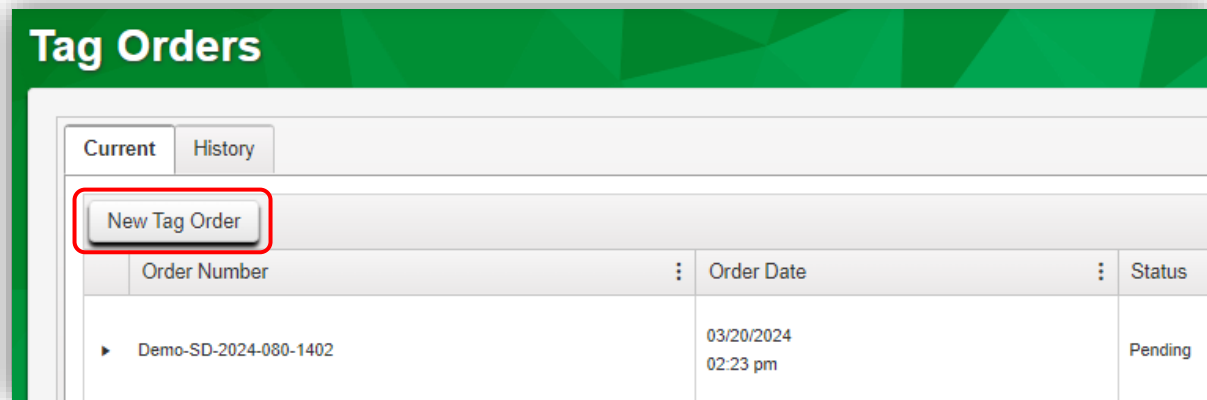


Figure 9: New Tag Order button

From the New Tag Order action window, users will notice there are no longer fields to input a shipping address. The address that appears automatically is whichever address is saved as the default shipping address – **see Figure 10** below.

New Tag Order

Order Details

Facility License	SD Cultivator G0001	Medical Plant	Count	(\$0.4500 ea. 5,000 max.)	\$0.0000
Physical Address	1 State Ln Pierre, SD 57501	Medical Package	Count	(\$0.2500 ea. 453 max.)	\$0.0000
Subtotal					\$0.00

Shipping Details

Shipping Address	Shipping/Handling	--
David Smith	Taxes	--
2 STATE ST	Total Amount	--
RAPID CITY, SD 577023426		

[Change](#)

Payment methods

Credit card

Check or Money Order

Please note:

You MUST place separate Tag Orders for each Facility. Plant and Package Tags are programmed for each of your Facilities individually and are placed within your Metrc account automatically once received.

Make sure that you are in the correct Facility within Metrc when you place the order.

Tag Orders are *not* transferrable between Facilities.

All Tag Orders are final, so we recommend that you place your orders carefully.

[Place Order](#) [Cancel](#)

Figure 10: New Tag Order action window

To edit the shipping address, click the blue Change link to access the Address Book action window, where shipping addresses can be managed efficiently, including add, edit, and remove shipping address functionality – **see Figure 11.**

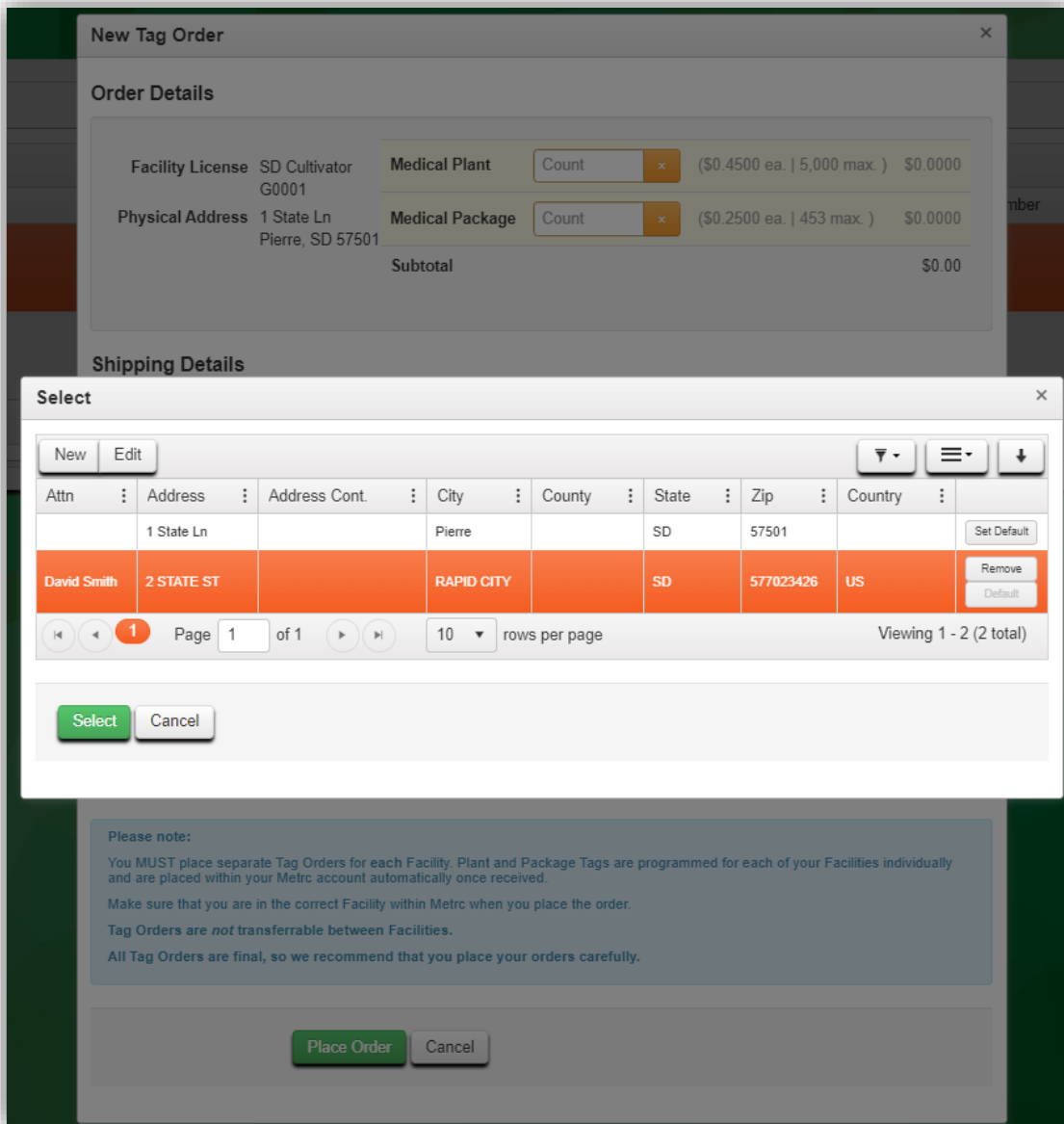


Figure 11: Address Book action window

Zero Quantity Package Transfers

Metrc has updated the transfer functionality so packages with a negative or zero quantity are unable to be added to a transfer. If a current transfer exists with a negative or zero quantity package, then the receiving facility will be required to reject the package. If the receiving facility tries to accept the transfer with a zero or negative quantity package, an error message will appear – **see Figure 12.**

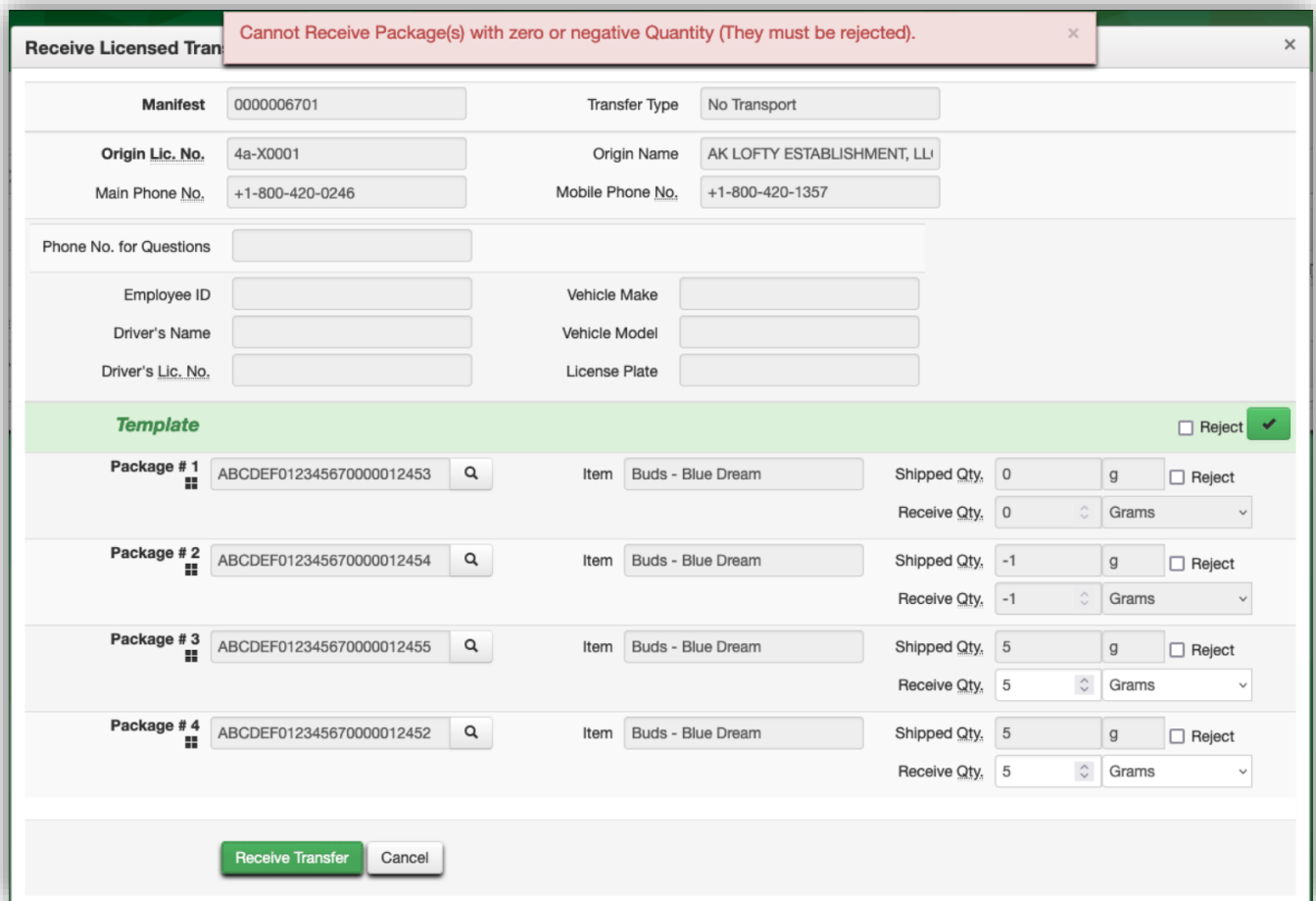


Figure 12: Error message when accepting zero quantity package

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 is required.

Metrc Learn

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

Accessing the new [Metrc Learn](#) LMS is simple through multiple convenient locations:

From within the Metrc system

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

From the Metrc website

- Navigate to your [state’s partner page](#) and scroll down to the “Metrc’s Training Resources” section to find the link.

Also, save the link – *learn.metrc.com* – as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

Access additional resources

In the Metrc system, click on the Support area dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more.

Thank you for your continued partnership.