

Bulletin Number: IL_IB_0003	Re-Distribution Date: 06/25/2025	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Transfers Best Practices	
Reason: To inform industry of best practices for receiving and rejecting transfer manifests.		

Greetings,

This bulletin is intended to cover the best practices for receiving or rejecting Metrc transfers. All product within Metrc must be accounted for; meaning if a transfer is received with damaged or missing units, it will need to be accounted for in Metrc to ensure proper tracking.

Please find more details on the following pages.

Receiving a Transfer

In order to view incoming transfers, navigate to the Transfer area on the navigational toolbar and select the “Licensed” option from the dropdown menu – **see Figure 1**.

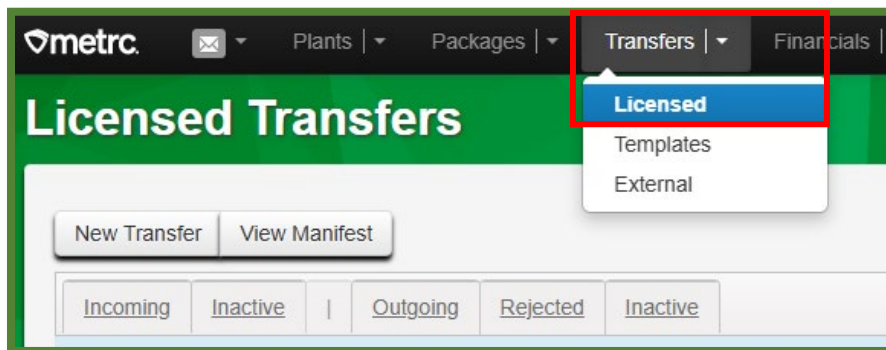


Figure 1: Navigating to the Licensed Transfers area

From the Licensed Transfers grid, select the “Incoming” tab and click the “Receive” button on the far right of the appropriate manifest – **see Figure 2**.

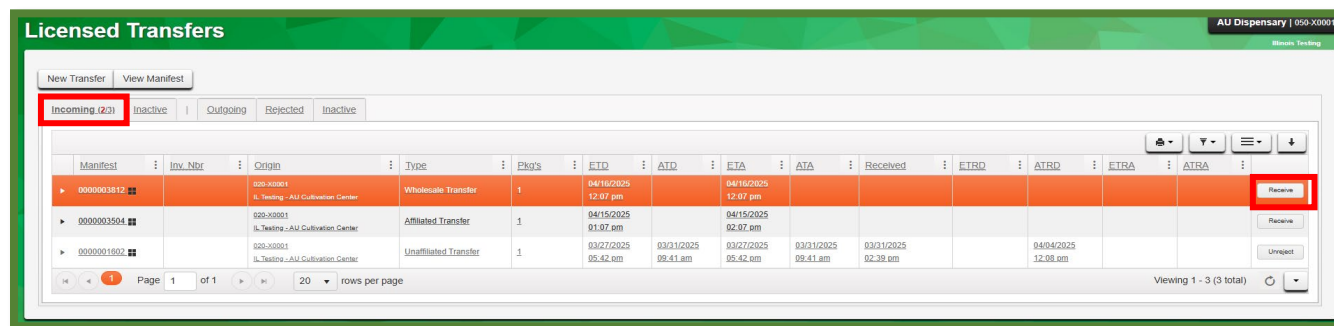
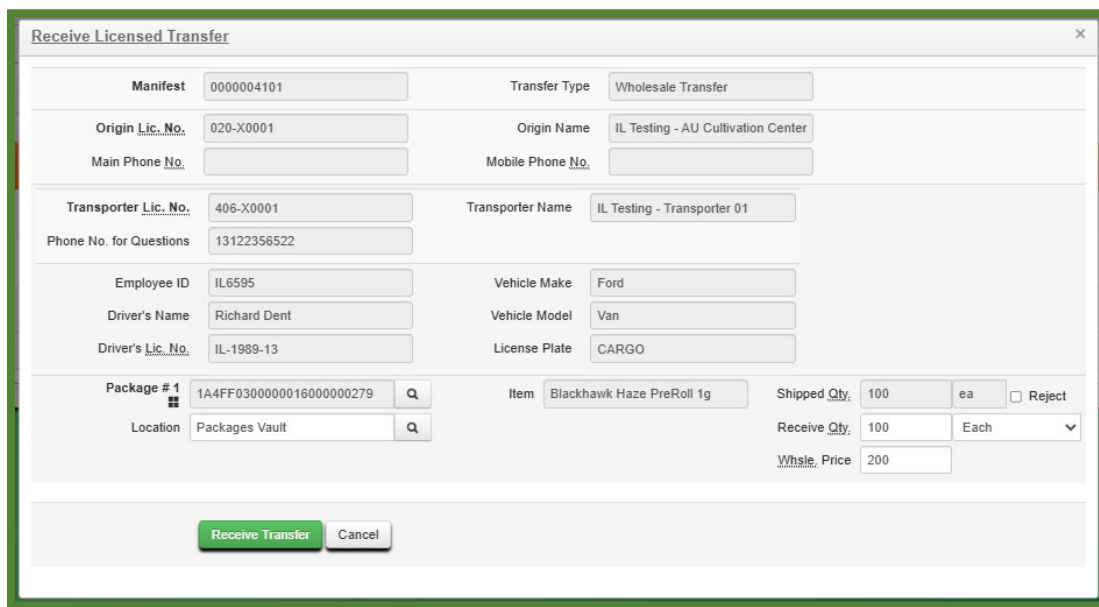


Figure 2: Receive Button in Incoming Transfers tab

This will open the Receive Licensed Transfers action window. Ensure that all information is correct, taking special care to note the package ID number, item name, quantity, and unit of measure. If everything is accurate, select the location for the package and click the “Receive Transfer” button – **see Figure 3**.



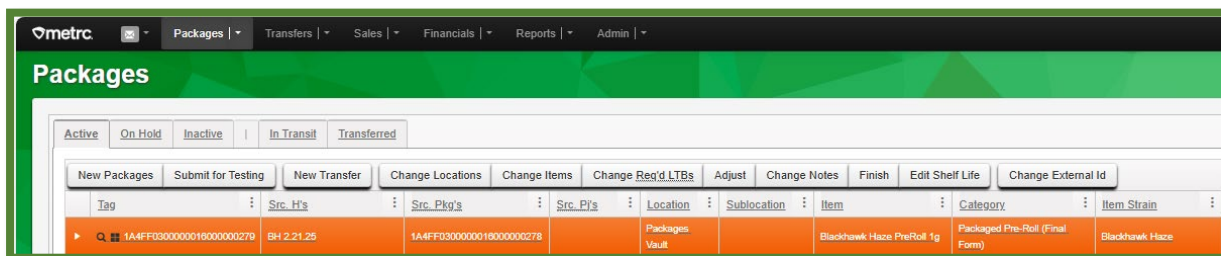
Receive Licensed Transfer

Manifest	0000004101	Transfer Type	Wholesale Transfer
Origin Lic. No.	020-X0001	Origin Name	IL Testing - AU Cultivation Center
Main Phone No.		Mobile Phone No.	
Transporter Lic. No.	406-X0001	Transporter Name	IL Testing - Transporter 01
Phone No. for Questions	13122356522		
Employee ID	IL6595	Vehicle Make	Ford
Driver's Name	Richard Dent	Vehicle Model	Van
Driver's Lic. No.	IL-1989-13	License Plate	CARGO
Package # 1	1A4FF0300000016000000279	Item	Blackhawk Haze PreRoll 1g
Location	Packages Vault	Shipped Qty.	100 ea <input type="checkbox"/> Reject
		Receive Qty.	100 Each
		Wholesale Price	200

Receive Transfer **Cancel**

Figure 3: Receive Licensed Transfer Action Window

Once the transfer has been received, the package(s) will appear in the Active Packages inventory in the packages grid – **see Figure 4.**



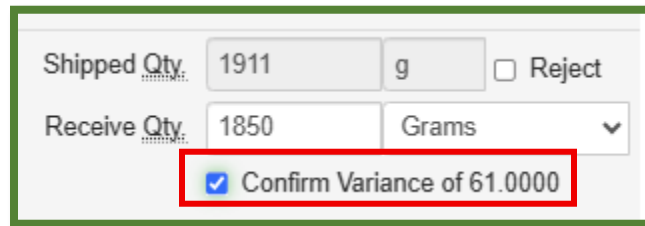
Tag	Src. H's	Src. Pkg's	Location	Sublocation	Item	Category	Item Strain
1A4FF0300000016000000279	BH 2.21.25	1A4FF0300000016000000278	Packages Vault		Blackhawk Haze PreRoll 1g	Packaged Pre-Roll (Final Form)	Blackhawk Haze

Figure 4: Received Package Appearing in Active Packages Inventory

The quantity accepted should equal exactly what was shipped. Accepting partial packages is **not** an approved method by the State. **Please note:** Instead of checking the variance checkbox and continuing with receiving the transfer, best practices would be to either:

- Reject the whole package as seen in the “Rejecting a Transfer” section beginning on page 5, or;
- Accept the whole package and:
 - Adjust the package down and noting the reason, or;
 - Repackaging the damaged items into another package and returning those damaged items to the supplier.

If attempting to receive a package with a quantity different than what was shipped, a “confirm variance” checkbox will appear. **See Figure 5.** This checkbox should remind you to follow the best practices described on the previous page.



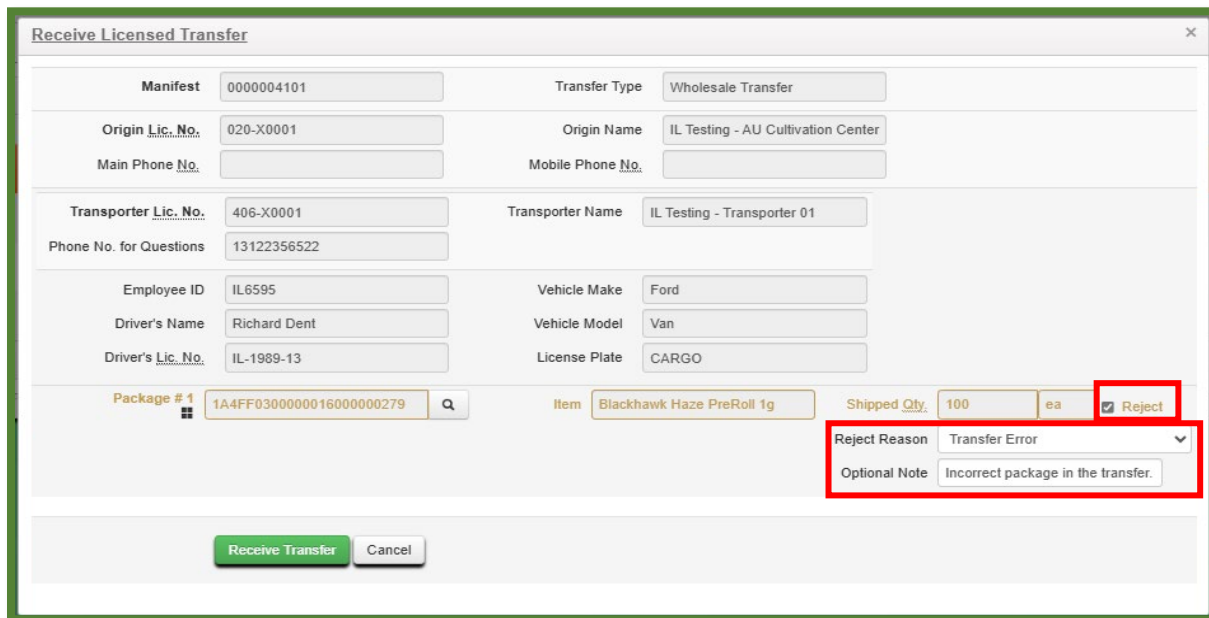
The screenshot shows a web form with two rows of input fields. The first row is labeled 'Shipped Qty.' and contains a text input with '1911', a unit dropdown with 'g', and an unchecked 'Reject' checkbox. The second row is labeled 'Receive Qty.' and contains a text input with '1850' and a unit dropdown with 'Grams'. Below these fields, a checkbox is checked, and the text 'Confirm Variance of 61.0000' is displayed next to it. A red rectangular box highlights the checked checkbox and the variance text.

Figure 5: Confirm Variance Checkbox

Rejecting a Transfer

In the case that the incoming transfer is incorrect or incomplete and needs to be rejected, in the Receive Licensed Transfer action window, check the “Reject” checkbox, select the Reject Reason from the drop down and add a note as to why it has been rejected – **see Figure 6.**

Please note: The “Receive” button on the right of the appropriate transfer within the Licensed Transfer grid will still need to be selected in order to access the reject button.



The screenshot shows the 'Receive Licensed Transfer' window. The 'Reject' checkbox is checked, and the 'Reject Reason' dropdown is set to 'Transfer Error'. The 'Optional Note' field contains the text 'Incorrect package in the transfer.'.

Manifest	0000004101	Transfer Type	Wholesale Transfer
Origin Lic. No.	020-X0001	Origin Name	IL Testing - AU Cultivation Center
Main Phone No.		Mobile Phone No.	
Transporter Lic. No.	406-X0001	Transporter Name	IL Testing - Transporter 01
Phone No. for Questions	13122356522		
Employee ID	IL6595	Vehicle Make	Ford
Driver's Name	Richard Dent	Vehicle Model	Van
Driver's Lic. No.	IL-1989-13	License Plate	CARGO
Package # 1	1A4FF03000000160000000279	Item	Blackhawk Haze PreRoll 1g
Shipped Qty.	100	ea	<input checked="" type="checkbox"/> Reject
Reject Reason	Transfer Error		
Optional Note	Incorrect package in the transfer.		

Receive Transfer Cancel

Figure 6: Rejecting a Package

Once the package has been rejected, the same manifest can be printed to show the return on the manifest for the transporter to return the package(s) to the origin license.

Receiving Damaged Product to Return

In the case of receiving damaged units within a package, you must receive the package and then either destroy the damaged units or repackage them into a new Metrc package tag and return them to the origin license.

First, select the package that was received and contains damaged product within the packages screen to highlight it and click “New Packages” button – **see Figure 7**.

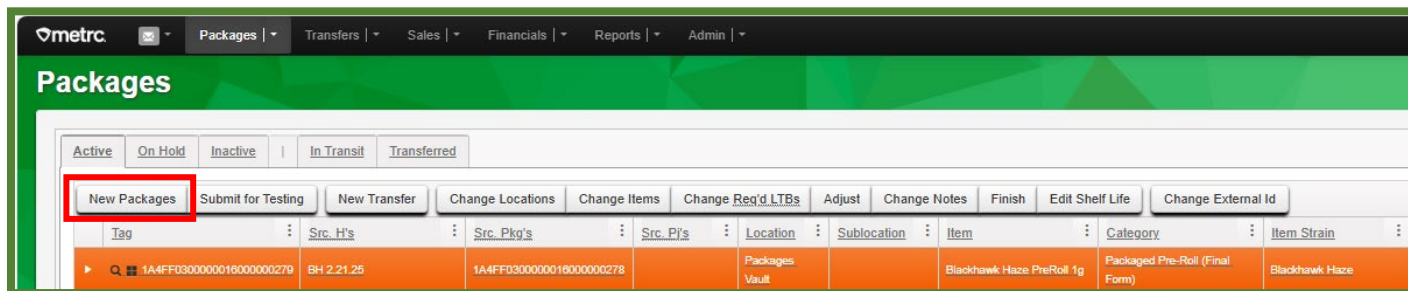
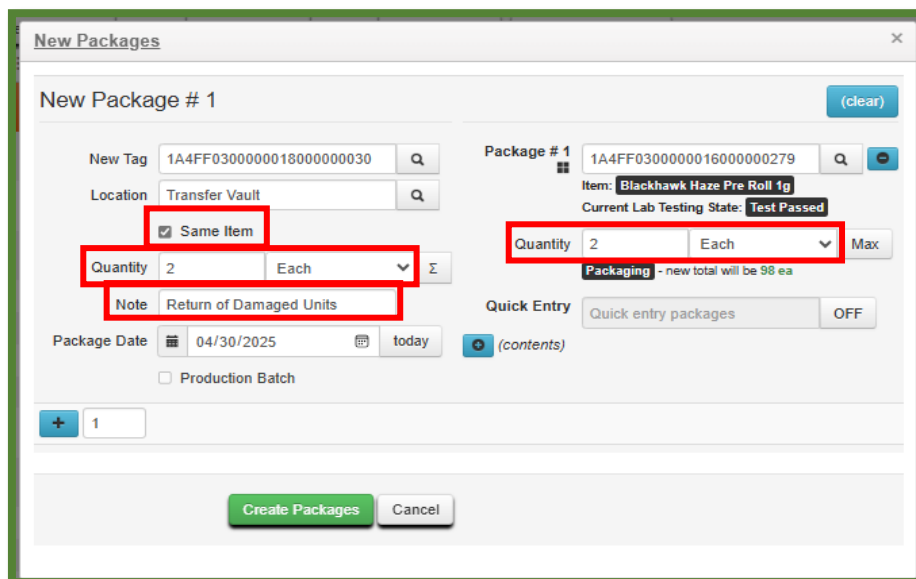


Figure 7: Highlighting and Creating a New Package

In the New Packages action window, fill out the required fields and add a note regarding the damaged units. The quantity should be number of units that are being returned and the “Same Item” checkbox should be selected instead of selecting an item manually – **see Figure 8**.



New Packages

New Package # 1

New Tag: 1A4FF0300000018000000030

Location: Transfer Vault

☒ Same Item

Quantity: 2 Each

Note: Return of Damaged Units

Package Date: 04/30/2025

Package # 1: 1A4FF03000000160000000279

Item: Blackhawk Haze Pre Roll 1g

Current Lab Testing State: Test Passed

Quantity: 2 Each

Packaging: - new total will be 98 ea

Quick Entry: Quick entry packages OFF

Production Batch: ☐

Create Packages Cancel

Figure 8: Creating a New Package for Damaged Units

Click to highlight the newly created package within the packages screen and select the “New Transfer” button – see **Figure 9**.

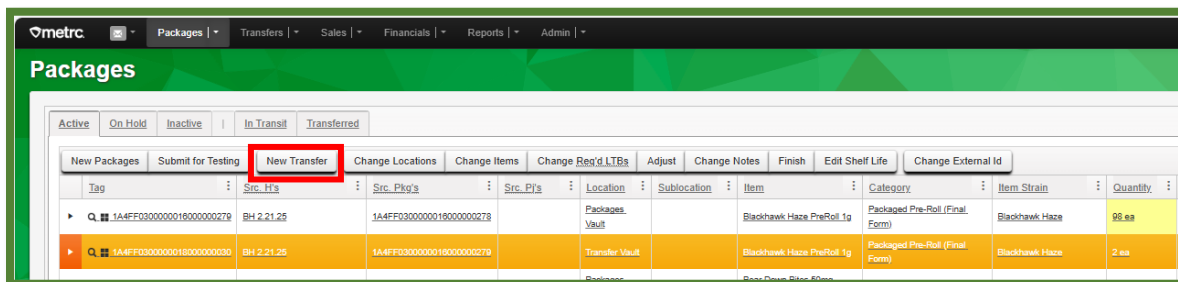
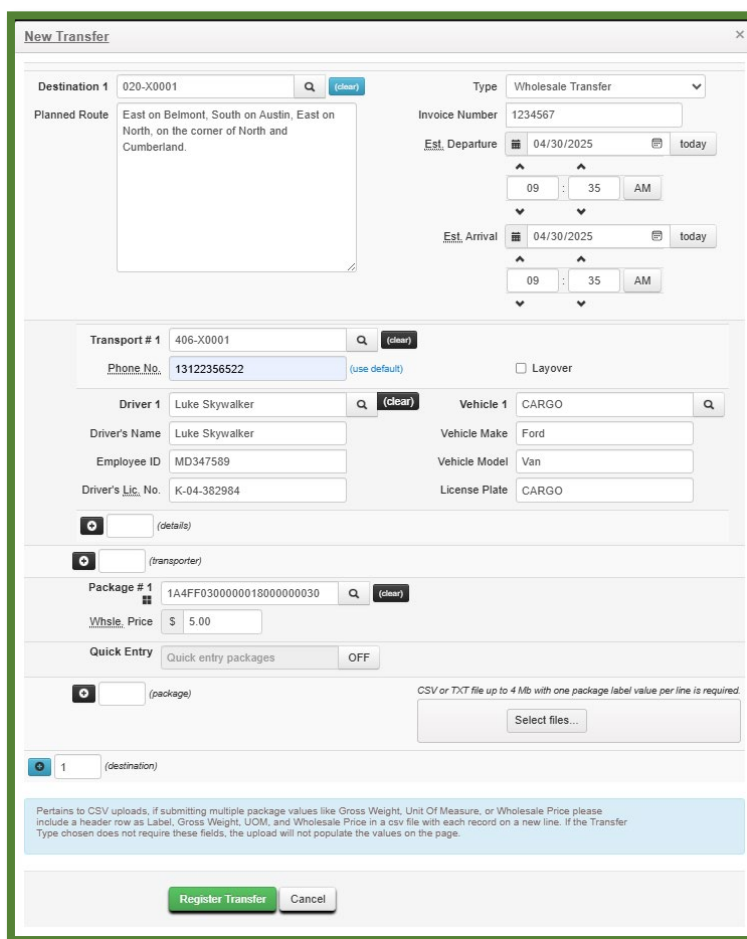


Figure 9: Creating a New Transfer from the New Package

This will open the New Transfer action window. Enter the required information to create a transfer manifest to transfer the damaged units back to the originating license. Please ensure that originating license is listed as the destination and that the correct transporter is listed – see **Figure 10**.



New Transfer

Destination 1: 020-X0001

Planned Route: East on Belmont, South on Austin, East on North, on the corner of North and Cumberland.

Type: Wholesale Transfer

Invoice Number: 1234567

Est. Departure: 04/30/2025

Est. Arrival: 04/30/2025

Transport # 1: 406-X0001

Phone No.: 13122356522

Driver 1: Luke Skywalker

Driver's Name: Luke Skywalker

Employee ID: MD347589

Driver's Lic. No.: K-04-382984

Vehicle 1: CARGO

Vehicle Make: Ford

Vehicle Model: Van

License Plate: CARGO

Package # 1: 1A4FF03000000180000000030

Wholesale Price: \$ 5.00

Quick Entry: Quick entry packages OFF

Register Transfer Cancel

Figure 10: Creating a New Transfer for Damaged Units

Receiving Damaged Product to Adjust

In the case where the originating license agrees to either send replacement items or send a credit for the damaged items and the damaged items need to be destroyed, the package will need to be adjusted to account for the non-sellable damaged units.

Once the transfer has been received, then select the package that contains the damaged units in the active Packages grid of Metrc and click the “Adjust” button – **see Figure 11.**

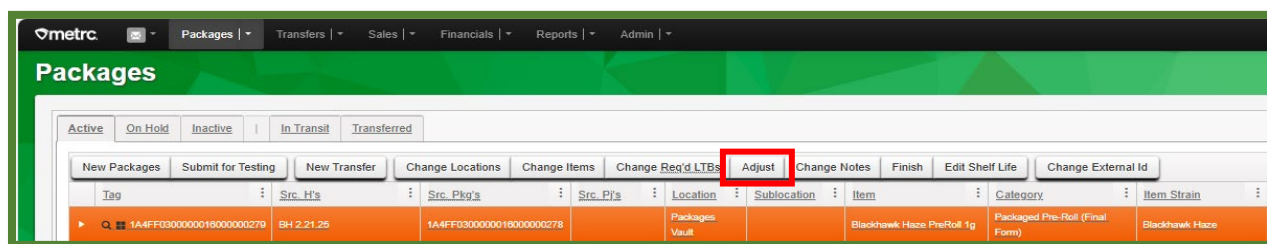


Figure 11: Highlighting the Package for Adjustment

This will open the Adjust Packages action window. Enter the “Adj Quantity” number as a negative to reflect the subtraction of the damaged units or fill in the New Quantity to reflect the removal of the damaged units. – **see Figure 12.**

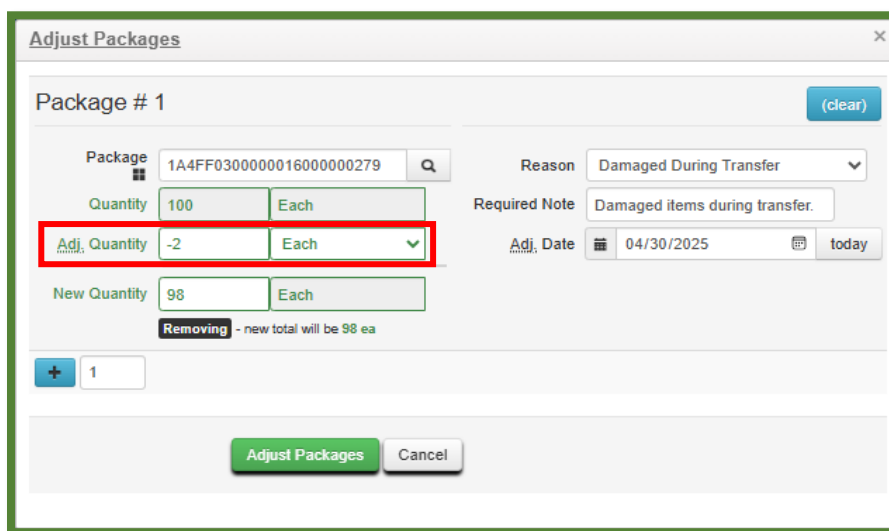
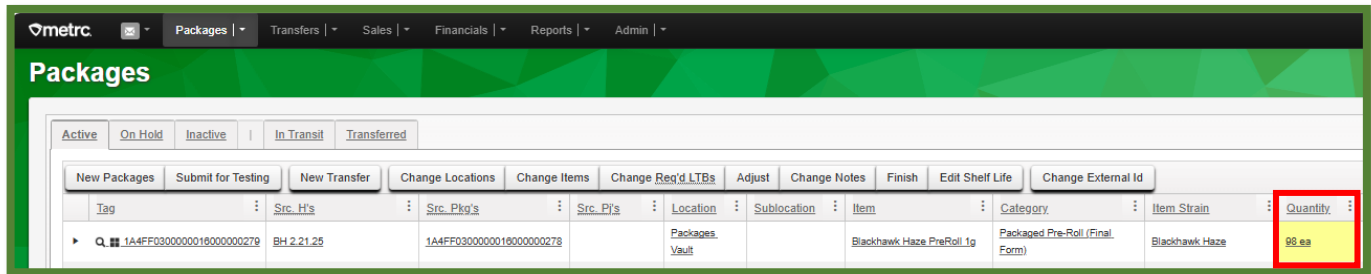
A screenshot of the 'Adjust Packages' action window. The window title is 'Adjust Packages'. It shows 'Package # 1' with a 'Package' field containing '1A4FF0300000016000000279' and a search icon. Below this are 'Quantity' (100) and 'Each' buttons. The 'Adj. Quantity' field is highlighted with a red box and contains '-2', with a dropdown menu showing 'Each'. Below this is 'New Quantity' (98) and 'Each' buttons. A status bar indicates 'Removing - new total will be 98 ea'. To the right, there is a 'Reason' dropdown set to 'Damaged During Transfer', a 'Required Note' field with 'Damaged items during transfer.', and an 'Adj. Date' field set to '04/30/2025' with a 'today' button. At the bottom are 'Adjust Packages' and 'Cancel' buttons.

Figure 12: Adjust Packages Screen

Once the package has been adjusted to account for the damaged units, the new quantity will be reflected in the Active Packages grid – **see Figure 13.**



Packages										
Active On Hold Inactive In Transit Transferred										
New Packages Submit for Testing New Transfer Change Locations Change Items Change Req'd LTBs Adjust Change Notes Finish Edit Shelf Life Change External Id										
Tag	Src. H's	Src. Pkg's	Src. Pfs	Location	Sublocation	Item	Category	Item Strain	Quantity	
▶ 1A4FF03000000180000000279	BH 2.21.25	1A4FF03000000180000000278		Packages Vault		Blackhawk Haze PreRoll 1g	Packaged Pre-Roll (Final Form)	Blackhawk Haze	99 ea	

Figure 13: Package Reflecting Adjusted Quantity

Metrc resources

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

Contact Metrc Support using the full-service system by navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click the Support area dropdown on the navigational toolbar and click support.metrc.com to 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 was redesigned to offer interactive educational opportunities to enhance Metrc system users’ skills and provide various training options based on experience level.

In addition, the learning system is organized into facility-specific programs made up of various courses. To login or register for an account, visit [Metrc Learn](#).

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 and more.

Thank you for your continued partnership.