Metrc Support Bulletin

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.

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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**.
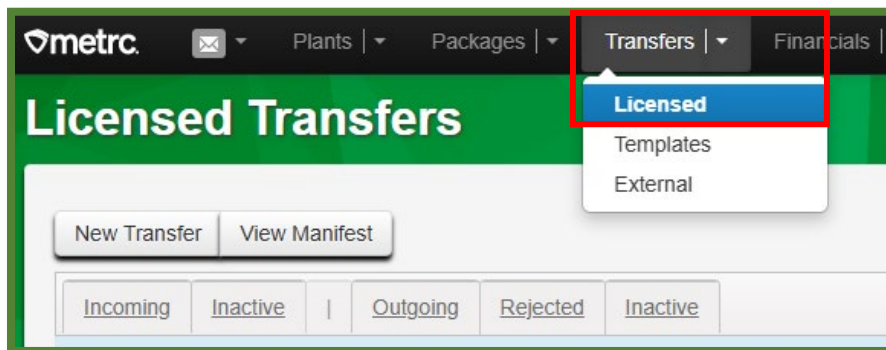

Figure 1: Navigating to the Licensed Transfers area

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**.
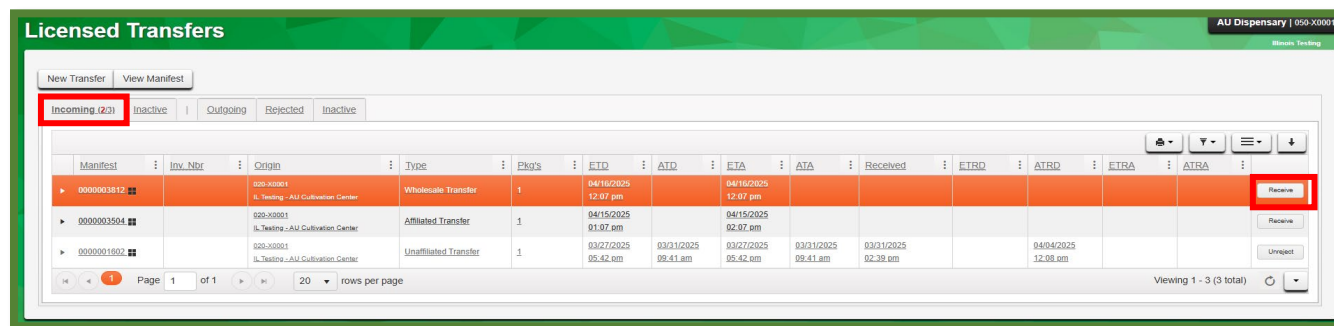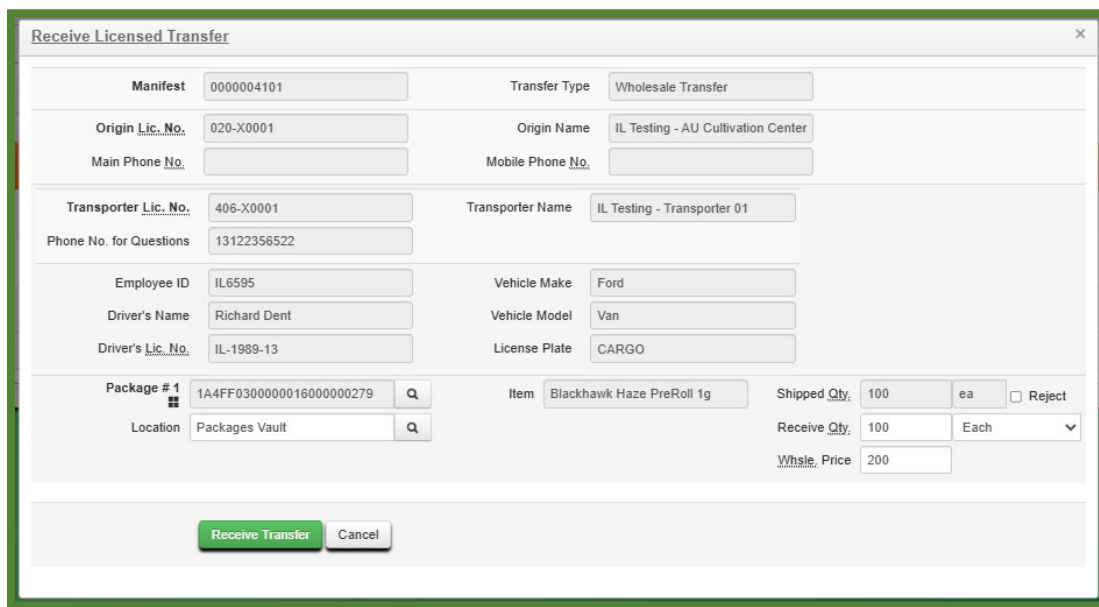

Figure 2: Receive Button in Incoming Transfers tab

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**.
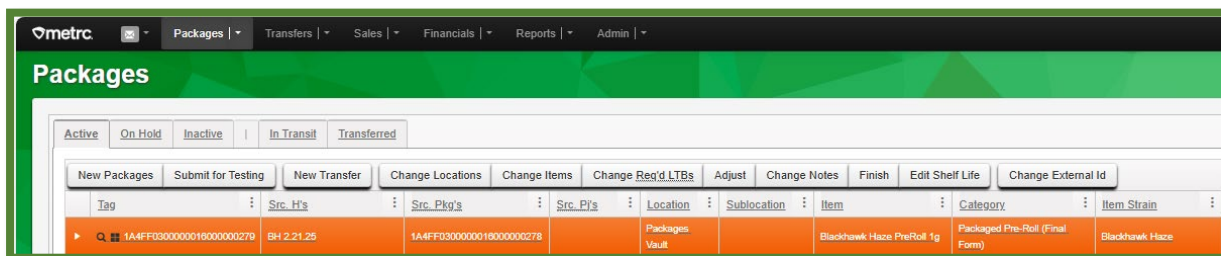
Figure 3: Receive Licensed Transfer Action Window

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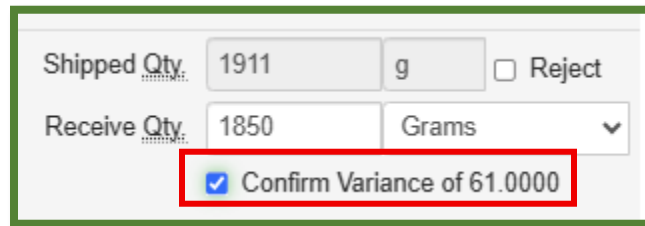

Figure 4: Received Package Appearing in Active Packages Inventory

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.

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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.
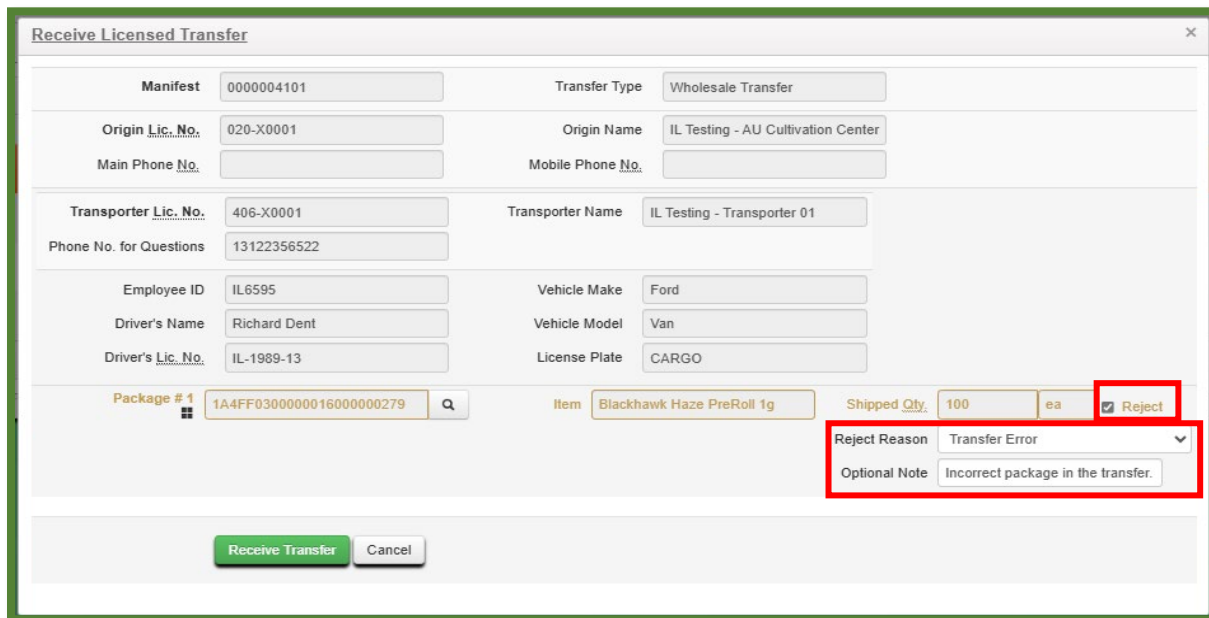

Figure 5: Confirm Variance Checkbox

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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.

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.

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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**.
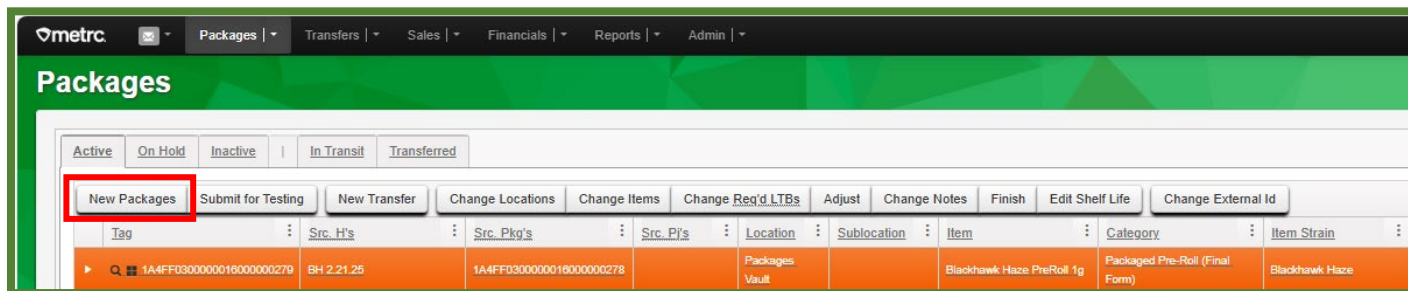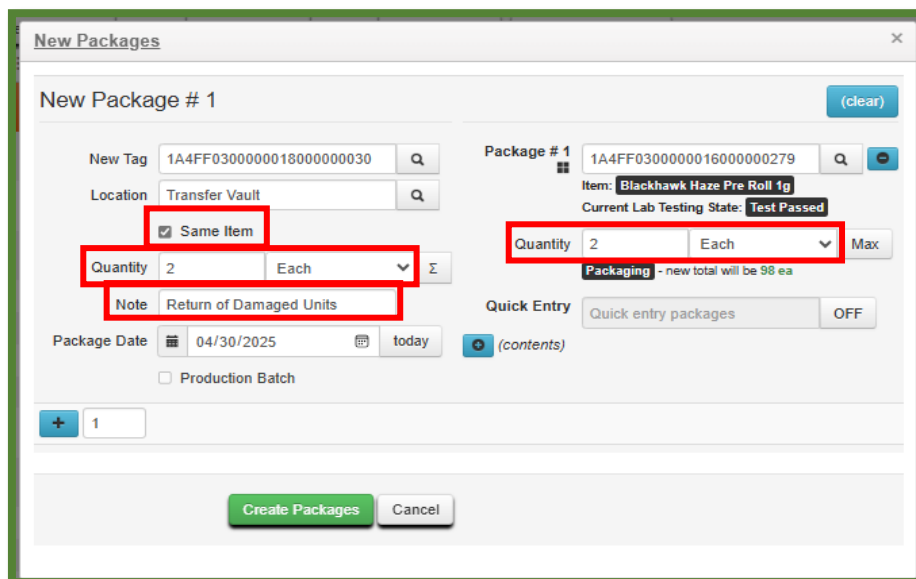

Figure 7: Highlighting and Creating a New Package

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**.

Figure 8: Creating a New Package for Damaged Units

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Click to highlight the newly created package within the packages screen and select the "New Transfer" button – **see Figure 9**.
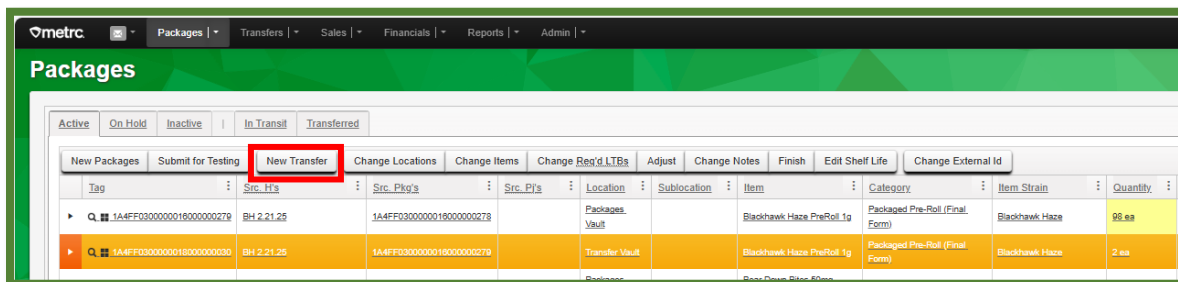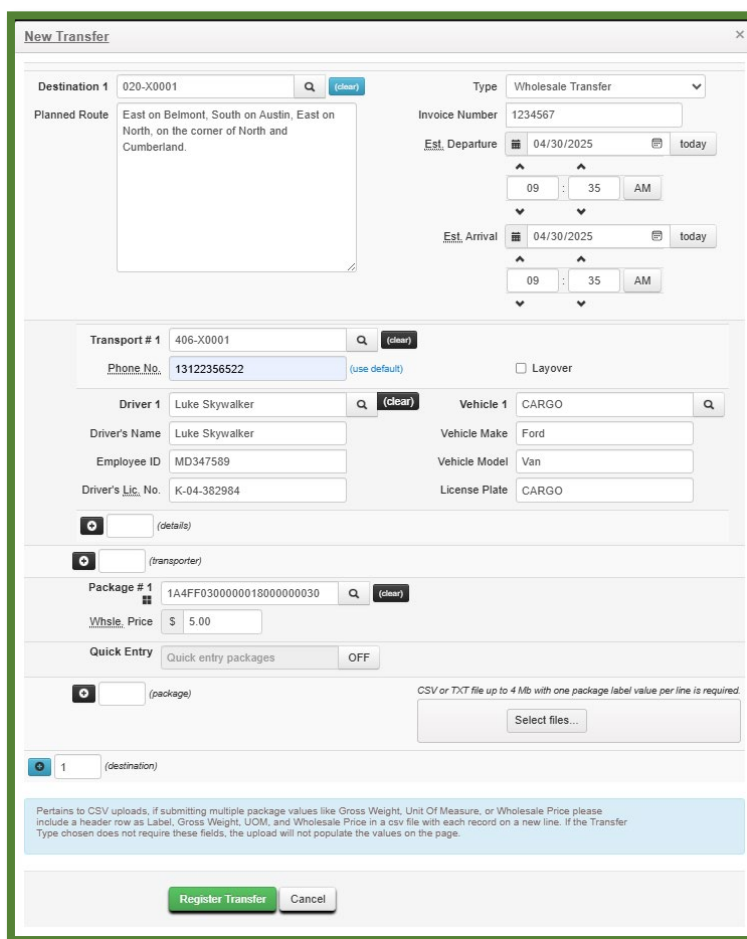
Figure 9: Creating a New Transfer from the New Package

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**.

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**.
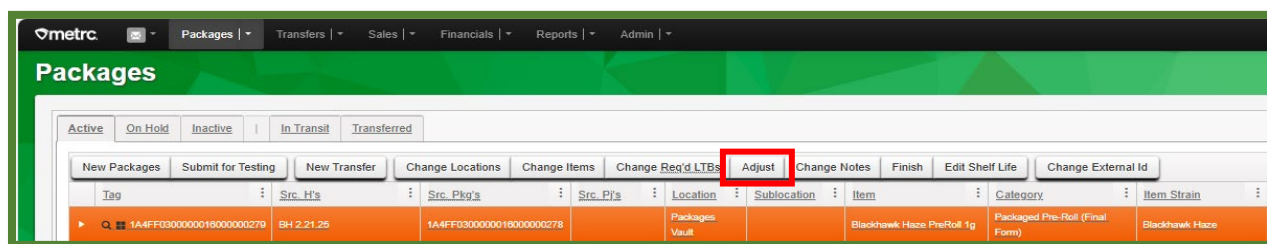

Figure 11: Highlighting the Package for Adjustment

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**.
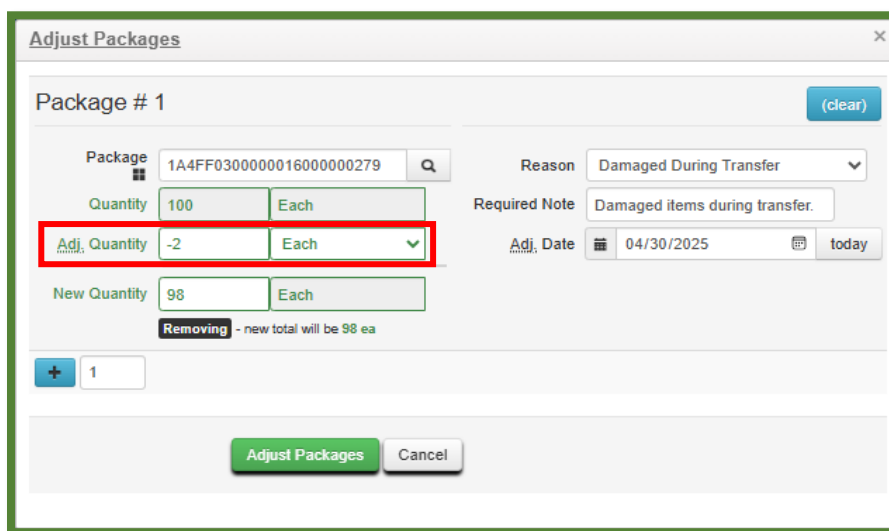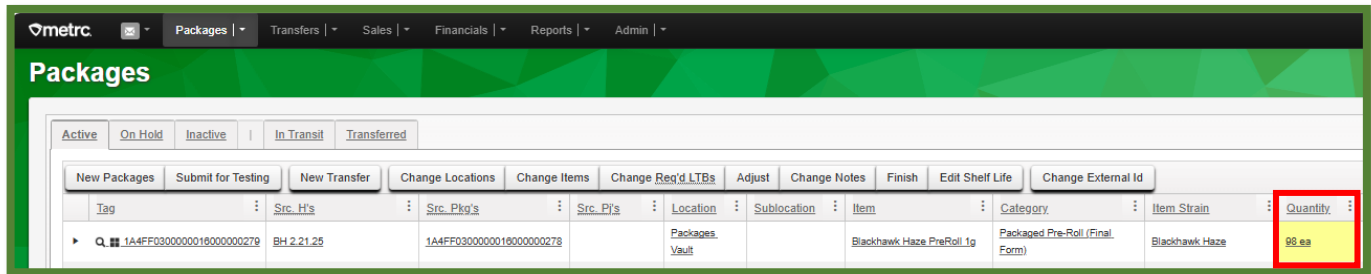

Figure 12: Adjust Packages Screen

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**.

Figure 13: Package Reflecting Adjusted Quantity

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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, 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.

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