

Bulletin Number: IL_IB_0003	Distribution Date: 05/22/2025	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.**

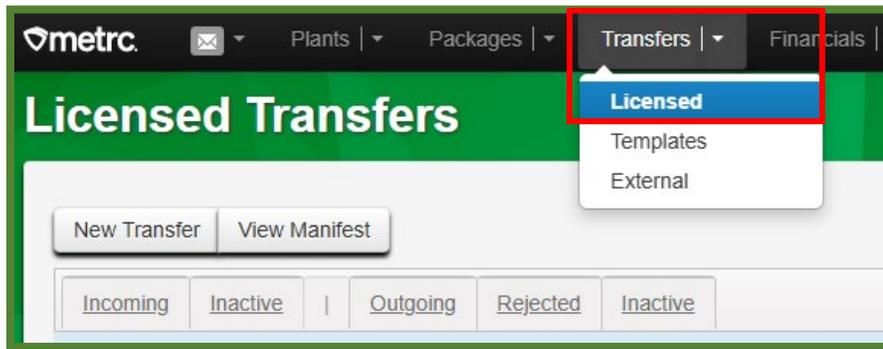


Figure 1: Navigating to the Licensed Transfers area

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.**

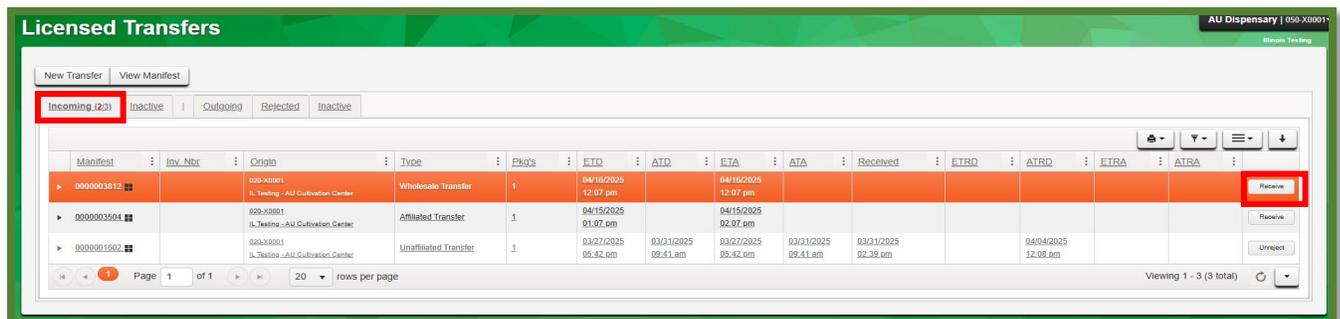


Figure 2: Receive Button in Incoming Transfers tab

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.**

metrc Packages Transfers Sales Financials Reports Admin

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. P'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

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 5.**

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 with the following data:

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

Shipped Qty: 100 ea

Reject

Reject Reason: Transfer Error

Optional Note: Incorrect package in the transfer.

Buttons: Receive Transfer, Cancel

Figure 5: 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 6**.

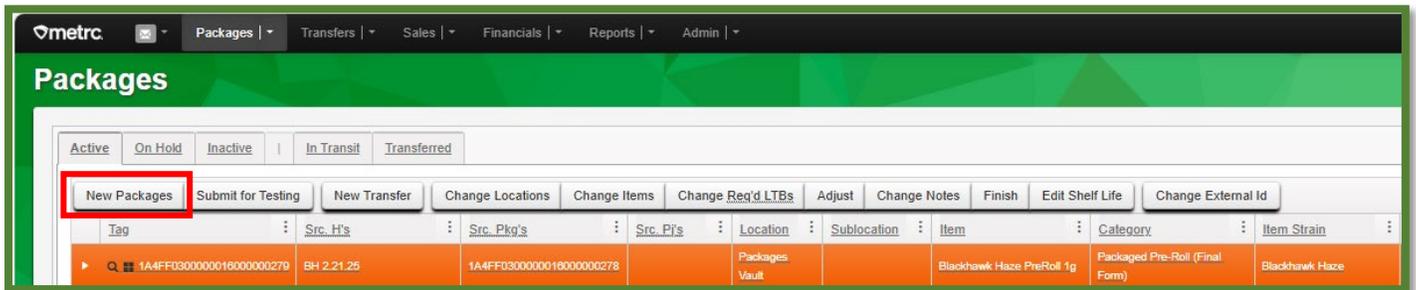


Figure 6: Highlighting and Creating a New Package

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 7**.

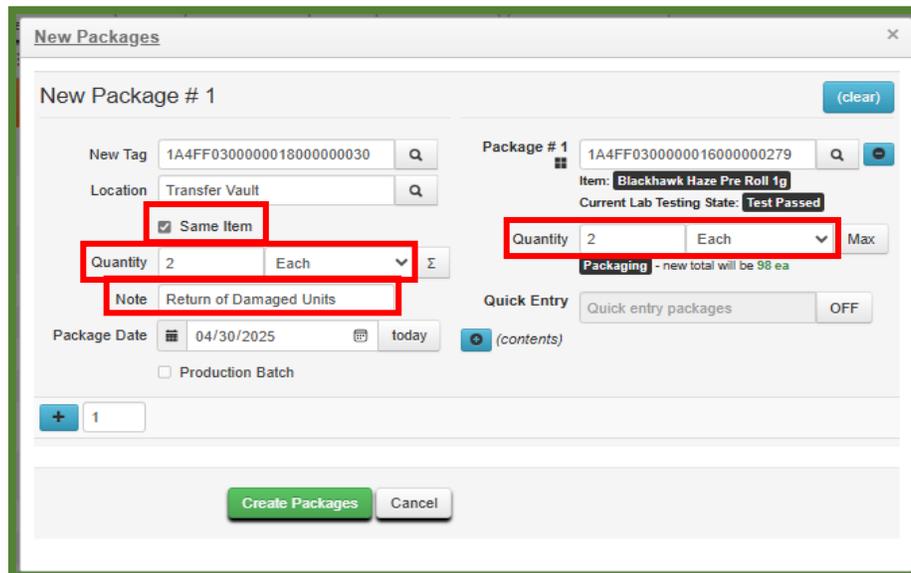


Figure 7: Creating a New Package for Damaged Units

Click to highlight the newly created package within the packages screen and select the “New Transfer” button – see **Figure 8**.

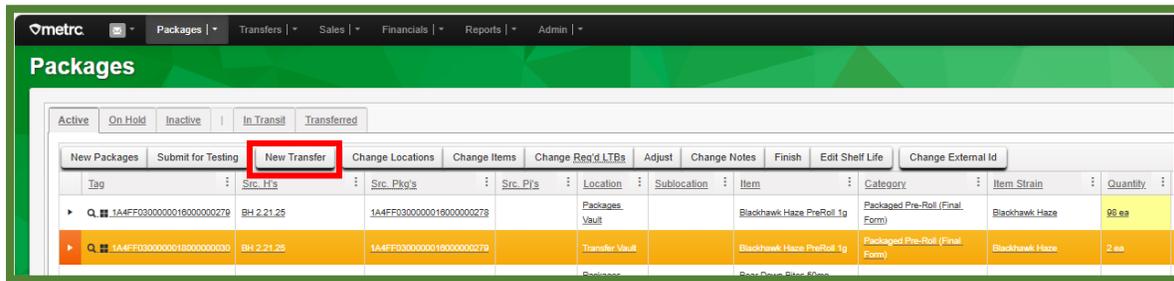


Figure 8: Creating a New Transfer from the New Package

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 9**.

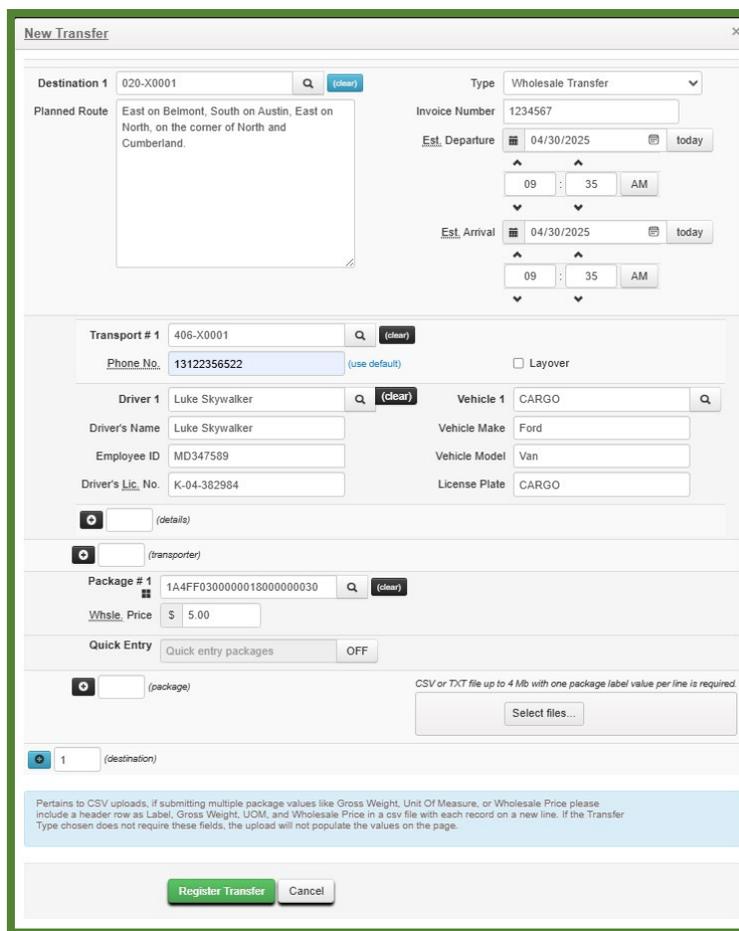


Figure 9: Creating a New Transfer for Damaged Units

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 10.**

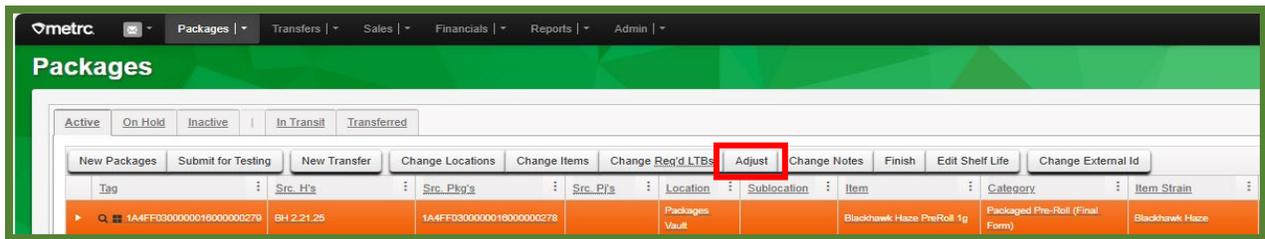


Figure 10: Highlighting the Package for Adjustment

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 11.**

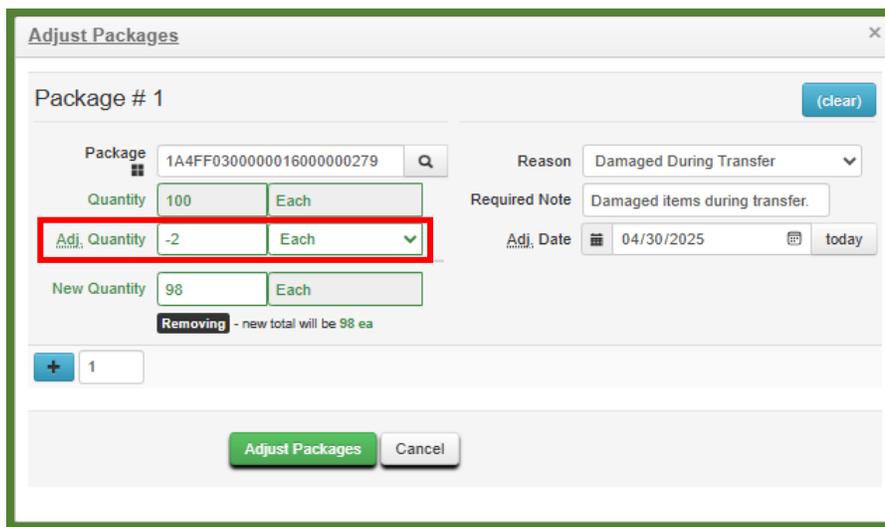
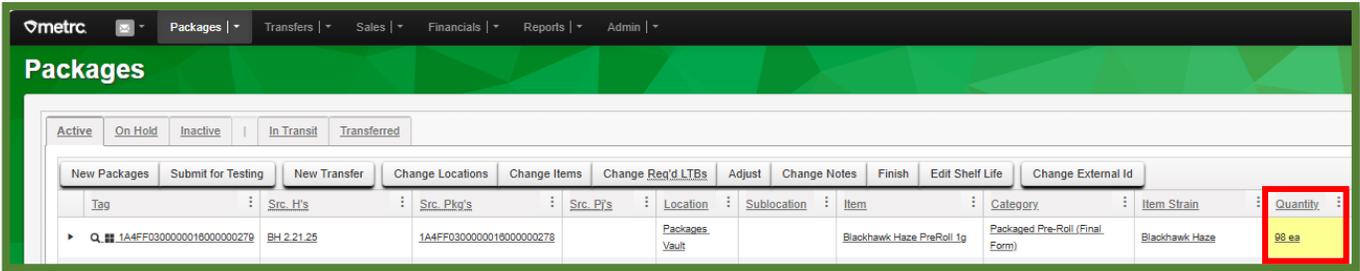


Figure 11: Adjust Packages Screen

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 12**.



The screenshot shows the Metrc web interface for the 'Active' packages grid. The grid has several columns: Tag, Src. H's, Src. Pkg's, Src. Pfs, Location, Sublocation, Item, Category, Item Strain, and Quantity. A red box highlights the 'Quantity' column for the first row, which shows '98 ea'.

Tag	Src. H's	Src. Pkg's	Src. Pfs	Location	Sublocation	Item	Category	Item Strain	Quantity
1A4FF030000018000000279	BH 2.21.25	1A4FF030000018000000278		Packages Vault		Blackhawk Haze PreRoll 1g	Packaged Pre-Roll (Final Form)	Blackhawk Haze	98 ea

Figure 12: 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.