Metrc Support Bulletin

Bulletin Number: MI_IB_0095	Distribution Date: 07/11/2025	Effective Date: 07/11/2025
Contact Point: Metrc Support	**Subject:** Upload PDF Documents to a Transfer Manifest	
Reason: To provide an update on a new Metrc feature		

Greetings,

Metrc and the Michigan Cannabis Regulatory Agency (CRA) are pleased to announce enhanced functionality that allows for the ability to upload PDF documents to a Metrc manifest. This functionality was delivered with insight from the Michigan Metrc Industry User Group. Your collaboration and partnership are appreciated.

07/09/2025 Revision: **This PDF upload functionality enhances the previous Tolling Agreement upload feature**. **Users can still upload Tolling Agreements to Metrc using the PDF Document Upload but will now have the option to upload other relevant PDF documents as well**.

Please read on for additional information related to the new feature and its optional use in Metrc.

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Uploading a PDF Document to Transfer

When creating new transfers in Metrc, the originating license will have the ability to upload a Tolling Agreement as an optional feature. To upload the document, access the Packages area on the navigational toolbar and click the Active tab in the Packages grid. Then, select the package for transfer and the "New Transfer" button – **see Figure 1**.
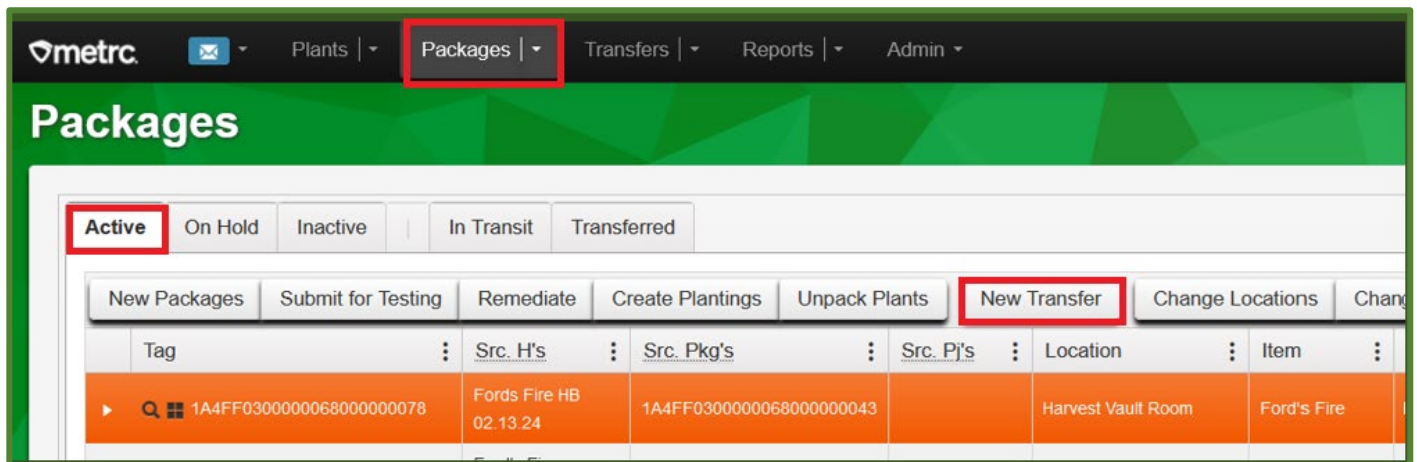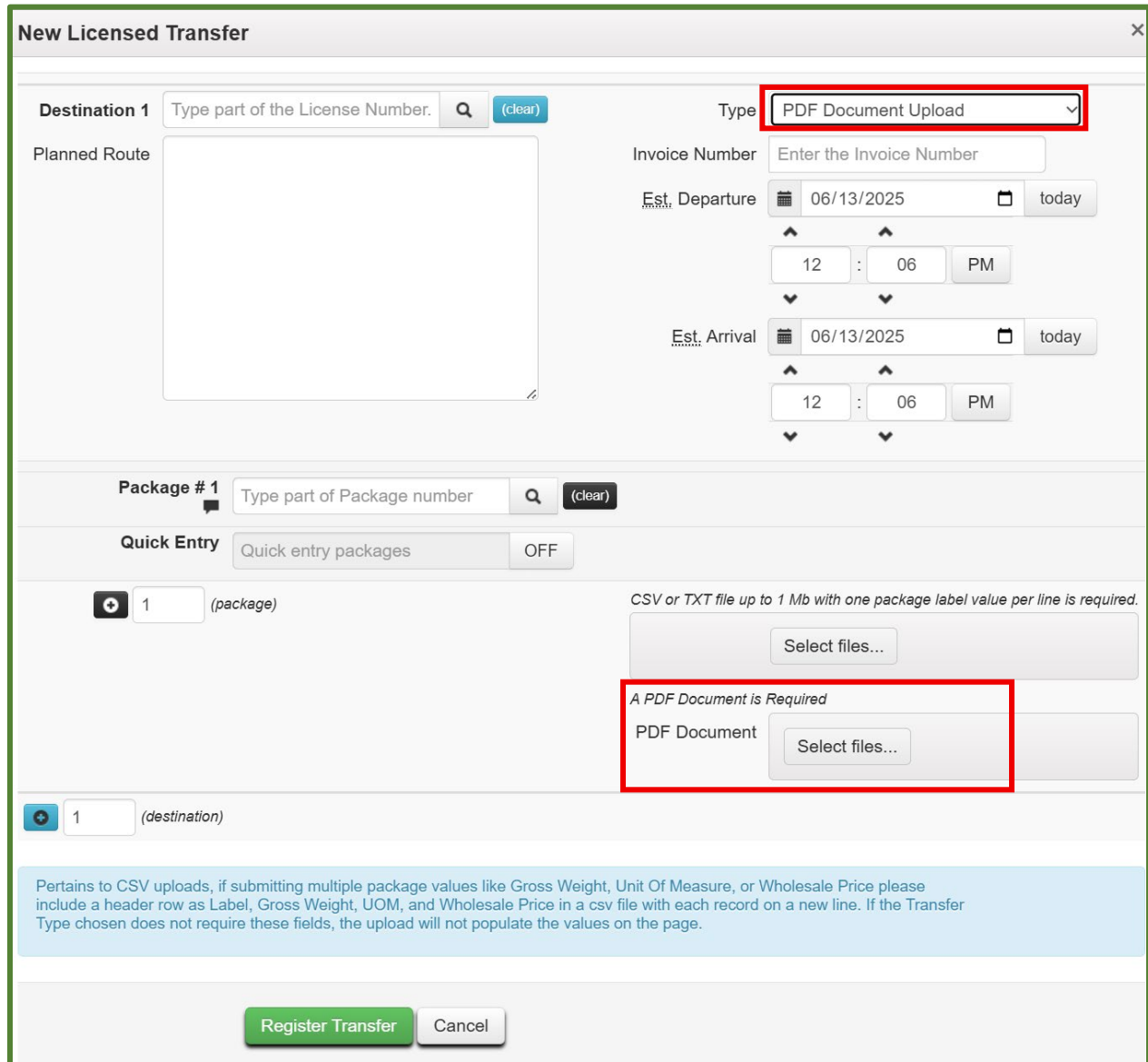

Figure 1: Navigate to the New Transfer Window

This will open the New Transfer action window where the file upload option will be located (near the bottom of the action window) that states "PDF Document Upload". Select the "Select Files" button - **see Figure 2 below**.

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Figure 2: Uploading a PDF File

As with any other Transfers in Metrc, be sure to select "Register Transfer" once finished uploading to submit the PDF document and finished creating the transfer. A successful upload will have a green font - **see Figure 3 below.**
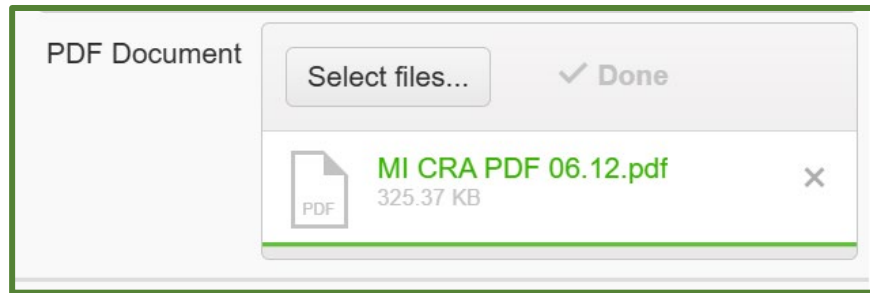
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Figure 3: Successful PDF Upload

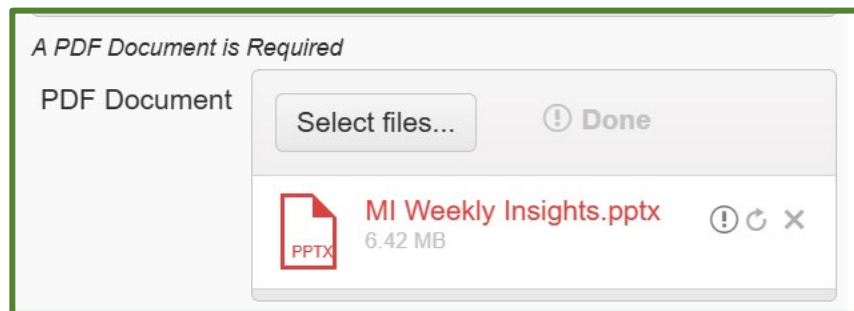An unsuccessful upload will show in a red font - **see Figure 4.**

Figure 4: Unsuccessful Upload

In the Incoming tab of the Transfers grid, for transfers that have a PDF document uploaded by the originating licensee, the destination licensee will be able to view a "Download PDF" button. Selecting this button will open the uploaded PDF document - **see Figure 5**.
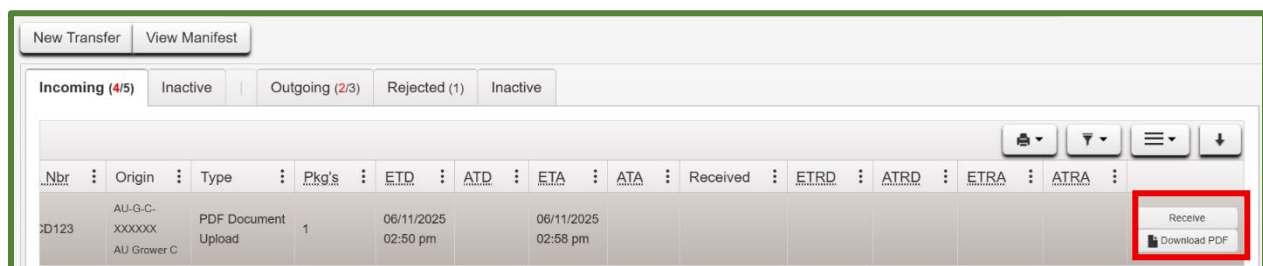

Figure 5: Recipient License – Incoming Transfer – Download PDF

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For the originating license, in the Outgoing tab of the Transfers grid, there will be a Download PDF button that displays in addition to the edit and void options. A PDF can be edited or removed so long as the transfer has not been received by the destination licensee. A PDF can be edited or removed so long as the transfer has not been received by the destination license. This operates the same as any other Metrc Transfer. – **see Figure 6**.
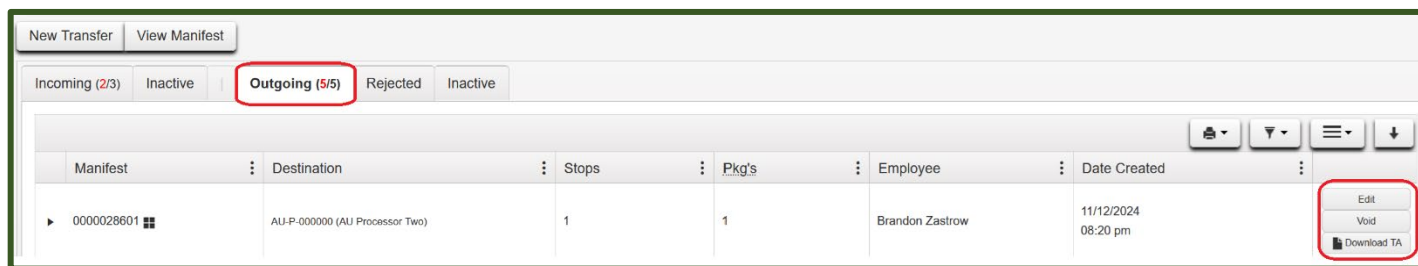

Figure 6: Shipping License - Outgoing Transfer - Edit/Void

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<u>Metrc Resources</u>

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

Contact Metrc Support by using the new full-service system – Service Cloud – 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 recently 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, manuals, and more.

Thank you for your continued partnership.

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