

Bulletin Number: MO_IB_0049	Distribution Date: 11/7/2025	Effective Date: 12/1/2025
Contact point: Metrc Support	Subject: Sales Delivery Hub system enhancement.	
Reason: Announcing a Sales Delivery Hub system enhancement.		

Greetings,

Metrc is pleased to provide information on the latest system enhancement planned to deploy on December 1st 2025 - Sales Delivery Hub updates.

Enhancements were made to improve workflows within the Sales Delivery Hub and to enhance the Sales Delivery Hub functionality for retailer licenses that utilize a third-party integrator.

Sales Delivery Hub

For licenses that are permitted to report sales deliveries directly to a customer, sales deliveries can now be recorded by associating a transporter license to deliver the sale. This process should be followed when a license other than the dispensary license is being used to physically deliver the sale. Once the sales delivery is created, the transporter license will use the enhanced Sales Delivery Hub to record the following:

- Acceptance of the delivery
- Departure from the retailer
- Arrival at the destination
- Verification of both I.D. and payment

Upon completion of the delivery, the sales delivery should be completed in Metrc by the Retailer's license. If the delivery was rejected, it should be marked as rejected within the Retailer's license. To begin the process, navigate to the Sales Delivery grid by selecting the Deliveries option under the Sales area found on the navigational toolbar at the top of the screen – see **Figure 1**.

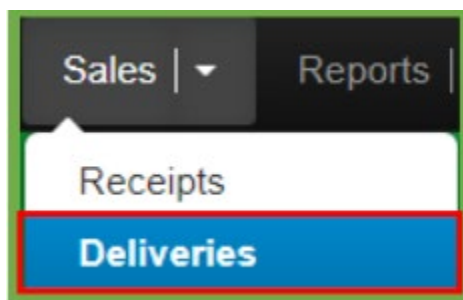


Figure 1 - Sales Menu with Deliveries Option

Important note: If this option is not available, an Administrator will need to grant the user Sales Delivery permission.

From the Sales Deliveries grid, select the “Record Deliveries” button to begin the process of creating the Sales Delivery – **see Figure 2.**

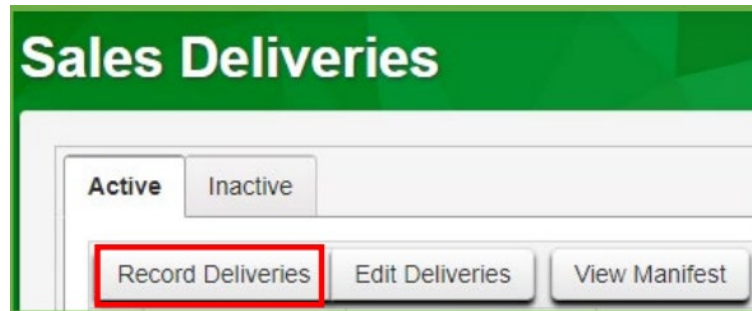


Figure 2: Record Deliveries button

In the Record Deliveries action window that appears, enter the details of the Sales Delivery, which now offers the ability to assign the license that will be physically delivering the sale if it differs from the retailer's license.

After all required information is entered, select the “Record Sales Deliveries” button to complete the sales delivery creation process. Please note, a transporter license can now be used to complete sales deliveries – **see Figure 3.**

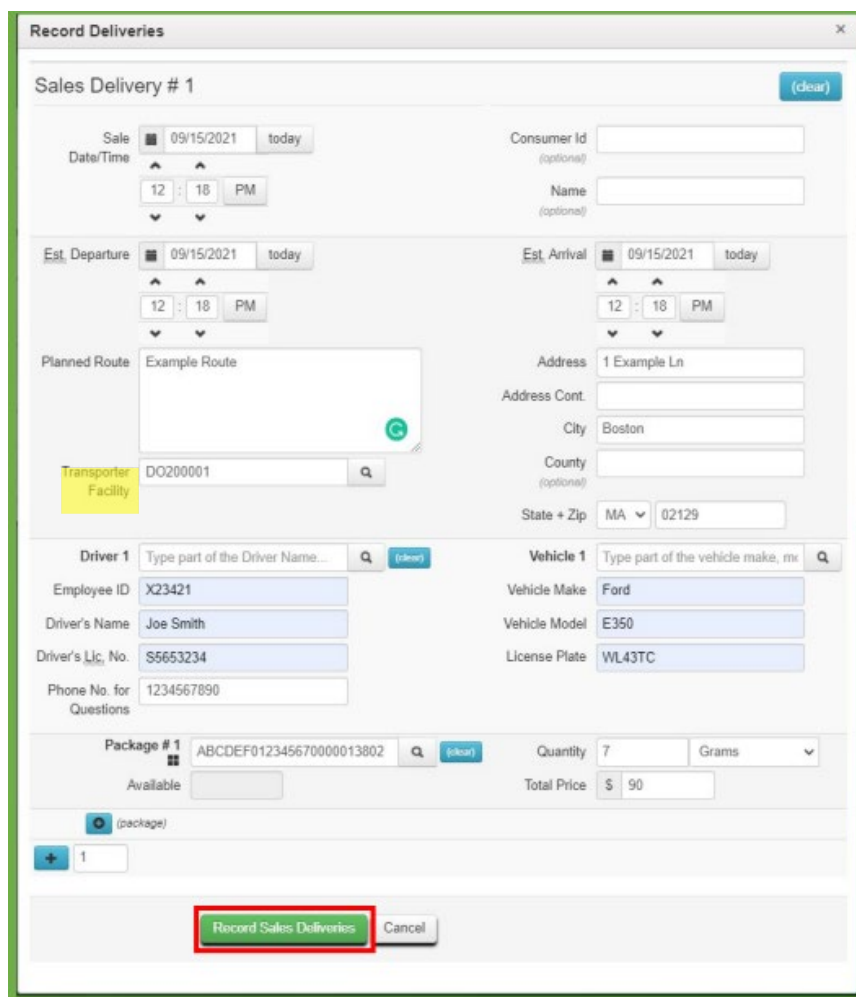


Figure 3: Alternate Delivery License

After the sales delivery is created by the retailer license, it will appear in the new Sales Delivery Hub within the transporter's Metrc license.

To navigate to the Sales Delivery Hub, select Delivery Hub under the Sales area found on the top navigational toolbar – **see Figure 4.**

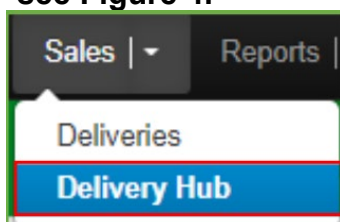


Figure 4: Navigate to Sales Delivery Hub

From the Sales Delivery Hub grid, all deliveries where the license was listed as the transporter are visible. **Note:** The transporter license can edit all transporter details (drivers, vehicles, etc.) but cannot edit the content of the delivery.

After the transporter license has arrived at the retailer's facility, the delivery is accepted by using the "Accept" button – **see Figure 5**

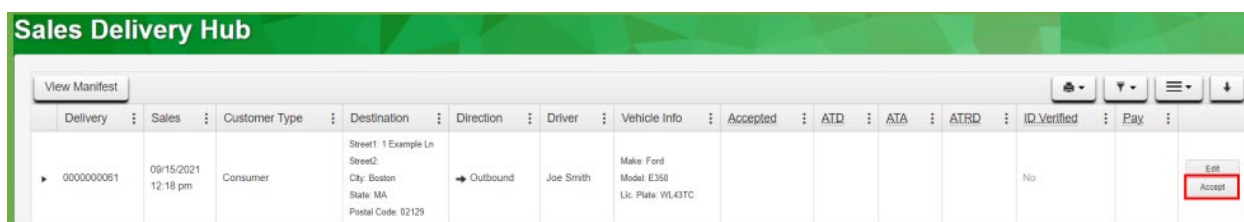


Figure 5: Accept Sales Delivery

After accepting the delivery in Metrc, confirmation of the transporter's departure is completed using the "Depart" button – **see Figure 6**.

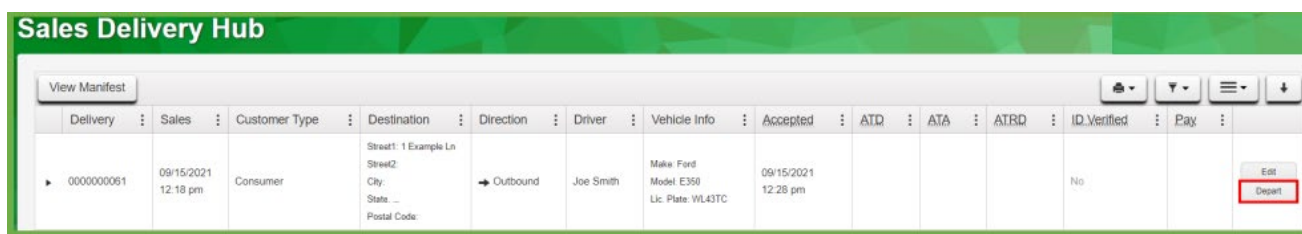
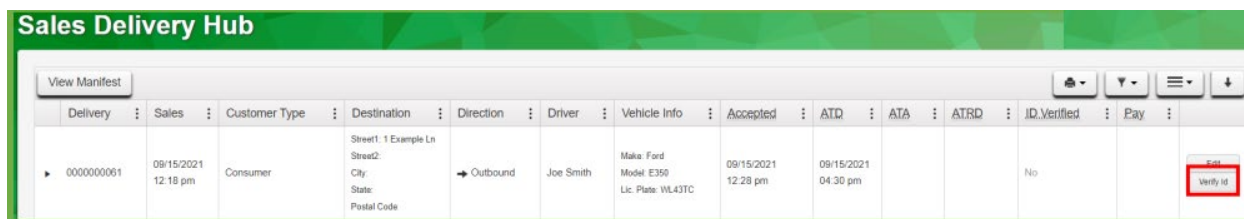


Figure 6: Mark Departure from Retailer Facility

When making a delivery, the end recipient's I.D. must be verified. Once I.D. verification is confirmed, the "Verify ID" button is used – **see Figure 7.**

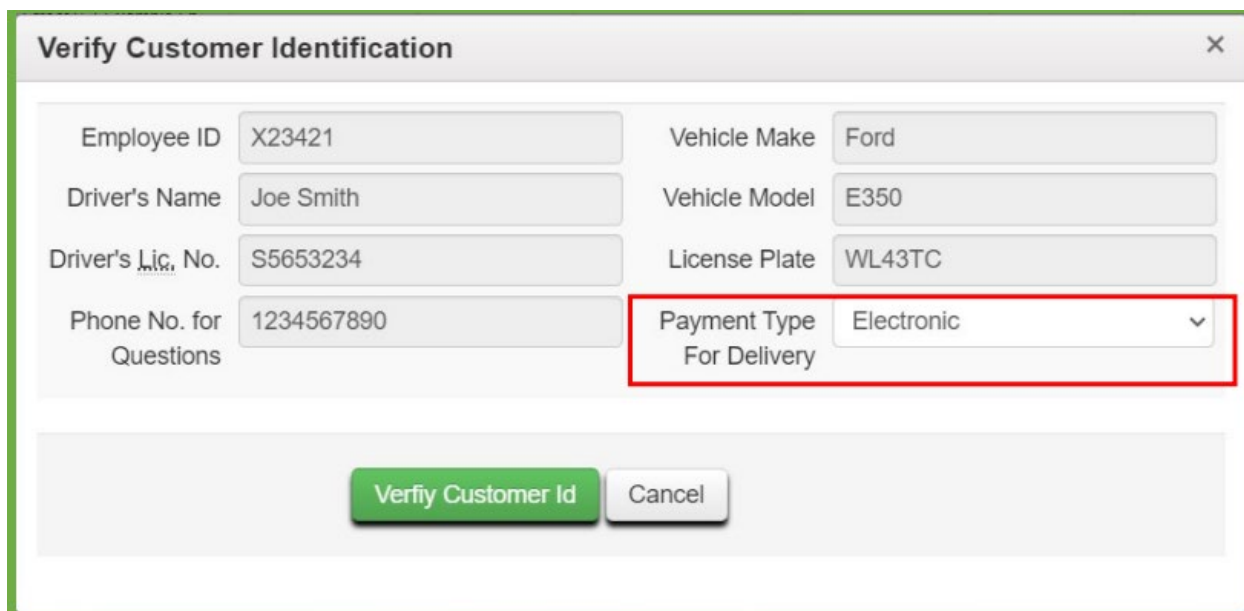


The screenshot shows the 'Sales Delivery Hub' interface. At the top is a green header with the title. Below it is a 'View Manifest' button and a set of icons. A table lists delivery details. The first row is highlighted. The 'Verify ID' button in the final column of the first row is highlighted with a red box.

Delivery	Sales	Customer Type	Destination	Direction	Driver	Vehicle Info	Accepted	ATD	ATA	ATRD	ID.Verified	Pay	
► 0000000061	09/15/2021 12:18 pm	Consumer	Street1: 1 Example Ln Street2: City: State: Postal Code	→ Outbound	Joe Smith	Make: Ford Model: E350 Lic. Plate: WL43TC	09/15/2021 12:28 pm	09/15/2021 04:30 pm			No		Verify ID

Figure 7: Verify I.D. of Recipient

Selecting the "Verify ID" button triggers an action window where the Payment Type - Cash or Electronic - is captured using the dropdown – **see Figure 8.**



The screenshot shows the 'Verify Customer Identification' window. It contains several input fields for customer and vehicle information. The 'Payment Type For Delivery' dropdown menu is highlighted with a red box and is set to 'Electronic'. At the bottom are 'Verify Customer Id' and 'Cancel' buttons.

Employee ID	X23421	Vehicle Make	Ford
Driver's Name	Joe Smith	Vehicle Model	E350
Driver's Lic. No.	S5653234	License Plate	WL43TC
Phone No. for Questions	1234567890	Payment Type For Delivery	Electronic ▼

Verify Customer Id

Cancel

Figure 8: Verify ID Action Window & Payment Type

Once this process is completed by the transporter, the retailer license completes the sales delivery in their license by selecting the "Complete" button in the Sales Deliveries grid – **see Figure 9.**

Sales Deliveries													
Active Inactive													
Record Deliveries Edit Deliveries View Manifest													
Delivery	Transporter	Sales	Customer Type	Patient	Driver	Vehicle Info	ETD	ETA	Completed	Pkg's	Total	Recorded	State
0000000061	Delivery Courier	09/15/2021 12:18 pm	Consumer		Joe Smith	Make: Ford Model: E350 Lic. Plate: WL43TC	09/15/2021 12:18 pm	09/15/2021 12:18 pm		1	\$90.00	09/15/2021 12:21 pm	Shipped
													Complete

Figure 9: Complete Sales Delivery

Selecting the “Complete” button opens an action window where the sales delivery is finalized by selecting the green “Complete Sales Delivery” button – **see Figure 10.**

Complete Delivery

Employee ID

X23421

Driver's Name

Joe Smith

Driver's Lic. No.

S5653234

Phone No. for Questions

1234567890

Payment Type For Delivery

Electronic

Vehicle Make

Ford

Vehicle Model

E350

License Plate

WL43TC

Actual Arrival

09/15/2021

today

Package # 1

ABCDEF012345670000013802

Quantity

7

g

Reject Package

Item

M00000000002: Buds - Blue Dre:

Complete Sales Delivery

Cancel

Figure 10: Complete Sales Delivery Action Window

If the sales delivery was unable to be completed, the “Reject Package” checkbox is used, a return reason should be selected from the Return Reason dropdown, and additional details provided in the Optional Note text box – **see Figure 11.**

Complete Delivery

Employee ID

X23421

Driver's Name

Joe Smith

Driver's Lic. No.

S5653234

Phone No. for Questions

1234567890

Payment Type For Delivery

Electronic

Vehicle Make

Ford

Vehicle Model

E350

License Plate

WL43TC

Actual Arrival

09/15/2021

today

12

:

18

PM

Est. Return Departure

today

12

:

34

PM

Est. Return Arrival

today

12

:

34

PM

Package # 1

ABCDEF012345670000013802

Quantity

7

g

☒ Reject Package

Item

M00000000002: Buds - Blue Dre:

Verification

7

Grams

Return Reason

Undeliverable

Optional Note

No answer at the door

Complete Sales Delivery

Cancel

Figure 11: Rejected Sales Delivery Action Window

Once completed, the delivery will be finalized and automatically moved to the “Inactive” tab in the Sales Deliveries grid – see Figure 12.

Active

Inactive

View Manifest

Delivery	Transporter	Sales	Customer Type	Patient	Driver	Vehicle Info	ETD	ETA	AA	Completed	Pkg's	Total	Recorded	State
0000000001	not	09/10/2021 09:18 am	Consumer		Joe Brown	Make: Chevy Model: Tahoe Lic Plate: MYH789	09/10/2021 09:18 am	09/10/2021 09:18 am	09/10/2021 09:18 am	09/10/2021 02:17 pm	1	\$200.00	09/10/2021 10:03 am	Completed

Figure 12: Inactive Deliveries tab

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.

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.