

# Metrc Support Bulletin



Bulletin Number: NY_IB_0002	Distribution Date: 12/18/2025	Effective Date: Ongoing
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Dispensary Transfers	
<b>Reason:</b> Metrc is providing guidance on the workflow for transfers from distributors to dispensaries that have not completed their inventory conversion into Metrc.		

Metrc, in coordination with the New York Office of Cannabis Management (OCM), is providing guidance for **dispensaries that are credentialed in Metrc but have not yet completed their Beginning Inventory conversion.**

This guidance explains what to do when a **distributor sends a transfer in Metrc** to a dispensary that is **not yet converted**.

## Important Notes

1. **Do not reject distributor transfers just because you have not completed your Metrc conversion.**
2. If you **receive product into your POS before conversion** (not in Metrc) and **sell from it**, you will need to complete additional steps after conversion to correct inventory in Metrc. Those steps are included in the final section (“Adjusting for Duplicate Packages”).

Please see the following page for more information:

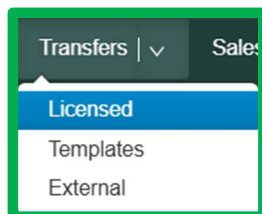


## Dispensaries Receiving Transfers in Metric (Before Conversion)

If you are not fully converted to Metric yet, you should still **physically accept the shipment** from the distributor.

To view transfers that were sent to you in Metric:

- Log in to Metric
- Go to **Transfers > Licensed Transfers**



*Navigate to the Licensed Transfers Page of Metric*

This page lists transfers that were sent to your license through Metric. Each transfer can be “received” into your Metric inventory.

### What to do if you are not converted yet:

- **Physically accept the shipment**
- **Do not reject the transfer in Metric**
- To avoid inventory issues, leave the transfer pending in Licensed Transfers until your conversion is complete

After your conversion is complete:

- Return to **Licensed Transfers**
- **Receive the transfer in Metric** so it becomes part of your Metric inventory (and then can be pulled into your POS, depending on your POS integration)

New TransferView Manifest

IncomingInactiveOutgoingRejectedInactive

</

*Licensed Transfers Screen*

### If you already received it in your POS before conversion:

If you received the product in your POS before conversion, the same product may later appear in your Beginning Inventory (External Transfer). That can create duplicates. Follow the steps in the next sections to prevent or correct this.

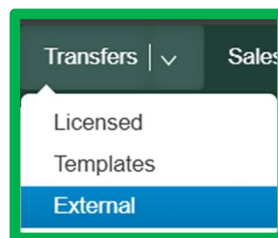
## Removing a Package From Beginning Inventory (External Transfer)

Use this section if:

- You received the distributor's product in your POS before conversion and have not made sales from these packages
- Your POS is now pushing your Beginning Inventory into Metric **and**
- You want to prevent duplicate packages in Metric

When your POS pushes Beginning Inventory into Metric, it appears in:

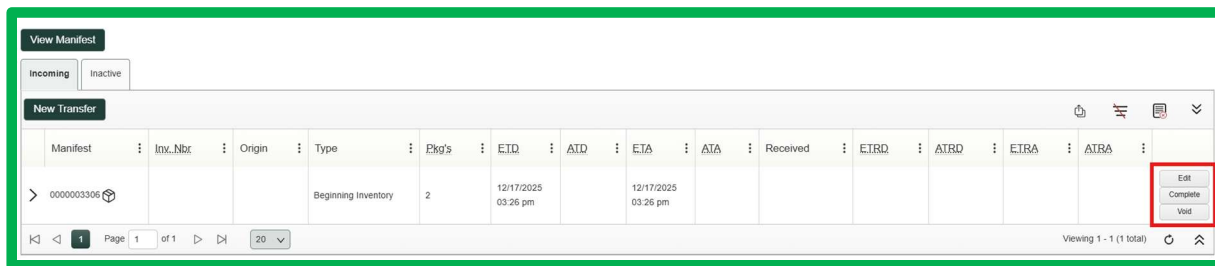
- **Transfers > External Transfers**



*Navigate to the External Transfer Screen*

On the External Transfers page:

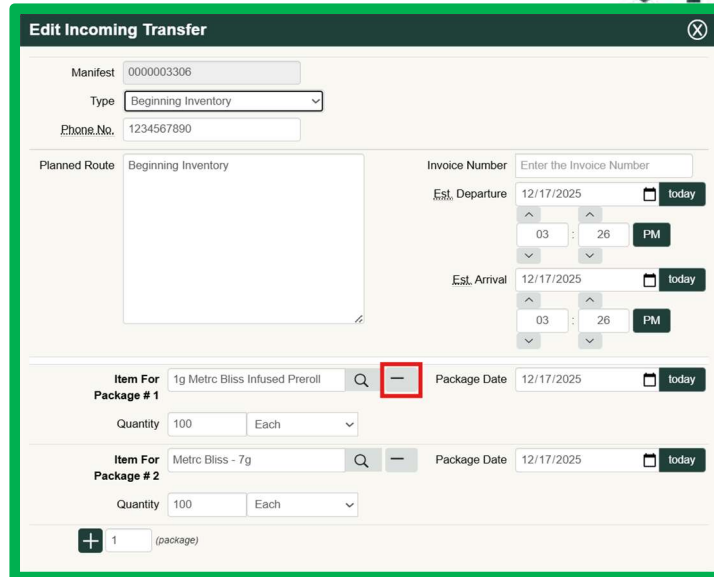
- Find the External Transfer created by your POS
- Select Edit (do not select Complete yet)



*Edit and Complete Buttons*

In the Edit window:

- **Remove** the package that is already represented by the pending Licensed Transfer (or otherwise should not be included in Beginning Inventory)
- Then proceed with your normal Beginning Inventory workflow
- When ready, select **Complete** to assign Package UIDs and locations to the packages that belong in your initial inventory



The screenshot shows the 'Edit Incoming Transfer' interface. At the top, there's a title bar with a close button. Below it, the form is divided into several sections. The 'Manifest' field contains '0000003306'. The 'Type' dropdown is set to 'Beginning Inventory'. The 'Phone No.' field contains '1234567890'. The 'Planned Route' section shows 'Beginning Inventory'. To the right, there are fields for 'Invoice Number' (with a placeholder 'Enter the Invoice Number'), 'Est. Departure' (12/17/2025), and 'Est. Arrival' (12/17/2025). Below these, there are two package entries. The first entry, 'Package # 1', has 'Item For' as '1g Metrc Bliss Infused Preroll' and 'Quantity' as '100 Each'. The second entry, 'Package # 2', has 'Item For' as 'Metrc Bliss - 7g' and 'Quantity' as '100 Each'. A red box highlights the minus sign icon next to the search icon for the first package. At the bottom, there is a plus sign icon and a field with '1 (package)'.

*Edit and remove the package from the external transfer*

If you have already received incoming transfers into your Point-of-Sale and then completed your beginning inventory transfer, you will need to check to ensure that you do not have duplicate packages, if you do, you would use the steps outlined in the next section (Removing Duplicate Packages).

## Adjusting for Duplicate Packages (After Conversion)

Use this section if:

- You already completed Beginning Inventory, **and**
- You later received the outstanding Licensed Transfer in Metrc, **and**
- You now see **duplicate packages** in Metrc

After conversion, once you receive any pending Licensed Transfers:

1. Go to your **Packages / Inventory** in Metrc
2. Look for **duplicate packages** representing the same physical product

### How to correct duplicates

- Confirm which package represents the **real physical inventory** amount
- If needed, adjust the “incoming transfer” package to match the correct physical quantity due to any sales
- Then, for the duplicate package created through External Transfer:
  - Select the duplicate package
  - Click **Adjust**
  - Adjust the quantity **down to 0**
  - **Finish** the package

This ensures Metrc matches your physical inventory and removes the duplicate record.

metrc

Package

Transfer

Sales

Financials

Report

Admin

Support

Active

On Hold

Inactive

In Transit

Transferred

New Packages

New Transfer

Change Locations

Change Items

Adjust

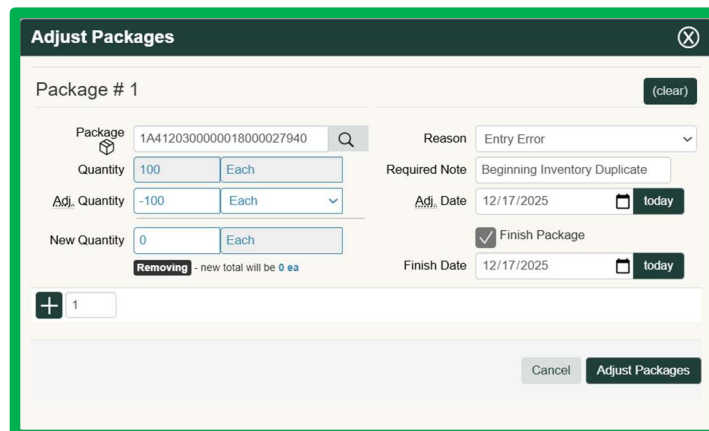
Change Notes

Finish

Edit Shelf Life

Tag	Src_H's	Src_Pkg's	Src_P's	Location	Sublocation	Item	Category	Item Strain	Quantity
>  1A4120100000009000018748		<a href="#">1A4120100000009000018745</a>		Packages Vault		Metrc Bliss - 7g Prepack	Bud/Flower - Each	Metrc Bliss	100 ea
>  1A4120100000009000018753		<a href="#">1A4120100000009000018746</a>		Packages Vault		Metrc Bliss - Infused Preroll 1g	Infused Pre-Roll - Each	Metrc Bliss	100 ea
>  1A4120300000018000027940				Metrc Room		Metrc Bliss - 7g Prepack	Bud/Flower - Each	Metrc Bliss	100 ea
>  1A4120300000018000027941				Metrc Room		Metrc Bliss - Infused Preroll 1g	Infused Pre-Roll - Each	Metrc Bliss	80 ea

*Select Duplicate Package and Use the Adjust Button*



**Adjust Packages**

Package # 1 (clear)

Package 1A4120300000018000027940

Quantity 100 Each

Adj. Quantity -100 Each

New Quantity 0 Each

Removing - new total will be 0 ea

Reason Entry Error

Required Note Beginning Inventory Duplicate

Adj. Date 12/17/2025 today

☒ Finish Package

Finish Date 12/17/2025 today

+ 1

Cancel Adjust Packages

*Zero-Out and finish the duplicate package*



## Metrc resources

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

### Contact Metrc Support

By navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click Support and navigate to support.metrc.com and it will 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 is designed to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing [Metrc Learn](#) is simple through the following convenient locations:

### From within the Metrc system

Navigate to the Support area on the navigational toolbar and select “Sign up for Training” to register.

## Access additional resources

In the Metrc system, click on the Metrc Expert icon and search for the appropriate topic or type in a question.

Thank you for your continued partnership.