Metrc Support Bulletin

Bulletin Number: NY_IB_0002	Distribution Date: 12/18/2025	Effective Date: Ongoing
Contact Point: Metrc Support	**Subject**: Dispensary Transfers	
Reason: 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").

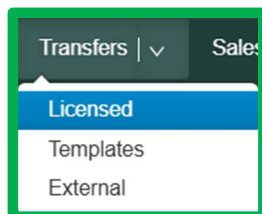Please see the following page for more information:

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Dispensaries Receiving Transfers in Metrc (Before Conversion)

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

To view transfers that were sent to you in Metrc:
- Log in to Metrc
- Go to **Transfers > Licensed Transfers**

Navigate to the Licensed Transfers Page of Metrc

This page lists transfers that were sent to your license through Metrc. Each transfer can be "received" into your Metrc inventory.

What to do if you are not converted yet:
- **Physically accept the shipment**
- **Do not reject the transfer in Metrc**
- 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 Metrc** so it becomes part of your Metrc inventory (and then can be pulled into your POS, depending on your POS integration)

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 Metrc **and**
- You want to prevent duplicate packages in Metrc

When your POS pushes Beginning Inventory into Metrc, it appears in:
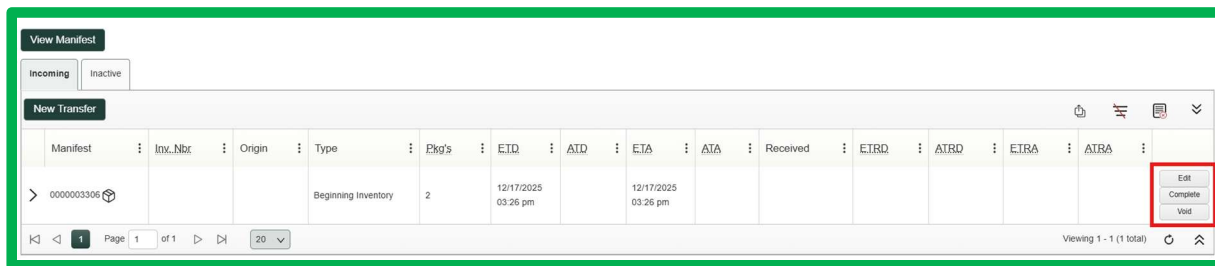- **Transfers > External Transfers**
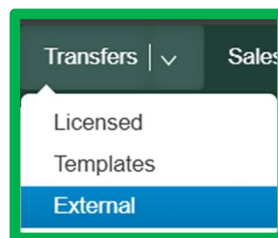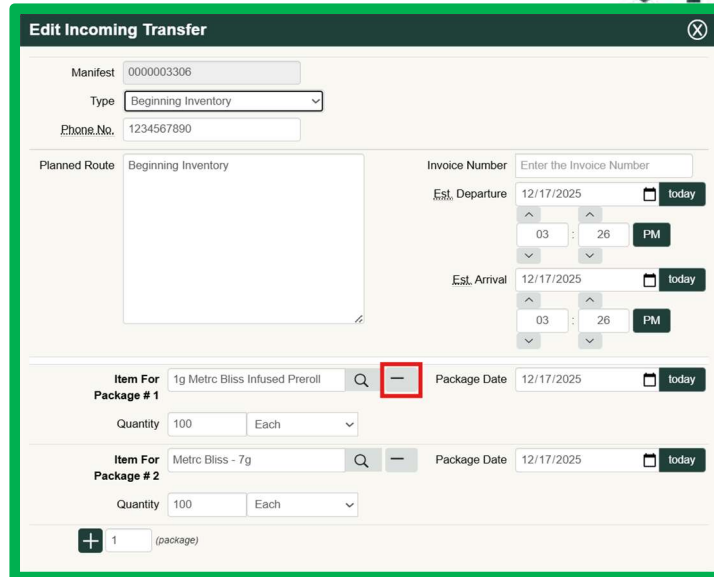

Navigate to the External Transfer Screen

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

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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).

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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:
  - o Select the duplicate package
  - o Click **Adjust**
  - o Adjust the quantity **down to 0**
  - o **Finish** the package

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

Select Duplicate Package and Use the Adjust Button

Zero-Out and finish the duplicate package

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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, 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.