

Bulletin Number: DC_IB_0090	Distribution Date: 2/13/2026	Effective Date: 2/25/2026
Contact point: Metrc Support	Subject: New Sales Delivery Functionality	
Reason: New sales delivery functionality to allow retail deliveries by transporters.		

Greetings,

Metrc, in conjunction with the Alcoholic Beverage and Cannabis Administration (ABCA), is pleased to announce sales delivery functionality to allow retail deliveries by transporters.

Sales Delivery Hub enhancements will go live on February 25, 2026, allowing transporters to view and complete retail deliveries.

To learn more, read on for more information.

Sales Delivery Hub

For licenses permitted to report patient sales deliveries, 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 Retailer License is being used to physically deliver the sale.

Once the sales delivery is created, the transporter license will use the new 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 navigation bar at the top of the screen – **see Figure 1**

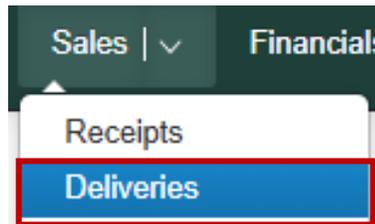


Figure 1 - Sales Menu with Deliveries Option

Important Note: If this option is not available, an Administrator will need to grant the user 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 – 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 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 can be accepted by using the “Accept” button – **see Figure 5**

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[View Manifest](#)

Delivery	Sales	Customer Type	Destination	Direction	Driver	Vehicle Info	Pkg's	Accepted	ETD	ATD	ETA	ATA	ETRD	ATRD	ETRA	ATRA	ID Verified	Pay	
> 0000000001	01/27/2026 02:00 pm	Patient	Street: Example Street2: Example City: Example State: DC Postal Code: 00000	Outbound	John Doe	Make: Ford Model: Truck Lic Plate: 10F3F068 Reg No:	1		01/27/2026 02:00 pm		01/27/2026 02:00 pm						No		<input type="button" value="Edit"/> <input type="button" value="Accept"/>

Figure 5: Accept Sales Delivery

After accepting the delivery in Metrc, confirmation of the transporter’s departure can be completed using the “Depart” button – **see Figure 6.**

ETRA	ATRA	ID Verified	Pay	
		No		<input type="button" value="Edit"/> <input type="button" value="Depart"/>

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 should be used – **see Figure 7.**

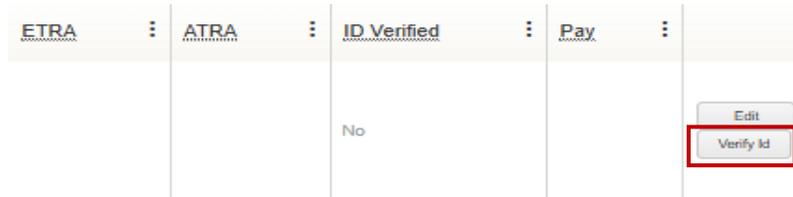


Figure 7: Verify I.D. of Recipient

Selecting the “Verify ID” button will trigger an action window where the Payment Type - Cash or Electronic - should be captured using the dropdown – **see Figure 8.**

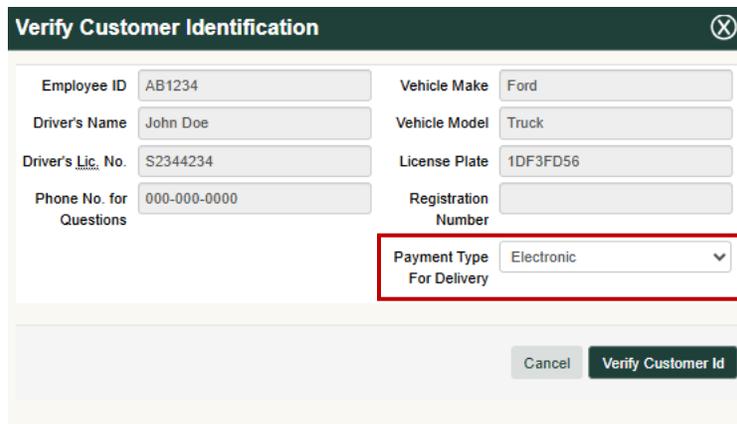


Figure 8: Verify ID Action Window & Payment Type

Once this process is completed by the transporter, the Retailer license should complete the sales delivery in their license by selecting the “Complete” button in the Sales Deliveries grid – **see Figure 9**

Sales Deliveries

New UI | D.C. Testing | DC Test - Dispensary 1 | 402-X0001

Delivery	Transporter	Sales	Customer Type	Patient	Driver	Vehicle Info	ETD	ETA	AA	Completed	Pkg's	Total	Recorded	State	
> 0000000031	498R-X0001 DC Test - Federal Parcel Svc Rec	01/27/2028 02:00 pm	Patient	00000	John Doe	Make: Ford Model: Truck Lic. Plate: 1DF3FD56	01/27/2028 02:00 pm	01/27/2028 02:00 pm			1	\$20.00	01/27/2028 02:02 pm	Shipped	<input type="button" value="Complete"/> <input type="button" value="Void"/>

Figure 9: Complete Sales Delivery

Selecting the “Complete” button will open an action window where the sales delivery can be finalized by selecting the green “Complete Sales Delivery” button – **see Figure 10**

Complete Delivery
ⓧ

Employee ID

Driver's Name

Driver's Lic. No.

Phone No. for Questions

Payment Type For Delivery

Vehicle Make

Vehicle Model

License Plate

Registration Number

Actual Arrival

:

Package # 1

Quantity Reject Package

Item

Figure 10: Complete Sales Delivery Action Window

If the sales delivery was unable to be completed, the “Reject Package” checkbox should be 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

Driver's Name

Driver's Lic. No.

Phone No. for Questions

Payment Type For Delivery

Vehicle Make

Vehicle Model

License Plate

Registration Number

Actual Arrival

↑ 02 : 00 PM ↓

Est. Return Departure

↑ HH : MM AM ↓

Est. Return Arrival

↑ HH : MM AM ↓

Package # 1

Quantity Reject Package

Item

Verification

Return Reason

Optional Note

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	met	05/02/2023 09:58 am	Consumer		Joe Brown	Metrc Chevy Metrc Tahoe Lic: Ryan Mettr	05/02/2023 09:58 am	05/02/2023 09:58 am	05/02/2023 09:58 am	05/02/2023 02:57 pm	1	\$200.00	05/02/2023 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

You can access Metrc Support using the full-service system by navigating to Support.Metrc.com.

From within the Metrc System, click **Support** to be redirected to the portal.

Please note:

If accessing the portal for the first time, you will need:

- A username (established upon initial login)
- The respective state and facility license number
- A valid email address to set your password

Metrc Learn

Metrc Learn is designed to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

You can access Metrc Learn in the following ways:

- **From within the Metrc System:**
Navigate to the **Support** area on the 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 a topic or type in a question.

Metrc Expert

For additional information on the Sales Delivery Hub, visit *What's New in Metrc*.

Thank you for your continued partnership.