

Bulletin Number: NY_IB_0010	Distribution Date: 03/17/2026 Updated: 06/12/2026	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Transfer Variances	
Reason: Guidance on how to accept a transfer and return any unwanted inventory back to originating facility.		

Greetings,

Metrc in collaboration with the Office of Cannabis Management is pleased to provide guidance on how to accept transfers and send unwanted product back to originating facility.

Transfers that have a variance in quantity (physical quantity does not match electronic quantity) must be handled in one of the following ways:

1. The entire package may be **rejected** and returned to the originating facility's inventory to be repackaged and retransferred with the correct quantity.
2. If the quantity in the package is **less** than what is listed on the manifest, you may accept the full package and adjust the quantity in Metrc using the entry error action reason to reflect the actual amount received.
3. If the physical quantity of units in the package is **greater** than what is listed on the manifest and you want to:
 - a. Accept the additional units in the package into your inventory:
 - i. When accepting the transfer in Metrc, include the additional units on the transfer manifest to match what is physically being received.
 - b. Return the additional units to the distributor:
 - i. When accepting the transfer in Metrc, include the additional units on the transfer manifest to match what is physically being received.
 - ii. Create a new package with a new Package UID and include the excess items you do not want in your inventory.
 - iii. Create a new transfer manifest to return the newly created package back to the originating facility



Transfer Variance Allowance

- To help improve inventory alignment, we are reducing the variance allowed between shipped and received package quantities by up to 5%.
- In this update, licensees will now have to confirm that they are accepting packages with a variance of up to 5%.
- Any variance over 5% will not be allowed to be accepted in your inventory.

Accepting Incoming Transfer

- To accept an incoming transfer, navigate to the Transfers page
- Within the Transfers grid, you will see incoming packages.
- To receive a package in your inventory, select “Receive”. See image 1.

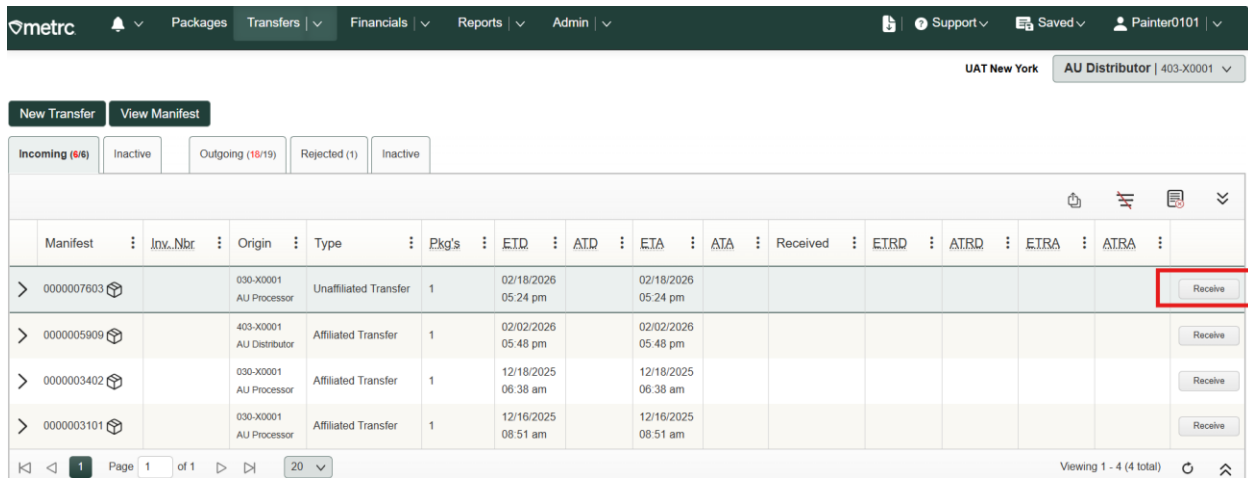


Image 1 – Receiving Incoming Transfer

- Once you select Receive, a window will pop up confirming the inventory you are receiving into your facility.
- If there is a variance in the package you received, include the count of units that you are physically receiving.
- If there is a variance in the inventory accepted, confirm the variance of transfer on the Received Transfer window. See image 2.

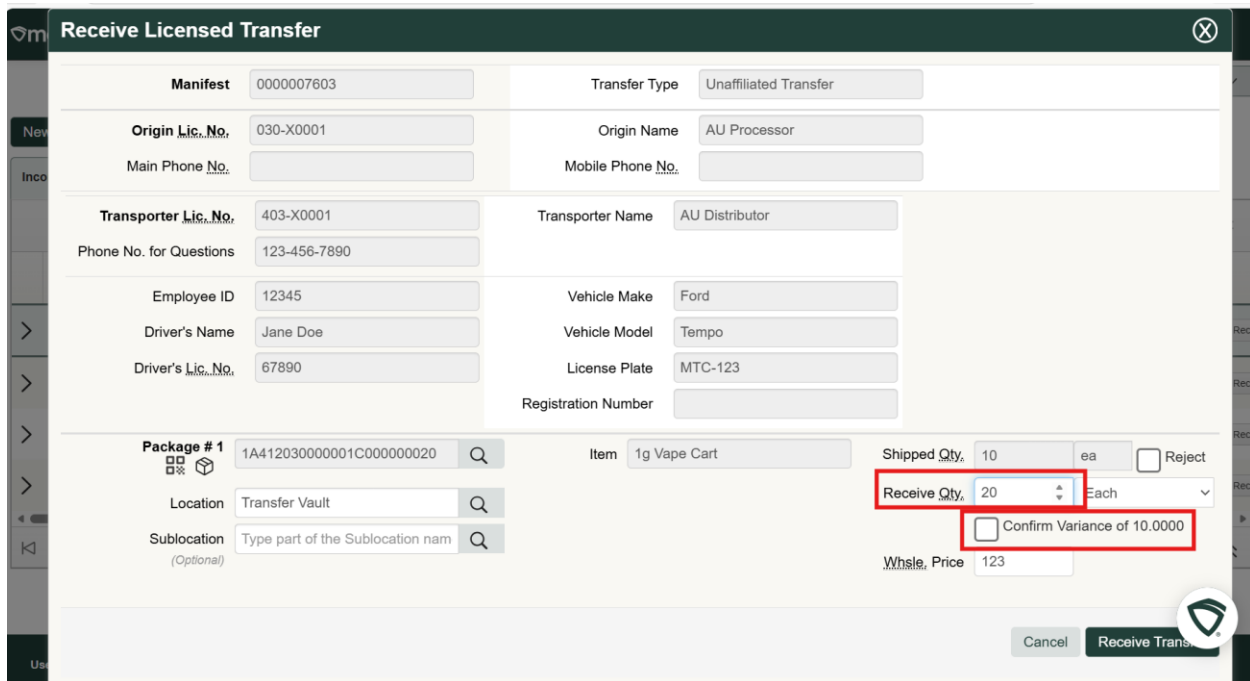


Image 2 – Confirming Transfer Variance

Handling Discrepancies with Incoming Transfers

- If discrepancy after accepted inventory, you will need to adjust the package to the correct physical count.
- To complete this, select the package that was accepted into your inventory, and then select “Adjust. See image 3.

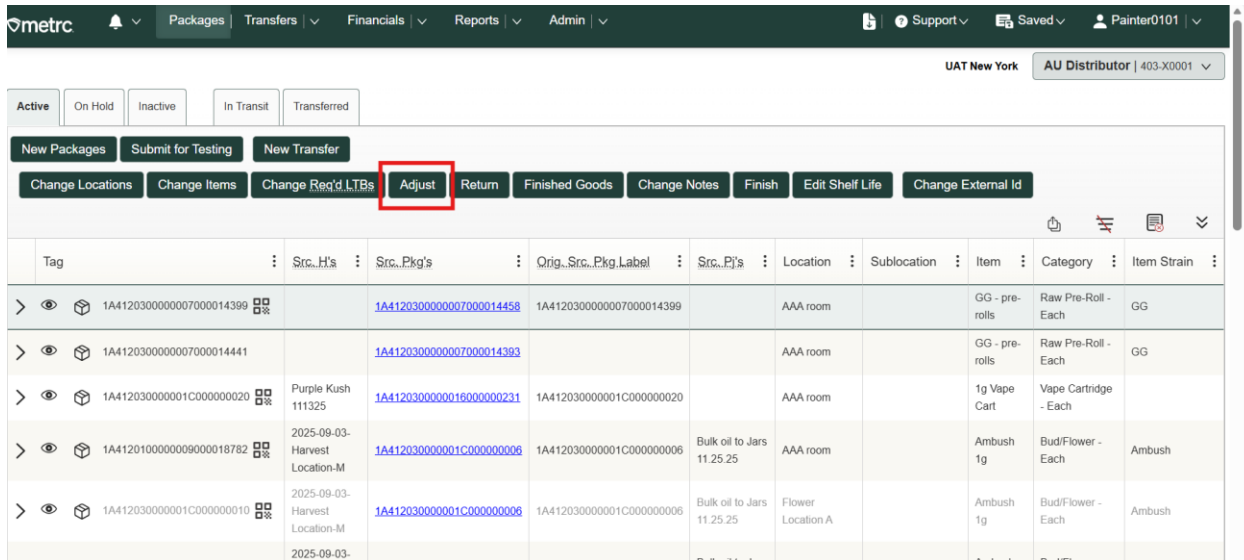


Image 3 – Adjust Packages

- Once selected, a window will pop up to adjust your package.
- Select Entry Error for adjustment reason.
- For the required note, describe in as much detail as possible on what occurred with the transfer discrepancy.
- Include the correct count of product in your inventory. If the quantity is less than what is in the package, include “-“ in front of the number to decrease package quantity.
- Select “Adjust Packages” to confirm adjustment. See image 4.

Adjust Packages ⓧ

Package # 1 (clear)

Package

Quantity

Adj. Quantity

New Quantity

Adding - new total will be 12 ea

Reason

Required Note

Adj. Date

Image 4 – Adjusting Package Reason

Handling Returns for Incorrect Inventory Amounts

- If you received an incoming transfer, and there are more units in that transfer that were requested, please see instructions on how to handle this in the Metric system.
- If received incoming transfer is an incorrect quantity, you will need to first accept this inventory in your account to initiate a return.
- To return the product quantity that is unwanted, you will need to repackage that material into a new Package UID.
- To complete this step, select the package that was received into your inventory and then select “New Package”. See image 5.

Tag	Src. H's	Src. Pkg's	Orig. Src. Pkg. Label	Src. Pj's	Location	Sublocation	Item	Category	Item Strain
1A412030000007000014399		1A412030000007000014458	1A412030000007000014399		AAA room		GG - pre-rolls	Raw Pre-Roll - Each	GG
1A412030000007000014441		1A412030000007000014393			AAA room		GG - pre-rolls	Raw Pre-Roll - Each	GG
1A412030000001C000000020	Purple Kush 111325	1A4120300000016000000231	1A412030000001C000000020		AAA room		1g Vape Cart	Vape Cartridge - Each	
1A4120100000090000018782	2025-09-03- Harvest Location-M	1A412030000001C000000006	1A412030000001C000000006	Bulk oil to Jars 11.25.25	AAA room		Ambush 1g	Bud/Flower - Each	Ambush

Image 5 – Repackaging Package

- Next, you will select the amount you would like to return and include that within a new Package UID. See image 6.

New Packages ⓘ

New Package # 1 (clear)

New Tag: 1A4120100000090000018783

Location: Transfer Vault

Sublocation: Type part of the Sublocation name

Same Item

Quantity: 5 Each Max

Package # 1: 1A412030000007000014399

Item: GG - pre-rolls

Current Lab Testing State: Test Passed

Quick Entry: Quick entry packages OFF

Package Date: 02/18/2026 today

Finished Good

Production Batch

Cancel **Create Packages**

Image 6 – Creating New Package UID

- You will need to include those physical products into a container and adhere the new physical Package UID to that new container.
- Next, you will initiate a new transfer using this newly created package.
- To complete, select the Package UID recently created, and select New Transfer. See image 7.

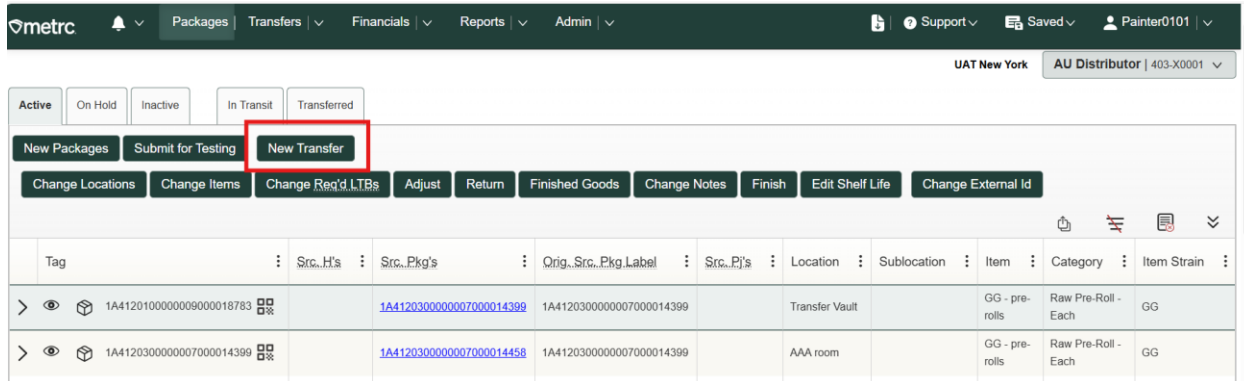


Image 7 – Initiating New Transfer

- The New Transfer window will appear. In the New Transfer window, select the facility you would like to return the product to and register the transfer. See image 8.

New Transfer [X]

Destination 1 030-X0001 [Q] (clear)

Planned Route Albany to NYC.

Type Unaffiliated Transfer

Invoice Number Enter the Invoice Number

Est. Departure 02/18/2026 [today] 06 : 02 PM

Est. Arrival 02/18/2026 [today] 06 : 02 PM

Transport # 1 030-X0001 [Q] (clear)

Phone No. 123-456-7890 (use default) Layover

Driver 1 Kayla 1.8 [Q] (clear) Vehicle 1 3NTQ305 [Q]

Driver's Name Kayla 1.8

Employee ID PinkneyPeltiford0101

Vehicle Make Nissan

Driver's Lic. No. 31415921

Vehicle Model GTR Skyline

License Plate 3NTQ305

Registration Number

+ [] (details)

+ [] (transporter)

Package # 1 1A4120100000009000018783 [Q] (clear)

Whsle. Price \$ 100.00

Quick Entry Quick entry packages **OFF**

+ [] (package)

CSV or TXT file up to 4 Mb with one package label value per line is required.

Package Labels **Select files...**

+ 1 (destination)

Pertains to CSV uploads, if submitting multiple package values like Gross Weight, Unit Of Measure, or Wholesale Price please include a header row as Label, Gross Weight, UOM, and Wholesale Price in a csv file with each record on a new line. If the Transfer Type chosen does not require these fields, the upload will not populate the values on the page.

Cancel **Register Transfer**

Image 8 – Registering New Transfer

Metrc Resources

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](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.

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.