



<b>Bulletin Number:</b> MN_IB_0061	<b>Distribution Date:</b> 04/21/2026	<b>Effective Date:</b> Ongoing
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Delivery Hub Functionality	
<b>Reason:</b> Providing guidance on Sales Deliveries and Sales Delivery Hub functionality.		

Greetings,

Metrc is providing additional guidance regarding the process of reporting sales deliveries and using the new Sales Delivery Hub functionality.

Please find a detailed description of each on the following pages.

## Sales Receipts vs. Sales Deliveries & Sales Delivery Hub

A Sales Delivery (an off-premise sale) and a Sales Receipt (in-store sale) are two separate actions that should be reported differently in Metrc. The key differences are:

- Any transaction that takes place on the licensed premises is reported as a **Sales Receipt** vs. any transaction that is to be delivered should be reported as a **Sales Delivery**.
- The **Sales Delivery Hub** provides functionality that adds visibility and better user experience for license holders transporting sales deliveries.

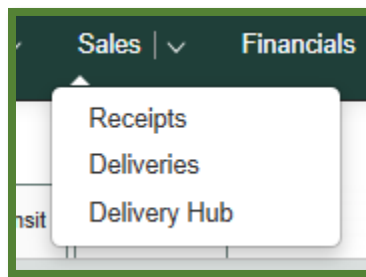
**Note:** A sales receipt and a sales delivery should never be reported for the same transaction.

Employees who require access to sales to report relevant sales activity must be granted appropriate permission to complete the related functions. These permissions can only be granted by a Metrc Admin or another user with the ability to grant employee permissions.

Employees who need Sales Delivery Hub access should be given the following permissions in the Sales Menu within the Edit Employees menu:

- Sales Delivery
- Hub

After permissions have been granted, users will have access to the respective options within the Sales area dropdown on the navigational toolbar – **see Figure 1**.



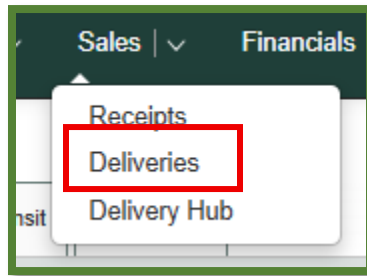
**Figure 1: Deliveries options in Sales dropdown**

It is important to note that not all license types will see both the Deliveries and Delivery Hub options within the Sales dropdown. The options available are dependent on license type and statute.

## **Recording Sales Deliveries**

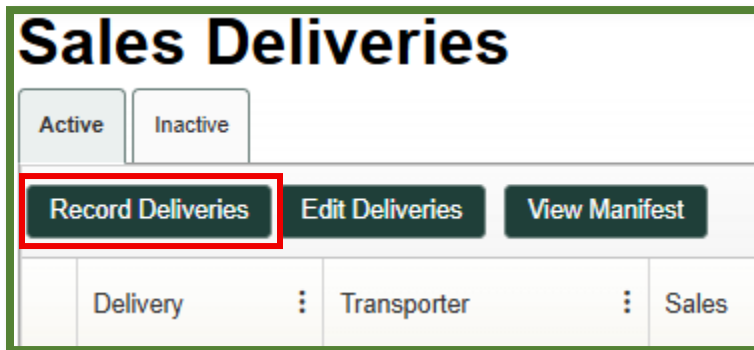
A Sales Delivery Manifest is required to be created once an order has been placed by a customer, like a Transfer Manifest being required when transferring a product to another license. These manifests provide necessary visibility when products are being transported off a licensed premise. When recording the information within the Sales Delivery Manifest, it is important to ensure the required customer information (Consumer ID or Patient number) is accurately reflected.

To begin the process, go to the Sales Deliveries grid by selecting the Deliveries option under the Sales area dropdown on the navigational toolbar – **see Figure 3.**



**Figure 3: Sales Menu with Deliveries Option**

From the Sales Deliveries grid, select the Record Deliveries button to open the Record Deliveries action window and create the Sales Delivery - **see Figure 4.**



**Figure 4: Record Deliveries button**

From the Record Deliveries action window, enter the details of the Sales Delivery, which includes the ability to assign the license that will be physically delivering the sale.

Please note how the pricing should be added to the sales delivery:

- **Total price:** This is the price the consumer pays excluding sales tax or any processing fees (pre-tax price only). This price should also be after any discounts have been applied.
- **Price:** This is the listed shelf price of the product.
- **Discount Amount:** This is the total discount applied to the “Total Price.”

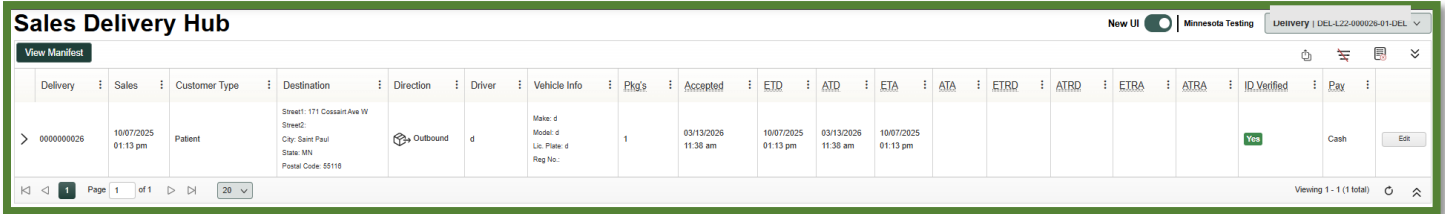
For example, if the base price of a single raw pre-roll is \$10 and there are no discounts, the price entered into Metric would be \$10. If there was a \$2 discount applied to the sale, the price entered into Metric would be \$8. No taxes would be added to the total price entered into Metric. These additional fields can be found under the “Transaction Details” section within the Sales Delivery action window.

After all the required information is entered, select the green Record Sales Deliveries button to complete the Sales Delivery creation process - see Figure 5.

Figure 5: Record Deliveries action window to record Sales Delivery details

*Please note that consumer deliveries are adult-use deliveries and patient deliveries are for authorized patients. A patient ID will not be added for a consumer delivery.*

After the Sales Delivery is created, it will appear in the Sales Delivery Hub grid – **see Figure 6.**



Delivery	Sales	Customer Type	Destination	Direction	Driver	Vehicle Info	Pkg's	Accepted	ETD	ATD	ETA	ATA	ETRD	ATRD	ETRA	ATRA	ID.Verified	Pay
> 0000000026	10/07/2025 01:13 pm	Patient	Street1: 171 Cassalt Ave W Street2: City: Saint Paul State: MN Postal Code: 55118	Outbound	d	Make: d Model: d Lic. Plate: d Reg No.:	1	03/13/2026 11:38 am	10/07/2025 01:13 pm	03/13/2026 11:38 am	10/07/2025 01:13 pm						Yes	Cash

**Figure 6: Newly created Sales Delivery in Sales Delivery Hub**

## Sales Delivery Hub

For license holders that are permitted to conduct Sales Deliveries directly to a customer, the Sales Delivery Hub offers enhanced visibility through the following actions:

- Acceptance of the product for delivery
- Departure from the Retail Facility
- Arrival at the destination
- Verification of both ID and payment

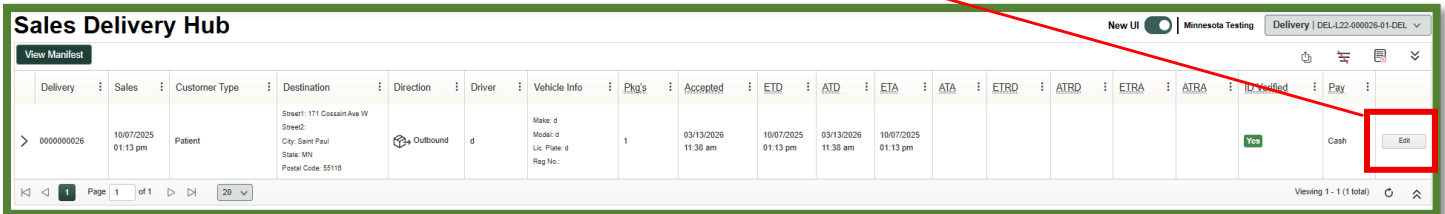
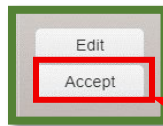
The transporter can access the Sales Delivery Hub by selecting the Delivery Hub option from the Sales area dropdown on the navigational toolbar - **see Figure 7.**



**Figure 7: Sales Delivery Hub in Sales area dropdown**

From the Sales Delivery Hub grid, all deliveries where the license holder is listed as the transporter are visible. The license listed as the transporter can only edit transporter details but cannot edit the contents of the delivery.

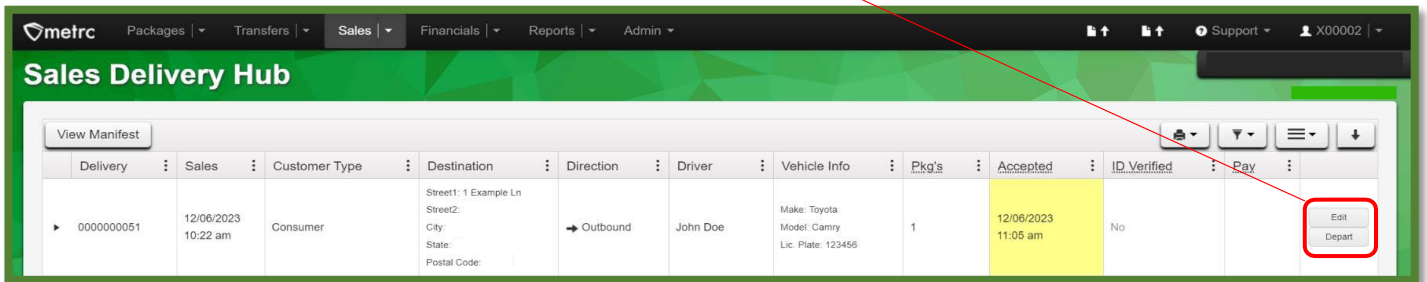
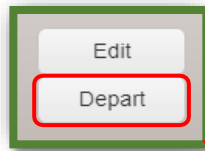
After the delivery has been physically accepted by the user transporting the delivery, the delivery should be acknowledged by using the Accept button - **see Figure 8.**



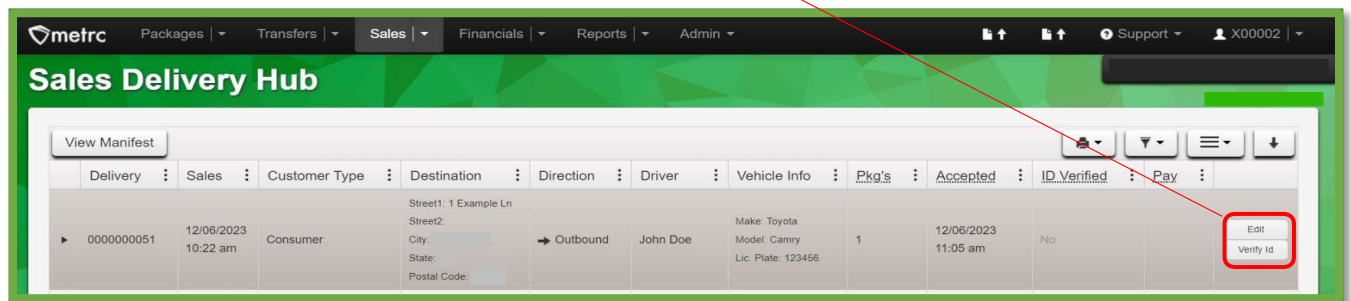
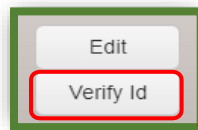
**Figure 8: Accept Sales Delivery button**

After accepting the delivery in Metrc, confirmation of the transporter’s departure from the Retail Facility should be acknowledged by using the Depart button - **see Figure 9.**

**Figure 9: Mark Departure from Retailer Facility**

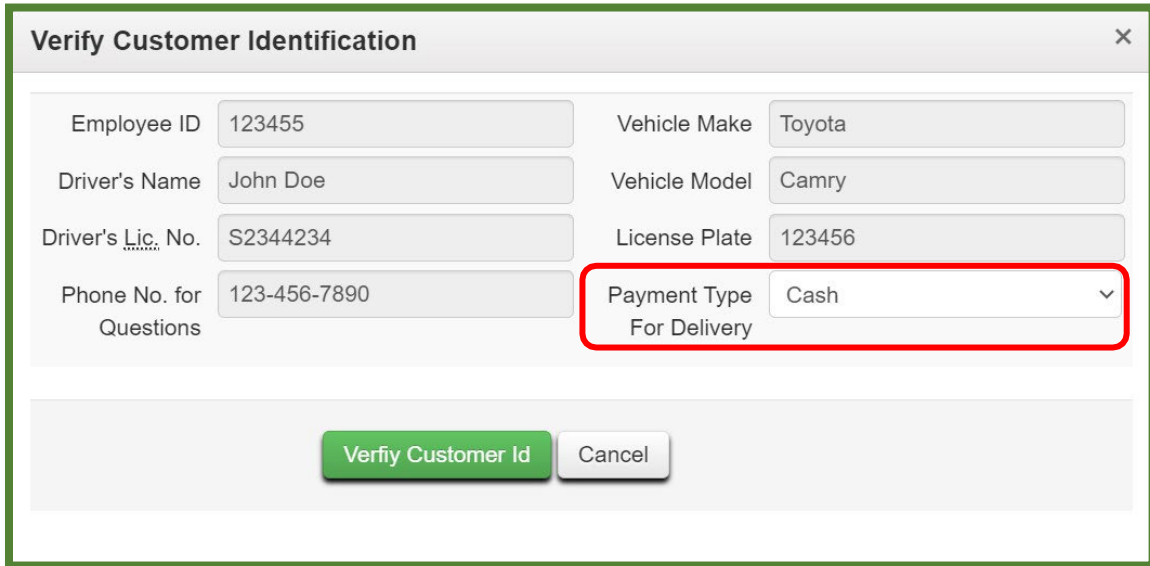


During the Sales Delivery, the end recipient’s ID must be verified. Once ID verification is confirmed, the user transporting the delivery should use the Verify ID button to acknowledge that the ID has been verified – **see Figure 10.**



**Figure 10: Verify ID of Recipient button**

Selecting the Verify ID button will open the Verify Customer Identification action window where the transporting user can confirm the Payment Type as either Cash or Electronic. This should be captured using the Payment Type for Delivery dropdown. Then, select the Verify Customer Id green button to complete the verification - see **Figure 11**.



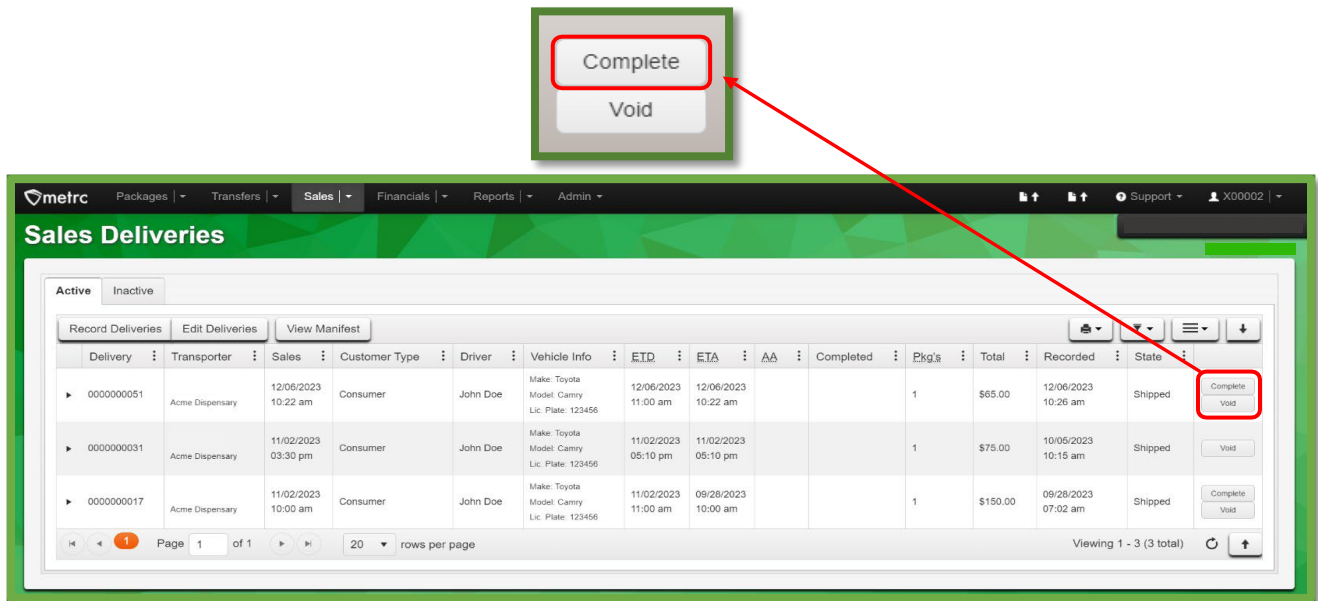
Employee ID	123455	Vehicle Make	Toyota
Driver's Name	John Doe	Vehicle Model	Camry
Driver's Lic. No.	S2344234	License Plate	123456
Phone No. for Questions	123-456-7890	Payment Type For Delivery	Cash

Verify Customer Id    Cancel

**Figure 11: Verify ID Action Window & Payment Type**

## Marking Sales Deliveries as Complete

Once the Sales Delivery has been verified and completed through the Sales Delivery Hub by the transporter, the Retail Facility will then need to complete the Sales Delivery from their license in Metrc by selecting the Complete button for the Sales Delivery in the Sales Deliveries grid – see Figure 12.



**Figure 12: Complete Sales Delivery**

Selecting the Complete button will open the Complete Delivery action window where the sales delivery can be finalized by selecting the green Complete Sales Delivery button - see **Figure 13**.

**Complete Delivery**

Employee ID	123455	Vehicle Make	Toyota
Driver's Name	John Doe	Vehicle Model	Camry
Driver's Lic. No.	S2344234	License Plate	123456
Phone No. for Questions	123-456-7890	Actual Arrival	12/06/2023 today
Payment Type For Delivery	Cash		11 : 22 AM

---

Package # 1 1A4FF0100000065000000076  Reject Package

Item Providence Purple Packaged Eigh

**Complete Sales Delivery** Cancel

**Figure 13: Complete Delivery Action Window**

If the Sales Delivery was unable to be completed, use the Reject Package checkbox to record the necessary information in the Complete Delivery action window. The user should verify the amount of product being returned using the Verification field, select a reason from the Return Reason dropdown, and add additional details to the Required Note field. Finalize the completed Sales Delivery by selecting the green Complete Sales Delivery button - **see Figure 14.**

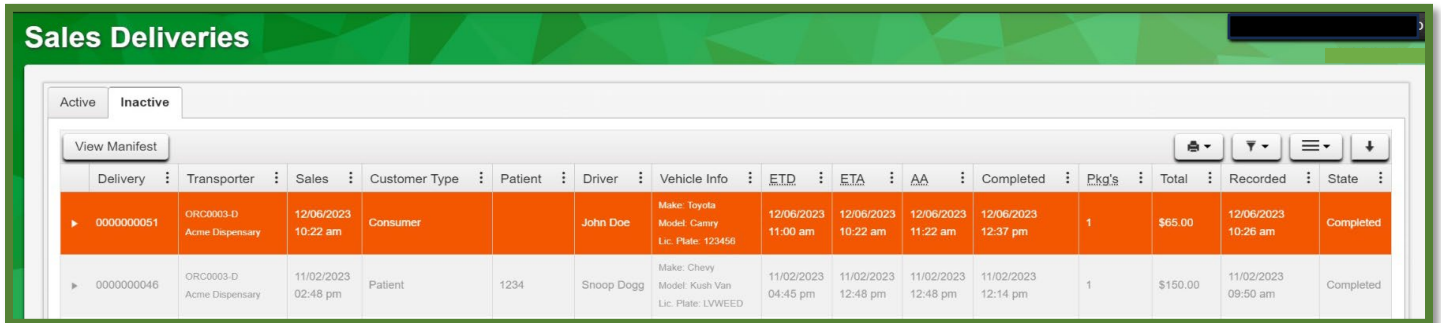
**Complete Delivery**
✕

Employee ID <input type="text" value="123455"/> Driver's Name <input type="text" value="John Doe"/> Driver's Lic. No. <input type="text" value="S2344234"/> Phone No. for Questions <input type="text" value="123-456-7890"/> Payment Type For Delivery <input type="text" value="Cash"/>	Vehicle Make <input type="text" value="Toyota"/> Vehicle Model <input type="text" value="Camry"/> License Plate <input type="text" value="123456"/> Actual Arrival <input type="text" value="12/06/2023"/> <input type="text" value="today"/> 11 : 22 AM Est. Return Departure <input type="text" value="12/06/2023"/> <input type="text" value="today"/> 12 : 27 PM Est. Return Arrival <input type="text" value="12/06/2023"/> <input type="text" value="today"/> 12 : 27 PM
---	--

Package # 1 <input type="text" value="1A4FF0100000065000000076"/> <input type="button" value="Q"/>	Quantity <input type="text" value="1"/>	ea	<input checked="" type="checkbox"/> Reject Package
Item <input type="text" value="Providence Purple Packaged Eigh"/>	Verification <input type="text" value="1"/>	Each	<input type="button" value="v"/>
Return Reason <input type="text" value="Patient Refused Sales Delivery"/>		<input type="button" value="v"/>	
Required Note <input type="text" value="No answer at the door"/>			

**Figure 14: Complete Delivery action window with Reject Package**

After completing the Sales Delivery, the delivery will be finalized and automatically moved to the Inactive tab in the Sales Deliveries grid – **see Figure 15.**



Delivery	Transporter	Sales	Customer Type	Patient	Driver	Vehicle Info	ETD	ETA	AA	Completed	Pkg's	Total	Recorded	State
0000000051	ORC0003-D Acme Dispensary	12/06/2023 10:22 am	Consumer		John Doe	Make: Toyota Model: Camry Lic. Plate: 123456	12/06/2023 11:00 am	12/06/2023 10:22 am	12/06/2023 11:22 am	12/06/2023 12:37 pm	1	\$65.00	12/06/2023 10:26 am	Completed
0000000046	ORC0003-D Acme Dispensary	11/02/2023 02:48 pm	Patient	1234	Snoop Dogg	Make: Chevy Model: Kuch Van Lic. Plate: LVWEED	11/02/2023 04:45 pm	11/02/2023 12:48 pm	11/02/2023 12:48 pm	11/02/2023 12:14 pm	1	\$150.00	11/02/2023 09:50 am	Completed

**Figure 15: Inactive tab with completed Sales Deliveries**

### 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 the Support area dropdown on the navigational toolbar and click [support.metrc.com](https://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 is designed 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 log in or register for an account, visit [Metrc Learn](#).

Thank you for your continued partnership.