Metrc Support Bulletin

Bulletin Number: NY_IB_0025	**Distribution Date:** 09/02/2026	**Effective Date:** 09/15/2026
Contact Point: Metrc Support	**Subject:** Delinquency tracking - Cash on Delivery (COD)	
Reason: Introducing a new workflow related to delinquency tracking and cash on delivery requirements for New York Distributors and Dispensaries.		

New York Office of Cannabis Management (OCM) Cash-on-Delivery (COD) delinquency tracking requirements are outlined in 9 NYCRR §124.2. Please see the OCM website for further guidance and information. To support these regulatory requirements, Metrc, in collaboration with OCM, is introducing a new COD feature that tracks transfers and dispensary delinquency status directly within Metrc. When a dispensary is placed on the COD list, applicable cannabis product transfers must use cash-on-delivery payment terms until the dispensary is removed from the COD list.

With COD functionality available directly in Metrc, licensees gain a more streamlined, transparent way to manage delinquency tracking — reducing manual handoffs, eliminating the need to move between separate websites, and replacing email-based workflows with a more consistent process inside the transfer workflow in Metrc.

This creates a stronger and more reliable transfer process by helping to:

- Reduce licensee compliance risk;
- Improve data integrity across New York transfers;
- Strengthen auditability of transfers; and
- Make licensee payment status visible and enforceable at the manifest level

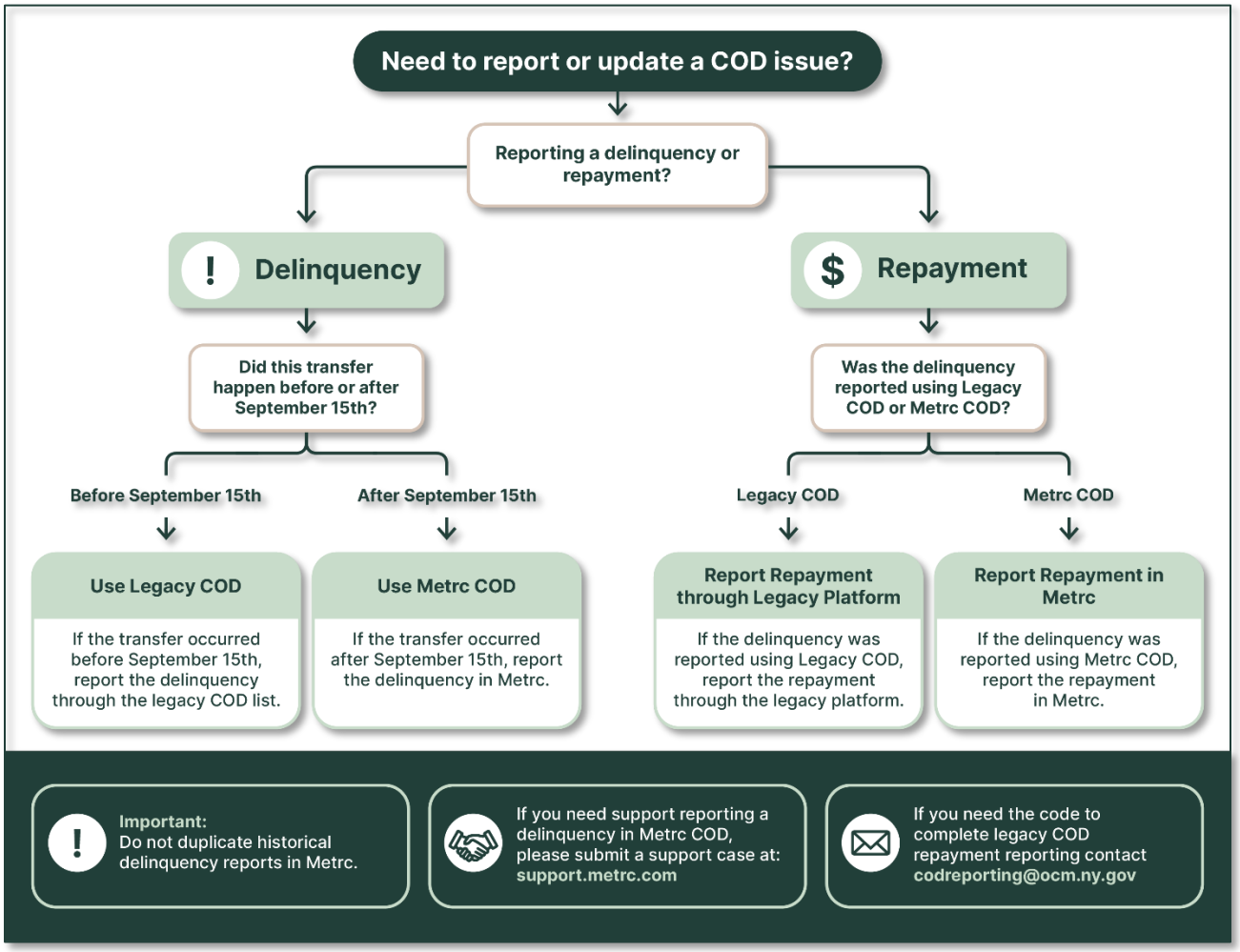
The new COD feature will be available in Metrc beginning September 15, 2026.

Effective September 15, 2026, licenses with distributor authorization (“Suppliers”), will be required to use the new COD feature in Metrc to report and track new delinquencies.

Please read on for additional information.

Important transition notes:

- Any **new** reports of delinquent payments starting on 9/15/2026, must be completed in Metrc.
- Those who appear on the OCM COD list prior to 9/15/2026 will be transitioned to the Metrc COD list – **you do not need to report historical records for transfers that occurred prior to 9/15/2026 on the new Metrc COD list.**
    - **Do not duplicate historical delinquency reports already reported to OCM on the Metrc COD List.**
- You must report payment(s) received in full for delinquencies reported prior to 9/15/2026 by using the previous OCM delinquency reporting platform.
    - COD List Supplier Instructions
    - If you need the link to be able to complete this action, contact CODreporting@ocm.ny.gov for instructions.
- The previous OCM delinquency reporting process will be sunset on October 23, 2026. After this date, all new COD reports are required to occur in Metrc.



What licensed facilities will use this workflow

Distributors ("Suppliers"): The origin licensee on a transfer. Suppliers use the COD List functionality to report eligible unpaid invoices after a transfer has been received by the Retail Dispensary licensee.

Retail Dispensary: The destination licensee on a transfer. Dispensaries use COD Standing functionality to review reported delinquencies and file disputes when they believe a reported delinquency is incorrect or requires OCM review.

Important first step for Distributors & Dispensaries:

Setup Employee Permissions

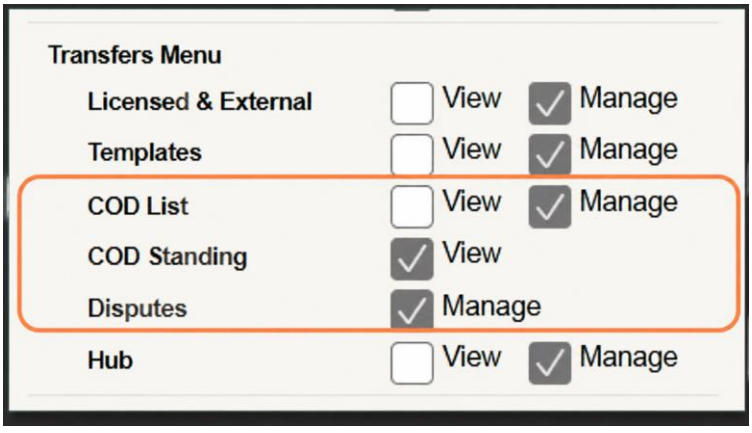
The COD feature is permission-based. Users must have the appropriate Transfers Menu permissions before they can view COD records, manage COD reports, review COD standing, or file and manage disputes.

COD List permissions – Distributors ("Suppliers") only

- **View:** Users with this permission can view reported COD records and the list of dispensaries or destination licenses currently on COD.
- **Manage:** Users with this permission can add a COD report for OCM review and monitoring when the facility has the "Can Report Facility Invoice" facility type setting enabled. Once enabled, suppliers can see this functionality under the Transfers menu.

COD Standing View and Disputes Manage permissions – Dispensaries only

Visibility will depend on if the facility has the "Can be Reported Unpaid" facility type setting enabled. Once enabled, dispensaries can see this functionality under the Transfers menu.

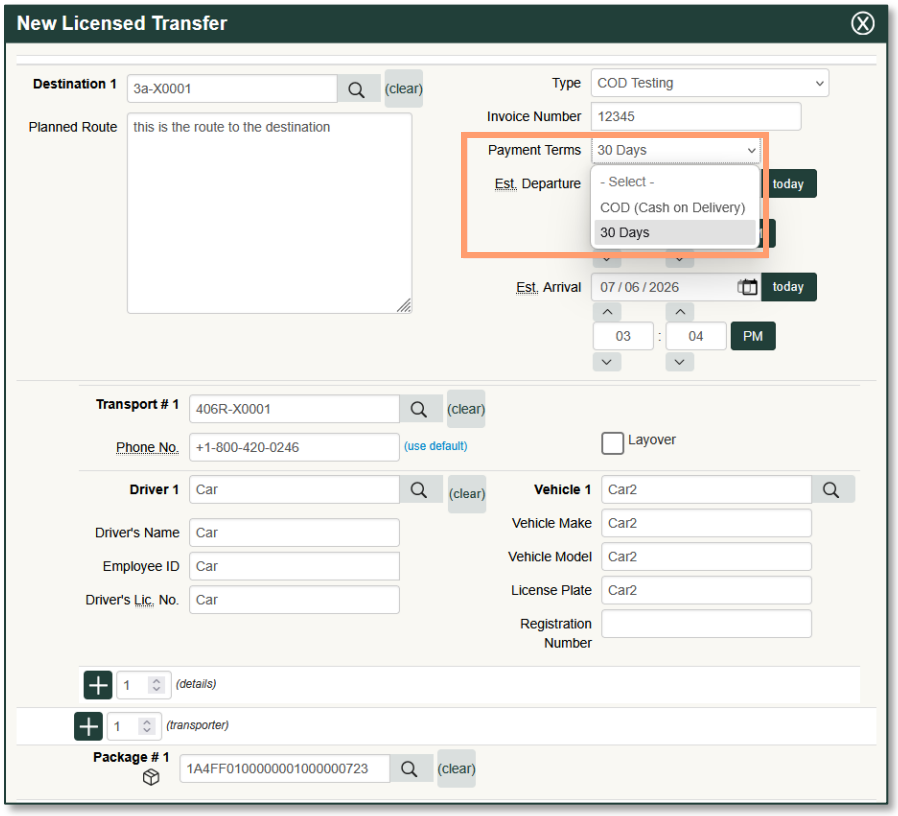


Transfer Payment Terms workflow

When creating a new licensed transfer, the supplier will see a Payment Terms field with a drop-down list of available configured payment term options.

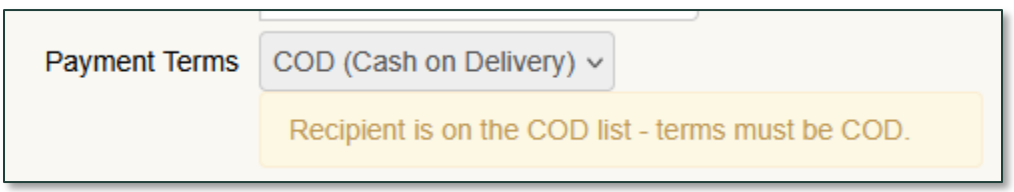
How to create a Licensed Transfer

1. Select the Destination License.
2. Enter the required transfer information.
3. Select Payment Terms from the available options.
4. Enter the Invoice Number.



If the selected destination license is already on the COD List:

- Payment Terms will automatically be set to COD (Cash on Delivery).
- COD will be the only available payment term.
- A message will indicate: “Recipient is on the COD List - Terms must be COD.”



Note: The system allows only one invoice number per manifest or transfer. If a user attempts to enter an additional invoice number, the system displays an error.

Once the dispensary receives cannabis product, the transfer must be received in the Metrc system. Once received, the manifest/invoice becomes eligible to be reported as delinquent and added to the COD List.

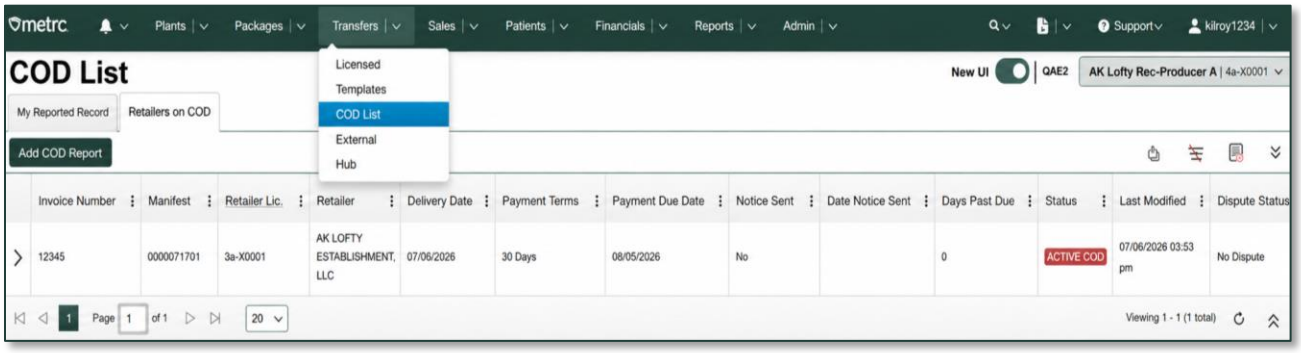
Supplier (Distributor) workflow: Report an eligible unpaid invoice

If the dispensary has not paid according to the 30-day credit payment terms, an authorized supplier user must report the delinquency to the OCM and alert the dispensary. New delinquencies must be reported in Metrc after a notice of delinquency is sent to the retailer.

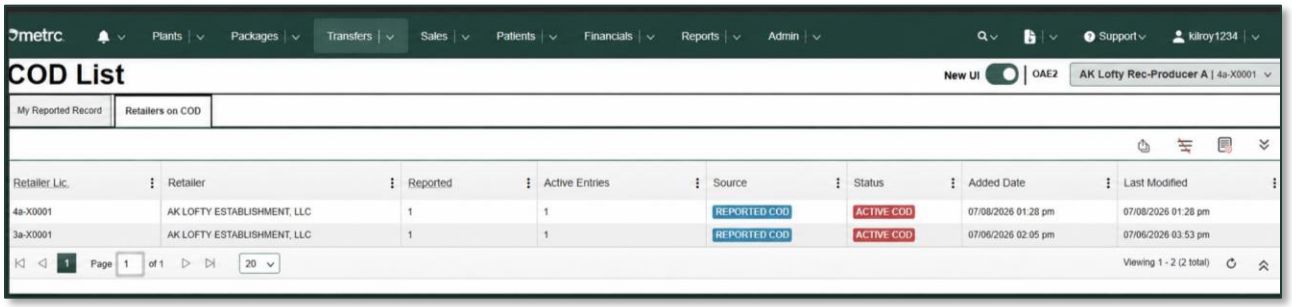
Make sure to confirm the transfer is eligible for COD reporting. A manifest or invoice becomes eligible for COD reporting after the destination license (retailer) receives the transfer within Metrc and payment becomes delinquent.

Step 1: Open the COD List

- Navigate to the Transfers Menu
- Select COD List
- Notice the two available tabs:
    - **My Reported Record:** Shows a complete list and status of all delinquent dispensaries reported by the supplier license.
    - **Retailers on COD:** Displays destination (dispensary) licenses that are actively on the COD List.



My Reported Record COD tab



Retailers on COD tab

Step 2: Add a COD Report

- Select the My Reported Record tab
- Click Add COD Report
- Search for the transaction using either:
    - Invoice Number, or
    - Manifest Number
- Select the applicable transaction record. The system will automatically populate relevant dispensary and delivery information from the selected transaction.
- Review the dispensary and transaction information

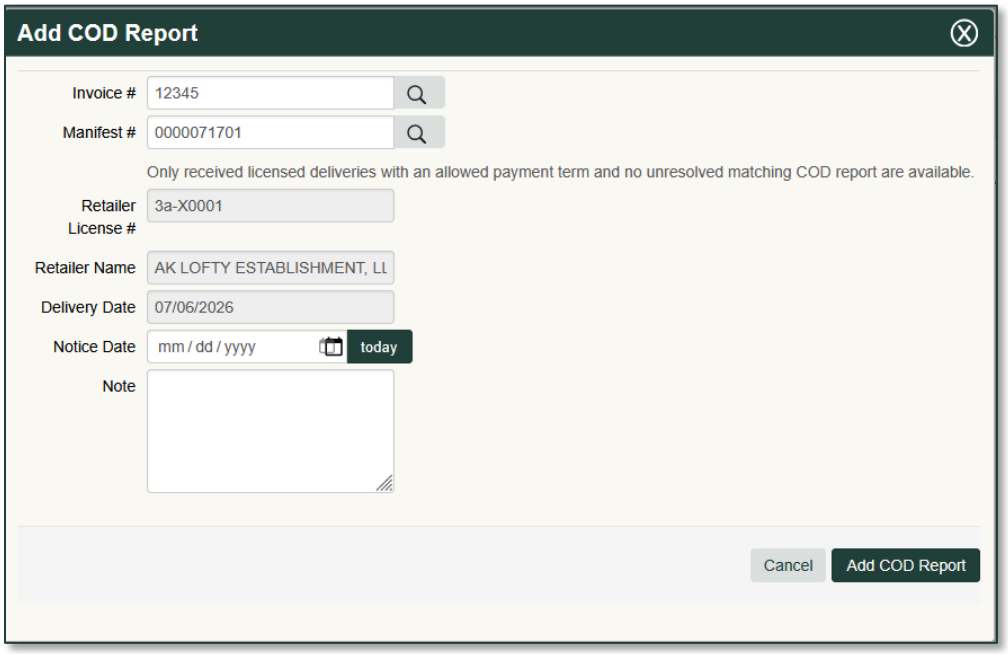
Step 3: Enter the Notice of Default Date and Submit

Enter the notice of default date, which is the date the supplier notified the dispensary of the delinquency. This step is required under New York's cannabis regulations.

Review the information and submit the COD Report to the OCM.

Once reported, the dispensary:

- Will be able to see the delinquency through the COD Standing menu.
- May file a dispute for OCM review and monitoring.

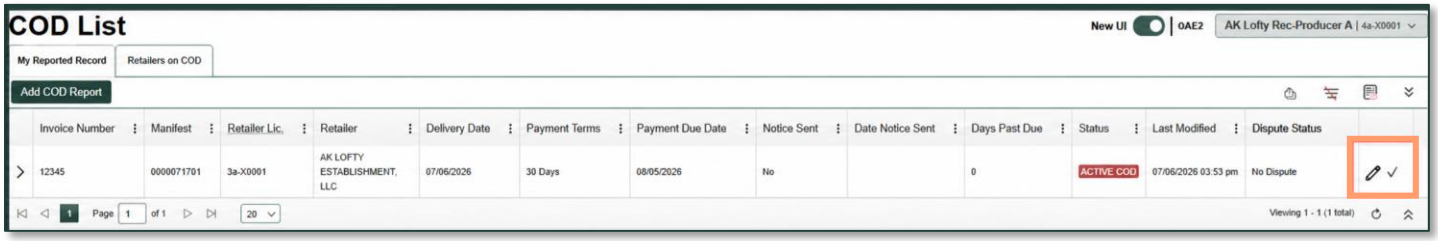


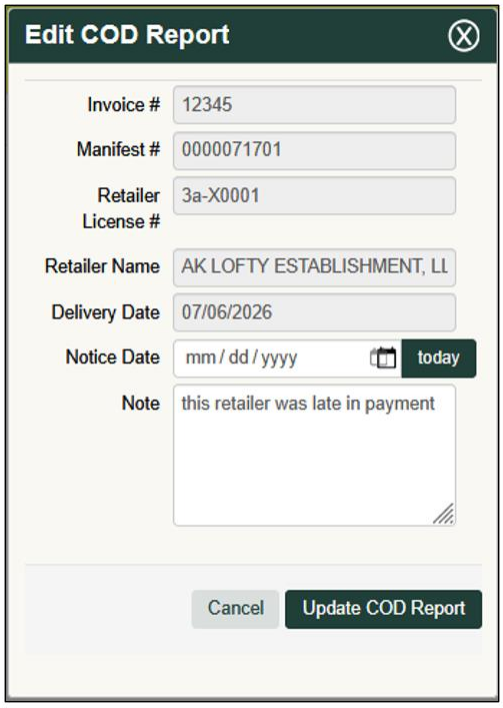
How to manage a Reported Delinquency

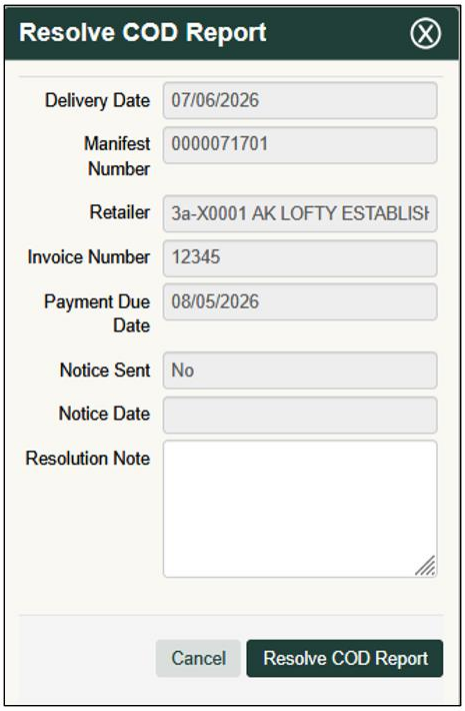
Suppliers can manage their reported records from Transfers > COD List > My Reported Record.

For a reported record, use the available actions to:

- Edit the delinquency report when information needs to be updated.
- Resolve the delinquency when the payment issue has been resolved.




Edit COD Report
Invoice # 12345
Manifest # 0000071701
Retailer License # 3a-X0001
Retailer Name AK LOFTY ESTABLISHMENT, LL
Delivery Date 07/06/2026
Notice Date mm / dd / yyyy
today
Note this retailer was late in payment
Cancel
Update COD Report


Resolve COD Report
Delivery Date 07/06/2026
Manifest Number 0000071701
Retailer 3a-X0001 AK LOFTY ESTABLISH
Invoice Number 12345
Payment Due Date 08/05/2026
Notice Sent No
Notice Date
Resolution Note
Cancel
Resolve COD Report

Dispensary workflow: Review or dispute a reported delinquency

COD Standing makes it easy for dispensaries to review reported delinquencies, understand how they may affect future transfers, and submit a dispute for OCM review when additional review is needed.

How to check if you are on the COD List

Dispensaries can review their COD status by navigating to:

- Transfers > COD Standing

This area provides visibility into invoices or transfers associated with a reported delinquency. If a dispensary is placed on the COD List:

- A supplier creating a new transfer to that dispensary will select the dispensary as the Destination License.
- The system will automatically set Payment Terms to COD (Cash on Delivery).
- COD will be the only available payment term for that transfer

The supplier is unable to select another payment term until the delinquency is resolved or while the dispensary remains on the COD List.

Review the reported Invoice details

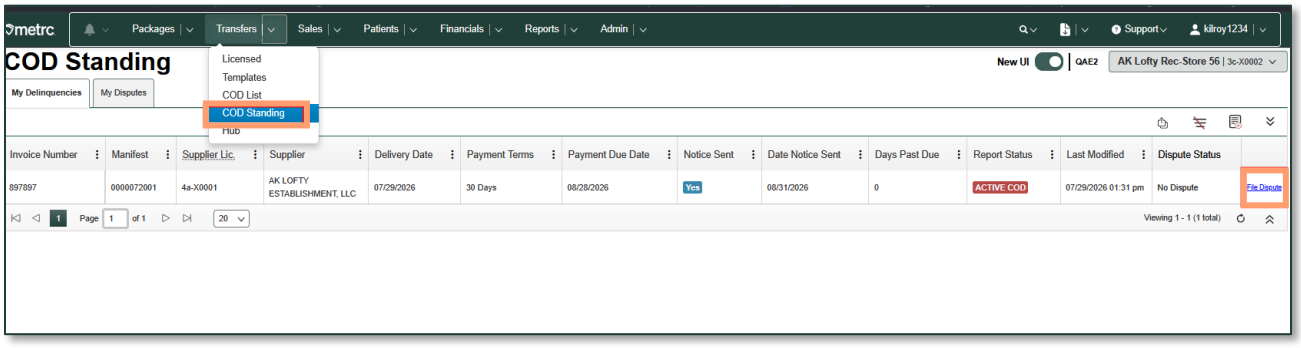
From Transfers > COD Standing:

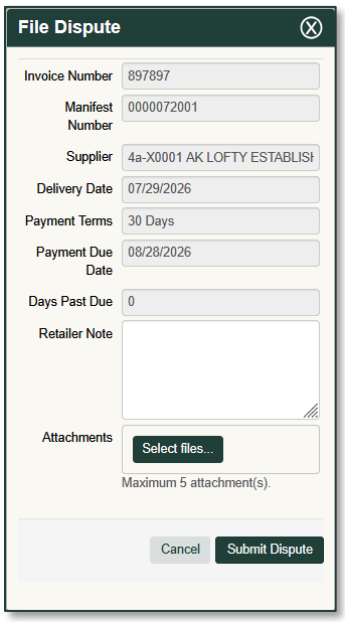
1. Review the reported invoice/transfer details
2. Review the supplier and transaction information
3. Determine whether the delinquency is accurate
    - If the dispensary agrees with the delinquency, no dispute is necessary.
    - If the dispensary believes the delinquency is incorrect, a dispute can be filed.

How to File a Dispute

If the dispensary believes the reported delinquency is incorrect or requires OCM review:

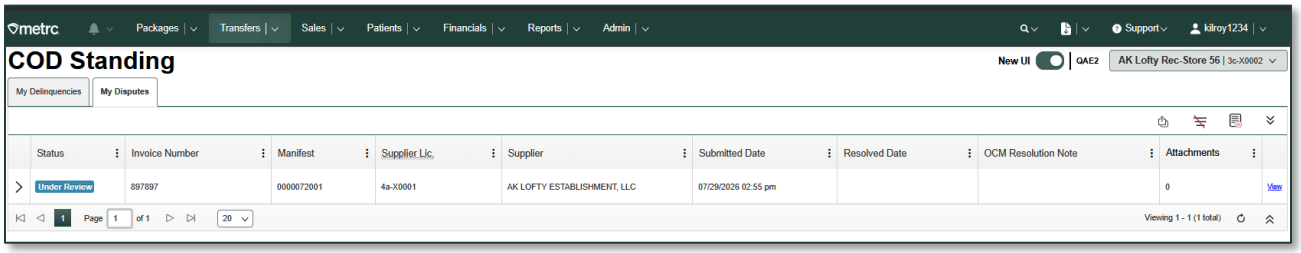
1. Navigate to Transfers > COD Standing
2. Locate the reported invoice
3. Click File Dispute
4. Enter the reason for the dispute
5. Attach supporting documentation (ability to submit up to 5 attachments no larger than 10MB total)
6. Submit the dispute





Supporting documentation should provide evidence that helps the OCM evaluate the dispute.

After the dispute is filed, it appears on the My Disputes tab with a status of Under Review until OCM reviews the dispute and takes action.



For more information on how COD works in Metrc, you can reference the NY COD course in Metrc Learn or use the in-system knowledge base – Metrc Expert – to ask questions and review functionality.

API updates

This bulletin notice will be provided to all New York third-party integrators, however, it is suggested that you confirm with your third-party provider(s) that the below endpoints are being used.

The COD functionality includes updates to the Transfers API to support payment terms and payment due dates.

GET /transfers/v2/templates/outgoing

- PaymentTermsDays is now supported under Invoice Number.
- Valid values are:
    - 0 = COD (Cash on Delivery)
    - 15 = Net 15
        - **Note:** This payment term is not configured on in New York, so while it is available via the API, is not a payment term available in Metrc for New York.
    - 30 = Net 30
- If any other integer is entered, the API will return an error.

GET /transfers/v2/templates/outgoing/deliveries/{id}/transporters

The response now includes two new fields:

- PaymentTermDays – The number of days associated with the payment terms.
- PaymentDueDate – The calculated date payment is due based on the applicable payment terms.

These updates allow third-party integrations to capture and process payment terms consistently with the COD workflow.

Metrc resources

If you need additional support, the following resources are available:

Metrc Support
You can submit and track a case via the **Support portal** or by calling 877-566-6506. Our team is available:

- Monday – Friday, 8 a.m. ET – 10 p.m. ET
- Saturday 10 a.m. – 8 p.m. ET
- Sunday – Voicemail or portal only

Please note: If accessing the portal for the first time, a username (which is established when logging in), the respective state, “Facility license number”, and a valid email to set a password are required.

Metrc Learn
Our on-demand training platform provides users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies. Access **Metrc Learn** directly or via the Support drop-down in Metrc. If you have not yet registered for Metrc Learn, that will be your first step.

Metrc Expert
In the Metrc system, click on widget icon in the lower right-hand corner to open the Metrc Expert knowledge base to access step-by-step guides, ask questions, and more.

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Explore your **state’s partner page** for training links, FAQs, and more.

Thank you for your continued partnership.