

Bulletin Number: MO_IB_0051	Distribution Date: 10/14/2026	Effective Date: 10/21/2026
Contact Point: Metrc Support	Subject: New Virtual Transfer Type	
Reason: Introduction of a new Virtual Transfer type for correcting transfer errors in Metrc.		

Greetings,

Metrc, in coordination with the Missouri Division of Cannabis Regulation (DCR), is introducing a new “Virtual Transfer” transfer type to provide licensees with a streamlined process for correcting certain transfer errors in Metrc.

Under DCR's updated process, licensees may independently determine when a Virtual Transfer is necessary and coordinate with the other licensee involved to complete the correction. Initial approval from DCR or Metrc is not required. This process shall not be used for discrepancies where the marijuana product may not be accounted for physically or in the state-wide track and trace system.

Please read on for more details.

Creating a Virtual Transfer

Metrc, in coordination with DCR, is providing a new “Virtual Transfer” transfer type to assist licensees with correcting errors between physical inventory and inventory recorded in Metrc resulting from transfer errors.

Virtual Transfers are intended for situations in which a transfer error is identified after the original transfer has already been received and the error can no longer be corrected through the standard rejection process.

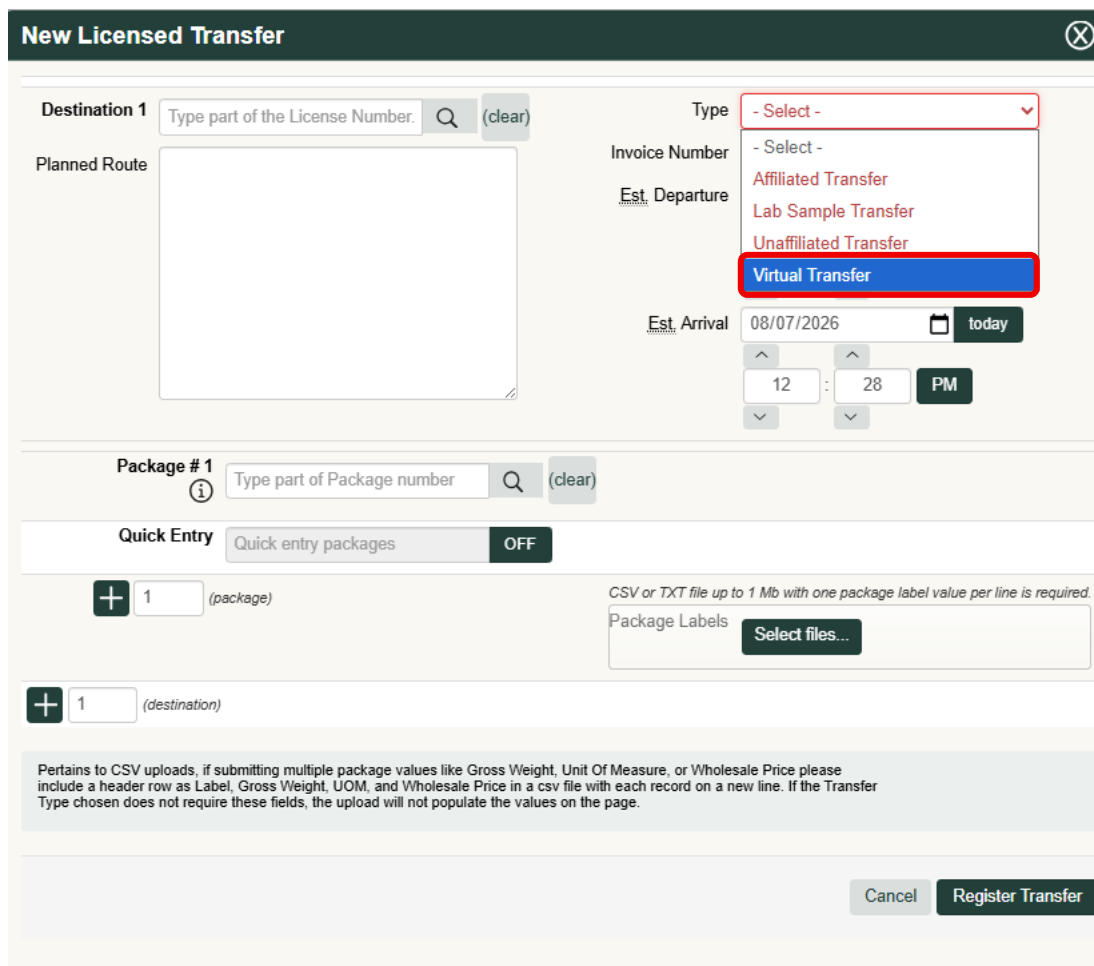
Licensees may independently determine when a Virtual Transfer is necessary. If the error made has been identified and communicated with the other licensee involved for correction, then ***initial approval from DCR or Metrc is not required. If you are unsure, require guidance, or are resolving a more complex error, please contact your compliance officer for assistance.***

Please note: Virtual Transfers should not be used to bypass standard transfer, intake, rejection, or inventory reconciliation procedures. If an error is identified before a transfer is accepted, the affected package should be rejected so that it can be physically returned and corrected through the standard transfer process.

Please read on for additional instructions on recording a virtual transfer in Metrc.

Creating a Virtual Transfer

To create a Virtual Transfer, navigate to the **Transfers** area on the navigational toolbar and select **New Transfer**. In the New Transfer template, select **Virtual Transfer** from the Transfer Type drop-down – see **Figure 1**.



The screenshot shows the 'New Licensed Transfer' form. The 'Type' dropdown menu is open, showing options: '- Select -', 'Affiliated Transfer', 'Lab Sample Transfer', 'Unaffiliated Transfer', and 'Virtual Transfer'. 'Virtual Transfer' is highlighted with a red border. Other fields include 'Destination 1' (searchable), 'Planned Route' (text area), 'Invoice Number' (searchable), 'Est. Departure' (calendar), 'Est. Arrival' (calendar/time picker), 'Package # 1' (searchable), 'Quick Entry' (toggle), 'Package Labels' (file upload), and 'Cancel'/'Register Transfer' buttons.

Figure 1: “Virtual Transfer” Transfer Type

The Virtual Transfer type uses a simplified transfer manifest because the functionality is intended to correct the inventory recorded in Metrc rather than document the physical transportation of cannabis product.

When creating a Virtual Transfer, the only required transfer fields are:

- **Estimated Departure Time**
- **Estimated Arrival Time**
- **Planned Route**

Licensees should use the **Planned Route** field to clearly document the reason for the Virtual Transfer and provide sufficient information to identify the original transfer and error being corrected.

Within the planned route field, the following information should be entered

- The original transfer manifest number associated with the error
- A detailed note clearly outlining the error that occurred and the corrective action that was taken

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 by navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click the Support area 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 has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new [Metrc Learn](#) LMS is simple through multiple convenient locations:

From within the Metrc system

Navigate to the drop-down Support menu in the navigational toolbar and select “Sign up for Training” to register.

From the Metrc website

Navigate to your [state’s partner page](#) and scroll down to the “Metrc’s Training Resources” section to find the link.

Also, save the link – learn.metrc.com – as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

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.