

Metrc Support Bulletin



Bulletin Number: NY_IB_0002	Distribution Date: 12/17/2025	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Dispensary Transfers	
Reason: Metrc is providing guidance on the workflow for transfers from distributors to dispensaries that have not completed their inventory conversion into Metrc.		

Metrc, in coordination with the New York Office of Cannabis Management (OCM), is providing guidance for **dispensaries that are credentialed in Metrc but have not yet completed their Beginning Inventory conversion.**

This guidance explains what to do when a **distributor sends a transfer in Metrc** to a dispensary that is **not yet converted.**

Important Notes

1. **Do not reject distributor transfers just because you have not completed your Metrc conversion.**
2. If you **receive product into your POS before conversion** (not in Metrc) and **sell from it**, you will need to complete additional steps after conversion to correct inventory in Metrc. Those steps are included in the final section (“Adjusting for Duplicate Packages”).

Please see the following page for more information:

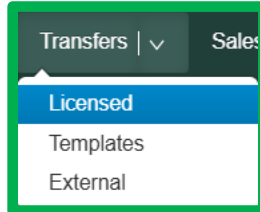


Dispensaries Receiving Transfers in Metric (Before Conversion)

If you are not fully converted to Metric yet, you should still **physically accept the shipment** from the distributor.

To view transfers that were sent to you in Metric:

- Log in to Metric
- Go to **Transfers > Licensed Transfers**



Navigate to the Licensed Transfers Page of Metric

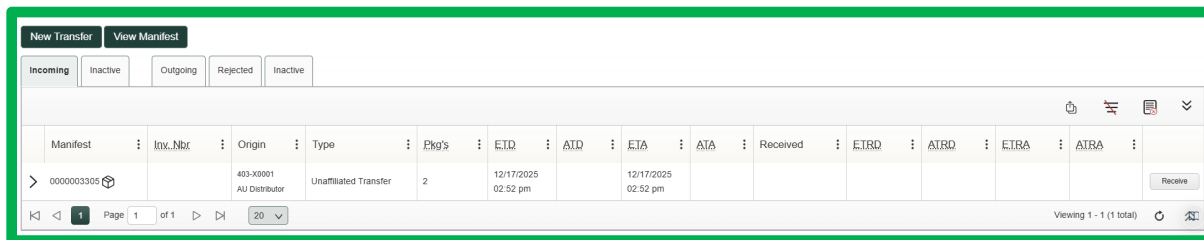
This page lists transfers that were sent to your license through Metric. Each transfer can be “received” into your Metric inventory.

What to do if you are not converted yet:

- **Physically accept the shipment**
- **Do not reject the transfer in Metric**
- To avoid inventory issues, leave the transfer pending in Licensed Transfers until your conversion is complete

After your conversion is complete:

- Return to **Licensed Transfers**
- **Receive the transfer in Metric** so it becomes part of your Metric inventory (and then can be pulled into your POS, depending on your POS integration)



Licensed Transfers Screen

If you already received it in your POS before conversion:

If you received the product in your POS before conversion, the same product may later appear in your Beginning Inventory (External Transfer). That can create duplicates. Follow the steps in the next sections to prevent or correct this.

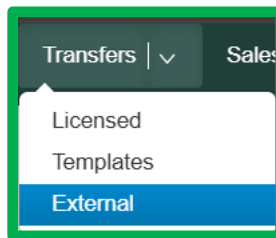
Removing a Package From Beginning Inventory (External Transfer)

Use this section if:

- You received the distributor's product in your POS before conversion and have not made sales from these packages
- Your POS is now pushing your Beginning Inventory into Metric **and**
- You want to prevent duplicate packages in Metric

When your POS pushes Beginning Inventory into Metric, it appears in:

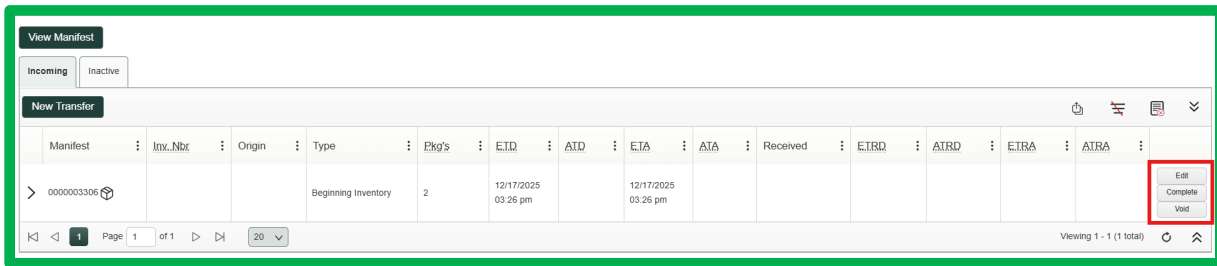
- **Transfers > External Transfers**



Navigate to the External Transfer Screen

On the External Transfers page:

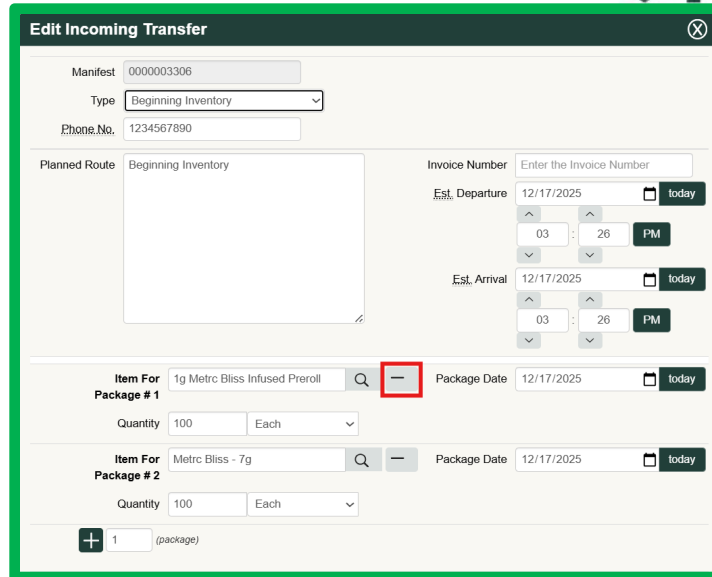
- Find the External Transfer created by your POS
- Select Edit (do not select Complete yet)



Edit and Complete Buttons

In the Edit window:

- **Remove** the package that is already represented by the pending Licensed Transfer (or otherwise should not be included in Beginning Inventory)
- Then proceed with your normal Beginning Inventory workflow
- When ready, select **Complete** to assign Package UIDs and locations to the packages that belong in your initial inventory



Edit and remove the package from the external transfer

If you have already received incoming transfers into your Point-of-Sale and then completed your beginning inventory transfer, you will need to check to ensure that you do not have duplicate packages, if you do, you would use the steps outlined in the next section (Removing Duplicate Packages).

Adjusting for Duplicate Packages (After Conversion)

Use this section if:

- You already completed Beginning Inventory, **and**
- You later received the outstanding Licensed Transfer in Metric, **and**
- You now see **duplicate packages** in Metric

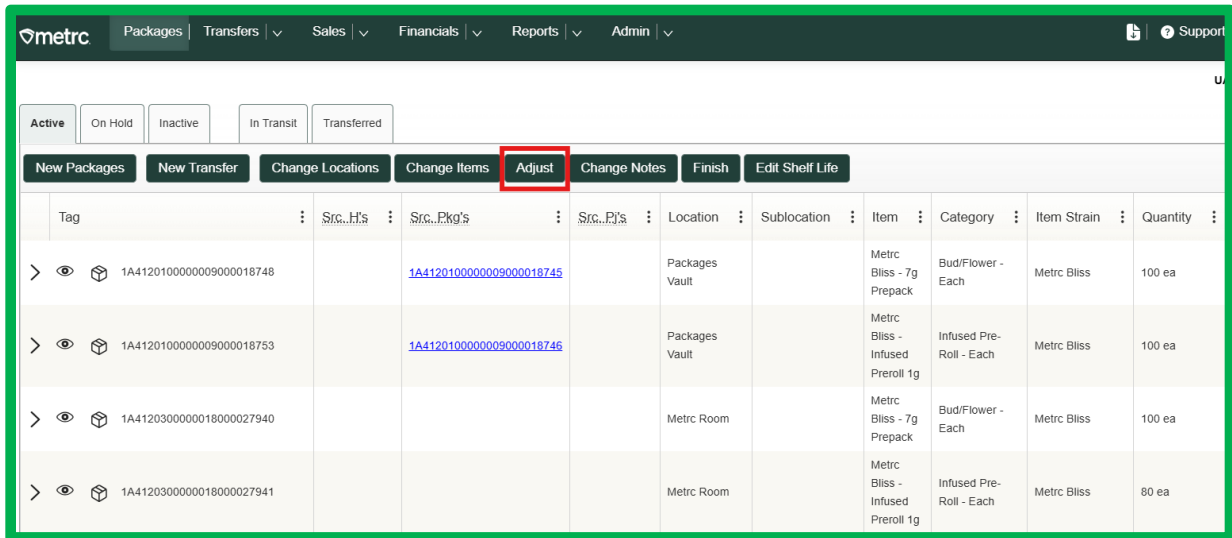
After conversion, once you receive any pending Licensed Transfers:

1. Go to your **Packages / Inventory** in Metric
2. Look for **duplicate packages** representing the same physical product

How to correct duplicates

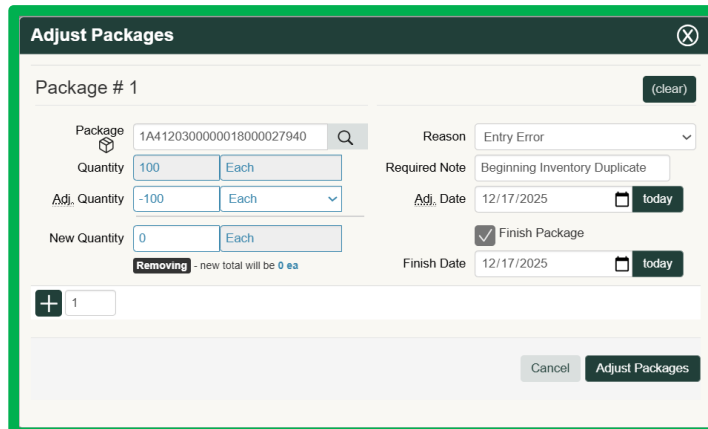
- Confirm which package represents the **real physical inventory** amount
- If needed, adjust the “incoming transfer” package to match the correct physical quantity due to any sales
- Then, for the duplicate package created through External Transfer:
 - Select the duplicate package
 - Click **Adjust**
 - Adjust the quantity **down to 0**
 - **Finish** the package

This ensures Metric matches your physical inventory and removes the duplicate record.



Tag	Src_Hfs	Src_Pkg's	Src_Pfs	Location	Sublocation	Item	Category	Item Strain	Quantity
1A4120100000009000018748		1A4120100000009000018745		Packages Vault		Metric Bliss - 7g Prepack	Bud/Flower - Each	Metric Bliss	100 ea
1A4120100000009000018753		1A4120100000009000018745		Packages Vault		Metric Bliss - Infused Preroll 1g	Infused Pre-Roll - Each	Metric Bliss	100 ea
1A4120300000018000027940				Metric Room		Metric Bliss - 7g Prepack	Bud/Flower - Each	Metric Bliss	100 ea
1A4120300000018000027941				Metric Room		Metric Bliss - Infused Preroll 1g	Infused Pre-Roll - Each	Metric Bliss	80 ea

Select Duplicate Package and Use the Adjust Button



Adjust Packages

Package # 1 (clear)

Package: 1A4120300000018000027940

Quantity: 100 Each

Adj. Quantity: -100 Each

New Quantity: 0 Each

Removing - new total will be 0 ea

Reason: Entry Error

Required Note: Beginning Inventory Duplicate

Adj. Date: 12/17/2025 today

Finish Package

Finish Date: 12/17/2025 today

+ 1

Cancel Adjust Packages

Zero-Out and finish the duplicate package



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

Accessing [Metrc Learn](#) is simple through the following convenient locations:

From within the Metrc system

Navigate to the Support area on the navigational 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 the appropriate topic or type in a question.

Thank you for your continued partnership.