NEW YORK STATE | Office of Cannabis Management

KATHY HOCHUL
Governor

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Acting Executive Director

To: All New York State Adult-Use Licensees
From: NYS Office of Cannabis Management
Date: April 27, 2026
Subject: **Accepting Transfers in Metrc: What to Do When There's a Variance**

Dear Licensee,

When you receive a transfer where the quantity of product in the package does not match the quantity recorded on the manifest, it is known as a **variance**.

Transfers that have a variance **must** be handled in one of the following ways:

- The entire package may be rejected and returned to the originating facility's inventory to be repackaged and retransferred with the correct quantity.
- If the quantity in the package is **greater** than what is listed on the manifest, you may accept the full package. The excess items must then be repackaged under a new package tag (UID) and returned to the originating facility.
- 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.

If the variance between the shipped and received quantity exceeds 5%, it will be flagged in Metrc. You will be required to confirm acceptance of a package with a variance over 5% and you must adjust the package to match the correct physical count.

If the quantity in the package does not match what was expected, you should follow one of the options above to ensure your inventory accurately reflects what was received.

All invoicing and financial records must reflect the actual amount of inventory accepted and all records must be retained pursuant to 9 NYCRR §125.13(c)(2) and be made readily available to the Office upon request.

For step-by-step instructions, refer to the **Metrc Support Bulletin NY_IB_0010: Transfer Variances**: https://www.metrc.com/wp-content/uploads/2026/03/NY_IB_0010_Transfer-Variance-1-1.pdf

If you have questions, please contact STS@ocm.ny.gov and include your license number in the subject line for the fastest response. For Metrc system access or support, visit the Metrc Support Portal or call 1-877-566-6506.

Thank you,
NYS Office of Cannabis Management