

Bulletin Number: CO_IB_8.9.2024_Voided Transfers, Reject Transfers, and Return Manifests	Distribution Date: 08/09/2024	Effective Date: 08/09/2024
Contact Point: Metrc Support	Subject: Voided Manifest on Transfer reports, Reject Packages on Transfers, Create Return manifests	
Reason: To inform licensees of important updates and best practices for transfers.		

Greetings,

Metrc is pleased to provide information on the latest system enhancements that are currently available, including:

- Voided Manifests on Transfer reports
- Reject Packages on Transfers
- Create Return Manifests

Please read on for more information.

Voided Manifest to Transfer Reports

Previously, Transfer Reports would display all transfers without clarifying voided transfers. The Reports Control Panel filters can be used to filter for Transfers. To access the Reports area on the navigational toolbar and select the Control Panel option from the drop down – see **Figure 1**.

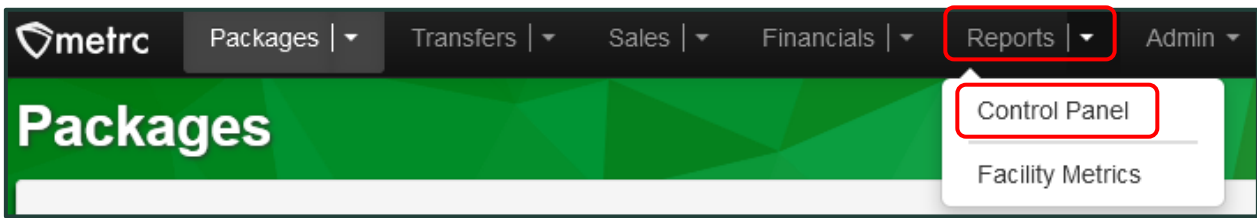


Figure 1: Control Panel option in Report area

In the Reports Control Panel, choose the filter of “Transfers” – see **Figure 2**. After this action is taken, a new column will be added to view voided transfers within all 3 Transfer Reports available.

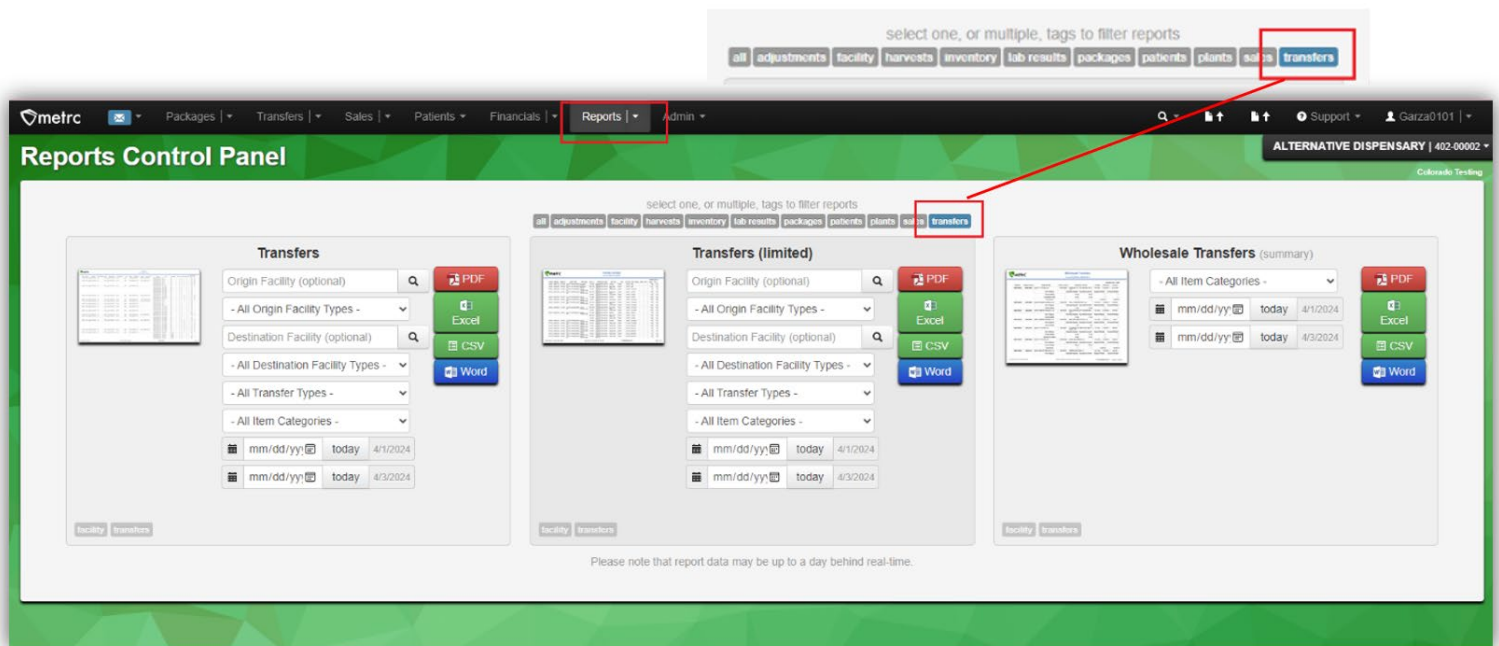


Figure 2: Transfer Reports options

Next, choose the appropriate report and input the corresponding dates based on the timeline needing to be viewed. Then, select the format that is necessary to be exported

in – PDF, Excel, CSV, or Word. In the example below, exporting a PDF format of the report is shown – see **Figure 3** below.

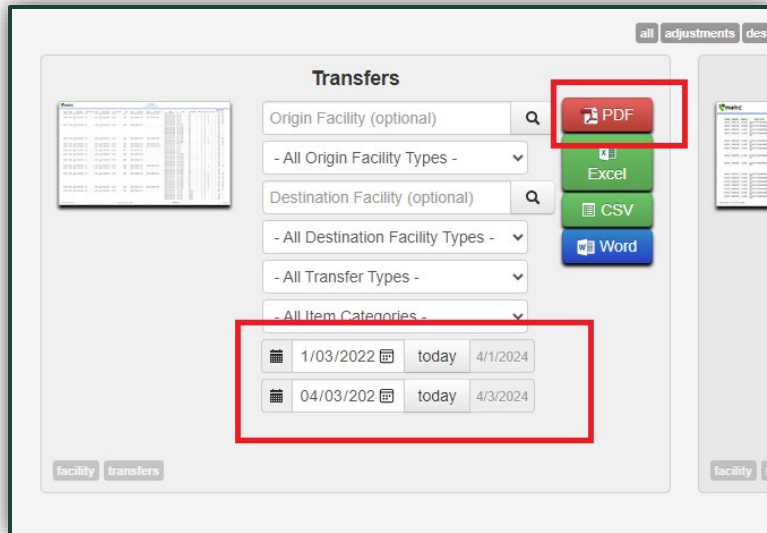


Figure 3: Exporting a PDF report

From the exported report, there is now a Voiced column visible that shows a “Yes” in the column for any voided transfers – see **Figure 4**.

metrc																
Transfers																
From 1/3/2022 To 4/3/2024																
Manifest	Origin Lic.	Origin Facility	Origin Facility Type	Dest. Lic.	Destination Facility	Dest. Facility Type	Type	Created	Created by User	Received	Received by User	Voiced	Package	State	Item	
000018201	403-X0001	CO LOFTY ESTABLISHMENT, LLC	OPC	403-X0002	CO LOFTY ESTABLISHMENT, LLC	OPC	Centralized Processing Transfer	5/13/2022	Fisher Anthony	5/13/2022	Fisher Anthony	No	ABCDEF012345670000012172	Accepted	Buds - AK-47	
000018401	403-X0002	CO LOFTY ESTABLISHMENT, LLC	OPC	402R-X0001	CO LOFTY ESTABLISHMENT, LLC	Retail Store	Transfer	5/18/2022	Jennifer Thomas			No	ABCDEF012345670000013866	Shipped	Buds - GA Red Kush	
000018701	403-X0002	CO LOFTY ESTABLISHMENT, LLC	OPC	402R-X0001	CO LOFTY ESTABLISHMENT, LLC	Retail Store	Affiliated (Decontamination)	6/22/2022	Jennifer Thomas			No	ABCDEF012345670000012230	Shipped	Buds - Metrc Bliss	
000018702	403-X0002	CO LOFTY ESTABLISHMENT, LLC	OPC	403-X0001	CO LOFTY ESTABLISHMENT, LLC	MMC Type 3	Contingency Plan	6/22/2022	Jennifer Thomas			No	ABCDEF012345670000012173	Shipped	Buds - AK-47	
000018901	403-X0002	CO LOFTY ESTABLISHMENT, LLC	OPC	402R-X0001	CO LOFTY ESTABLISHMENT, LLC	Retail Store	Unaffiliated	6/27/2022	METRC INDUSTRY ADMIN			Yes	ABCDEF012345670000014445	Shipped	Buds - Metrc Bliss	
0000021802	403-X0001	CO LOFTY ESTABLISHMENT, LLC	OPC	403-X0002	CO LOFTY ESTABLISHMENT, LLC	OPC	Affiliated	1/20/2023	Fisher Anthony			No	ABCDEF012345670000013887	Shipped	Buds - GA Red Kush	
0000022803	403-X0001	CO LOFTY ESTABLISHMENT, LLC	OPC	403-X0002	CO LOFTY ESTABLISHMENT, LLC	OPC	Affiliated (Decontamination)	5/23/2023	Charles Harris	5/23/2023	Charles Harris	No	ABCDEF012345670000013888	Accepted	Buds - GA Red Kush	
0000022901	403-X0002	CO LOFTY ESTABLISHMENT, LLC	OPC	403-X0001	CO LOFTY ESTABLISHMENT, LLC	OPC	Affiliated (Decontamination)	5/23/2023	Charles Harris	5/23/2023	Charles Harris	No	ABCDEF012345670000013888	Accepted	Buds - GA Red Kush	
0000023201	403-X0001	CO LOFTY ESTABLISHMENT, LLC	OPC	403-X0002	CO LOFTY ESTABLISHMENT, LLC	OPC	Unaffiliated (Decontamination)	6/6/2023	Charles Harris	6/6/2023	Charles Harris	No	ABCDEF012345670000013777	Accepted	Buds - AK-47	
												No	ABCDEF012345670000013888	Accepted	Buds - GA Red Kush	

Figure 4: Voiced Column within Transfers report

Receiving Transfers

When accepting a transfer in Metrc, some commonly observed errors include:

- Issues relating to the originating manifest that went unnoticed or ignored.
- Receiving different quantities than what was shipped.
- Receiving transfers in Metrc when intending to reject the transfer.

To prevent these types of errors, Metrc recommends the following:

- Leverage another employee to dually verify accuracy prior to the transporter departing the originating facility with any transfers.
- All packages are thoroughly inspected and weighed/counted prior to the transport driver departing the facility.
- Also, leverage another employee to dually verify accuracy prior to the receiving facility accepting any transfers. This will ensure, should any issues be found, the packages can be rejected, and the same manifest can be utilized to send the product being rejected back to the originating facility without the need to create a new manifest.
- As soon as a new transfer manifest is generated in Metrc, that manifest is visible to the destination license – **see Figure 5 below**.
 - It is strongly recommended that the destination license view this manifest data in Metrc and confirm that everything looks correct.
- Please note that this does not remove the need to check the physical product upon arrival as well, but it does allow for some mistakes to be corrected prior to transport, such as testing errors, item errors, electronic quantity issues, etc.
 - Ensure the accuracy of the Lab Testing – **see Figure 6 below**.
 - When viewing the “Lab Test Batches” tab within the package details, please check that only lab test batches appropriate for that package category are present as well as all required testing has been completed. If the Lab Test Batches data is not correct, the package should be rejected so that it can be corrected by the originating license. If the transfer has been received in error, then the product should be returned physically to the originating facility and returned electronically in Metrc.

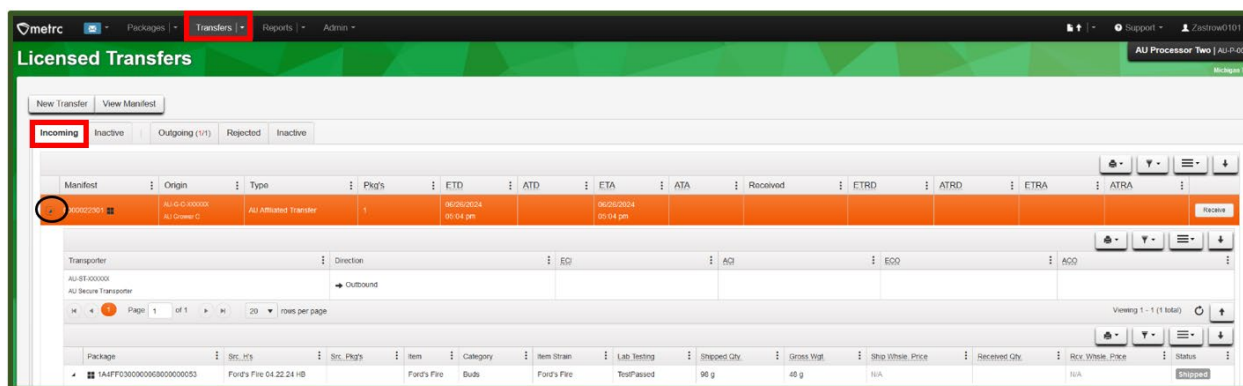


Figure 5: Navigate to a Specific Package on an Incoming Transfer Manifest

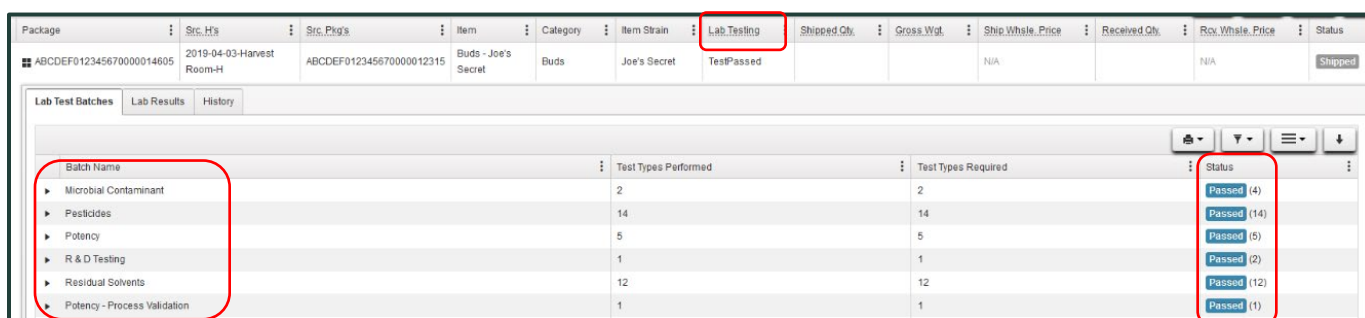


Figure 6: View Test Results of a Package on the Incoming Transfer Manifest

Packages should never be received with a quantity different than what was shipped. If there is a difference in quantity, the package should be rejected so that it can be corrected and transferred again. When a package is received with a quantity different than was shipped, that additional product does not go back to the origin license’s inventory.

When rejecting a transfer, remember to check the “Reject” box to the right of the package being rejected before clicking the Receive button on the transfer – **see Figure 7 below**. There is no way to reject a package once it has been accepted.

Receive Licensed Transfer

Manifest	0000026501	Transfer Type	Transfer
Origin Lic. No.	403-X0003	Origin Name	CO MISHMASH IMMERSION, LLC
Main Phone No.		Mobile Phone No.	
Transporter Lic. No.	403-X0003	Transporter Name	CO MISHMASH IMMERSION, LLC
Phone No. for Questions	777-777-7777		
Employee ID	X00420	Vehicle Make	Chevy
Driver's Name	Snoop Dogg	Vehicle Model	Kush Van
Driver's Lic. No.	BR549	License Plate	2FAST
Package # 1	ABCDEF012345670000015924	Item	Buds
		Shipped Qty.	2 oz <input checked="" type="checkbox"/> Reject
		Reject Reason	Incorrect Quantity
		Required Note	Weight incorrect should be 20 oz

Figure 7: Reject checkbox and Received Quantity field

Reject Packages on Transfers

Destination facilities have the option to reject packages that contain incorrect information, requiring them to be returned to their origin. To reject a package or packages on a manifest, go to the Transfers area on the navigational toolbar and select the “Licensed” option from the dropdown – see **Figure 8**.

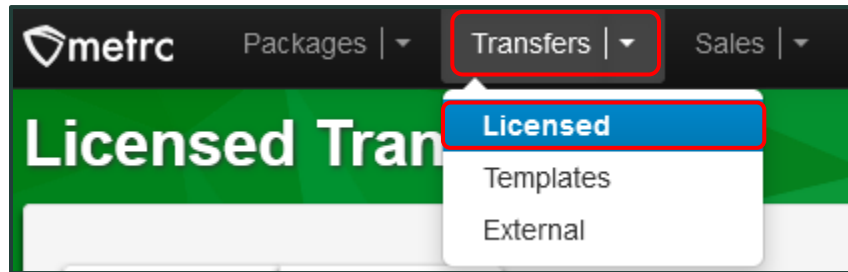


Figure 8: Licensed Transfer option from Transfers area dropdown

From the Licensed Transfers grid, select the “Incoming” tab and then click the “Receive” button on the far right of the incoming transfer – see **Figure 9**.

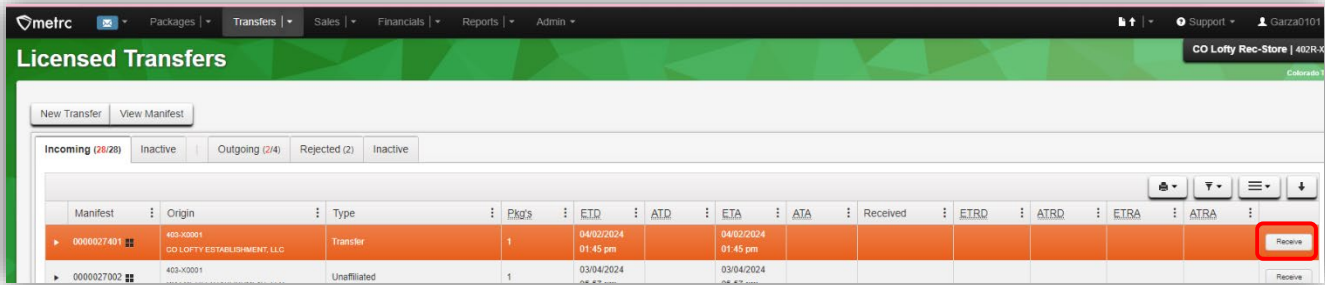


Figure 9: Incoming Transfers

This will open the Receive Licensed Transfer action window. Click the checkbox next to "Reject," select the appropriate rejection reason from the drop-down list, and then add a note to clarify why the package is being rejected – see **Figure 10 below**.

Figure 10: Reject and Reject Reasons

In the example below, the package weight exceeded 8 grams. In this case, the correct procedure would be to reject the package, include a Note indicating the weight difference, and then select the green "Receive Transfer" option to reject the package - see **Figure 11**.

Figure 11: Reject Transfer

Packages will remain in the "Incoming" tab of the Licensed Transfers grid with the option to "Unreject" a package, as well as display the time and date the package was rejected. – see **Figure 12**.

Received	ETRD	ATRD	ETRA	ATRA	
07/26/2024 11:50 am					Unreject

Figure 12: "Unreject" Package

Create Return Manifest

Rejected Transfers can be used to generate a “Return” Manifest. To print the manifest that includes the rejected package(s), access the Transfers area on the navigational toolbar and select the Licensed option from the dropdown – **see Figure 13.**

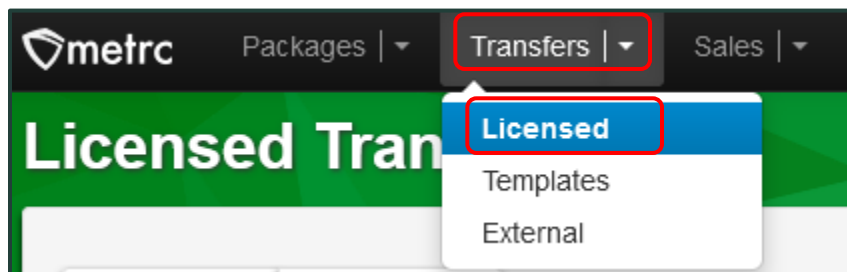


Figure 13: Licensed Transfer option from Transfers area dropdown

Select the rejected manifest you would like to print to use to return the rejected package(s), then click on the “View Manifest” button – **see Figure 14.**

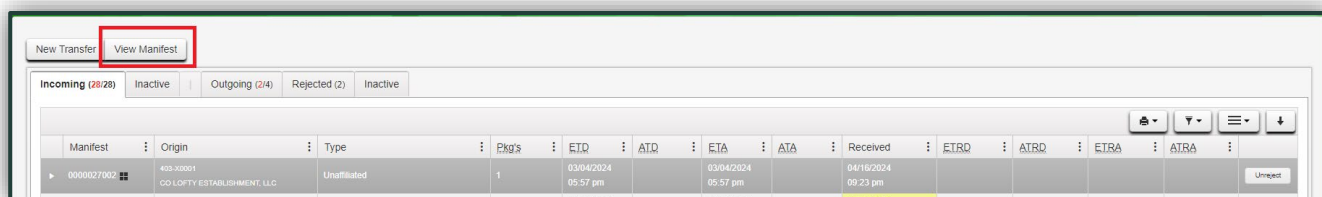


Figure 14: View Manifest for rejected package

This will open a pdf copy of the Manifest. A key difference to note is the colors that could be displayed on the manifest. The manifest will be updated to highlight accepted packages in green and rejected packages in pink – **see Figure 15.**

1. Package Rejected	Production Batch No.	Item Name	Quantity
ABCDEF012345670000011250 Lab Test: TestPassed		Buds - Joe's Secret (Buds)	Shp: 16 oz
Item Details	Strain: Joe's Secret		
Source Harvest	2019-04-03-Harvest Room-H		
Reject Reason: Incorrect Quantity		Rejection Note: Quantity should be 6oz.	
2. Package Accepted	Production Batch No.	Item Name	Quantity
ABCDEF012345670000011271 Lab Test: RetestPassed		Joe's Oil 100mg (Concentrate)	Shp: 16 oz Rcv: 16.0000 oz
Item Details			
Source Harvest	2019-04-03-Harvest Room-M		

Figure 15: Received package on PDF copy of manifest

Once package(s) have been rejected, the Originating facility can select the Transporters button for the rejected manifest in their rejected tab of the Licensed Transfers grid and update the estimated time of departure and arrival for the return of the rejected package(s) designated when the package will be returned to facility by the selected transported – **See Figure 16.**

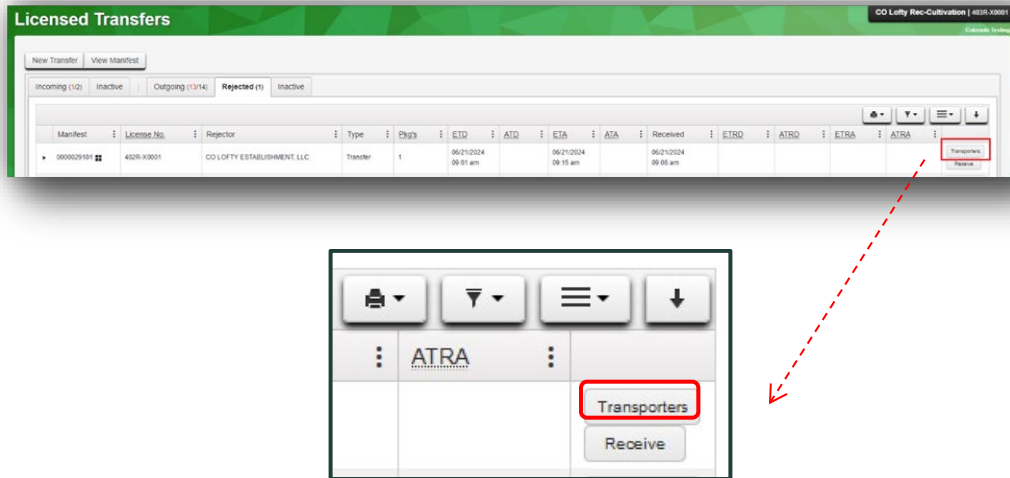


Figure 16: Update Return Manifest

In the Edit Return Transporters action window, the estimated departure date can be updated to reflect the date and time the package will be picked up by the transporter to be returned to the origin facility - **see Figure 17.**

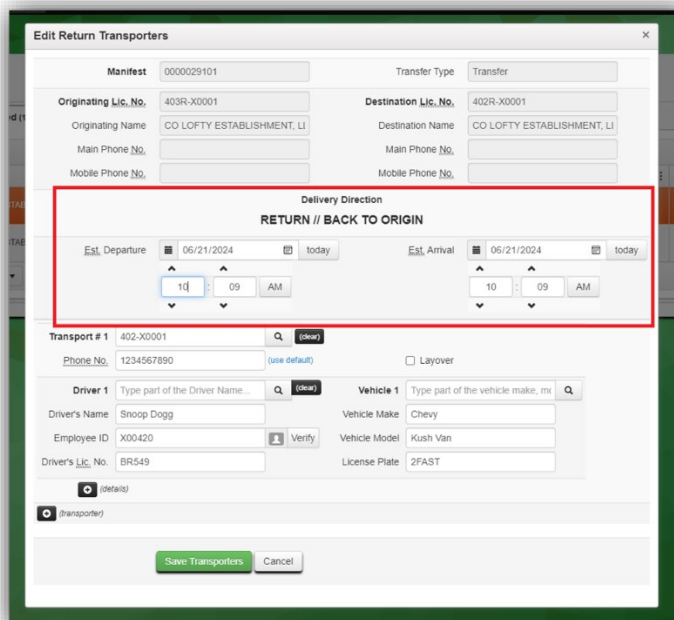


Figure 17: Edit Return Transporters action window

The transporter will access the Return Manifest by going to the Transfers area on the navigational toolbar and select the “Hub” option from the dropdown – see **Figure 18**.

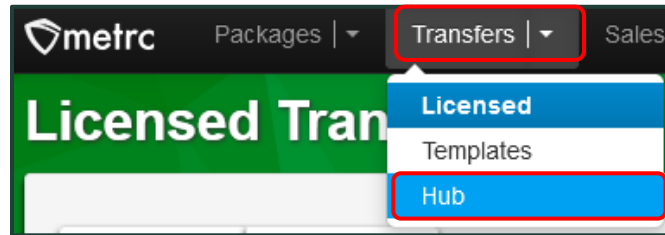


Figure 18: Hub Transfer option from Transfers area dropdown

From the Transfers Hub grid, the transporter will see the options to “Accept” or “Edit” the manifest from the Transfer Hub – see **Figure 19**.

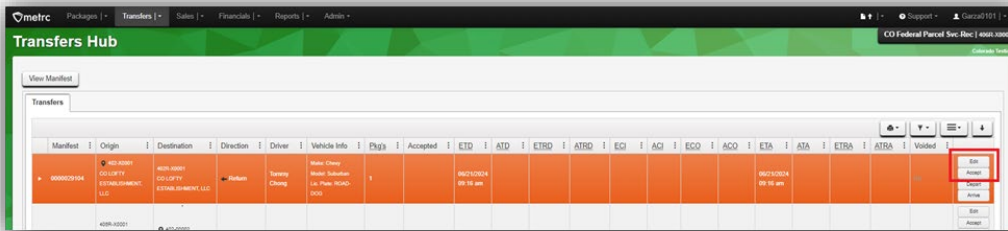


Figure 19: Accept or Edit option within the Transfer Hub

In the Edit Transporter Info action window, the “Edit” option will provide the same fields to edit as the originating facility. As a transporter, there is the ability to edit the estimated time of departure and estimated time of arrival for the rejected package(s). Once the updated information has been entered, select the “Update Transporter Info” button – see **Figure 20** below.

Edit Transporter Info

Manifest: 0000029104 Transfer Type: Transfer

Originating Lic. No.: 402-X0001 Destination Lic. No.: 402R-X0001

Originating Name: CO LOFTY ESTABLISHMENT, LI Destination Name: CO LOFTY ESTABLISHMENT, LI

Main Phone No.: Main Phone No.: Mobile Phone No.: Mobile Phone No.:

Delivery Direction
RETURN // BACK TO ORIGIN

Est. Departure: 06/22/2024 today Est. Arrival: 06/22/2024 today

10 : 23 AM 07 : 00 PM

Driver 1: Snoop Dogg (clear) Vehicle 1: LWWEED

Driver's Name: Snoop Dogg Vehicle Make: Chevy

Employee ID: X00420 [Verify] Vehicle Model: Kush Van

Driver's Lic. No.: BR549 License Plate: LWWEED

Planned Route: Left on Main

1 (details)

Update Transporter Info Cancel

Figure 20: Edit Transporter Info action window

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, 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 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 Support area on 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 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.