

Metrc Support Bulletin



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Contact Point: Metrc® Support	Subject: Delivery Zones for Microdispensary Sales Deliveries	
Topic: Delivery Zones for Microdispensary Sales Deliveries		

Greetings,

Metrc and the Maryland Cannabis Administration (MCA) are pleased to announce new functionality for Delivery Zones for Microdispensary Sales Deliveries effective April 1, 2025.

Please read on for more details.

Delivery Zones for Microdispensary Sales Deliveries

Now, when a Microdispensary is creating a Sales Delivery, there will be a new field that needs to be selected – the Delivery Zone (“Zone” field). From the Record Deliveries action window, the Zone drop down field is visible – see **Figure 1 below**.

The screenshot shows the 'Record Deliveries' window with the following details:

- Sales Delivery # 1** (with a clear button)
- Sale Date/Time:** 03/02/2025, 10:30 AM
- Customer:** Patient (selected), Patient No. 123456, Name (empty)
- Est. Departure:** 03/02/2025, 10:30 AM
- Est. Arrival:** 03/02/2025, 04:30 PM
- Planned Route:** Brand St to South Ave, Left on South Ave to Mercy St, Right on Mercy St on Left
- Address:** 123 Main St, Address Cont. (empty), City: Baltimore
- Zone:** 3333 (highlighted with a red box)
- Driver 1:** Type part of the Driver Name... (clear), Employee ID: X00086, Driver's Name: John Doe, Driver's Lic. No.: BR549, Phone No. for Questions: +11234567890
- Vehicle 1:** Type part of the vehicle make, m... (clear), Vehicle Make: Chrvy, Vehicle Model: Kush Van, License Plate: LWWEED
- Package # 1:** 1A4FF030000001000005747 (clear), Quantity: 3.5 Grams, Available: 9.9 g, Total Price: \$ 100.00
- Transaction Details:** (collapse arrow)
- Buttons:** Record Sales Deliveries, Cancel

Figure 1: Delivery Zone for Microdispensary Sales Deliveries

To learn how to create a Sales Delivery, please refer to Metrc Expert (the widget located in the lower right-hand corner of Metrc upon login) or visit [Metrc Learn](#) to access and take the “Recording a Sales Delivery” training module.

For more information about Metrc Learn, please review [MD Industry Bulletin #82](#) and [MD Industry Bulletin #86](#).

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 Support on the navigational toolbar and click support.metrc.com to 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 option from the dropdown.

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 on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more from the dropdown.

Thank you for your continued partnership.