

# Dispensary Software in Missouri: A Safe Migration Checklist

Replacing a retail system is a high-risk technology project a cannabis dispensary can undertake. Product records, package balances, prices, taxes, employee permissions, payments, and Metrc reporting must move without disrupting operations.

Choosing new [dispensary software in Missouri](#) is only the beginning. The riskiest period is the transition, when information may exist in two platforms and staff may not know which record is authoritative. **A safe migration protects traceability, preserves historical evidence, and prevents conflicting transactions.**

Missouri's Division of Cannabis Regulation says the statewide track-and-trace system follows cannabis from seed to sale and that licensees are responsible for accurate information. Its rules page identifies 19 CSR 100-1, effective May 30, 2026, as the current regulatory framework. Retailers should review the [Missouri DCR rules and law page](#) before migration.

## Define the Migration Scope

### Map Every Connected System

A point-of-sale for Missouri dispensaries may connect with Metrc, payments, accounting, online ordering, loyalty tools, scanners, and label printers.

Create a map covering:

- The current POS and database;
- Metrc items, packages, and sales;
- E-commerce and menu integrations;
- Payment and accounting services;
- Hardware, networks, and user devices;
- Customer and employee records.

**An overlooked integration usually becomes a launch-day emergency.** Record who owns each connection, what data moves through it, and how often it synchronizes.

### Assign Decision Owners

Name one project leader and owners for compliance, inventory, finance, technology, and training. The vendor may perform technical work, but the dispensary must validate its own data. Define who approves exports, corrections, permissions, cutover, rollback, and post-launch reconciliation.

## Confirm the Provider Is Eligible

Missouri DCR advises licensees to verify that a POS or reporting provider is on the state's list of certified seed-to-sale providers or contact the agency for confirmation. Seed-to-sale certification applies to third-party vendors offering POS or reporting services to marijuana licensees.

Before signing, confirm certification status, Metrc capabilities, cutover support, data ownership, security controls, and failed-upload procedures.

A Metrc-compliant POS for Missouri should show whether a submission is accepted, pending, rejected, or retried. **A completed receipt is not proof that the compliance record was accepted.**

## Clean the Source Data

### Reconcile Inventory Before Export

Do not move unexplained discrepancies into a new Missouri dispensary POS platform. Compare physical inventory, the current POS, and Metrc at package level.

Check:

- Package tag and product name;
- Quantity and unit of measure;
- Package status and location;
- Recent sales, transfers, waste, and adjustments.

Investigate differences before changing balances. Document the finding, verification method, approval, and correction.

**Migration should never erase a variance or reset an inconvenient audit trail.**

### Remove Obsolete Records

Clean duplicate products, inactive users, expired promotions, and inconsistent names. DCR's 2026 guidance emphasizes accurate statewide tracking information and supporting documentation for corrections.

## Build a Data-Mapping Document

Fields with similar names may behave differently. "Item," "SKU," "package," and "inventory unit" are not interchangeable.

Map source and destination fields for:

- Products, categories, and Metrc items;

- Package identifiers and quantities;
- Prices, discounts, and taxes;
- Customer and loyalty records;
- Employee accounts and roles;
- Receipts, returns, and voids.

For each field, state whether it will be imported, transformed, archived, or excluded. This document becomes the reference when totals do not match.

## Preserve Historical Records

Do not assume the new cannabis retail platform for Missouri will reproduce every legacy report. Export receipts, inventory histories, adjustment notes, user logs, and tax reports in readable formats.

Test retrieval by date, receipt, package, employee, and transaction type. **Historical data is useful only when it can be connected to the original event.**

## Test the Metrc Connection

Metrc provides Missouri-specific support, training, and case submission resources. Use them and the vendor's test process to validate real workflows before launch.

Test:

- Item and package synchronization;
- Medical and adult-use sales;
- Voids, returns, and corrections;
- Rejected-submission visibility;
- Retry and duplicate prevention;
- Recovery after an interruption.

Missouri DCR notes that if an integrated seed-to-sale system has an issue, a licensee may track daily operations directly in Metrc and should report problems that limit operations. The SOP should identify who may use this fallback and how duplicate entries will be prevented.

## Run a Test Migration

Use realistic store data in a controlled environment, including inactive packages, similar product names, returns, split payments, and historical transactions.

Compare:

- Record counts;
- Package quantities;
- Prices and taxes;
- Employee roles;
- Recent sales totals.

Document every defect, correction, and retest. **“Close enough” is not acceptable for package-level inventory or financial totals.**

## Plan the Cutover

### Choose a Low-Risk Window

Schedule the final migration during a low-volume period. Freeze nonessential catalog edits, promotions, transfers, and account changes before export.

The plan should state:

- When the old system becomes read-only;
- Who validates imported data;
- When the new POS may process sales;
- Which conditions trigger a delay;
- How the store operates if launch fails.

### Prepare a Rollback Plan

Use rollback before conflicting live transactions make reversal unsafe. Do not proceed if package balances, taxes, permissions, payments, or Metrc connectivity cannot be verified. **Postponing a launch is safer than forcing incomplete data into production.**

## Train Staff and Restrict Access

Do not copy old permissions automatically. Create role-based access for budtenders, inventory employees, managers, and administrators.

Train staff on:

- Login security and package selection;
- Medical and adult-use workflows;
- Discounts, returns, and voids;
- Metrc errors and escalation;
- Downtime procedures.

Managers should test high-risk actions such as refunds, overrides, and package corrections before opening.

## Reconcile After Launch

For the first several days, compare physical inventory, the new POS, payment records, and Metrc more frequently than usual.

Review:

- Missing or duplicate sales;
- Rejected or pending submissions;
- Unexpected package balances;
- Incorrect prices, discounts, or taxes;
- Login and permission problems.

Keep an issue log with the record, time, cause, owner, correction, and approval. **Migration is complete only when the new system remains accurate under real operating conditions.**

## Final Takeaway

Moving to new POS software for Missouri cannabis retailers requires more than importing a catalog. A safe project includes provider verification, data cleanup, package reconciliation, field mapping, Metrc testing, staff training, controlled cutover, rollback criteria, and post-launch review.

Missouri seed-to-sale dispensary software can improve efficiency, but disciplined validation protects continuity and compliance. **The safest migration keeps one authoritative record at every stage with explainable corrections.**