



## Metrc Support Bulletin

<b>Bulletin Number:</b> MI_IB_55	<b>Distribution Date:</b> 1/11/2022	<b>Effective Date:</b> 1/17/2022
<b>Contact Point:</b> Metrc® Support	<b>Subject:</b> Updates to functionality for Retailers	
<b>Reason:</b> Metrc and the CRA are providing notice informing Adult-Use Retailers how to record adverse responses reported by adult-use consumers.		

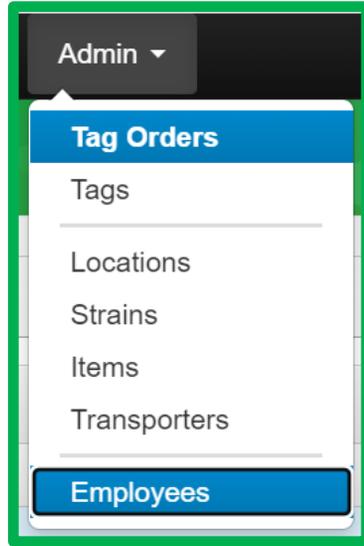
Greetings Metrc Users,

Metrc, in conjunction with the CRA, is providing guidance on the functionality used to record adverse responses (reactions) for consumer sales. The recording of adverse responses is a requirement for both patients, as well as adult-use consumers. **This bulletin will give directions for this process and replace the guidance provided in bulletin 49.** The information needed to record an adverse response can be found below. This process will become available on **January 17<sup>th</sup>, 2023**. The administrative rules require licensees to report adverse reactions to the CRA, licensees can email [CRA-Compliance@michigan.gov](mailto:CRA-Compliance@michigan.gov).

Please see the following pages for details on these changes:

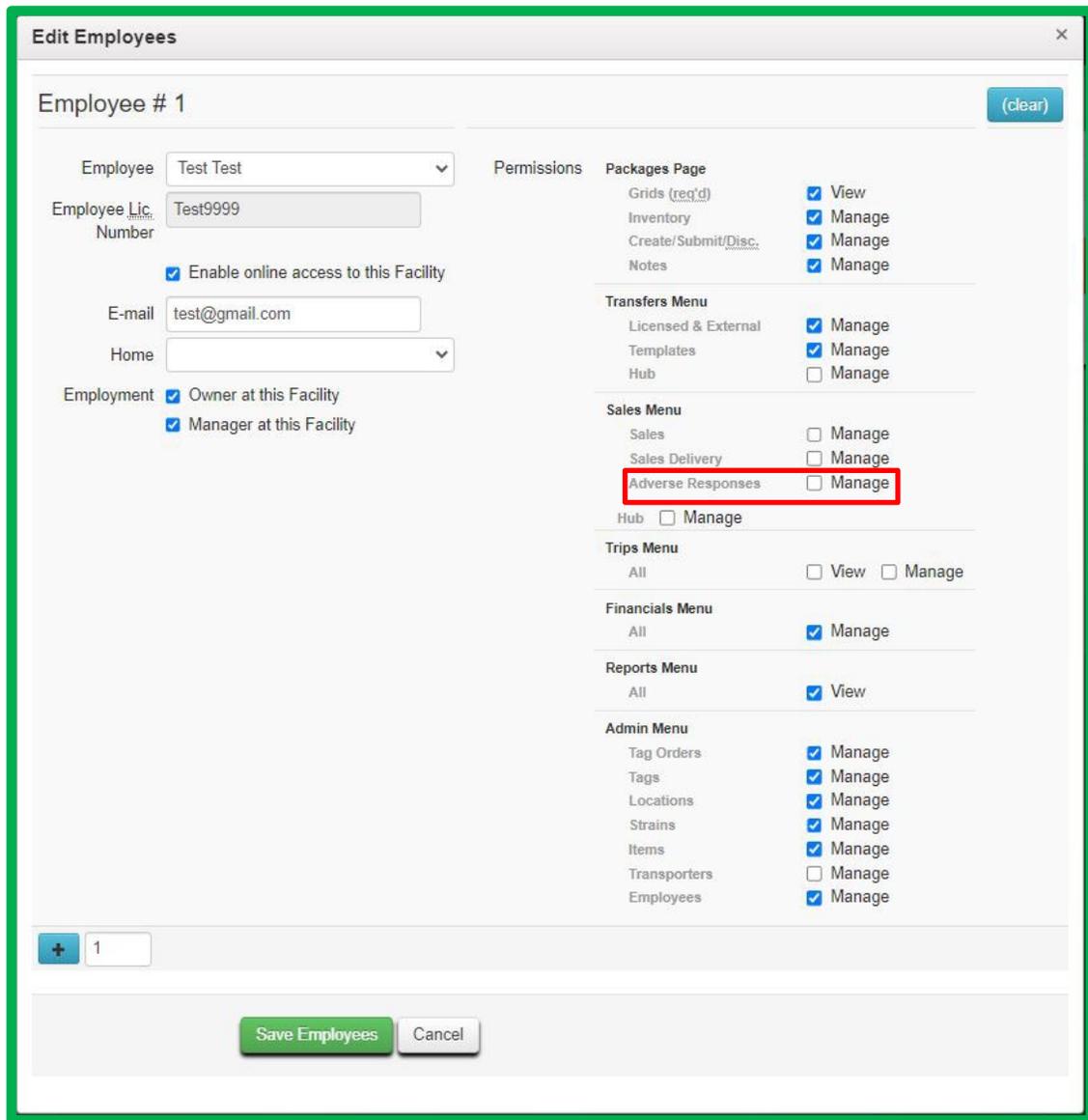
**Enabling Patient Adverse Response For Employees**

Before recording adverse responses, Metrc Admins must give access to any employees who will be recording the adverse responses by selecting Employees in the Admin area dropdown shown in **Figure 1**. Once on the employees grid, select the employee that would be recording the adverse responses, and click the Edit Employees button on the top of the grid.



**Figure 1: Select Employees page in Admin Dropdown**

In the Edit Employees action window, click the manage Adverse Response button, as shown in **Figure 2** below.



The screenshot shows the 'Edit Employees' window for 'Employee # 1'. The window is divided into several sections:

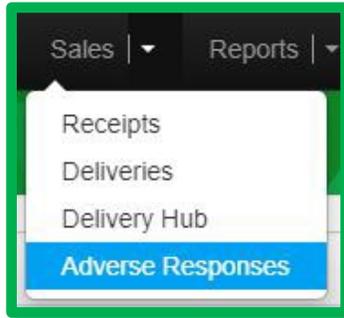
- Employee Information:** Employee name 'Test Test', License Number 'Test9999', and a checked box for 'Enable online access to this Facility'. E-mail is 'test@gmail.com' and Home is a dropdown menu.
- Employment:** Checked boxes for 'Owner at this Facility' and 'Manager at this Facility'.
- Permissions:** A list of permissions grouped into menus:
  - Packages Page:** Grids (req'd) [checked] View, Inventory [checked] Manage, Create/Submit/Disc... [checked] Manage, Notes [checked] Manage.
  - Transfers Menu:** Licensed & External [checked] Manage, Templates [checked] Manage, Hub [unchecked] Manage.
  - Sales Menu:** Sales [unchecked] Manage, Sales Delivery [unchecked] Manage, **Adverse Responses [checked] Manage** (highlighted with a red box), Hub [unchecked] Manage.
  - Trips Menu:** All [unchecked] View [unchecked] Manage.
  - Financials Menu:** All [checked] Manage.
  - Reports Menu:** All [checked] View.
  - Admin Menu:** Tag Orders [checked] Manage, Tags [checked] Manage, Locations [checked] Manage, Strains [checked] Manage, Items [checked] Manage, Transporters [unchecked] Manage, Employees [checked] Manage.

At the bottom, there is a '+ 1' button and 'Save Employees' and 'Cancel' buttons.

Figure 2: Select Adverse Responses

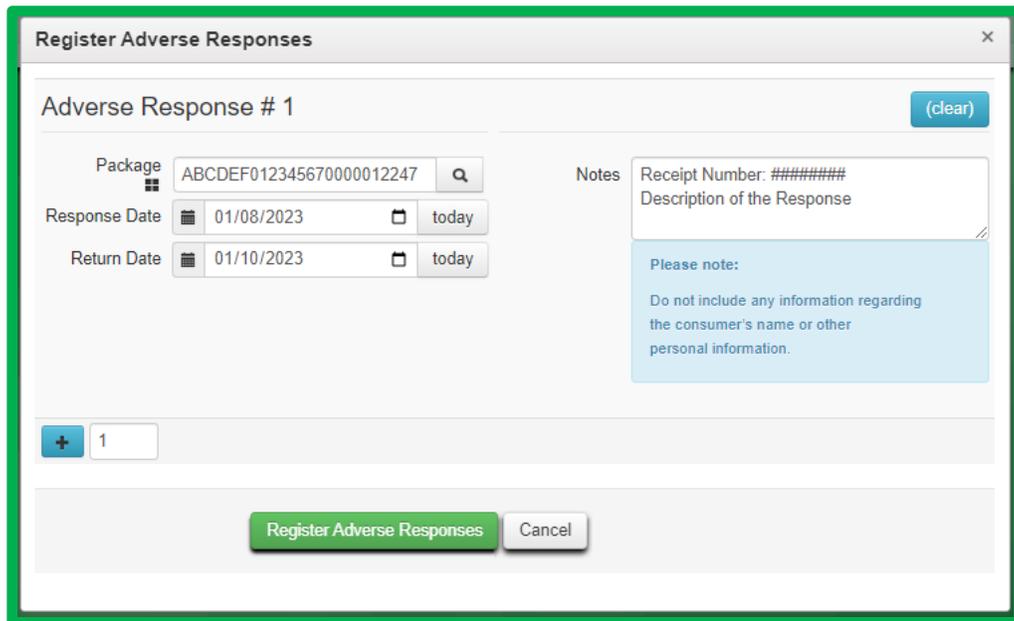
### Recording Adverse Responses

For employees who have the ability to manage the consumer adverse responses enabled, select the Adverse Responses from the Sales area, as shown in **Figure 3**. **Please note: Patient Adverse Responses will also be listed under the sales tab moving forward.**



**Figure 3: Select Adverse Responses**

Once on the Adverse Response page, use the “Register Adverse Responses” button. This will open up an action window to the Register Adverse Responses to record the consumer response, as shown in **Figure 4**. Select the appropriate package ID information, date information, and record the receipt number and reported reaction (shortness of breath, bad taste, etc) information in the Notes field. Once the information is entered accurately, use the green “Register Adverse Response” button to complete the process.



**Figure 4: Recording Adverse Response**

Please feel free to contact support at [support@metric.com](mailto:support@metric.com) or 877-566-6506 with any questions