Metrc Support Bulletin

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Contact Point: Metrc Support	Subject: Combining remediated and non-remediated product packages	
Reason: Combining remediated and non-remediated product packages.		

Greetings,

Metrc is pleased to provide information on new functionality that allows for the combination of remediated and non-remediated product packages.

Please read on for more information.

Metrc Support Bulletin

Combining Remediated and Non-Remediated Product

The ability to create remediated and non-remediated packages is now enabled in Metrc for users who want to combine product where only some of the product has been remediated.

When combining packages of remediated and non-remediated product, the product should be item-specific. In the example below, two packages of concentrate are being combined, where one package has been remediated and another package of the same product has not been remediated. To create the new package, select the Packages option in the Packages area dropdown on the navigational toolbar; then select the Active tab – see **Figure 1** below.
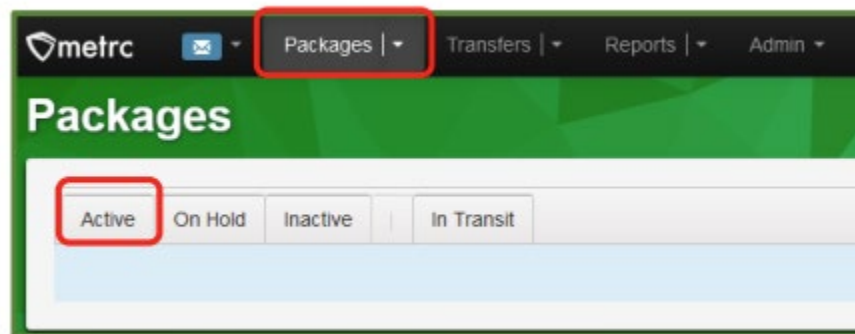

Figure 1: Active Packages grid

From the Active Packages grid, select the rows of the two packages that are being combined. In this example, both packages are the same item, but one package has a status of Not Submitted and the other has a status of Remediated.

With the two packages selected, click the New Packages button to begin the process of creating a new package of the combined product – **see Figure 2.**
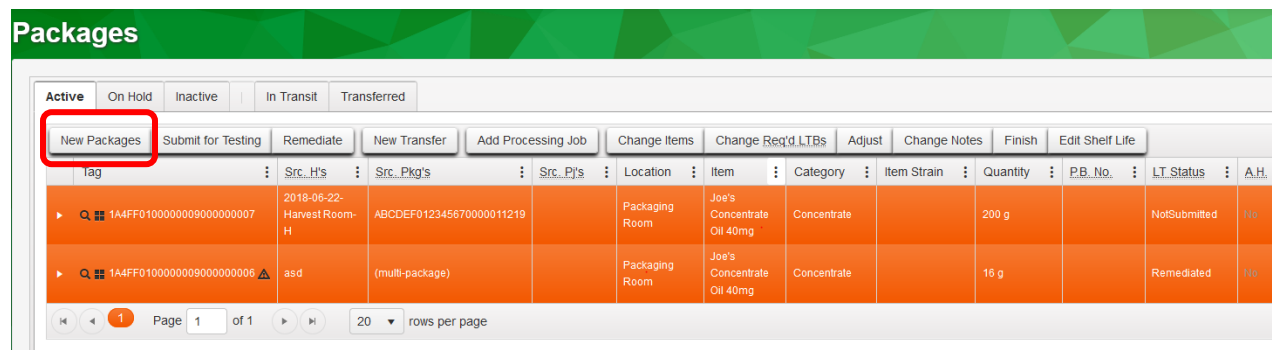

Figure 2: New Packages button

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For additional support,
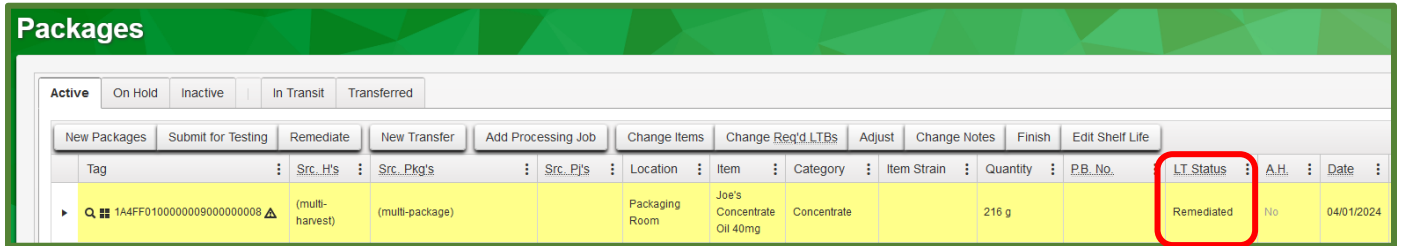please visit Support.Metrc.com

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This will open the New Packages action window to create the new package of the combined concentrate. Once all of the required information has been entered select the Packages button to complete the creation of the new package – **see Figure 3**.

Figure 3: Create package with remediated and non-remediated product

Once the package has been created, it will be listed in the active packages grid and will have a test status of Remediated – **see Figure 4**.
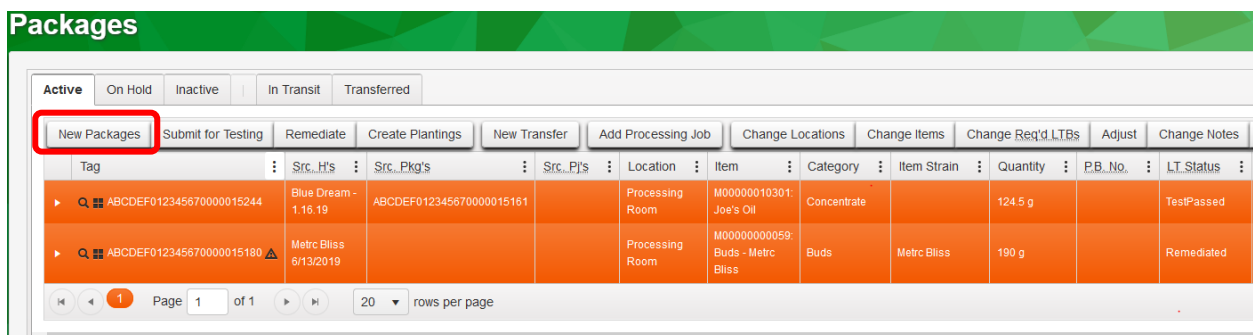
Figure 4: New combined package of remediated and non-remediated product

Combining multiple categories

Multiple item categories cannot be combined using remediated and non-remediated products. To demonstrate this, in the example below, two packages are being combined – one package of flower with the status of Remediated and one package of concentrate with a status of Test Passed – to create a new package of Infused Prerolls.

From the Active Packages grid, select the two packages that are being combined, then click the New Packages button to begin the process of creating a new package of Infused Preroll product – see **Figure 5.**

Figure 5: Multiple category packages to be combined

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Taking this action will open the New Packages action window to create the new package of Infused Prerolls. Once all required information has been entered, then the Create Packages button is selected to attempt the completion of creating the infused Preroll package – **see Figure 6**.

Figure 6: Attempting to create new package with multiple categories

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Since multiple categories cannot be combined using remediated and non-remediated products to create a new package, an error notification will appear explaining the action cannot be completed – see **Figure 7.**
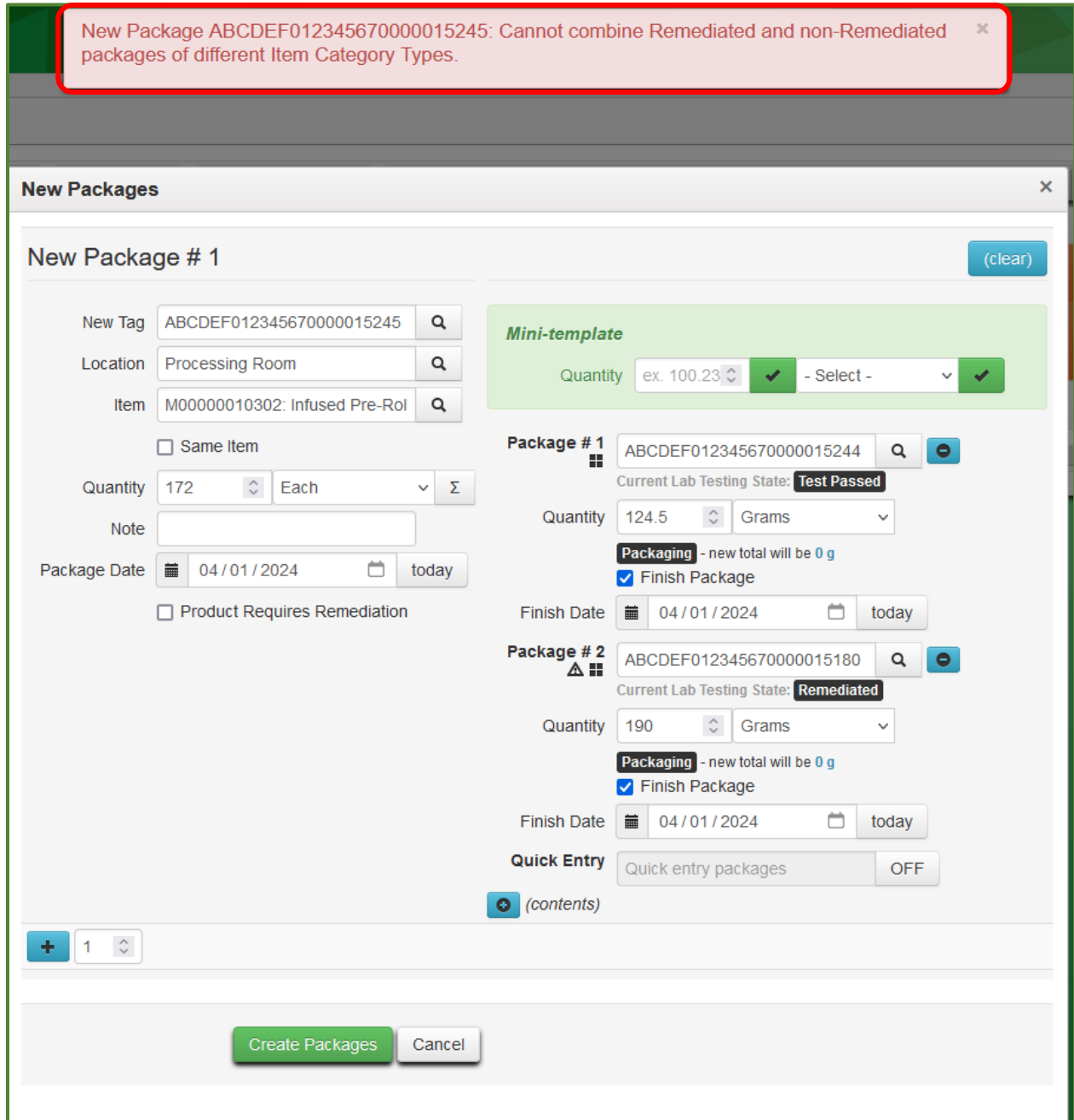

Figure 7: Error when creating a package with multiple categories

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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 drop-down Support menu in 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 – *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 dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more.

Thank you for your continued partnership.

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