# Metrc Support Bulletin

| Bulletin Number: State_IB_0028 | Distribution Date: 8/7/2020 | Effective Date: Ongoing |
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| Contact Point: Metrc® Support | Subject: Remediation Best Practices | |
| Reason: Metrc is providing best practices around remediating product that has failed testing | | |

Greetings Metrc Users – The following is a step by step guide to remediating failed products in Metrc.

## Step 1: Navigate to the active Packages grid

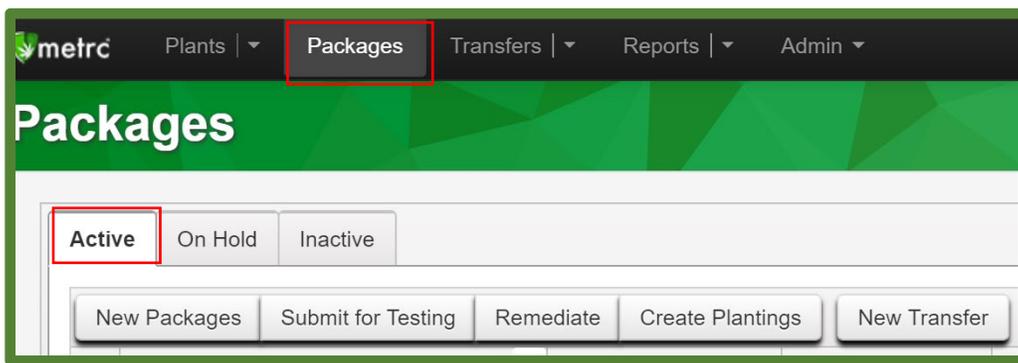Select the packages area on the top navigational bar and then select the Active tab on the Packages grid.



**Figure 1: Navigation to Active Packages**

## Step 2: Identify the package that requires remediation

Identify the package with a "TestFailed" Lab Testing status that is going to be remediated. It is important to understand the reason the product failed testing and the appropriate method for remediation. In **Figure 2**, two packages are shown: a package of flower/buds that failed for water activity and a package of shake/trim that failed for microbials. Both can be remediated but will have to use different methods to do so (**Figure 3**).



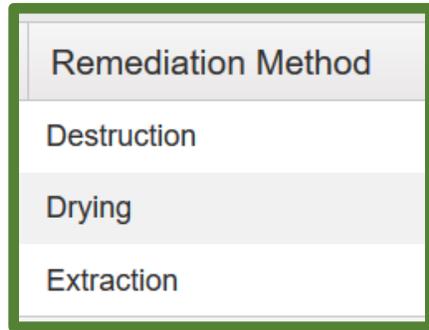**Figure 2: Two Testing Failed Package Examples**

**Figure 3: Remediation Methods**

## Step 3: Perform Remediation Actions

In the above examples, the remediation methods are as follows: For the flower/buds that failed for water activity the action required is drying, and for the shake/trim that failed for microbials a processor could use extraction.

**Usable Marijuana – flower, shake/trim from harvest Example (Drying):**

In the flower/bud package example, the product would continue to be dried and record the package adjustment for the additional drying by selecting the package and using the ⬚Adjust button (**Figure 4**). After the action window appears, record the loss of weight due to drying (it is recommended to leave a note) and hit the **Adjust Packages** button when the user has certified that all the information is correct see **Figure 5** below.
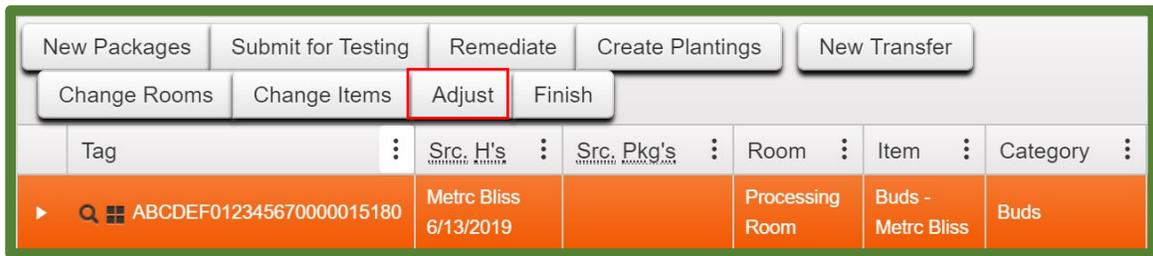


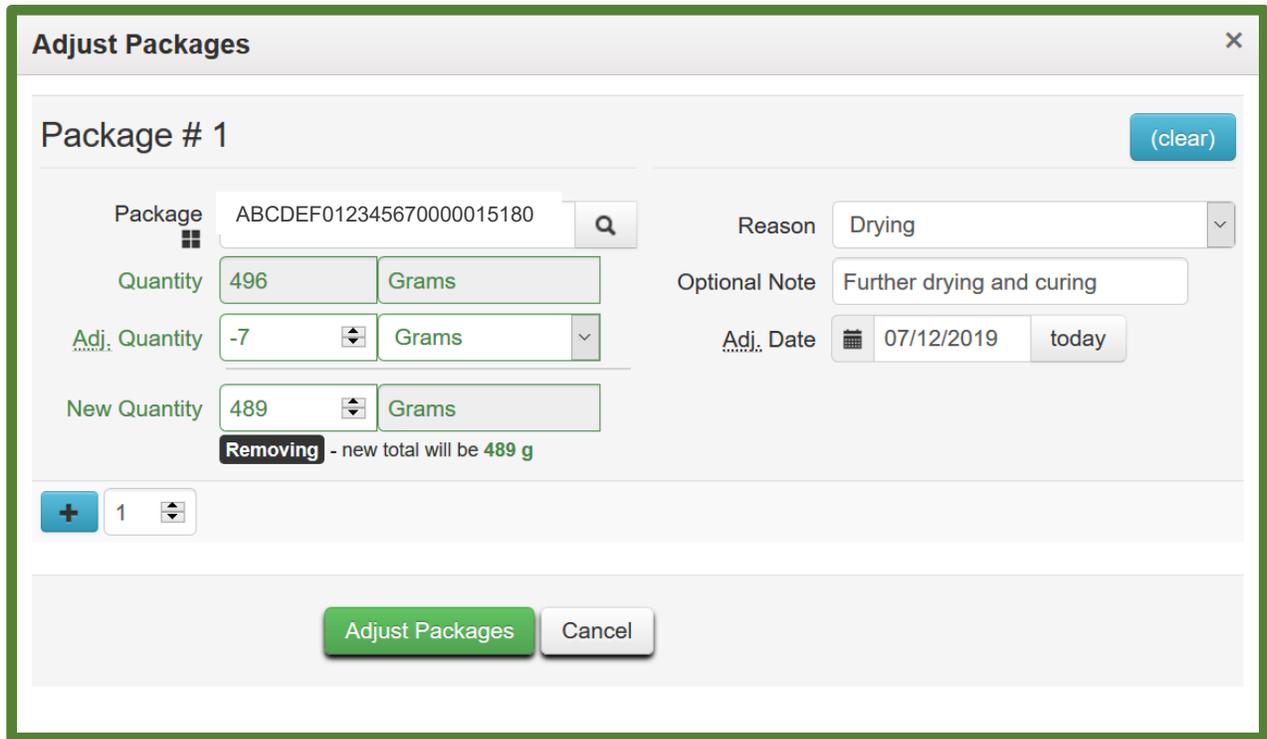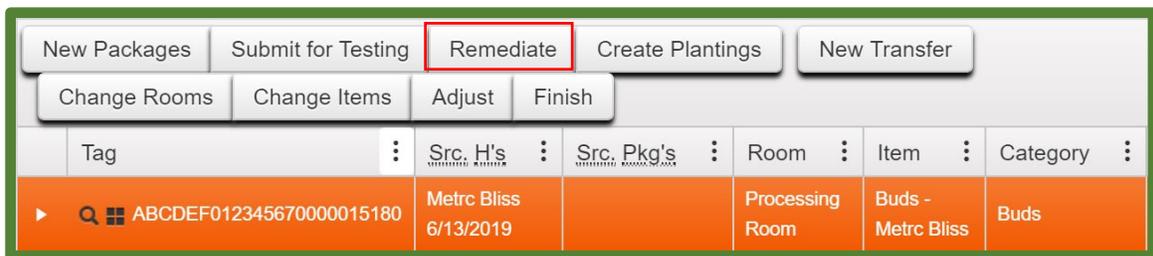**Figure 4: Select Buds Package and Adjust Button**

**Figure 5: Adjust Package Weight for Moisture Loss**

*\*Please Note: Only record a weight change to the amount in the package that reflects an accurate representation for what transpired.*

After the necessary drying has been completed and recorded in Metrc, the product can now be remediated by selecting the buds package and then clicking the [Remediate] button see **Figure 6**, triggering an action window. Then record all of the required information in the action window and select "Drying" as the remediation method see **Figure 7**. Upon completely filling out the information and verifying its accuracy, select [Remediate Packages] button to complete the action.



**Figure 6: Select Buds Package and Remediate Button**

*\*Please note that selecting the remediate product for any item other than "Test Failed" product will trigger an empty Remediate Package window.*
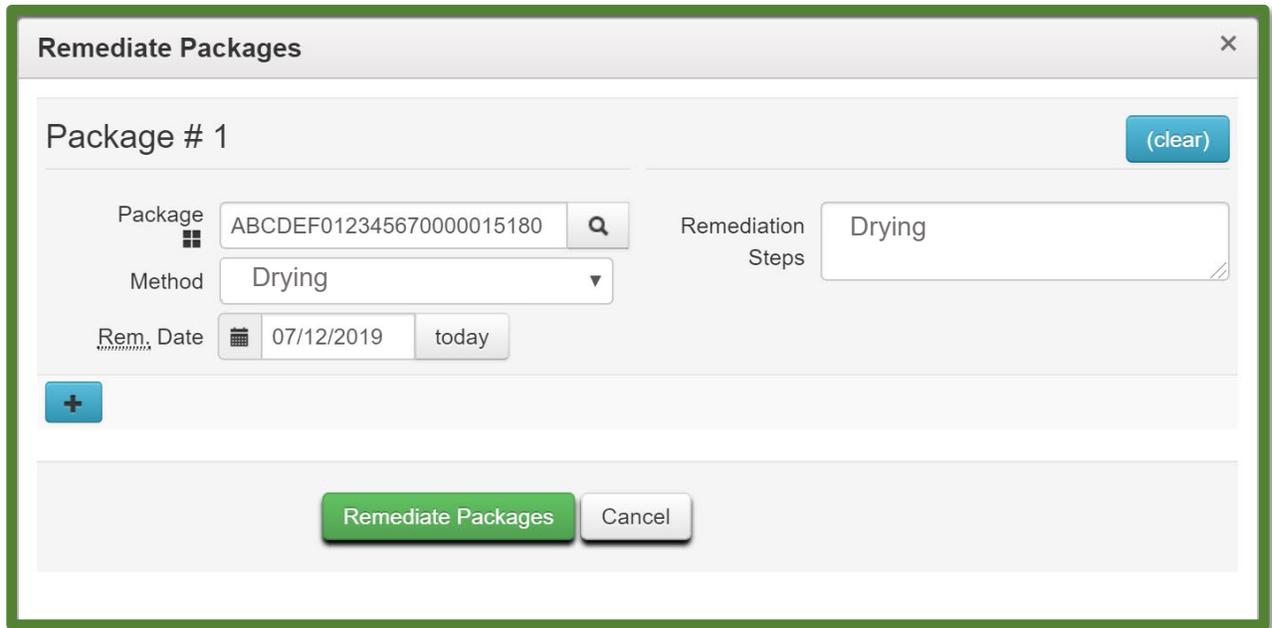
**Figure 7: Remediate Buds Package by Drying and Curing Longer**

## Remediation via Extraction/Further Processing (High Heat and Hydrocarbon-Based Extraction)

Some products in order to be remediated must undergo a process changing the products physical/chemical form. These processes (extraction for example) would be recorded as a production batch in Metrc and at the same time would record that the process is an action to remediate the product. This step must be done in Metrc.
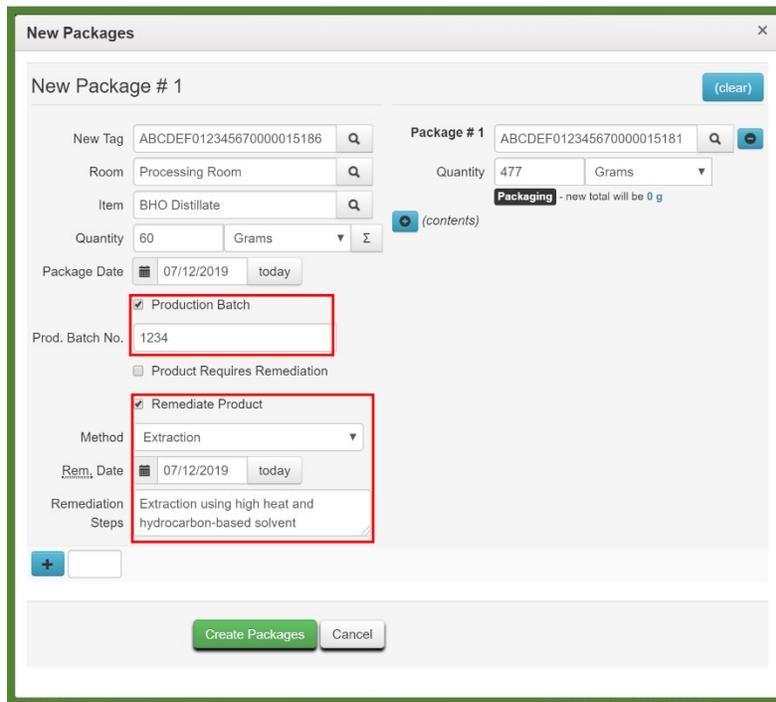
To do this, first select the product that is intended on being extracted and then click on the button as shown in **Figure 8**. This will trigger an action window to appear.
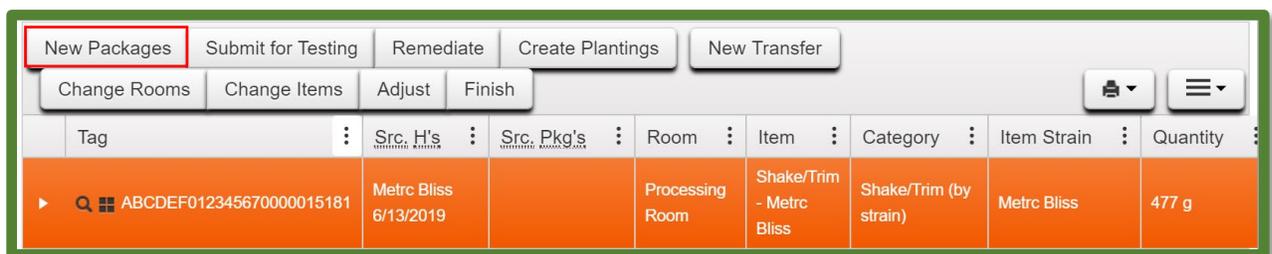




**Figure 8: Select Package for Extraction**

Once the action window appears, ensure that the "Production Batch" and "Remediate Product" boxes are checked and all the information required, including the remediation method and all steps taken to remediate the product, are completed as shown in **Figure 9**. Once the information is verified then select the Create Packages button to complete the process.



**Figure 9: Creating a Production Batch Package to Remediate Product**

## Step 4: Verify that the Remediated Products Testing States are "Remediated"

Now the ability to check that the remediated bud package as well as the new concentrate production batch package that was remediated both can be verified and now have the Lab Testing status of "Remediated. The package(s) should also have the triangular symbol next to the tag number denoting that the package contains remediated product as shown in **Figure 10**.



**Figure 10: Verify Product is in a Remediated Testing State**

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## Step 5: Create New Test Samples

Once the product has been remediated, the product can be sampled for state required testing. **It is important to ensure the product is listed as remediated prior to any new test samples being pulled.** If the samples are pulled before the product is remediated, it will be a retesting (as in a case of a suspected false-positive) situation and will require multiple samples be sent to multiple testing facilities.

## Support:

On the far right of the navigation panel, a user will see that there is a Support dropdown. Please utilize this dropdown to reference guides, Metrc customer support, or training sign up. These tools can be used at anytime for no additional charges as long as you are entered within an active licensed business.



*Please feel free to contact Support at support@metrc.com or 877-566-6506 with any questions.*