

Metrc Support Bulletin



Bulletin Number: CO_IB_3.23.22	Distribution Date: 03/23/22	Effective Date: 03/28/22
Contact Point: Support@metrc.com	Subject: Update to Medical Store Customer Types	
Reason: MED and Metrc are providing an update to a new customer type for Medical Stores with patients that have not received their patient registry card number		

Greetings Metrc Users,

The MED and Metrc are providing an update for a new customer type within Medical Marijuana Stores who are recording sales transactions for patients who have submitted a new application to the Medical Marijuana registry through the mail in the previous 35 days and have not yet received their patient registry card number, per rule 3-405(A)(1)(b). As of **March 28th, 2022**, Medical Marijuana Stores will be able to choose a new Customer Type, "External Patient" to designate a sales record for these patients.

Metrc has provided support of these changes through the Application Programming Interface (API) for Third Party Vendors (TPVs) to be able to conduct External Patient sales within Medical Store licenses.

Please see the following pages for more information regarding common questions and best practices to support the new legislation.

New Customer Type: External Patient Sales

On **March 28th, 2022**, Medical Marijuana Stores will see a new Customer Type available within their Sales Receipt dialog box. The External Patient option will allow for Medical Stores to record sales transactions for patients who have submitted a new application to the Medical Marijuana registry through the mail in the previous 35 days and have not yet received their patient registry card number.

Please note that the External Patient functionality should **only** be used for Colorado patients that present a copy of a current and complete new application for the Medical Marijuana registry and documentation that the application has been submitted within the preceding 35 days.

When selected, Patient Number and Identification Method fields will be displayed, but state “Optional” and details for the expectations on entries within those fields are as follows:

- The “Patient No.” field **should not be filled out** and must remain blank for the transaction to be processed.
- To assist with the tracking of patient sales in accordance with recently promulgated rules, the Medical Store should enter within the “Identification Method” field the identification number associated with the document being used as proof of identification.
 - For example, if the patient is presenting their Colorado Driver License with a copy of their Medical Marijuana Registry application, the Driver License number should be entered in the Identification Method field. If the identification presented does not have a number associated with it, the field can be left blank. There is not an expectation that the patient is registered in Metrc and the Medical Marijuana Store will not be able to be look up the patient via the Patient Status Lookup feature.

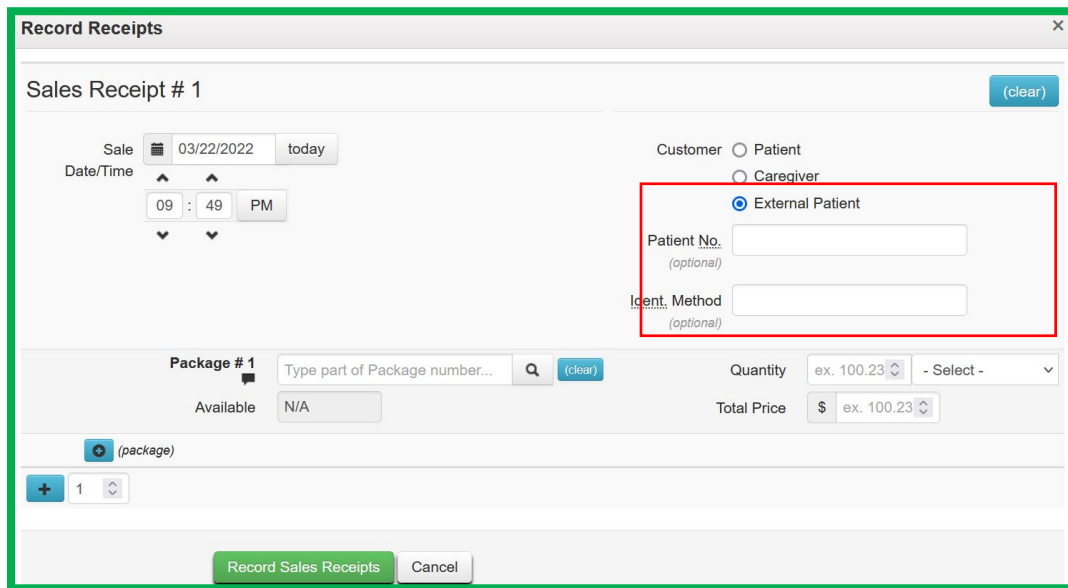


Figure 1: Updated Sales Receipt Dialog Box

Frequently Asked Questions (updated):

1. A patient's expiration date or sales limit is not accurate in Metrc and/or does not match their patient registry card. Who can update this information?
 - a. Only a Medical Marijuana Store can update a Patient's information in Metrc. The MED, CDPHE, and Metrc Support line **CANNOT** update any patient information in the system. If information needs to be updated in Metrc, a Medical Store must add the patient to their Patient Membership grid and include the updated information.

2. Why is a patient showing as inactive in the system?
 - a. The patient's expiration date is showing a date in the past. If the patient has a valid registry card and their information should be updated, a Medical Store should add the patient to their Patient Membership grid and record the updated information. The MED, CDPHE, and Metrc Support team **CANNOT** update patient expiration dates in Metrc.

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