



Metrc Support Bulletin

Bulletin Number: MI_IB_49	Distribution Date: 5/16/22	Effective Date: 5/12/22
Contact Point: Metrc® Support	Subject: Updates to functionality for Retailers	
Reason: 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, that will require consumer adverse responses to be recorded under the Patient menu. The information needed to record an adverse response can be found below. The administrative rules require licensees to report adverse reactions to the CRA, licensees can email CRA-Compliance@michigan.gov.

Please see the following pages for details on these changes:

Enabling Patient Adverse Response For Employees

Before recording adverse responses, Metric Admins must give access to any employees who will be recording the adverse responses by selecting Employees on 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.

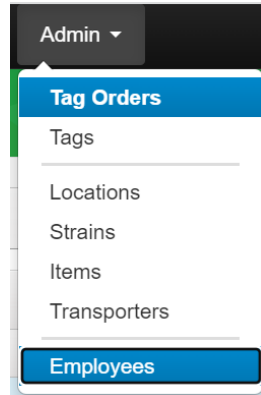


Figure 1: Select Employees page in Admin Dropdown

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

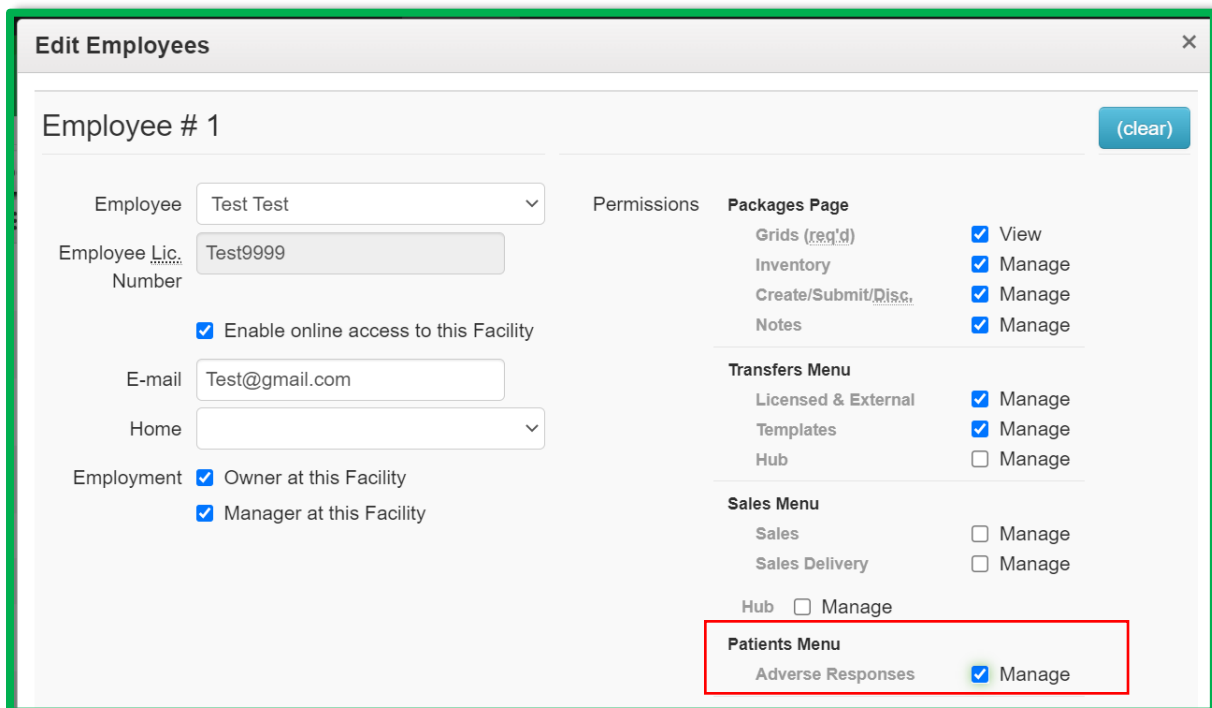


Figure 2: Select Adverse Responses

Recording Adverse Responses

For employees who have the ability to manage the consumer adverse responses enabled, select the Adverse Responses from the Patient area, as shown in **Figure 3**. Enter the consumer's receipt number in the dialogue box for Patient No., select the appropriate package ID information, date information, and record the reported reaction (shortness of breath, bad taste, etc) information in the Notes field.

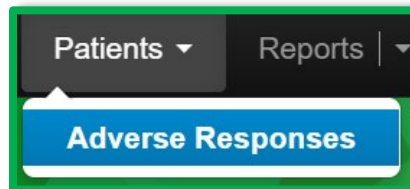


Figure 3: Select Adverse Responses

This will open up an action window to the Register Adverse Responses, to record the consumer response, as shown in **Figure 4**.

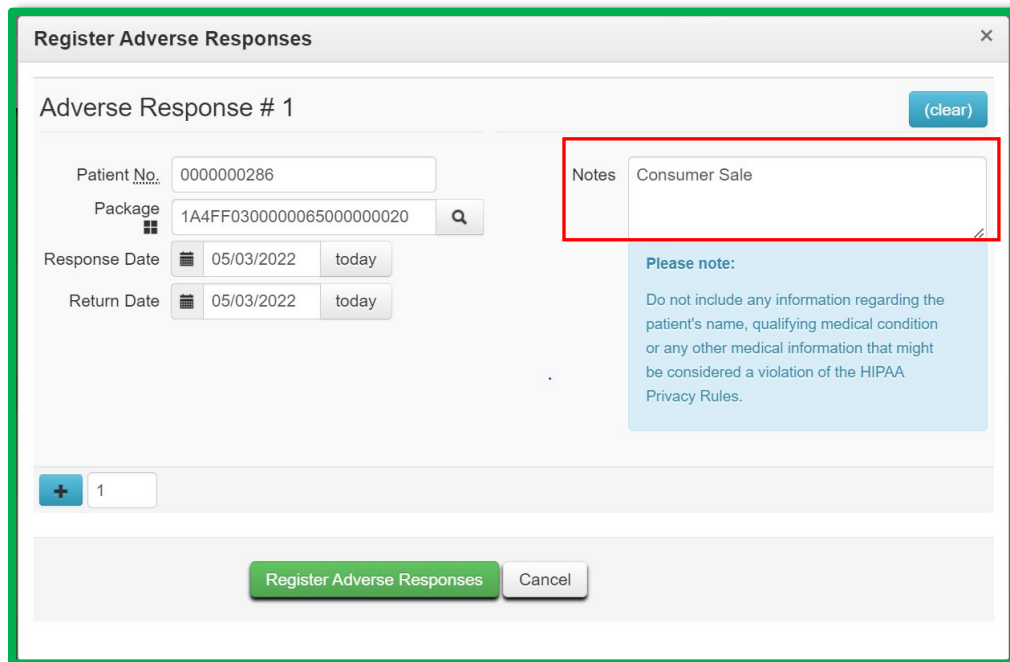


Figure 4: Recording Adverse Response

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