

JUNE 07, 2019

Greetings Metrc® Users,

On the night of June 30, 2019 those licensees who have multiple Medical OPC licenses at a single address **and** have been identified as needing to collapse into a single license, will have their Metrc accounts automatically collapsed into the surviving license that was identified with MED. Questions for MED regarding which license will survive the collapse or anything **unrelated to the Metrc account** should be sent to:

dor_medinformation@state.co.us

The following is important information regarding the Metrc process and things must keep in mind or act on **prior** to June 30, 2019.

In order for the Metrc inventory and unused tags for the license to be collapsed the conditions of the account **must** be as follows:

- All Employees **must** be removed from the old license (Metrc Support will remove you as the Key Admin, you do not need to remove yourself).
- There must be **no** Plants, Harvests, or Packages on Administrative Hold.
- ALL active Packages **must** have "Not Submitted", "Passing", or "Remediated" Lab Test Status, no "Test Failed", "Submitted for Testing", "Awaiting Confirmation", or "Retest Failed" test statuses may be moved in a license collapse.
- There should be **no** incoming or outgoing manifests that have not been either rejected or accepted.
- All credit cards **must** be removed from the old license for industry support fees.

Reminders:

- Packages that have been Finished or Discontinued **will not** be moved.
- Please run a Transfers Report, **and any other report** you may need, with the start date as the date you were credentialed until today.
- Also, under each tab, you will see a printer icon in the upper right-hand corner. Please go under each Inactive Tab (Plants and Packages) and use the printer icon to print all inactive plants, harvests, and packages as you will not have access to any of this information once the license collapse is complete.

Data to be moved:

- Packages
- Items
- Rooms (copied)
- Strains
- Unused Tags*
- Active Harvests
- Live Plants



Metrc Support Bulletin

*All unused tags will be transferred to the surviving license. If you do not wish to use them, tags can be voided in the Tags section of Metrc.

Other considerations:

If you are using a third party software (POS or inventory control software), you will need to coordinate with that integrator that the licenses will be collapsed into the surviving license. If utilizing the API between that software company and Metrc, it is recommended that the API be turned off until collapse is complete and adjustments to the license number(s) within that software have been reconciled.

Metrc Support

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