Metrc Support Bulletin

Bulletin Number: MO_IB_0024	**Distribution Date**: 9/1/2023	**Effective Date**: 9/1/2023
Contact Point: Metrc® Support	**Subject**: New Item Approval requirements effective 9/1/23	
Reason: Important updates to Item Approval requirements effective September 1st, 2023		

Greetings,

In partnership with the Missouri Division of Cannabis Regulation (DCR), which maintains control of the Item Approval process through a series of configurable requirements for licensees, Metrc is providing an important update regarding new Item Approval requirements.

This bulletin contains the following updates:

- Item Categories updates reminder
    - Reference bulletin MO_IB_0022 for more information
- New Item Approval process requirements
    - Photo uploads
    - Product ID
- Guidance for rejected items – how to remediate and re-submit
- Item Approval process timeline

The new Item Approval requirements and related functionality will go into effect the morning of **September 1st, 2023.**
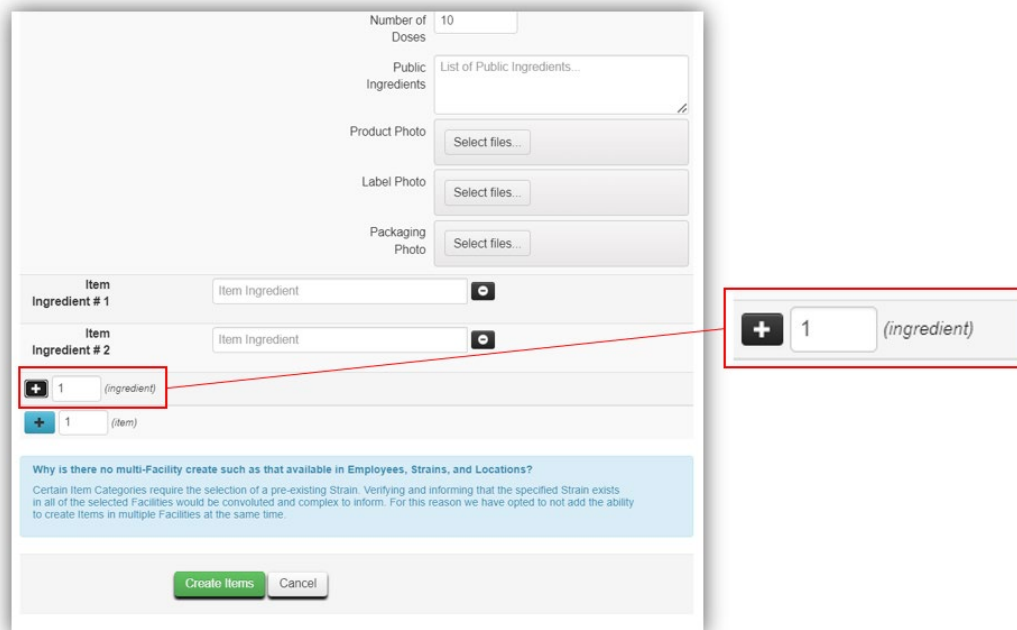
Please read on for more details.

Item Approvals process – Item categories

As a reminder, item categories were updated in Metrc in July 2023 for all final packaging items as a first step in implementing the Item Approval process. When creating a new item, the following Item Category information will continue to be required:

- **Administration Method**: Instructions on how to intake the item
- **Number of Doses**: Number of servings in each package
- **Public Ingredients**: Full list of ingredients
- **Serving Size**: Recommended portion for consumption
- **Strain**: Strain name
- **Unit THC Content:** Intended amount of THC in the entire final marijuana product unit
- **Unit THC Content Dose:** Intended amount of THC in each serving, or dose size
- **Unit Weight**: Total weight of the final marijuana product

When adding ingredients to the Public Ingredients text box, if the character limit is exceeded, click on the 'add ingredient' button to add the remaining overflow ingredients individually as shown in **Figure 2.**
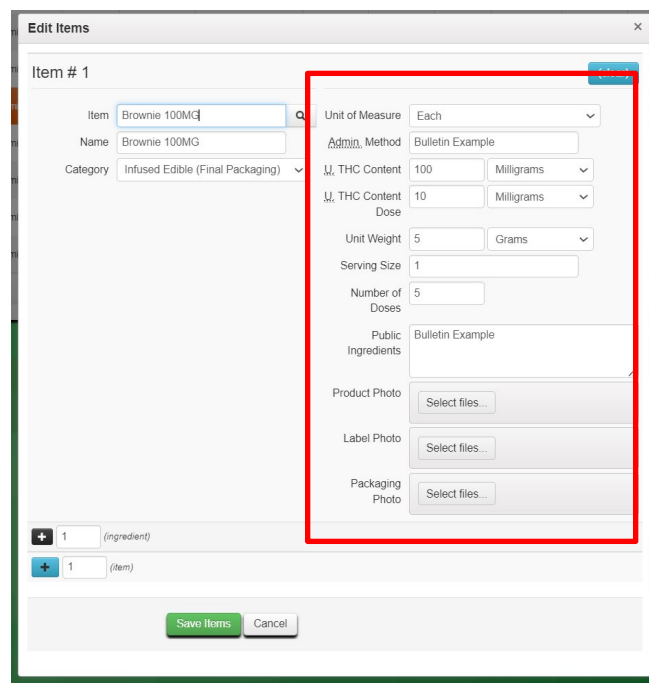

Figure 2: Individual Ingredient field for overflow

Important note: The 'Unit CBD Content' and 'Unit CBD Content Dose' fields are no longer required fields. Please visit the Division of Cannabis Regulation website for updated instructions to remain in compliance.

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New Item Approval requirement: Photo Uploads

Effective the morning of September 1st, the following photo uploads will be required as a part of the new item creation process:

- Final product
- Label
- Final Packaging

The current new item creation workflow remains the same apart from the new required photo upload fields, which will appear in the "Add Items" window as shown in **Figure 1**.

Figure 1: Required Photo Fields

To upload a photo of the final product, label, and packaging for the new item:

- Click on the "Select files" button
- Locate the photo on your workstation
- Select the photo file, then upload

Once uploaded, the photo file will appear as an attachment under the appropriate category.

Note: All photos must be under 5 MB in size.

When all required information is accurately put into the "Add Items" action window, click on the green "Create Items" button to submit the new item. By taking this action, the new item will be submitted to the DCR for review and approval.

Once the item is created, it will appear in the Items grid with a "Ready" status in the approval column as shown in **Figure 3**.

Figure 3: Item with status of "Ready" within the item grid

Additional final packaging photo guidance is available on the Division of Cannabis Regulation website, or you can contact CannabisProductCompliance@health.mo.gov for assistance.

New Item Approval requirements: Product ID

When an item is reviewed and approved, the Item Name will be automatically assigned a 12-character unique identifier, called the Product ID, in Metrc.

In addition to the Product ID assigned to the Item Name, new Item Approval column fields for Approval Status and Approval Date, including time, will be visible in the Metrc system as shown in **Figure 4.**


Figure 4: New Item Approval fields and Product ID

Rejected Items

Items submitted for approval may be rejected due to minor errors in the submission. In the case the DCR rejects a new item submitted for approval, the following will occur, and the item must be fixed and resubmitted within 7 days from original rejection.

- The Approval Status will appear as 'Rejected'
- The date and time of the status update will be shown
- The rejection reason will be included as a note

To view the rejection reason, use the drill-down arrow to the left of the new item that was rejected and click on the "Notes" tab then view the message. In this example, the rejection is due to a spelling error. Once the notes are reviewed, minor errors can be fixed through the remediation process – **see Figure 5.**
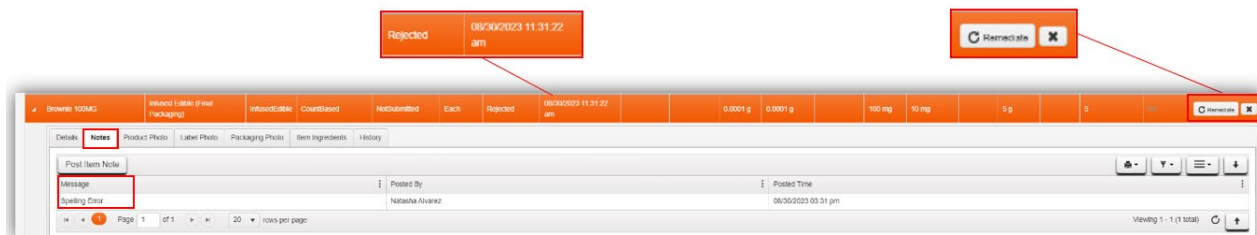
Figure 5: New Item with Rejected Status, Notes, and Remediate button

To start the remediation process, navigate to the 'Remediate' button and click it to open the pop-up window. As shown in **Figure 6.**
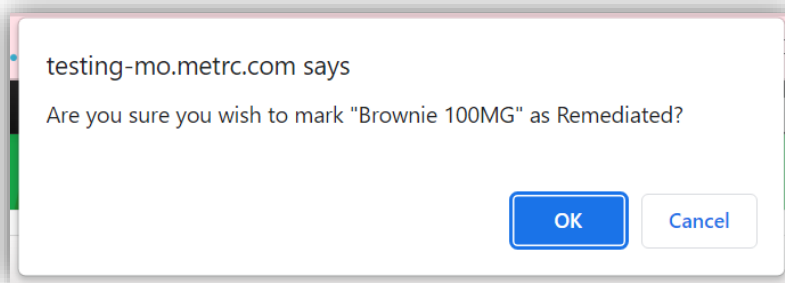
Figure 6: Remediation Confirmation Pop Up

From the remediation pop-up window, click the "OK" button. Taking this action will show the item in the Item grid with a status of "Remediated" and the item will be sent back to the DCR for approval as shown in **Figure 7**.

Figure 7: Item with Remediation status

Item Approval Timeline

The DCR maintains control of approving, rejecting, or denying all new item applications submitted and a complete application means a licensee provided all necessary items to review the submission for compliance, including any required supporting documentation.

Within thirty (30) days of Item Approval application submission, the DCR will communicate in writing to the licensee whether the submission is complete.

If deemed incomplete: The DCR will identify reasons why it determined the submission as incomplete and will deny the application.

If deemed complete: The submission will be approved, rejected, or denied within sixty (60) days of the original submission.

Based on the submitted application's completion status, the following will occur:

- If the DCR denies an application for being incomplete, the licensee will be required to resubmit a complete application for review.
- Information submitted in an application, whether approved or denied, will not be maintained by the DCR, and will not be applied to a subsequent or resubmitted application.

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