Metrc Support Bulletin

Bulletin Number: ME_IB_0044 CSV Queuing update	Distribution Date: 04/09/2024	Effective Date: 05/30/2024
Contact Point: Metrc Support	Subject: Updated Data Import (CSV Queuing)	
Reason: The existing Data Import feature will be replaced by the Data Import Queue feature (CSV queuing).		

Greetings,

In November 2023, the updated Data Import (CSV queue) functionality was released to create better workflow efficiencies through expanding CSV data import capabilities and reduce time spent waiting for CSV uploads to occur before completing other actions in the Metrc system.

Based on market requirements, the updated Data Import (CSV queue) functionality has offered:

- Data import expansion to 10,000 rows per upload instead of 500/1000, depending on market.
- Notifications on upload status.
- Ability to add multiple files to the queue at the same time and log out or take other actions while uploading.
- Error reporting on uploaded files with a return file showing exact lines that failed.
- Acceptance of rows that are correct instead of throwing an error and preventing the entire upload.

To deliver a more efficient experience with the Metrc system, legacy functionality will no longer be supported starting on April 30th, 2024, and the updated functionality will need to be used.

In addition, the following user interface (UI) changes have been made; These changes do not impact workflows or the new functionality.

- A new dropdown area on the navigational toolbar is available to make it easier to access the updated functionality.
- The grid name "Updated Data Import" changed to "Data Import Queue" to reduce confusion between legacy and new functionality.

Please read on for a reminder of how the Data Import Queue functionality works in preparation for this transition.

Enhancements to Data Import Queue

Licensed users will have a new CSV import process available that allows for larger CSV files to be uploaded. This new process removes the current 500-row limit on uploads and allows for CSV files up to 1 MB in size to be uploaded. Imported CSV files are automatically uploaded into a queue to allow users to upload one or more CSV files. Users can log out or work in other areas of Metrc and return to the data import area later to view the status of their import requests.

Until April 30th, users will have two data import options available from the navigational toolbar dropdown – **see Figure 1.** If "Data Import" is selected, the page that opens will show up as "Data Import (legacy)".
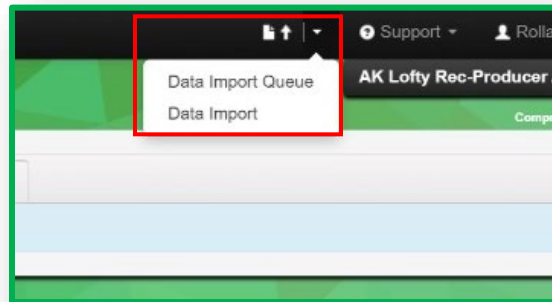

Figure 1: Dropdown to access Data Import options

Previously named Updated Data Import, the *Data Import Queue* page is designed to improve the user experience and allow users to track the status of their import requests using the three tabs shown in **Figure 2** below:
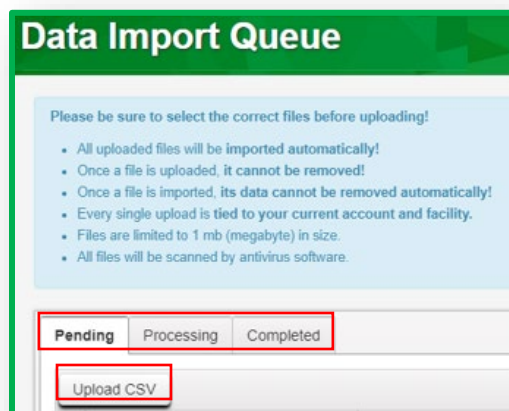

Figure 2: Data Import Queue page

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Pending tab: CSV imports are initiated from the *Pending* tab by selecting the *Upload CSV* tab highlighted in **Figure 2** above.

The *Upload CSV* action window, as shown in **Figure 3** below, allows the user to select the applicable *File Upload Type* from a drop-down list and either use the *Select Files* button to browse their device to choose the CSV file to be imported or drag and drop the CSV file to be imported into the *Select Files* area of the modal.

Figure 3 below demonstrates further. Notice that the CSV columns region of the action window displays the required sequence and data points within the CSV upload.
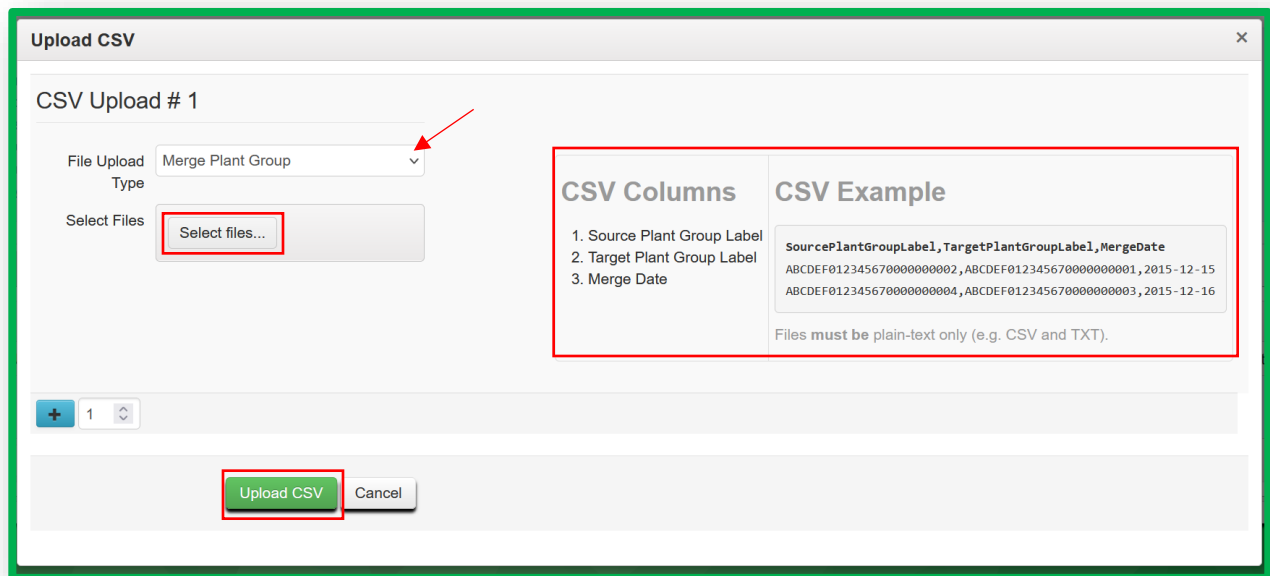

Figure 3: Upload CSV action window

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Once the *Upload CSV* button is selected, the import request displays as a row on the *Pending* grid until processing begins. The *Pending* tab includes a *Position* column which indicates where the file stands in the processing queue. In **Figure 4** below the *Position* value indicates the upload is number 1 in the queue. An *Estimated Completion* column has been added to the *Pending* grid as well.
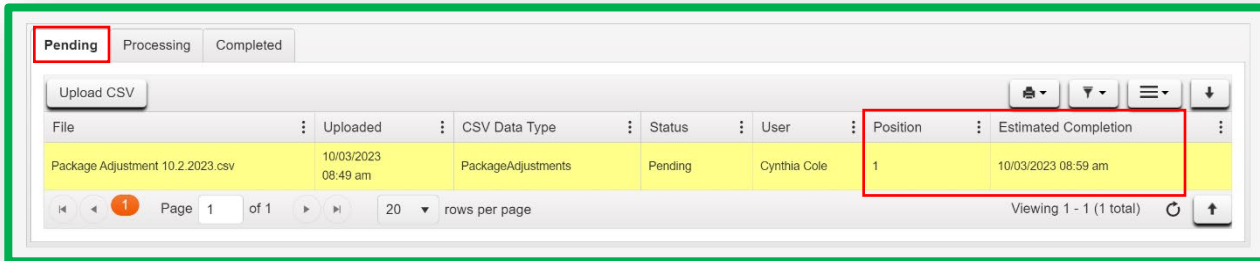

Figure 4: Pending button

Processing tab: While being processed, the import request is displayed on the *Processing* tab.

An *Estimated Completion* column has been added to the *Processing* grid as shown in **Figure 5**. Additionally, an email is generated to the user as soon as processing has begun. The email includes an updated estimated completion time.
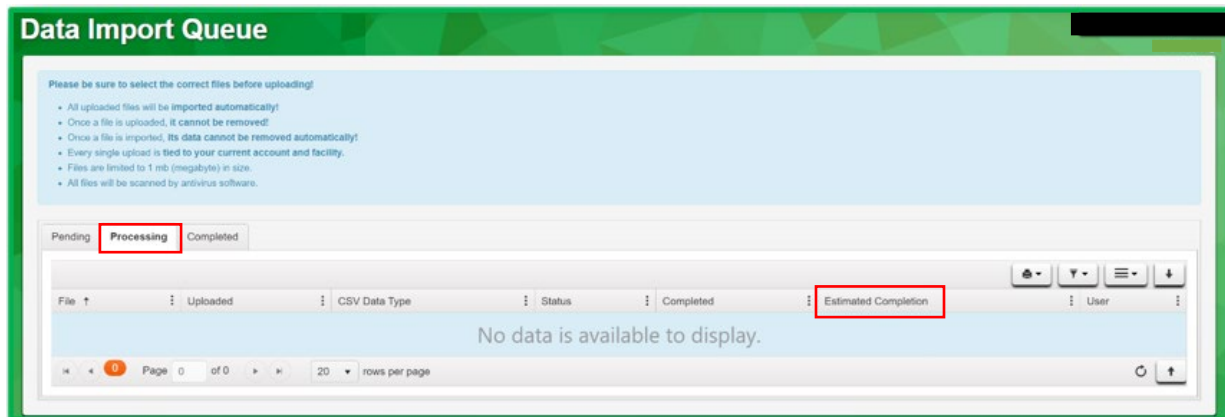

Figure 5: Processing button

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Completed tab: When processing of an import request is completed, the request displays on the *Completed* tab, along with the *Total Rows Processed*, *Total Rows Failed*, and an overall status indicating either *Successfully Imported* or *Error – Not Imported*.

Metrc processes any rows it can rather than rejecting the entire file due to errors on a subset of the rows in the file. Metrc creates a CSV file containing just the failed rows. The user can download the CSV file using the download tab highlighted in **Figure 6** and then refer to the error messages in the drill down to resolve the issues prior to submitting a new request to process the corrected rows.
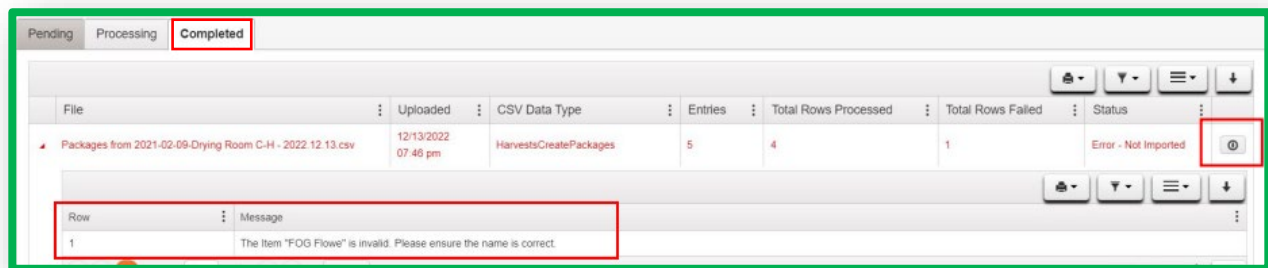
Figure 6: CSV File Downloads and Error Messaging

The only exception to the import process occurs at the Laboratory/Testing level. For Lab Testing, all data files must be successfully imported in full. Should the upload incur errors, the entire file will need to be re-submitted as partial file acceptance will not occur. **Figure 7** demonstrates a successful upload in full, without errors. Notice that the history drill down states there were no errors and the *Total Rows Failed* and *Status* reflect a successful upload.
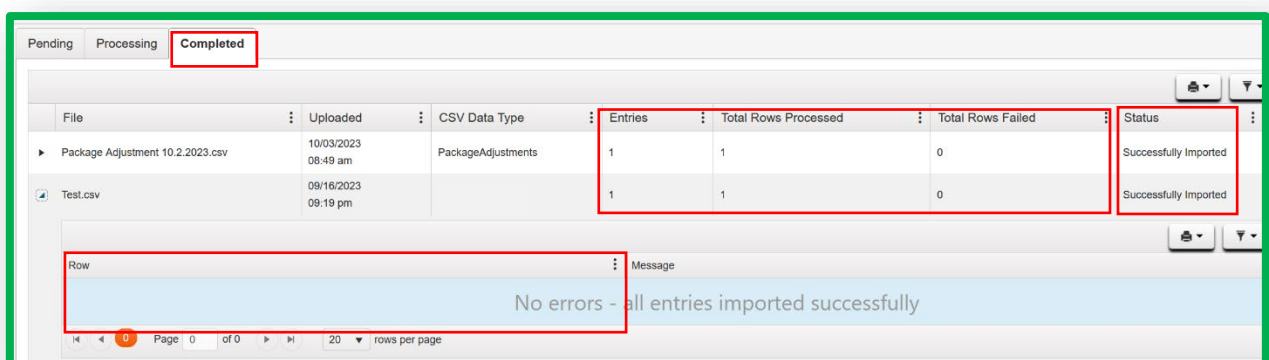
Figure 7: Completed Uploads Without Errors

For additional visibility and clarity into the data upload process, a no reply email from noreply@metrc.com will be sent to the user's email address that will confirm the data import status. This will look much like **Figure 8** below.
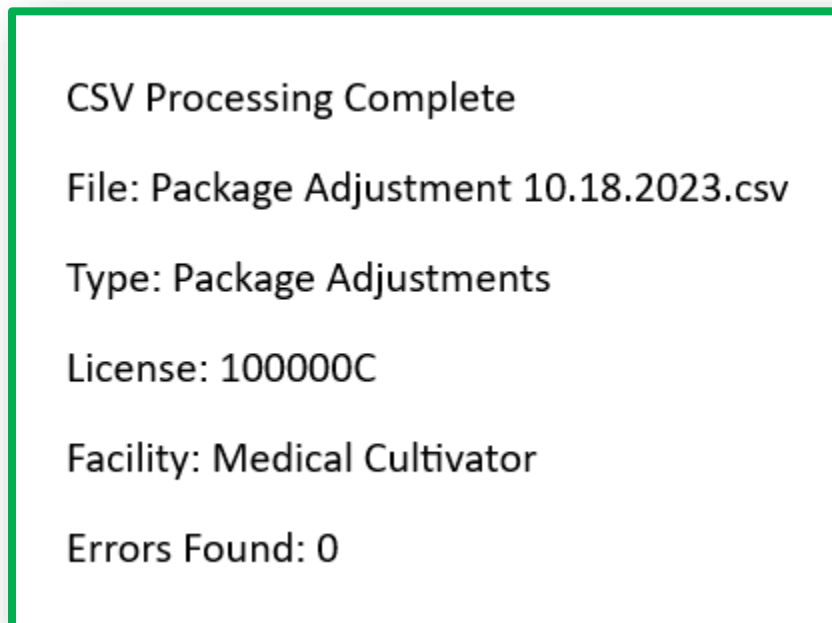
CSV Processing Complete

File: Package Adjustment 10.18.2023.csv

Type: Package Adjustments

License: 100000C

Facility: Medical Cultivator

Errors Found: 0

Figure 8: E-mail Confirmation example

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Metrc resources

If you have any questions or need additional support, the following resources are available:

Contact Metrc Support by using the new full-service system – Service Cloud – by navigating to Support.Metrc.com, or from the Metrc System, click the Support dropdown in the navigational toolbar and click support.metrc.com to redirect to the portal.

*Please note***:** If accessing the portal for the first time, a username (which is established when logging in), the respective state and "Facility license number", and a valid email to set a password are required.

Metrc Learn: Metrc Learn was recently redesigned to offer interactive educational opportunities to enhance Metrc system users' skills and provide various training options based on experience level.

In addition, the learning system is organized into facility-specific programs made up of various courses. To login or register for an account, visit Metrc Learn.

Access additional resources: In the Metrc system, click on the Support area dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manuals, and more.

Thank you for your continued partnership.

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