



## Metrc Support Bulletin

<b>Bulletin Number:</b> NV_IB_0082	<b>Distribution Date:</b> 4/15/2024	<b>Effective Date:</b> 5/01/2024
<b>Contact Point:</b> Metrc® Support	<b>Subject:</b> Item Approval process update	
<b>Reason:</b> The Nevada CCB and Metrc are providing industry notice on an upcoming approval process that will be used to create Items.		

Greetings,

Metrc, in conjunction with the Nevada CCB, is pleased to provide information on the latest system enhancements related to the Item Approval process.

**This change will go into effect on May 1, 2024**, and will supplement the current process of submitting Menu Requests through your Accela account.

**Note:** Effective 5/1/2024, all new Items created in the Metrc system will require the state's approval before they are available to use. These Items will not be accessible in your Metrc account until the approval process is completed. If a "Menu Request" has **not** been previously approved, the user must enter that request in Accela and follow the current process. Once these have been approved, you will then enter the menu item into Metrc and begin the steps outlined below.

**Per the CCB**, all existing Items with an Approved status **before the effective date of May 1, 2024** will maintain their Approved status. All existing Approved items will have **60 days** to be updated to meet the minimum requirements of including allergen information, product photo, description of product, and packaging photo in Metrc **by June 30, 2024**.

Please see the following pages for further details on these changes.

## New Process Overview

Please review the scenarios below to determine which steps to complete for this process.

**Scenario 1:** A user has a “Menu Request” that is already approved in Accela and has a matching “Item” in Metrc with an “Approved” status. The user should complete the steps outlined in the following sections below that are titled:

- Updating Employee Permissions for Item Approval
- Editing Items for Approval

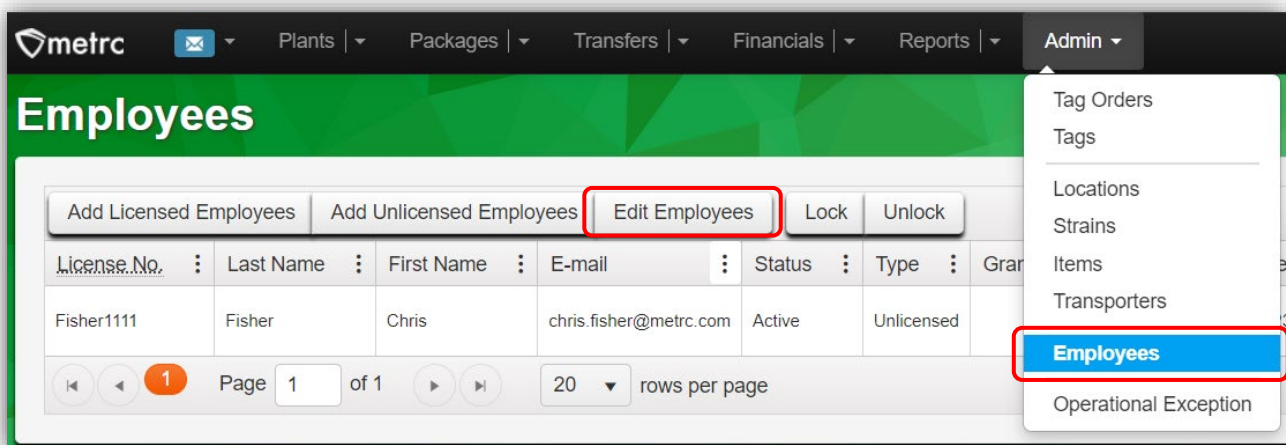
**Scenario 2:** A user is creating a new Item to use when creating Packages in Metrc. This Item has not been submitted to the CCB for approval.

- Submit the Item as a “Menu Request” to the CCB in your Accela account.
- Once approved by the CCB, the user should complete the steps outlined in the following sections below that are titled:
  - Updating Employee Permission for Item Approval
  - Creating Items for Approval

## Updating Employee Permissions for Item Approval

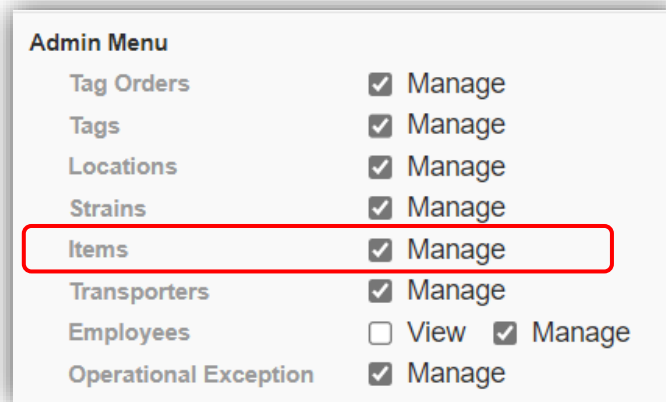
Metrc Account administrators will need to update the employee permissions of any staff members who will be responsible for creating new Items to be submitted for Approval.

To access permission settings, select Employees from the Admin area dropdown on the navigational toolbar to populate the Employees grid. From the Employees grid, highlight the employee requiring permission setting changes, then select the Edit Employees button – see **Figure 1**.



**Figure 1: Edit employee permissions for Items**

From the Edit Employees action window, locate the Admin Menu section. Check the Manage box next to Items to enable permissions for an employee to submit Items to the state for approval – see **Figure 2**.

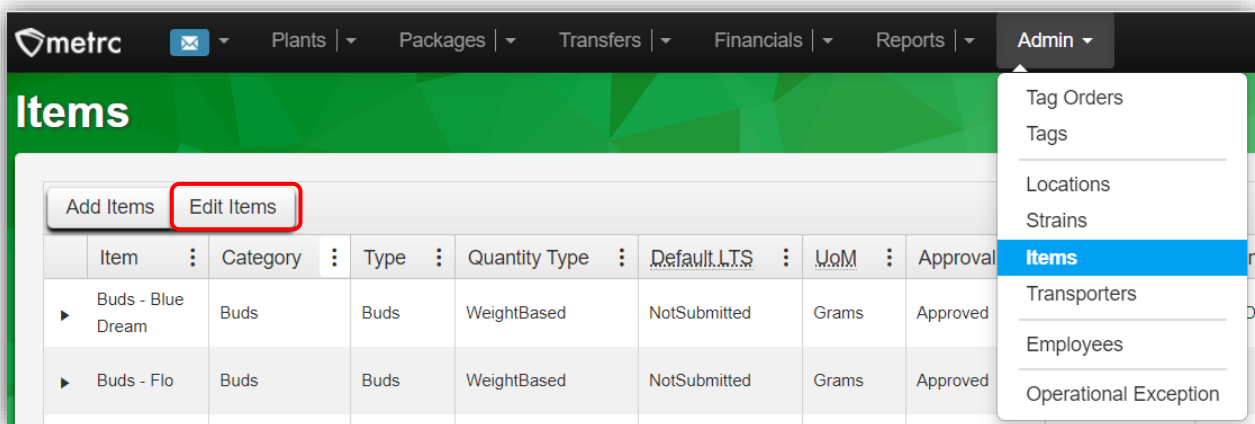


**Figure 2: Check Items permission for employee**

## Editing Items for Approval

As noted above, all Items that were previously submitted to Accela as a “Menu Request” and have matching “Items” in Metrc with an “Approved” status must be edited with the following information by June 30, 2024.

To Edit and submit an Item for approval, select Items from the Admin area dropdown on the navigational toolbar. Once on the Items grid, highlight an Item with an existing approval and select the Edit Items button to begin adding the supplemental information for submission – see **Figure 3**.

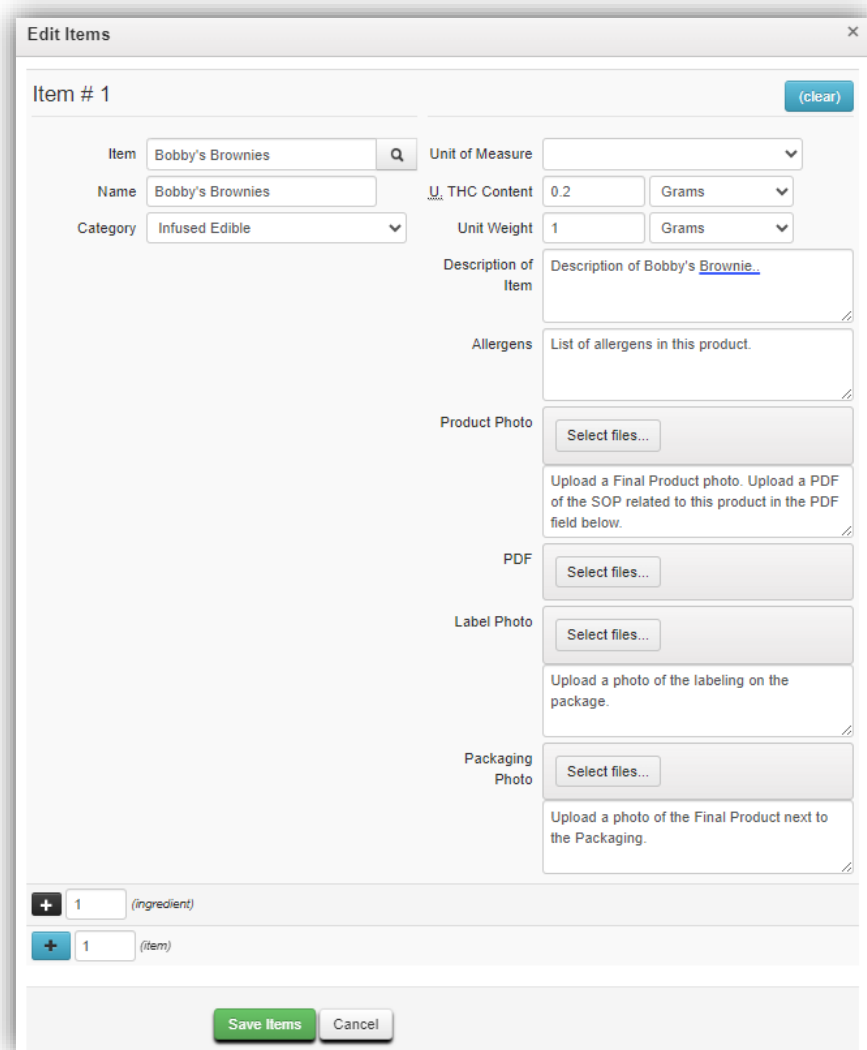


**Figure 3: Navigate to Approved Items to Edit**

This will open the Edit Items action window and the following fields shown in **Figure 4** should be updated:

- Description of Item
- Allergens: List of allergens
- Product Photo: Final product
- SOP to the PDF field
- Label Photo: Labeling on Packaging
- Packaging Photo: Final product next to packaging

Select the green “Save Items” button to complete the update.



The screenshot shows the 'Edit Items' window for 'Item # 1'. The fields are as follows:

Item	Bobby's Brownies	Unit of Measure	
Name	Bobby's Brownies	THC Content	0.2
Category	Infused Edible	Unit Weight	1
Description of Item	Description of Bobby's <u>Brownie</u> .		
Allergens	List of allergens in this product.		
Product Photo	Select files... Upload a Final Product photo. Upload a PDF of the SOP related to this product in the PDF field below.		
PDF	Select files...		
Label Photo	Select files... Upload a photo of the labeling on the package.		
Packaging Photo	Select files... Upload a photo of the Final Product next to the Packaging.		

At the bottom, there are two rows of ingredients:

- + 1 (ingredient)
- + 1 (item)

Buttons: Save Items (green), Cancel (grey)

**Figure 4: Updated fields when Editing an Item**

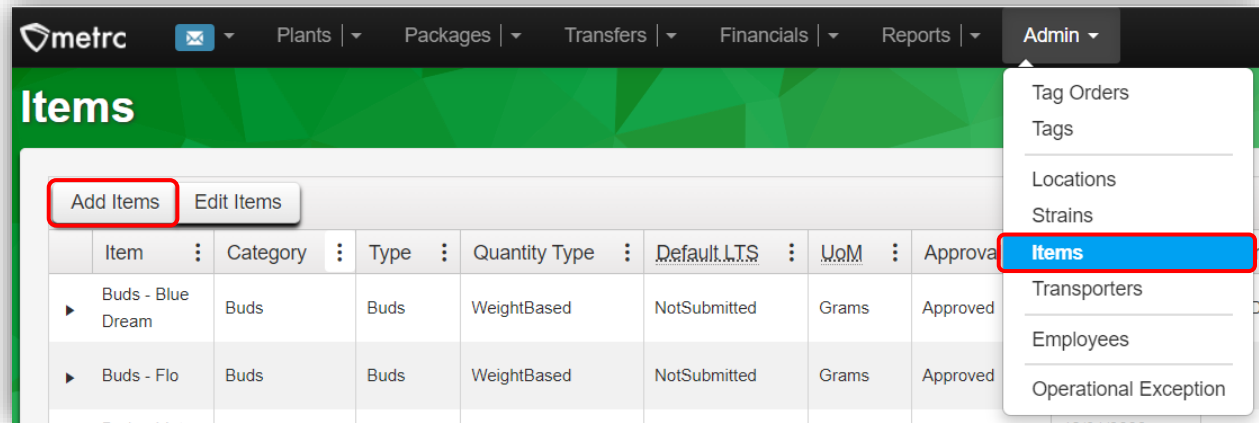
## Creating Items for Approval

All Items that were previously submitted for approval through your Accela account to the Nevada CCB will now be reviewed through the Item Approval process within your Metrc account.

**The following item categories will require item approval starting on April 1, 2024:**

Item Category	Type	Quantity Type
Infused Flower	Buds	WeightBased
Marijuana Flowers/Buds	Buds	WeightBased
Small/Popcorn Buds	Buds	WeightBased
Small/Popcorn Buds-Packaged for Sale	Buds	WeightBased
Non-Solvent Based Concentrate	Concentrate	WeightBased
Non-Solvent Based Concentrate (Each)	Concentrate	CountBased
Non-Solvent Based Concentrate (Each)-Medical Grade	Concentrate	CountBased
Non-Solvent Based Concentrate- Medical Grade	Concentrate	WeightBased
Solvent Based Concentrate	Concentrate	WeightBased
Solvent Based Concentrate (Each)	Concentrate	CountBased
Solvent-Based Concentrate (Each)-Medical Grade	Concentrate	CountBased
Solvent-Based Concentrate- Medical Grade	Concentrate	WeightBased
Tinctures	Concentrate	WeightBased
Tinctures (Each)	Concentrate	CountBased
Tinctures (Each)- Medical Grade	Concentrate	CountBased
Tinctures (weight)- Medical Grade	Concentrate	WeightBased
Infused Edible	InfusedEdible	CountBased
Infused Edible- Medical Grade	InfusedEdible	CountBased
Capsule/Tablet	InfusedNonEdible	CountBased
Capsule/Tablet - Medical Grade	InfusedNonEdible	CountBased
Infused Non-Edible	InfusedNonEdible	CountBased
Infused Non-Edible- Medical Grade	InfusedNonEdible	WeightBased
Infused Pre-roll (Weight)	InfusedNonEdible	WeightBased
Infused Pre-rolls	InfusedNonEdible	CountBased
Cannabis Products	Other	WeightBased
Usable Cannabis	Other	WeightBased
Waste	Other	WeightBased
Seeds	Plants	CountBased
Kief	ShakeTrim	WeightBased
Pre-rolled cigs/joints	ShakeTrim	CountBased
Pre-rolled cigs/joints (Weight)	ShakeTrim	WeightBased
Shake/Trim	ShakeTrim	WeightBased

To create and submit an Item for approval, select the Items option from the Admin area dropdown on the navigational toolbar. Then select the Add Items button to begin creating a new Item for submission – see **Figure 5**.



**Figure 5: Add Items from the Items grid**

All the fields in the Add Items action window will need to be completed and contain the appropriate information to be reviewed by the state for approval.

**Important note:** Previously created items in these categories can still be utilized. Updated item categories will not require the use of new fields such as photos unless remediated as shown later.

For photo fields, please reference the following definitions:

- **Product Photo:** Final product.
- **Label Photo:** Labeling on packaging.
- **Packaging Photo:** Final product next to packaging.

Please note that the PDF field should be used to upload the Standard Operating Procedures for handling and packaging products related to the Item being created. Questions about which SOP to upload should be submitted to the Nevada Cannabis Compliance Board at [ProgramSupport@ccb.nv.gov](mailto:ProgramSupport@ccb.nv.gov) or [AuditInspections@ccb.nv.gov](mailto:AuditInspections@ccb.nv.gov)

Once all the fields have been completed, select the green Create Items button to submit the Item for the review process – see **Figure 6 on the next page**.

**Add Items**

Item # 1 (clear)

Name:  Unit of Measure:

Category:  Strain:

Unit Weight:

Public Ingredients:

Description of Item:

Allergens:

Product Photo:   
Describe the product photo attached above. Add a pdf of your SOP for this item below in the PDF section.

PDF:    
 15.12 KB

Label Photo:   
Describe the label photo and attach the image above.

Packaging Photo:   
Describe the Packaging photo and attach above.

(Ingredient)

(Item)

**Why is there no multi-Facility create such as that available in Employees, strains, and Locations?**  
Certain Item Categories require the selection of a pre-existing Strain. Verifying and informing that the specified Strain exists in all of the selected Facilities would be convoluted and complex to inform. For this reason we have opted to not add the ability to create items in multiple Facilities at the same time.

**Figure 6: Add Items action window**

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All Items that have been submitted or reviewed can be viewed in the Items grid. To locate the status of a submitted item, select Items from the Admin area dropdown on the navigational toolbar and navigate to the Approval column – see Figure 7.

Status descriptions:

- **Ready:** The item has been submitted, and the State can begin the review process.
- **Under Review:** The item is being reviewed by the State.
- **Rejected:** The item has been rejected by the State but can be revised by the licensee and resubmitted.
- **Approved:** The item has been approved by the State. It can now be used to create packages.
- **Denied:** The State has determined that the item cannot be revised and will not be approved.
- **Revoked:** An item previously designated as approved can be revoked by the State and wouldn't be able to be used by the licensee moving forward.

Item	Category	Type	Quantity Type	Default LTS	UoM	Approval	Apr. Date	Strain
Buds - Purple Kush	Buds	Buds	WeightBased	NotSubmitted	Grams	Approved	12/31/0000 04:07:02 pm	Purple Kush
Purple Kush Buds	Item Approval Demo - Marijuana Flowers-Buds-Packaged	Buds	WeightBased	NotSubmitted	Grams	Ready	03/04/2024 07:07:22 pm	Purple Kush

Figure 7: View items and approval status



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The Item shown below has an updated status of *Rejected*. This indicates that the state has rejected some part(s) of the item, and a revision is required. To review additional details, select the drilldown arrow next to the Item name and click through the different tabs – see **Figure 8**.

Item	Category	Type	Quantity Type	Default LIS	UoM	Approval	Appr. Date	Strain	CBD%	CBD	CBD.D.
<div style="border: 1px solid red; padding: 2px;"> <span style="font-size: 10px;">⌵</span> Purple Kush Buds         </div>	Item Approval Demo - Marijuana Flowers-Buds-Packaged	Buds	WeightBased	NotSubmitted	Grams	Rejected	03/04/2024 07:37:19 pm	Purple Kush			

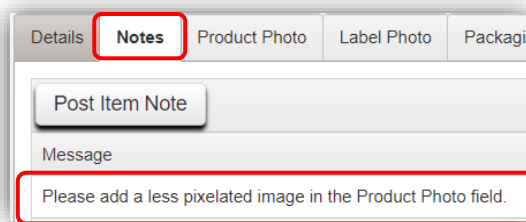
  

Details		Notes	Product Photo	Label Photo	Packaging Photo	Product PDF	Item Ingredients	History
<b>Item</b>	Purple Kush Buds	<b>Unit CBD Content Dose</b>	N/A	<b>Public Ingredients</b>	Ingredients			
<b>Category</b>	Item Approval Demo - Marijuana Flowers-Buds-Packaged	<b>Unit THC Percent</b>	N/A	<b>Description</b>	Pre-packed cannabis flowe ...			
<b>Type</b>	Buds	<b>Unit THC Content</b>	N/A	<b>Allergens</b>	Does not contain allergen ...			
<b>Quantity Type</b>	WeightBased	<b>Unit THC Content Dose</b>	N/A	<b>Product Photo Description</b>	Better photo added.			
<b>Default Lab Testing State</b>	NotSubmitted	<b>Unit Volume</b>	N/A	<b>Label Photo Description</b>	Describe the label photo ...			
<b>Unit of Measure</b>	Grams	<b>Unit Weight</b>	3.5 g	<b>Packaging Photo Descrip...</b>	Describe the Packaging ph ...			
<b>Approval Status</b>	Rejected	<b>Unit Quantity</b>	N/A	<b>Exp. Req.</b>	Off			
<b>Approval Date</b>	03/04/2024 07:37:19 pm	<b>Supply Duration (days)</b>	N/A	<b>Exp. Days.</b>	N/A			
<b>Strain</b>	Purple Kush	<b>Administration Method</b>	N/A	<b>S.B. Req.</b>	Off			
<b>Unit CBD Percent</b>	N/A	<b>Serving Size</b>	N/A	<b>S.B. Days.</b>	N/A			
<b>Unit CBD Content</b>	N/A	<b>Number of Doses</b>	N/A	<b>U.B. Req.</b>	Off			

**Figure 8: Item details and other tabs**

To review notes from the state, select the Notes tab. Information provided by the state will explain what must be done to receive approval on the item – see **Figure 9**.

In this example, the state notes that a less pixelated image is needed for the Product Photo field. The user would then navigate to the product photo tab and replace the image.



**Figure 9: View notes tab**

Once the information on the rejected item is reviewed and updated, scroll to the right of the Item grid, and select Revised to re-submit – see Figure 10.



**Figure 10: Select “revised” to re-submit for approval**

Once an item is approved, you will see the status of the Item change to Approved, and the item is available to be used to create packages – see Figure 11.

A screenshot of an item grid. At the top, there are two buttons: 'Add Items' and 'Edit Items'. Below them is a table with the following columns: 'Item', 'Category', 'Type', 'Quantity Type', 'Default LTS', 'UoM', 'Approval', 'Appv Date', and 'Strain'. The 'Approval' column is highlighted with a red rectangular border. The first row of data shows:

Item	Category	Type	Quantity Type	Default LTS	UoM	Approval	Appv Date	Strain
Purple Kush Buds	Item Approval Demo - Marijuana Flowers-Buds-Packaged	Buds	WeightBased	NotSubmitted	Grams	Approved	03/06/2024 10:22:10 am	Purple Kush

**Figure 11: Item approved and ready for use**

## 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 by navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click Support and navigate to support.metrc.com and it will 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 has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new [Metrc Learn](#) LMS is simple through multiple convenient locations:

#### ***From within the Metrc system***

Navigate to the drop-down Support menu in the navigational toolbar and select “Sign up for Training” to register.

#### ***From the Metrc website***

Navigate to your [state’s partner page](#) and scroll down to the “Metrc’s Training Resources” section to find the link.

Also, save the link – [learn.metrc.com](https://learn.metrc.com) – as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

### 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.