

Metrc Support Bulletin



Bulletin Number: OR_IB_51	Distribution Date: 4/18/2024	Effective Date: 5/1/2024
Contact Point: Metrc Support	Subject: Production Batches, Item Category, and Remediated vs. Non-Remediated Product Package updates.	
Reason: New functionality and OLCC changes in the Metrc system.		

Greetings,

Metrc is pleased to provide information on the latest system enhancements that will take effect on 5/1/2024, including:

- Disabling of Production Batches
- Item Category updates
- New Functionality – the combination of remediated and non-remediated product packages.

Please read on for more information regarding this new functionality.

Disabling of Production Batches

Previously, Metrc announced the addition of the Processing Jobs functionality. This feature is intended to replace the use of the Production Batches for processing activities. Starting on May 1st, Production Batches will no longer be a usable option for all license types.

Additionally, Metrc released endpoints in support of the Processing Jobs functionality to third-party integrators in April 2023 and have been notified of the removal of Production Batches on May 1st.

Item Category Removal

Starting on May 1st, the Item Category “**Combined Category and Combined Category (each)**” will no longer be available for packages created from a harvest.

Combining Remediated and Non-Remediated Products

The ability to create remediated and non-remediated packages is now enabled in Metrc for users who want to combine products where only some of the products have been remediated.

When combining packages of remediated and non-remediated products, the product should be item-specific. In the example below, two packages of concentrate are being combined, where one package has been remediated and another package of the same product has not been remediated. To create the new package, select the Packages option in the Packages area on the navigational toolbar; then select the Active tab – see **Figure 1** below.

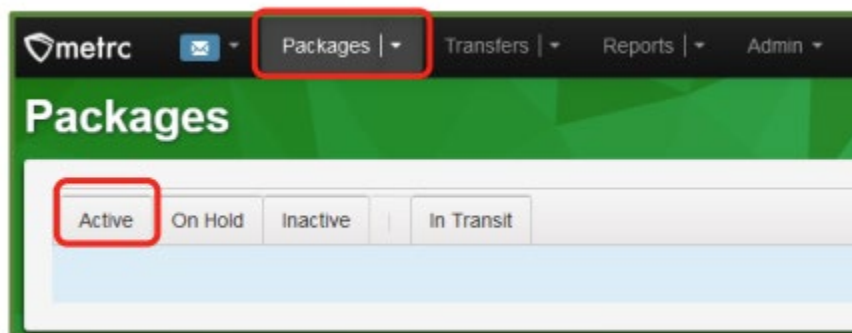


Figure 1: Active Packages grid

From the Active Packages grid, select the rows of the two packages that are being combined. In this example, both packages are the same item, but one package has a status of Not Submitted and the other has a status of Remediated.

With the two package rows selected, click the New Packages button to begin the process of creating a new package of the combined product – **see Figure 2.**

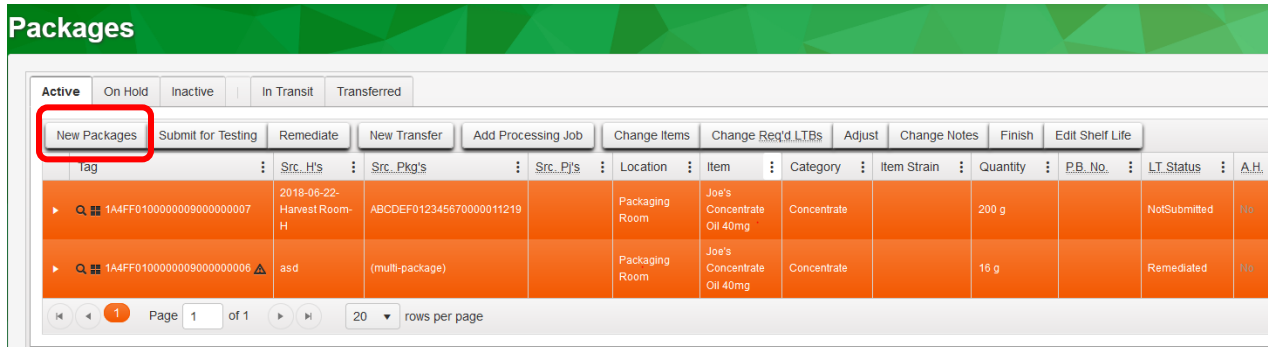


Figure 2: New Packages button

Taking this action will open the New Packages action window to create the new package of the combined concentrate. Enter all required information, then select the Create Packages button to complete the creation of the new package – **see Figure 3** below.

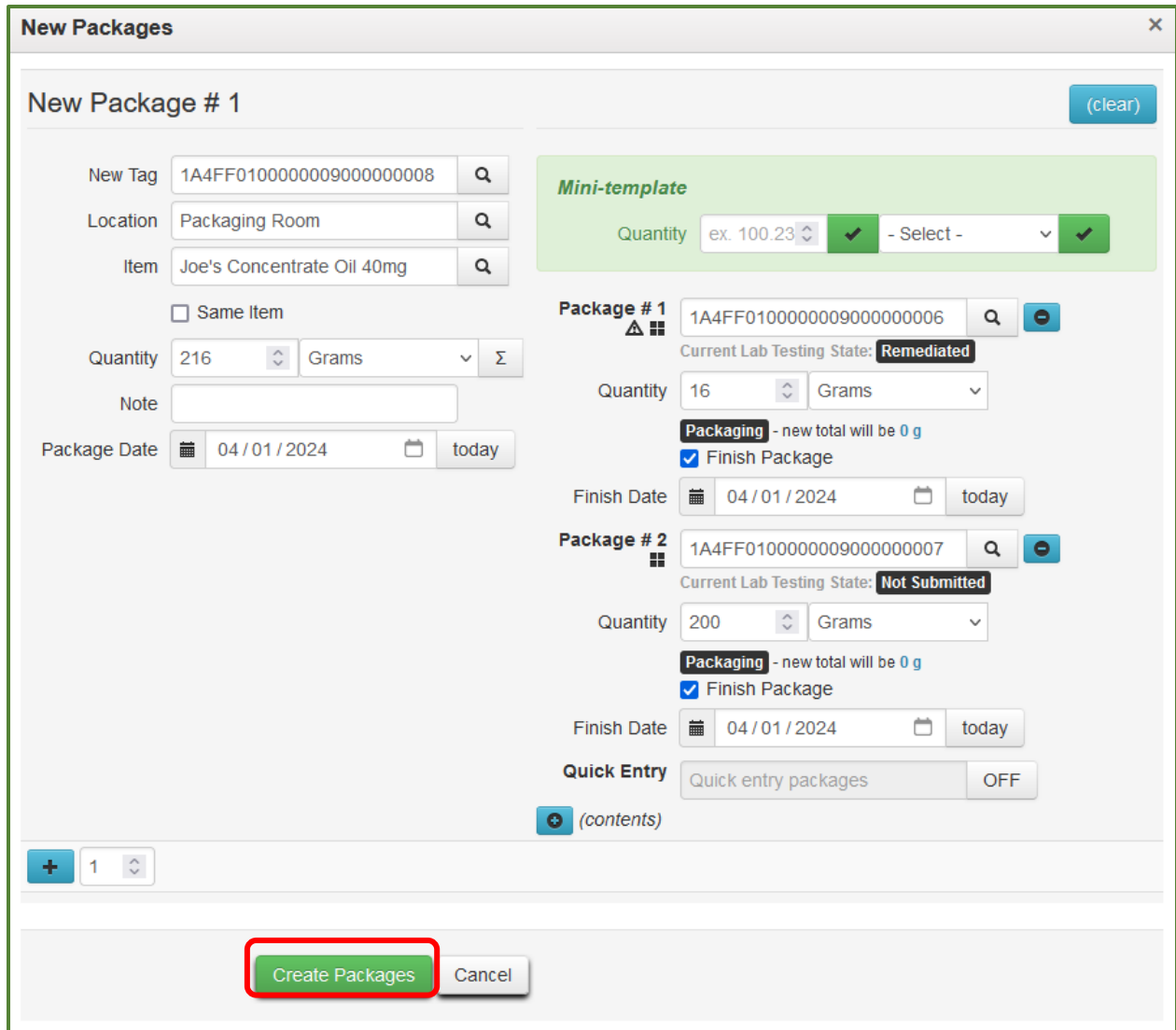


Figure 3: Create a package with remediated and non-remediated product

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Once the package has been created, it will be listed in the active packages grid and will have a test status of Remediated – see **Figure 4**.

The screenshot shows the 'Packages' interface with a table of active packages. The table has columns for Tag, Src. H's, Src. Pkg's, Src. P's, Location, Item, Category, Item Strain, Quantity, P.B. No., LT Status, A.H., and Date. A red box highlights the 'LT Status' column for the first row, which contains the value 'Remediated'.

Tag	Src. H's	Src. Pkg's	Src. P's	Location	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	A.H.	Date
1A4FF01000000090000000008	(multi-harvest)	(multi-package)		Packaging Room	Joe's Concentrate Oil 40mg	Concentrate		216 g		Remediated	No	04/01/2024

Figure 4: New combined package of remediated and non-remediated product

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, 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 Support area dropdown on 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 – 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, manual, and more.

Thank you for your continued partnership.