Metrc Support Bulletin

Bulletin Number: WV_IB_0021	Distribution Date: 04/23/2024	Effective Date: 04/09/2024
Contact Point: Metrc Support	**Subject:** Updates to User Functionality	
Reason: To inform licensees of important updates being made to the Metrc system.		

Greetings,

Metrc is pleased to provide information on the latest system enhancements that are now available, including:

- Transferred tab added to Packages Grid
- Ability to save Shipping Address in Metrc
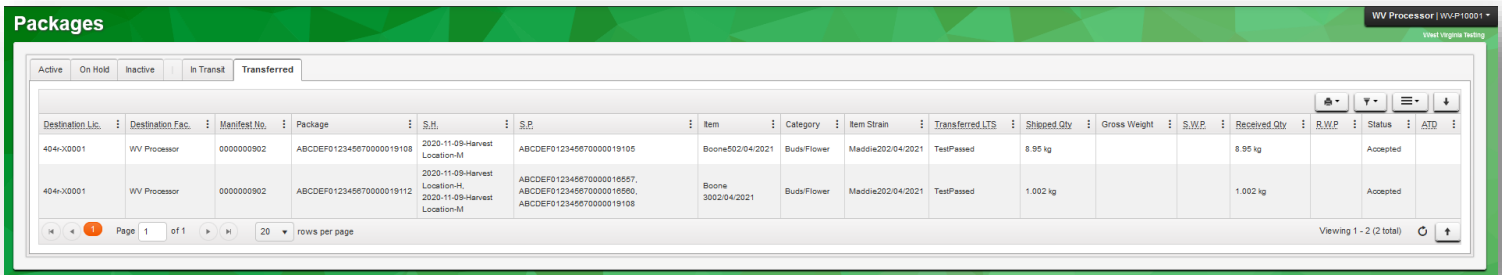- Zero Quantity Package Transfers

Please read on for more information regarding this new functionality.

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Transferred Tab added to Packages Grid

Previously within the Packages grid, users had access to four tabs where Packages were separated by their status within the license, including:

- Active
- On Hold

- Inactive
- In Transit

Each tab displays packages based on their status in relation to the license and it was determined that there is a fifth status that warranted the creation of an additional tab. Users with packages permission will now be able to access the historical list of packages that have transferred out of the selected facility in Metrc via the new Transferred tab – **see Figure 1.**

Figure 1: New Transferred tab in Packages grid

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Ability to save Shipping Addresses in Metrc

When placing a New Tag Order, users previously had to manually enter their address every time they placed a tag order. This update introduces the ability to save shipping addresses in Metrc, streamlining the tag ordering process. There are two main areas where shipping addresses can be saved, created, and edited – the Addresses grid or the New Tag Order action window.

Option 1 – Addresses grid

To access the new Addresses grid, select the Admin area dropdown in the navigational toolbar and select the Addresses option – **see Figure 2.**
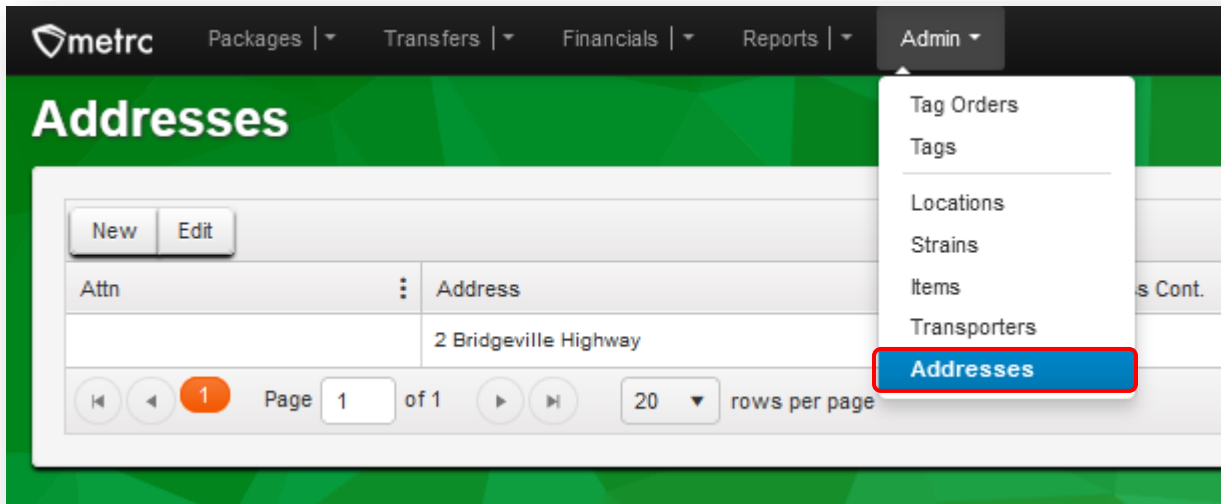

Figure 2: Addresses option in Admin dropdown

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From the Addresses grid, select the New button to add a new address – **see Figure 3.**
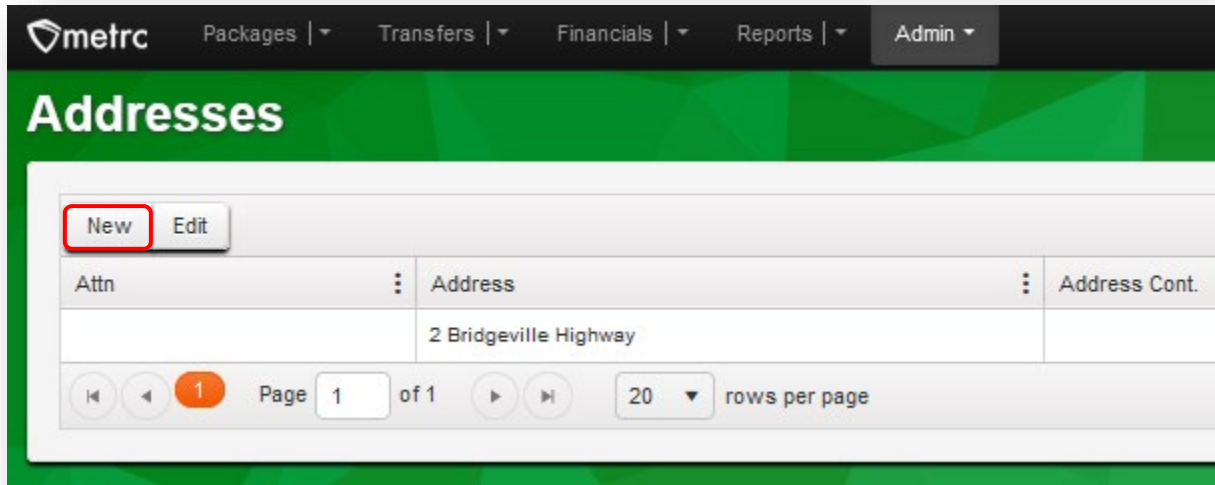

Figure 3: New button to add a new address

After selecting the New button, the New Shipping Address action window will appear where a new address can be added, saved, and/or set as a default – **see Figure 4.**
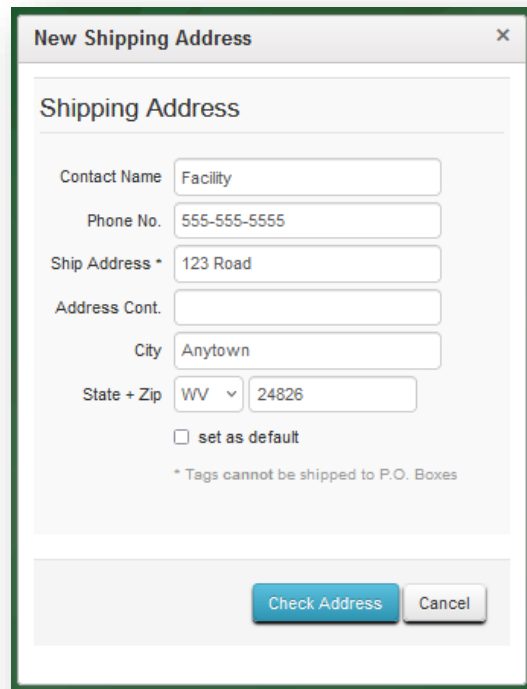

Figure 4: Adding a New Shipping Address

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From the Addresses grid, users can also edit addresses. Highlight the address to be edited, then select the Edit button to access the Edit Shipping Address action window – **see Figure 5.**
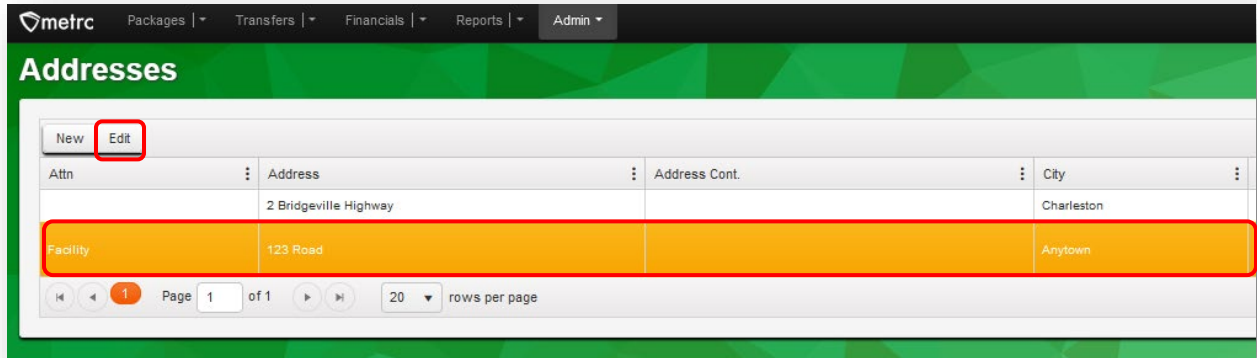

Figure 5: Edit button to edit saved address

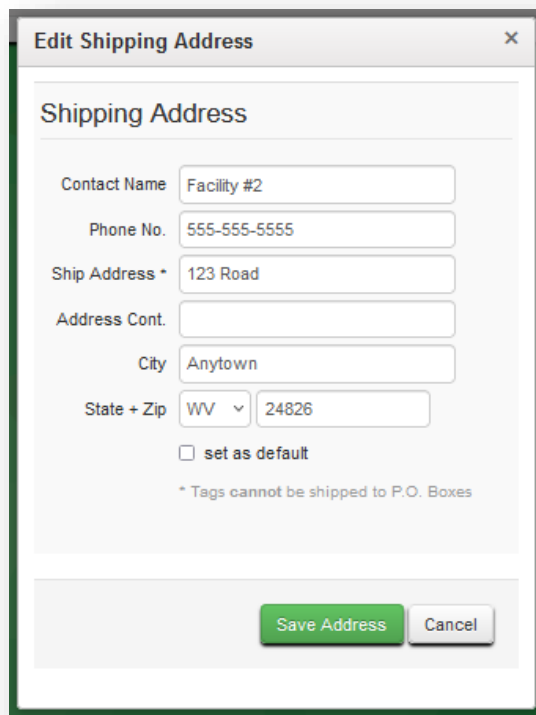In the Edit Shipping Address action window, currently saved addresses can be updated and/or set as a default – **see Figure 6.**

Figure 6: Edit Shipping Address action window

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Lastly, if a default shipping address is not set in either the Edit or New Shipping Address action windows, the default address can be set directly from the Addresses grid. In addition, with the exception of the mailing address which is a non-editable option, a shipping address can be removed using the "Remove" button. A maximum of three additional shipping addresses can be stored, and once reached, users are prompted to remove an existing address before adding a new one – **see Figure 7.**
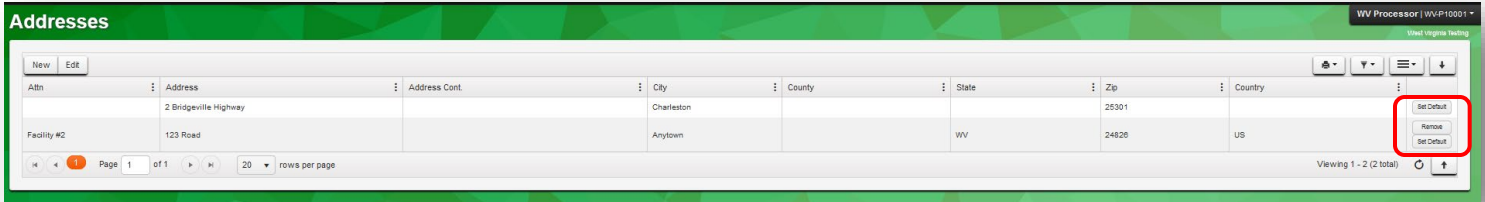

Figure 7: Remove or Set Default address in Addresses grid

Option 2 – New Tag Order action window

The same functionality found in the Addresses grid can be accessed directly in the New Tag Order action window. First, select the Tag Orders option from the Admin area dropdown in the navigational toolbar – **see Figure 8.**

Figure 8: Accessing the Tag Orders grid

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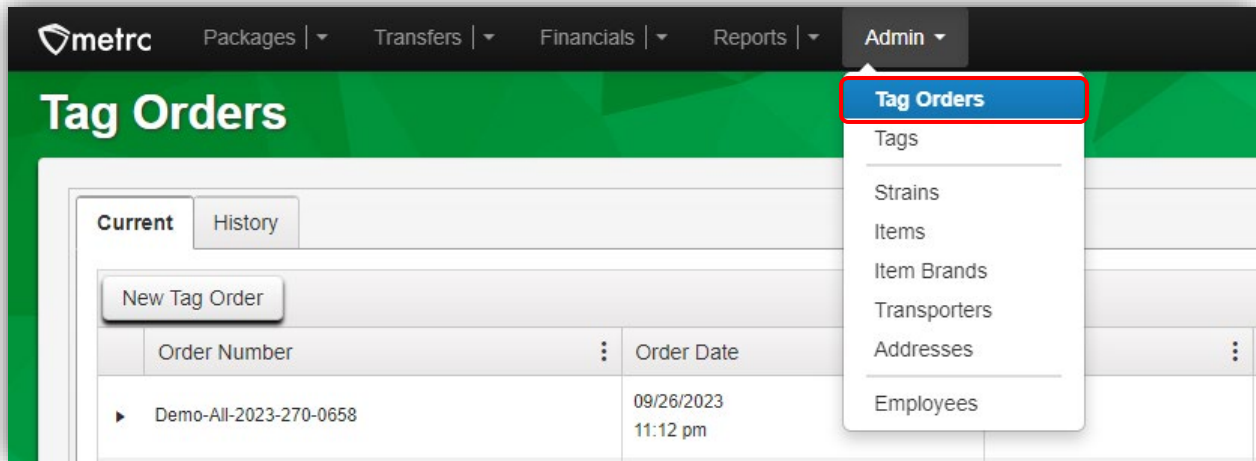
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From the Current Tag Orders grid, select the New Tag Order button to access the New Tag Orders action window – **see Figure 9.**

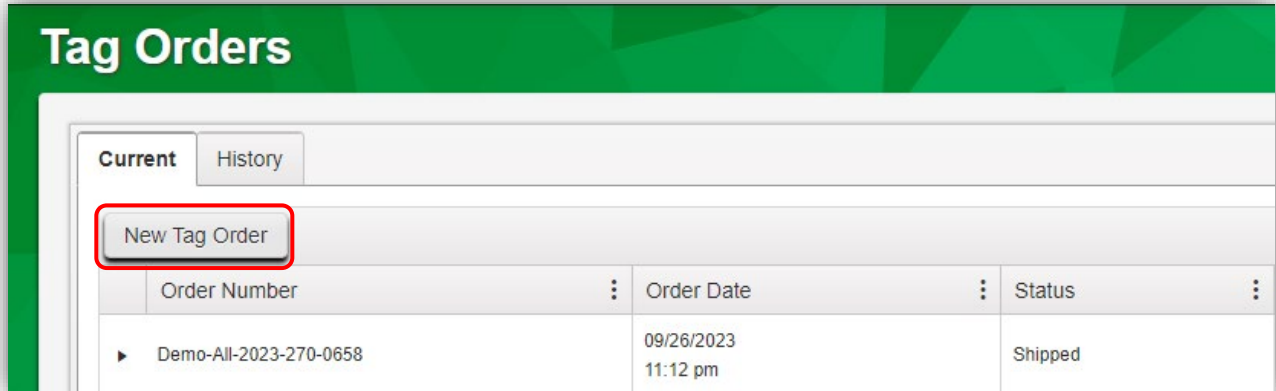**Figure 9: New Tag Order button**

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From the New Tag Order action window, users will notice there are no longer fields to input a shipping address. The address that appears automatically is whichever address is saved as the default shipping address – **see Figure 10.**

Figure 10: New Tag Order action window

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To edit the shipping address, click the blue Change link to access the Address Book action window, where shipping addresses can be managed efficiently, including add, edit, and remove shipping address functionality – **see Figure 11.**
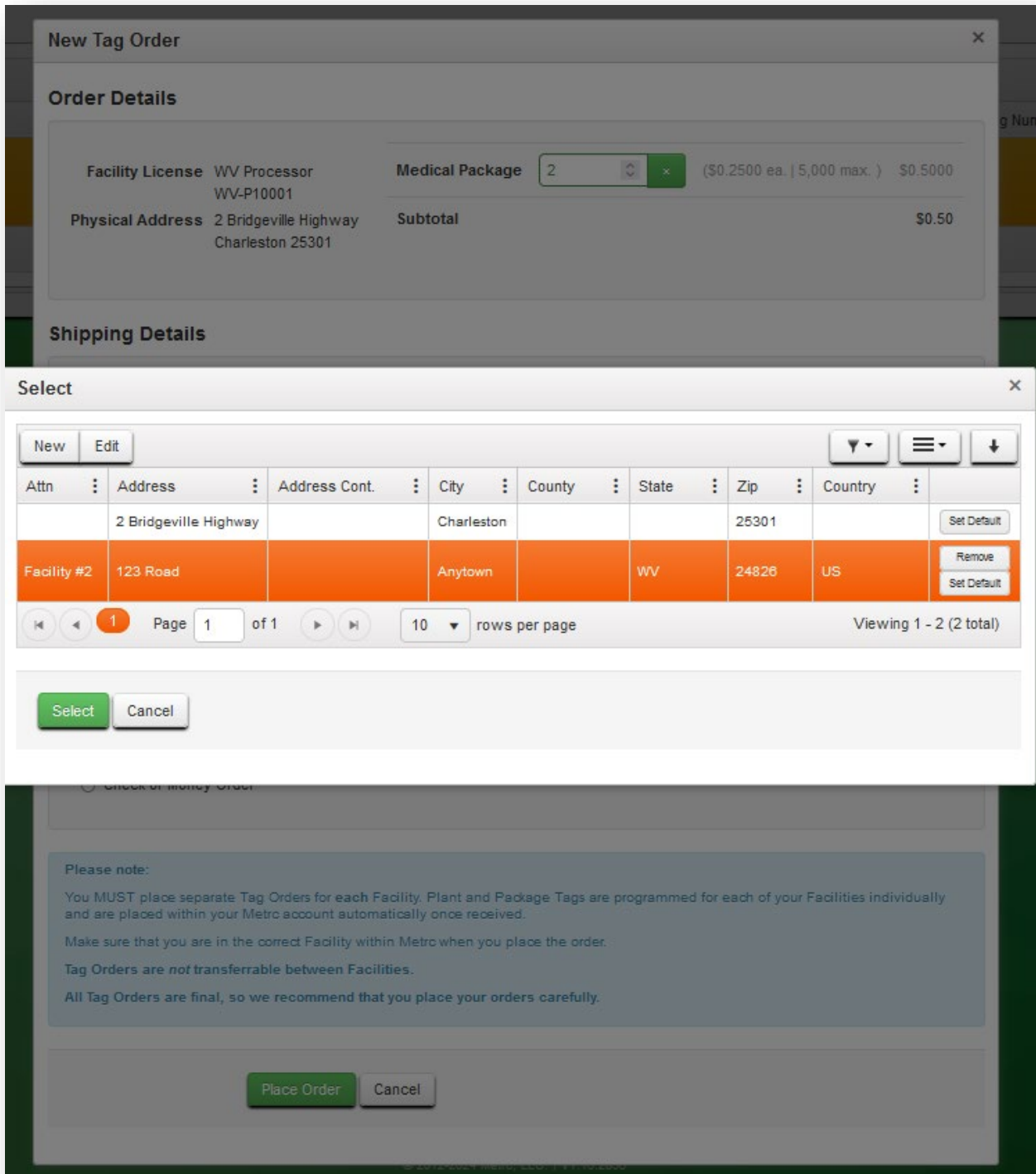

Figure 11: Address Book action window

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Zero Quantity Package Transfers

Metrc has updated the transfer functionality so packages with a negative or zero quantity are unable to be added to a transfer. If a current transfer exists with a negative or zero quantity package, then the receiving facility will be required to reject the package. If the receiving facility tries to accept the transfer with a zero or negative quantity package, an error message will appear – **see Figure 12.**
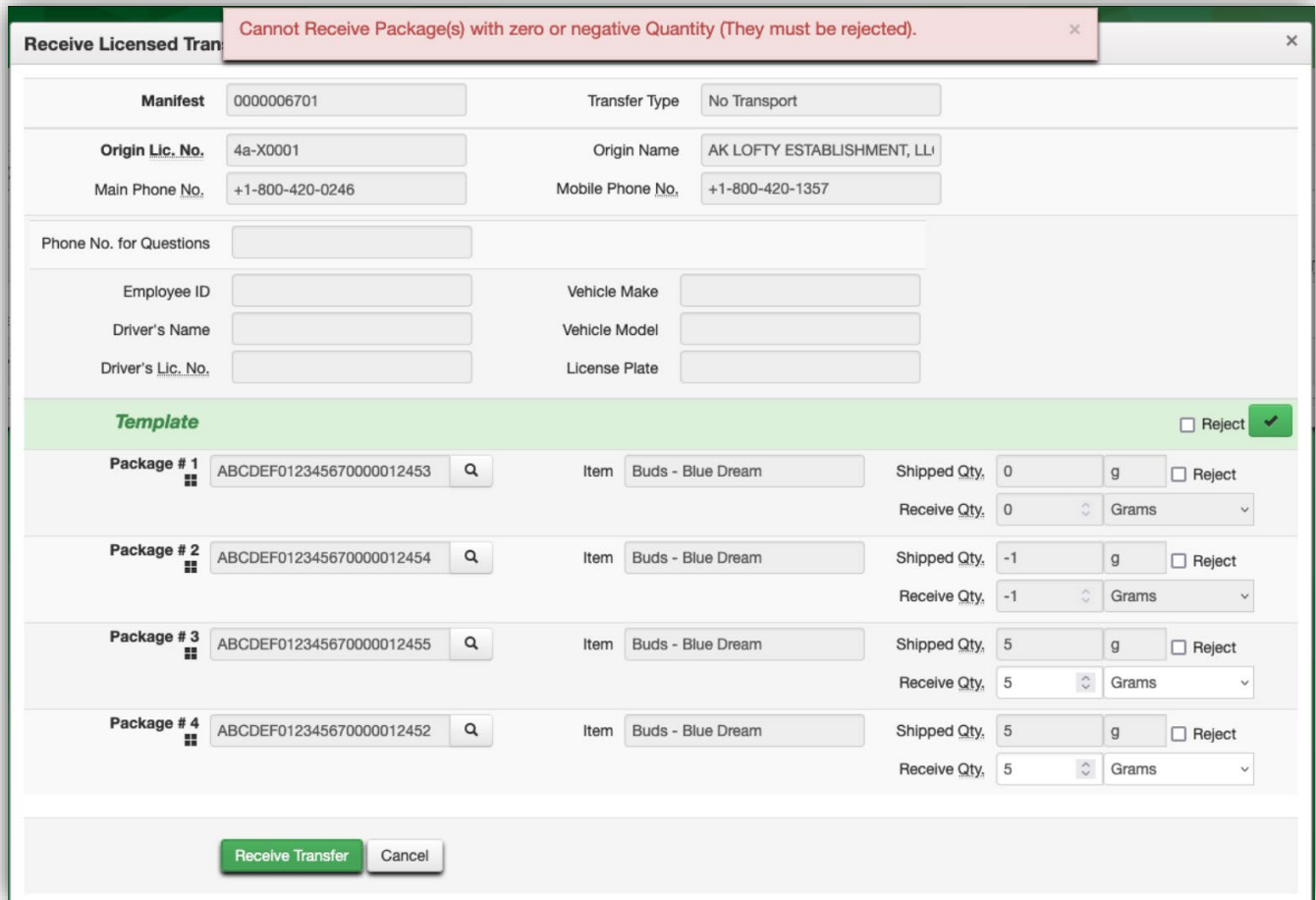

Figure 12: Error message when accepting zero quantity package

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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 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.

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