

# Metrc Support Bulletin



<b>Bulletin Number:</b> MA_IB_0079	<b>Distribution Date:</b> 06/04/2024	<b>Effective Date:</b> 07/08/2024
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Notification of Expired Product Sale	
<b>Reason:</b> New functionality and features are now available in Metrc.		

Greetings,

Metrc is pleased to provide information on the latest system enhancements that will be available on 07/08/2024, including:

- Notification of Expired Product Sale
- Packages Grid updates

Please read on for more information regarding this new functionality.

## Notifications of Expired Product

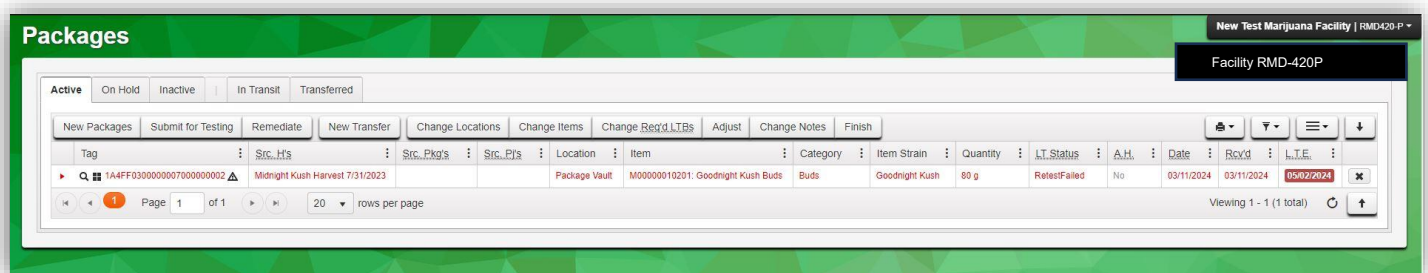
In accordance with the Cannabis Control Commission’s regulations, Marijuana Establishments and Medical Marijuana Treatment Centers shall maintain the results of all testing for no less than one year. Testing results shall be valid for a period of one year. Marijuana or Marijuana Products with testing dates in excess of one year shall be deemed expired and may not be dispensed, sold, transferred, or otherwise conveyed until retested.

In conjunction with the CCC, Metrc is now configured to apply a default Lab Test Expiration date to every product that receives a Test Passed status. The default Lab Test Expiration date is set to one year from the testing date. For example, a product that is tested and receives a Test Passed status on 4/15/2024 will automatically have a Lab Test Expiration date of 4/15/2025 associated with it. Metrc has implemented multiple indicators and notifications throughout the system to help users identify these expiration dates.

### Packages Grid

Users can find the Lab Test Expiration date in the L.T.E. column within the Packages Grid for every package with a Test Passed status. In addition, yellow or red color indicators will be visible to denote the following status:

- **Yellow:** When packages are within 30 days of their expiration date, the date will be highlighted in yellow to indicate that the package’s lab test is nearing its expiration.
- **Red:** Packages that have passed their expiration date will have their L.T.E. date highlighted in red, indicating the package lab test has expired. Users will also notice that all text on the package’s row will turn red when the package’s lab test expires, making it easy to identify such items – **see Figure 1.**



**Figure 1: Package grid shows Lab Test Expiration**

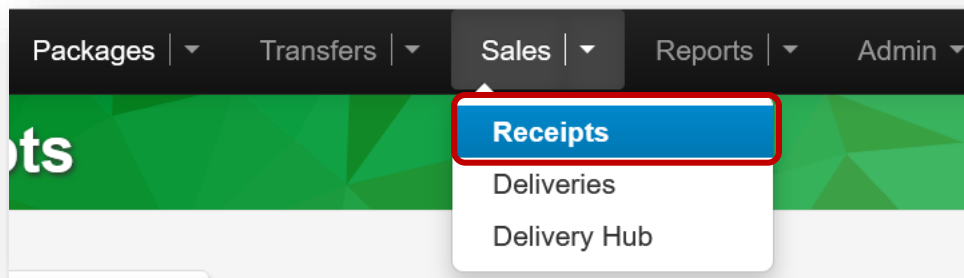
**Note:** Any new package marked as the Same Item will carry the same Lab Test Expiration Date as the source package until a production batch package is created, at

which point, the package will not have any Lab Test Expiration Date until testing has been completed.

### Sales Grid

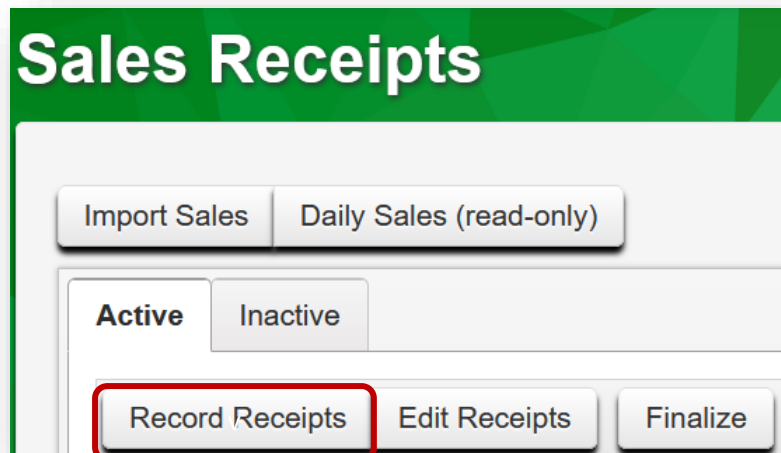
When recording sales receipts if the product being sold has an Expired Lab Testing date, further confirmation will be required to allow the sale.

To record a sales receipt, go to the Sales area on the navigational toolbar and select the Receipts option from the dropdown – **see Figure 2.**



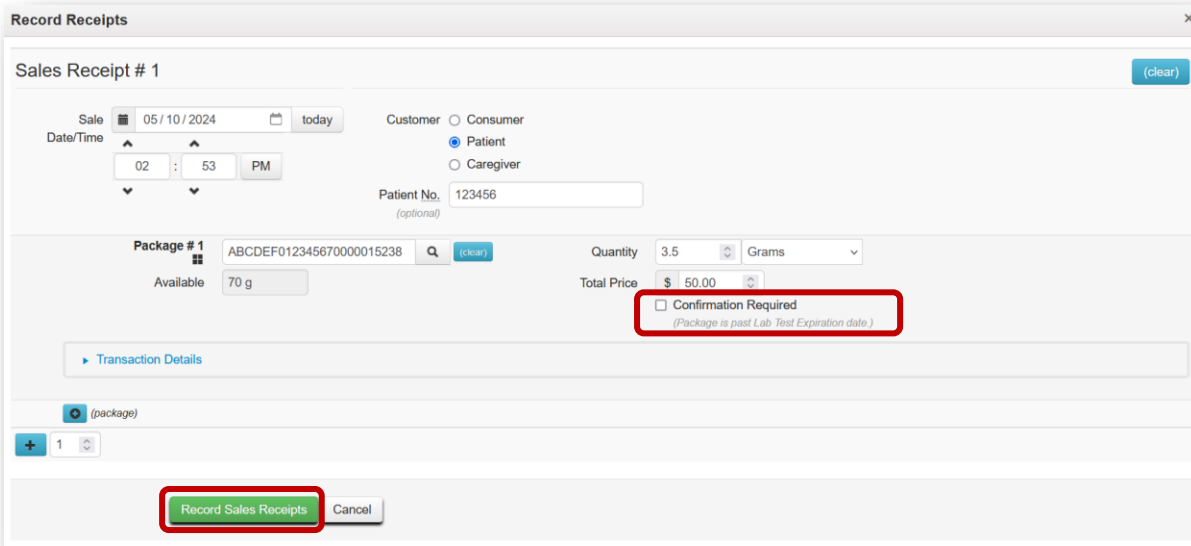
**Figure 2: Receipts option from the Sales area dropdown**

Once on the Sales Receipts grid, select the Active tab. Then select the Record Receipts button to open the Record Receipts action window – **see Figure 3.**



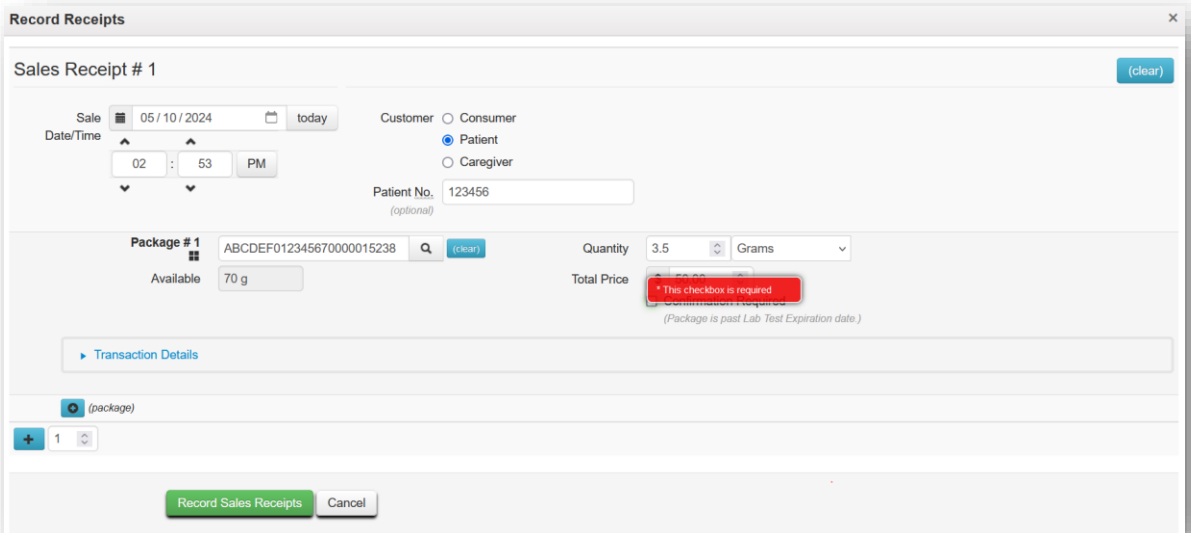
**Figure 3: Record Receipts button to record a Sales Receipt**

In the Record Receipts action window, enter the required information. Once all information has been entered, then select the Record Sales Receipts green button to complete the recording of the sales receipt – **see Figure 4.**



**Figure 4: Record Receipts action window**

If a package is being sold that has an expired lab testing date, there will be a confirmation box that must be checked, Confirmation Required. This is a required step to help ensure that expired products are not sold. If a Sales Receipt is created and the confirmation box is not checked, then the following red alert will be visible and state “\*This checkbox is required” – **see Figure 5.**



**Figure 5: Confirmation Required checkbox**

## 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* – 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.