



Bulletin Number: OH_IB_0060	Distribution Date: 06/18/2024	Effective Date: 06/21/2024
Contact Point: Metrc Support	Subject: Important: Adult Use Facility renumbering process update	
Reason: Important information on the upcoming facility renumbering process		

Greetings,

As part of the upcoming transition to an Adult Use market in Ohio, The Ohio Division of Cannabis Control (DCC) and Metrc are providing an update for transitioning medical licenses to Dual Use licenses.

The information that follows in this bulletin will provide more information on licensee expectations in this process, as well as the cadence for the renumbering timeline.

Please read on for additional information and updates regarding this process.

Facility renumbering process

Licensees must follow the prescribed steps to ensure uninterrupted Metrc integration with any third-party software. The steps below outline the facility renumbering process flow and outline actions that must be taken.

1. The Ohio Division of Cannabis Control (DCC) will issue a provisional license that includes the new license number.
2. The DCC will notify licensees prior to issuance of their certificate of operation (COO) and the Date the licensee will need to implement the new Dual Use License Number in their third-party software for Metrc integration.
 - This activity **MUST** occur after business close the day before and prior to business open on the date provided.
3. In collaboration with the Ohio DCC, Metrc will execute facility license renumberation after business close on a scheduled date prior to the issuance of certificate of operation (COO).

Important API note: Admins should then contact their third-party integrator to ensure that their integration is updated with the new license number **for the open of business on the date provided by the DCC. Failure to act will result in integration issues and potential temporary loss of integration capabilities.** An integrator bulletin was prepared and published for third-party integration awareness.

Dispensary Point of Sale Test process

In addition to facility license renumbering, the Ohio DCC will require all Dual Use Dispensaries to undergo Point of Sale (POS) transaction testing. This test series will include:

- Consumer transaction testing
- Patient transaction testing

Additional information about the process and cadence of the Dispensary POS transaction testing will come directly from the Ohio Division of Cannabis Control.

Consumer and Patient Sales in Metrc

Once the Ohio Division of Cannabis Control permits Dual Use and/or Adult Use Dispensaries to sell legal Adult Use products, Metrc users will be able to differentiate between customer types for sales. As part of this transition, Consumer sales (Adult Use) will also become a selection option in addition to the pre-existing Patient sales (Medical).

As such, users may select from an option of clickable buttons depending on the sale. If the sale is still part of the medical program, please select the Patient option. For Adult Use, select the Consumer option – **see Figure 1**.

Reminder: Include a Patient Number for Medical Sales. These sales types are also available through the API.

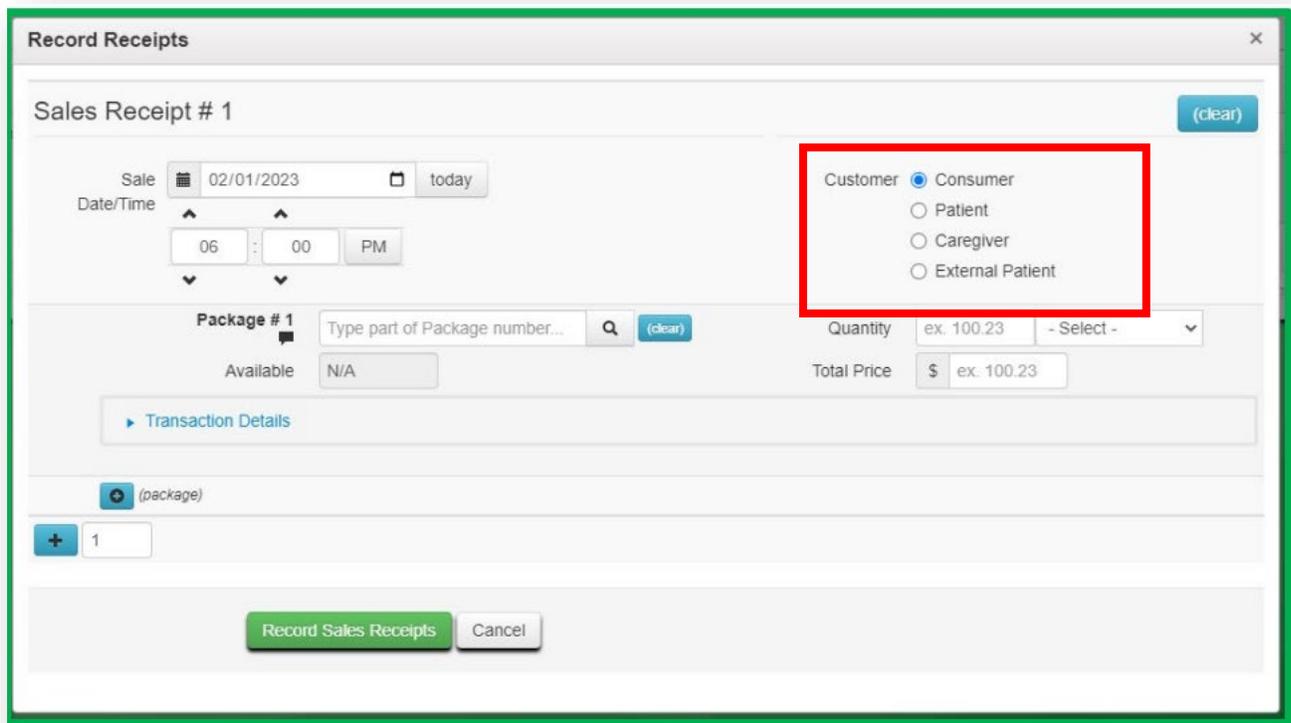


Figure 1: Differentiating Consumer and Patient Sales Customer options

Metrc Tag updates

As part of the upcoming transition to an Ohio Adult Use market, Dual Use licenses will be transitioned to ordering the blue Adult Use cannabis RFID plant and package tags – see **Figure 2**.

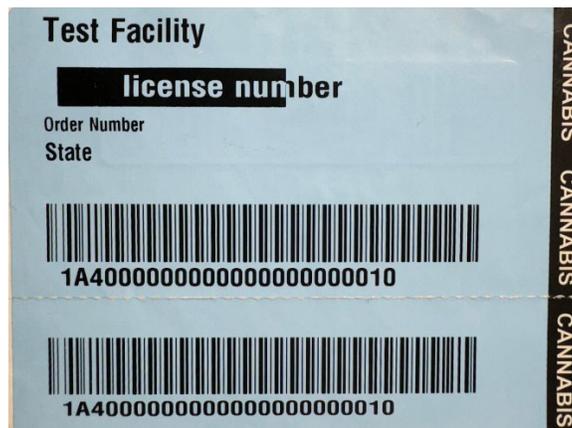


Figure 2: Adult Use Cannabis Metrc Tags

Important notes:

- Dual Use facilities may still leverage their existing inventory of Metrc medical tags after converting from medical but will not be able to re-order medical tags in future orders.
- There are no changes to the pricing of tags as part of this transition.

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 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, manual, and more.

Thank you for your continued partnership.