

Bulletin Number: WV_IB_0028	Distribution Date: 09/17/2024	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Product labeling functionality in Metrc	
Reason: A reminder that new product labeling functionality is available in the Metrc system with guidance on how to access training materials.		

Greetings,

We are pleased to announce that product labeling functionality through Metrc Retail ID (“Retail ID”) is currently available in the Metrc system. This product labeling QR code solution provides a single source for compliance information, seamlessly pulling item-level unique identification data directly from the Metrc system.

This bulletin provides an overview of the new features and system functionality released, which is designed to streamline operations and ensure compliance.

Metrc Retail ID overview

Metrc Retail ID is a new in-system feature to enable unique product labeling for individual items via QR code technology. It is designed to enhance supply chain transparency, optimize operational efficiency, and improve compliance outcomes.

By enabling precise tracking and easy access to product information, Retail ID aims to protect public health, ensure products are legal and safe, and boost consumer confidence through increased transparency. Retail ID offers comprehensive benefits across the supply chain:

1. **Brands & Manufacturers:** Set up and generate QR codes to streamline product setup and labeling, ensuring each item is easily trackable throughout its lifecycle.
2. **Distributors:** Move product easily through the supply chain without additional scanning requirements to reduce handling time and potential errors while enhancing efficiency.
3. **Retailers & Dispensaries:** Quickly scan items to complete transfers received and during sales to speed up checkout processes and improve accuracy in inventory and sales records.
4. **Consumers:** In a single scan, consumers gain access to detailed product information, including COAs, ingredients, and more.

Please note: Integration with third-party ERP and POS systems is available to automatically capture data updates with each product scan, ensuring data consistency across systems, reducing administrative burdens, and enhancing decision-making with up-to-date information.

Getting started with Metrc Retail ID

To ensure users who opt to leverage this new feature and related functionality can start using it quickly, the following resources are available:

Metrc Expert: Access in-system help directly within Metrc via the knowledge base widget located in the lower-right corner of your screen.

Metrc Learn: Our redesigned learning management system now includes a new course – Metrc Retail ID Walkthrough – to learn more about this functionality. To access this training, go to [Metrc Learn](#).

Please note: The proper product labeling employee permissions must be granted by an Admin to be able to access this functionality.

If you still have questions, please reach out to Metrc Support to create a Metrc Retail ID case in the [Support portal](#).

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 is 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 in the navigational toolbar and select the appropriate resource, including educational guides, manuals, and more.

Thank you for your continued partnership. We look forward to supporting your success with Retail ID.