Metrc Support Bulletin



Bulletin Number: MA IB 0093	Distribution Date: 05/20/2025	Effective Date: 06/16/2025					
Contact Point: Metrc Support	Subject: COA Upload Requirement						
Reason: Announce a requireme	ent for COA uploads in Metrc						

Greetings,

Metrc and the Massachusetts Cannabis Control Commission (CCC) are announcing effective **June 16th, 2025**, Certificate of Analysis (COA) uploads will be required in Metrc as per the Administrative Order #4 that went into effect on April 16th, 2025.

Please read the following pages for more information.



COA Upload Requirement in Metrc

Effective June 16, 2025, Testing Facilities will be required to upload all COAs and associate them to all recorded test results on a specific sample package in Metrc or through the API using third party software.

Once a Testing Facility has uploaded the COA, both the Testing Facility and Licensees (with the proper permissions) will be able to view the uploaded COA via the Lab Results Tab within the Package grid.

Below are detailed descriptions of the ability to find, download, and view a COA in Metrc:

Viewing a COA from the Packages grid

Once a Testing Facility has uploaded/imported test results and the COA into Metrc, the test results will show in the Lab Results tab of each package. The COA can be

downloaded to be viewed and/or printed by selecting the **button** in the Lab Results tab as seen in **Figure 1**. Please keep in mind that this is a permission-based ability to view the Doc button that must be granted by an Administrator (Admin).

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Figure 1: Selecting Doc button to download COA

Viewing a COA from the Transfer/Manifest grid

The COA is also able to be downloaded within the Transfers grid in Metrc. To accomplish this, select the Licensed option in the Transfers area on the navigational toolbar. Find the respective manifest and use the drill down arrow to the left of the manifest and select the Destinations tab. Select a specific package by using the drill down arrow to the left of the package and select the Lab Results tab. Once on the Lab Results tab, select the Doc button in the last column on the right for any test type in the grid – see Figure 2 below.

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Figure 2: Viewing COAs in the Transfers Grid



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 <u>Support.Metrc.com</u>, or from the Metrc System, click Support on the navigational toolbar and click support.metrc.com to 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 on the navigational toolbar and select "Sign up for Training" to register option from the dropdown.

From the Metrc website

Navigate to your <u>state's partner page</u> 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.

Thank you for your continued partnership.