

<b>Bulletin Number:</b> CO_IB_06.30.25	<b>Distribution Date:</b> 06/23/2025	<b>Effective Date:</b> 06/30/2025
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Administrative Hold and Recall functionality update	
<b>Reason:</b> To provide an update on the new flag for product marked for hold or recall by the MED.		

Greetings,

Metrc and the MED are pleased to announce the release of Administrative Hold/Recall functionality in Metrc effective June, 30 2025.

This bulletin provides important information related to the following:

- How to identify packages with a hold or recall status and updates associated with packages that carry this designation.
- An update related to inactive or finished packages no longer appearing in the Admin hold or recall email notifications sent to facility Owners and Admins to ensure clarity and relevance in communication.
- Reports displaying Administrative Hold and Recalls.

Please read on for additional information.

## Administrative Hold/Recall functionality

The Administrative Hold and Recall functionality is designed to provide additional transparency for Metrc users regarding the status of facility package inventory. There are several ways in which users may identify that a package has been placed on Administrative Hold or Recall.

### Email notification:

Initially, when a package is designated with a recalled status, the facility Metrc Admin/Owner and Managers will receive an email notification from *noreply@metrc.com* – see Figure 1.

Dear Regulated Marijuana Business, This is an automated notification email from Metrc on behalf of the Marijuana Enforcement Division (MED). Any responses to this email will not be read or forwarded. This email serves as notification that a product or multiple products in your Metrc inventory have recently been placed on Administrative Recall by the MED, in conjunction with the cultivating/manufacturing business. The following items in your Metrc inventory have been placed on Administrative Recall:

- 1A4FF01000000010000000062 - Buds - Blue Dream

If affected licensees have not been contacted by the cultivating/manufacturing business prior to this Administrative Recall being placed, those licensees are encouraged to contact the cultivation/manufacturing business who transferred this product to your license to support the Recall Plan in place to facilitate this recall. Licensees must physically quarantine the items listed above to prevent potential occupational and consumer safety concerns. Additional guidance and information concerning this inventory will be provided when it becomes available.

**Figure 1: Administrative Recall Email Notification**

When a package is designated with a hold status, the facility Metrc Admin/Owner and Managers will receive an email notification from *noreply@metrc.com* – see Figure 2.

Dear Regulated Marijuana Business, This is an automated notification email from the Marijuana Enforcement Division (MED). Any responses to this email will not be read or forwarded. This email serves as notification that packages in your Metrc inventory have recently been placed on Administrative Hold as part of an ongoing MED investigation. The following package tags in your Metrc inventory have been placed on Administrative Hold:

- ABCDEF012345670000014451 - Metrc Bliss Immature

Licensees are prohibited from giving away, transferring, transporting, or destroying the Regulated Marijuana from the packages listed above. Licensees must physically segregate the packages listed above to prevent further Transfers and to prevent any potential of cross-contamination with other Regulated Marijuana inventory. The Division will provide additional guidance and information concerning this inventory when it becomes available. The Marijuana Enforcement Division

**Figure 2: Administrative Hold Email Notification**

**Please note:** Only Active inventory will be included in Administrative Hold or Recall notifications moving forward, which means that any inactive or finished packages will no longer be included. This change allows licensees to focus on addressing only active inventory that is physically present in their facility.

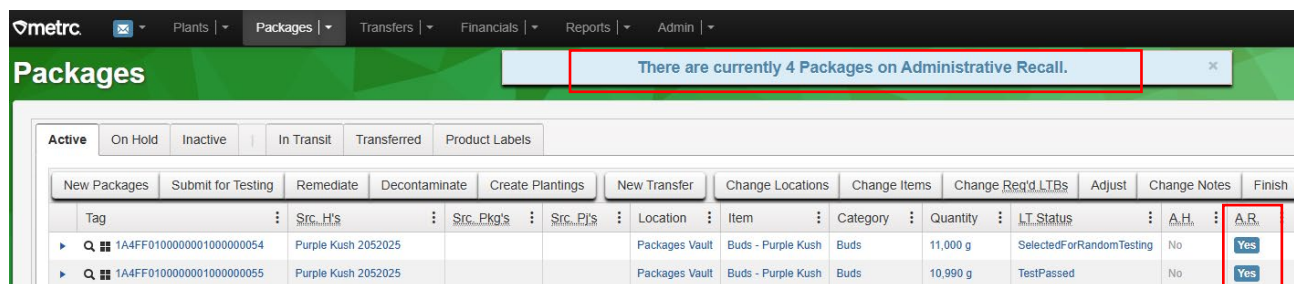
Per the MED: The Administrative Recall Email Notification should supplement any additional recall direction from the originating licensee. If direction has yet to be received, prior to receiving this notification email, please contact the originating licensee to determine if they will be taking the recalled product back to their facility.

### Packages grid:

In addition to the email notification, the hold or recalled status is also identifiable in the following ways on the Packages Grid:

- Administrative Recall – the font for the package information will be Blue.
- The Administrative Recall (A.R.) Column will display a “Yes” with a blue rectangle around the “Yes”.
- Administrative Hold - the font for the package information will be Red.
- The Administrative Hold (A.H.) Column will display as “Yes” with a red rectangle around the “Yes”.
- A Banner in the corresponding color, Blue for Administrative Recalls or Red for Administrative Holds, will be displayed at the top of the grids notifying users of the product that is on Administrative Hold or Recall.

The example below highlights an Active Package that has been placed on Administrative Recall – see Figure 3.

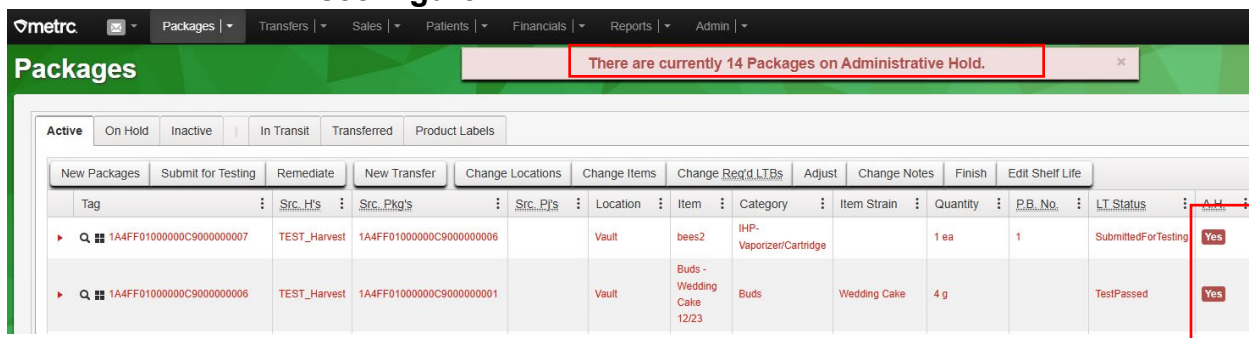


The screenshot shows the Metrc interface with a banner at the top stating "There are currently 4 Packages on Administrative Recall." The Packages Grid is displayed with the "Active" tab selected. The grid has columns for Tag, Src. H's, Src. Pkg's, Src. P's, Location, Item, Category, Quantity, LT Status, A.H., and A.R. Two rows are visible, both with "Yes" in the A.R. column, highlighted with a blue rectangle.

Tag	Src. H's	Src. Pkg's	Src. P's	Location	Item	Category	Quantity	LT Status	A.H.	A.R.
1A4FF0100000001000000054	Purple Kush 2052025			Packages Vault	Buds - Purple Kush	Buds	11,000 g	SelectedForRandomTesting	No	Yes
1A4FF0100000001000000055	Purple Kush 2052025			Packages Vault	Buds - Purple Kush	Buds	10,990 g	TestPassed	No	Yes

**Figure 3: Identifying Packages Designated with Administrative Recall**

The example below highlights an Active Package that has been placed on Administrative Hold – see Figure 4.



The screenshot shows the Metrc interface with a banner at the top stating "There are currently 14 Packages on Administrative Hold." The Packages Grid is displayed with the "Active" tab selected. The grid has columns for Tag, Src. H's, Src. Pkg's, Src. P's, Location, Item, Category, Item Strain, Quantity, P.B. No., LT Status, A.H., and A.R. Two rows are visible, both with "Yes" in the A.H. column, highlighted with a red rectangle.

Tag	Src. H's	Src. Pkg's	Src. P's	Location	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	A.H.	A.R.
1A4FF010000000C9000000007	TEST_Harvest	1A4FF010000000C9000000006		Vault	bees2	IHP- Vaporizer/Cartridge		1 ea	1	SubmittedForTesting	Yes	
1A4FF010000000C9000000008	TEST_Harvest	1A4FF010000000C9000000001		Vault	Buds - Wedding Cake 12/23	Buds	Wedding Cake	4 g		TestPassed	Yes	

**Figure 4: Identifying Packages Designated with Administrative Hold**

## Important notes:

- While users do have the ability to transfer packages back to the originating facility while on Administrative Recall, packages on administrative recall will not be able to be combined, remediated, or submitted for additional lab testing.

- If retailers are requested to transfer the recalled product back to the originating licensee, retailers should repackage the recalled product for the purpose of pulling the remainder of the product into a new package to return the products to the originating vendor, while retaining the sales data on the original packages within their facility.
- Please note the recalled status will flow onto the new package.
- Users do not have the ability to transfer packages on Administrative Hold.

For additional guidance please view the following MED link.

[Recall Plan Guidance](#)

Quarantining Contaminated or Potentially Contaminated Regulated Marijuana

### **Administrative Hold/Recall Reports**

The following reports have columns highlighting packages on Administrative Hold or Recalls.

- Reports highlighting Administrative Hold
  - Harvest Report
  - Plants Inventory Report
  - Plants Destroyed Report
- Reports highlighting both Administrative Holds and Recalls
  - Packages Inventory Report

### **Metrc Resources**

If you have any questions, or need additional support, the following resources are available:

**Contact Metrc Support** by using the full-service system by navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click the Support area dropdown on the navigational toolbar and click support.metrc.com to be redirected 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 was designed to offer interactive educational opportunities to enhance Metrc system users’ skills and provide various training options based on experience level.

In addition, the learning system is organized into facility-specific programs made up of various courses. To login or register for an account, visit [Metrc Learn](#).

Thank you for your continued partnership.