

Bulletin Number: IL_IB_0009	Distribution Date: 06/24/2025	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Metrc Retail ID	
Reason: To provide an update related to access to the Metrc Retail ID product labeling application		

Greetings,

We are pleased to announce the availability of Metrc Retail ID (“Retail ID”) as optional functionality, including:

- How to access and set up your Retail ID account
- How to create product entries and import lab test results
- How to create, edit, and print serialized labels using Retail ID
- Overview of roles and permissions
- Best practices for COA management and label reprints
- Introduction to mobile card stacks for consumer engagement

Please read on for more information on how Retail ID can help licensees meet compliance requirements, improve labeling accuracy, and enhance the consumer experience through dynamic QR code-enabled packaging.

Section 1: Access and onboarding

To begin using the Retail ID application:

1. Request Access

- a. Email retail-id@metrc.com with the following:
 - i. Your full name and email
 - ii. Company name
 - iii. License number(s)

2. Create Your Account

- a. Visit the Metrc Retail ID application – [here](#)
- b. Toggle the Sign Up button and enter your email and password. Then select the Sign Up button — **see Figure 1.**

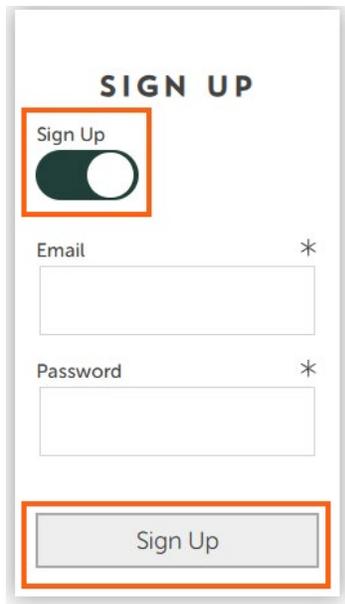


Figure 1: Sign Up toggle and Sign Up button

3. Link Your Account to Your Organization

- a. Email Retail-ID@metrc.com or create a support ticket requesting account linkage.
- b. After the request is processed, log out and log back in. You should see your organization's name listed next to your email address— **see Figure 2.**



Figure 2: Organization Name Link

- c. If it doesn't appear by default, click the organization name (Figure 2) and select the correct one from the Current Organizations dropdown menu—see **Figure 3**.

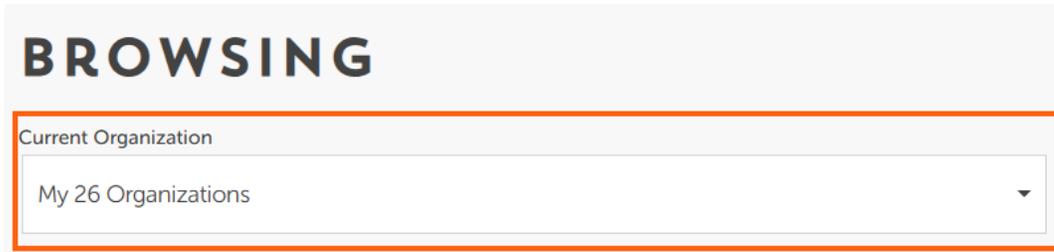


Figure 3: Current Organization Dropdown menu

Section 2: Creating a Product (Catalogue)

Creating a product in Retail ID unlocks a reusable, customizable product card that forms the foundation of your QR code experience. It enables consistent branding, simplifies label creation, and allows you to enrich the consumer journey with videos, FAQs, and other content, all linked directly through a scan.

1. Go to the Catalogue in the menu —see **Figure 4**.

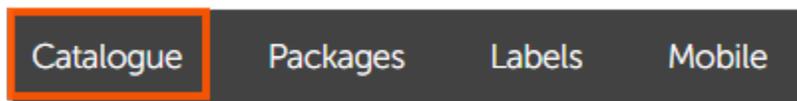


Figure 4: Navigation bar with Catalogue

2. Select Create from the sidebar – see **Figure 5**.

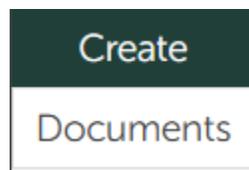


Figure 5: Catalogue side menu bar

3. Fill out required fields:
 - a. Owner: Your organization
 - b. Display Name: Consumer-facing product name
 - c. Product Category, Manufacturer, Image, Description, Strain, etc. – see **Figure 6 below**.

Figure 6: Customizable fields for product card

- d. To add a product photo, either paste a direct image URL or upload a JPG or PNG file from your device – **see Figure 7.**

Figure 7: Product card image buttons

- e. To add a product description, use the free-type field in the Product Description section and select Display Description – **see Figure 8.**

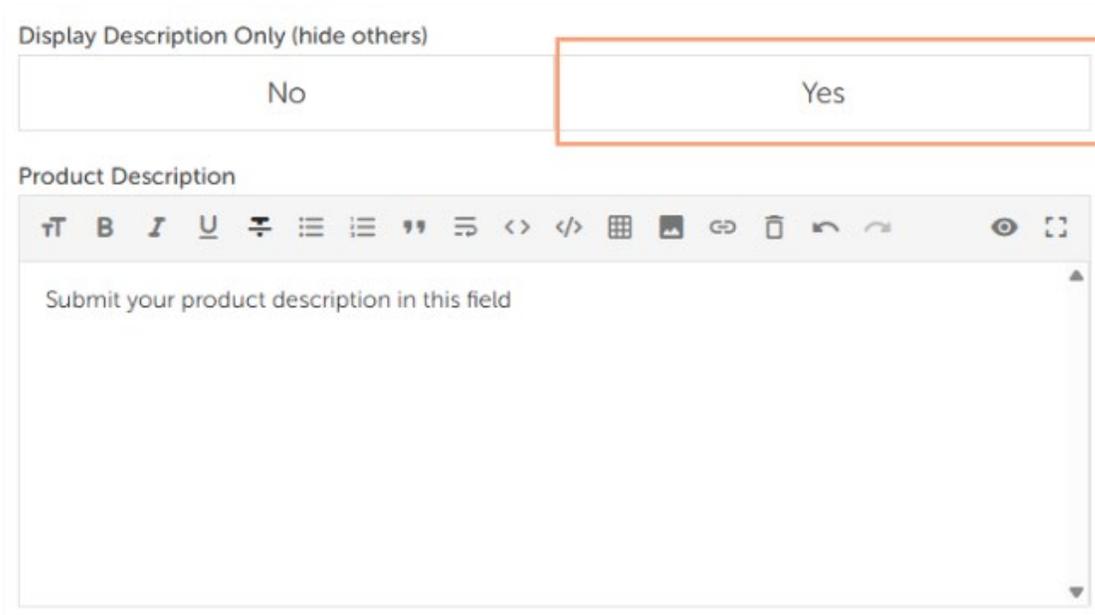


Figure 8: Product Description Display and Product Description Field

- 4. For internal notes, free type in the notes field and then click Submit when all fields are complete. – see **Figure 9**.

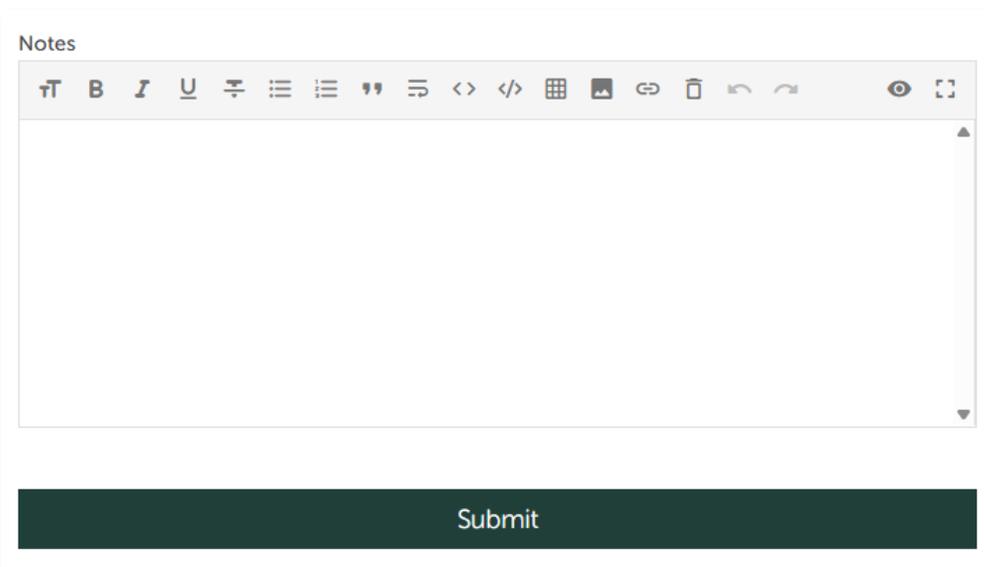


Figure 9: Internal notes field and Submit button.

To edit a product card:

- Go to the Documents tab, check the box, and click Edit – **see Figure 10.**

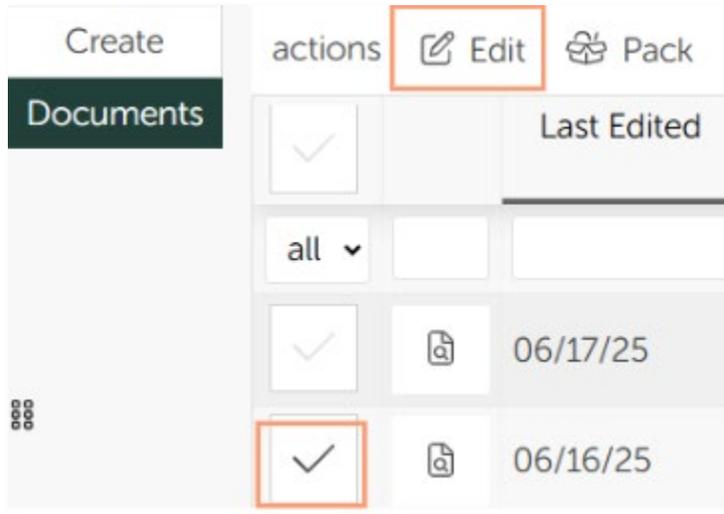


Figure 10: Edit button for Product Cards in the Catalogue

Section 3: Importing or Creating a COA (Packages)

Importing packages pulls in verified test data automatically, enabling faster COA creation and ensuring labels reflect accurate, state-synced results.

How to import from Metric:

1. Go to Packages in the main navigation bar – **see Figure 11.**

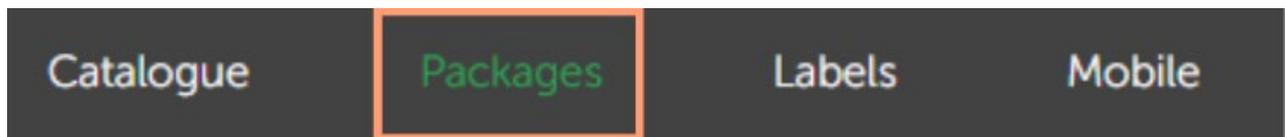


Figure 11: Packages link in the main navigation bar

2. Select Import from the side menu bar - **see Figure 12.**



Figure 12: Side menu bar in Packages

3. Select the correct license.
4. Find the relevant COA in the activity by free-typing and searching in either the Name, Tag, Batch, Category, or Source fields – **see Figure 13.**

Import	Name	Tag	Batch	Category	Source
	C				
	Cherry Vape Cartridge	027410	ABCDEF012345670000027410	Concentrate (each)	027407
	Cherry Vape Cartridge	027407	ABCDEF012345670000027407	Concentrate (each)	027403

Figure 13: Search fields in the Products Imports page

5. Click the document icon – **see Figure 14.**

	Cherry Vape Cartridge	027410	ABCDEF012345670000027410	Concentrate (each)
	Cherry Vape Cartridge	027407	ABCDEF012345670000027407	Concentrate (each)
	blueberry gummy bears 1 mg	027405	ABCDEF012345670000027405	Edibles
	Raspberry	019145		Buds

Figure 14: Document Icon to select Package

6. Review the test results and then select the Import button - **see Figure 15.**

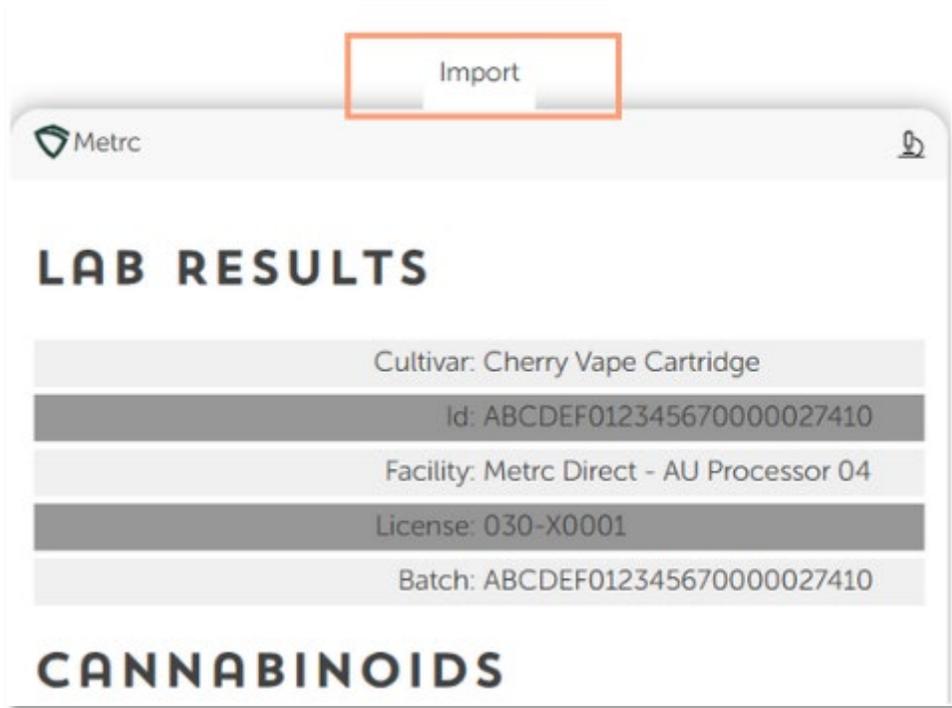


Figure 15: Package test result preview and Import button

Section 4: Packing a Product

Packing a product in the Retail ID application links a product to its test data (COA) and prepares it for label creation. This step generates a unique stack, combining product and lab info, that powers both your labels and the consumer QR code experience.

1. From the Catalogue Documents, check the product and click Pack.
2. Select the COA and click Pack - see Figure 16.

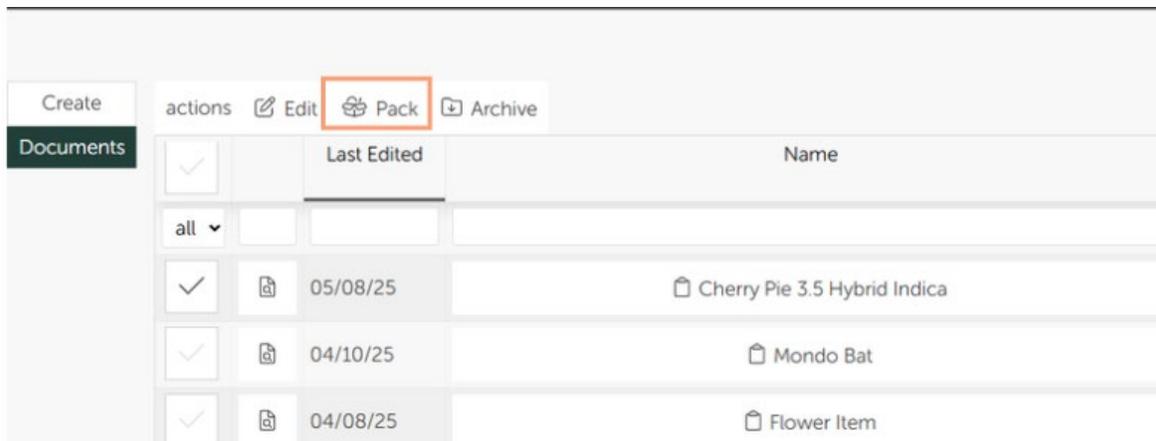


Figure 16: Catalogue Documents with Pack button

3. In the popup, confirm selections and click Create Labels - **see Figure 17.**

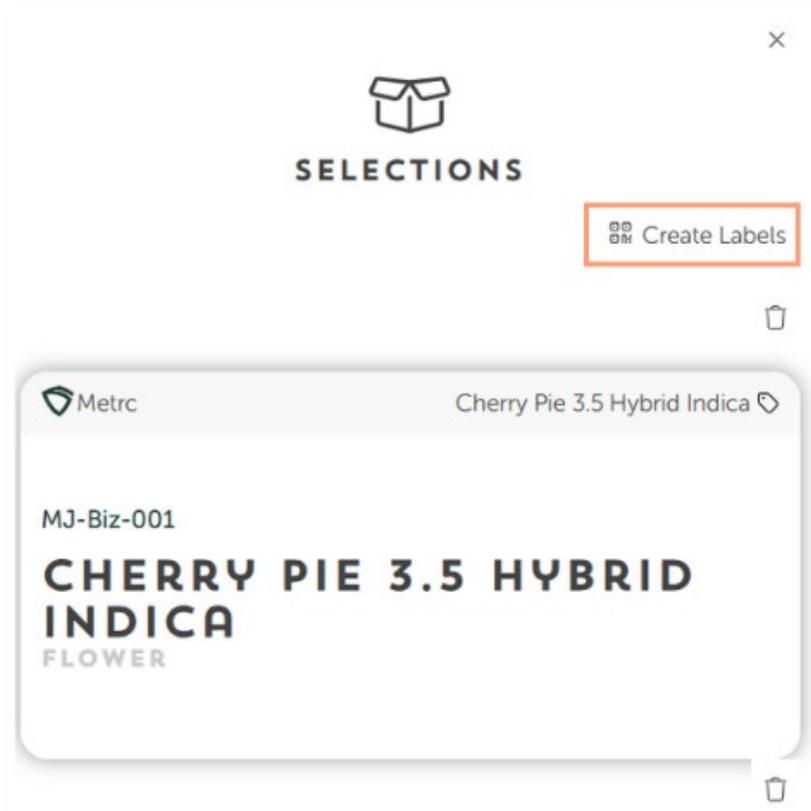


Figure 17: Product Card and Package information preview and Create Labels button

Section 5: Creating and Printing Labels (Labels)

1. Go to Labels > Create Labels, then:
 - a. Select Product Stack which should be defaulted.
 - b. Choose your Template - **see Figure 18.**

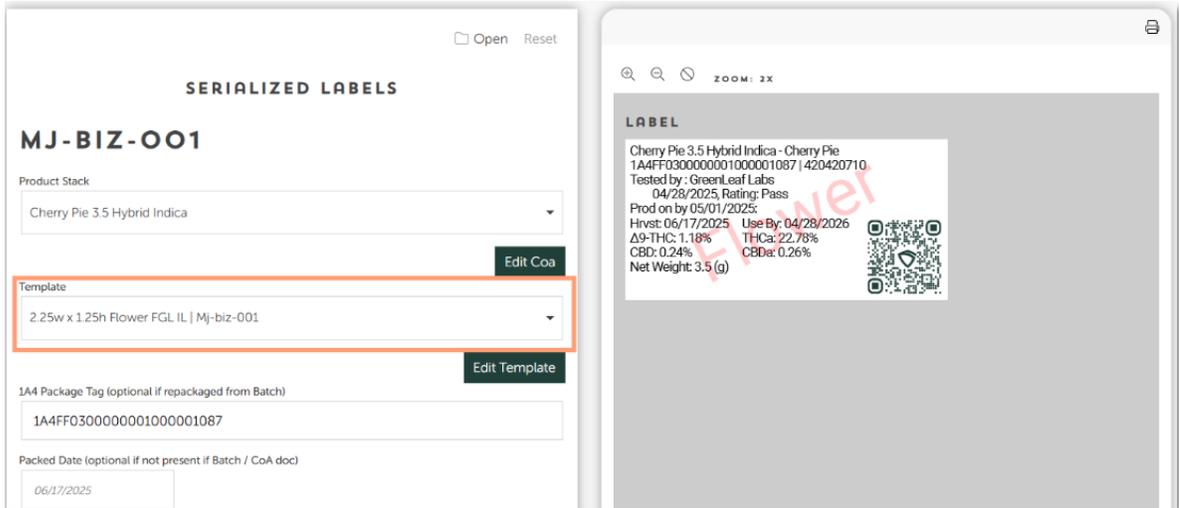


Figure 18: Label Template dropdown

c. Submit your dispensary/store name – see Figure 19.

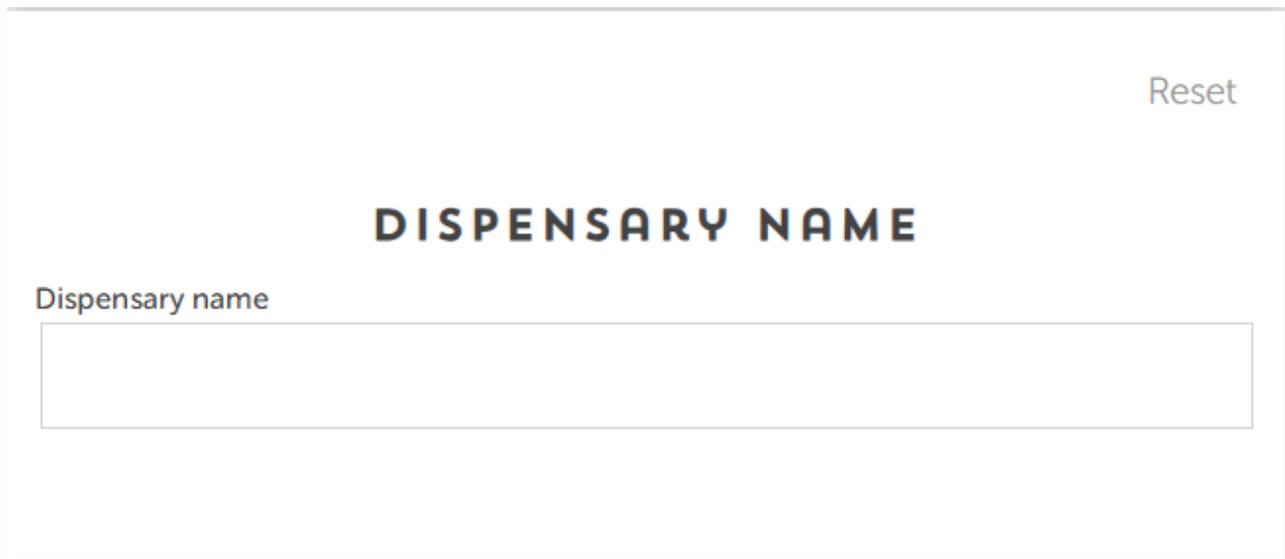


Figure 19: Free text field for Dispensary Name

d. Update Harvest date, if applicable – see Figure 20.

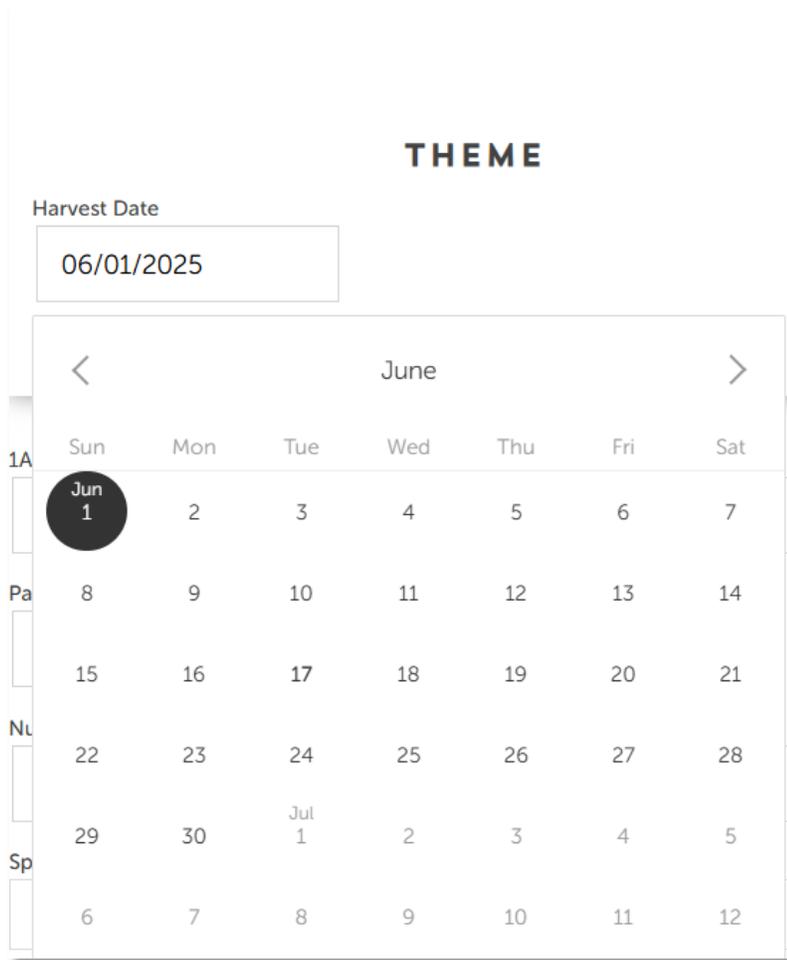


Figure 20: Harvest Date picker

- e. Set quantity and optional settings (e.g., packed date, , project tracking) – see **Figure 20**.

Number of unique labels *

1

Split into reels

No	Yes
----	-----

Print case pack label

No	Yes
----	-----

Manage project

No	Yes
----	-----

Status

Design	Test	Approved	Printed
--------	------	----------	---------

Figure 20: Optional settings fields in Create Labels window

2. How to use split reel when Creating Labels

Split reel lets you break large label sets into multiple PDF files. This is required when generating over 2,000 labels, to streamline printing and prevent file errors.

- o Under the Split into reels field – **see Figure 21.**

Packed Date (optional if not present if Batch / CoA doc)

06/17/2025

Number of unique labels 🔒

10

Split into reels

No	Yes
----	-----

Labels per reel Reels to print 🔒 Limit memory

10	1	no 1 worker 2 workers
----	---	-----------------------------

Figure 21: Split Reels button in the Label

- Set to Yes if creating more than 2,000 labels.
- Enter the number of labels per file in the Labels per reel field (e.g., 1,000).
- For best performance, set the Limit memory field to 1 worker.

3. Scroll down and click Create Labels – **see Figure 22.**



Figure 21: Create Labels button

4. Then click Render/Download PDF to generate your label file above the Preview Label window - **see Figure 22.**

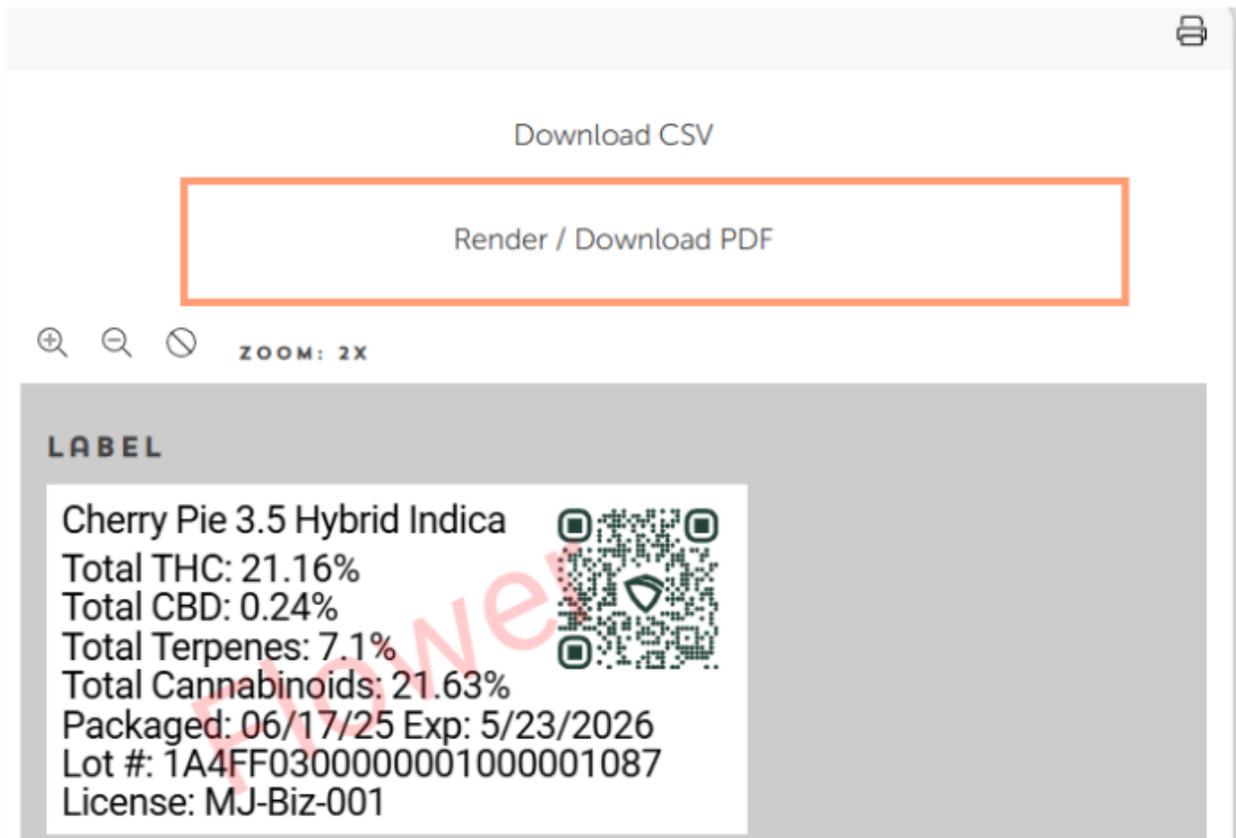


Figure 22: Product Card and Package information preview and Create Labels button

Section 6: Managing Labels

Managing labels in Retail ID lets you create, track, reprint, archive, or remove label sets to ensure accurate, compliant, and organized packaging.

- Reprinting: Only reprint if no labels have been applied
- Archiving: When a batch is complete, archive the label set
- Restore/Remove: Go to Print History, select, and use the action menu

Section 7: Enhancing the Consumer Experience (Mobile)

Retail ID offers product, COA, image, video, manufacturer, CTA, and FAQ cards—modular tools that let you create a branded, informative QR experience for consumers.

1. Navigate to Mobile - **see Figure 23.**

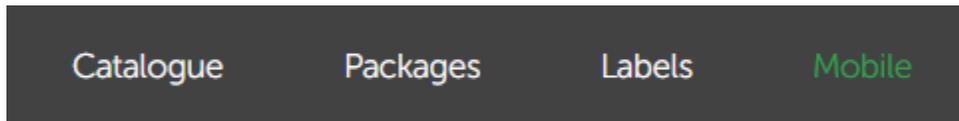


Figure 23: Main Menu Mobile link

2. Create custom stacks with:
 - a. Product Card (auto created during packing)
 - b. Add Video, Image, Manufacturer, CTA, and FAQ cards
3. Organize with arrows, preview, and save.
4. For more options to enhance the customer experience, refer to the full user guide or request a copy by emailing retail-id@metrc.com.

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](#) platform is simple:

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.

Metrc Expert

In the Metrc system, click on widget icon in the lower right-hand corner to open the Metrc Expert knowledge base to access step-by-step guides, ask questions, and more.

Thank you for your continued partnership.