Metrc Support Bulletin

Bulletin Number: MT_IB_59_Administrative Recalls	**Distribution Date:** 06/02/2025	**Effective Date:** 06/05/2025
Contact Point: Metrc Support	**Subject:** Administrative Recall functionality	
Reason: To provide an update on the new flag for product marked for recall by the CCD.		

Greetings,

Metrc and the CCD are pleased to announce the release of Administrative Recall functionality in Metrc effective June 5, 2025.

This bulletin provides important information related to identifying packages with a recall status and to highlight relevant updates associated with packages that carry this designation.
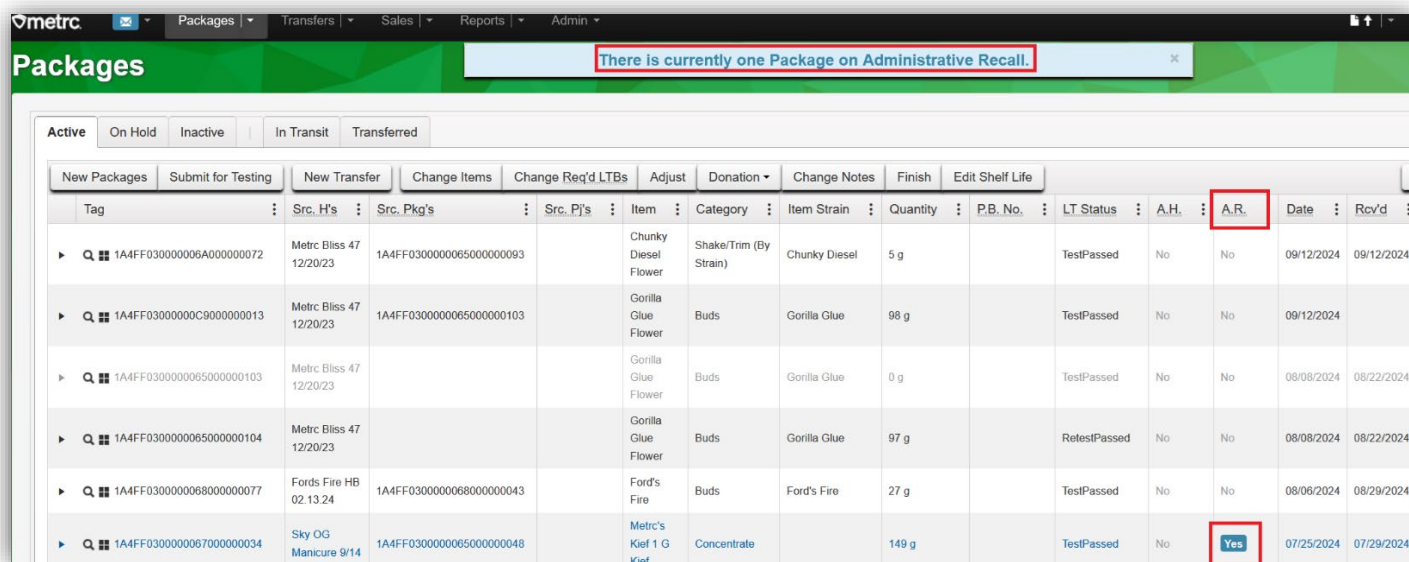
Please read on for additional information.

Administrative Recall functionality

The Administrative 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 Recall. Initially, when a package is designated with the recalled status, the Metrc Admin/Owner of the facility will obtain a notification via email.

Beyond the initial email notification to the facility Admin(s), the status is also identifiable in the following ways on the Packages Grid – **see Figure 1.**

- The package information will be displayed in blue.
- The Administrative Recall (A.R.) column will display as "Yes" with a blue rectangle highlighting the text.
- A banner will display notifying users that a package has been designated with the recalled status.

Figure 1: Identifying Packages Designated with Administrative Recall

Important note: While users can transfer packages marked with this status, please note that packages under administrative recall cannot be combined, remediated, or submitted for additional lab testing.

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 – Service Cloud – by navigating to Support.Metrc.com, or from the Metrc System, click the Support area dropdown 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 was recently redesigned 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.

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, manuals, and more.

Thank you for your continued partnership.

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Metrc LLC
For additional support,
please visit Support.Metrc.com