

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.

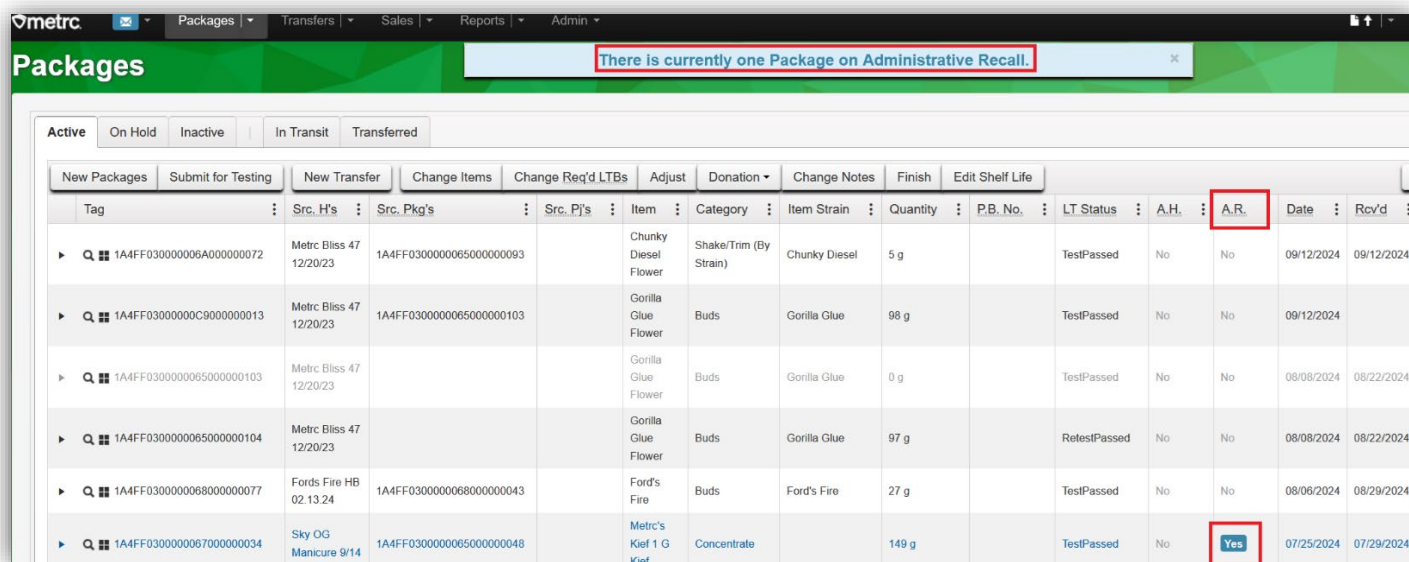
Please read on for additional information.

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.



The screenshot shows the Metrc interface with a banner at the top stating "There is currently one Package on Administrative Recall." Below the banner, the "Packages" grid is displayed. The grid has tabs for "Active", "On Hold", "Inactive", "In Transit", and "Transferred". The "Active" tab is selected. The grid columns include Tag, Src. H's, Src. Pkg's, Src. P's, Item, Category, Item Strain, Quantity, P.B. No., LT Status, A.H., A.R., Date, and Rcv'd. The "A.R." column for the last row, "Metrc's Kief 1 G Kief", is highlighted in blue and contains the text "Yes".

Tag	Src. H's	Src. Pkg's	Src. P's	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	A.H.	A.R.	Date	Rcv'd
1A4FF030000006A000000072	Metrc Bliss 47 12/20/23	1A4FF0300000065000000093		Chunky Diesel Flower	Shake/Trim (By Strain)	Chunky Diesel	5 g		TestPassed	No	No	09/12/2024	09/12/2024
1A4FF030000000C9000000013	Metrc Bliss 47 12/20/23	1A4FF0300000065000000103		Gorilla Glue Flower	Buds	Gorilla Glue	98 g		TestPassed	No	No	09/12/2024	
1A4FF03000000065000000103	Metrc Bliss 47 12/20/23			Gorilla Glue Flower	Buds	Gorilla Glue	0 g		TestPassed	No	No	08/08/2024	08/22/2024
1A4FF03000000065000000104	Metrc Bliss 47 12/20/23			Gorilla Glue Flower	Buds	Gorilla Glue	97 g		RetestPassed	No	No	08/08/2024	08/22/2024
1A4FF03000000068000000077	Fords Fire HB 02.13.24	1A4FF03000000680000000043		Ford's Fire	Buds	Ford's Fire	27 g		TestPassed	No	No	08/06/2024	08/29/2024
1A4FF03000000670000000034	Sky OG Manicure 9/14	1A4FF03000000650000000048		Metrc's Kief 1 G Kief	Concentrate		149 g		TestPassed	No	Yes	07/25/2024	07/29/2024

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](https://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.