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| Bulletin Number: CA-IB-2025-004 | Distribution Date: 6/18/2025 | Effective Date: 6/18/2025 |
| Contact Point: Metrc Support | Subject: Metrc Retail ID enhancements | |
| Reason: Optimizing options available for licensees to streamline use of Retail ID in labeling and transfers workflows. | | |

Greetings,

Metrc is pleased to provide information on the latest Retail ID product labeling system enhancements that will be available on 6/18/2025, including:

- The ability to generate Retail ID codes for packages before regulatory compliance test results are available
- An overview of unit serialization
- Automated linking of new lab results and associated documentation

These optional enhancements enable licensees to align labeling workflows, reduce secondary labeling efforts, and support accurate product transparency across the supply chain.

Please note:

- Integration with third-party POS systems is available to automatically streamline data updates between systems with each product scan, ensuring data consistency across systems, reducing administrative burdens, and enhancing decision-making with up-to-date information.

Please read on for important information regarding specific Metrc system functionality related to Retail ID.

What is Metrc Retail ID?

Metrc Retail ID utilizes QR code technology to provide unique product labeling for individual items, enhancing supply chain transparency and optimizing operational efficiency.

Retail ID Generation Prior to Testing Packages

A recent enhancement to Metrc's product labeling functionality now allows the generation of Retail ID enabled labels before regulatory compliance test results are reported—without compromising traceability.

Overview:

Licensees can now generate Retail ID codes for packages containing finished goods that are not yet in a "test passed" status. This update will support licensees who conduct their labeling and need Retail IDs before the regulatory compliance test results are reported into Metrc.

Retailers should always verify the testing status of a package in Metrc before receiving transfers of labeled products for sale. Landing pages for the QR codes will be updated automatically once the results are available.

Why this matters:

- Reduces opportunities for accidental sale of mislabeled products
- Provides increased flexibility in licensees' labeling workflows
- Increases transparency with consumers based on regulatory compliance data

Automated Lab Result Linking

With Retail ID now supporting labeling earlier in your workflow, this latest system enhancement also automatically links test results and Certificate of Analysis (COA) documentation to the associated Retail ID QR code once testing is complete.

This update provides more flexibility in when and how you label without sacrificing traceability or compliance. Regulatory compliance testing results will be automatically updated in near real-time when the lab records and releases the results or if a COA document is uploaded.

How it works:

1. Download Labels for the units in the finished good package that are ready for labeling but do not currently have compliance test results reported in Metrc.
2. Physically conduct finished good labeling with the Retail ID codes for the units in the package.

3. The Distributor will create a sample package for testing from the package in Step 1.
4. Once testing is complete and the lab releases the results, Retail ID system functionality will automatically detect the new information and update the QR code's product page with the:

- Regulatory compliance test results
- COA documentation
- Lab test identifiers

See Figure 1 for the consumer experience.

5. Continue with repackaging or transferring the labeled finished good units through the rest of your supply chain.



Figure 1: Test results and documentation linked to the Retail ID product page after a mobile QR scan

Reminder: Laboratory testing facilities are required to ensure that all test results and required documentation associated with the sampling event are uploaded into Metrc and accurately reflect the same information on the COA.

Unit serialization overview

What is unit serialization, and why should licensees print more than a single QR code for their entire package?

Unit serialization is the process of assigning a unique unit identifier to each individual final product, in addition to tracking at the package UID level. This unique unit identifier, typically in the form of a QR code, allows for precise tracking and management throughout the supply chain.

Benefits of unit serialization:

- **Greater supply chain transparency:** Enables seamless tracking of products from production to retail, making recalls and inventory audits more efficient.
- **Reduced fraud and diversion risks:** Helps protect against counterfeit products and inventory discrepancies.
- **Improved operational efficiency:** Streamlines product intake, shipping, and sales processes by enabling real-time tracking and automation.

Downloading Product Labels

With the appropriate employee permissions set, take the following steps to generate and download product labels within the Metrc system:

Go to the Packages area on the navigational toolbar. From the Packages grid, select the "Product Labels" tab – **see Figure 2**.

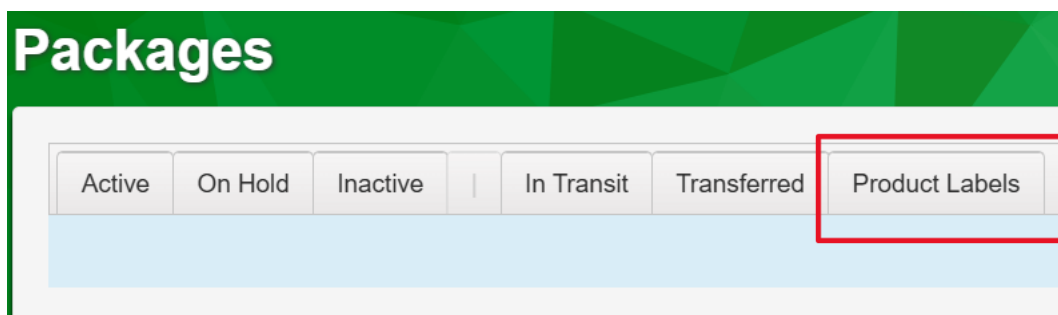


Figure 2: Product Labels tab

From the Product Labels grid, click the "Download Labels" button. Input the package that is ready for labeling. If a package is not selected, use the magnifying glass icon in the Download Labels action window to choose a package.

Enter the number of labels needed. A preview of the label format and layout will appear based on your selected inputs, including the label template and quantity (**see Figure 3**).

Retail ID supports both count-based and weight-based item labeling. To account for any labels that may be damaged or lost during application, we recommend downloading approximately 5% more labels than needed.

Note: Consider downloading more labels than you currently need to account for any replacements.

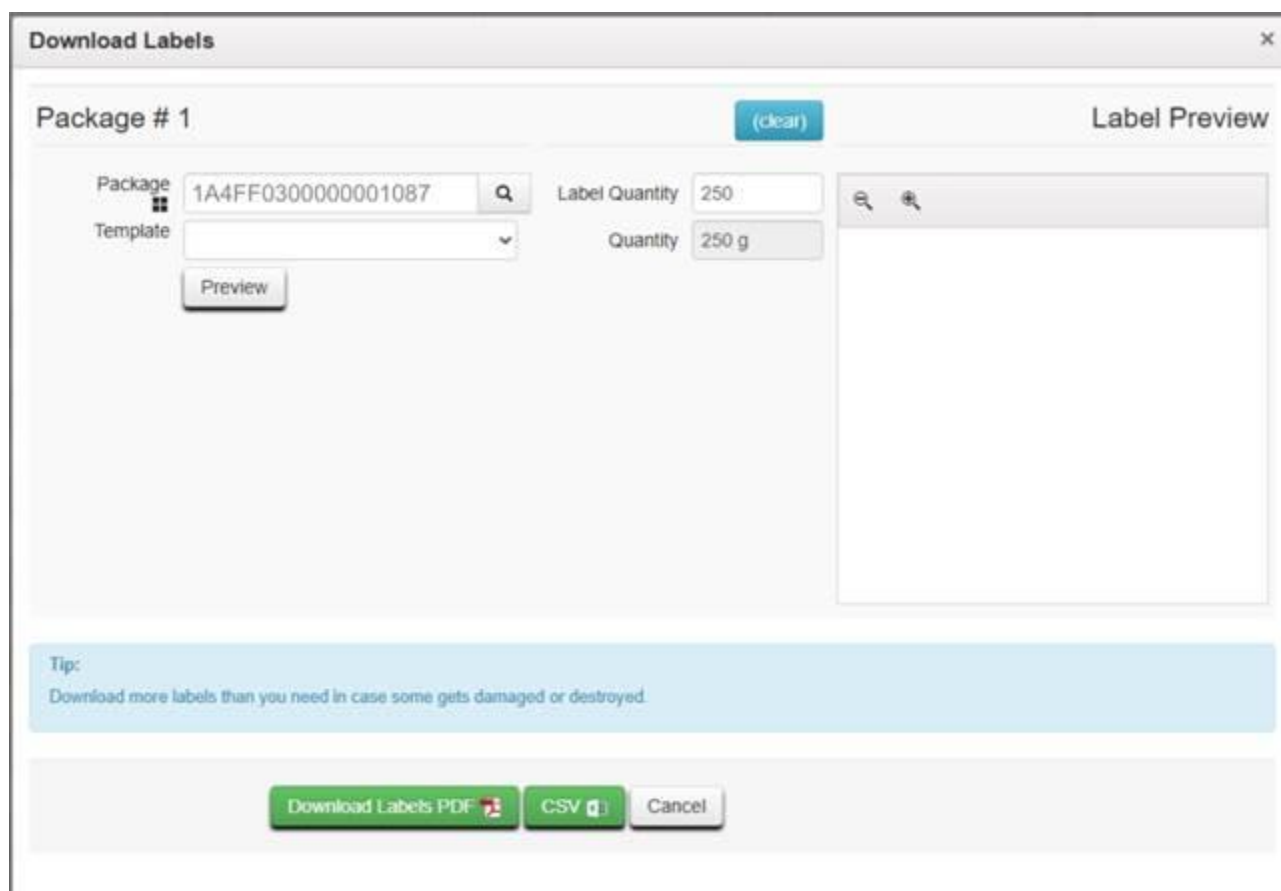


Figure 3: Download Labels action window

You can choose either Download Labels PDF or CSV. Then open the downloaded PDF or CSV to view your serialized labels. The PDF is formatted for printing in a roll format.

Metrc resources

If you have any questions like enabling permissions or understanding when to generate Retail IDs 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](https://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.