Metrc Support Bulletin

![metrc logo]

Bulletin Number: CA_IB_2025-005	Distribution Date: 7/15/2025	Effective Date: 7/23/2025
Contact Point: Metrc Support	Subject: Important CSV upload updates - Headers	
Reason: To provide best practice guidance for CSV uploads to avoid formatting errors.		

Greetings,

Metrc is introducing enhanced functionality with a system deployment after business hours on the evening of July 22, 2025, that will impact CSV imports (uploads). To ensure your data is processed correctly, **all CSV uploads must now include headers**.

This change affects the following import areas and will require updates to existing templates:

- Create Plantings
- Plantings from Plants
- Split Plantings
- Plantings from Packages
- Immature Plants Packages
- Packages from Mother Plant
- Immature Plants Growth Phase
- Plants Location
- Package Planting from Plant
- Manicure Plants
- Harvest Plants
- Plants Waste
- Packages from Harvest

Action required: If you have saved CSV templates for any of the affected import areas, you must update them to include the **appropriate column headers.** To view which CSV column headers are required, go to the appropriate screen to locate – **see Figures 1-4 below.**

Commented [SF1]: I am not sure if we should include this for CA or not. The Create Plantings permission (opening balance plant batches) is not enabled by default but can be granted by the state on a licensee-specific basis.

Commented [CC2R1]: @DCC review: should we retain Create Plantings in this list, i.e., has the Department granted this permission to any individual licensees? Even if not, is there concern about retaining in this list just to cover our bases? It may create questions about why some facilities don't have it, but if some do, it will be an impact to them.

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To access the CSV examples for each type of CSV upload (e.g., Harvest Plants), navigate to the file upload icon in the top navigation bar in Metrc, and choose the Data Import Queue option – **see Figure 1.**
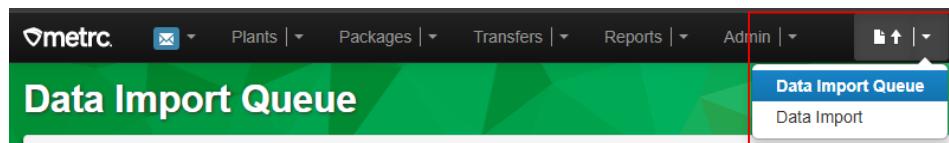

Figure 1: File Upload icon, Data Import Queue option

Once on the Data Import Queue screen, click on the "Pending" tab, and then the "Upload CSV" button – **see Figure 2.**
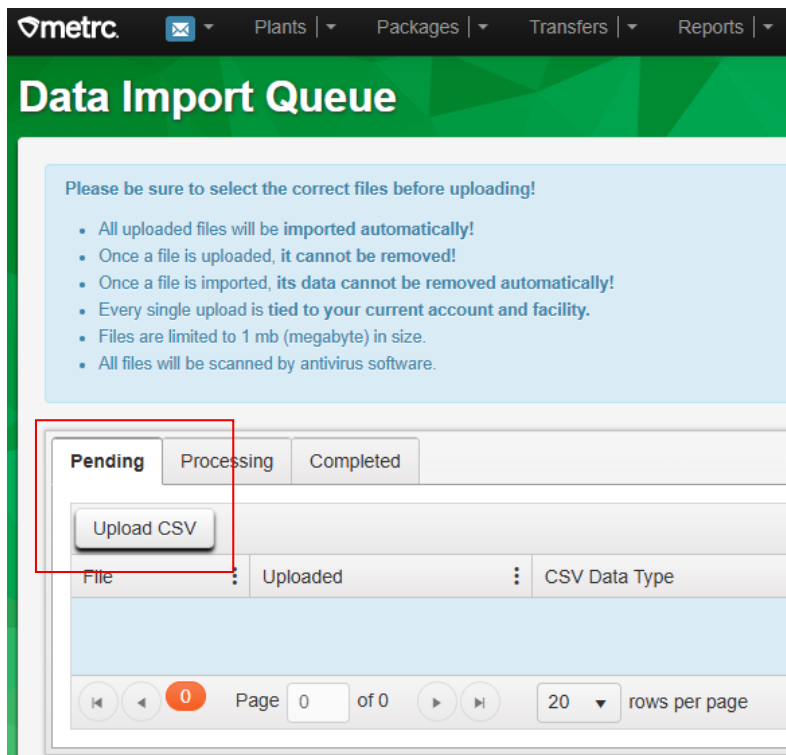

Figure 2: Data Import Queue Pending tab, Upload CSV button

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In the Upload CSV window, choose the File Upload Type of your choice (**see Figure 3**), which will display the CSV Column Headers guidance – **see Figure 4**.
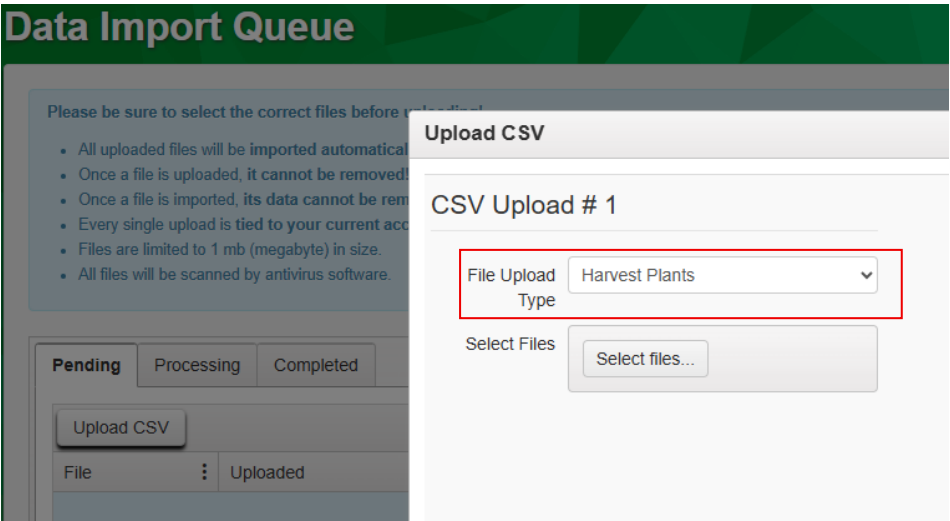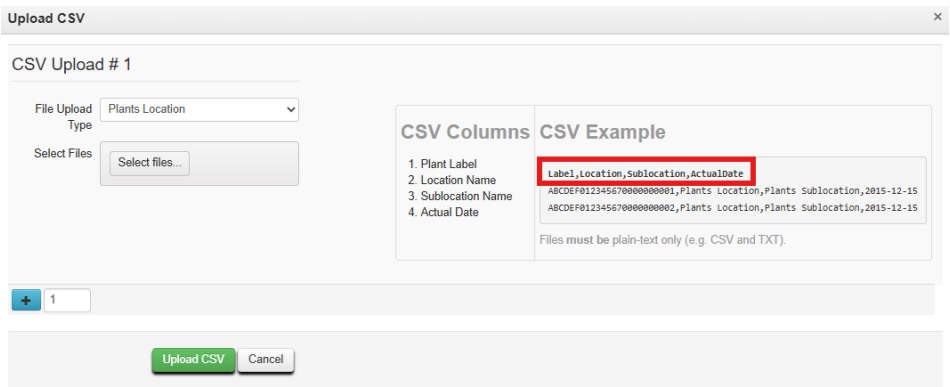

Figure 3: File Upload Type

Figure 4: CSV Column Headers guidance

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Each of the import areas noted on page 1 above have updated column header requirements. Please ensure your templates reflect these changes before uploading to avoid errors.

Example: If a CSV file or template is not updated with the appropriate column headings, or if the heading does not reflect the correct value, including being blank, the CSV file will not upload successfully and an error will occur – **see Figure 5.**
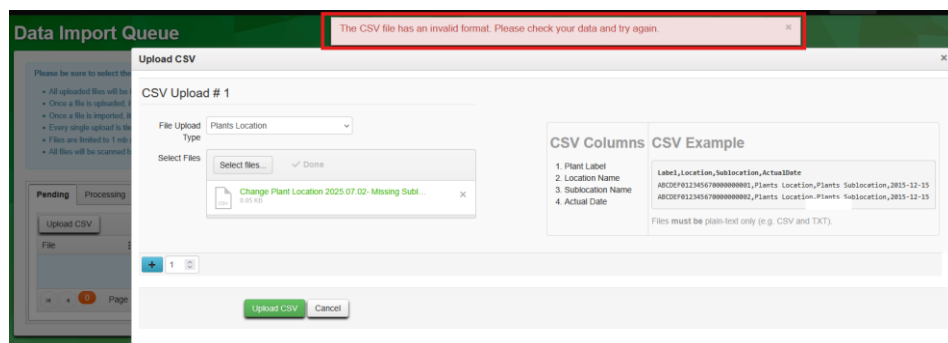

Figure 5: CSV upload error due to CSV column headings issue

Note: If a column heading is not applicable to functionality enabled in your state, such as Sublocation, you must still include it as a column heading and leave the field blank in the data prior to uploading your CSV template.

It is recommended to use the **Data Import Queue** for all CSV uploads as this option provides enhanced functionality, better support for headers and ensures successful validation.

Summary of best practices:

- Use CSV headers for **all** uploads
- Upload using the **Data Import Queue**
- Update existing templates to include all fields, including Sublocations (where applicable)
- Leave unused fields **blank**, but do not remove them
- Do not use CSV files without headers – this will result in upload errors

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, or from the Metrc System, click the Support area and select support.metrc.com and you will 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 is designed to offer educational opportunities to enhance users' skills with the Metrc system and provides 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, visit Metrc Learn and enter your login credentials, or to access, register by visiting the Metrc Learn Registration**.**

Thank you for your continued partnership.

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