Metrc Support Bulletin

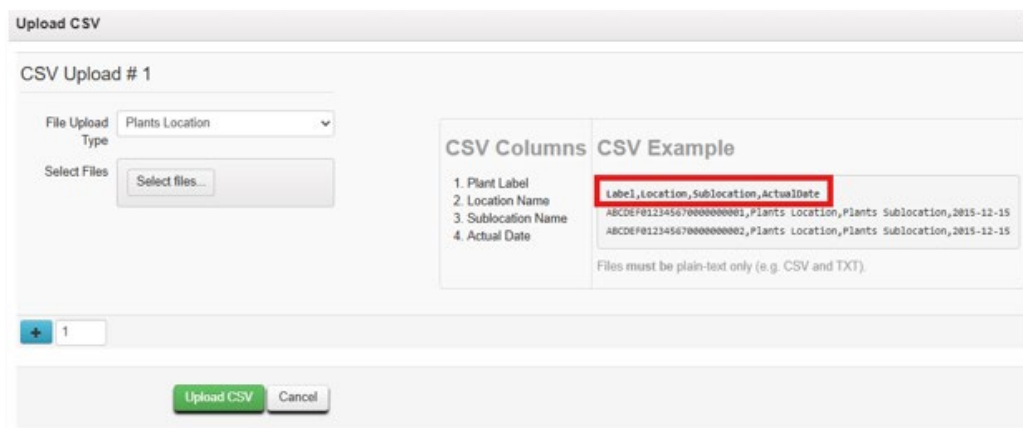| Bulletin Number: CO_IB_7.14.25	Distribution Date: 07/14/2025	Effective Date: 7/28/2025
Contact Point: Metrc Support	**Subject:** Important CSV upload updates - Headers	
Reason: To provide best practice guidance for CSV uploads to eliminate errors.		

Greetings,

Metrc is introducing enhanced functionality that will impact CSV imports (uploads). To ensure your data is processed correctly, **all CSV uploads are recommended to now include headers**.

This change affects the following import areas:

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

Action required: If you have saved CSV templates for any of the affected import areas, it is recommended to update them to include the **appropriate column headers.** To view CSV column headers, go to the appropriate screen to locate – **see Figure 1.**

Figure 1: CSV Column Headers guidance

Metrc Support Bulletin

Each of the import areas noted above have updated column headers. As a best practice, please ensure your templates reflect these changes before uploading to help avoid errors.

Example: If a CSV file or template is not updated with the appropriate column headings, or if the appropriate headings field does not reflect the correct value, including being blank, the CSV file may not upload successfully – **see Figure 2.**
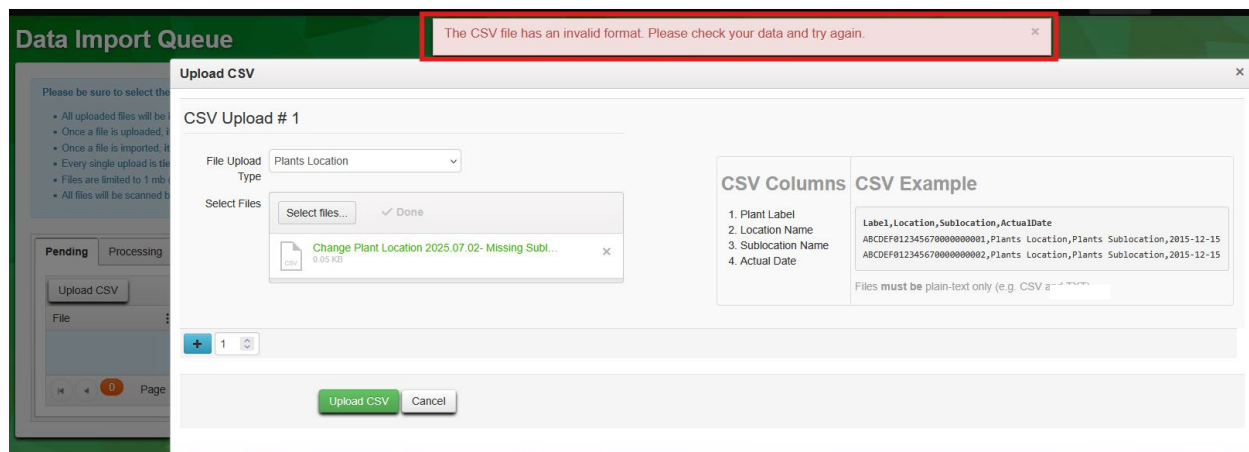

Figure 2: CSV upload error due to CSV column headings issue

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

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 required 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

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For additional support:
Support.metrc.com

2

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.

3

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For additional support:
Support.metrc.com