

# Metrc Support Bulletin



<b>Bulletin Number:</b> SD_IB_0041	<b>Distribution Date:</b> 07/25/2025	<b>Effective Date:</b> Ongoing
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Combining remediated and non-remediated product packages	
<b>Reason:</b> Combining remediated and non-remediated product packages.		

Greetings,

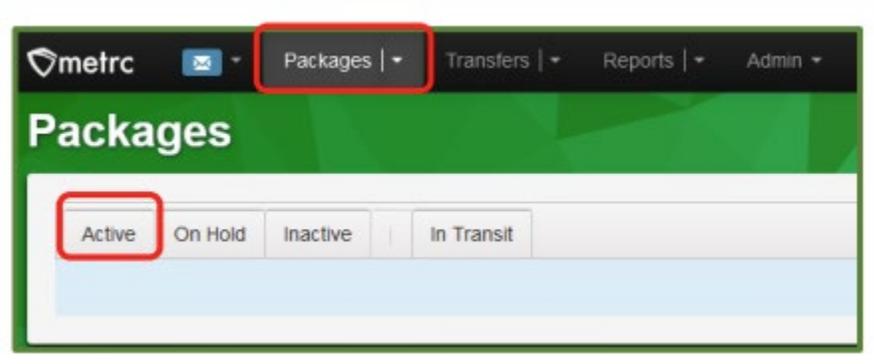
Metrc is pleased to provide information on new functionality that allows for the combination of remediated and non-remediated product packages.

Please read on for more information.

## Combining Remediated and Non-Remediated Product

The ability to combine remediated and non-remediated packages is now enabled in Metrc for users who want to combine product where only some of the product has been remediated.

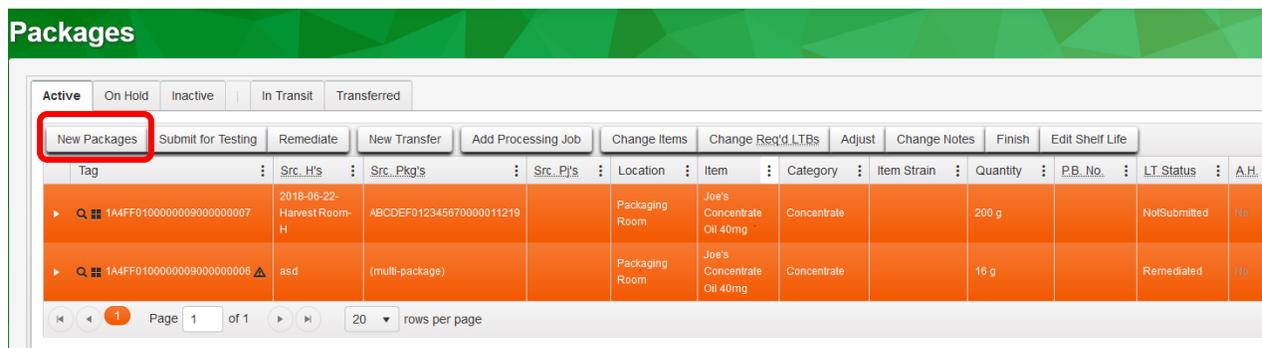
When combining packages of remediated and non-remediated product, the product should be item specific. In the example below, two packages of concentrate are being combined, where one package has been remediated and another package of the same product has not been remediated. To create the new package, select the Packages option in the Packages area on the navigational toolbar; then select the Active tab – see **Figure 1**.



**Figure 1: Active Packages grid**

From the Active Packages grid, select the rows of the two packages that are being combined. In this example, both packages are the same item, but one package has a status of Not Submitted and the other has a status of Remediated.

With the two package rows selected, click the New Packages button to begin the process of creating a new package of the combined product – see **Figure 2**.



**Figure 2: New Packages button**

This will open the New Packages action window to create the new package of the combined concentrate. Enter all required information, then select the Create Packages button to complete the creation of the new package – **see Figure 3.**

The screenshot shows the 'New Packages' window with the following details:

- New Package # 1** (clear button):
  - New Tag: 1A4FF01000000090000000008
  - Location: Packaging Room
  - Item: Joe's Concentrate Oil 40mg
  - Same Item
  - Quantity: 216 Grams
  - Note: [empty]
  - Package Date: 04/01/2024
- Mini-template**: Quantity ex. 100.23 - Select -
- Package # 1** (Remediated):
  - Tag: 1A4FF01000000090000000006
  - Quantity: 16 Grams
  - Current Lab Testing State: Remediated
  - Packaging: - new total will be 0 g
  - Finish Package
  - Finish Date: 04/01/2024
- Package # 2** (Not Submitted):
  - Tag: 1A4FF01000000090000000007
  - Quantity: 200 Grams
  - Current Lab Testing State: Not Submitted
  - Packaging: - new total will be 0 g
  - Finish Package
  - Finish Date: 04/01/2024
- Quick Entry**: Quick entry packages OFF
- Buttons**: + 1, (contents), **Create Packages** (highlighted), Cancel

**Figure 3: Create package with remediated and non-remediated product**

Once the package has been created, it will be listed in the active packages grid and will have a test status of Remediated – see **Figure 4**.

**Packages**

Active On Hold Inactive In Transit Transferred

New Packages Submit for Testing Remediate New Transfer Add Processing Job Change Items Change Req'd LTBS Adjust Change Notes Finish Edit Shelf Life

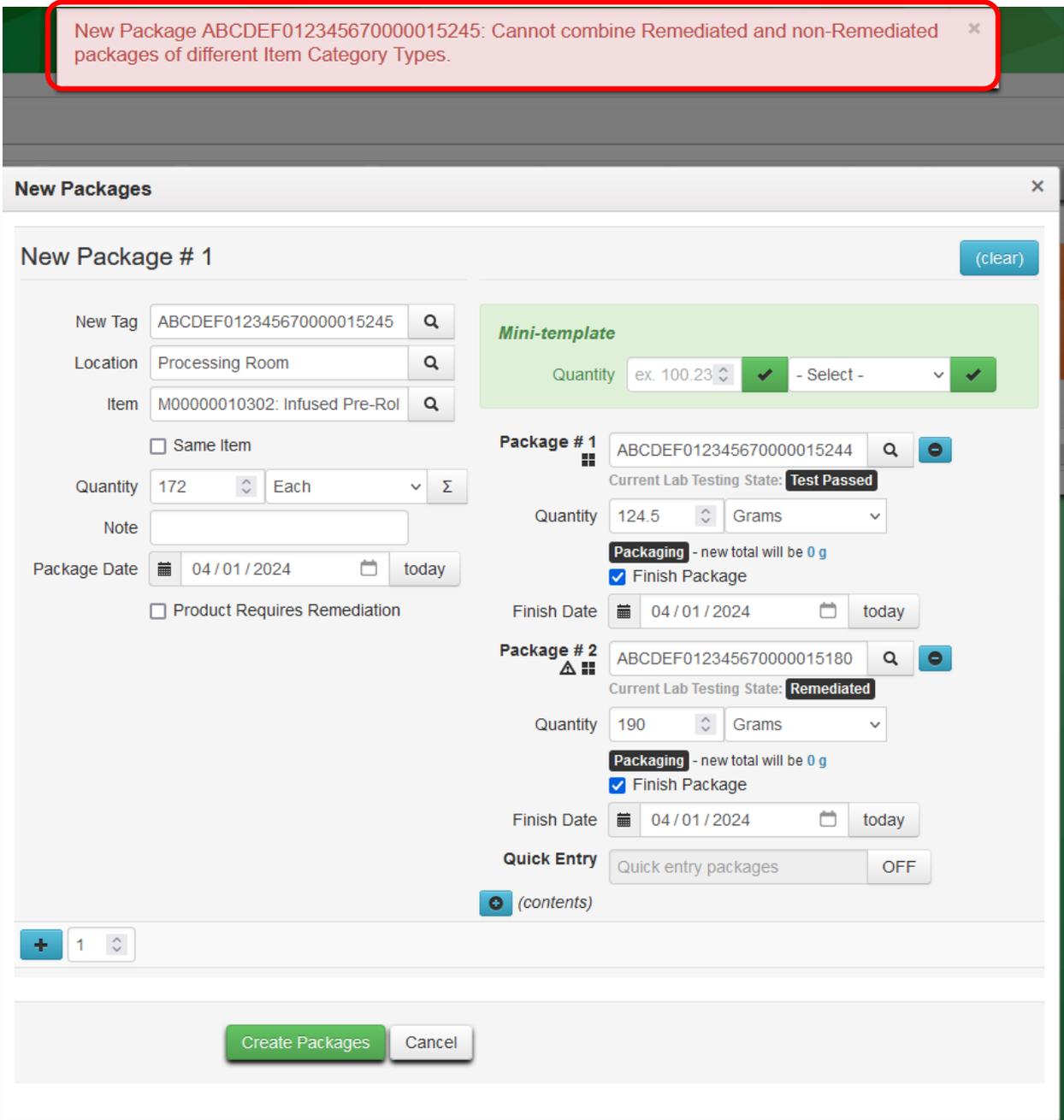
Tag	Src_H's	Src_Pkg's	Src_Pj's	Location	Item	Category	Item Strain	Quantity	P.B.No.	LT Status	A.H.	Date
1A4FF01000000090000000008	(multi-harvest)	(multi-package)		Packaging Room	Joe's Concentrate Oil 40mg	Concentrate		216 g		Remediated	No	04/01/2024

**Figure 4: New combined package of remediated and non-remediated product**

### Combining multiple categories

Multiple item categories cannot be combined using remediated and non-remediated products. In the example below, two packages are being combined – one package of flower with the status of Remediated and one package of concentrate with a status of Test Passed – to create a new package of Infused Prerolls. The steps previously stated were followed.

Since multiple categories cannot be combined using remediated and non-remediated products to create a new package, an error notification will appear explaining the action cannot be completed once the Create Packages button is selected – see **Figure 5** below.



**Figure 5: Error when creating a package with multiple categories**

### Metrc resources

If you have any questions, or need additional support, the following resources are available:

**Contact Metrc Support:** 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 is designed 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.