

Metrc Support Bulletin



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

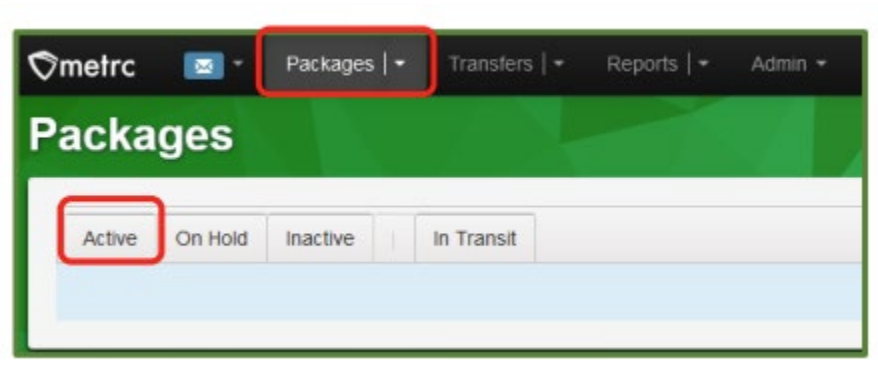


Figure 1: Active Packages grid

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.**

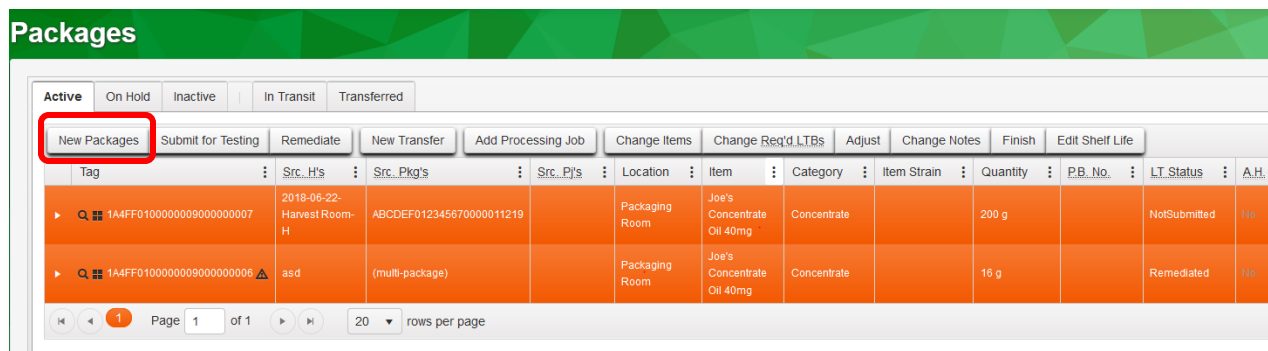


Figure 2: New Packages button

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.**

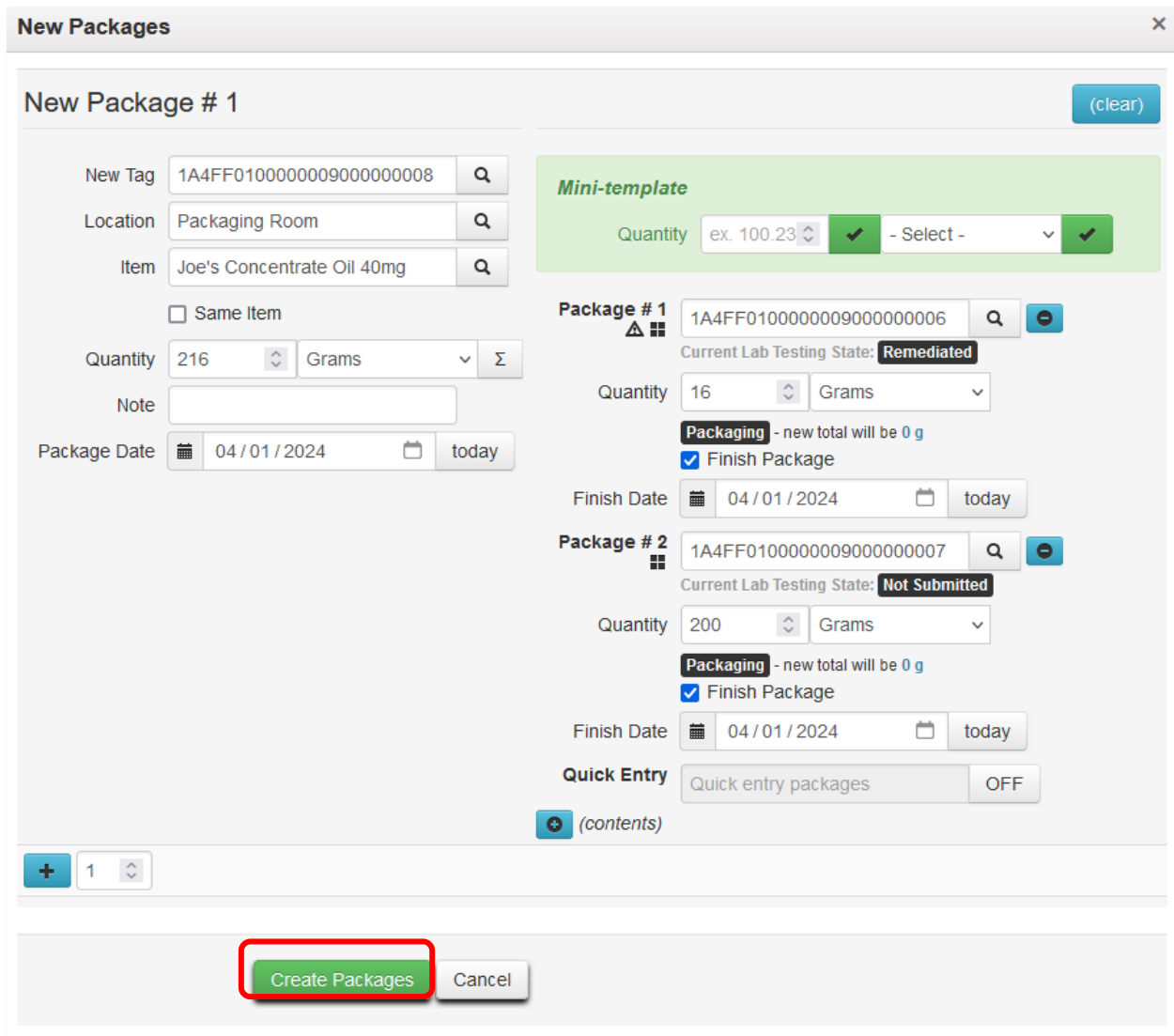


Figure 3: Create package with remediated and non-remediated product

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.**

New Package ABCDEF012345670000015245: Cannot combine Remediated and non-Remediated packages of different Item Category Types. ✕

New Packages

New Package # 1

(clear)

New Tag: ABCDEF012345670000015245 🔍

Location: Processing Room 🔍

Item: M00000010302: Infused Pre-Rol 🔍

☐ Same Item

Quantity: 172 ▾ Each ▾ Σ

Note:

Package Date: 04 / 01 / 2024 📅 today

☐ Product Requires Remediation

Mini-template

Quantity: ex. 100.23 ▾ ✓ - Select - ▾ ✓

Package # 1 ABCDEF012345670000015244 🔍 ⌵

Current Lab Testing State: **Test Passed**

Quantity: 124.5 ▾ Grams ▾

Packaging - new total will be 0 g

☒ Finish Package

Finish Date: 04 / 01 / 2024 📅 today

Package # 2 ABCDEF012345670000015180 🔍 ⌵

Current Lab Testing State: **Remediated**


Quantity: 190 ▾ Grams ▾

Packaging - new total will be 0 g

☒ Finish Package

Finish Date: 04 / 01 / 2024 📅 today

Quick Entry Quick entry packages OFF

 (contents)

+ 1 ▾

Create Packages Cancel

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.