Metrc Support Bulletin

Bulletin Number: SD_IB_0042	Distribution Date: 07/31/2025	Effective Date: 08/04/2025
Contact Point: Metrc Support	Subject: Updated Item Categories	
Reason: To inform establishments of new item categories and associated requirements.		

Greetings,

This bulletin is to notify establishments that item categories will be moving from net weight (15 grams) to THC weight (8000 milligrams) beginning on 08/04/2025. Two new item categories will be made available in anticipation of this change, which will also alter the way patient allotments are pulled during sales.

Please find a detailed description of this on the following pages.

New Item Categories

Two new item categories will be available for use within Metrc:

- Cannabis Oil/Capsules
- Tinctures

The tinctures category will require that the net weight be entered in grams, as well as the THC weight in milligrams. The THC weight is what the patient allotment will be pulled from when sales are made.

All items using the old category of *Cannabis Oil or Tincture in Oral Dosage Syringe or Capsule Form* will need to be discontinued so that new items can be created using the new item categories.

Discontinuing an Item

To discontinue an item, go to the "Admin" area and select "Items" as shown in **Figure 1** below. This will bring you to the Items grid where you can add, edit, or discontinue items.
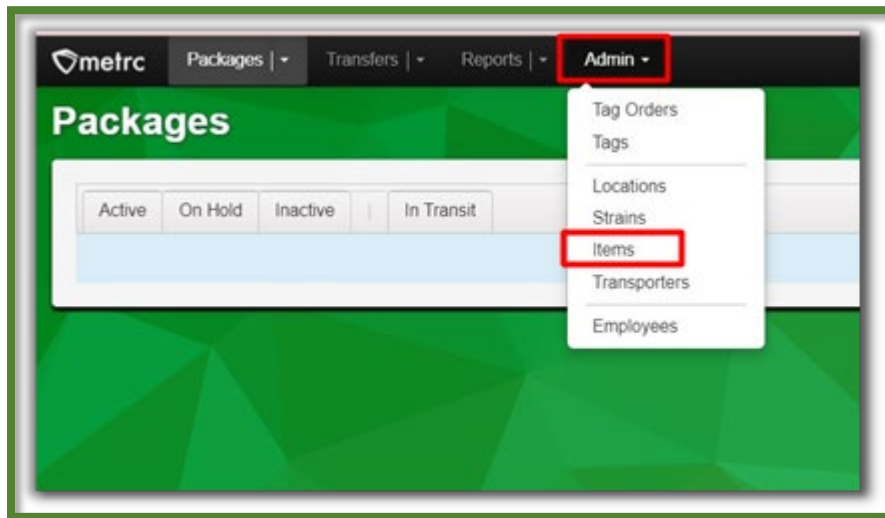

Figure 1: Items Option Under Admin Area

The Items grid will display all active items that have been created by the establishment. Identify the item that needs to be discontinued and select it. The selected item will be highlighted in orange. After confirming that the correct item has been selected, scroll to

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2

the right side in the last column to find an "X" button. After selecting the "X" button. After selecting the "X" button, a pop-up window will appear asking to confirm the request to discontinue the existing item as shown in **Figure 2** below. Select "OK" and the item will be discontinued from your inventory.
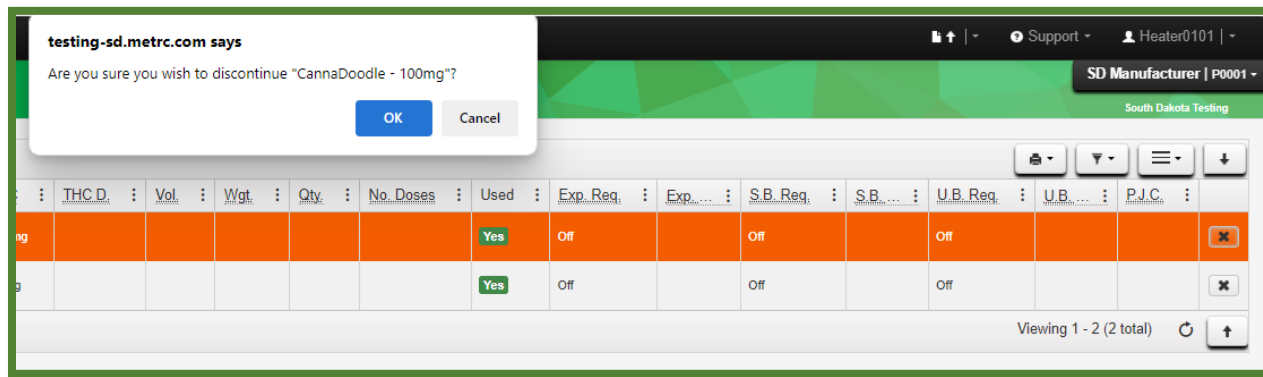

Figure 2: Confirmation Pop-Up Window to Confirm Discontinuing of Item

Once the item has been discontinued, the item cannot be used or edited again.

<u>Metrc resources</u>

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

Contact Metrc Support by using the new full-service system – Service Cloud – by navigating to 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 was recently redesigned 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.

4

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