

Bulletin Number: CA_IB_2025-006_Administrative Recalls	Distribution Date: August 18, 2025	Effective Date: August 18, 2025
Contact Point: Metrc Support	Subject: Administrative Recall functionality	
Reason: To provide an update on the new flags for products marked for recall by the DCC.		

Greetings,

Metrc and the DCC are pleased to announce the release of additional Administrative Recall functionality in Metrc effective August 18, 2025.

This bulletin provides important information related to identifying packages with a recall status and to highlight relevant updates associated with packages that carry this designation.

It also highlights new direct-to-consumer alerts through Metrc Retail ID.

Please read on for additional information.

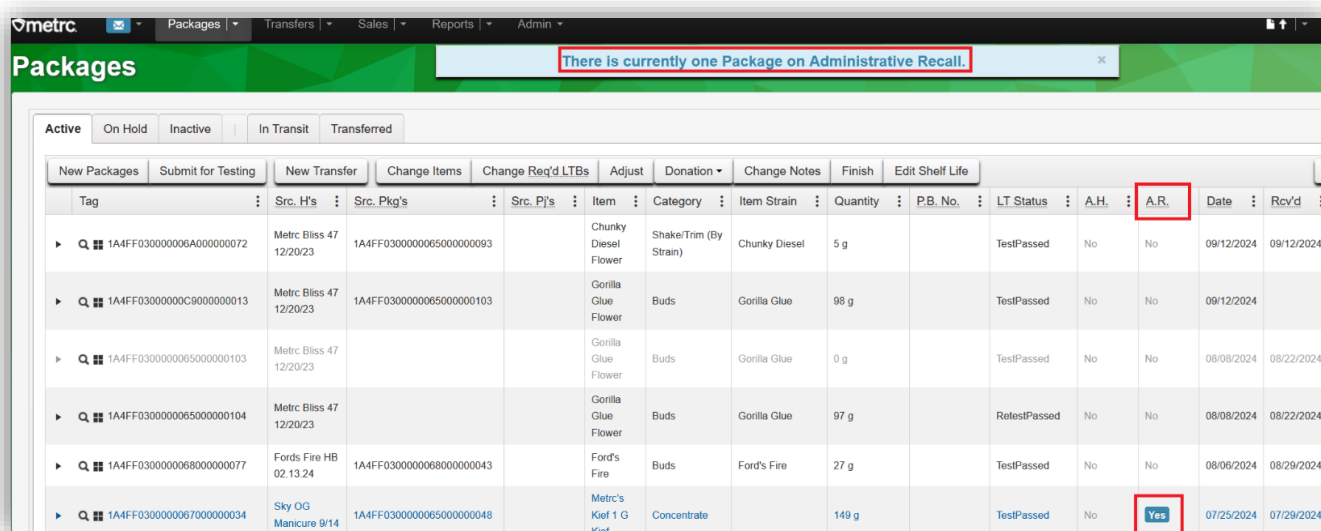
Administrative Recall functionality

The Administrative Recall functionality is designed to provide additional transparency for Metrc users regarding the status of a package within their facility's inventory. There are several ways in which users may identify that a package has been placed on Administrative Recall.

When a package is designated with the recalled status, the Metrc Account Manager and Owner(s) of the facility will receive an email notification of the administrative recall. The email will provide the UID number and the item name of the product that has been recalled.

Metrc Users who do not receive the email notification can identify recalled packages on the Packages Grid – **see Figure 1**.

- The package information will be displayed in blue.
- The Administrative Recall (A.R.) column will display as “Yes” with a blue rectangle highlighting the text.
- A banner will display notifying users that a package has been designated with the recalled status.



The screenshot shows the Metrc web interface with a banner at the top stating "There is currently one Package on Administrative Recall." Below the banner is a table of packages. The table has columns for Tag, Src. H's, Src. Pkg's, Src. P's, Item, Category, Item Strain, Quantity, P.B. No., LT Status, A.H., A.R., Date, and Rcv'd. The A.R. column for the last row, "Metrc's Kief 1 G Kief", is highlighted with a blue box and contains the text "Yes".

Tag	Src. H's	Src. Pkg's	Src. P's	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	A.H.	A.R.	Date	Rcv'd
1A4FF030000006A000000072	Metrc Bliss 47 12/20/23	1A4FF0300000065000000093		Chunky Diesel Flower	Shake/Trim (By Strain)	Chunky Diesel	5 g		TestPassed	No	No	09/12/2024	09/12/2024
1A4FF030000000C90000000103	Metrc Bliss 47 12/20/23	1A4FF0300000065000000103		Gorilla Glue Flower	Buds	Gorilla Glue	98 g		TestPassed	No	No	09/12/2024	
1A4FF03000000065000000103	Metrc Bliss 47 12/20/23			Gorilla Glue Flower	Buds	Gorilla Glue	0 g		TestPassed	No	No	08/08/2024	08/22/2024
1A4FF03000000065000000104	Metrc Bliss 47 12/20/23			Gorilla Glue Flower	Buds	Gorilla Glue	97 g		RetestPassed	No	No	08/08/2024	08/22/2024
1A4FF03000000068000000077	Ford's Fire HB 02.13.24	1A4FF0300000068000000043		Ford's Fire	Buds	Ford's Fire	27 g		TestPassed	No	No	08/08/2024	08/29/2024
1A4FF03000000067000000034	Sky OG Manicure 9/14	1A4FF0300000065000000048		Metrc's Kief 1 G Kief	Concentrate		149 g		TestPassed	No	Yes	07/25/2024	07/29/2024

Figure 1: Identifying Packages Designated with Administrative Recall

Important note: Packages under administrative recall cannot be combined, repackaged or submitted for additional lab testing. The system will allow users to transfer packages

marked with this status, but please refer to instructions received from DCC on the allowable movement of products designated with this status.

Product Recall Alerts with Metrc Retail ID

For California licensees, Metrc Retail ID now offers a way for consumers to verify if a product with Retail ID applied has been recalled.

The new administrative recall functionality integrates with Metrc's latest optional solution, Metrc Retail ID. When a consumer scans the Metrc Retail ID QR code of a product that has an administrative recall status, a mobile applet launches (Metrc VerifID), displaying the product card along with the recall notification at the top.

As shown in **Figure 2**, this alert can also include a health advisory link provided by the California Department of Cannabis Control (DCC) for additional guidance on the respective recall.

To learn more about Metrc Retail ID, please visit metrc.com/retailid.

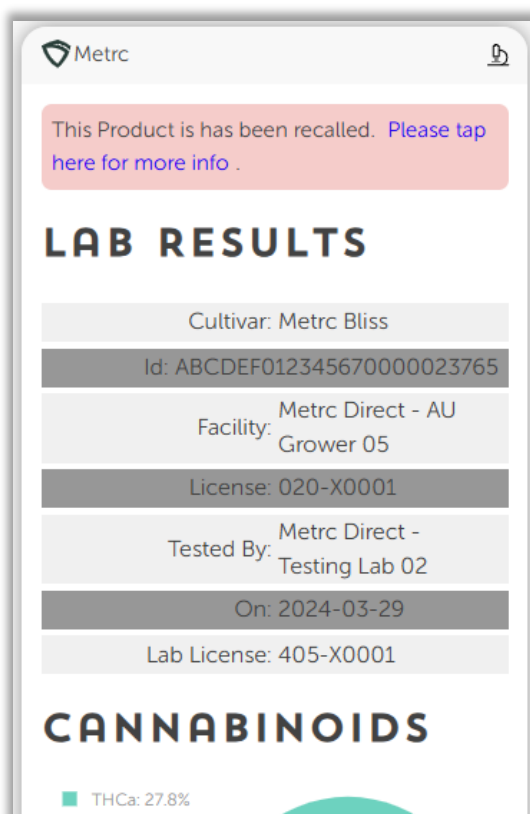


Figure 2. Product recall notification via Metrc VerifID application

Metrc resources

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](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 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.