Metrc Support Bulletin

Bulletin Number: IL_IB_0016	Distribution Date: 08/27/2025	Effective Date: 08/27/2025
Contact Point: Metrc Support	Subject: Patient Number Formatting	
Reason: To provide an update on REGEX implementation to ensure proper formatting of patient numbers.		

Greetings,

Metrc, in conjunction with the State of Illinois, will be implementing new system functionality to help minimize accidental errors when inputting patient ID numbers for sales. Beginning on 08/272025, dispensaries will receive an error if the patient number entered does not have the proper formats of:

The letters "QP" followed by a hyphen and eight or nine alpha-numeric characters.
- Example: **QP-00000000 or QP-000000000**

The letters "OP" followed by a hyphen and eight or nine alpha-numeric characters.
- Example: **OP-00000000 or OP-000000000**

The letters "MQP" followed by a hyphen and eight or nine alpha-numeric characters.
- Example: **MQP-00000000 or MQP-000000000**

The requirements for entering correct patient ID numbers into Metrc are:
- Must begin with a capitalized:
  - QP
  - OP
  - MQP
- Must be followed by a hyphen (-)
- Must be followed by eight or nine alpha-numeric characters (12BG5678 or 12BG56789)

The patient ID will be invalid if it includes any spaces, other symbols, and/or too many numbers.

If a patient number in a different format is entered into the sales receipt, the following error will be displayed:
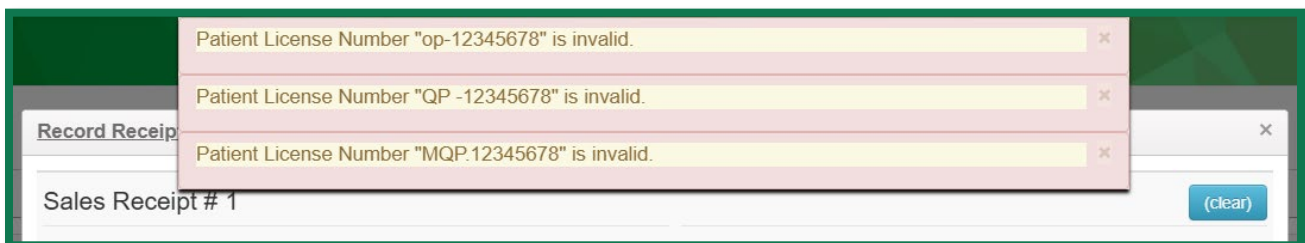

Figure 1: Invalid Patient IDs

If a patient number is in the correct format but is not in Metrc as an active or valid patient, the following error will be displayed:
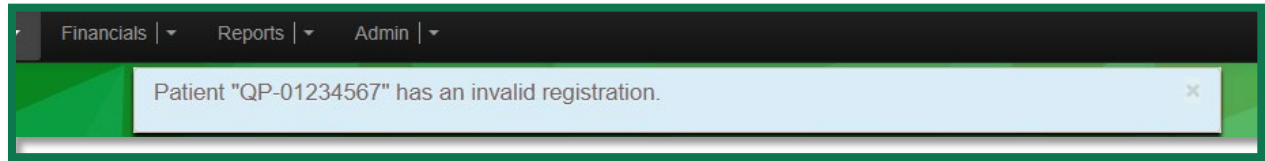
Figure 2: Valid but Incorrect Patient IDs

Note: While this may not eliminate all errors, such as transposed numbers or simple typos, it is important to doublecheck patient numbers to ensure that they are recorded accurately to track sales.

If the transition goes through a point-of-sale system, the following messages will be returned via API for a medical sale transaction:
- Invalid format for patient number:
  "Patient License Number 'XXX' is invalid."
- Correct format but wrong patient number:
  "Patient License Number 'XXX' has an invalid registration."

The caregiver reporting requirements remains but will not create the same warning message, so long as the patient number is valid and correct. The valid formats for caregivers are as follows:
- Must begin with a capitalized:
  - CG
  - MCG
- Must be followed by a hyphen (-)
- Must be followed by eight or nine digits (123BG678 or 123BG6789)

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, or from the Metrc System, click Support and navigate to support.metrc.com and it will 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 provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing Metrc Learn is simple through the following convenient locations:

From within the Metrc system
Navigate to the Support area on the navigational toolbar and select "Sign up for Training" to register.

Access additional resources
In the Metrc system, click on the Metrc Expert icon and search for the appropriate topic or type in a question.

Thank you for your continued partnership.

Metrc LLC
For additional support,
please visit Support.Metrc.com

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