# Metrc Support Bulletin



| Bulletin Number: MS_IB_0036 | Distribution Date: 09/8/2025 | Effective Date: 09/08/2025 |
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| Contact Point: Metrc Support | Subject: Metrc Retail ID – Staged Packages feature | |
| Reason: To provide a Staged Packages feature enhancement update as it relates to optional Metrc Retail ID functionality. | | |

Greetings,

**This bulletin applies only to licensees who are utilizing the optional Metrc Retail ID functionality**

Starting in August, the new Staged Packages feature will enable those who label – accros Cultivation and Manufacturing– with the ability to generate Metrc Retail ID QR codes earlier in the production process. This feature will allow users with "Manage Product Labels" permissions to:

- **Generate Retail IDs for packages that are not yet active in Metrc inventory**
- **Manage finished good packages more effectively**—especially licensed businesses with unique packaging requirements, like labeling flat, unfilled packages.
- **Integrate Staged Packages into existing labeling workflows**—eliminating the need for workflow modifications.
- **Print Retail ID QR codes without adjusting for final quantities**—making it more efficient and flexible.

A new "Staged Product Labels" tab has been added next to the existing Product Labels tab. When ready, users can activate these packages through the current process using the New Package tab.

Looking for additional information to get started? We've created helpful training resources in Metrc Learn – *reference the "Metrc Retail ID Quick Start" module* – and Metrc Expert – *reference the Retail ID section* – to ensure you are set up for success.

# 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 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.

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Metrc LLC
For additional support:
Support.metrc.com