Metrc Support Bulletin

Bulletin Number: OH_IB_ 0081	Distribution Date: 09/26/2025	Effective Date: 09/30/2025
Contact: Metrc Support	**Subject:** Disable Item Brand Editing When Linked to an Approved or Used Item.	
Reason: Announcing updates to Item Brand management to ensure regulatory compliance and consistent data tracking.		

Greetings,

Metrc and the Ohio Division of Cannabis Control (DCC or Division) are announcing an update to the Item Approval functionality in Metrc. Effective September 30, 2025, a new Item Brand status of "In Use" will be incorporated into Item Brand status options.
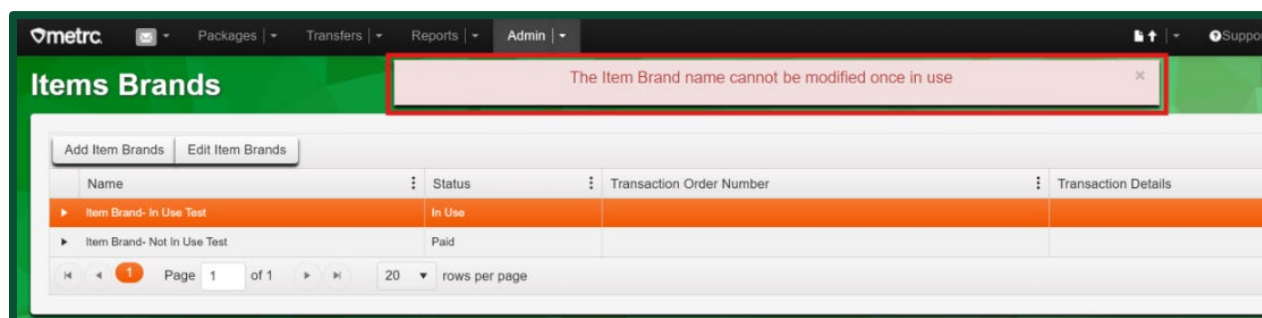
Key benefits:

- **Prevent unauthorized edits:** Item Brands linked to approved items cannot be modified.

- **Maintain data consistency:** Historical records remain accurate across all items associated with the brand.

- **Ensure regulatory compliance:** Each unique Item Brand is properly tracked in the system.

- **Simplified workflow:** No risk of accidental brand changes disrupting reporting or item linkage.

Please read the following pages for more detailed information.

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

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Item Brand Approval and Status Updates

Metrc will automatically display a new Item Brand status- **In Use**- when an Item Brand has been approved by the DCC <u>and</u> that brand has been associated with an Item. When the Item Brand carries the "In Use" status, the ability to edit the Item Brand is disabled. Any attempt to modify the Item Brand will display a message indicating that the name "cannot be modified once in use."

If an Item Brand carries the status of "In Use" and needs to be edited, the Brand must be discontinued rather than being edited. If a previously approved Item is reset by the state, any new item submission linked to that brand will require a new paid Item Brand.

Figure 1: Error Message / Inability to Edit an In Use Item Brand

There are no further workflow changes to the Item Brand submission process. All Brand creation and payment requirement Metrc workflows remain intact and all DCC rules and regulations remain applicable to this process.

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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 the Support area 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 the new Metrc Learn LMS is simple through multiple convenient locations:

> ***From within the Metrc system***
> Navigate to the drop-down Support menu in the navigational toolbar and select "Sign up for Training" to register.

> ***From the Metrc website***
> Navigate to your state's partner page and scroll down to the "Metrc's Training Resources" section to find the link.

Also, save the link – *learn.metrc.com* – as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

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.

Metrc LLC
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please visit Support.Metrc.com

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