Metrc Support Bulletin

Bulletin Number: MT_IB_0069	Distribution Date : 10/06/2025	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Updates to Remediation Icon Bulletin 55	
Reason: The remediation icon on Production Batches now follows packages created from a processing job.		

METRC, in collaboration with CCD would like to provide an update to the bulletin MT_IB_0055_Remediation Icon Following Created Packages.

Please note the following:
- Before September 2025, packages created through Processing Jobs did not inherit the **"contains remediated product"** icon when source packages within the job were designated as being **Remediated**.
- This issue is now resolved, and moving forward, if a job contains a remediated product, the output packages will also carry the icon.
- Please review bulletin 55 for specifics on the remediation icon carrying through processing jobs

For any review needed regarding processing jobs, please check out the following training.
Processing Jobs Metrc Training - Processing jobs Metrc Training

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

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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 has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new Metrc Learn platform is simple:

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.

Metrc Expert
In the Metrc system, click on widget icon in the lower right-hand corner to open the Metrc Expert knowledge base to access step-by-step guides, ask questions, and more.

Thank you for your continued partnership.

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

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