Metrc Support Bulletin

Bulletin Number: MA_IB_0107	Distribution Date: 12/12/2025	Effective Date: 12/15/2025
Contact Point: Metrc Support	Subject: Terpenoid Testing Update	
Reason: To globally standardize Cannabinoid and Terpenoid testing panels.		

Greetings,

In Metrc's efforts to globally standardize our Cannabinoid and Terpenoid testing panels, we are planning to add in "Terpinolene" to our standardized Terpenoid panel.

If Terpinolene is not required by state rules and regulations, Metrc will be adding it as "Available But Not Required" so that testing facilities can still have the option to record those results for their clients that request it.

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

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<u>Metrc resources</u>

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, 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.