

Bulletin Number: MD_IB_0118	Distribution Date: 12/03/2025	Effective Date: 12/15/2025
Contact Point: Metrc Support	Subject: Investigation Discovery Feature	
Reason: To inform of upcoming changes to action windows for packages that have been placed on Administrative Hold or Administrative Recall		

Greetings,

Metrc is pleased to announce the upcoming release of Investigation Discovery, a comprehensive improvement to our Administrative Holds process. This powerful new feature provides state regulators with advanced tools to investigate and manage product compliance issues with greater precision and control.

What is Investigation Discovery?

Investigation Discovery is an intentional control mechanism that enables state regulators to extract and analyze data before initiating an Administrative Hold or Administrative Recall. This ensures regulators can identify the correct products and understand the full scope of their investigation before taking enforcement action.

Licensees will now receive clear confirmation prompts when attempting to transfer or sell products that are on hold or recall, ensuring they are fully aware of product status before proceeding.

Transfer action window update

For facilities that the State allows the transfer of packages on Administrative Hold or Administrative Recall, there will now be confirmation checkboxes to indicate that the transfer contains items that are currently On Hold or On Recall. These checkboxes must be selected before a Transfer will be registered - **see Figure 1 below**.

Employee	Date Created
METRC INDUSTRY ADMIN	10/29/2025 02:00 pm
METRC INDUSTRY ADMIN	10/29/2025 09:24 am
METRC INDUSTRY ADMIN	10/29/2025 02:39 pm
METRC INDUSTRY ADMIN	10/29/2025 01:21 pm

Type	Product	Unit Volume	3 l	Lab Test Status Date	10/16/2025	L.T.E.	N/A
Source Harvest(s)	N/A	Unit Weight	1 g	Lab Test Performed Date	N/A	Partial	No
Source Package(s)	1A4FF0300000001000001972	Unit Quantity	N/A	Lab Test Recorded	N/A		
Location	Harvest A	Item Serving Size	N/A	Process Val. Sample	No		
Location Type	default	Item Supply Duration Days	N/A	Product Requires Remediation	No		
Patient	N/A	Quantity	1 g	Contains Remediated Product	No		
Item	ABugTest1	Note	N/A	Administrative Hold	Yes		
Item From License No.	N/A	Production Batch	No	Administrative Recall	No		
Item From Facility	N/A	Source Production Batch(es)	N/A	Packaged By	3a-X0001		
Category	ABugTest1	Source Processing Job(s)	N/A	Packaged Date	10/16/2025		
Item Strain	N/A	Trade Sample	No	Received Date	10/29/2025		
Unit CBD Percent	N/A	Donation	No	Received From License	3a-X0001		
Unit CBD Content	N/A	Source Package Donation	No	Received From Facility	AK LOFTY ESTABLISHMENT, LLC		
Unit CBD Content Dose	N/A	Donation License No.	N/A	Status	Active		
Unit THC Percent	N/A	Donation Facility	N/A	Exp.	N/A		
Unit THC Content	N/A	Initial Lab Test status	NotSubmitted	S.B.	N/A		
Unit THC Content Dose	N/A	Lab Test Status	NotSubmitted	U.S.	N/A		

Figure 1: Confirmation Checkbox on Transfer Action Window

For facilities that the state has not allowed the transfer of packages on Administrative Hold or Administrative Recall, licensees will see the following error message. –see Figure 2.

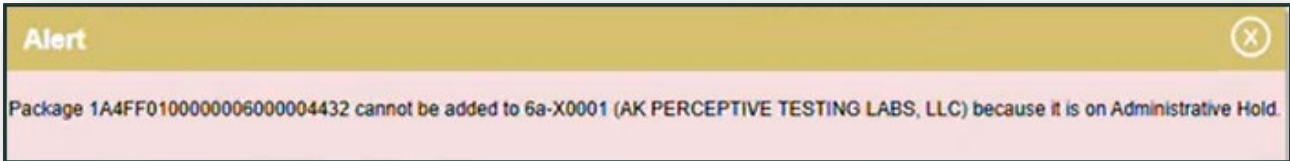


Figure 2: Error message for Transfers that the state has not allowed

Confirmation checkboxes for Sales Receipts and Sales Deliveries

Confirmation checkboxes have also been added to the Sales Receipts and Sales Delivery action windows for items that are On Hold or On Recall – see **Figures 3 and 4**.

Metrc does not prevent any further licensee actions but rather provides transparency that the package that is attempting to be sold/delivered is currently On Hold or On Recall.

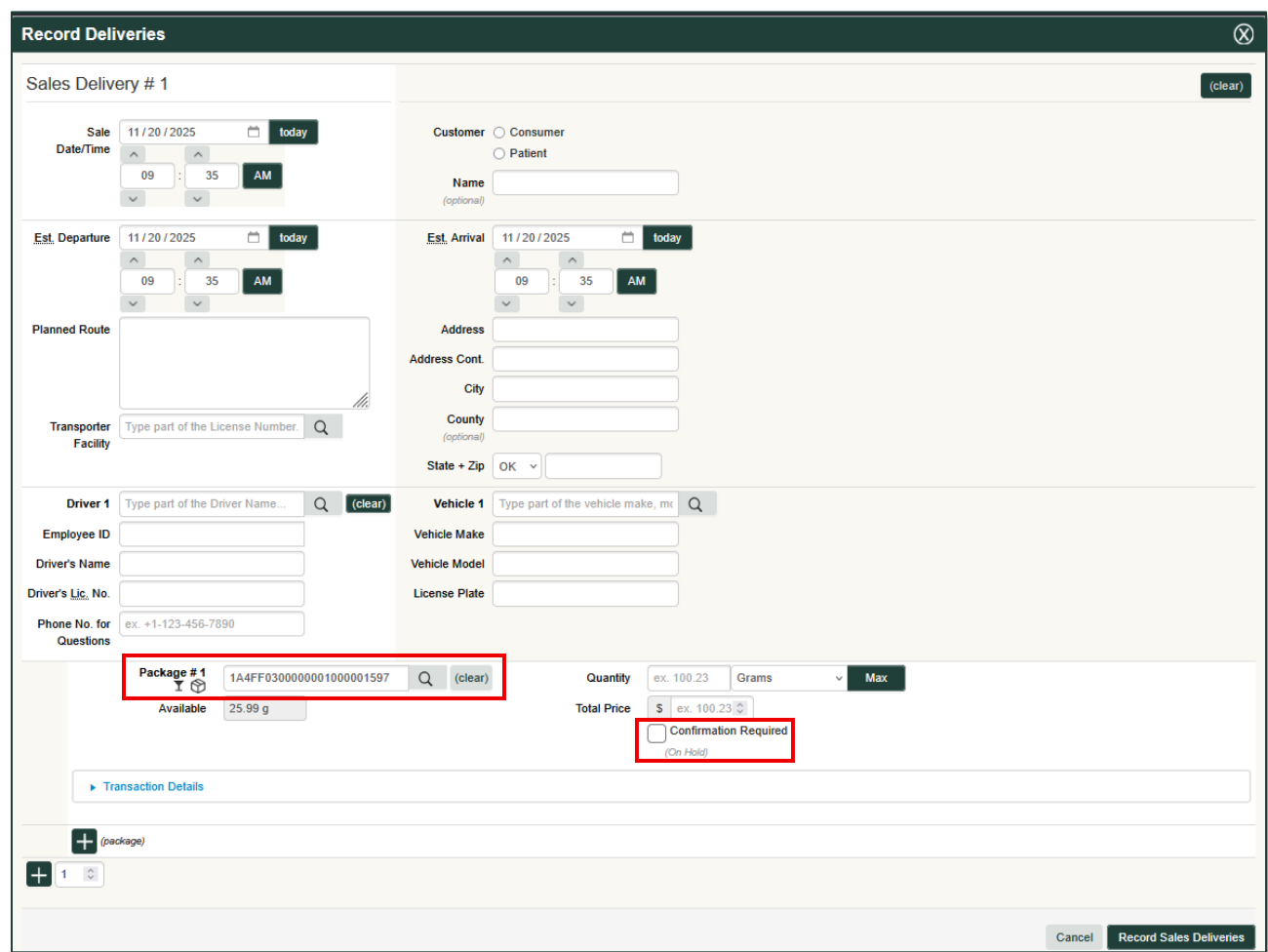


Figure 3: Sales Delivery Confirmation Checkbox

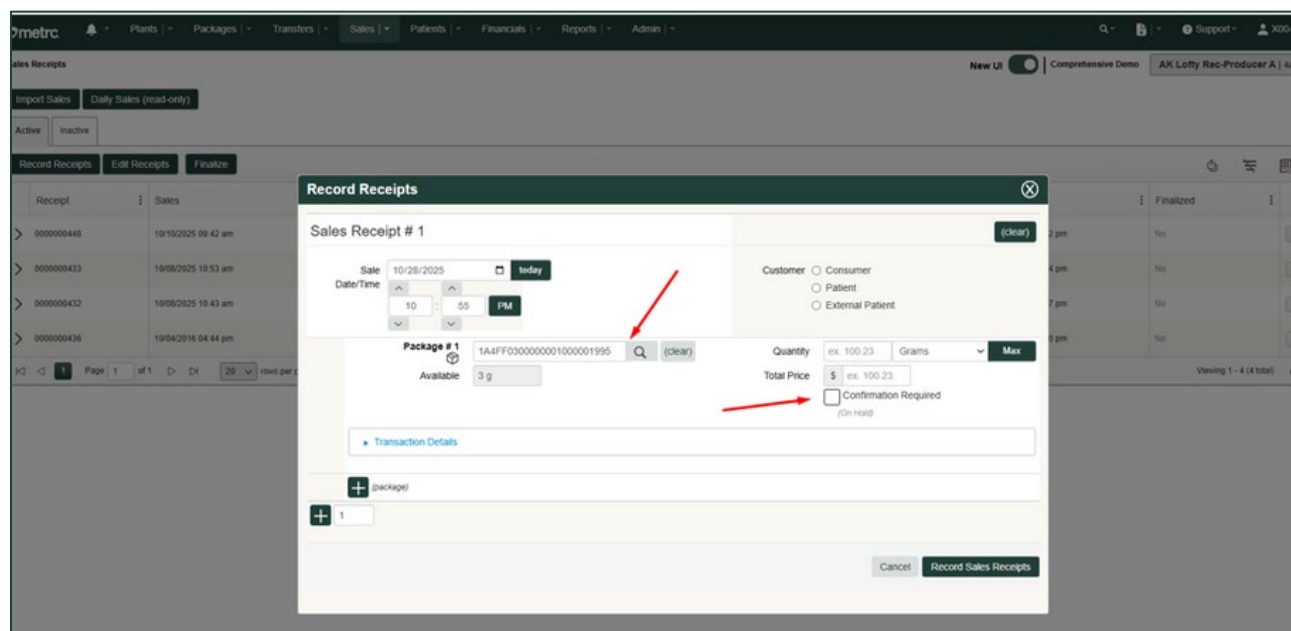


Figure 4: Sales Receipts Confirmation Checkbox

Metrc resources

If you have any questions, or need additional support, the following resources are available:

Contact Metrc Support

Submit a case in the [Metrc Support portal](#), call 877-566-6506, or live chat with an agent through the Metrc Expert widget.

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](#) directly or through other 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.

Thank you for your continued partnership.