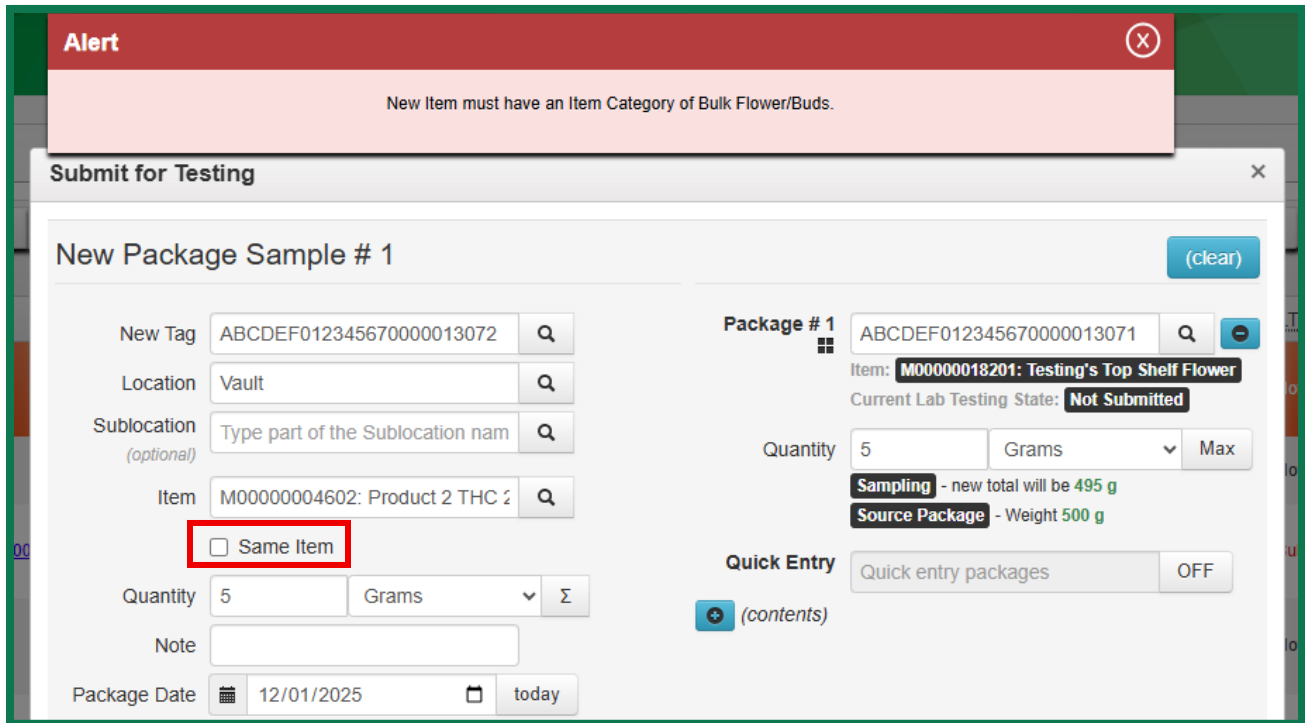


Bulletin Number: MI_IB_0112	Distribution Date: 12/5/2025	Effective Date: 12/16/2025
Contact Point: Metro Support	Subject: Sample Package Item Category Restriction	
Reason: To announce a new feature that notifies users that a different item category was selected when creating a test sample.		

Greetings,

Metric users will now notice that an error is triggered when creating a test sample using an item that is different from the source package. For example, if creating a test sample from a package with an item category of “Bulk Flower/Buds” and an item with the category of “Raw Single Serving Unit” is select for that test sample, a red error box will appear, as seen below. It is recommended that the “Same Item” checkbox be used when creating test samples in Metric. This issue is designed to limit mistakes made during the sample creation process.



Alert (X)

New Item must have an Item Category of Bulk Flower/Buds.

Submit for Testing (X)

New Package Sample # 1 (clear)

New Tag: ABCDEF012345670000013072 [Q]

Location: Vault [Q]

Sublocation (optional): Type part of the Sublocation nam [Q]

Item: M00000004602: Product 2 THC 2 [Q]

☐ Same Item

Quantity: 5 Grams [v] [Σ]

Note: [Text Box]

Package Date: 12/01/2025 [Calendar] today

Package # 1 [X] [Q] [X]

Item: M00000018201: Testing's Top Shelf Flower

Current Lab Testing State: Not Submitted

Quantity: 5 Grams [v] Max

Sampling - new total will be 495 g

Source Package - Weight 500 g

Quick Entry Quick entry packages OFF

(contents)

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](https://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.