Metrc Support Bulletin

Bulletin Number: NY_IB_0003	Distribution Date: 12/22/2025	Effective Date: Ongoing
Contact Point: Metrc Support	**Subject**: Item Category Updates	
Reason: Metrc provides guidance on item category updates		

Greetings,

Metrc, in conjunction with the New York Office of Cannabis Management (OCM), are pleased to provide information regarding a new item category being added to Metrc on 12/23/2025 for Infused Flower - Each.

Please read on for additional information.

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On December 23, 2025, a new item category will be available for use within the New York Metrc environment:

Infused Flower – Each

Please utilize the new item categories when creating infused flower final form products.

Also, there will be 2 new lab test batches that correlate with the new item category. Those lab test batches are:

AU Infused Flower – Final Form
Medical Infused Flower – Final Form

Please utilize the appropriate lab test batch when creating infused flower final form test sample packages.

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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 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 is designed to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.
Accessing Metrc Learn is simple through the following convenient locations:

From within the Metrc system

Navigate to the Support area on the navigational toolbar and select "Sign up for Training" to register.

Access additional resources

In the Metrc system, click on the Metrc Expert icon and search for the appropriate topic or type in a question.

Thank you for your continued partnership.