

Metrc Support Bulletin



Bulletin Number: WV_IB_0043	Distribution Date: 12/23/2025	Effective Date: 01/13/2026
Contact Point: Metrc® Support	Subject: Item Approval Process + New Item Categories	
Reason: The West Virginia OMC and Metrc are providing industry notice regarding changes to the state approval process used to create Items in Metrc available on January 13, 2026.		

Greetings,

Metrc, in conjunction with the West Virginia Office of Medical Cannabis (OMC), is pleased to provide information on the latest system enhancements related to the Item Approval process.

The Item Approval process in Metrc will go into effect on January 13, 2026, and will replace the current process of submitting item approval requests via “WV OMC New Product/Strain Name Submission Form”.

NOTE: Effective January 13, 2026, all new Items created in the Metrc system will require the state’s approval to be documented in the Metrc system before they are available to use. These Items will not be accessible in your Metrc account until the approval process is completed. Items submitted for approval may take up to 2 weeks to review by OMC. If you have any questions about items that have been submitted for approval, please contact medcanwvindustry@wv.gov.

All existing Items will be reviewed by the WV OMC on a license-by-license basis. Due to the item approval process now being documented in Metrc, there may be existing items that need to be revised to include all information required by OMC.

WV OMC advises licensees to refer to [TA #23090101](#) regarding Variance of THC levels and [TA #25010002](#) regarding Product, Strain Name, and Additive Approvals.

The information provided in this bulletin includes:

- General Information for Item Approvals
 - o New Item Categories Available
- Required Fields for Item Categories
- Updating Employee Permissions for Item Creation
- Adding Items for Approval in Metrc
- Editing or Revising Items in Metrc
- Best Practices for Recreating Items in Metrc

Please see the following pages for further details on these changes.

General Information for Item Approvals

The chart below outlines active item categories, including 5 new item categories, in West Virginia as of January 13, 2026, with clarification on whether state pre-approval in Metrc is required through the new item approval process.

- **NOTE:** Any new items created in the item categories not requiring state pre-approval will reflect a default status of approved in Metrc.

New Item Category?	Item Category	Type	Quantity type	Requires pre-approval?
No	Bud/Flower (Bulk)	Buds	WeightBased	NO
NEW	Bud/Flower (Each)	Buds	CountBased	YES
No	Concentrate (Bulk)	Concentrate	WeightBased	NO
No	Concentrate (Each)	Concentrate	CountBased	YES
No	Dermal Patch	InfusedNonEdible	CountBased	YES
No	Immature Plants	Plants	CountBased	NO
NEW	Infused Flower (Bulk)	Concentrate	WeightBased	NO
NEW	Infused Flower (Each)	Concentrate	CountBased	YES
No	Kief (Bulk)	Concentrate	WeightBased	NO
NEW	Kief (Each)	Concentrate	CountBased	YES
No	Liquid Tincture	InfusedNonEdible	CountBased	YES
No	Pill	InfusedNonEdible	CountBased	YES
No	Seeds	Plants	CountBased	NO
No	Shake/Trim	ShakeTrim	WeightBased	NO
No	Shake/Trim (by strain)	ShakeTrim	WeightBased	NO
NEW	Shake/Trim (Each)	ShakeTrim	CountBased	YES
No	Topicals	InfusedNonEdible	CountBased	YES
No	Vape Carts	Concentrate	CountBased	YES
No	Wet Whole Plant	Plants	WeightBased	NO

Required Fields for Item Categories

The required fields for many item categories have been updated. When creating items in the item categories below, it will be required to provide the following information. All item categories require Item Name and Item Category fields to be completed. If there are any questions about the information required, reach out to WV OMC.

NOTE: When creating items, there will be prompts in the action window to upload Product Photo, Label Photo, and Packaging Photo. *Only certain item categories require photo upload as noted below.*

- When creating an item in an item category that does not require photo upload, there will be no need to input anything in the Photo Description or Photo Upload fields.

Bud/Flower (Bulk)

*Used to package bud/flower harvest batches and bulk packages of cannabis.
This item category shall NOT be used for final form bud/flower.*

- Unit of Measure
- Strain

Bud/Flower (Each)

*Used to package final form bud/flower products intended for patient sale.
Items in this item category shall have accurate unit weight for each packaged unit (ex: 3.5g, 7g, 14g, etc).*

- Unit of Measure
- Strain
- Unit CBD Percent
- Unit THC Percent
- Unit Weight
- Public Ingredients
- Product Photo Description
- Product Photo
- Label Photo Description
- Label Photo
- Packaging Photo Description
- Packaging Photo

Concentrate (Bulk)

*Used to package concentrate in bulk (ex: a jar of distillate from a production batch)
This item category shall NOT be used for final form concentrate.*

- Unit of Measure
- Unit CBD Percent
- Unit THC Percent
- Unit THC Content

Concentrate (Each)

Used to package final form concentrate products intended for patient sale.

- Unit of Measure
- Strain
- Unit CBD Percent
- Unit THC Percent
- Unit THC Content
- Unit Weight
- Serving Size
- Number of Doses
- Public Ingredients
- Product Photo Description
- Product Photo
- Label Photo Description
- Label Photo
- Packaging Photo Description
- Packaging Photo

Dermal Patch

Used to package bulk (production batch) and each (final form) products.

- Unit of Measure
- Administration Method
- Unit CBD Percent
- Unit THC Percent
- Unit THC Content
- Unit Weight
- Serving Size
- Number of Doses
- Product Photo Description
- Product Photo
- Label Photo Description
- Label Photo
- Packaging Photo Description
- Packaging Photo

Immature Plants

Used to package immature plants (clones, tissue cultures) for transfer between licensed facilities as allowed by WV regulations.

- Unit of Measure
- Strain

Infused Flower (Bulk)

Used to package infused flower from a production batch. This item category shall NOT be used for final form infused flower.

- Unit of Measure

Infused Flower (Each)

Used to package final form infused flower products intended for patient sale.

Items in this item category shall have accurate unit weight for each packaged unit (ex: 3.5g, 7g, 14g, etc).

- Unit of Measure
- Unit CBD Percent
- Unit THC Percent
- Unit Weight
- Public Ingredients
- Product Photo Description
- Product Photo
- Label Photo Description
- Label Photo
- Packaging Photo Description
- Packaging Photo

Kief (Bulk)

Used to package kief in bulk from a production batch. This item category shall NOT be used for final form kief.

- Unit of Measure
- Unit CBD Percent
- Unit THC Percent
- Unit THC Content

Kief (Each)

Used to package final form kief products intended for patient sale.

- Unit of Measure
- Strain
- Unit CBD Percent
- Unit THC Percent
- Unit THC Content
- Unit Weight
- Number of Doses
- Public Ingredients
- Product Photo Description
- Product Photo
- Label Photo Description
- Label Photo
- Packaging Photo Description
- Packaging Photo

Liquid Tincture

Used to package bulk (production batch) and each (final form) products.

- Unit of Measure
- Administration Method
- Unit CBD Percent
- Unit THC Percent
- Unit THC Content
- Unit Volume
- Serving Size
- Number of Doses
- Public Ingredients
- Product Photo Description
- Product Photo
- Label Photo Description
- Label Photo
- Packaging Photo Description
- Packaging Photo

Pill

Used to package bulk (production batch) and each (final form) products.

- Unit of Measure
- Administration Method
- Unit CBD Percent
- Unit THC Percent
- Unit THC Content
- Unit Weight
- Serving Size
- Number of Doses
- Public Ingredients
- Product Photo Description
- Product Photo
- Label Photo Description
- Label Photo
- Packaging Photo Description
- Packaging Photo

Seeds

Used to package seeds for transfer or storage as allowed by WV regulations.

- Unit of Measure
- Strain

Shake/Trim

Used to package shake/trim harvest batches and bulk packages of cannabis.

This item category shall NOT be used for final form shake/trim.

- Unit of Measure
- Unit CBD Percent

- Unit THC Percent

Shake/Trim (by strain)

Used to package shake/trim harvest batches and bulk packages of cannabis.

This item category shall NOT be used for final form shake/trim.

- Unit of Measure
- Strain
- Unit CBD Percent
- Unit THC Percent

Shake/Trim (Each)

Used to package final form shake/trim products intended for patient sale.

Items in this item category shall have accurate unit weight for each packaged unit (ex: 3.5g, 7g, 14g, etc).

- Unit of Measure
- Strain
- Unit CBD Percent
- Unit THC Percent
- Unit Weight
- Number of Doses
- Public Ingredients
- Product Photo Description
- Product Photo
- Label Photo Description
- Label Photo
- Packaging Photo Description
- Packaging Photo

Topicals

Used to package bulk (production batch) and each (final form) products.

- Unit of Measure
- Administration Method
- Unit CBD Percent
- Unit THC Percent
- Unit THC Content
- Unit Weight
- Serving Size
- Number of Doses
- Public Ingredients
- Product Photo Description
- Product Photo
- Label Photo Description
- Label Photo
- Packaging Photo Description
- Packaging Photo

Vape Products

Used to package bulk (production batch) and each (final form) products.

- Unit of Measure
- Strain
- Unit CBD Percent
- Unit THC Percent
- Unit THC Content
- Unit Weight
- Serving Size
- Number of Doses
- Public Ingredients
- Product Photo Description
- Product Photo
- Label Photo Description
- Label Photo
- Packaging Photo Description
- Packaging Photo

Wet Whole Plant

Used to package fresh frozen plant harvest batches.

- Unit of Measure
- Strain

Updating Employee Permissions for Item Creation

Metrc Account administrators will need to update the employee permissions of any staff members who will be responsible for creating new Items to be submitted for Approval.

To access permission settings, select the Employees option from the Admin area dropdown on the navigational toolbar to populate the Employees grid. From the Employees grid, highlight the employee requiring permission setting changes, then select the Edit Employees button – **see Figure 1.**

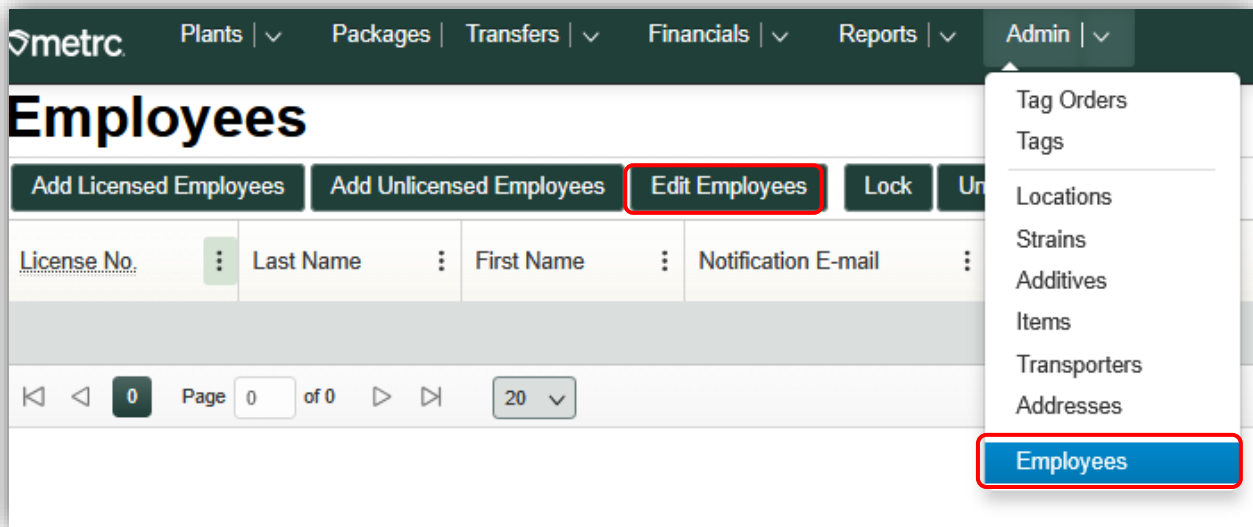


Figure 1: Edit employee permissions for Items

From the Edit Employees action window, locate the Admin Menu section. Check the Manage box next to Items to enable permissions for an employee to submit Items to the state for approval – **see Figure 2.**

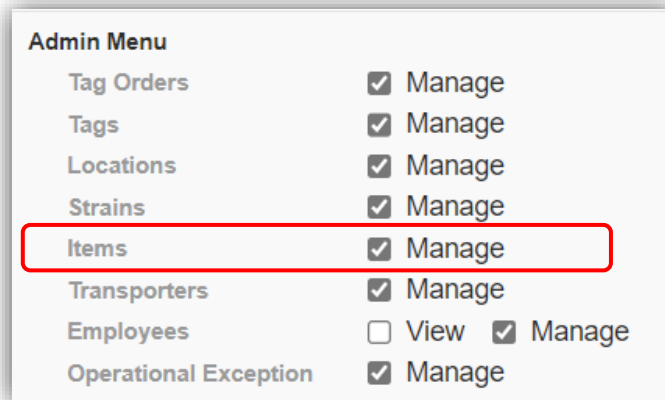


Figure 2: Check Items permission for employees

Adding Items for Approval in Metrc

To create and submit an Item for approval, go to the Admin area on the navigational toolbar and select the Items option from the dropdown. Then select the Add Items button to begin creating a new Item for submission – **see Figure 3.**

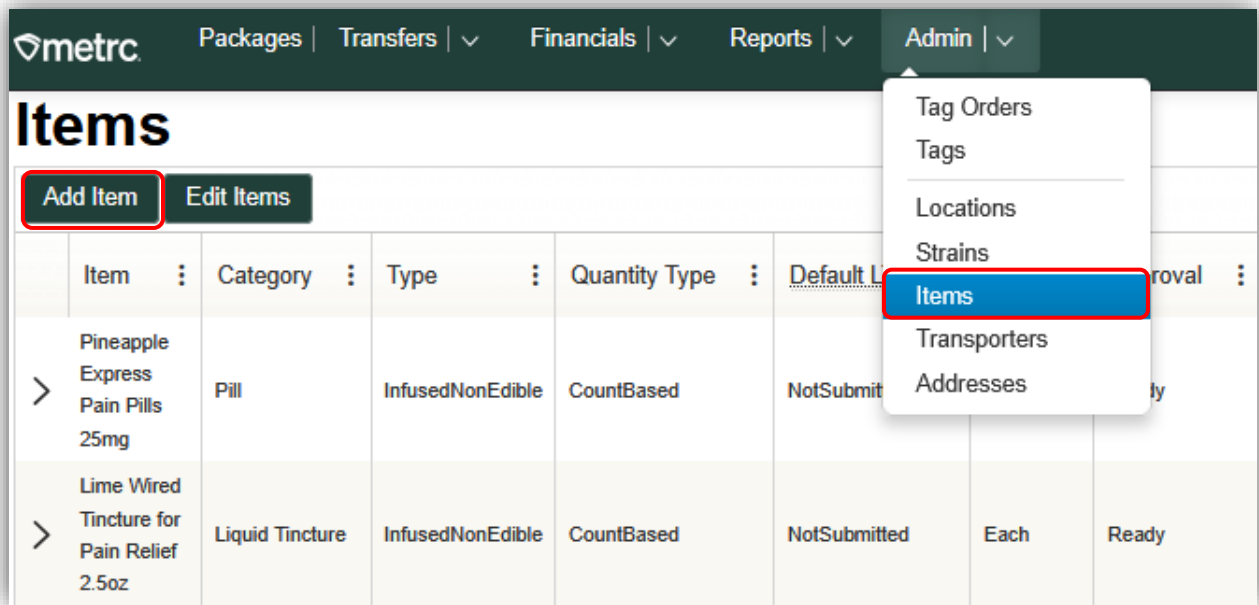


Figure 3: Navigate to Approved Items to Edit

This will open the Add Items action window. All required fields in the Add Items action window will need to be completed and contain the appropriate information to be reviewed by the state for approval.

For photo fields, only one photo may be uploaded per field. Please refer to the following definitions:

- **Product Photo:** Picture of the final product
- **Label Photo:** Picture of label on packaging
- **Packaging Photo:** Picture of final product packaging

TIP: When trying to create a single Packaging Photo for packaging that has multiple facings (like a round tube or jar), here are some suggestions:

- Position multiple units of the same item next to each other, with different facings showing so that a single photo can capture all angles at once.
- Use a collage app to combine multiple photos of different angles into a single image.

Once all the fields have been completed, select the Create Items button to submit the Item for the review process – **see Figure 4 below.**

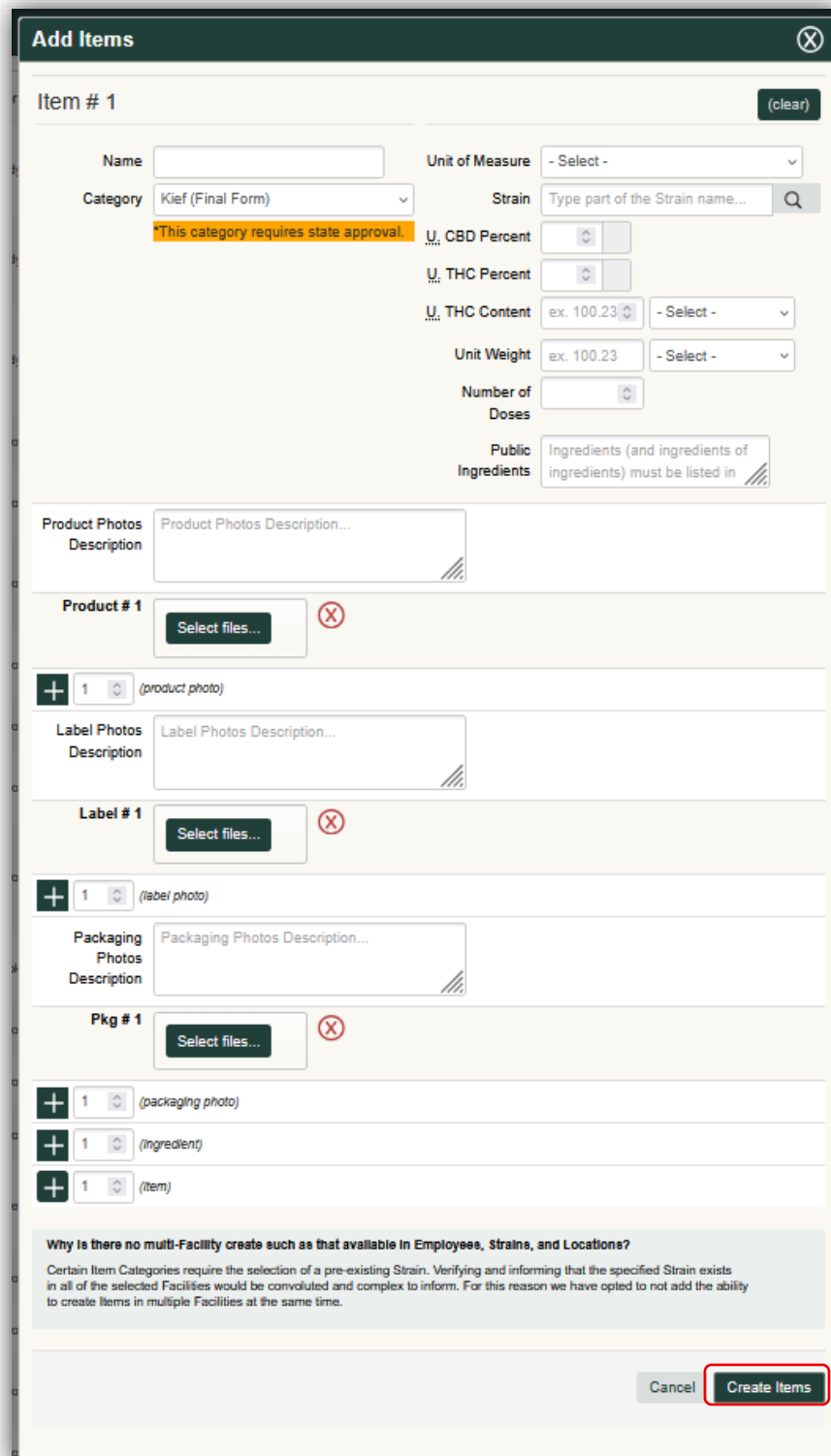
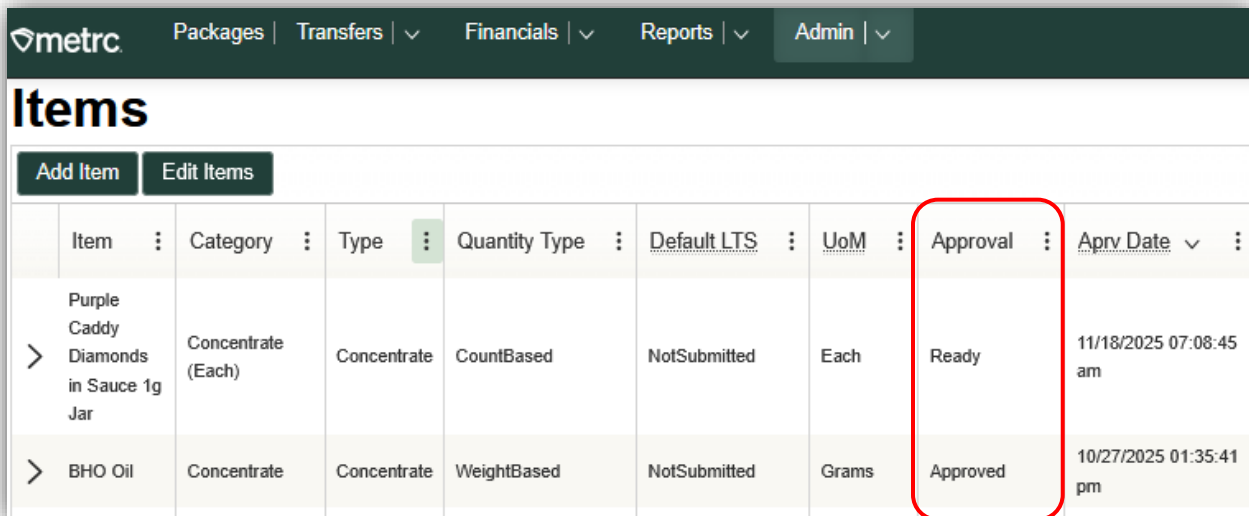


Figure 4: Add Items action window

All Items that have been submitted or reviewed can be viewed in the Items grid. To locate the status of a submitted item, select Items option from the Admin area dropdown on the navigational toolbar and navigate to the Approval column – **see Figure 5 below.**

Status descriptions:

- **Ready:** The item has been submitted, and the State can begin the review process.
- **Under Review:** The item is being reviewed by the State.
- **Rejected:** The item has been rejected by the State but can be revised and resubmitted to the State.
- **Requires Update:** The item has been reset by the State. It can now be revised by the licensee.
- **Approved:** The item has been approved by the State. It can now be used to create packages.
- **Denied:** The State has determined that the item cannot be revised and will not be approved.
- **Revoked:** An item previously designated as approved can be revoked by the State and won't be able to be used by the licensee moving forward.



metrc									
Packages Transfers Financials Reports Admin									
Items									
Add Item Edit Items									
	Item	Category	Type	Quantity Type	Default LTS	UoM	Approval	Aprv Date	
>	Purple Caddy Diamonds in Sauce 1g Jar	Concentrate (Each)	Concentrate	CountBased	NotSubmitted	Each	Ready	11/18/2025 07:08:45 am	
>	BHO Oil	Concentrate	Concentrate	WeightBased	NotSubmitted	Grams	Approved	10/27/2025 01:35:41 pm	

Figure 5: View items and approval status

Editing or Revising Items in Metrc

To Edit an existing Item

Select the Items option from the Admin area dropdown on the navigational toolbar. Certain rules apply to editing items in Metrc once they have been created:

Items in Item Categories NOT requiring state pre-approval in Metrc

Items that have been created, but have NOT been used to create a package:

- The Item may be edited by selecting the Item and clicking the “Edit Items” button.

- In the Items grid, the “Used” column can be viewed to determine whether your item has been used.
- The item category cannot be changed from a category NOT requiring pre-approval to a category that DOES require pre-approval once it’s already been created.

Items in Item Categories requiring state pre-approval in Metrc

Items that have been created and approved by the OMC:

- The Item may NOT be edited, even if it has not been used. An error message will be displayed if an attempt is made to edit an item that has already been approved – **see Figure 6.**
- If edits are needed for pre-approved items, please follow the Reset & Revise process as outlined below.

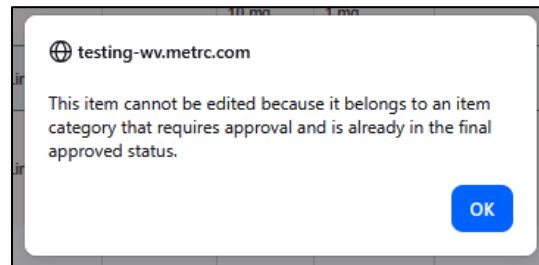
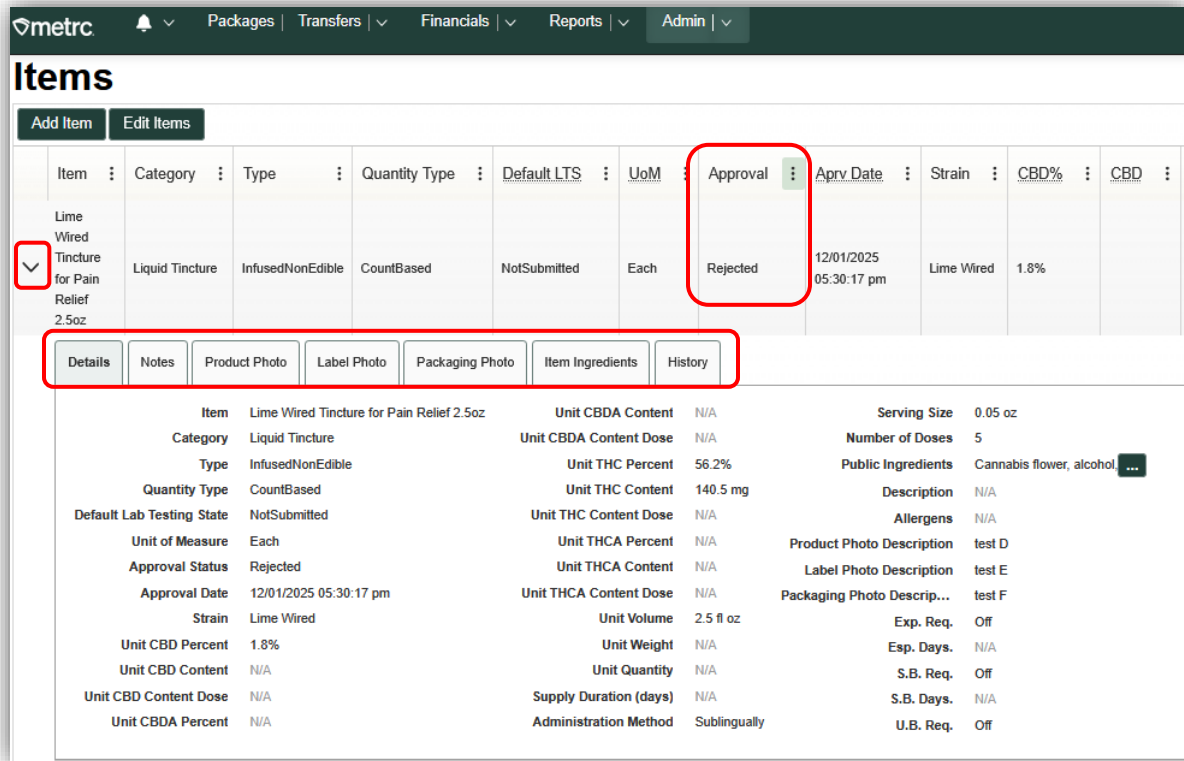


Figure 6: Error Message when attempting to edit an item that is pre-approved

To Revise an item with a status of Rejected

First use the drilldown arrow in the Items grid to the left of an Item to view the additional details and notes. An approval status of *Rejected* indicates that the state has rejected some part(s) of the item, and a revision is required. To review additional details, click through the different tabs – **see Figure 7.**

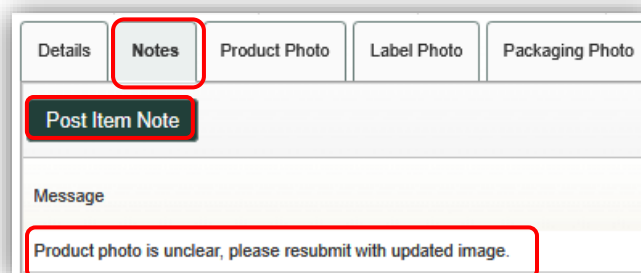


Item	Category	Type	Quantity Type	Default LTS	UoM	Approval	Appr Date	Strain	CBD%	CBD
Lime Wired Tincture for Pain Relief 2.5oz	Liquid Tincture	InfusedNonEdible	CountBased	NotSubmitted	Each	Rejected	12/01/2025 05:30:17 pm	Lime Wired	1.8%	

Item	Category	Type	Quantity Type	Default Lab Testing State	Unit of Measure	Approval Status	Approval Date	Strain	Unit CBD Percent	Unit CBD Content	Unit CBD Content Dose	Unit CBDA Percent	Unit CBDA Content	Unit CBDA Content Dose	Unit THC Content	Unit THC Content Dose	Unit THCA Content	Unit THCA Content Dose	Unit Volume	Unit Weight	Unit Quantity	Supply Duration (days)	Administration Method	Serving Size	Number of Doses	Public Ingredients	Description	Allergens	Product Photo Description	Label Photo Description	Packaging Photo Description	Exp. Req.	Exp. Days	S.B. Req.	S.B. Days	U.B. Req.
Lime Wired Tincture for Pain Relief 2.5oz	Liquid Tincture	InfusedNonEdible	CountBased	NotSubmitted	Each	Rejected	12/01/2025 05:30:17 pm	Lime Wired	1.8%	N/A	N/A	N/A	N/A	N/A	56.2%	140.5 mg	N/A	N/A	2.5 fl oz	N/A	N/A	N/A	N/A	0.05 oz	5	Cannabis flower, alcohol	N/A	N/A	test D	test E	test F	Off	N/A	Off	N/A	Off

Figure 7: Item details and other tabs

To review notes from the state, select the *Notes* tab. Any information provided by the state will display in the *Notes* tab. The user is also able to post an item note for state visibility if desired using the Post Item Note button – **see Figure 8.**



Details

Notes

Product Photo

Label Photo

Packaging Photo

Post Item Note

Message

Product photo is unclear, please resubmit with updated image.

Figure 8: View notes tab

Once the information on the rejected item is reviewed and updated, scroll to the right of the Item grid, and select the *Revised* button to re-submit the item for approval – see **Figure 9**.

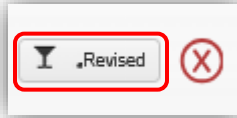


Figure 9: Select “revised” to re-submit for state review

To Revise an item with a status of Approved

This process enables licensees with existing Items (from before January 13, 2026) or previously approved Items to be edited with permission from the OMC. Changes to an existing item, such as a new packaging design, are a licensed business’ decision and shall be communicated to the OMC to ensure that products in the market are accurately reflected in Metrc.

Note: New or unique items should be created as new Items in Metrc. Do not use the reset & revise process if you make substantial changes to an item. Item Name and Item Category cannot be changed once the item has been created, even after being reset by the state.

To revise an existing item (from before 01/13/2026), the licensee may reach out to their OMC field monitor or email medcanwvindustry@wv.gov to request that item(s) be reset.

- In the communication to the OMC, please be sure to specify exactly which item(s) you are requesting to be reset.
- To export a list of your current items to Excel or PDF, use the Items option from the Admin area dropdown on the navigational toolbar, then click the export icon on the top right of the grid.

Once the Item has been reset, the licensee will see the approval status change to “RequiresUpdate”. Select the item that needs to be revised, then click the Edit Items button. The Edit Items action window will open, and the user can change the fields requiring update.

Best Practices for Recreating Items in Metrc

Metrc offers the following guidance on efficient methods to recreate items in the Metrc system. When working with OMC to recreate items with a status of “approved” in Metrc (from before 01/13/2026), licensees may be asked to discontinue and recreate items.

Preparing to recreate existing Items

Users can export their list of existing items in the Items grid in Metrc. Starting with this step to capture a historical record of items is helpful for tracking changes between existing items and new items. To export the Items grid, select the Items option from the drop down in the Admin area on the navigational. In the Items grid, click the export icon at the top right of the grid and select preferred method of export of Excel or PDF.

New Item Name must differ from old (existing) Item Name

Creating a new Item for approval before discontinuing the old item is recommended as a best practice. However, the new Item Name must be at least one character different than any previous Item Name.

To create a new Item Name that differs by at least one character, users can choose to either add or remove characters. Users may want to take this opportunity to clarify item names or add detail. Here is an example of a new Item Name that expands the item description to increase clarity:

EXAMPLE

Existing Item Name: “Metrc Bliss 1g vape”

New Item Name: “*My Brand* Metrc Bliss 1g *distillate all-in-one* vape”

Some details to consider when creating a new Item Name that is different from the existing Item Name:

- Abbreviations
- Acronyms
- Individual Unit Weight
- Unit of Measure (UoM)
- Brand Name
- Form Factor Description (ex: all-in-one, disposable, vape cart)
- Extraction Method
- Strain Type (ex: H or Hybrid, S or Sativa, I or Indica)
- Date of creation
- Punctuation

Users may consult their company’s branding guidelines and internal SOPs when naming new items. Once the new item has been created for approval, it will have a status of “Ready” until the WV OMC begins review. The new item will not be available to use until it has a status of “Approved”, so users can continue to use the existing item while the new item undergoes review.

TIP: Items with an approval status of “Ready” may be edited using the “Edit Items” button. Once the item status advances to “Under Review” it can no longer be edited.

Discontinue an existing Item after new Item is Approved

After a new item has been approved for use by the OMC, users should discontinue the older pre-existing item(s) to avoid confusion between versions.

TIP: *Discontinuing an item removes it from the Item grid, and it cannot be reinstated. Even if an item is discontinued in error, the item must be recreated and approved before it can be used. Please use caution when discontinuing items for this reason.*

To discontinue an older pre-existing item, go to the Items grid and select the item that need to be discontinued. Then, once the item's row has been highlighted in orange, scroll to the far right to see the "X" (discontinue) button and click it – **see Figure 10 below.**

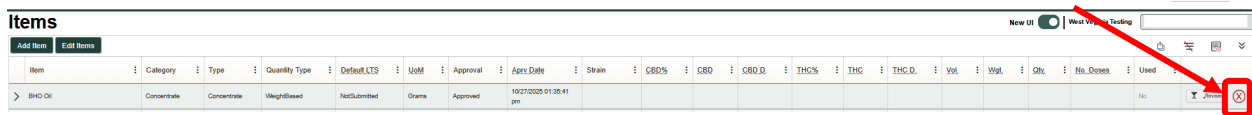


Figure 10: Discontinue an older pre-existing Item by clicking the "X" button

An alert box will open to confirm discontinuing the item before the action is completed. Users may click the "OK" button to complete the discontinue action - **see Figure 11.**

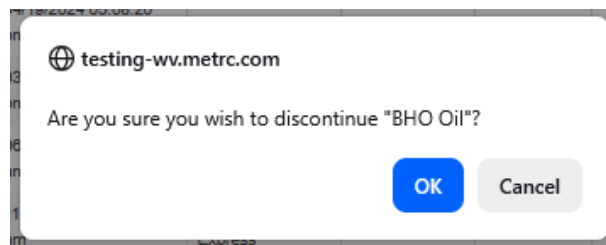
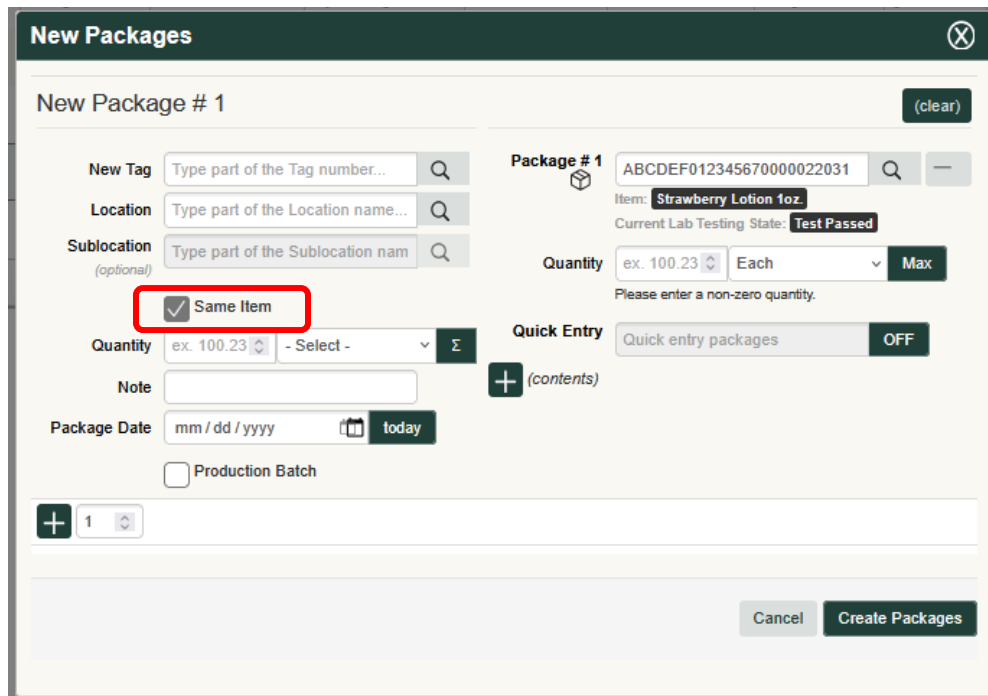


Figure 11: Pop-up to Confirm Discontinue Action

After an older pre-existing item has been discontinued, existing packages made with that item can still be submitted for testing, transferred, sold from, and repackaged.

To use an item that has been discontinued, use the "Same Item" checkbox when submitting for testing, transferring, registering sales, or repackaging - **see Figure 12 below.**



New Packages

New Package # 1 (clear)

New Tag

Location

Sublocation
(optional)

☒ Same Item

Quantity

Note

Package Date

☐ Production Batch

1

Package # 1

Item: **Strawberry Lotion 1oz.**

Current Lab Testing State: **Test Passed**

Quantity

Please enter a non-zero quantity.

Quick Entry

(contents)

Figure 12: Select Same Item Checkbox When Using a Discontinued Item

Metrc resources

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

Contact Metrc Support

By navigating to [Support.Metr.com](https://support.metr.com), or from the Metrc System, click Support and navigate to support.metr.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 is 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 the new [Metrc Learn](#) LMS is simple through multiple 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.metr.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.

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.