

Metric Support Bulletin



Bulletin Number: AK_IB_0083_Sample Package Item Category Restriction	Distribution Date: 1/13/2026	Effective Date: 2/12/2026
Contact Point: Metric Support	Subject: New Features - Sample Package Item Category Restriction & Quantity when Sampled	
Reason: To announce two new features: one that notifies users when a test sample is created using an item category that differs from the source package, and another that displays the quantity of the source package from which a test sample package was created on the Transportation Manifest.		

Greetings,

Effective February 12, 2026, Metric users will receive an error notification when attempting to package a test sample into an item category that differs from the source package.

For example, if a test sample package is created from a source package with an item category of "Concentrate" and is attempted to be packaged using an item category of "Bud/Flower," a red error message will appear, as shown below. To avoid this error, users are encouraged to select the "Same Item" checkbox when creating test sample packages in Metric.

This feature is designed to help prevent errors during the test sample creation process and ensure item category consistency.

Additionally, as of the effective date, Metric and AMCO will be updating the item categories available for use. The item categories "Sample Bud/Flower" and "Sample Leaf/Trim" will no longer be available.

The screenshot shows the Metric software interface. At the top, there is an 'Alert' message: 'New item must have an Item Category of Concentrate.' Below this, the 'Submit for Testing' section shows a 'New Package Sample # 1' form. The 'Item' field contains 'Buds - Blue Dream'. The 'Same Item' checkbox is checked and highlighted with a red box. The 'Quantity' field is set to 10. To the right, a 'Package # 1' summary shows 'Item: Joe's Concentrate', 'Current Lab Testing State: Not Submitted', 'Quantity: 10', 'Grams', and a note: 'Sampling - new total will be 8,990 g' and 'Source Package - Weight 9000 g'. A 'Quick Entry' button is also visible.

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For additional support,
please visit Support.Metric.com

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Metric will also be enabling functionality that displays the quantity of the source package from which a test sample was created on the Metric Transportation Manifest (see example below).

Please note that this information will only be visible to Testing Facilities and State Regulators. This notice is intended to provide general industry awareness of the new feature.

1. Destination	AK Lab Facility 01	Destination Phone No.	
Invoice Number			
Destination License Number	500-X0001	Date and Approx. Time of Departure	12/19/2025 3:08 PM
Address of Destination		Date and Approx. Time of Arrival	12/19/2025 6:08 PM
		Date/Time Received	
Route to be Traveled route		Notes: details for extenuating circumstances (e.g., road closure, flat tire, etc.)	
1. Outbound Transporter	AK Lab Facility 01	No Layover Scheduled	
Transporter License Number	500-X0001		
Address of Transporter			
Contact Phone No. for Inquiries: 123-456-7890			
Name of Person Transporting	John Smith	Handler Permit No. of Driver	X00420
State Driver's License No.	12345	Signature of Person Transporting	
Make, Model, License Plate No.	Ford Mustang 2FAST	Leg of Layover Trip	
1. Package Shipped	Production Batch No.	Item Name	Quantity
ABCDEF012345670000014197 Lab Test: SubmittedForTesting Contains Retail IDs: No		Joe's Concentrate (Concentrate)	Shp: 10 g GWT: 2.0000 lb
Item Details			
Source Package(s)	ABCDEF012345670000014186	Quantity When Sampled	300 g
Source Production Batch	1234		
Req'd Lab Test Batches	Solvent Based Concentrate		

Metric resources

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

Contact Metric Support

By using the new full-service system by navigating to Support.Metric.com, or from the Metric System, click Support and navigate to support.metric.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.

Metric Learn

Metric Learn has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new [Metric Learn](https://learn.metric.com) platform is simple:

From within the Metric system

- Navigate to the drop-down Support menu in the navigational toolbar and select “Sign up for Training” to register.

From the Metric website

- Navigate to your state's partner page and scroll down to the “Metric’s Training Resources” section to find the link.

Also, save the link – learn.metric.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.

Metric Expert

In the Metric system, click on widget icon in the lower right-hand corner to open the Metric Expert knowledge base to access step-by-step guides, ask questions, and more.

Thank you for your continued partnership.