

Bulletin Number: MT_IB_0073	Distribution Date: 1/05/2026	Effective Date: 1/12/2026
Contact Point: Metrc Support	Subject: Lab Test Batches Support Update	
Reason: Updated protocols for Support cases regarding Lab Test Batches		

Greetings,

Metrc in conjunction with the Montana CARD, would like to provide an update regarding the protocol for correcting incorrectly submitted Lab Test Batches and selecting the incorrect test sample package.

Previously, testing facilities could contact Metrc Support directly to request assistance when updating an incorrect Lab Test Batch or updating the sample package. Effective January 12, 2026, all requests submitted to Metrc Support to update a Lab Test Batch or sample package must originate from the licensee who submitted the test sample.

To help prevent these errors, we strongly encourage all licensees to complete the [Understanding Common Errors in Testing](#) training available through Metrc Learn.

Metrc resources

If you have any questions or need additional support, please contact Metrc Support at Support.Metrc.com.

Thank you for your continued partnership.