Metrc Support Bulletin

Bulletin Number: RI_IB_0050	**Distribution Date**: 01/13/2026	**Effective Date**: 04/01/2026
Contact Point: Metrc® Support	**Subject**: Update: Product with Lab Test Date Expired	
Reason: Providing guidance for product with lab test date expired and what to do.		

Greetings,

Metrc is pleased to pass on guidance from the Cannabis Office regarding any product located at a dispensary or retailer that has a lab test date that is showing as expired.

Please read on for more detailed information.

Lab Test Expiration Date Expired

Any Compassion Center or Licensed Cannabis Retailer that has packages showing as expired should not sell those products.

Please note: A production batch must be created correctly using final product testing results for the expiration date to be accurate. For example, if a production batch is created using intermediate material and the test results from the raw plant material package, the package(s) will show the expiration date from the raw plant material test results.

Licensees have the option of either disposing of the products in accordance with applicable regulations and standard operating procedures or retesting the products. For Licensees choosing not to dispose of the product, the steps that should be taken are below:

1. The Compassion Center, Licensed Cannabis Retailer will need to repackage the remaining product from a single package into a new package. (If a package has been sold from, then it cannot be sent back to the original vendor because the ability to edit sales will be prevented.)
2. This will need to be done for each expired package in your inventory.
3. New repackaged packages may be retested by the retailer or may be returned to the Processor/Product Manufacturer that the product was purchased from via a Transfer Manifest. (Use the appropriate Affiliated or Unaffiliated Transfer Type. When using Unaffiliated Transfer Type, the wholesale price should be the price that the Dispensary or Retailer would pay the Processor/Product Manufacturer for all the units/weight in that package.)
4. The Compassion Center, Licensed Cannabis Retailer, or Processor/Product Manufacturer will then take the package(s) and they can have those packages tested individually or if the Processor/Product Manufacturer have multiple packages that all came from the same production batch, then those package(s) can be combined. The Compassion Center, Licensed Cannabis Retailer, or the Processor/Product Manufacturer will create the new package as a Production Batch.
5. Then the Compassion Center, Licensed Cannabis Retailer, or Processor/Product Manufacturer will need to create test samples and test the Production Batch package(s).
6. The Compassion Center, Licensed Cannabis Retailer, or Processor/Product Manufacturer will manifest the test samples to the testing facility via Transfer Manifest.
7. The Licensed Cannabis Testing Laboratories will then analyze the product and enter the test results into the test samples.
8. Once the package(s) have been tested and the test results have been uploaded into Metrc, the Compassion Center, Licensed Cannabis Retailer,

Processor/Product Manufacturer can then pull new packages from the production batch package and resume sales. This is the process for all products that have expired Lab Testing. For additional information regarding how and when to assign production batches, please see the applicable training here..

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, or from the Metrc System, click the Support area 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 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.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.

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.

Metrc LLC
For additional support,
please visit Support.Metrc.com

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