

Bulletin Number: VA_IB_0018	Distribution Date: 03/30/2026	Effective Date: 04/06/2026
Contact Point: Metrc Support	Subject: Investigation Discovery Feature	
Reason: To inform of upcoming changes to action windows for packages that have been placed on Administrative Hold or Administrative Recall		

Greetings,

Metrc is pleased to announce the upcoming release of Investigation Discovery, a comprehensive improvement to our Administrative Holds process. This powerful new feature provides state regulators with advanced tools to investigate and manage product compliance issues with greater precision and control.

What is Investigation Discovery?

Investigation Discovery is an intentional control mechanism that enables state regulators to extract and analyze data before initiating an Administrative Hold or Administrative Recall. This ensures regulators can identify the correct products and understand the full scope of their investigation before taking enforcement action.

Licensees will now receive clear confirmation prompts when attempting to transfer or sell products that are on hold or recall, ensuring they are fully aware of product status before proceeding.

Transfer action window update

For facilities that the State allows the transfer of packages on Administrative Hold or Administrative Recall, there will now be confirmation checkboxes to indicate that the transfer contains items that are currently On Hold or On Recall. These checkboxes must be selected before a Transfer will be registered - **see Figure 1 below**.

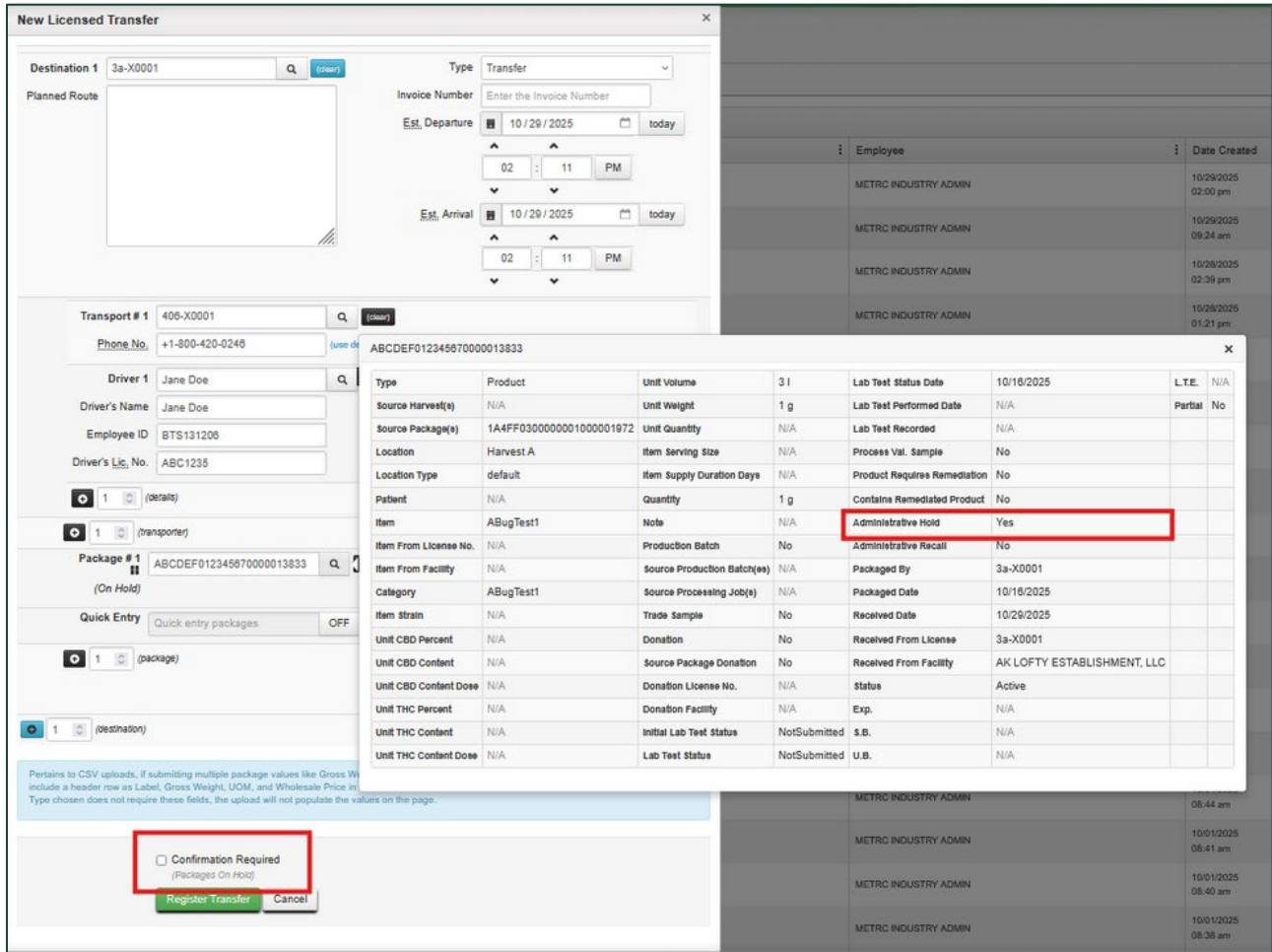


Figure 1: Confirmation Checkbox on Transfer Action Window

For facilities that the state has not allowed the transfer of packages on Administrative Hold or Administrative Recall, licensees will see the following error message. –see Figure 2.

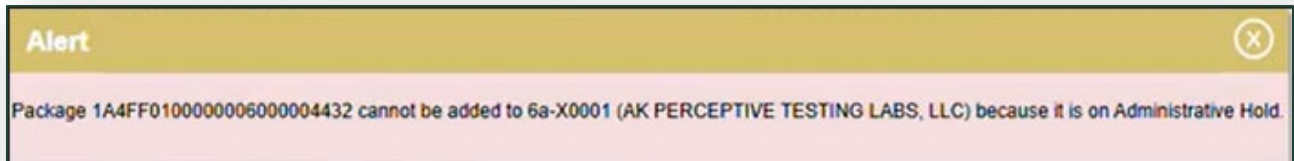


Figure 2: Error message for Transfers that the state has not allowed

Confirmation checkboxes for Sales Receipts and Sales Deliveries

Confirmation checkboxes have also been added to the Sales Receipts and Sales Delivery action windows for items that are On Hold or On Recall – see Figures 3 and 4.

Metrc does not prevent any further licensee actions but rather provides transparency that the package that is attempting to be sold/delivered is currently On Hold or On Recall.

The screenshot shows the 'Record Deliveries' window in the Metrc system. It contains several sections for data entry:

- Sale Delivery # 1**: Includes a 'Sale Date/Time' field set to 11/20/2025 at 09:35 AM.
- Customer**: Radio buttons for 'Consumer' and 'Patient', and a 'Name' field.
- Estimated Times**: 'Est. Departure' and 'Est. Arrival' fields, both set to 11/20/2025 at 09:35 AM.
- Planned Route**: A large text area for route information.
- Transporter Facility**: A search field for license numbers.
- Driver 1**: Fields for Driver Name, Employee ID, Driver's Name, Driver's Lic. No., and Phone No. for Questions.
- Vehicle 1**: Fields for Vehicle Make, Vehicle Model, and License Plate.
- Package # 1**: A red box highlights the package ID '1A4FF030000001000001597' and the weight '25.99 g'.
- Total Price**: A field showing '\$ ex. 100.23'.
- Confirmation Required**: A red box highlights a checked checkbox labeled 'Confirmation Required' with '(On Hold)' text below it.
- Transaction Details**: A link to view more information.

Figure 3: Sales Delivery Confirmation Checkbox

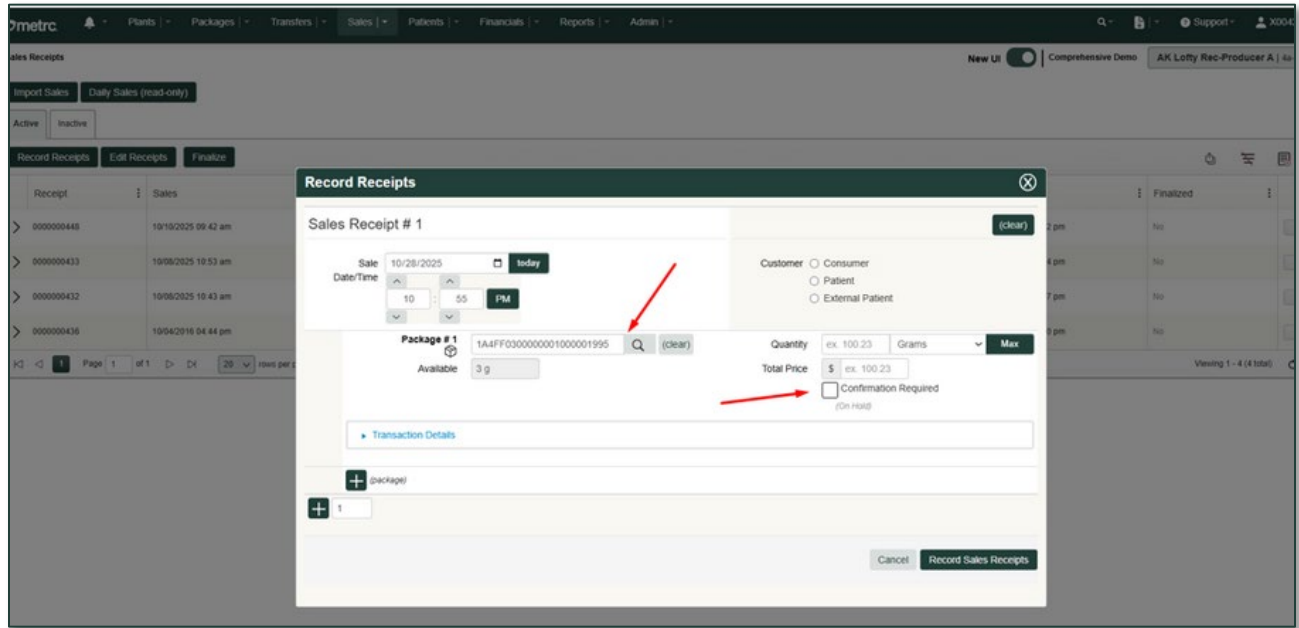


Figure 4: Sales Receipts Confirmation Checkbox

Metrc resources

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

Contact Metrc Support

Submit a case in the [Metrc Support portal](#), call 877-566-6506, or live chat with an agent through the Metrc Expert widget.

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](#) directly or through other 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.

Thank you for your continued partnership.