

Bulletin Number: MA_IB_110	Distribution Date: 04/15/2026	Effective Date: 4/15/2026
Contact Point: Metrc Support	Subject: Updated Action Limits	
Reason: To notify licensees of a correction to the action limit for Bile-Tolerant Gram-Negative Bacteria, Total Coliforms, and Total Yeast and Mold for Non-solvent Concentrates.		

Greetings,

Metrc, in conjunction with the Cannabis Control Commission (CCC), is providing this notice that an error was identified in the previously published action limit for Bile-Tolerant Gram-Negative Bacteria (CFU/g), Total Coliforms, and Total Yeast and Mold for Non-solvent Concentrates. The error resulted in an action limit lower than what is allowable by Commission testing protocols, which prevented Licensees from marking packages with compliant test results as "Passing". Without the products denoted as Passing in Metrc, this error prevented Licensees from further processing or transferring product. This error has been corrected, and the updated action limits are now reflected in the Metrc system as of April 15, 2026.

If you experience any similar issues or discrepancies with action limits going forward, please reach out directly to the Commission for assistance

Industry 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 – Service Cloud – by navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click the Support area dropdown on the navigational toolbar and click support.metrc.com to 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 was recently redesigned to offer interactive educational opportunities to enhance Metrc system users’ skills and provide various training options based on experience level.

In addition, the learning system is organized into facility-specific programs made up of various courses. To login or register for an account, visit [Metrc Learn](#).

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.

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Metrc Resources

If you have any questions, or need additional support, please reach out to the Metrc API Support team at api-info@metrc.com.

Thank you for your continued partnership.