

<b>Bulletin Number:</b> MA_IB_0110	<b>Distribution Date:</b> 04/13/2026	<b>Effective Date:</b> Ongoing
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Updated Action Limits	
<b>Reason:</b> To notify licensees of a correction to the action limit for Bile-Tolerant Gram-Negative Bacteria and Total Viable Aerobic Bacteria.		

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) and Total Viable Aerobic Bacteria for Infused Edible, Infused Non-Edible, and Raw Plant Material. 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 this past Friday, April 10, 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.

## TPI Metrc Resources

### **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](mailto:api-info@metrc.com).

Thank you for your continued partnership.