

Bulletin Number: WV_IB_0045	Distribution Date: 04/14/2026	Effective Date: 05/04/2026
Contact Point: Metric Support	Subject: New Bulk Item categories	
Reason: Metric providing guidance on new bulk Item categories		

Greetings,

Metric, in conjunction with the WV Office of Medical Cannabis (OMC) are pleased to provide information regarding new item categories being added to Metric.

On Monday May 4, 2026, new item categories will be available for use by Processor facilities in West Virginia:

- Liquid Tincture (Bulk) – volume based
- Pills (Bulk) – weight based
- Topical (Bulk) – weight based

These item categories can be used for work-in-progress or intermediate forms of product during the manufacturing process. All final form items should be created in the count-based item categories for each type.

The following lab test batch correlates with each of the new item categories listed above:

- Infused Products

Please note: R&D lab test batches are also available for selection with the new item categories.

Metrc resources

If you need additional support, the following resources are available:

Metrc Support

You can submit and track a case via the [Support portal](#) or by calling 877-566-6506. Our team is available:

- Monday – Friday, 8 a.m. ET – 10 p.m. ET
- Saturday 10 a.m. – 8 p.m. ET
- Sunday – Voicemail or portal only

Please note: If accessing the portal for the first time, a username (which is established when logging in), the respective state, “Facility license number”, and a valid email to set a password are required.

Metrc Learn

Our on-demand training platform provides users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Access [Metrc Learn](#) directly or via the Support drop-down in Metrc. If you have not yet registered for Metrc Learn, that will be your first step.

Metrc Expert

In the Metrc system, click on widget icon in the lower right-hand corner to open the Metrc Expert knowledge base to access step-by-step guides, ask questions, and more.

Metrc.com

Explore your [state’s partner page](#) for training links, FAQs, and more.

Thank you for your continued partnership.