

Bulletin Number: MN_IB_0065	Distribution Date: 06/24/2026	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Remediation Process	
Reason: Providing guidance on the remediation process in Metrc		

Greetings,

We are pleased to provide a step-by-step process on remediating product in Metrc. A remediation plan must be submitted by the license holder and approved by OCM prior to remediation being recorded in Metrc.

Please read on for more detailed information.

Remediation

Remediation is the process of correcting a nonconforming product so that it aligns with Minnesota’s testing requirements. If a product fails initial testing, the license holder may request approval for its product remediation plan ([Minnesota Rules, part 9810.3100, subp. 9](#)) using the [Remediation Request Form](#). Explicit approval from OCM is required before product remediation begins. For more information go to OCM’s website and review [Minnesota Rules, part 9810.3100, subp. 9](#).

Once a remediation plan is approved by the office, the license holder will need to mark the product as remediated in Metrc. It is important to understand the reason the product failed testing so that the appropriate method for remediation can be chosen.

Potential remediation methods to select in Metrc include:

Remediation Method	Description
Continued Processing	This is used when contaminants are detected above the threshold, but further processing could remove them. Examples include allowing flower to dry or heating an extract to remove solvents.
Extraction	This is used when the remediation involves extracting the cannabinoids from the flower biomass.
Filtration	This is used when separating components in an extract is used to remove a contaminant.
Reformulation – Potency Only	This is used when the initial potency results are outside of the 15% variance acceptance range from the potency listed on the packaging.
Sterilization	This is used when microbial contaminants are detected above the specified thresholds. Sterilization can be performed using various methods.

To remediate a package, select the Packages area on the navigational toolbar, then select the Active tab on the Packages grid.

Identify the package with a TestFailed Lab Testing status that requires remediation and select the “Remediate” button. It is important to understand the reason the product failed testing so that the appropriate method for remediation can be chosen – **see Figure 1.**

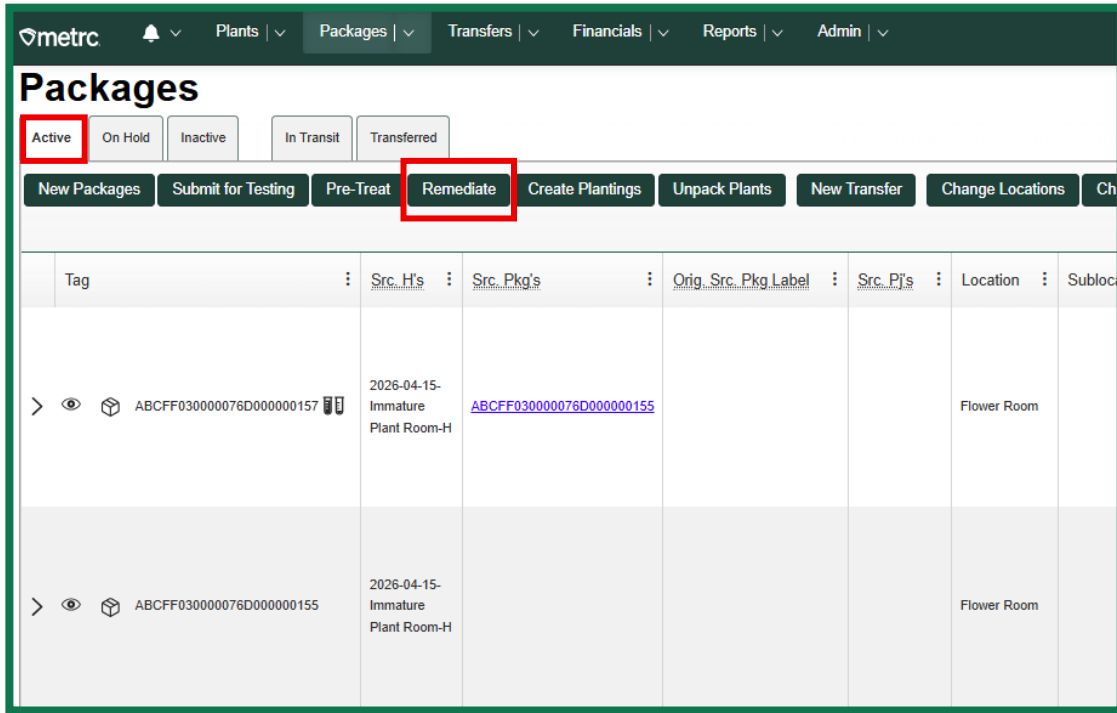


Figure 1: Remediate button in active packages grid

After the “Remediation” button has been selected, the “Remediate Packages” action window will open, prompting the user to indicate the remediation method, the remediation date and the remediation steps – **see Figure 2**. The exact method and detailed procedure reported using the Remediation Steps.

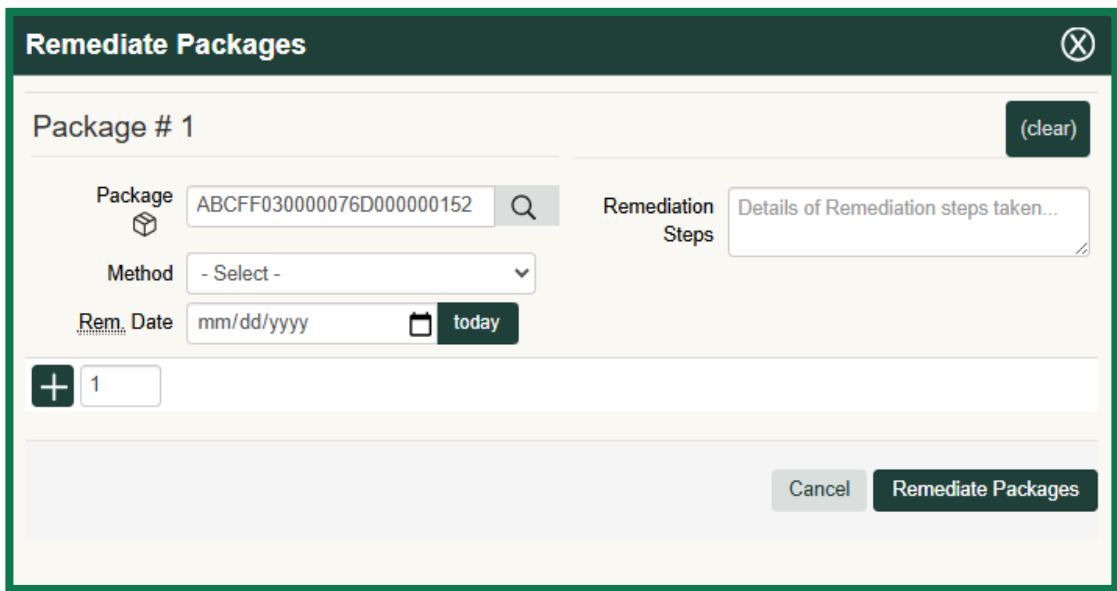
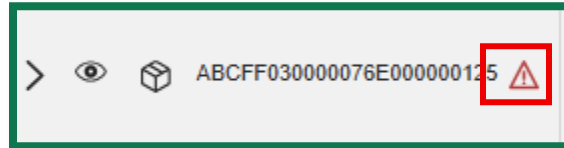


Figure 2: Remediate Packages action window

It is important that the product is remediated prior to any samples being taken from the package. Once the product has been remediated, a representative sample of the batch must be collected and sent to a testing facility to confirm that the remediation had the desired effect. Refer to the Cannabis Technical Authority or [Metric Bulletin 54](#) for more information on how to collect a representative sample of the batch.

Once a package has been remediated, a remediation symbol will appear to the right of the package tag number – **see Figure 3.**

Figure 3: Remediation Symbol



This symbol will follow the package throughout its lifetime and will be included in any child packages that are created using the originally remediated package.

For more information on how to remediate a package in Metric, please refer to [Metric Learn](#).

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 Support 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](#) platform is simple:

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.

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.

Thank you for your continued partnership.