

<b>Bulletin Number:</b> OH_IB_0087	<b>Distribution Date:</b> 06/64/2026	<b>Effective Date:</b> 06/24/2026
<b>Contact Point:</b> Metrc Support		<b>Subject:</b> Items Grid: Misconfigured Column
<b>Reason:</b> Guidance on the new Misconfigured column in the Items grid, including visual indicators, sorting, filtering, and history tracking for item configuration management.		

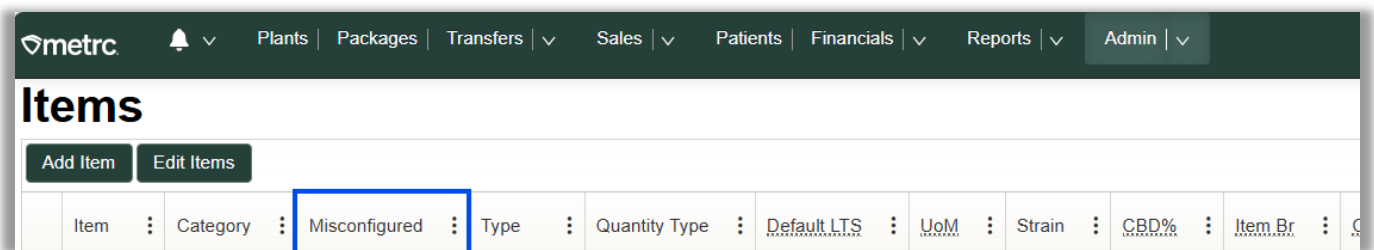
Metrc is pleased to announce the release of a new Misconfigured column in the Items grid, a feature designed to improve visibility into item configuration issues and reduce downstream workflow errors. This enhancement allows licensees to quickly identify items that require updates before they are used in downstream workflows, such as package creation and testing submission.

**Overview**

The Misconfigured column introduces a structured, at-a-glance approach to item configuration management. Misconfiguration status is surfaced directly in the Items grid with indicators at both the item level and the individual field level. The column also supports sorting, filtering, and history tracking to improve traceability of item configuration updates.

**Items grid – Misconfigured column**

- A new “Misconfigured” column is available in the Items grid, appearing after the Category column – **see Figure 1**.



**Figure 1: Misconfigured column in the Items grid**

- The column displays one of two values for each item:
  - A red “# Issues” badge (e.g., “3 Issues”, “1 Issue”) when configuration issues exist.
  - “No” when the item has no configuration issues.
- The column supports sorting and filtering, allowing licensees to isolate misconfigured items without manually reviewing the full Items grid.

**Visual indicators**

The Misconfigured column uses two complementary visual indicators to communicate misconfiguration status at both the item level and the field level. The “# Issues” badge count corresponds to the number of fields displaying a “Missing Data” label. After a misconfigured field is corrected, the badge count and “Missing Data” labels are updated.

- Indicator 1: The red “# Issues” badge in the Misconfigured column displays the total count of misconfigured fields for the item – **see Figure 2.**

Item	Category	Misconfigured	Type	Quantity Type	Default LTS	UoM	Strain
Buds - Blue Dream	Bud/Flower	3 Issues	Buds	WeightBased	NotSubmitted	Grams	Blue Dream
Buds - Flo	Bud/Flower	3 Issues	Buds	WeightBased	NotSubmitted	Grams	Flo
Buds - GA Red Kush	Bud/Flower	3 Issues	Buds	WeightBased	NotSubmitted	Grams	GA Red Kush

**Figure 2: Misconfigured column badge**

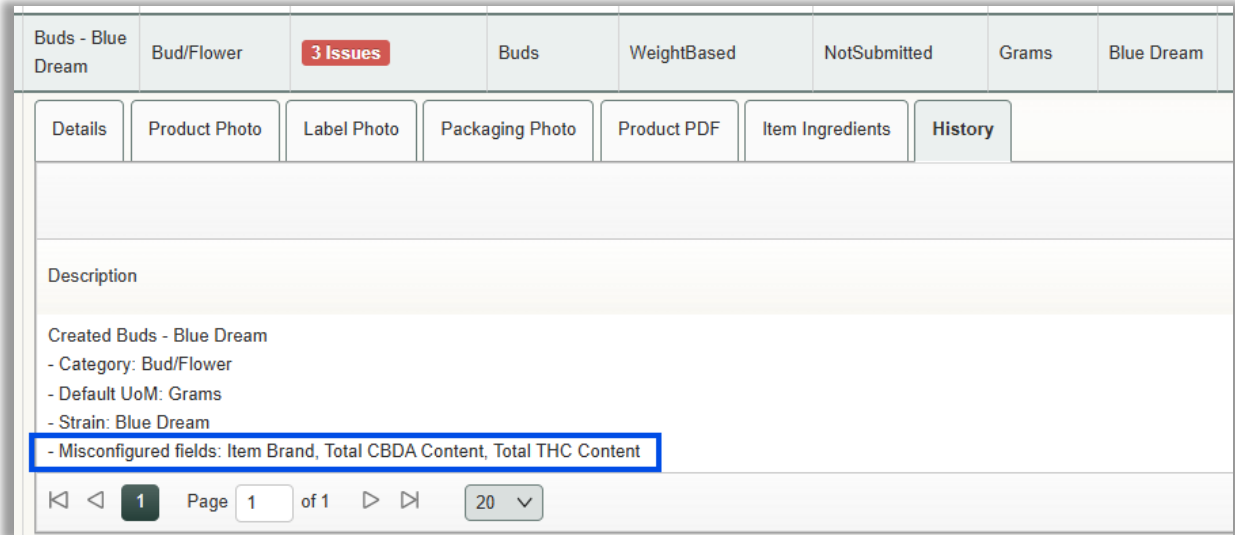
- Indicator 2: Individual cells for misconfigured fields display a “Missing Data” label, identifying exactly which fields require updates – **see Figure 3.**

CBDA%	CBDA	CBDA.D.	THC%	THC	THC.D.
	Missing Data			Missing Data	
	Missing Data			Missing Data	

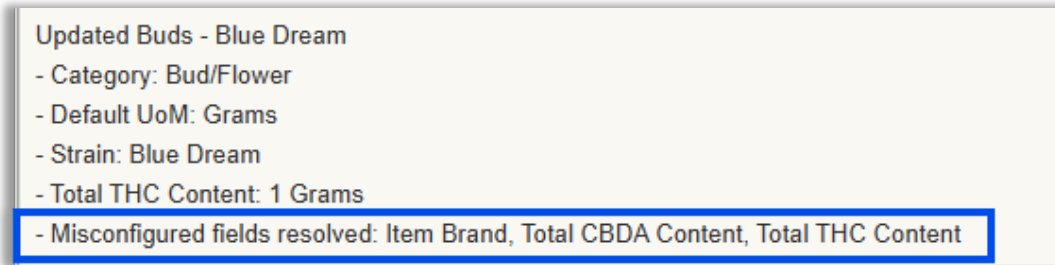
**Figure 3: Field-level Missing Data label**

**History tracking**

- History records are displayed in chronological order, providing a complete audit trail for all misconfigured item corrections.
- Misconfigured fields are recorded in the History tab of the Items grid – see **Figures 4 and 5**.



**Figure 4: History tab entry for Misconfigured fields**



**Figure 5: History tab entry for updates to Misconfigured fields**

## 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.