

Bulletin Number: WV IB 0046	Distribution Date: 06/16/2026	Effective Date: 06/24/2026
Contact Point: Metrc Support	Subject: Items Grid: Misconfigured Column	
Reason: 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

- A Misconfigured Item is an item that is missing one or more data fields currently required by its assigned Item Category.

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.**

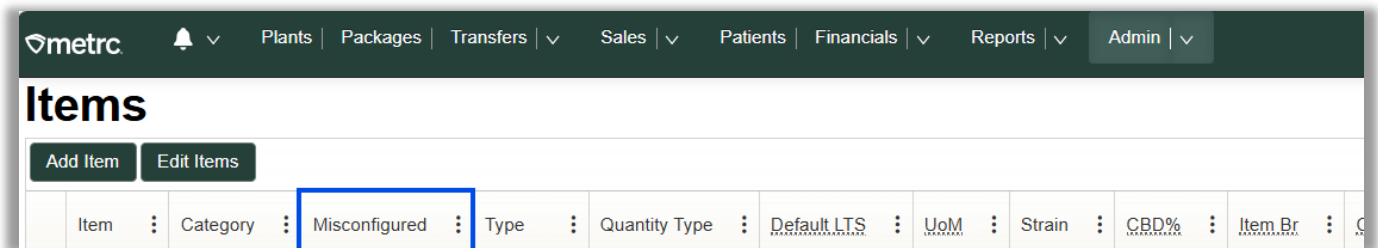


Figure 1: Misconfigured column in the Items grid

- 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**.

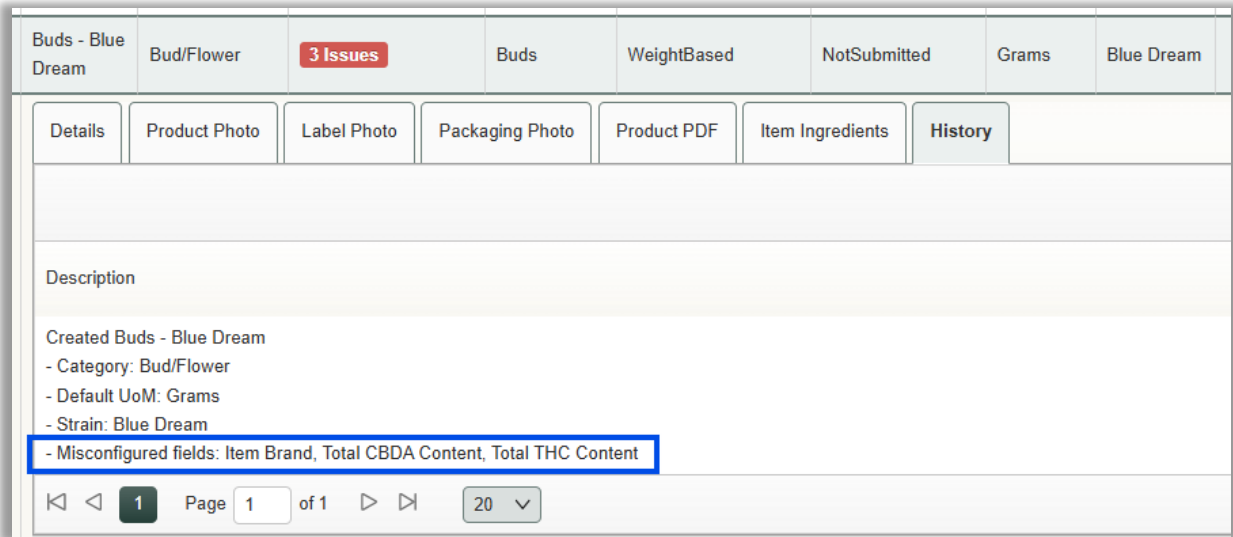


Figure 4: History tab entry for Misconfigured fields

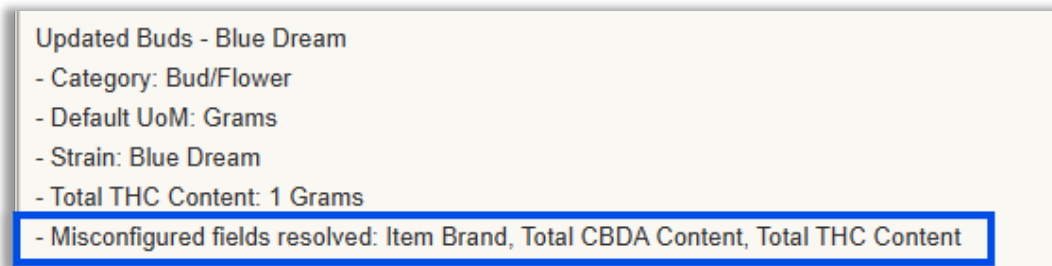


Figure 5: History tab entry for updates to Misconfigured fields

Updating misconfigured items

- **Items pre-approved by the state:** contact OMC to request your misconfigured item(s) to be reset. Once the item is reset, the item status will be “RequiresUpdate” and cannot be used until it has been revised and reapproved. Use the “Edit Items” button to make updates, then click “Revised” on the right side of the row to return for OMC approval. More information about the reset/revise process is in [WV IB #43](#).
- **Items not requiring pre-approval by the state:** Use “Edit Items” button to update.

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.