

Bulletin Number: NY_IB_0020	Distribution Date: 07/08/2026	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Retail Item ID Metrics	
Reason: Introduction of optional functionality providing processors with visibility into how their Retail Item ID-enabled Finished Good inventory is performing after reaching dispensaries.		

For the first time, New York processors can see how Retail Item ID-enabled products are performing once they reach dispensary shelves. With Retail Item ID Metrics, compliance data is transformed into actionable business intelligence, giving processors visibility into sell-through, inventory distribution, and product movement.

Powered by Finished Good tracking and Retail Item ID, this new feature provides near real-time visibility into how Retail Item ID-enabled finished goods are performing after they arrive at dispensaries, including:

- Retail Item IDs tracked per the original source package label
- Units sold
- Units remaining
- Package level sell-through rates and overall sell-through rates
- Inventory distribution by facility

With Retail Item ID Metrics, processors can more easily identify slow-moving inventory, understand where products are selling, and gain the insights needed to optimize distribution and improve product performance – all from a single screen.

Please read on for important information regarding this new feature.

Permission based access

Retail Item ID Metrics is available to the processor that originally designated the Finished Good package and labeled individual units with Retail Item IDs. Access is permission based and uses the same “View/Manage Product Labels” permission already required to order and manage Retail Item IDs.

To access Retail Item ID Metrics:

- 1. From the navigational toolbar, select the Admin dropdown.
- 2. Select Retail Item ID.
- 3. Select the Metrics tab next to Orders, Usage, and Adjustments – **see Figure 1.**

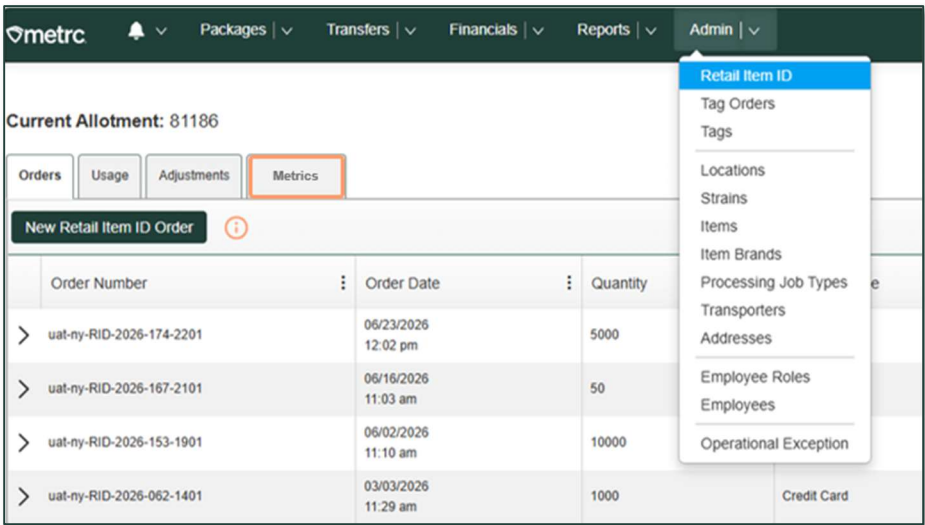


Figure 1: Retail Item ID Metrics tab

Summary metrics

From the Metrics grid, four summary tiles provide an overview of performance across all dispensary facilities carrying the processor's Retail Item ID-enabled inventory, including:

- Retail Item IDs tracked
- Units Sold
- Units Remaining
- Overall Sell-Through



Figure 2: Metrics summary

Which packages appear in the Metrics grid

The Metrics grid displays Retail Item ID-enabled Finished Good packages that were originally designated, have been transferred, and have been received by the Dispensary.

Please note: Packages shown in this view will not display packages designated by or Retail Item IDs used by a different organization. Finally, beginning inventory packages that have not been marked as Finished Goods and do not have Retail Item IDs will not show in this view.

Viewing facility-level detail

Below the summary tiles, the grid lists each Finished Good package by:

- Item name
- Original source package label
- Packaged date
- Total Retail Item IDs (final quantity of package)
- Units sold
- Units remaining
- Overall sell-through percentage

Each row includes a caret drilldown on the left edge. Selecting the caret expands a Details panel beneath that row, breaking the same package out by the individual retail facility carrying it, with its own original quantity, sold, remaining, and sell-through figures.

This facility-level breakdown is an ideal way to view distribution and sell-through rate by dispensary location.

Item Name	Original Source Package Label	Packaged Date	Retail Items IDs	Sold	Remaining	Sell-through
Dragon Punch Pearls Rosin - THC - Indica	1A412030000001C000028997	12/19/2025 10:48 am	330	44	286	13.33%

Details

Child package UID	Facility	Original Quantity	Sold	Remaining	Sell-through
1A412030000001C000028997	OCM TestName LLC	10	0	10	0%
1A412030000001C000028989	AU Dispensary	1	1	0	100%
1A412030000001C000029000	OCM TestName LLC	90	0	90	0%
1A412030000001C000029002	OCM TestName LLC	100	0	100	0%
1A412030000001C000029009	AU Dispensary	60	40	20	66.67%

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Figure 3: Metrics tab, showing summary metrics, the package-level table, and a retail facility-level breakdown

Filtering

Retail Item ID Metrics supports the same filtering capabilities available across standard Metrc grids. Users can filter by:

- **Item Name:** View all Finished Good packages associated with that item; consistent item naming conventions will provide the best experience when locating related inventory.
- **Finished Good package creation date:** Which can also serve as a starting point for evaluating inventory age from a shelf-life perspective.
- **Aggregate units sold or units remaining**

From there, users can drill down into individual Finished Good packages to review facility-level details, as described above.

Exporting data

Data can be exported at any time using the standard grid export functionality, as either an Excel file or a PDF. The export mirrors the table shown on screen (item name, original source package label, packaged date, Retail Item IDs, sold, remaining, and sell-through).

Other important notes:

- API integration access is not available for Retail Item ID Metrics.
- The dashboard displays near real-time data and reflects compliance transaction data reported through Metrc, not estimated or predictive inventory intelligence.
- If your numbers don't match what a dispensary has reported directly, this may be because:
 - Recent transactions have not yet been reported through Metrc
 - Inventory activity at that location is still in progress
- If your numbers show a negative quantity for units remaining, it likely indicates an inventory discrepancy at the dispensary, such as selecting an incorrect product or package during receiving, intake or checkout.

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.

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

Thank you for your continued partnership.