

Bulletin Number: NY_IB_0022	Distribution Date: 7/30/2026	Effective Date: Ongoing
Subject: Remediating a Package in Metrc		
Reason: To provide guidance on how to record remediation methods and steps for a product in Metrc.		

Greetings,

Metrc, in conjunction with the New York Office of Cannabis Management (OCM), are pleased to provide this guidance document on how to record the remediation of products that have failed testing in Metrc. It is the responsibility of the licensee carrying out the actual remediation processes to properly record the methods and steps used in Metrc. These methods and steps must be recorded for each individual Metrc package included in the remediation attempt.

Please read on for more detailed information.

Remediation

When a product fails testing, the Package UID receives a 'TestFailed' status in Metrc and the NY Office of Cannabis Management (OCM) in some cases allows licensees to attempt to remediate their product.

To remediate a package in Metrc, go to the Packages area on the navigational toolbar. Once on the Packages grid, select the Active tab **see Figure 1**.

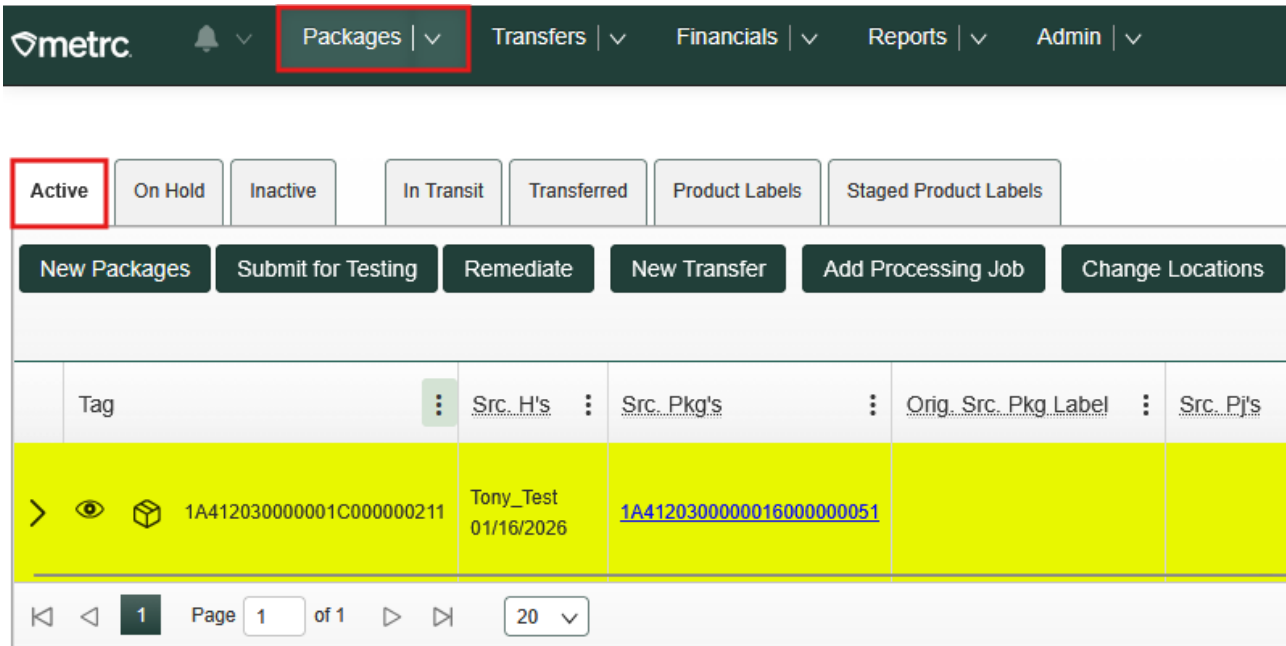


Figure 1: Active Packages Grid

Identify and select the package with a 'TestFailed' Lab Testing (LT) status which will highlight the package UID in yellow. Then select the Remediate button. – **see Figure 2**.

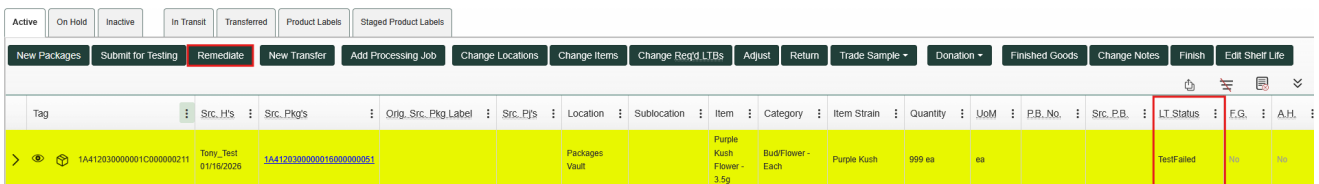


Figure 2: Package with LT Status - TestFailed

This will open the Remediate Packages action window. Select the most accurate method from the drop-down menu, the date the remediation was completed, and record the Remediation Steps taken.

Available remediation methods include:

- Further Drying and Curing
- High Heat and Solvent Extraction

- Irradiation
- Non-Solvent Extraction
- Ozone
- Reformulation
- Repackaging and Remixing

Once all required information has been entered and verified as accurate, click the green Remediate Packages button to complete the action – **see Figure 3.**

Remediate Packages

Package # 1

(clear)

Package

1A412030000001C000000211

Remediation Steps

Kept in storage vault location longer for further drying and curing.

Method

Further Drying and Curing

Rem. Date

07 / 17 / 2026

today

+ 1

Cancel

Remediate Packages

Figure 3: Remediate Packages Window

After remediation has been recorded, the lab testing status (LT Status) on the package UID will be updated to *Remediated* and the Package contains Remediated Product icon (an exclamation point inside a triangle symbol) will display next to the package UID number. When hovering over the Remediation symbol the explanation of “Package contains Remediated Product” will appear – **see Figure 4.**

Tag	Src. ID's	Src. Pkg's	Orig. Src. Pkg Label	Src. Pk's	Location	Sublocation	Item	Category	Item Strain	Quantity	UoM	P.B. No.	Src. P.B.	LT Status
> ⓘ 1A412030000001C000000211	⚠ Tony_Test 01/16/2026	1A41203000000150000000051			Packages Vault		Purple Kush Flower - 3.5g	Bud/Flower - Each	Purple Kush	999 ea	ea			Remediated

Figure 4: Package Contains Remediated Product Symbol

Web API Documentation

Packages

Server: <https://api-ny.metrc.com/>

PUT /packages/v2/remediate

Updates a list of Product remediations for packages at a specific Facility.

Permissions Required

View Packages

Manage Packages Inventory

Parameters

licenseNumber The License Number of the Facility for which to update the list of product remediations.

Example Request

PUT /packages/v2/remediate?licenseNumber=123-ABC

```
[
  {
    "PackageLabel": "ABCDEF012345670000020201",
    "RemediationMethodName": "Further Drying",
    "RemediationDate": "2016-10-17",
    "RemediationSteps": "Used hair dryer"
  },
  {
    "PackageLabel": "ABCDEF012345670000020201",
    "RemediationMethodName": "Further Drying",
    "RemediationDate": "2016-10-17",
    "RemediationSteps": "Used natural sunlight"
  }
]
```

Example Response

No response

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.

TPI Metrc Resources

Metrc Resources

If you have any questions, or need additional support, please reach out to the Metrc API Support team at api-info@metrc.com.

Thank you for your continued partnership.