Metrc Bulletin

Bulletin Number: WV IB 0048	**Distribution Date:** 07/13/2026	**Effective Date:** 07/27/2026
Contact Point: Metrc Support	**Subject:** Expedited Shipping Available for Tag Orders	
Reason: Expedited shipping speed available for Tag Orders.		

Greetings,

Metrc is pleased to announce an update to the Shipping Types available for Tag Orders. This enhancement gives license facilities the ability to choose different shipping speeds now for Ground and Expedited (2nd Day / Next Day) when placing tag orders.

When placing a tag order, users will now see a new option to Choose a Shipping Speed in the middle of the New Tag Order action window – **see Figure 1**.

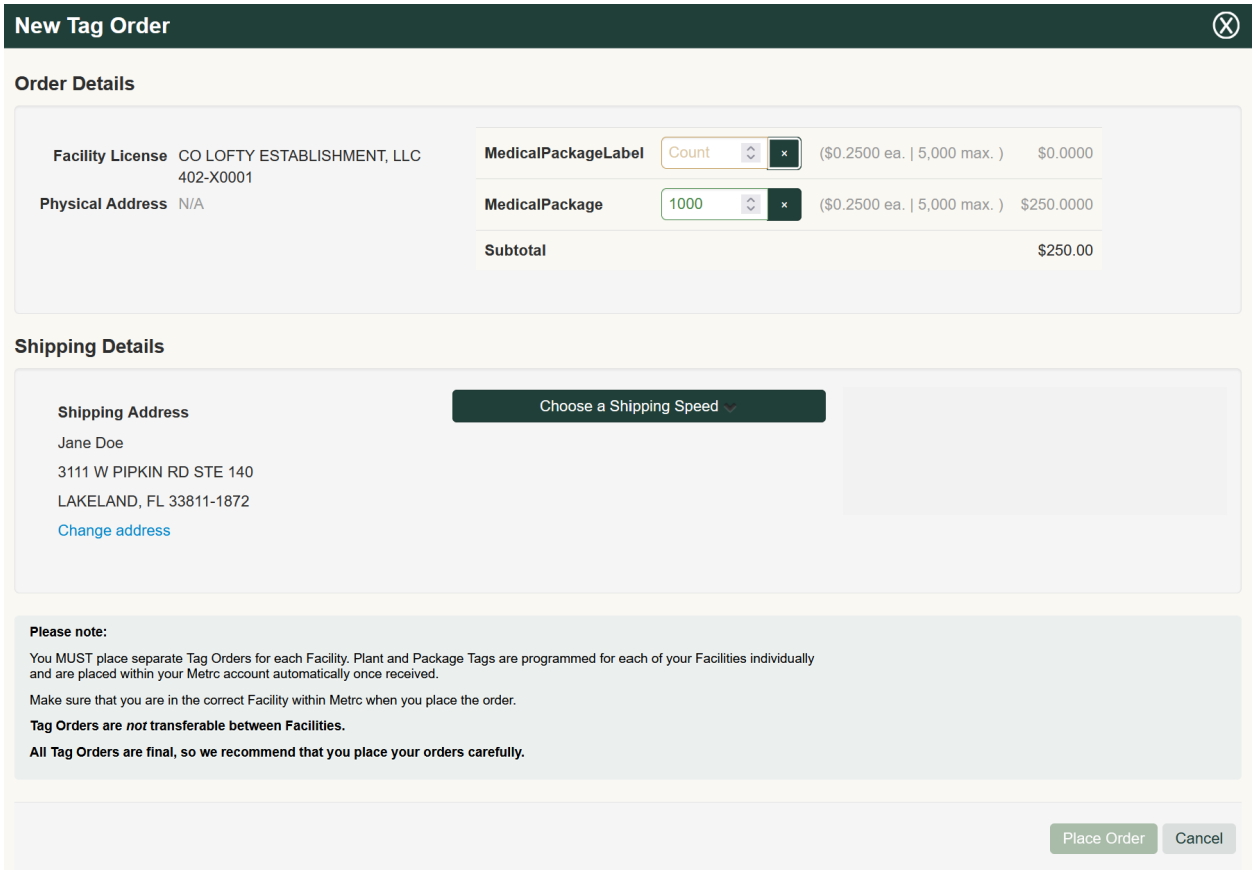

Figure 1: Choose a Shipping Speed in Tag Order Action Window

Once this button is selected, the shipping options will be displayed. The user can select one of the following:

- Next Day – Estimated 1 business day in transit
- Two-Day – Estimated 2 business days in transit
- Ground – Estimated 3-5 business days in transit

When the preferred shipping speed has been chosen, the user can click the Calculate Total Button to see the updated pricing for the expedited shipping. Then follow the normal tag order steps as usual to place the tag order – **see Figure 2**.

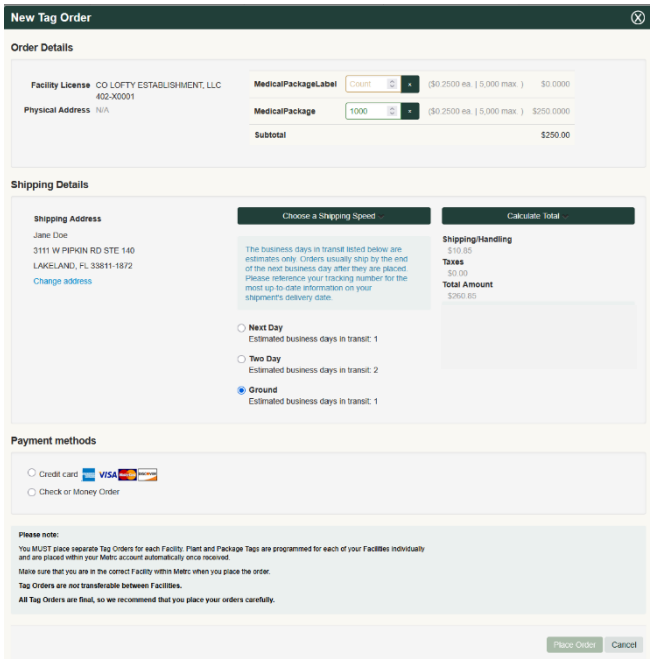

Figure 2: A Shipping Speed is chosen

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.