

Bulletin Number: KY_IB_0017	Distribution Date: 08/27/2026	Effective Date: 09/27/2026
Contact Point: Metrc Support	Subject: Remediation Process in Metrc	
Reason: Provide additional support around proper remediation steps.		

Greetings,

The following will be live within Metrc on 9/27.

When a harvest or production batch sample receives a “Test Failed” status in Metrc, the OMC permits licensees to remediate that batch **if allowed by 915 KAR 1:110, Section 5**. Please note that preventative remediation (or using a remediation method on a batch prior to receiving a failed test) is not permitted by regulation. In other words, if a batch fails required testing in a category for which remediation is permitted (e.g., microbial impurities), licensee may then remediate that batch in response. Please also note that a batch may only be remediated for a maximum of two (2) times. Every time a batch is remediated, the remediation reporting process described in this bulletin must be followed.

This bulletin provides additional information on the Remediation Process in Metrc.

Remediating Packages When Permitted by Regulation

To remediate a package in Metrc, go to the Packages area on the navigation toolbar, then select the “Active” tab on the Packages grid (**see Figure 1**).

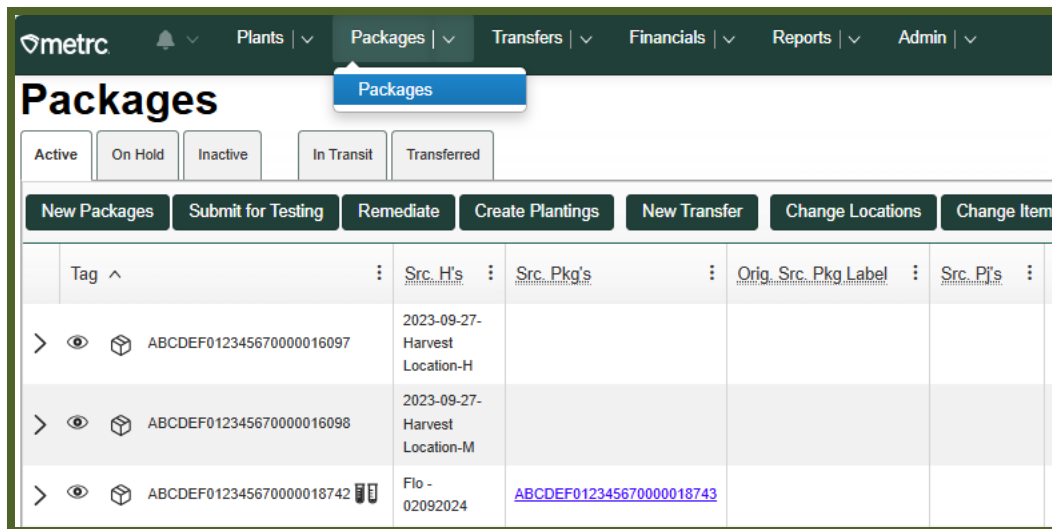


Figure 1: Remediation Button in Packages area.

Identify the package with the “Test Failed” testing status that requires remediation (**see Figure 2**). It is important to understand the reason why the batch failed testing so that the appropriate method for remediation can be chosen.

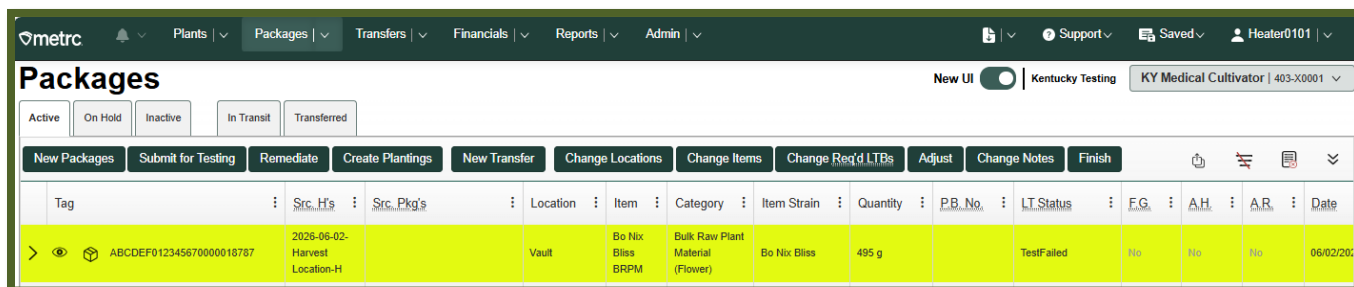
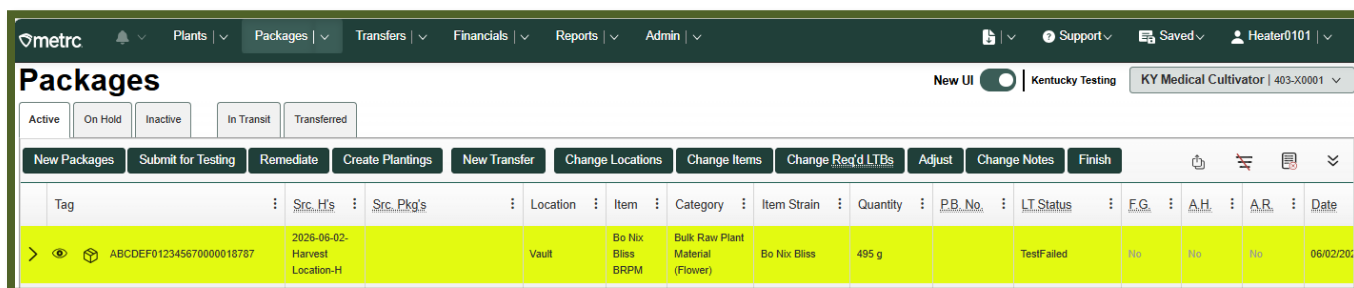


Figure 2: Package with Test Failed Lab Testing Status.

Remediation Example 1: Further Drying and Curing

In the Bulk Raw Plant Material (Flower) package example, the batch failed for Water Activity and is allowed to be remediated through additional drying and curing. Then the package may need to be adjusted for the additional moisture loss.

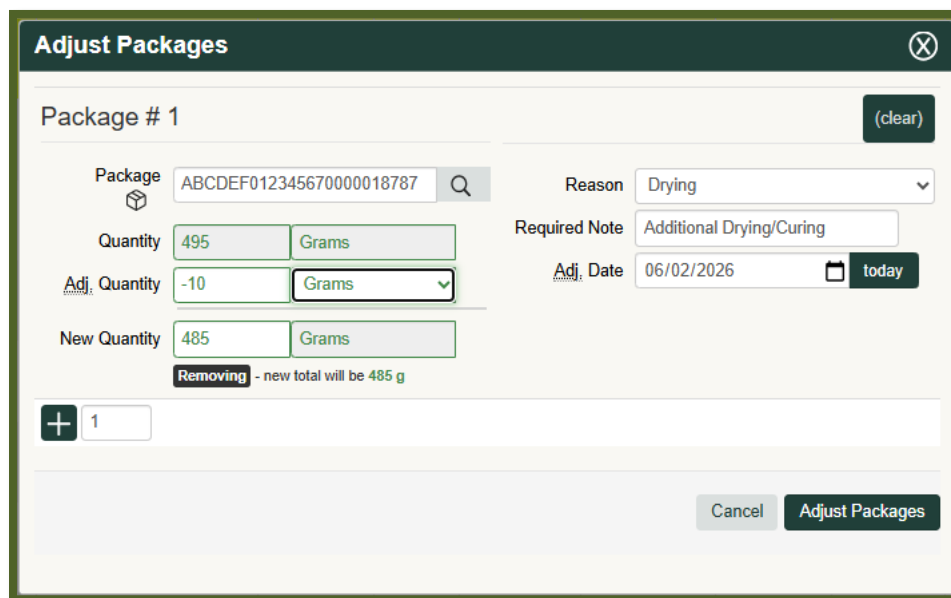
To complete the package adjustment for moisture loss, select the package and select “Adjust,” as you would any other package (**see Figure 3**).



Tag	Src. H's	Src. Pkg's	Location	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	F.G.	A.H.	A.R.	Date
ABCDEF012345670000018787	2026-06-02-Harvest	Location-H	Vault	Bo Nix Bliss BRPM	Bulk Raw Plant Material (Flower)	Bo Nix Bliss	495 g		TestFailed	No	No	No	06/02/2026

Figure 3: Selecting Package to Adjust for Moisture Loss.

This will open the Adjust Packages action window to record the loss of weight due to further drying and curing. A note of explanation is required. Once all required information has been entered and verified as accurate, select the “Adjust Packages” button (**see Figure 4**).



Adjust Packages

Package # 1 (clear)

Package: ABCDEF012345670000018787

Quantity: 495 Grams

Adj. Quantity: -10 Grams

New Quantity: 485 Grams

Removing - new total will be 485 g

Reason: Drying

Required Note: Additional Drying/Curing

Adj. Date: 06/02/2026 today

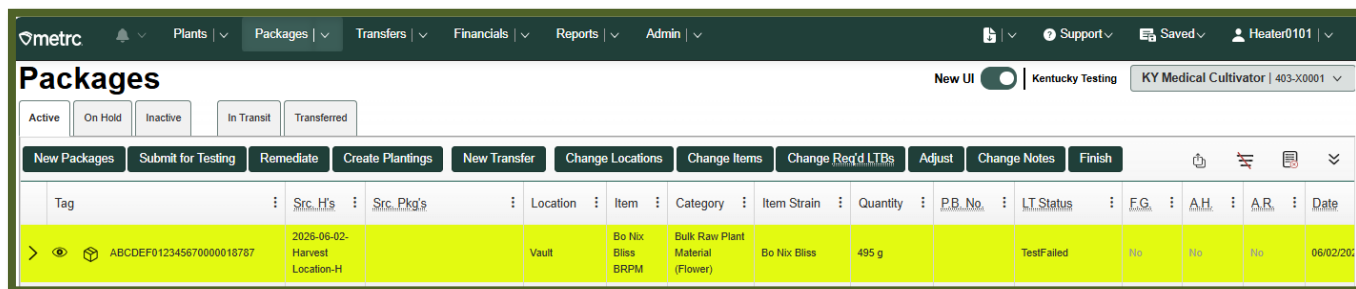
+ 1

Cancel Adjust Packages

Figure 4: Adjusting a Package.

Example 1 (Continued)

After the package has been adjusted for moisture loss in Metrc, the product can now be designated as remediated for necessary drying and curing in Metrc. To remediate the package, select the Bulk Raw Plant Material (Flower) package to highlight it and then click the “Remediate” button (see Figure 5).

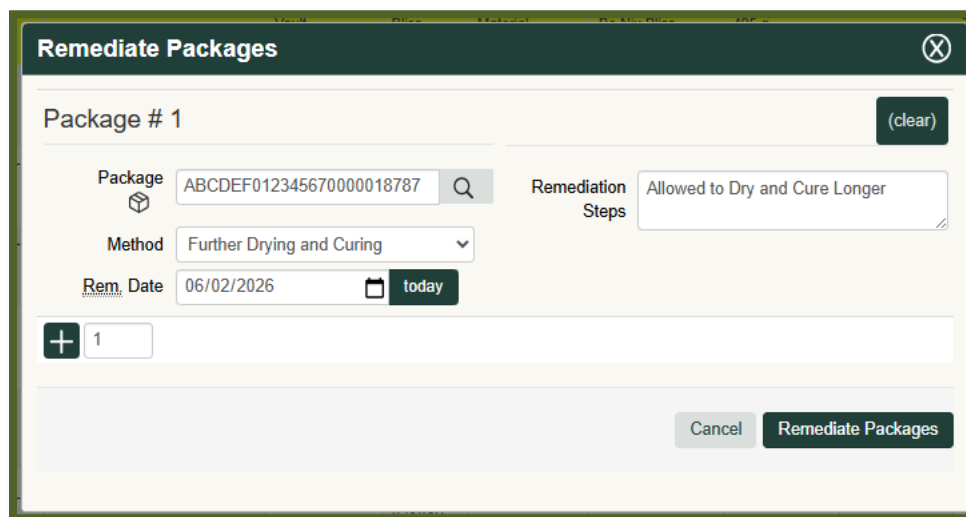


Tag	Src. H's	Src. Pkg's	Location	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	F.G.	A.H.	A.R.	Date
> ABCDEF012345670000018787	2026-06-02-Harvest Location-H		Vault	Bo Nix Bliss BRPM	Bulk Raw Plant Material (Flower)	Bo Nix Bliss	495 g		TestFailed	No	No	No	06/02/2026

Figure 5: Selecting Package to Remediate.

This will open the Remediate Packages action window where all required information will be recorded. The Package tag ID will be auto-populated. Select the appropriate Remediation Method from the Method dropdown list, which in Example 1 would be “Allowed to Dry and Cure Longer”. Enter the Remediation Date and the steps taken to remediate the product. Then click the “Remediate Packages” button to complete the remediation process on Metrc (see Figure 6).

Please note: Selecting “Remediate Package” for any package with a LT Status other than “Test Failed” or “Remediated” product will trigger an empty Remediate Package window.



Remediate Packages

Package # 1 (clear)

Package

ABCDEF012345670000018787

Remediation Steps

Allowed to Dry and Cure Longer

Method

Further Drying and Curing

Rem. Date

06/02/2026

today

+

1

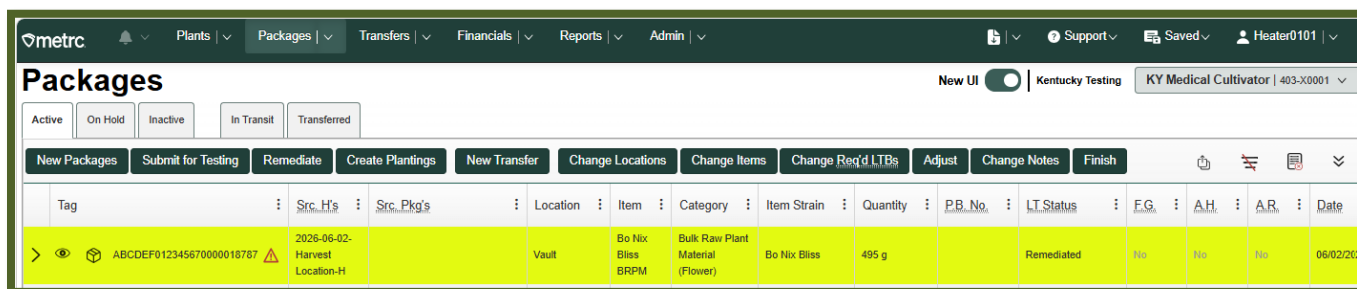
Cancel

Remediate Packages

Figure 6: Remediate Packages action window with Further Drying and Curing Method as example.

Example 1 (Continued)

Once the raw material (harvest batch) is Remediated, the testing status will be updated to “Remediated” (see Figure 7).



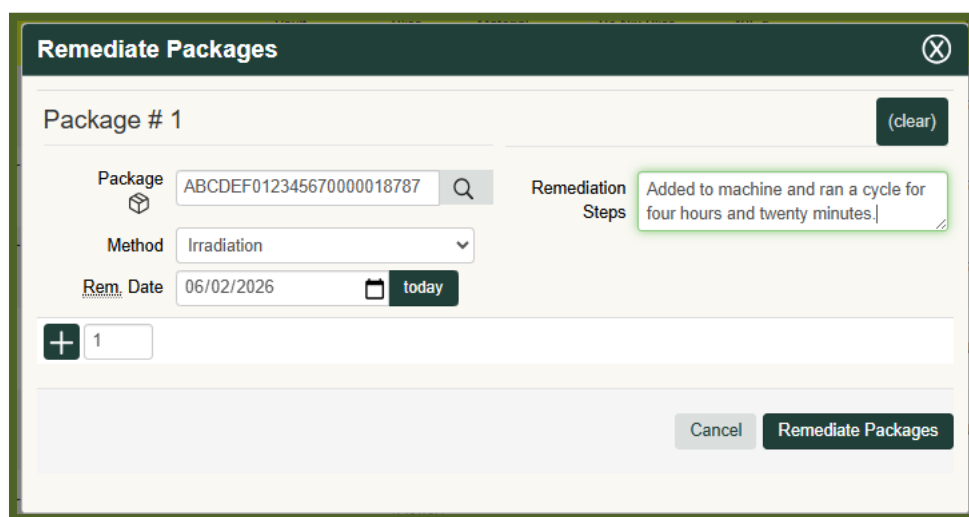
Tag	Src. H's	Src. Pkg's	Location	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	E.G.	A.H.	A.R.	Date
> ABCDEF012345670000018787	2026-06-02- Harvest Location-H		Vault	Bo Nix Bliss BRPM	Bulk Raw Plant Material (Flower)	Bo Nix Bliss	495 g		Remediated	No	No	No	06/02/2026

Figure 7: Remediated Package with Status of “Remediated.”

Remediation Example 2: Irradiation

A harvest batch might undergo irradiation to remediate failed microbial impurities testing. In this scenario, the action would be recorded using the Remediate button in Metric.

In the Remediate Packages action window, record all required information and select “Irradiation” from the Method dropdown list (see Figure 8).



Remediate Packages

Package # 1 (clear)

Package

ABCDEF012345670000018787

Method

Irradiation

Rem. Date

06/02/2026

today

Remediation Steps

Added to machine and ran a cycle for four hours and twenty minutes.

+ 1

Cancel

Remediate Packages

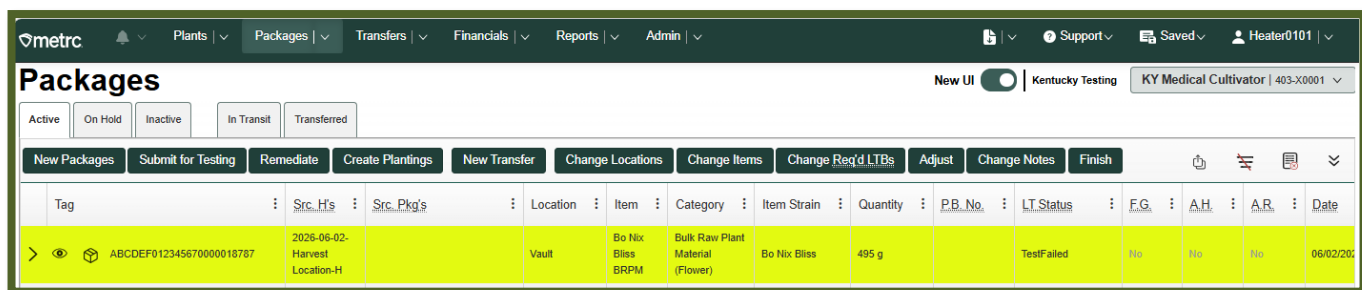
Figure 8: Remediate Packages action window with Irradiation Method as example.

Once the batch has been Remediated, the testing status will be updated to “Remediated.”

Remediation Example 3: High Heat & Solvent Extraction

When failing for microbial impurities, harvest or production batches might undergo a remediation process that changes the batch's physical and/or chemical form. These sterilization process types (e.g., extraction) are recorded as a processing job within Metrc. Harvest batches that fail for microbial impurities will need to be transferred to a licensed Processor in order to lawfully change form.

To complete this process in Metrc, first select the package that is intended to be transferred and extracted by a licensed Processor in the active Packages grid (which will highlight the package being remediated). Then click the “New Transfer” button (**see Figure 9**).



The screenshot shows the Metrc web interface. The top navigation bar includes links for Plants, Packages, Transfers, Financials, Reports, and Admin. The main header area shows the user is logged in as Heater0101 and is viewing the 'Packages' section. Below the header, there are tabs for 'Active', 'On Hold', 'Inactive', 'In Transit', and 'Transferred'. The 'Active' tab is selected. A row of action buttons is visible: 'New Packages', 'Submit for Testing', 'Remediate', 'Create Plantings', 'New Transfer', 'Change Locations', 'Change Items', 'Change Req'd LTBs', 'Adjust', 'Change Notes', and 'Finish'. The 'New Transfer' button is highlighted. Below the buttons is a table with columns: Tag, Src. H's, Src. Pkg's, Location, Item, Category, Item Strain, Quantity, P.B. No., LT Status, F.G., A.H., A.R., and Date. The first row of data is highlighted in yellow and contains the following information: Tag: ABCDEF012345670000018787, Src. H's: 2025-06-02-Harvest, Src. Pkg's: Location-H, Location: Vault, Item: Bo Nix Bliss BRPM, Category: Bulk Raw Plant Material (Flower), Item Strain: Bo Nix Bliss, Quantity: 495 g, P.B. No.: , LT Status: TestFailed, F.G.: No, A.H.: No, A.R.: No, Date: 06/02/2025.

Tag	Src. H's	Src. Pkg's	Location	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	F.G.	A.H.	A.R.	Date
ABCDEF012345670000018787	2025-06-02-Harvest	Location-H	Vault	Bo Nix Bliss BRPM	Bulk Raw Plant Material (Flower)	Bo Nix Bliss	495 g		TestFailed	No	No	No	06/02/2025

Figure 9: Select the Package for Extraction.

This will open the New Transfer action window. Fill out all required information and be sure to select “Product Remediation” as the Transfer Type. Once all the information is verified for accuracy, select the “Register Transfer” button to complete the process on Metrc (**see Figure 10 on page 7**).

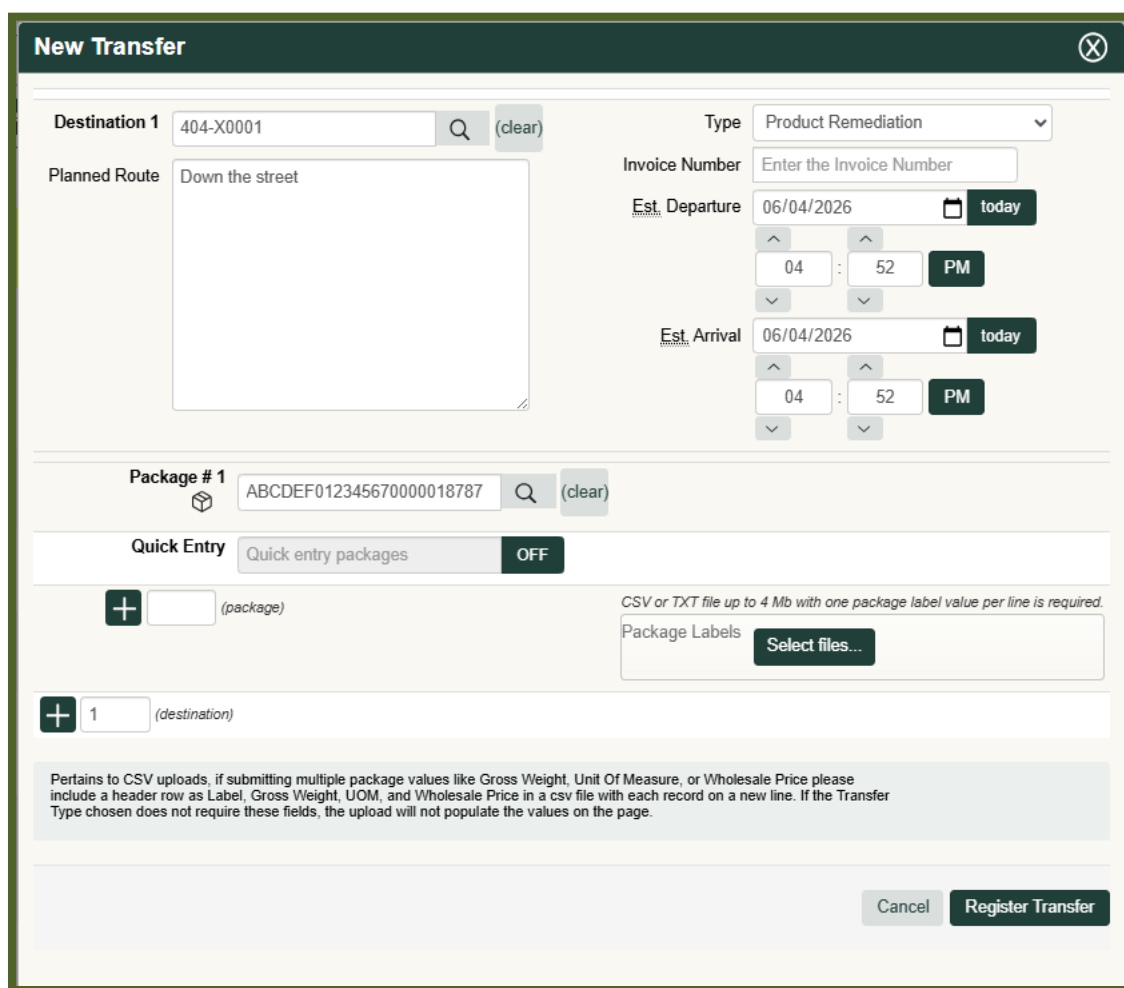
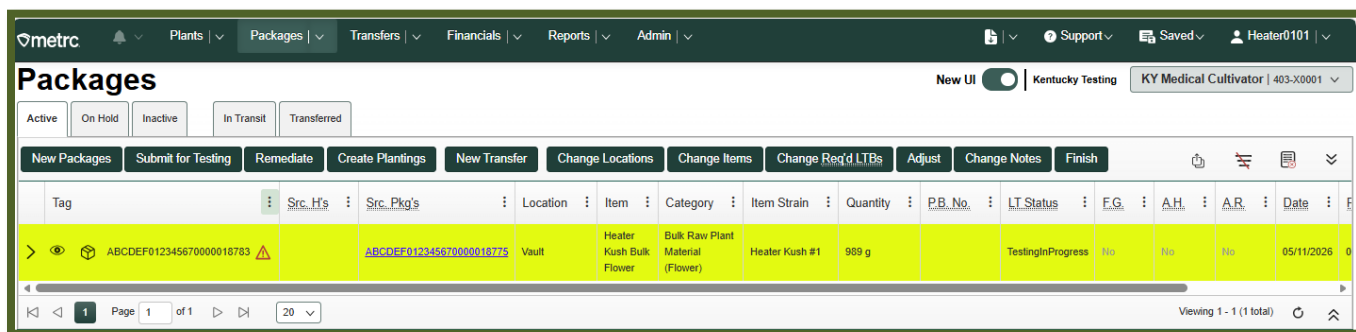


Figure 10: Creating a Transfer to a Licensed Processor.

The Processor will then receive the package and convert it into a different form. Please note the Processor must complete the remediation process in Metrc, including specifying the remediation method used and noting all steps taken to remediate the product (**see Figures 6 and 8**).

Importantly, after the failed harvest or production batch has undergone an allowable remediation process, that batch must be sampled and retested in accordance with 915 KAR 1:110, Section 2 and Section 3. Before any samples are taken from that batch, the licensee is required to inform and disclose to the safety compliance facility conducting the retesting: (1) that the batch has previously failed testing and is being retested after undergoing remediation and (2) any sterilization methods or solvents used on the batch.

Once a package has been Remediated, the triangular symbol next to the tag number denotes that the package contains remediated product (**see Figure 11 on page 8**). The remediation icon(s) will permanently be displayed for the package information.



The screenshot shows the Metrc web application interface. At the top, there's a navigation bar with tabs for Plants, Packages, Transfers, Financials, Reports, and Admin. The 'Packages' tab is selected. Below the navigation bar, there's a 'Packages' section with filters for Active, On Hold, Inactive, In Transit, and Transferred. A 'Remediate' button is highlighted. Below the filters, there's a table with columns: Tag, Src. H's, Src. Pkg's, Location, Item, Category, Item Strain, Quantity, P.B. No., LT Status, F.G., A.H., A.R., and Date. The table contains one row with the following data: Tag: ABCDEF012345670000018783, Src. H's: ABCDEF012345670000018775, Location: Vault, Item: Heater Kush Bulk Flower, Category: Bulk Raw Plant Material (Flower), Item Strain: Heater Kush #1, Quantity: 989 g, P.B. No.: , LT Status: TestingInProgress, F.G.: No, A.H.: No, A.R.: No, Date: 05/11/2026. The table is on page 1 of 1, showing 1 total record.

Figure 11: Verify Product is in a Remediated Testing Status.

Again, once a product has been Remediated, it is still required to undergo sampling and testing in accordance with 915 KAR 1:110, Section 2 and Section 3. Please carefully review the testing and remediation requirements contained in the Kentucky administrative regulations (see 915 KAR 1:110).

As a final reminder, please note that remediated and non-remediated product cannot be combined when creating package tags.

Metrc Resources

If you have any questions, or need additional support, the following resources are available:

Contact Metrc Support by using the new full-service system – Service Cloud – by navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click Support and navigate to support.metrc.com and it will redirect to the portal.

Please note: If accessing the portal for the first time, a username (which is established when logging in), the respective state and “Facility license number”, and a valid email to set a password are required.

Metrc Learn: Right now, Metrc Learn offers various programs for users featuring different courses. To login, visit [Metrc Learn](#) and enter your login credentials, or to access, register by visiting the [Metrc Learn Registration](#).

However, we’ve conducted a lot of listening and learning across the industry, and we're proud to share that Metrc Learn is undergoing a redesign, featuring interactive modules and on-demand advanced training. Stay tuned for more exciting details rolling out soon, as we redefine your experience with Metrc!

Access additional resources: In the Metrc system, click on the Support dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more.

Thank you for your continued partnership.