

Bulletin Number: VA_IB_0020	Distribution Date: 08/26/2026	Effective Date: 09/03/2026
Contact Point: Metrc Support	Subject: Optional Strain field for Item Categories	
Reason: An optional strain field for item categories.		

Greetings,

The Virginia Cannabis Control Authority and Metrc are introducing an update to item categories that give the ability to optionally add strain for an item category for greater flexibility.

Effective September 3, 2026, the optional strain field is enabled for all item categories. Existing categories that already require strain reporting remain unchanged. Leaving the optional strain field blank will not impact workflows.

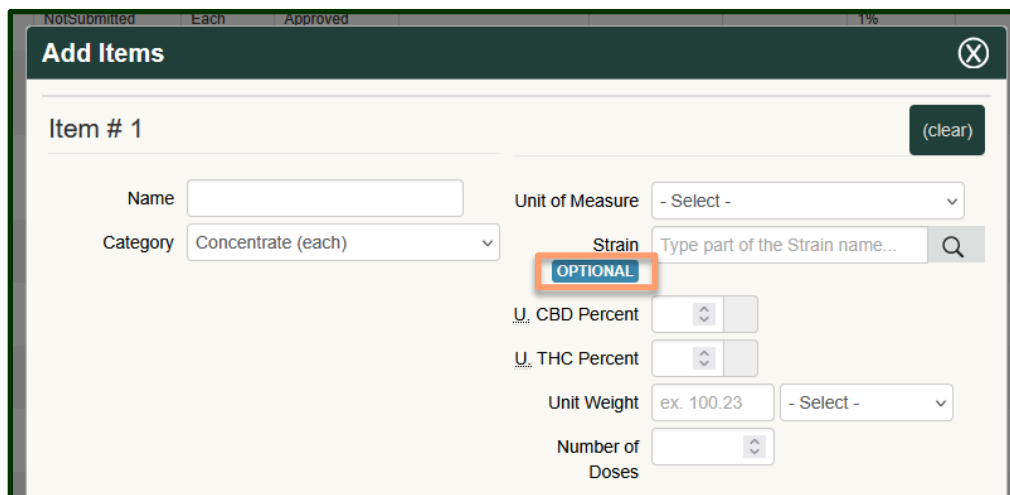


Figure 1: The optional indicator appears in a blue box in all caps to be distinctly different than the *required** indicator for the Strain field when creating an Item.

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.