

Bulletin Number: VA IB 0021	Distribution Date: 08/28/2026	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Lab Testing Best Practices and Common Errors	
Reason: Metrc is providing information about lab testing best practices and common lab testing errors in Virginia.		

Greetings,

Metrc, in conjunction with the Virginia Cannabis Control Authority (CCA), would like to provide guidance on best practices for documenting testing in Metrc. Included in this bulletin are helpful tips and resources regarding:

- Compliance testing
- R&D (Research & Development) testing
- Common testing errors and their corrections

Please read on for more information.

How to Create Test Sample Packages for Regulatory Compliance Testing

To create a test sample package, go to the Packages area on the navigational toolbar and select the Packages option – **see Figure 1**.

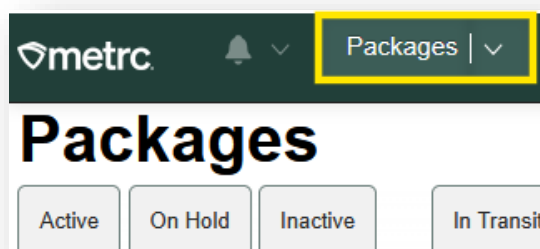


Figure 1: Packages option from dropdown on navigational toolbar

Once on the Packages grid, select the Active tab, then locate and click on the Source Package sampled by the testing facility to highlight it in yellow, then click the Submit for Testing button – **see Figure 2**.

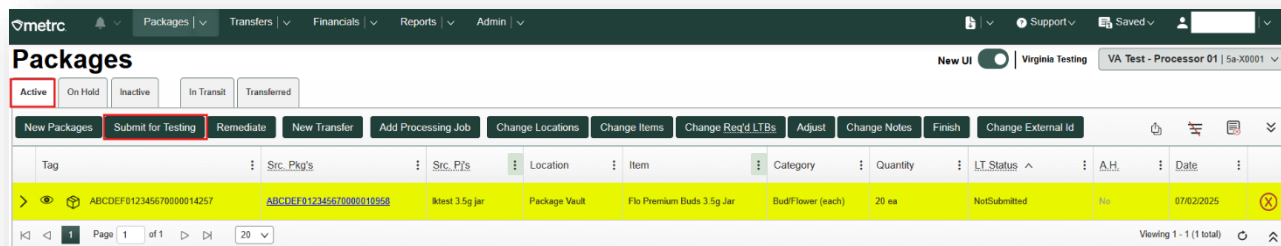


Figure 2: Select Package and Submit for Testing Button to Create a Test Sample

This will open the Submit for Testing action window. The package sampled by the testing facility is populated on the right-hand side in Package #1 field as the source package. Enter the representative sample amount obtained by the testing facility in the Quantity field for Package #1. **Do not enter the entire contents of the source package in the Quantity field as this will empty the package.**

Assign a new Package Tag to the test sample package being created on the left-hand side. **Note:** Provide the whole physical tag to the testing facility – one portion will be attached to the physical container of the test sample that was created, and the other portion may be used on the Testing Facility's Chain of Custody or internal paperwork.

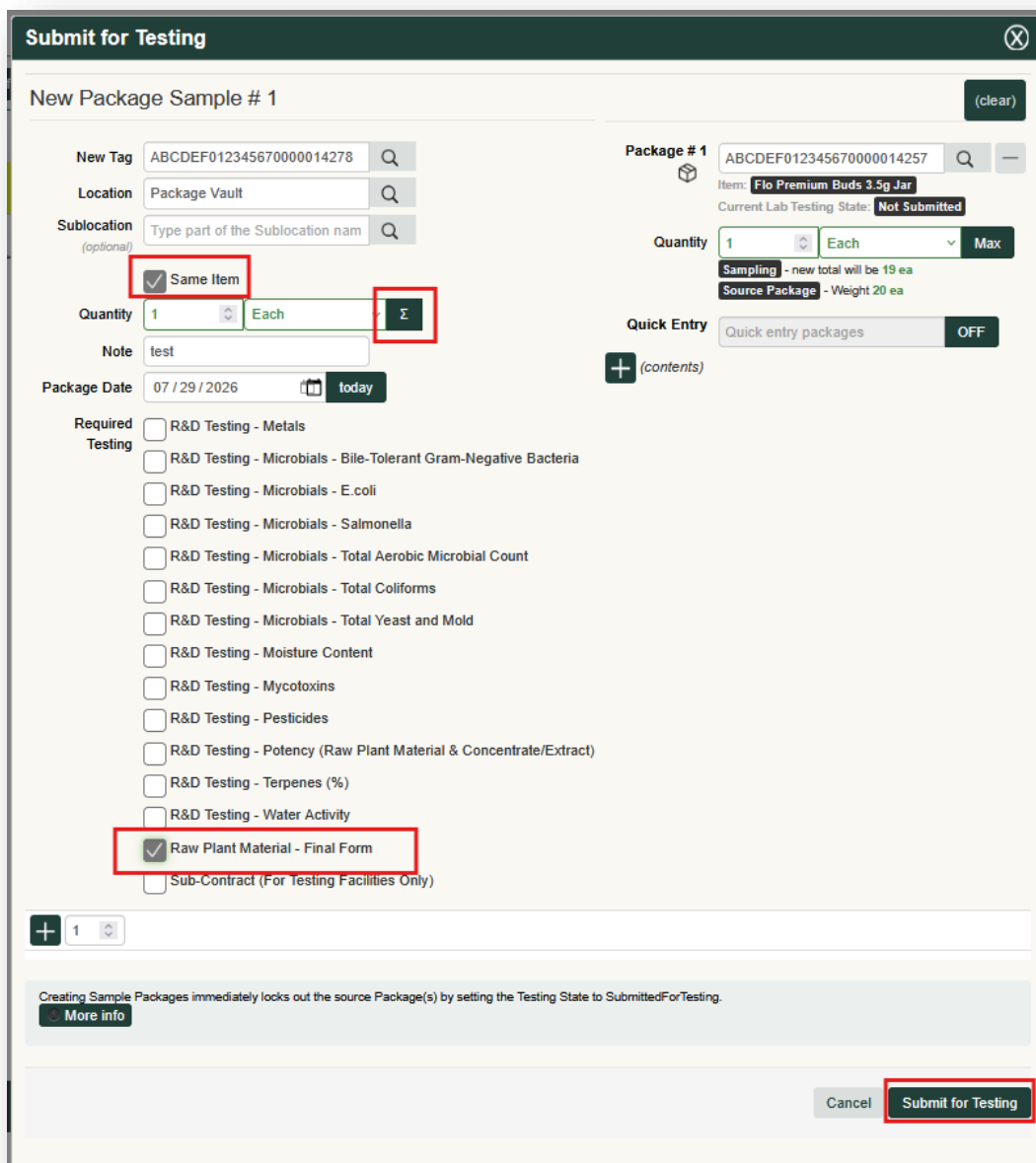
By selecting the “Same Item” checkbox, this will assign the same item name as is associated with the source package.

Then, select the appropriate Unit of Measure and the Sum button (Σ) is used to populate the same quantity that is being pulled from the source package as the quantity of the new test sample package. Both the test sample package Quantity and the source package Quantity in the action window should be the same amount and unit of measure that was physically taken by the testing facility.

Enter the date the test sample package is being created in the Package Date field by selecting the “Today” button.

Select the appropriate Lab Test Batch from the Required Testing menu for the product being tested (see below for a description of Lab Test Batches).

After verifying the accuracy of all entries, click the Submit for Testing button – **see Figure 3 below.**



Submit for Testing

New Package Sample # 1 (clear)

New Tag: ABCDEF012345670000014278

Location: Package Vault

Sublocation (optional): Type part of the Sublocation name

☒ Same Item

Quantity: 1 Each

Note: test

Package Date: 07/29/2026 today

Required Testing:

- ☐ R&D Testing - Metals
- ☐ R&D Testing - Microbials - Bile-Tolerant Gram-Negative Bacteria
- ☐ R&D Testing - Microbials - E.coli
- ☐ R&D Testing - Microbials - Salmonella
- ☐ R&D Testing - Microbials - Total Aerobic Microbial Count
- ☐ R&D Testing - Microbials - Total Coliforms
- ☐ R&D Testing - Microbials - Total Yeast and Mold
- ☐ R&D Testing - Moisture Content
- ☐ R&D Testing - Mycotoxins
- ☐ R&D Testing - Pesticides
- ☐ R&D Testing - Potency (Raw Plant Material & Concentrate/Extract)
- ☐ R&D Testing - Terpenes (%)
- ☐ R&D Testing - Water Activity
- ☒ Raw Plant Material - Final Form
- ☐ Sub-Contract (For Testing Facilities Only)

Package # 1: ABCDEF012345670000014257

Item: Flo Premium Buds 3.5g Jar

Current Lab Testing State: Not Submitted

Quantity: 1 Each Max

Sampling - new total will be 19 ea

Source Package - Weight 20 ea

Quick Entry: Quick entry packages OFF

+ (contents)

Cancel Submit for Testing

Figure 3: Submit for Testing Action Window

The test sample that has been created, as well as the source package, will have the Lab Test Status of “Submitted for Testing” until the testing facility uploads the test results. The test sample package, indicated by the teardrop icon, can now be added to a new transfer to the testing facility. If the source package’s lab test status does not update to either “Test Passed” or “Test Failed” after test results are uploaded, contact Metrc Support for assistance – see **Figure 4** below.

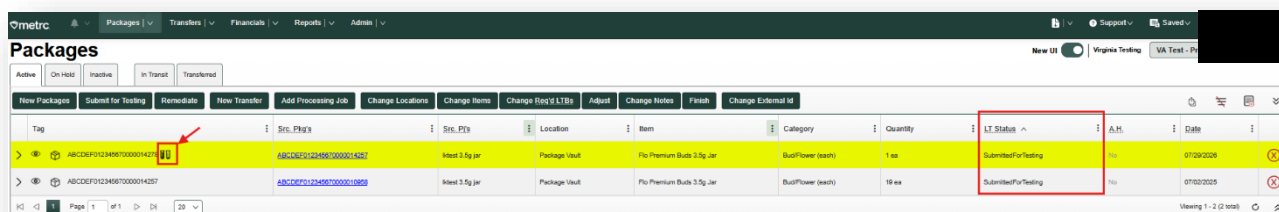


Figure 4: Submit for Testing Test Status

Best Practices for R&D (Research & Development) Testing

R&D Test samples must be created from the correct source package and transferred from the license where the source package is located. Also, all R&D Test sample packages must be created using the “Submit for Testing” button.

Please follow the process below when creating an R&D test sample:

When creating an R&D Test sample of Raw Plant Material or a Production Batch:

1. Create the R&D test sample package using the “Submit for Testing” button. The item name for the test sample must be identical to the source package that the test sample is pulled from.
2. See above for step-by-step instructions on creating an R&D test sample in Metrc.

Note: R&D Testing is a licensed business’ decision. R&D Testing is not counted as part of required compliance testing. *R&D Testing is considered informational only and therefore, the lab test status for the source package will not be overridden.*

Common Errors and How to Correct

When errors are made during test sample package creation, the ability to move the products can be impacted, even if the product passed state required testing.

Below are some of the most common errors made and actions that can be taken to correct them.

Error – Example 1:

Creating Multiple Test Sample Packages from the Same Source Package

Only one state required test sample package should be created from a package. Having more than one test sample package can cause the Lab Test Status of a package to be set to 'Testing In Progress' after the testing facility has recorded the test results on the tested sample, preventing the ability to move the product.

Corrective action:

If a duplicate test sample package is in the license's inventory and the test results have been recorded (Lab Test Status is 'Testing in Progress'), contact Metrc Support for assistance.

If a duplicate test sample package remains in the license's inventory AND the test results have not yet been recorded on the sample package transferred to the testing facility (Lab Test Status is 'Submitted for Testing'), the duplicate test sample package should be **discontinued**. DO NOT adjust the duplicate test sample package to zero or finish the package as this will guarantee the product will be locked in the 'Testing In Progress' status after all test results have been entered.

Error – Example 2:

Creating a Child Package from the Source Package Prior to the Testing Facility Entering/Uploading Electronic Results in Metrc

You should not create any child packages from a source package until the testing facility has entered the test results and the COA has been uploaded in Metrc. Once the test results for the source package are recorded and the Lab Test Status is set to 'TestPassed' or 'Retest Passed', then child package(s) can be created, which will inherit the test results of the parent package.

Note: DO NOT create a child package and then pull a test sample from the child package. The test sample should only be pulled from a source package.

Corrective action:

If the error is discovered prior to transferring the samples to the testing facility, the test sample taken from the child package should be discontinued. If the samples have already been transferred to the testing facility, please contact Metrc Support for assistance.

Error – Example 3:

Pulling from a Test Sample Package to Create a Test Sample Package

Creating a test sample package from a test sample package creates a second test sample package. After the testing facility has recorded the test results and uploaded the COA on one of the samples, the Lab Test Status of the original source package that will display on the Packages grid will be Testing in Progress.

Corrective action:

If the error is discovered prior to transferring the samples to the testing facility, the test sample taken from the sample package can be discontinued. If the samples have already been transferred to the testing facility, please contact Metrc Support for assistance.

Error – Example 4:

Pulling the Entire Contents of the Source Package into the Test Sample Package

A test sample is created with a quantity matching the test sample amount sampled. Verify the new quantity of the source package when creating the test sample package before clicking the Submit for Testing button. The quantity of the source package should not be zero.

Corrective action:

If the error is discovered prior to transferring the sample to the testing facility, the test sample should be discontinued. If the sample has already been transferred to the testing facility, please contact Metrc Support for assistance.

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 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

Metrc Learn has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new [Metrc Learn](#) LMS is simple through multiple convenient locations:

From within the Metrc system

- Navigate to the Support area on the navigational toolbar and select “Sign up for Training” to register.

From the Metrc website

- Navigate to your [state’s partner page](#) and scroll down to the “Metrc’s Training Resources” section to find the link.

Also, save the link as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

Access additional resources

In the Metrc system, click on the Support area dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manuals, and more.

Thank you for your continued partnership.