

Bulletin Number: WV IB 0049 UPDATED	Distribution Date: 09/29/2026 UPDATED	Effective Date: 10/15/2026
Contact Point: Metrc Support	Subject: Concentrate (Bulk) Item Category Requires Approval	
Reason: Configuration Update to require approval for Concentrate (Bulk) Item Category		

Greetings,

Metrc, in conjunction with the WV Office of Medical Cannabis (OMC) are providing information regarding an update to configurations which will require state pre-approval for the “Concentrate (Bulk)” Item Category in the WV Metrc system.

On October 15, 2026, the “Concentrate (Bulk)” Item Category will be updated to require the following:

- *State pre-approval*
- Item Name
- Strain (*optional*)

UPDATE: The previous version of this bulletin specified certain required fields which are no longer deemed necessary at the Concentrate (Bulk) item category level by OMC.

For more information about Item Approvals, refer to [WV Industry Bulletin #43](#).

For more the Item Product Category Chart, refer to [WV Industry Bulletin #47](#).

The Concentrate (Bulk) item category is intended to be used for work-in-progress or intermediate forms of product during the manufacturing process. All final form items should be created in the “Concentrate (Each)” item category.

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.