

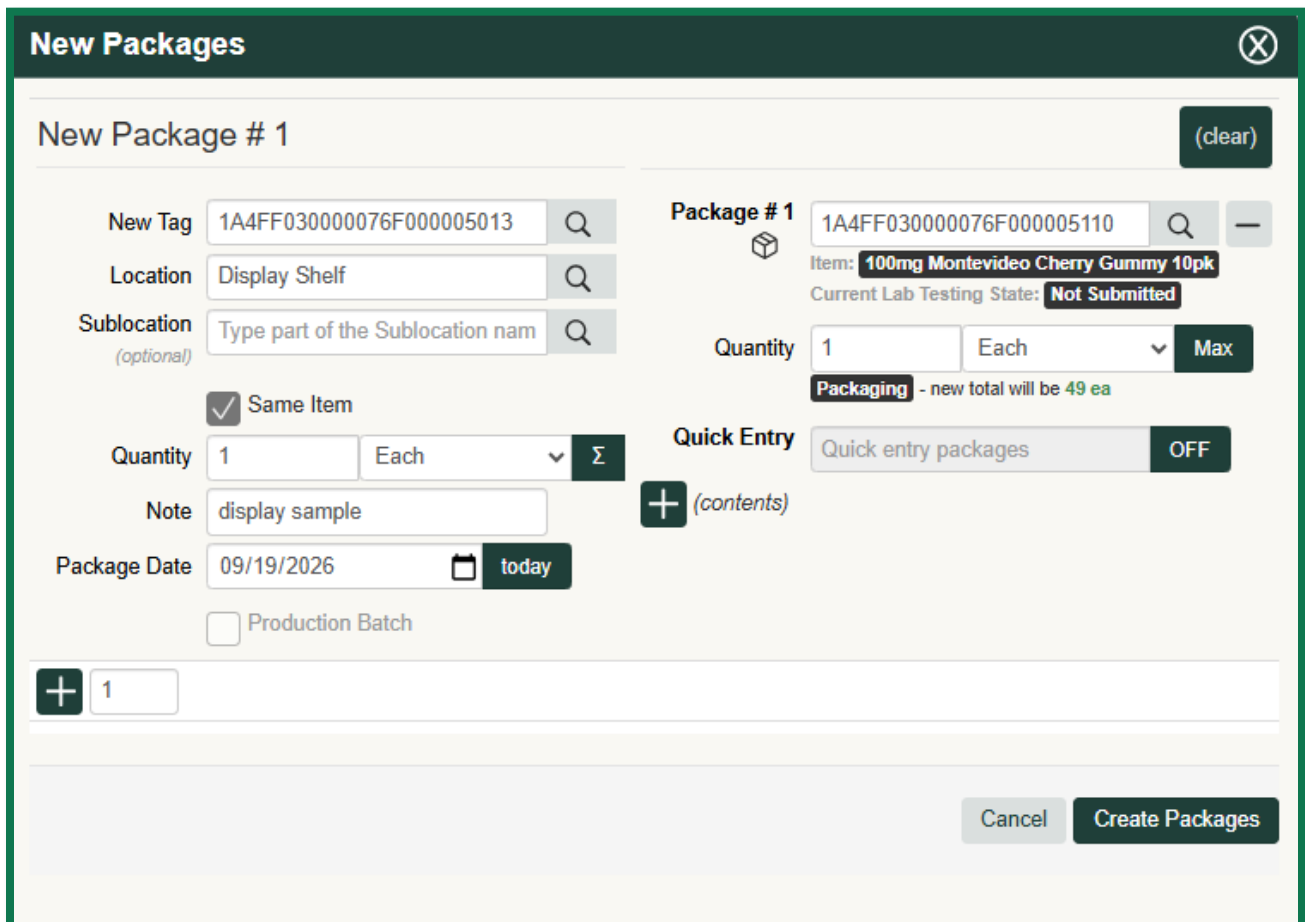
Bulletin Number: MN_IB_0076	Distribution Date: 10/14/2026	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Display Samples	
Reason: To outline the proper use of display samples within dispensary licenses		

Greetings,

A display sample is a small amount of cannabis product that a business has on display for consumers to either look at or smell, but that cannot be sold. Businesses can purchase display samples or use existing inventory to create new display samples. Display samples should be treated as contaminated products and must be destroyed no later than 90 days after designation as a display sample.

It is best practice to create a “Display Shelf” location within the license.

To designate a display sample, a new package tag must be created for the amount being used for the sample, using the correct location – **see Figure 1**.



New Packages

New Package # 1 (clear)

New Tag: 1A4FF030000076F000005013

Location: Display Shelf

Sublocation (optional): Type part of the Sublocation name

☒ Same Item

Quantity: 1 Each Σ

Note: display sample

Package Date: 09/19/2026 today

☐ Production Batch

Package # 1: 1A4FF030000076F000005110

Item: 100mg Montevideo Cherry Gummy 10pk

Current Lab Testing State: Not Submitted

Quantity: 1 Each Max

Packaging - new total will be 49 ea

Quick Entry: Quick entry packages OFF

+ (contents)

+ 1

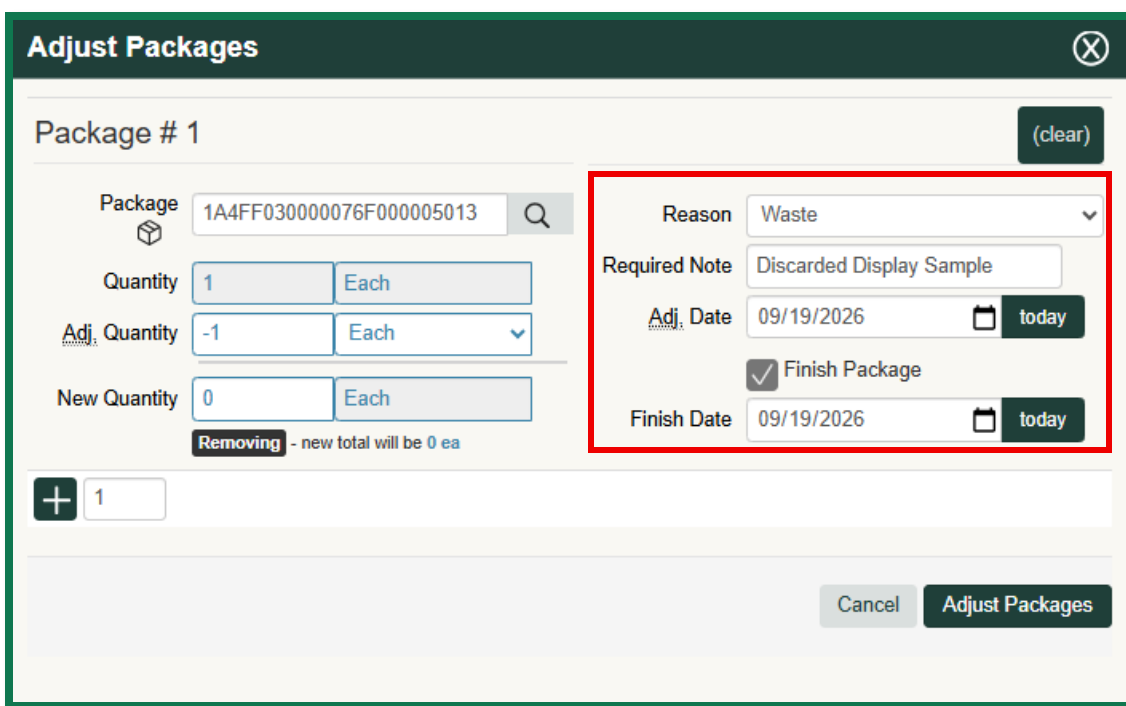
Cancel Create Packages

Figure 1: New Packages screen for Display Sample

If a prepackaged product is opened to retrieve a partial amount for the display sample (e.g., a single bud from a 3.5-gram package), the remainder of that opened package must be wasted or destroyed.

NOTE: A business may prefer to purchase display-size packages for display in a retail facility to avoid the need to destroy additional product.

If the single prepackaged product is part of a larger package tag, the adjustment to remove that single prepackaged product must still be made as described above. Once a display sample is ready to be destroyed, the package associated with that sample should be adjusted down to zero using the adjustment reason “Waste.” The note for this adjustment should accurately display the fact that this was a discarded display sample – see **Figure 2**.



The screenshot shows the "Adjust Packages" interface. On the left, under "Package # 1", there are input fields for "Package" (1A4FF030000076F000005013), "Quantity" (1), "Adj. Quantity" (-1), and "New Quantity" (0). A status bar indicates "Removing - new total will be 0 ea". On the right, a red box highlights the adjustment details: "Reason" is set to "Waste", "Required Note" is "Discarded Display Sample", "Adj. Date" is "09/19/2026", "Finish Package" is checked, and "Finish Date" is "09/19/2026". At the bottom right are "Cancel" and "Adjust Packages" buttons.

Figure 2: Adjust packages screen

Please be aware that questions related to point-of-sale are best directed to the point-of-sale provider.

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](https://learn.metrc.com) platform is simple:

From within the Metrc system

- Navigate to the drop-down Support menu in 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 – *learn.metrc.com* – 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.

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.

Thank you for your continued partnership.