Metrc Support Bulletin

Bulletin Number: ME_IB_0047	Distribution Date: 06/18/2024	Effective Date: Ongoing
Contact Point: Metrc® Support	**Subject**: Remediation and Production Batches in Metrc	
Reason: Providing guidance on how to record remediation methods and steps in Metrc, and how to properly record production batches.		

Greetings,

We are pleased to provide this step-by-step guidance document on how to record the remediation of products that have failed testing. It is the responsibility of the licensee carrying out the actual remediation processes to properly record the methods and steps used in Metrc. These methods and steps must be recorded for each individual Metrc package included in the remediation attempt.

In addition, we are outlining how a facility must use the production batch indicator when creating a new production batch.

Please read on for more detailed information.

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<u>Remediation</u>

When a product receives a '*TestFailed'* status in Metrc, the Office of Cannabis Policy (OCP) allows licensees to attempt to remediate their product.

Please refer to the rules governing the Adult Use Cannabis Program regarding limitations on the further remediation of products that have failed a retest.

To remediate a package, go to the Packages area on the navigational toolbar. Once on the Packages grid, select the Active tab – **see Figure 1**.
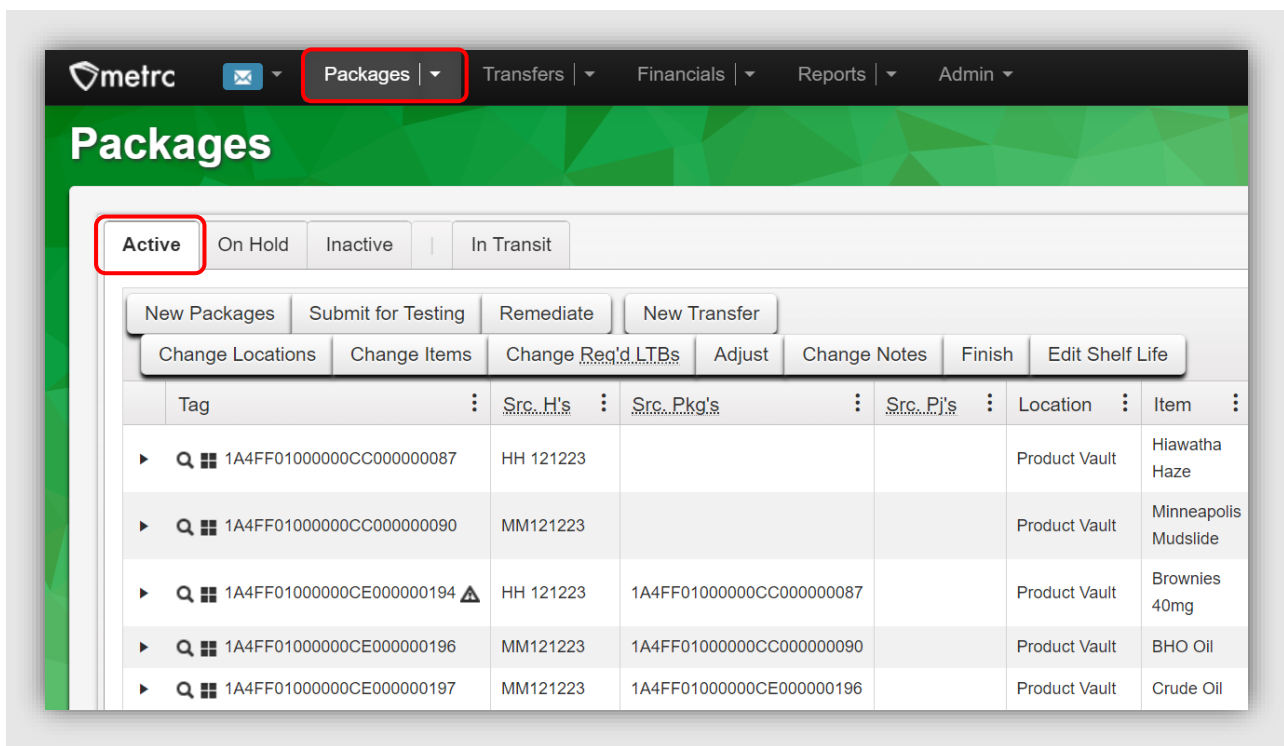

Figure 1: Active Packages Grid

Identify and highlight the package with a '*TestFailed'* Lab Testing (LT) status and select the Remediate button. – **see Figure 2** below**.**

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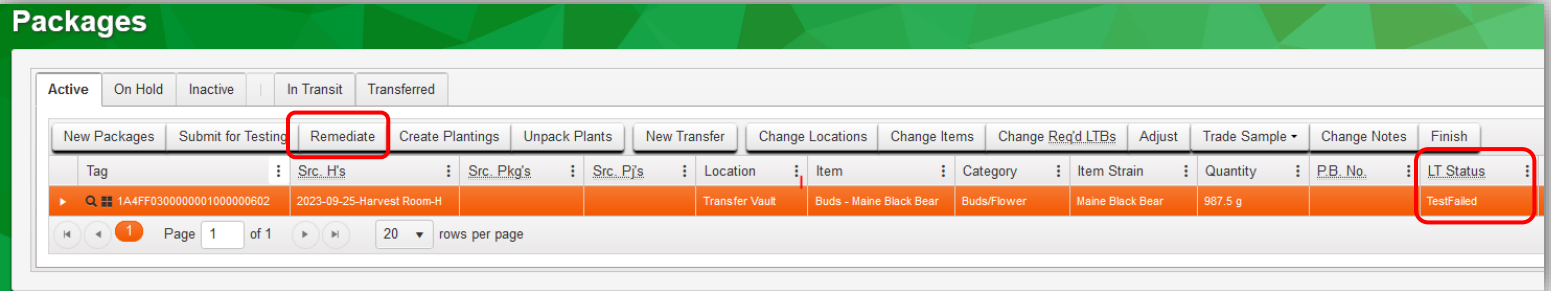please visit Support.Metrc.com

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Figure 2: Package with LT Status – TestFailed

This will open the Remediate Packages action window to select the most accurate method from the drop-down menu and record the Remediation Steps taken.

Available remediation methods include:

- Drying/Curing
- High Heat
- High Heat Hydrocarbon Based Solvent
- Inspection and Cleaning
- Irradiation
- Low Heat/Mixing
- Melting Down and Remaking
- Repackaging/Remixing
- Ozone
- UV Radiation

Not every remediation method is appropriate for every product type and every type of testing failure. Please contact OCP Compliance (compliance.ocp@maine.gov) for guidance regarding the applicability of a particular remediation method.

Next, enter the date the remediation took place, and then select the green Remediate Packages button to complete the action. – **see Figure 3.**
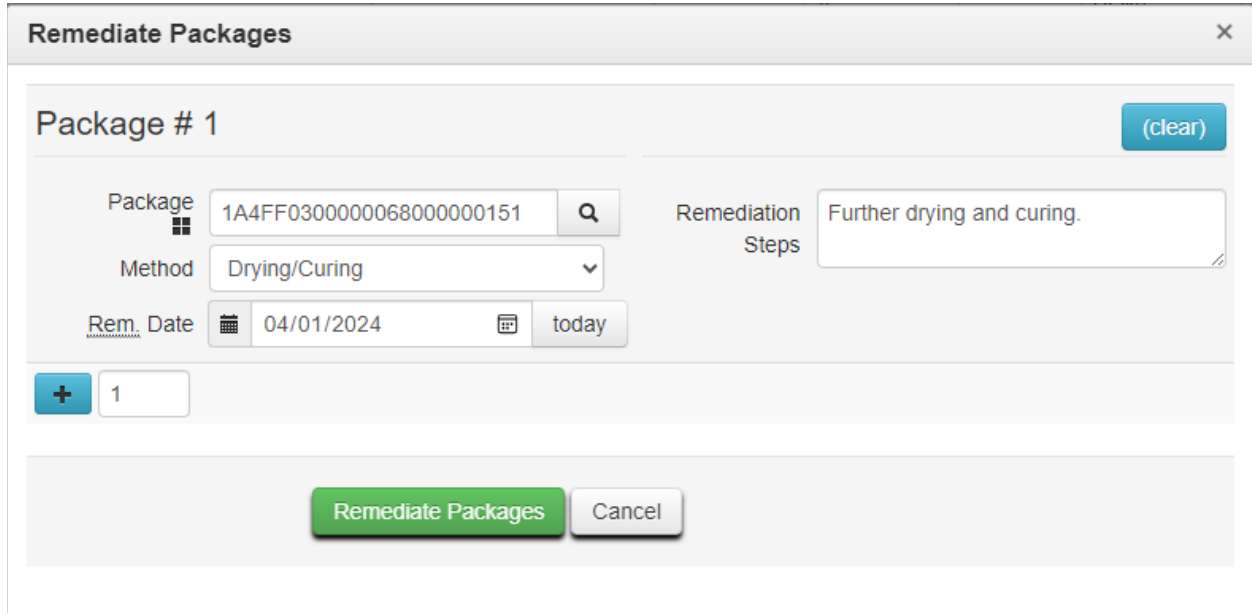
Figure 3: Remediate Packages Window

After remediation has been recorded, the product will have an updated LT status of *Remediated*.

Please refer to the Adult Use Cannabis Program Rule and the Guidance for Creating Test and Retest Sample Packages for more information on retesting requirements and limitations.

Remediation Resulting in A New Production Batch

If a failed batch is remediated using a remediation method that changes the cannabis or cannabis product into a different matrix of cannabis or cannabis product, then it must be recorded as a new production batch in Metrc. For example, if extraction is used as part of a remediation process, the creation of a new production batch must be recorded in Metrc within the same action window used to record the remediation method and steps.

To begin, go to the Packages grid, highlight the package, and select the New Packages button – **see Figure 4**.
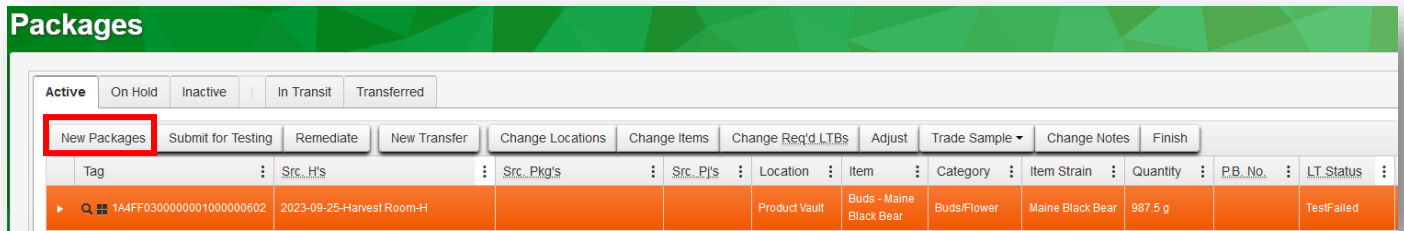

Figure 4: Select the Package(s) for Extraction

This will open the New Packages action window. Fill out all the required information and ensure that the *Production Batch* and *Remediate Product* boxes are checked. Include the remediation method and list all steps taken to remediate the product. Verify the information for accuracy, then select the Create Packages button to complete the process – **see Figure 5 below**.

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Figure 5: Creating a Production Batch Package for Product Remediation

The resulting production batch package will receive the lab testing status of *Remediated* and the remediated product icon will appear at the end of the tag number. – **see Figure 6**.

Tag	⋮	Src. H's	⋮	Src. Pkg's	⋮	Src. Pj's	⋮	Location	Item	Category	⋮	Item Strain	⋮	Quantity	⋮	P.B. No.	⋮	LT Status	⋮
🔍 ▦ 1A4FF0300000068000000250 ⚠		2023-09-25-Harvest Room-H		1A4FF0300000001000000602				Product Vault	THC Oil	Concentrate (Weight)				112.54 g		000250		Remediated	

Figure 6: Verify Product is in a Remediated Testing State

Other Types of Production Batches

There are other scenarios, beyond remediation, when new packages must be recorded as production batches in Metrc – **see Figure 7**. These scenarios include, but are not limited to, the following examples:

- Cannabis, cannabis concentrate, or a cannabis products undergo manufacturing.
- Cannabis, cannabis concentrate, or cannabis products undergo any changes to ingredients, ingredient concentration, formulation, or recipe.
- Cannabis, cannabis concentrate, or cannabis products from two or more source packages or harvest batches are combined.
- Cannabis, cannabis concentrate, or cannabis products are trimmed, manufactured, or change form in any manner.

Figure 7: Other Packages made as a Production Batch

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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, 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 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.

Remember to save the link – *learn.metrc.com* – as a bookmark in your 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!

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