

# Metrc Support Bulletin



<b>Bulletin Number:</b> MS_IB_0023	<b>Distribution Date:</b> 8/19/2024	<b>Effective Date:</b> 8/26/2024
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> New updates now available in Metrc	
<b>Reason:</b> New transferring packages functionality and features are now available in Metrc.		

Greetings,

Metrc is pleased to provide information on the latest system enhancements that will be available on August 26, 2024, including:

- Transferring packages between Cultivation facilities for Remediation

Please read on for more information regarding this new functionality.

## Transferring packages between Cultivation facilities for Remediation and Pre-Treatment

At the direction of the MMCP, the following updates have been made to permit the transfer of packages between Cultivators and Cultivators or Cultivators and Processor facilities for Remediation.

**Please note:** Licensees should continue to follow current rules on the necessary approvals to transfer packages for remediation. Contact the state agency with any questions about the remediation approval process.

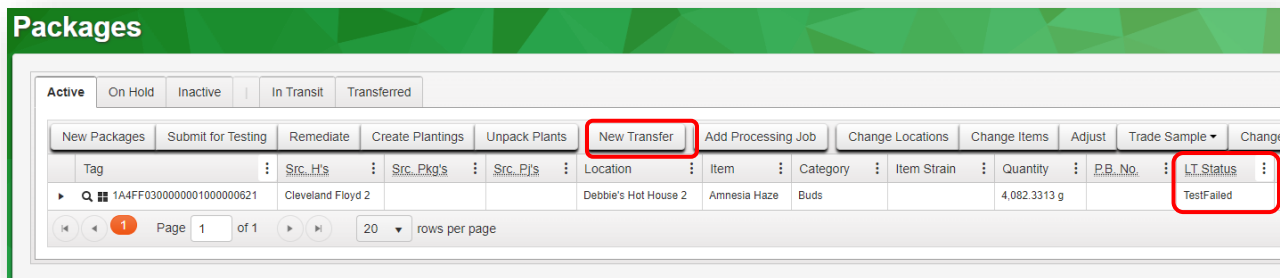
### Transferring packages for remediation:

Cultivation facilities now have the ability to transfer packages, with a lab test status of “Test Failed”, for Remediation to a Cultivation or Processing facility that is approved to remediate.

This process is approved for the following Item Categories:

- Flowers/Buds
- Shake/Trim

A Cultivation facility will start this process by selecting the package for remediation. The entire quantity of the package should be transferred for the remediation process. Next, select the **New Transfer** button to initiate the transfer. – **see Figure 1.**



**Figure 1: Selected Package with “Test Failed” status**

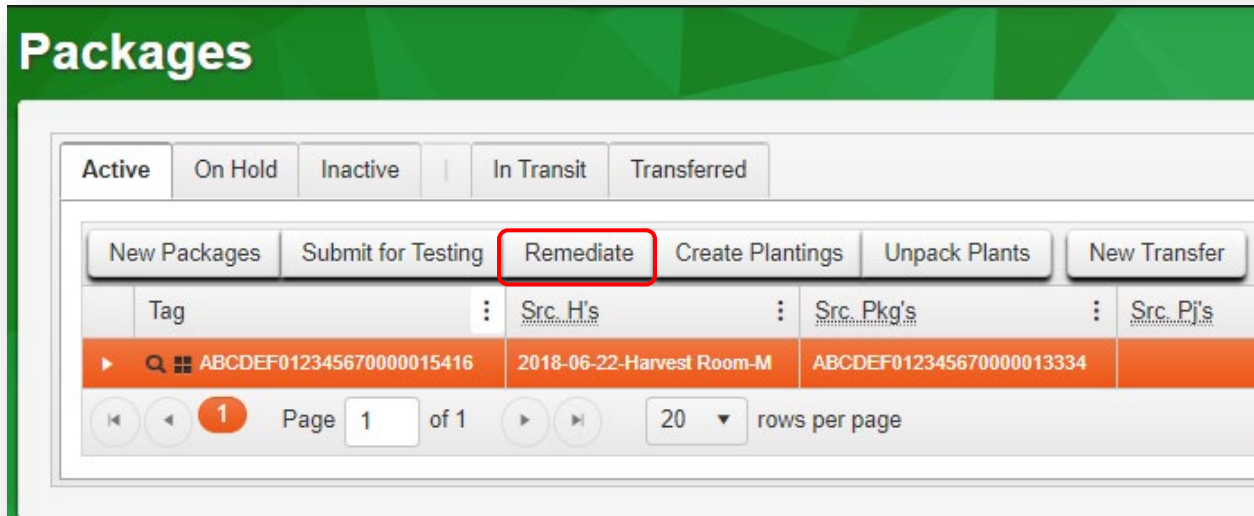
Licensees must confirm that the destination facility is approved to complete remediation. Cultivation to Cultivation transfers for Remediation should only use the Transfer Type – *Remediation Temp Transfer* – see **Figure 2**.

The screenshot shows the 'New Licensed Transfer' form. The 'Destination 1' field is set to 'M0001'. The 'Planned Route' field contains the text 'This is the route'. The 'Type' dropdown menu is open, and 'Remediation Temp Transfer' is selected and highlighted with a red box. The 'Est. Departure' and 'Est. Arrival' fields are set to '11 : 45 PM'. The 'Package # 1' field contains '1'. The 'Quick Entry' checkbox is 'OFF'. The 'Register Transfer' button is highlighted in green.

**Figure 2: Use transfer type “Remediation Temp Transfer”**

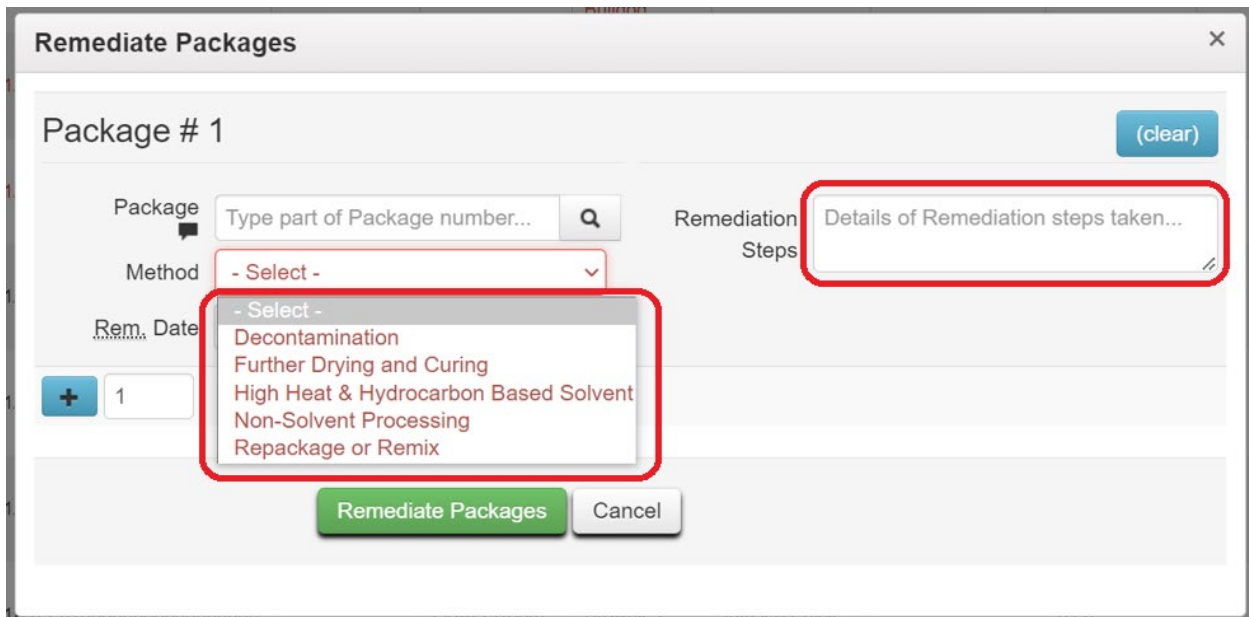
The destination Cultivation or Processor facility will receive the transfer to access the package for Remediation.

Once the destination facility has physically remediated the product, they will select the desired package from the Packages grid and press the Remediate button to remediate the package in Metric - see **Figure 3 below**.



**Figure 3: Select the package and press Remediate**

This will open the Remediate Packages action window. Select the appropriate remediation Method from the dropdown list, select the date the remediation was performed, and input the remediation steps. To finalize the remediation, click the Remediate Packages button – see Figure 4.

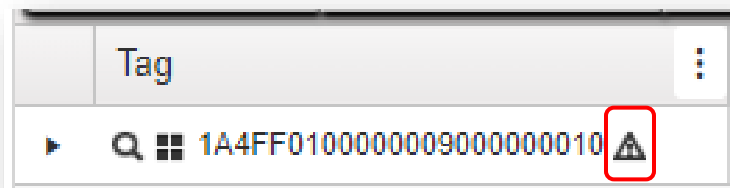


**Figure 4: Select the method and input remediation steps**

A package that has been remediated can be identified by the updated Lab Test Status of Remediated and the Contains Remediated Product icon will be displayed to the right of the package tag number in the Tab column – **see Figures 5 and 6.**

Category	Item Strain	Quantity	P.B. No.	LT Status
Marjuana Flowers/Buds	Metrc Bliss	500 g		Remediated

**Figure 5: Updated lab test status to “Remediated”**



**Figure 6: Contains remediated product icon**

Next, the facility treating the product will transfer the package(s) back to the originating facility to complete the process.

**Please note:** The specific transfer type must be used in this process of “*Remediation Temp Transfer*”.

To complete the process, the originating facility will receive the remediated package back into its inventory. Then the package can resume the process of being submitted for testing.

### 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 the Support area and select support.metrc.com and you will be redirected 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 is designed to offer educational opportunities to enhance users’ skills with the Metrc system and provides various training options based on experience level. In addition, the learning system is organized into facility-specific programs made up of various courses. To login, visit [Metrc Learn](#) and enter your login credentials, or to access, register by visiting the [Metrc Learn Registration](#).

**Access additional resources:** In the Metrc system, click the Support area on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more from the drop down.

Thank you for your continued partnership.