Metrc Support Bulletin

Bulletin Number: <mark>UPDATED</mark> NJ_IB_0023	**Distribution Date**: Original 08/05/2024 <mark>Updated 11/18/2024</mark>	**Effective Date**: 08/19/2024
Contact Point: Metrc Support	**Subject**: Item Approval Process update	
Reason: The New Jersey CRC and Metrc are providing industry notice of an upcoming approval process that will be used to Create Items.		

Greetings,

Metrc, in conjunction with the New Jersey CRC, is pleased to provide information on the latest system enhancements related to the Item Approval process.

This change will go into effect on August 19th, 2024, and will change the current process of creating new items in Metrc.

Note: Effective August 19th, 2024, all new Items in the specified Item Categories created in the Metrc system will require the state's approval before they are available to use. These items will not be accessible in your Metrc account until the approval process is completed.

Per the CRC, all existing Items intended for future use in the specified Item Categories must be submitted for approval in Metrc, **by November 25th, 2024**.

Note: Items submitted for approval may take 2 weeks or more to approve. Licensees should ensure that they are resubmitting existing items to be approved in a timely manner.

<mark>UPDATE: Concentrate (weight) item category will not be included in this item approval process.</mark>

If you have questions for the NJ CRC about the item approval process, please submit them to crc.compliance@crc.nj.gov.

Please see the following pages for further details on these changes.

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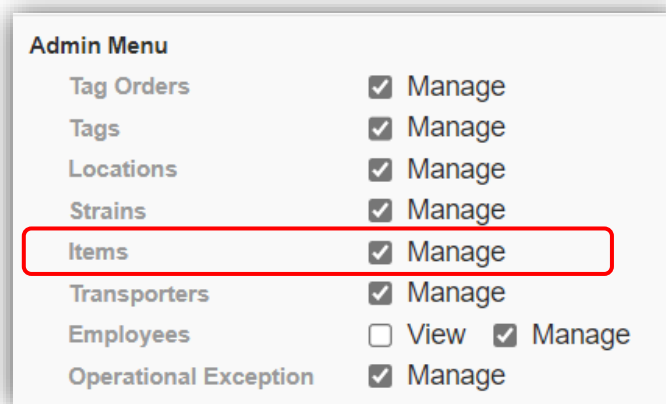# Updating Employee Permissions for Item Approval

Metrc Industry/Key Administrators (Admin) will need to update the employee permissions for any employees who are or will be responsible for creating new Items to be submitted for approval. If there is not an employee designated as an Admin for your license, please reach out to Metrc Support.

To access permission settings, go to the Admin area on the navigational toolbar and select the Employees option from the dropdown to open the Employees grid. From the Employees grid, highlight the employee requiring permission setting changes, then select the Edit Employees button – **see Figure 1.**
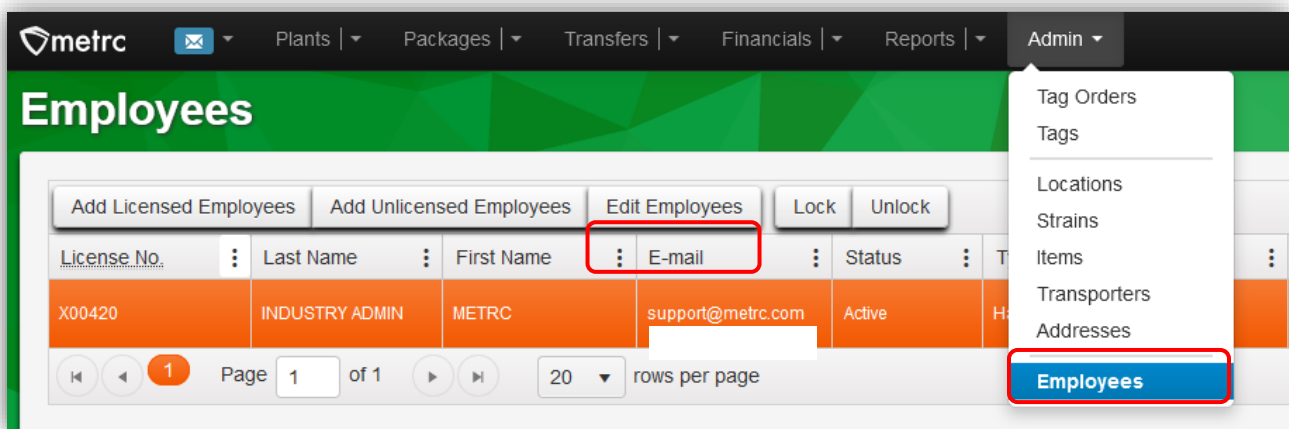
Figure 1: Edit employee permissions for Items

From the Edit Employees action window, locate the Admin Menu selections. Check the Manage box next to "Items" to enable permissions for an employee to submit Items to the state for approval – **see Figure 2.**

Figure 2: Add Items permission for employee

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General Information for Item Approvals

The following item categories will require new items to be approved starting on <mark>August 19th, 2024</mark>:

Item Category	Type	Quantity Type
Capsules/Pills for Oral Administration	InfusedEdible	CountBased
Concentrate (each)	Concentrate	CountBased
Edibles	InfusedEdible	CountBased
Lotions/Cream	InfusedNonEdible	CountBased
Tinctures	InfusedEdible	CountBased
Transdermal Patches	InfusedNonEdible	CountBased
Vape Carts	Concentrate	CountBased

Important notes:

Existing items that have ***already been used*** may not be edited.
- If edits are needed, recreate the item using "Add Items" button to submit through the new item approval process.

Existing items that have ***<u>not</u> already been used*** may be edited by selecting the item and using the "Edit Items" button.
- If edits are needed, update the required fields for approval and then submit.

Existing items may be revoked by the CRC. If the Approval Status changes from Approved to Revoked, the item must be recreated through the Add Items process – **see Figure 3**.
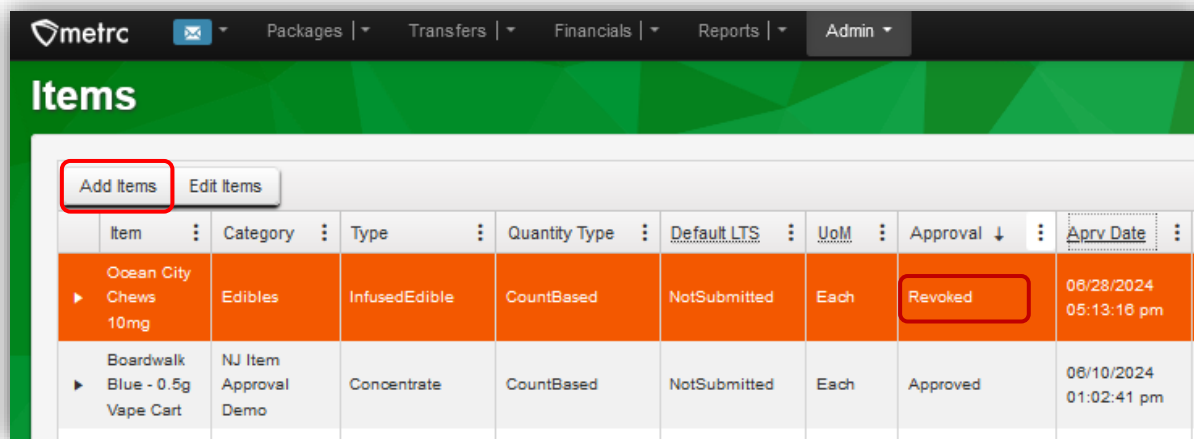
Figure 3: Existing Item Status Changed to Revoked, Must Recreate with Add Item

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Add Items for Approval

To create and submit an Item for approval, go to the Admin area on the navigational toolbar and select the Items option from the dropdown. From the Items grid, select the Add Items button to begin creating a new Item for submission – **see Figure 4.**
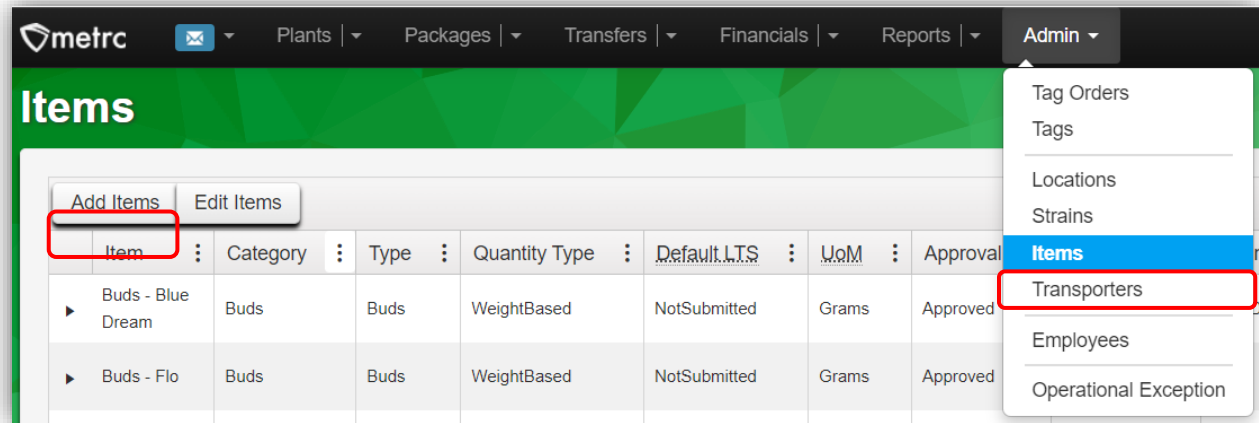
Figure 4: Add Items from the Items grid

This will open the Add Items action window. All the fields in the Add Items action window will need to be completed and the appropriate information must be entered to be reviewed by the state for approval.

For photo fields, please reference the following definitions:

- **Product Photo**: This is a photo of the final product
- **Label Photo**: This is a photo of the labeling on the packaging of the product
- **Packaging Photo**: This is a photo of the final product next to packaging

Once all the fields have been completed, select the Create Items button to submit the Item for the review process – **see Figure 5 below.**

Figure 5: Add Items action window

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All Items that have been submitted or reviewed can be viewed in the Items grid. To locate the status of a submitted item, go to the Admin area on the navigational toolbar and select the Items option from the dropdown. Then locate the Approval column for each Item submitted for approval – **see Figure 6.**

Status descriptions:

- **Ready:** The item has been submitted, and the State can begin the review process.
- **Under Review:** The item is being reviewed by the State.
- **Rejected:** The item has been rejected by the State but can be revised by the licensee and resubmitted.
- **Approved:** The item has been approved by the State. It can now be used to create packages.
- **Denied:** The State has determined that the item cannot be revised and will not be approved.
- **Revoked:** An item previously designated as approved can be revoked by the State and wouldn't be able to be used by the license moving forward.

Figure 6: View items and approval status

The Item shown below has an updated status of *Rejected*. This indicates that the state has rejected some part(s) of the item, and a revision is required. To review additional details, select the drilldown arrow next to the Item name and view each of the different tabs – **see Figure 7 below.**

Figure 7: Item details and other tabs

To review notes from the state, select the Notes tab. Information provided by the state will explain what must be done to receive approval on the item – **see Figure 8.**

In this example, the state note states that a less pixelated image is needed for the Product Photo field. To update this image, navigate to the product photo tab and replace the image.
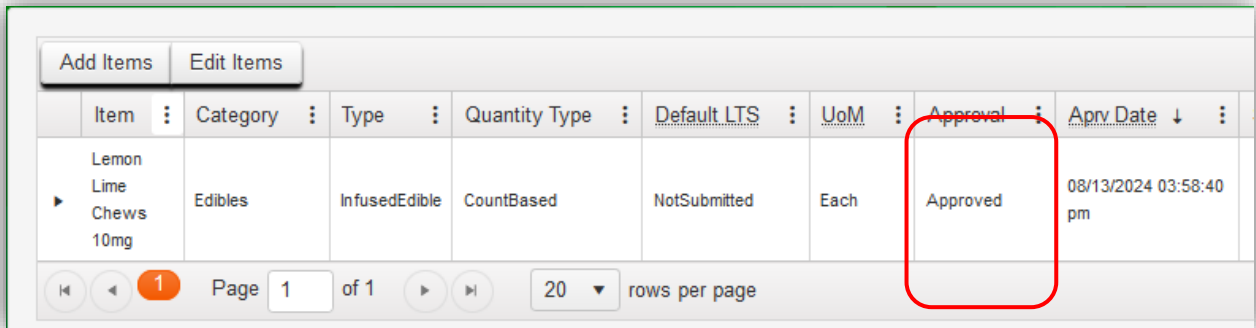

Figure 8: View notes tab

Once the information on the rejected item has been reviewed and updated, scroll to the far right of the Item on the grid, and select the Revised button to re-submit the item for approval – **see Figure 9.**

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Figure 9: Select "Revised" to re-submit for approval

Once an item has been approved, it can be seen in the Approval column status of the Item. If an item has been approved, then the status will be changed to Approved, and the item is available to be used to create packages – **see Figure 10.**

Figure 10: Item approved and ready for use

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 Support area on the navigational toolbar and select the "Sign up for Training" option from the dropdown 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.

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

Thank you for your continued partnership.

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support.metrc.com

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