Metrc Support Bulletin

Bulletin Number: NJ_IB_0026	Distribution Date: 09/27/2024	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Best practices to recreate Items for Approval and FAQs	
Reason: Providing guidance for cultivators and manufacturers on how to recreate existing items for the new approval process. Providing answers to frequently asked questions about the item approval process.		

Greetings,

Metrc is pleased to provide best practice guidance for cultivators and manufacturers on how to recreate existing items for the new Item Approval process.

NOTE: All Items that a licensee intends to use after 11/18/2024 from the following item categories must be submitted for approval by the New Jersey Cannabis Regulatory Committee (NJ CRC).

- Capsules/Pills for Oral Administration
- Concentrate (each)
- Edibles
- Lotions/Cream
- Tinctures
- Transdermal Patches
- Vape Carts

For additional reference materials regarding the item approval process in New Jersey, see NJ Industry Bulletin #23 and NJ Industry Bulletin #25.

Please read on for more detailed information regarding the following topics:

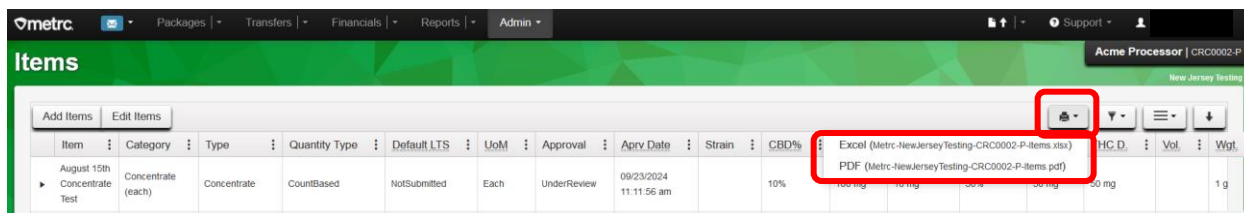- **Best practices to recreate an existing Item for approval**
- **Frequently asked questions about the Item Approval process**

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Best practices to recreate existing Items for Approval

Metrc offers the following guidance for cultivators and manufacturers on efficient methods to recreate items in the (7) Item Categories requiring pre-approval. Users may retain existing items while new items undergo review by the NJ CRC. Once the new item is approved, users should then discontinue the old (existing) item.

Preparing to recreate existing Items

Users can export their list of existing items in the Items grid in Metrc. Starting with this step to capture a historical record of items is helpful for tracking changes between existing items and new items. To export the Items grid, go to the Admin area on the navigational toolbar and select Items from the dropdown. In the Items grid, click the printer icon at the top right of the grid and select preferred method of export of Excel or PDF – **see Figure 1**.

Figure 1: Select the Printer icon to export list of Items to Excel or PDF

New Item Name must differ from old (existing) Item Name

Creating a new Item for approval before discontinuing the old item is recommended as a best practice. However, the new Item Name must be at least one character different than any previous Item Name.

To create a new Item Name that differs by at least one character, users can choose to either add or remove characters. Users may want to take this opportunity to clarify item names or add detail. Here is an example of a new Item Name that expands the item description to increase clarity:

EXAMPLE

Existing Item Name: "Metrc Bliss 1g vape"

New Item Name: "*My Brand* Metrc Bliss 1g *distillate all-in-one* vape"

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Some details to consider when creating a new Item Name that is different from the existing Item Name:

- Abbreviations
- Acronyms
- Individual Unit Weight
- Unit of Measure (UoM)
- Brand Name
- Form Factor Description (ex: all-in-one, disposable, vape cart)
- Extraction Method
- Strain Type (ex: H or Hybrid, S or Sativa, I or Indica)
- Date of creation
- Punctuation

Users may consult their company's branding guidelines and internal SOPs when naming new items. Once the new item has been created for approval, it will have a status of "Ready" until the NJ CRC begins review. The new item will not be available to use until it has a status of "Approved", so users can continue to use the existing item while the new item undergoes review.

TIP: Items with an approval status of "Ready" may be edited using the "Edit Items" button. Once the item status advances to "Under Review" it can no longer be edited. If the user wishes to make changes to an item that is already under review, they should reach out to their field monitor or crc.compliance@crc.nj.gov.

Discontinue an existing Item after new Item is Approved

After a new item has been approved for use by the NJ CRC, users should discontinue the older pre-existing item(s) to avoid confusion between versions.

TIP: Discontinuing an item removes it from the Item grid, and it cannot be reinstated. Even if an item is discontinued in error, the item must be recreated and approved before it can be used. Please use caution when discontinuing items for this reason.

To discontinue an older pre-existing item, go to the Items grid and select the item that need to be discontinued. Then, once the item's row has been highlighted in orange, scroll to the far right to see the "X" (discontinue) button and click it – **see Figure 2 below**.

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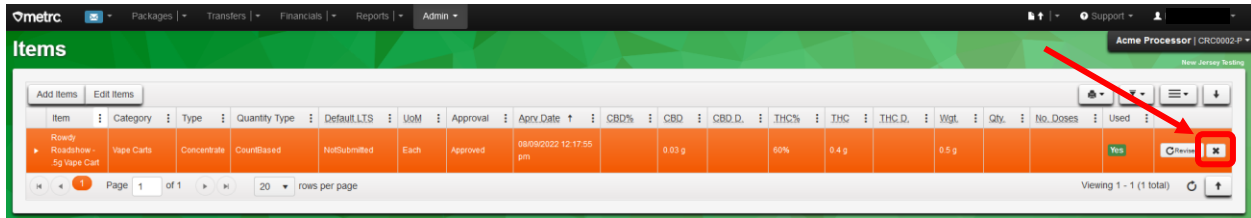
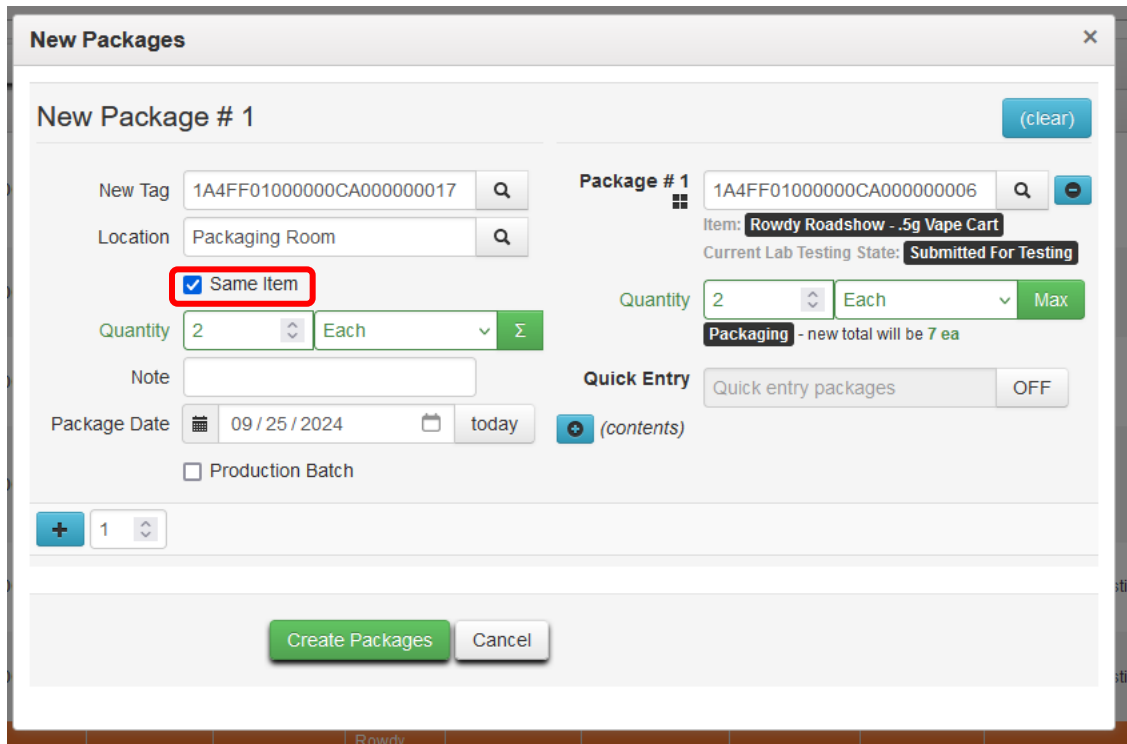**Figure 2: Discontinue an older pre-existing Item by clicking the "X" button**

An alert box will open to confirm discontinuing the item before the action is completed. Users may click the "OK" button to complete the discontinue action - **see Figure 3**.
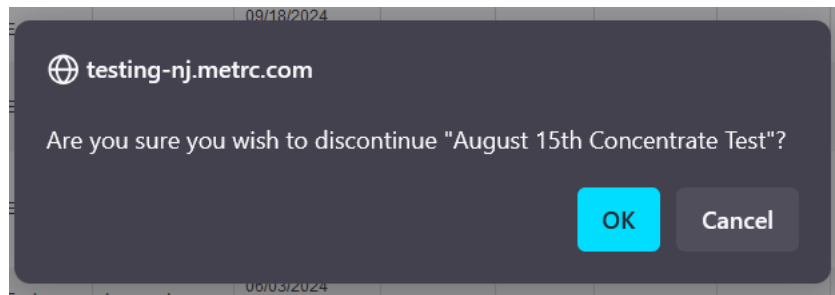
Figure 3: Pop-up to Confirm Discontinue Action

After an older pre-existing item has been discontinued, existing packages made with that item can still be submitted for testing, transferred, sold from, and repackaged.

To use an item that has been discontinued, use the "Same Item" checkbox when submitting for testing, transferring, registering sales, or repackaging - **see Figure 4 below**.

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Figure 4: Select Same Item Checkbox When Using a Discontinued Item

TIP: When repackaging a final form, older pre-existing item into a new package using a newly approved item, DO NOT select Production Batch. Not selecting Production Batch will carry over the test results to the package being made with the new, approved item.

Frequently Asked Questions

Based on feedback from industry users and questions from Support cases, Metrc is providing guidance for frequently asked questions about the Item Approval process. If you have a question that is not addressed here (or in New Jersey Industry Bulletins #23 or #25) please contact Metrc Support.

1) **How can I check to make sure my items are compliant for the item approval deadline?**
   - For the items in the (7) item categories requiring pre-approval (for example: Vape Carts):
     - Check to ensure all items intended for use have an approval date on or after 8/19/2024 – **see Figure 5.**
     - If an item shows a status of "Approved" with an approval date before 8/19/2024, that means it has *not yet* been approved through the new approval process and will need to be recreated.
   - For items in item categories *not* requiring pre-approval (for example: Bud/Flower):
   - The status will automatically show as "Approved" and no further action is needed.

Figure 5: Item is in one of the (7) item categories for approval, it has a status of "Approved", and the Approval Date is after 8/19/2024

2) **How many photos can be uploaded for Product Photo, Label Photo, and Packaging Photo?**
   - Only one (1) photo can be uploaded for each of the required photo fields for item approval - **see Figure 6**.
     - If the submitted item is rejected, the user may upload one (1) new photo for each field, then mark as revised for the CRC to review again.

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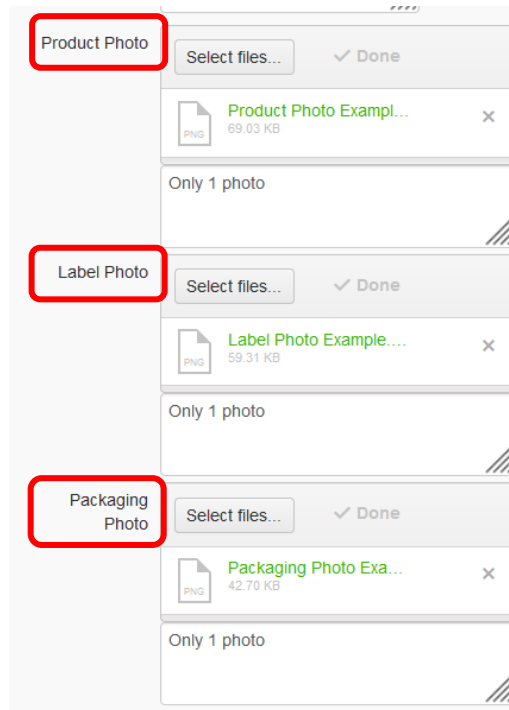
Figure 6: Only (1) Photo may be uploaded per Photo Field

TIP: When trying to create a single Packaging Photo for packaging that has multiple facings (like a round tube or jar), here are some suggestions:

- ○ *Position multiple units of the same item next to each other, with different facings showing so that a single photo can capture all angles at once.*
- ○ *Use a collage app to combine multiple photos of different angles into a single image.*

3) **What unit should be used for the "Unit Weight" field?**
   - ○ The individual unit weight is requested for the "Unit Weight" field.
     - ▪ EX: The weight of a single gummy should be used for "Unit Weight" of an edible.

4) **What field should be used to input ingredients for an item?**
   - ○ "Public Ingredients" is the required field for the item approval process. Please list active ingredients in descending order of predominance - **see Figure 7 below**.
     - ▪ Public Ingredients are visible in the "Details" tab of the item once submitted.

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- Note: The additional "ingredient" box at the bottom left of the action window (yellow outline) is optional. If ingredients are submitted via the addition "ingredient" box, those ingredients will show in the "Item Ingredients" tab of the item.

Figure 7: Public Ingredients is the Required Field for Item Approval

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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 the Support area 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 "Sign up for Training" 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 dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more.

Thank you for your continued partnership.

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