

Metric Support Bulletin



Bulletin Number: OK_IB_0040	Distribution Date: 09/03/2024	Effective Date: Ongoing
Contact Point: Metric Support	Subject: New Package functionality enhancements in Metric	
Reason: New package functionality in the Metric system that will help users to use a production batch when creating a new item.		

Greetings,

Metric is pleased to provide information on the latest system enhancement that is currently available regarding creating a child package that is a different item than the parent package.

Please read on for more information regarding this new functionality.

New Item Child Package

Historically, upon creating a new package from an existing package in the Metrc system, the Production Batch box would need to be selected if the items were not the same. To help alleviate human error if a user forgot to check the production batch box, this new feature will automatically select “production batch” if the New Package that is being created is different than the source/parent package(s) being pulled from.

To demonstrate this new functionality, see the example below. To create a new package, access the Packages area on the navigational toolbar – **see Figure 1.**

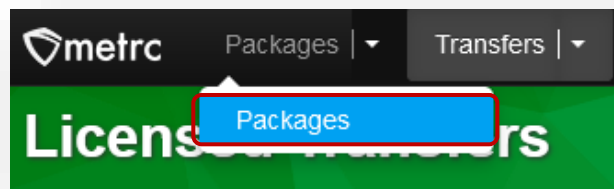


Figure 1: Access Packages Area

From the packages grid, select the source package being used to create the new package, then click the New Packages button – **see Figure 2.**

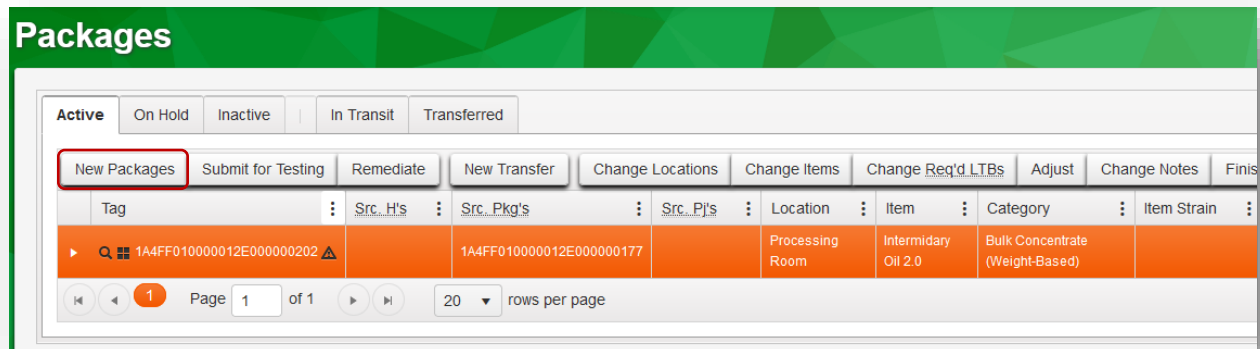


Figure 2: Select Source Package and New Packages

This will open the New Packages action window. In the example below, a package of Intermediary Oil is being pulled from as the source package. It is being used to create some Blue Dream Vape Cartridges. Since this product is a different item than the intermediary oil, the production batch box is automatically checked by default. The

Production Batch name/number will need to be entered as a required field now – see **Figure 3**.

Figure 3: New Packages action window

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 on the navigational toolbar and click support.metrc.com to 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” to register option from the dropdown.

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.