

Bulletin Number: RI_IB_0031	Distribution Date: 10/30/2024	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Guidance on time-sensitive actions in Metrc	
Reason: Guidance on time-sensitive actions in Metrc and when to open a support case.		

Greetings,

Metrc is pleased to offer guidance on time-sensitive actions within the system to support licensees in effectively managing their compliance reporting activities. The actions outlined below can be corrected within the specified timeframes. After the time period has passed, if further assistance is required, please submit a support case for resolution.

Please read on for additional information.

Time-Sensitive Actions in the Metrc System

In the Rhode Island Metrc system, certain actions have limited timeframes for correcting mistakes, which includes:

- Creating Items: 72 hours (or 3 days) to make corrections
- Immature Plant Batch Adjustments: 336 hours (or 14 days) to make corrections
- Restrict Wholesale Price: 90 days to make corrections
- Restrict Harvest Plant Restore Time: 48 hours (or 2 days) to make corrections

If a mistake is made and the correction window has passed, it is advised that employees of a license contact Metrc Support by submitting a case in the portal at Support.Metrc.com. The support portal link can also be accessed from within the Metrc system by navigating to the Support area on the navigational toolbar and selecting the support portal option from the dropdown.

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 – Service Cloud – by navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click the Support area on the navigational toolbar and click support.metrc.com from the dropdown to redirect the user 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 was recently redesigned to offer interactive educational opportunities to enhance Metrc system users’ skills and provide 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 or register for an account, visit [Metrc Learn](#).

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.