



Bulletin Number: CO_IB_11.7.2024_Administrative Recalls functionality	Distribution Date: 11/07/2024	Effective Date: 11/20/2024
Contact Point: Metrc Support	Subject: Administrative Recall functionality	
Reason: To provide an update on the new flag for product marked for recall by the MED.		

Greetings,

Metrc and the MED are pleased to announce the release of Administrative Recall functionality in Metrc effective November 20, 2024.

This bulletin provides important information related to identifying packages with a recall status and to highlight relevant updates associated with packages that carry this designation.

Please read on for additional information.

Administrative Recall functionality

The Administrative Recall functionality is designed to provide additional transparency for Metrc users regarding the status of facility package inventory. The Marijuana Enforcement Division has informed us that the Administrative Recall functionality may be used in situations where a Notice of Embargo is issued, a Health and Safety Advisory is being issued, or in response to other product safety concerns.

There are several ways in which users may identify that a package has been placed on Administrative Recall. Initially, when a package is designated with the recalled status, the Metrc Admin/Owner of the facility will obtain a notification via email.

Beyond the initial email notification to the facility Admin(s), the status is also identifiable in the following ways on the Packages Grid – **see Figure 1.**

- The package information will be displayed in blue.
- The Administrative Recall (A.R.) column will display as “Yes” with a blue rectangle highlighting the text.
- A banner will display notifying users that a package has been designated with the recalled status.

Tag	Src. H's	Src. Pkg's	Src. Pj's	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	A.H.	A.R.	Date	Rcv'd
1A4FF030000006A000000072	Metrc Bliss 47 12/20/23	1A4FF0300000065000000093		Chunky Diesel Flower	Shake/Trim (By Strain)	Chunky Diesel	5 g		TestPassed	No	No	09/12/2024	09/12/2024
1A4FF03000000C9000000013	Metrc Bliss 47 12/20/23	1A4FF0300000065000000103		Gorilla Glue Flower	Buds	Gorilla Glue	98 g		TestPassed	No	No	09/12/2024	
1A4FF0300000065000000103	Metrc Bliss 47 12/20/23			Gorilla Glue Flower	Buds	Gorilla Glue	0 g		TestPassed	No	No	08/08/2024	08/22/2024
1A4FF0300000065000000104	Metrc Bliss 47 12/20/23			Gorilla Glue Flower	Buds	Gorilla Glue	97 g		RetestPassed	No	No	08/08/2024	08/22/2024
1A4FF0300000068000000077	Ford's Fire HB 02.13.24	1A4FF0300000068000000043		Ford's Fire	Buds	Ford's Fire	27 g		TestPassed	No	No	08/06/2024	08/29/2024
1A4FF0300000067000000034	Sky OG Manicure 9/14	1A4FF0300000065000000048		Metrc's Kief 1 G Kief	Concentrate		149 g		TestPassed	No	Yes	07/25/2024	07/29/2024

Figure 1: Identifying Packages Designated with Administrative Recall

Important note: While users can transfer packages marked with this status to other licenses, they should not make sales from these packages to patients or consumers. Additionally, please note that packages under administrative recall cannot be combined, remediated, or submitted for additional lab testing.

Retailers will be able to repackage recalled products for the purpose of pulling the remainder of the product into a new package and retaining the sales data on the original packages within their facility or to process returns.

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 dropdown 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 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 dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manuals, and more.

Thank you for your continued partnership.