Metrc Support Bulletin

Bulletin Number: SD_IB_0028	Distribution Date: 11/14/2024	Effective Date: Ongoing
Contact Point: Metrc Support	**Subject:** Remediation Best Practices	
Reason: Provide additional support around proper remediation steps.		

Greetings,

When a product receives a "Test Failed" status in Metrc, the DOH allows licensees to remediate that product through the below approved remediation methods:
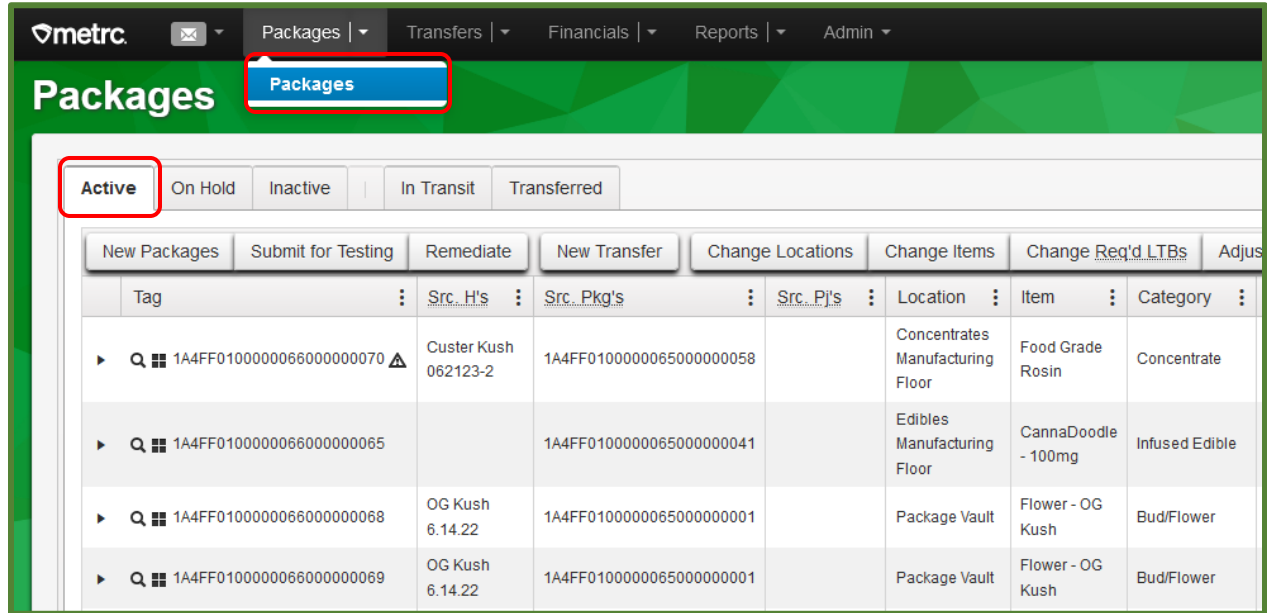
- Allowed to Dry and Cure Longer
- Decontamination
- High Heat & Hydrocarbon Based Solvent
- Non-Solvent Processing
- Repackage/Remix

This bulletin provides additional information on the Remediation process in Metrc.

It is important to note that prior to remediating a product within Metrc, establishments will need to receive permission from the South Dakota Department of Health. Establishments can request a "Request for Remediation" form from the SD DOH by contacting them at mcquestions@state.sd.us.

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For additional support,
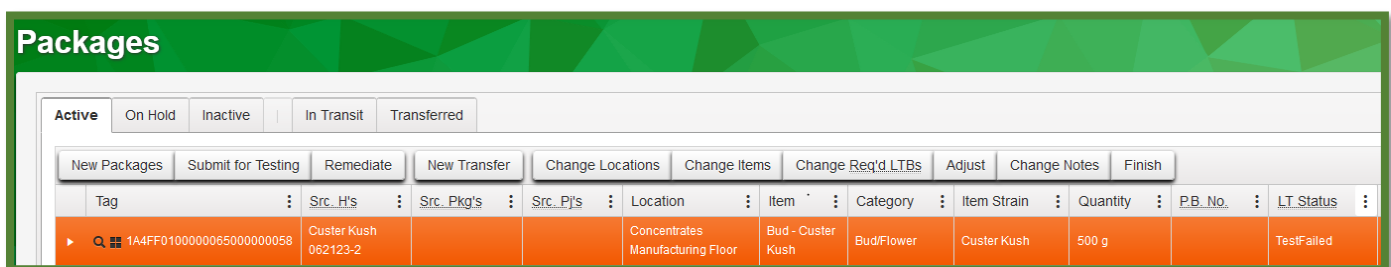please visit Support.Metrc.com

1

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Remediating Packages

To remediate a package in Metrc, go to the Packages area on the navigation toolbar, then select the Active tab on the Packages grid **– see Figure 1**.

Figure 1: Remediation Button in Packages area

Identify the package with the Test Failed testing status that requires remediation **– see Figure 2**. It is important to understand the reason why the product failed testing so that the appropriate method for remediation can be chosen.
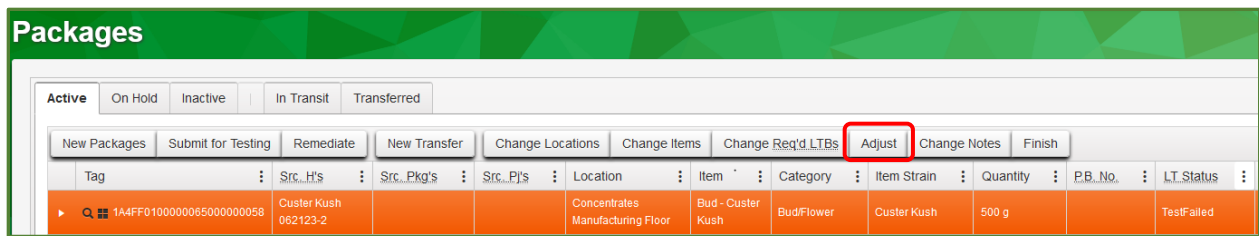

Figure 2: Package with TestFailed Lab Testing Status

2

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Remediation Example 1:

Usable Marijuana – Flower, shake/trim from harvest (Allowed to Dry and Cure Longer)
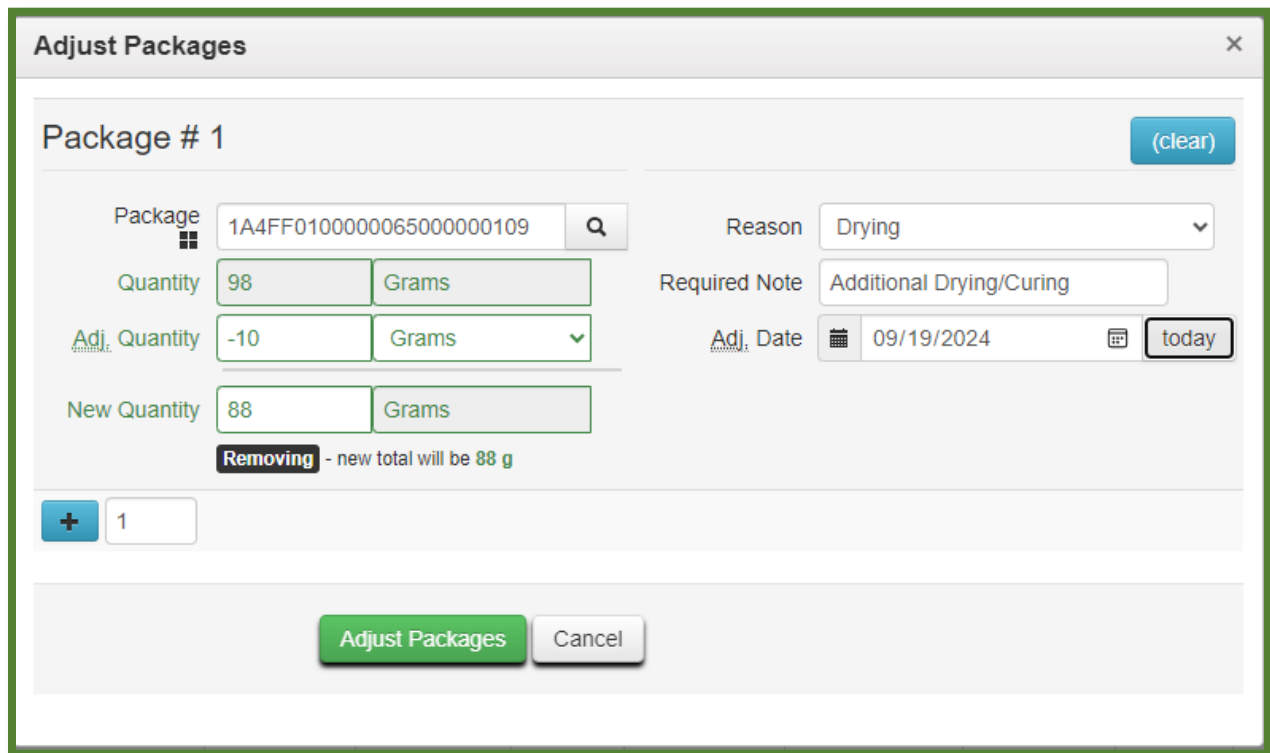
In the flower/bud package example, the product failed for Water Activity and would be allowed to continue to be dried and cured. Then the package may need to be adjusted for the additional moisture loss.

To complete the package adjustment, select the package and select Adjust, as you would any other package **– see Figure 3.**
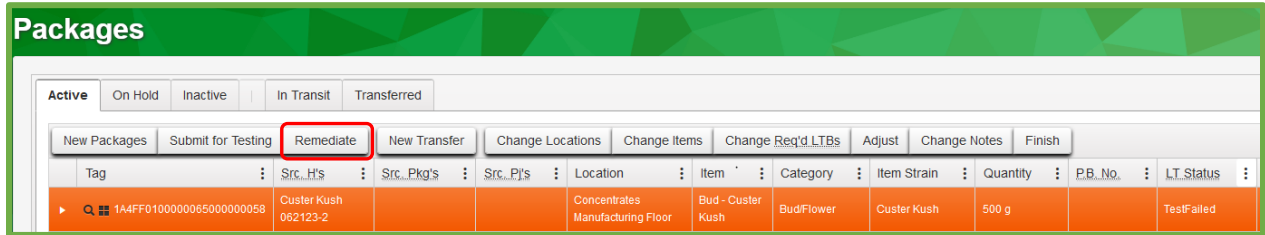

Figure 3: Selecting Package to Adjust for Moisture Loss

This will open the Adjust Packages action window to record the loss of weight due to drying. A note of explanation is required. Once all required information has been entered and verified as accurate, select the Adjust Packages button **– see Figure 4.**

Figure 4: Adjusting a Package

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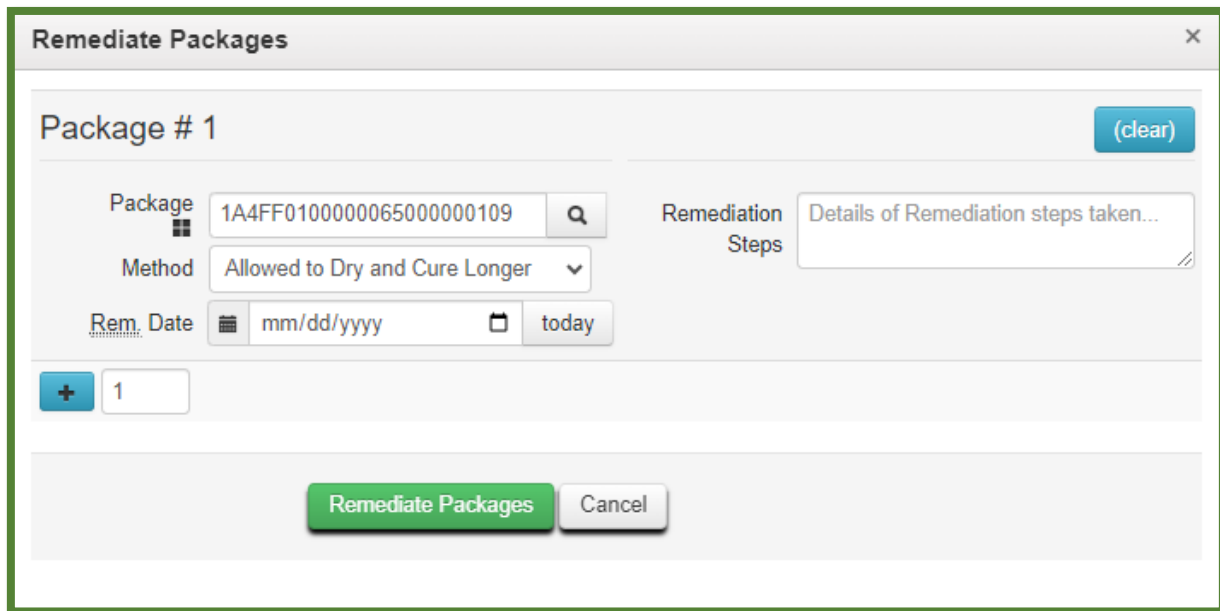please visit Support.Metrc.com

3

After the necessary drying has been completed and recorded in Metrc, the product can now be remediated. To remediate the package, select the flower/bud package to highlight it and then click the Remediate button **– see Figure 5.**

Figure 5: Selecting Package to Remediate

This will open the Remediate Packages action window where all required information will be recorded. The Package tag ID will be auto-populated. Select the appropriate Remediation Method, which in this example would be "*Allowed to Dry and Cure Longer".* Enter the Remediation Date and the steps taken to remediate the product. Then click the Remediate Packages button to complete the remediation process **– see Figure 6**.

Please note: *Selecting the remediate product for any item other than "Test Failed" product will trigger an empty Remediate Package window.*

Figure 6: Remediate Packages action window with Allowed to Dry and Cure Longer as example

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Once the raw material is Remediated, the testing status will be updated to Remediated – **see Figure 7**.

Figure 7: Remediated Package with Status of Remediated

Remediation Example 2: Decontamination

Sometimes a product needs to undergo decontamination to remove specific contaminates, such as microbes, heavy metals, and pesticides. In this scenario, the action would be recorded using the Remediate button in Metrc.

In the Remediate Packages action window, record all required information and select *Decontamination* in the Method dropdown **– see Figure 8**.
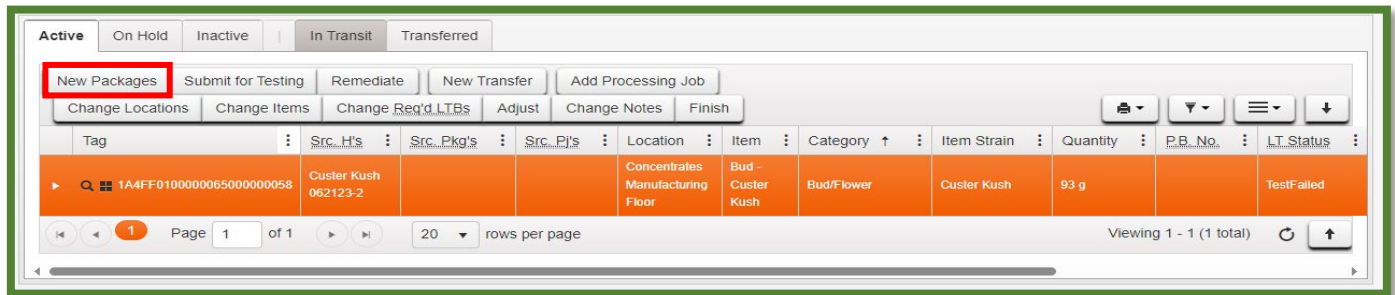

Figure 8: Remediate Packages action window with Decontamination

Once the product has been Remediated, the testing status will be updated to Remediated.

5

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Remediation Example 3: High Heat & Hydrocarbon Based Solvent

Some product types must undergo a process that changes the product's physical and chemical form in the remediation process. These process types (extraction, for example) would be recorded as a production batch in Metrc, while also recording the remediation of the product. This step must be completed in Metrc after the product has been physically remediated.

To complete this process, first select the package that is intended to be extracted in the active Packages grid which will highlight the package being remediated. Then click the New Packages button **– see Figure 9**.

Figure 9: Select the Package for Extraction

This will open the New Packages action window. Fill out all required information, check both the Production Batch and Remediate Product boxes, and select the remediation Method used, including notation of all steps taken to remediate the product. Once all the information is verified for accuracy, select the Create Packages button to complete the process **– see Figure 10 below**.

6

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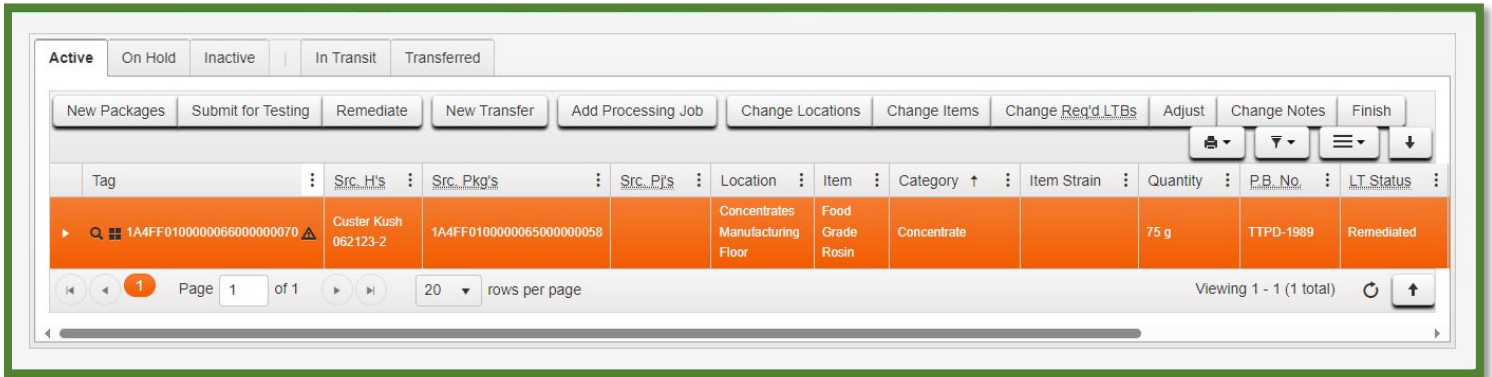
Figure 10: Creating a Production Batch Package for Product Remediation

Now, both the remediated flower/bud package as well as the new concentrate production batch package that was remediated can be verified as having been remediated and will now have the Lab Testing status of "Remediated."

These packages will also have the triangular symbol next to the tag number denoting that the package contains remediated product **– see Figure 11 below**.

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7

Figure 11: Verify Product is in a Remediated Testing Status

It is important to note that once a product has been Remediated, it is still required to pass full panel testing prior to being transferred and sold.

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, 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: Right now, Metrc Learn offers various programs for users featuring different courses. To login, visit Metrc Learn and enter your login credentials, or to access, register by visiting the Metrc Learn Registration**.**

However, we've conducted a lot of listening and learning across the industry, and we're proud to share that Metrc Learn is undergoing a redesign, featuring interactive modules and on-demand advanced training. Stay tuned for more exciting details rolling out soon, as we redefine your experience with Metrc!

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

Thank you for your continued partnership.

9

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