

Bulletin Number: SD_IB_0028	Distribution Date: 11/14/2024	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Remediation Best	Practices
Reason: Provide additional s	upport around proper remed	iation 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 <u>mcquestions@state.sd.us</u>.



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**.

⊘metrc . ⊠ → Packages →	Transfers 🗸	Financials - Report	s - Admin	-		
Packages Packages						
Active On Hold Inactive	In Transit Tr	ansferred				
New Packages Submit for Testin	g Remediate	New Transfer Chan	ge Locations	Change Items	Change Rec	l'd LTBs Adjus
Tag	Src. H's	Src. Pkg's	Src. Pj's	Location	Item :	Category :
► Q 	Custer Kush 062123-2	1A4FF0100000650000005	3	Concentrates Manufacturing Floor	Food Grade Rosin	Concentrate
► Q # 1A4FF010000006600000065		1A4FF0100000650000004	1	Edibles Manufacturing Floor	CannaDoodle - 100mg	Infused Edible
► Q # 1A4FF01000006600000068	OG Kush 6.14.22	1A4FF0100000650000000	1	Package Vault	Flower - OG Kush	Bud/Flower
► Q # 1A4FF01000006600000065	OG Kush 6.14.22	1A4FF0100000650000000	1	Package Vault	Flower - OG Kush	Bud/Flower

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.

Pa	ickages												
	Active On Hold	Inactive	In Transit Tra	nsferred	Change Lee	ofiona Change Ita	na Changa	Dogid LTPo	diust Change I	Jotos Finish	1		
	Tag		Src. H's	Src. Pkg's	Src. Pi's		Item :	Category :	Item Strain	Quantity	P.B. No.	LT Status	:
	► Q # 1A4FF010	000006500000058	Custer Kush 062123-2	·····	••••••••••••••••••••••••••••••••••••••	Concentrates Manufacturing Floor	Bud - Custer Kush	Bud/Flower	Custer Kush	500 g	-	TestFailed	

Figure 2: Package with TestFailed Lab Testing Status



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.

Pa	ac	:ka	iges																						
	Ac	tive	On Hold	I Inactive		In Trans	iit Tra	ansferred																	
		New	Packages	Submit for	Testing	Rem	ediate	New Tra	nsfer	Change	e Loc	ations	Change Ite	ms	Change	Req'd LTBs	A	djust	Change I	Notes	Finish]			
		1	Tag		:	Src. H	; ;	Src. Pkg's	; ;	Src. Pj's	- :	Locatio	on :	Ite	em 🦾 🚦	Category	:	Item S	train :	Quan	tity :	P.B. No.	:	LT Status	:
		⊳ c	2 🏭 1A4FF01			Custer H 062123						Concen Manufa	trates cturing Floor			Bud/Flower									

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.

Adjust Packag	jes					×
Package #	1					(clear)
Package	1A4FF010000	0065000000109	Q	Reason	Drying	~
Quantity	98	Grams		Required Note	Additional Drying/Curing	
Adj. Quantity	-10	Grams	~	Adj. Date	iii 09/19/2024	🖭 today
New Quantity	88	Grams				
+ 1	Removing - nev	v total will be 88 g ijust Packages	Cancel			

Figure 4: Adjusting a Package



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.

Ρ	ac	ck	kages											
	A	cti	ve On Hold	Inactive	In Transit Tra	ansferred								
	l	Ne	ew Packages	Submit for Testing	Remediate	New Transfer	Change Loo	ations Change Iter	ns Change	Req'd LTBs	Adjust Change I	lotes Finish		
			Тад	:	Src. H's	Src. Pkg's	Src. Pj's	Location :	Item :	Category :	Item Strain	Quantity :	P.B. No.	LT Status
			Q 🔡 1A4FF01		Custer Kush 062123-2			Concentrates Manufacturing Floor	Bud - Custer Kush			500 g		TestFailed

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.

Remediate Pa	ckages		×
Package #	1		(clear)
Package Method <u>Rem.</u> Date	1A4FF01000006500000109 Q Allowed to Dry and Cure Longer V mm/dd/yyyy today	Remediation Steps	Details of Remediation steps taken
+ 1	Remediate Packages Can	cel	

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



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

Pa	aC	kages															
	Act	tive On Hold Inactive	li	Transit T	ra	nsferred								1			
	_	Tag	ting	Src. H's		Src. Pkg's	Chang	e Locations Src. Pj's	Change I Location	n :	Item	Category	Ist Change No	Quantity ↓	: P.B. No. :	LT Status	A
	•	Q Ⅲ 1A4FF010000065000000	58 🛦	Custer Kush 062123-2					Concentr Manufact Floor	ates uring	Bud - Custer Kush	Bud/Flower	Custer Kush	500 g		Remediated	No

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**.

Remediate Pa	ckages			×
Package #	1			(clear)
Package	1A4FF0100000650000001	109 Q	Remediation Steps	Details of Remediation steps taken
Method	Decontamination	~	erope	1
Rem. Date	mm/dd/yyyy	today		
+ 1	Remediate Pack	kages Cano	cel	

Figure 8: Remediate Packages action window with Decontamination

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



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.

New Packages	5						×
New Packa	ge # 1						(clear)
New Tag	1A4FF0100000	066000000070	Q	Package # 1	1A4FF01000	00065000000058	۹ 🕒
Location	Concentrates N	Anufacturing Floo	Q		Item: Bud - Cus Current Lab Tes	ter Kush ting State: Test Faile	d
Item	Food Grade Ro	osin	Q	Quantity	93	Grams	✓ Max
	Same Item				Packaging - ne	w total will be 0 g	
Quantity	75	Grams	~ Σ	Quick Entry		aye	055
Note	FGR Batch				QUICK entry p	ackages	OFF
Package Date	iii 09/19/202	4 📰	today	(contents)			
	Production Based	atch					
Prod. Batch No.	TTPD-1989						
	Product Requ	uires Remediation					
	Remediate P	roduct					
Method	Non-Solvent P	rocessing	•				
<u>Rem.</u> Date	iii 09/19/202	4 🐨	today				
Remediation Steps	Processing usir create FGR	ng non-solvents to					
+ 1							
	Cre	ate Packages	Cancel	1			
	_			, ,			

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.



Nev	v Packages Submit for Testing	Remediate	New Transfer Add Processing	g Job Change Locat	ions Change Items	Change Req'd LTBs	Adjust C	hange Notes	Finish
	Tag	Src. H's	Src. Pkg's : Src. Pl'	s : Location : It	em : Category †	Item Strain	Quantity :	<u>P.B.No.</u>	LT Status
•	Q 🔡 1A4FF010000066000000070 📐	Custer Kush 062123-2	1A4FF010000065000000058	Concentrates Fo Manufacturing G Floor R	ood rade Concentrate osin		75 g	TTPD-1989	Remediated

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 <u>Support.Metrc.com</u>, 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 <u>Metrc Learn</u> and enter your login credentials, or to access, register by visiting the <u>Metrc Learn Registration</u>.

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.