Metrc Support Bulletin

Bulletin Number: MD_IB_0095	**Distribution Date**: 01/07/2025	**Effective Date**: 01/21/2025
Contact Point: Metrc® Support	**Subject**: Updated Lab Test Batches by Item Category	
Reason: Metrc is providing an update on the Lab Test Batches available by Item Category		

Greetings,

Metrc, in conjunction with the Maryland Cannabis Administration (MCA), would like to announce an update for submitting test samples regarding the Lab Test Batches available based on the item category of the source package.

Please find on the following pages a detailed description of the updates.

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For additional support,
please visit Support.Metrc.com

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Lab Test Batches Available by Item Category

On 01/21/2025 there will be a change to the Lab Test Batches available when creating a test sample. When a test sample is created, the Lab Test Batches available to select will only be those that correlate to the item category of the source package being sampled. To show how this works, a test sample will need to be created. Go to the Packages area on the navigational toolbar and select the Packages option from the dropdown menu – **see Figure 1**.
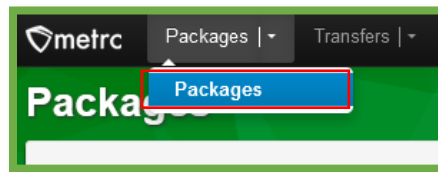

Figure 1: Packages option from Packages area

Please Note: If you do not see this option, an employee with the proper permissions will need to grant you access.

Once on the Packages grid, select the Active tab to go to the Active Packages grid – **see Figure 2**.
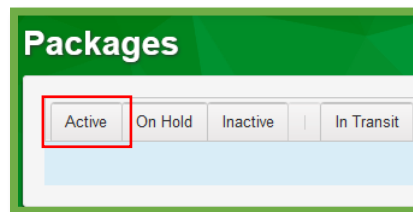

Figure 2: Active Tab on Packages grid

Once on the Active Packages grid, select the source package the test sample was pulled from and then click the "Submit for Testing" button to begin the creation of a test sample - **see Figure 3**.
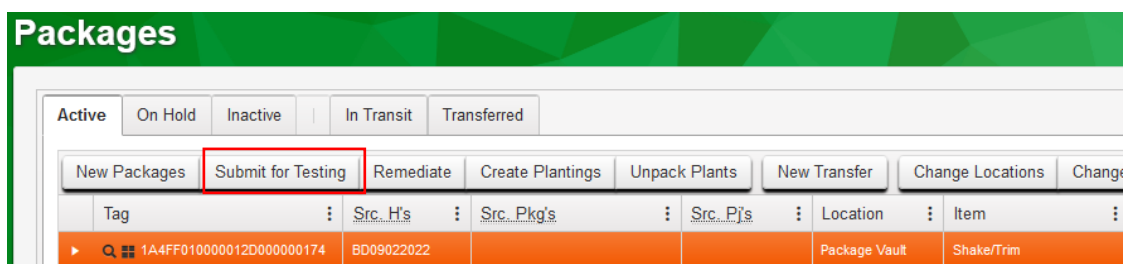

Figure 3: Submit for Testing button to create a test sample

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This will open the Submit for Testing action window to create a new test sample. Enter the required information for both the source package and the new test sample. Once the Item name is populated or the Same Item is selected, then the Lab Test Batches that correlate with that item category will be available. In the example below, the test sample is for Raw Plant Material so the available Lab Test Batches that correlate with Raw Plant Material are displayed – **see Figure 4.**

Figure 4: Creating a Raw Plant Material Test Sample

All Item Categories have the Retest and the R&D Testing Lab Test Batches available. The Sub-Contract Lab Test Batch should be used by Testing Facilities only.

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, 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
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 the "Sign up for Training" option to register.

> ***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.

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