Metrc Support Bulletin

Bulletin Number: NJ_IB_0030	Distribution Date: 01/31/2025	Effective Date: Ongoing
Contact Point: Metrc Support	**Subject:** Reset and Revise Process for Approved Items	
Reason: Metrc provides guidance on the process to request an edit to an item that has been previously approved.		

Greetings,

Metrc, in conjunction with the New Jersey Cannabis Regulatory Commission (CRC), is providing information regarding the process to request an edit for a pre-approved item in Metrc.

For additional information about the item approval process, please reference NJ IB #23, NJ IB #25, and NJ IB #26.

The following topics are covered in this bulletin:

- Can my item be edited?
- Reset & Revise Process
- Metrc resources

Please read on for more information.

Metrc Support Bulletin

Can My Item Be Edited?

Items in Item Categories NOT requiring pre-approval

Items that have been created, but <u>NOT</u> used to create a package:

- <u>Yes</u>, the item may be edited by selecting the Item and clicking the "Edit Items" button.
- In the Items grid, the "Used" column can be viewed to determine whether your item has been used.
- The item category cannot be changed from a category NOT requiring pre-approval to a category that DOES require pre-approval once it's already been created.
  - For Items that have been created and have already been used, the item name and item category may <u>not</u> be edited.

Items in Item Categories requiring pre-approval

Items that have been created by a licensee and approved by the CRC:

- <u>No</u>, the Items may not be edited, even if they have not been used. An error message will be displayed if an attempt is made to edit an item that has already been approved – **see Figure 1**.
- If edits are needed for pre-approved items (example: packaging change) please follow the Reset & Revise process as outlined below.
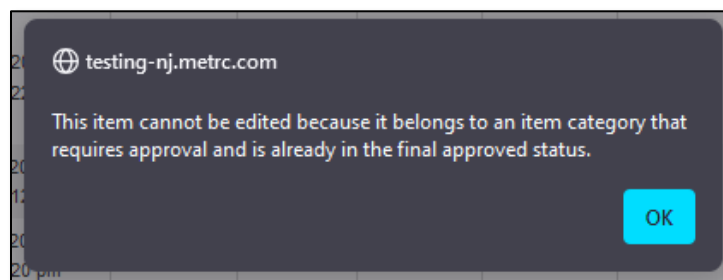
Figure 1: Error Message when attempting to edit an item that is pre-approved

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Reset & Revise Process

The reset & revise process is a way to request a previously approved item to be edited with permission from the CRC. Changes to an existing item, such as a new packaging design, are a licensed business' decision and must be communicated to the CRC to ensure that products in the market are accurately reflected in Metrc.

Note: New or unique items should be created as a new item, do not use the reset & revise process if making substantial changes to the item.

To begin the reset & revise process, the licensee must reach out to their field monitor or email crc.compliance@crc.nj.gov to request that item(s) be reset.

- In the communication to the CRC, please be sure to specify exactly which item(s) you are requesting to be reset.
- To export your list of current items to Excel or PDF, go the Items grid from the Admin area on the navigational toolbar. Then click the printer icon on the top right side of the grid – **see Figure 2**.
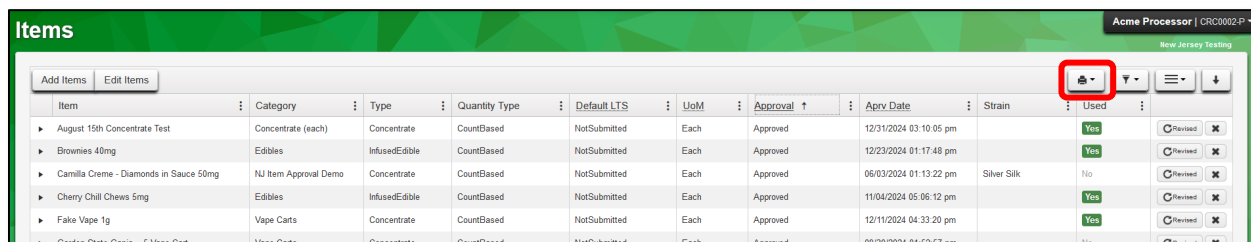

Figure 2: Export current list of items using the printer icon in the Items grid

Monitor your Items grid to verify when your requested items have been reset by the CRC. The Approval column for the item will show a status of "RequiresUpdate" once the item has been reset – **see Figure 3**.
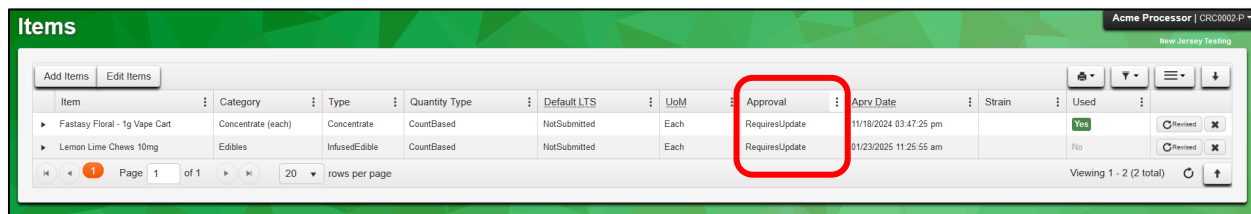

Figure 3: Once item has been reset, the Approval status will show "RequiresUpdate"

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Once the item has been reset, select the item that needs to be revised, then click the Edit Items button which will open the Edit Items action window to change the fields that you wish to update. Then click the green Save Items button – **see Figure 4**.
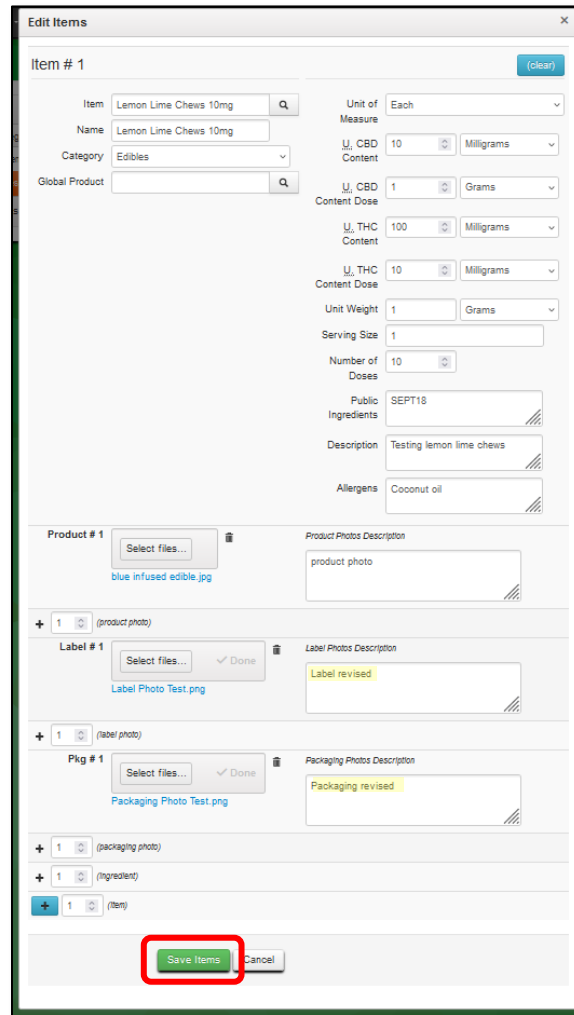

Figure 4: Update fields in Edit Items action window, then click Save Items

Once the item edits have been completed, make sure to mark the updated items as revised using the "Revise" button on the right side of the row – **see Figure 5.**
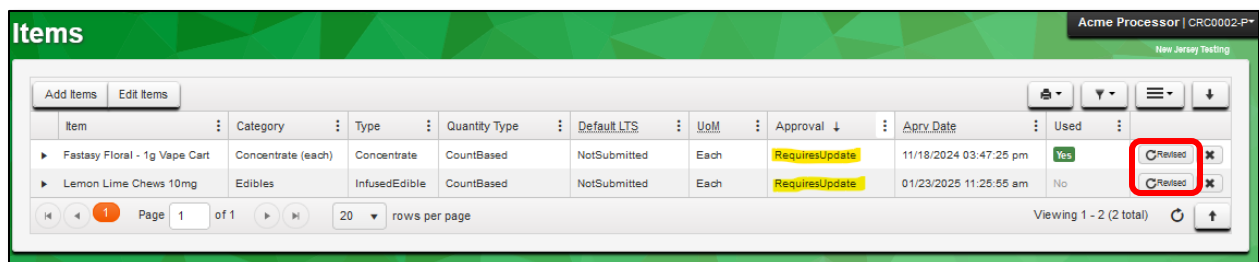

Figure 5: Click the Revise button to update the item as updated for the NJ CRC

After clicking the Revise button, the item will have a status of "Revised". This status returns the item to the approval workflow so the CRC can review.

Additionally, a note can be posted explaining the changes. To post an item note, click the drill down arrow on the left side of the item. Select the Notes tab, then click the Post Item Note button to add the note – **see Figure 6**.
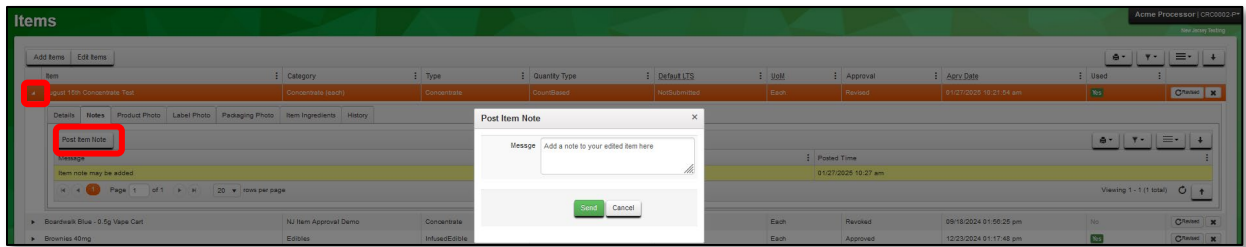

Figure 6: Post an Item Note for an updated item

Monitor the Items grid for the Approval status change on the items that have been revised. The following Approval status descriptions may be applied to the reset & revised item:

- **Under Review:** The item is being reviewed by the State.
- **Rejected:** The item has been rejected by the State but can be revised and resubmitted.
- **Denied:** The State has determined that the item cannot be revised and will not be approved.
- **Approved:** The item has been approved by the State.

Note: Items with an Approval status of "RequiresUpdate" and "Revised" may still be used to create packages, create test samples, and record sales.

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 "Sign up for Training" to register.

Access additional resources
In the Metrc system, click on the Metrc Expert widget icon and search for the appropriate topic or type in a question.

Thank you for your continued partnership.

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visit Support.Metrc.com

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