Metrc Support Bulletin

Bulletin Number: OH_IB_66	Distribution Date: 01/15/2025	Effective Date: 01/21/2025
Contact Point: Metrc Support	Subject: Hemp Ingredient R&D Testing, New Transfer Allowances	
Reason: To communicate important updates for the industry		

Greetings,

Metrc and the Ohio Division of Cannabis Control (DCC or The Division) are pleased to share important updates that include:

- Research and Development (R&D) Testing for Hemp Ingredients in Metrc.
- New Transfer Allowances for Business-to-Business Transfers.
- Updated Transfer Rejection Reasons.

For detailed information on important updates, please read on.

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![metrc logo]

Hemp Derived Ingredient Research & Development Testing

As a reminder, all Metrc packages must be created from a source that exists in Metrc, with the exception of packages created using a compliant External Transfer process as detailed in the Creating Metrc Packages Without a Source/External Transfers guidance.

Additional information about this topic can be found at OH_IB_64-Closing-Open-Balance-Plant-Batches.pdf.

Effective January 21, 2025, a new Research and Development (R&D) Lab Test Batch for Hemp Derived Ingredients will be made optionally available for licensees to leverage. Any samples sent for testing must be appropriately tracked in Metrc using the R&D Testing - Hemp Derived Ingredient Lab Test Batch.

To submit an R&D Testing for Hemp Ingredients in Metrc, select the respective hemp ingredient package and click the Submit for Testing button. Complete the Submit for Testing action window by selecting *R&D Testing - Hemp Derived Ingredient Lab Test Batch* – **see Figure 1**.

Figure 1: Submit R&D Test- Hemp Derived Ingredient

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Note: The results of this R&D Test are informational only and will not impact the package test status of source package.

Additional Ohio DCC guidance can be found here: DCC_Lab_Test_Batch_Guidance.pdf

Transfer Allowance Updates

Starting January 21, 2025, the Ohio Division of Cannabis Control will implement new guidance allowing licensed entities to transfer final cannabis products, packaged for direct customer sale, between businesses.
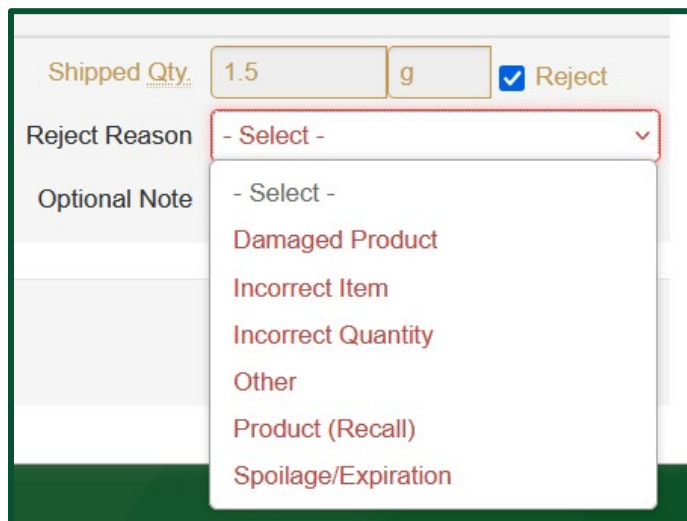
Licensees may still utilize the Wholesale Transfer Type, and no changes have functionally occurred in Metrc to leverage these new transfer abilities. It is important to review the DCC issued guidance for additional context and information: DCC_Guidance_Licensed_Entity_Metrc_Transfers.pdf

Important note: Be sure to repackage prior to sending to maintain the inventory/sales history at your facility retroactively up to the point of transfer.

Updated Transfer Rejection Reasons

In addition to the updates to Transfer Allowances, the DCC has updated Transfer Rejection Reasons in Metrc. It is important to leverage the most accurate circumstance in the recording of the rejection reason of a Metrc Transfer. Including more detail in the Note field is also best practice. The updated rejection reasons are as follows – **see Figure 2.**

Figure 2: Updated Transfer Rejection Reasons

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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 drop-down Support menu in the navigational toolbar and select "Sign up for Training" 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 dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more.

Thank you for your continued partnership.

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