Metrc Support Bulletin

Bulletin Number: MN_IB_0032	Distribution Date: 02/14/2025	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Updated Tribal Sales Guidance	
Reason: To notify dispensaries of changes to the Tribal Medical Patient sales process.		

Greetings,

Metrc, in conjunction with the Minnesota Office of Cannabis Management, would like to notify licensees of changes to the way that sales should be recorded for Tribal Medical Program patients.

Please read on for more information.

Recording Sales for Tribal Medical Program Patients

To record a sale from a Tribal Medical Program patient, a dispensary agent will select the "External Patient" sales type as normal – **see Figure 1**.

Figure 1: External Patient Customer Type

Previously, the driver's license number was recorded within the external patient fields. Under this new guidance, the dispensary agent will enter the Tribal Medical Program patient's patient ID number into the "Patient No" field instead.

Within the "Patient No." field, please use the format "TRIBAL PATIENT ID NUMBER-TRIBAL ABBR," such as the below:

White Earth Nation: "012345678–WEN"
Red Lake Nation: "012345678–RLN"

Please note that there should be no spaces within the "Patient No." field and that the "Ident. Method" field is required so "Minnesota" should be entered.

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For additional support,
please visit Support.Metrc.com

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Full List of Tribal Abbreviations

While not all Tribal Nations currently have a medical cannabis program, the OCM wanted to be sure that all users have a full list of abbreviations for all Tribes, should more implement medical cannabis programs in the future.

- Bois Forte Band of Chippewa - BFB
- Fond du Lac Reservation - FDL
- Gichi-Onigaming/Grand Portage Band of Lake Superior Chippewa - GPB
- Leech Lake Band of Ojibwe - LLB
- Lower Sioux Indian Community - LSI
- Mille Lacs Band of Ojibwe - MLB
- Prairie Island Indian Community - PII
- Red Lake Nation - RLN
- Shakopee Mdewakanton Sioux (Dakota) Community - SMS
- Upper Sioux Community - USC
- White Earth Nation - WEN

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 the Support area dropdown on the navigational toolbar and click support.metrc.com to 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 was recently redesigned to offer interactive educational opportunities to enhance Metrc system users' skills and provide various training options based on experience level.

In addition, the learning system is organized into facility-specific programs made up of various courses. To log in or register for an account, visit Metrc Learn.

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, manuals, and more.

Thank you for your continued partnership.

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