

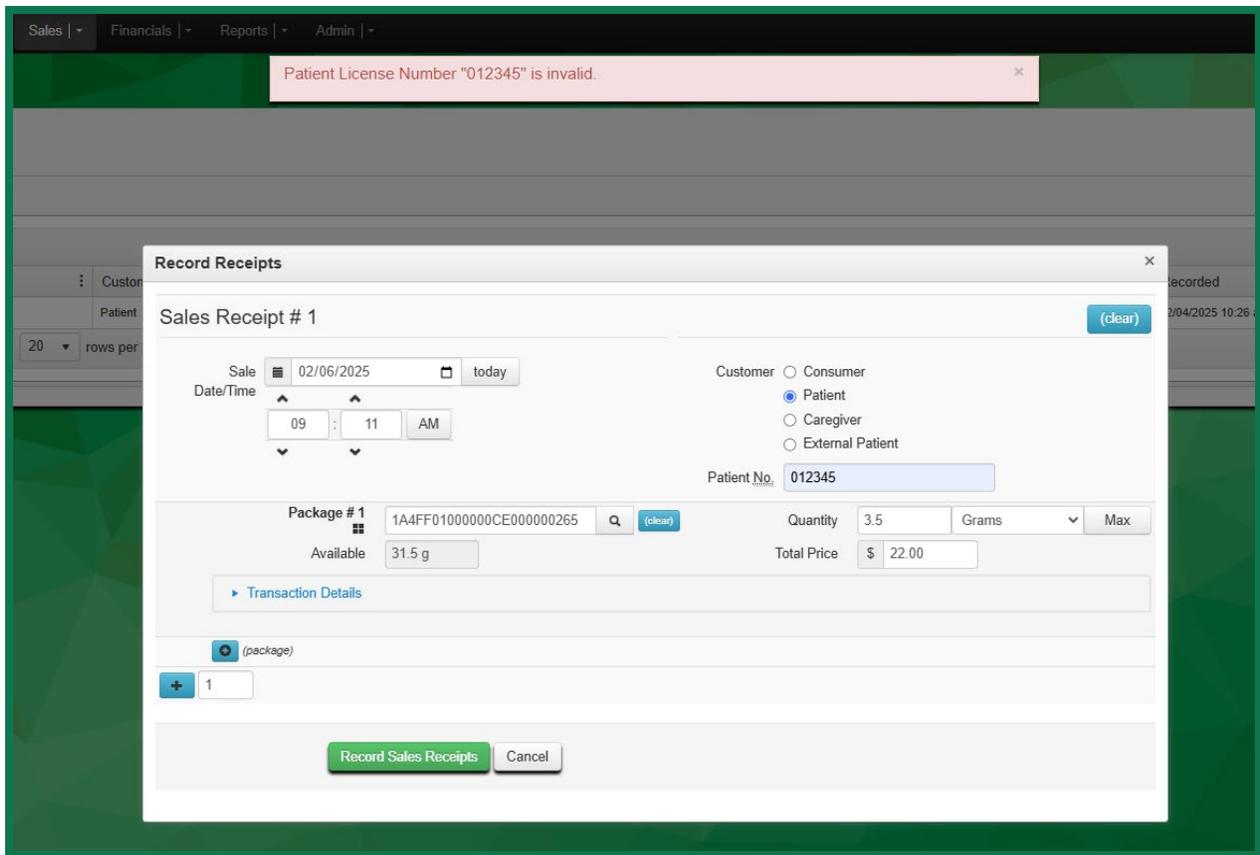
Bulletin Number: MN_IB_0033	Distribution Date: 03/12/25	Effective Date: 03/24/25
Contact Point: Metrc Support	Subject: Patient Number Formatting	
Reason: To provide an update on REGEX implementation to ensure proper formatting of patient numbers.		

Greetings,

Metrc, in conjunction with the OCM, will be implementing new system functionality to help minimize accidental errors when inputting patient ID numbers for sales. Beginning on March 24, 2025, dispensaries will receive an error if the patient number entered does not have the proper formatting of:

The letter “P” followed by 7 numbers. Example: *P0000000*

If a patient number in a different format is entered into the sales receipt, the following error will be displayed:



Note: While this may not eliminate all errors, such as transposed numbers or simple typos, it is important to doublecheck patient numbers to ensure that they are recorded accurately to track 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](https://support.metrc.com), or from the Metrc System, click Support 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 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 option from the dropdown.

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.