

<b>Bulletin Number:</b> MA_IB_0038	<b>Distribution Date:</b> 2/8/21	<b>Effective Date:</b> 3/8/21
<b>Contact Point:</b> Metrc® Support	<b>Subject:</b> Update on the Cannabis Control Commission requirements for item categories	
<b>Reason:</b> Metrc and the Cannabis Control Commission are providing an update on the deadline for updating item information in Metrc		

Greetings Metrc Users,

On **January 8, 2021**, the Cannabis Control Commission (Commission) enacted changes within the Metrc system that requires licensees to enter additional item information when creating any new items in Metrc. Metrc outlined and explained these changes in **Metrc Bulletin #35**.

Included in previous communication was the Commission deadline, **February 8, 2021**, for updating all previously created items to match the new requirements. The Commission has now extended the deadline for updating these items to meet the new item requirements to **March 8, 2021**, based on industry feedback and continued challenges with uploading data.

Additionally, Metrc has made the following updates based on user inquiries about uploading pictures and entering testing, potency, and ingredient information:

- If there is a 404 error and the photo fails to upload, please review the following:
  - File Format
    - Metrc supports .bmp, .gif, .jpg, and .png
  - File Size
    - Metrc supports files under 30 megabytes
  - Error Reporting
    - If you are still receiving a 404 error when uploading a photo that meets the criteria above, please provide the photo attachment, time of the attempt, and the browser utilized. This information will assist Metrc in reviewing and correcting the issue if it persists.
- If potency results are unknown at the time of the item creation:
  - Enter the target potency.
  - After recording test results, edit the item to ensure potency results are within the target potency ranges.
- If an item does not have any CBD Content or Ingredients:
  - Enter .0001 for CBD.
  - Enter "None" for ingredients.

Please feel free to contact Support at [support@metrc.com](mailto:support@metrc.com) or 877-566-6506 with any questions.