

Bulletin Number: MI_IB_0033	Distribution Date: 1/28/21	Effective Date: N/A
Contact Point: Metrc® Support	Subject: Metrc System Performance Issues	
Reason: Identifying and addressing recent Metrc system performance issues.		

Greetings Metrc Users,

Metrc is aware of the intermittent reports from licensees and third-party vendors regarding performance issues for deliveries and transfers for Michigan users. The Metrc team has been reviewing the reports and working diligently on a resolution to correct these issues. If a licensee experiences an intermittent issue, the licensee needs to take the following steps:

1. Select the Support Dropdown and Click “Refresh User Session.”
2. Once the session is refreshed, try the action you were unable to complete again.
3. If the issue persists, please email support@metrc.com with the action you were trying to complete along with the date/time from your device where the issue occurred. **Please do not email in the same screenshot if you are stating the issue is occurring multiple times.**
4. If the issue is resolved, it is also extremely helpful to send confirmation back to Metrc Support so Metrc can properly manage the issue.

The Metrc team wants to thank all licensees who reached out and provided very helpful information on this matter. The Metrc team also wants to express appreciation to those who follow the steps above to ensure accurate and up to date information is in place for the corrective action that is already underway. We are expecting a resolution to this issue by **January 29th, 2021** as we finalize a system maintenance update out to users. If there is any changes to this information, Metrc will release a new bulletin update.

If you have any questions or concerns in the meantime, please contact our support team at support@metrc.com or 877- 566-6506.