

**Metrc – Implementation Timeline**

**Division of Cannabis Regulation**

State Fairgrounds • P.O. Box 19281 • Springfield, IL 62794-9281 • 217/524-2143 • TDD 866/287-2999 • Fax 217/524-4215

---

We are excited to announce the official implementation timeline for licensed cannabis businesses transitioning from BioTrack to Metrc as Illinois' track-and-trace data system. The implementation will start with transporter licenses and registered testing laboratories, followed by cultivation centers, craft growers, and infusers, and with dispensaries transitioning last. The phased approach ensures a smooth and efficient migration across the supply chain and minimal disruption to cannabis medical patients and consumers.

The important upcoming dates are:

- **Phase 1: April 1-18: Transporters and Testing Laboratories**
  - Gain access to Metrc,
  - Prepare staff and (for labs) Lab Information Management systems,
  - Review processes and procedures,
  - Ready for transporting or testing items from other licensees in Metrc.
- **Phase 2: April 25-May 25: Cultivation Centers, Craft Growers, and Infusers**
  - Gain access to Metrc,
  - Prepare staff and inventory management systems,
  - Review processes and procedures,
  - Transition and tag inventory into Metrc system.
- **Phase 3: April 25-June 17: Dispensaries**
  - Gain access to Metrc,
  - Prepare staff and point of sale / inventory systems,
  - Review processes and procedures,
  - Receive Metrc deliveries and packages,
  - Transition and tag inventory into Metrc system.

By the end of Phase 2 and Phase 3, those licensees should have inventory tagged and recorded in Metrc. For production facilities (*Phase 2*), that means starting new plants in Metrc early will minimize the need for moving intermediary or final products from BioTrack to Metrc. For dispensaries (*Phase 3*), that means reducing excess inventory with BioTrack tracking barcodes will minimize retagging of products before June 17. Metrc has additional information and support available online (<https://www.metrc.com/partner/illinois/>).

To move items into Metrc, plants and packages will need Metrc RFID Tags. Additional information will be available soon about the ordering process for those Tags. Through State funding, cannabis business establishments will not be charged for Metrc's RFID tags, subject to certain restrictions.

Important details:

- All cannabis plants will be tagged or re-tagged in Metrc.
- BioTrack packages with test results should be moved through the supply chain and sold.
- Unprocessed packages without test results will be re-tagged and converted to Metrc.
- Dispensaries will be given time to sell through as much BioTrack-tracked inventory as possible before the full transition to Metrc.
- Eventually, all BioTrack-tracked inventory will be re-tagged in Metrc.

Further dates, deadlines, and trainings:

- March 26, noon: State of Illinois cannabis businesses e-Townhall (register [here](#), *to be repeated at March 28 presentation*).
- March 27, 9am: Metrc webinar for Testing Labs.
- March 28, 9am: Metrc webinar for Transporters.
- March 28, noon: State of Illinois cannabis businesses e-Townhall (register [here](#), *repeating March 26 presentation*).
- April 7: Metrc webinar for Third-Party Integrators.
  - For cannabis businesses' IT vendors to ask questions and hear about the technical integration steps.
- April 21-24: Metrc Roadshows for all cannabis businesses.
  - All licensees can meet, take training, and ask Metrc questions about the transition process.
  - In person in Chicago, Springfield, and Mt. Vernon or Carbondale (*locations/times to be announced soon*).
- May 25: Testing Laboratories report lab test results in Metrc only.
- June 2: All product transfers in Metrc only.
- June 17: All cannabis licensees should be transitioned into Metrc.
- July 1: Metrc becomes the official cannabis inventory tracking system for Illinois.

Resources and important links:

- CROO Website: <https://cannabis.illinois.gov/>
- IDOA: <https://cannabis.illinois.gov/agencies/cannabis-idoa.html>
- IDFPR: <https://idfpr.illinois.gov/profs/adultusecan.html>
- Metrc Partner Page: <https://www.metrc.com/partner/illinois/>
- Welcome to Metrc Packet: *available at* <https://www.metrc.com/partner/illinois/>
- Metrc Learn (training): *link to be provided during each Phase*
- Metrc Support (available in the system): 877-566-5606
- New resources, FAQs, and materials will be available throughout the transition process.

We appreciate your cooperation in ensuring a successful transition. Please stay tuned for additional details and training opportunities in the coming weeks. We look forward to working with you throughout this transition period.

## Questions

For questions related to this Informational Bulletin, please contact the Illinois Department of Agriculture, Division of Cannabis Regulation at [AGR.adultuse@illinois.gov](mailto:AGR.adultuse@illinois.gov)



# Welcome to Metrc

Learn how to access Metrc and training resources

# Welcome

Hello,

We are excited to introduce you to Metrc, a leading provider of track-and-trace, frequently called seed-to-sale, technology for the cannabis industry. Our system is designed to help businesses like yours ensure compliance with state regulations, streamline operations, and maintain transparency throughout the supply chain. As a trusted partner to over 27 regulated markets, Metrc is committed to supporting the growth and success of the cannabis industry by providing reliable, secure, and user-friendly solutions.

From cultivation and harvesting to distribution and retail, our system captures critical data points to support transparency, product integrity, and regulatory compliance. At Metrc, we understand that navigating the complexities of the cannabis industry can be challenging. That's why we offer dedicated support and training to help you make the most of our system. Our team of experts are available to assist with any questions or concerns you may have, ensuring a smooth and efficient implementation process. The following pages in this packet will help you get started with Metrc as you work through the transition from your previous seed-to-sale system. The transition timeline is recommended to ensure a smooth and complete market transition to Metrc by the end June.

We are proud to support your business in compliance and look forward to working together to build a transparent, accountable, and thriving cannabis industry.

Sincerely,  
The Metrc team

# Why track-and-trace?

*Track-and-trace technology at its core provides the ultimate transparency in a supply chain.*



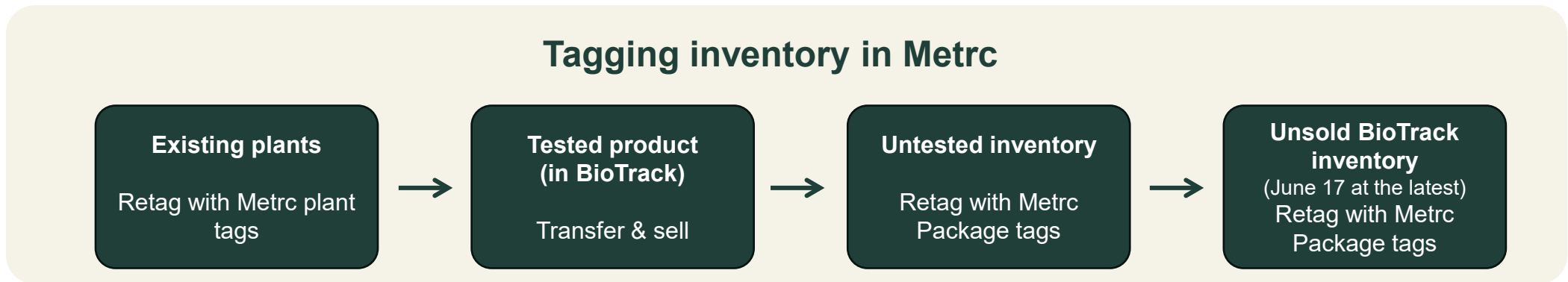
# Metrc implementation overview

The Metrc migration plan will follow a phased approach to onboard licensees in a timely fashion across the supply chain and to allow dispensaries time to sell through as much BioTrack tracked inventory before converting to Metrc.

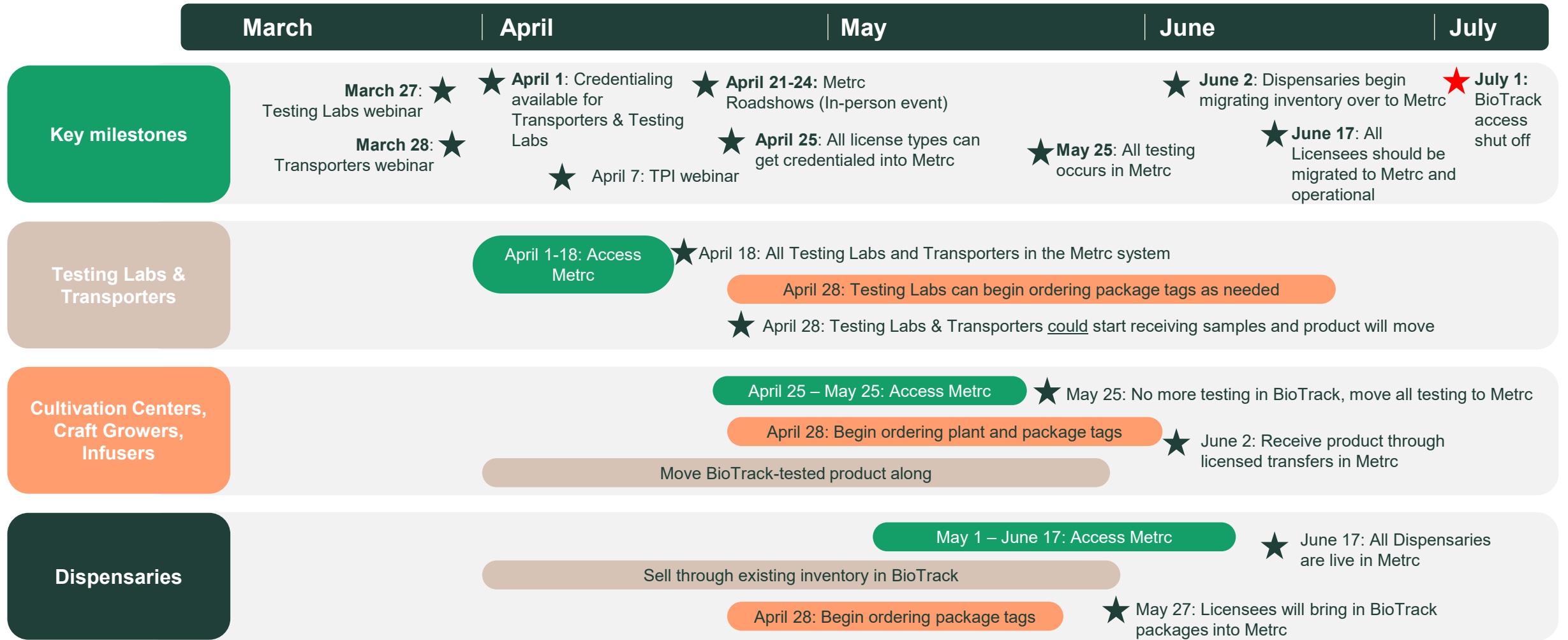
**Phase 1:**  
Testing Labs &  
Transporters

**Phase 2:**  
Cultivation Centers,  
Craft Growers &  
Infusers

**Phase 3:**  
Dispensaries



# Implementation timeline



# Testing Labs

*What to expect as a Testing Lab in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.*

Timing	Actions	Documentation
Date: March 27	<ul style="list-style-type: none"> <li>Welcome to Metrc – Next steps webinar</li> </ul>	
<b>Week 1</b> Date: April 1-5	<ul style="list-style-type: none"> <li>Register for Metrc Learn and complete New Business Training</li> <li>Get Credentialed in the Metrc system</li> <li>Set up your business and Admin dropdown (Employee permissions, etc.)</li> <li><b>Important:</b> Coordinate with LIMS integrator system on migration plan</li> </ul>	<ul style="list-style-type: none"> <li>Metrc Learn</li> <li>Metrc Support (portal)</li> <li>Getting started with Metrc</li> </ul>
<b>Week 2</b> Date: April 6-12	<ul style="list-style-type: none"> <li>Continue set up of Admin dropdown</li> <li>Coordinate with LIMS integrator system for transition plan</li> <li>Take the required Advanced Testing Facility training in Metrc Learn</li> </ul>	<ul style="list-style-type: none"> <li>Best practices documents</li> <li>Metrc Learn</li> </ul>
<b>Week 3 &amp; 4</b> Date: April 13-26	<ul style="list-style-type: none"> <li>Develop Standard Operating Procedures (SOP) for Metrc</li> <li>Prepare for Metrc test samples</li> </ul>	<ul style="list-style-type: none"> <li>Metrc Expert (in system)</li> </ul>
<b>Week 5 &amp; beyond</b> Date: April 27-June 30	<ul style="list-style-type: none"> <li>Order Metrc package tags</li> <li>Begin receiving Metrc test sample packages</li> <li><b>Important:</b> Last day Testing Labs should be receiving BioTrack test sample packages is May 25</li> </ul>	<ul style="list-style-type: none"> <li>Metrc Expert (in system)</li> </ul>



# Transporters

*What to expect as a Transporter in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.*

Timing	Actions	Documentation
Date: March 28	<ul style="list-style-type: none"> <li>Welcome to Metrc – Next steps webinar</li> </ul>	
<b>Week 1</b> Dates: April 1-5	<ul style="list-style-type: none"> <li>Register for Metrc Learn and complete New Business Training</li> <li>Get Credentialed in the Metrc system</li> <li>Set up your business and Admin dropdown (Employee permissions, adding drivers, vehicles, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Metrc Learn</li> <li>Metrc Support (portal)</li> <li>Getting started with Metrc</li> </ul>
<b>Week 2</b> Dates: April 6-12	<ul style="list-style-type: none"> <li>Continue set up of Admin dropdown</li> <li>Take the Advanced Transporter Training in Metrc Learn</li> </ul>	<ul style="list-style-type: none"> <li>Best practices documents</li> <li>Metrc Learn</li> </ul>
<b>Week 3 &amp; 4</b> Dates: April 13-26	<ul style="list-style-type: none"> <li>Develop Standard Operating Procedures (SOP) for Metrc</li> <li>Prepare for Metrc transfer manifests</li> </ul>	<ul style="list-style-type: none"> <li>Metrc Expert (in system)</li> </ul>
<b>Week 5 &amp; beyond</b> Dates: April 27-June 30	<ul style="list-style-type: none"> <li>Begin receiving Metrc transfer manifests and transporting packages with Metrc package tags</li> <li><b>Important:</b> Last day Transporters should be receiving and transporting BioTrack packages is June 10</li> <li>Export any data needed from BioTrack for historical purposes</li> </ul>	<ul style="list-style-type: none"> <li>Metrc Expert (in system)</li> </ul>

# Cultivation Centers

*What to expect as a Cultivation Center in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.*

Timing	Actions	Documentation
<b>Week 1</b> Est. dates: April 26- May 3	<ul style="list-style-type: none"> <li>• Register for Metrc Learn and complete New Business Training</li> <li>• Get Credentialed in the Metrc system</li> <li>• Set up your business and Admin dropdown (Employee permissions, strains, items, drivers, vehicles, etc.)</li> <li>• Begin order Metrc plant and package tags</li> <li>• Begin adding Processing job types</li> <li>• <b>Important:</b> Begin working with third-party integrators on migration plan to Metrc</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc Learn</li> <li>• Metrc Support (portal)</li> <li>• Getting started with Metrc</li> <li>• Processing Jobs Guide</li> </ul>
<b>Week 2 &amp; 3</b> Est. dates: May 4-17	<ul style="list-style-type: none"> <li>• Begin transferring BioTrack-tested inventory through the supply chain</li> <li>• Begin tagging plants with Metrc plant tags</li> <li>• Begin tagging <u>untested</u> inventory with Metrc package tags</li> <li>• Develop SOPs for your business in Metrc</li> <li>• Take Advanced Cultivation training in Metrc Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc plant tagging best practices</li> <li>• RFID Overview</li> <li>• Best practices documents</li> <li>• Metrc Learn</li> </ul>
<b>Week 4 &amp; 5</b> Dates: May 18-June 1	<ul style="list-style-type: none"> <li>• Move packages in BioTrack that <b><u>have not been tested</u></b> into Metrc for testing</li> <li>• <b>Important:</b> All plants and untested BioTrack packages must be in Metrc by May 25</li> <li>• Continue Metrc Learn training with Cultivation Journey</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc Expert (in system)</li> </ul>
<b>Week 5 &amp; beyond</b> Est. dates: June 2-17	<ul style="list-style-type: none"> <li>• All Cultivation Centers should be operating fully in Metrc</li> <li>• Packages that have been tested in BioTrack need to be transferred to dispensaries prior to June 10</li> <li>• Dispensaries will not be able to receive tested BioTrack packages after June 10</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc Expert (in system)</li> </ul>

# Craft Growers

*What to expect as a Craft Grower in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.*

Timing	Actions	Documentation
<b>Week 1</b> Est. dates: April 26- May 3	<ul style="list-style-type: none"> <li>• Register for Metrc Learn and complete New Business Training</li> <li>• Get Credentialed in the Metrc system</li> <li>• Set up your business and Admin dropdown (Employee permissions, strains, items, drivers, vehicles, etc.)</li> <li>• Begin order Metrc plant and package tags</li> <li>• Begin adding Processing job types</li> <li>• <b>Important:</b> Begin working with third-party integrators on migration plan to Metrc</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc Learn</li> <li>• Metrc Support (portal)</li> <li>• Getting started with Metrc</li> <li>• Processing Jobs Guide</li> </ul>
<b>Week 2 &amp; 3</b> Est. dates: May 4-17	<ul style="list-style-type: none"> <li>• Begin transferring BioTrack-tested inventory through the supply chain</li> <li>• Begin tagging plants with Metrc plant tags</li> <li>• Begin tagging <u>untested</u> inventory with Metrc package tags</li> <li>• Develop SOPs for your business in Metrc</li> <li>• Take Advanced Cultivation training in Metrc Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc plant tagging best practices</li> <li>• RFID Overview</li> <li>• Best practices documents</li> <li>• Metrc Learn</li> </ul>
<b>Week 4 &amp; 5</b> Dates: May 18-June 1	<ul style="list-style-type: none"> <li>• Move packages in BioTrack that <b><u>have not been tested</u></b> into Metrc for testing</li> <li>• <b>Important:</b> All plants and untested BioTrack packages must be in Metrc by May 25</li> <li>• Continue Metrc Learn training with Cultivation Journey</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc Expert (in system)</li> <li>• Metrc Learn</li> </ul>
<b>Week 5 &amp; beyond</b> Est. dates: June 2-17	<ul style="list-style-type: none"> <li>• All Cultivation Centers should be operating fully in Metrc</li> <li>• Packages that have been tested in BioTrack need to be transferred to dispensaries</li> <li>• Dispensaries will not be able to receive tested BioTrack packages after June 10</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc Expert (in system)</li> </ul>

# Infusers

*What to expect as an Infuser in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.*

Timing	Actions	Documentation
<b>Week 1</b> Est. dates: April 26- May 3	<ul style="list-style-type: none"> <li>• Register for Metrc Learn and complete New Business Training</li> <li>• Get Credentialed in the Metrc system</li> <li>• Set up your business and Admin dropdown (Employee permissions, strains, items, drivers, vehicles, etc.)</li> <li>• Begin ordering Metrc package tags</li> <li>• Begin adding Processing job types</li> <li>• <b>Important:</b> Begin working with third-party integrators on migration plan to Metrc</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc Learn</li> <li>• Metrc Support (portal)</li> <li>• Getting started with Metrc</li> <li>• Processing Jobs Guide</li> </ul>
<b>Week 2 &amp; 3</b> Est. dates: May 4-17	<ul style="list-style-type: none"> <li>• Begin transferring BioTrack-tested inventory through the supply chain</li> <li>• Begin tagging <u>untested</u> inventory with Metrc package tags</li> <li>• Develop SOPs for your business in Metrc</li> <li>• Take Advanced Manufacturing training in Metrc Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc tagging best practices</li> <li>• RFID Overview</li> </ul>
<b>Week 4 &amp; 5</b> Dates: May 18-June 1	<ul style="list-style-type: none"> <li>• Move packages in BioTrack that <b>have not been tested</b> into Metrc for testing</li> <li>• <b>Important:</b> All plants and untested BioTrack packages must be in Metrc by May 25</li> <li>• Continue Metrc Learn training with Manufacturer Journey</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc Learn</li> <li>• Metrc Expert (in system)</li> </ul>
<b>Week 5 &amp; beyond</b> Est. dates: June 2-17	<ul style="list-style-type: none"> <li>• All Infusers should be operating fully in Metrc</li> <li>• Packages that have been tested in BioTrack need to be transferred to dispensaries</li> <li>• Dispensaries will not be able to receive tested BioTrack packages after June 10</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc Expert (in system)</li> </ul>

# Dispensaries

*What to expect as a Dispensary in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.*

Timing	Actions	Documentation
<b>Week 1</b> Est. dates: April 26- May 3	<ul style="list-style-type: none"> <li>• Register for Metrc Learn and complete New Business Training</li> <li>• Get Credentialed in the Metrc system</li> <li>• Set up your business and Admin dropdown (Employee permissions, items, API keys, locations, etc.)</li> <li>• <b>Important:</b> Work with POS/third-party integrator on migration plan and cut over date</li> <li>• Begin ordering Metrc package tags</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc Learn</li> <li>• Metrc Support (portal)</li> <li>• Getting started with Metrc</li> </ul>
<b>Week 2 &amp; 3</b> Est. dates: May 4-17	<ul style="list-style-type: none"> <li>• Develop Metrc workflows</li> <li>• Prepare &amp; begin to receive Metrc product</li> <li>• Take Metrc Learn Advanced Retailer training</li> </ul>	<ul style="list-style-type: none"> <li>• Best practices documents</li> <li>• Metrc Learn</li> <li>• Metrc Expert (in system)</li> </ul>
<b>Week 4 &amp; 5, beyond</b> Est. dates: May 18- June 30	<ul style="list-style-type: none"> <li>• Focus on selling BioTrack inventory</li> <li>• Ensure you have a scheduled transition date with your POS vendor to Metrc</li> <li>• Continue Metrc Learn training with Retailer Journey</li> <li>• Dispensaries will not be able to receive tested BioTrack packages after June 10</li> </ul>	<ul style="list-style-type: none"> <li>• Metrc Learn</li> <li>• Metrc Expert (in system)</li> </ul>

# Getting started with Metrc

*Your first steps in getting credentialed into the system.*



**1**

## **Sign up for New Business Training.**

To begin with Metrc, all new users must create an account in [Metrc Learn](#).



**2**

## **Complete New Business Training in Metrc Learn.**

Once you complete the training and pass your assessment, your information will be sent to Metrc Support.



**3**

## **Receive log in credentials from Metrc.**

You will receive an email from Metrc containing user credentials for the Metrc system.



**4**

## **Validate credentials by logging in.**

Log into Metrc within 72 hours of receiving your welcome email and begin working in Metrc.



**5**

## **Continue to improve your use of the Metrc system.**

Visit [Metrc Learn](#) to find additional resources on how to navigate Metrc.

# Metrc resources

*A glance at several resources to support your journey with Metrc*



## Support

Our dedicated support team is available through phone and online portal access.

- **Phone:** 877-566-6506
- **Online:** Support.metrc.com
- **Available:** M-F, 7 a.m. CT – 9 p.m. CT
- **What to know:** Our team is here to help in your journey with cannabis compliance. We not only have a dedicated team for answering specific questions, but a library of self-help materials for navigating the system.



## Training

On-demand training platform with over 300+ courses right at your fingertips.

- **Access:** Learn.metrc.com or through mobile app: Go Learn
- **Available:** 24/7, 365 days
- **What to know:** Metrc Learn, our on-demand training portal allows for users to create persona-based learning journeys, access over 300 courses and more! Select trainings also include interactive pieces allowing you to practice new skills out of the production environment.



## Metrc Expert

Access support documentation directly in the Metrc system.

- **Access:** Available when you log in to your Metrc instance
- **Available:** 24/7, 365 days
- **What to know:** Metrc Expert is our AI-powered chat tool that allows you to ask questions in the Metrc system as you work in real time without having to spend time sifting through documentation.



## Metrc.com

Additional information and resources to supplement your needs are available on Metrc.com

- **Access:** Metrc.com
- **Available:** 24/7, 365 days
- **What to know:** Metrc.com offers additional resources including case studies, blogs, guides, and more! Also, for state specific information, navigate to your state partner page to access bulletin documentation (which can also be found in the support portal).

# Metrc Support

*The Metrc team is here to help!*

Every question and conversation counts, and our dedicated support team is here to help.

Our support teams have been with us for a long time – they know and love the industry – so whether you are seeking help navigating the Metrc system, facing technical challenges, or have a general inquiry, we take every interaction seriously and do everything we can to find a resolution quickly.

You can access Metrc Support by phone or online through our Metrc Support portal, which offers the ability to:

- Create a new support case
- View real-time case status
- Live chat with a Metrc Support agent
- Access help documentation and articles

To sign up for the portal, ensure you have Metrc system access.

Scan this QR code  
to access the portal



Live chat or online via  
the Support Portal

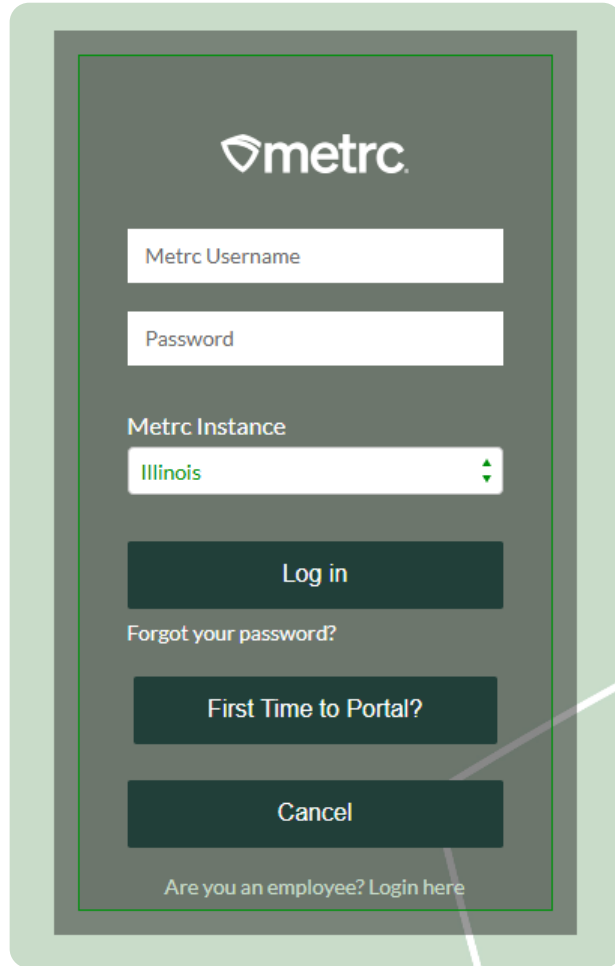


Phone: 877-566-6506



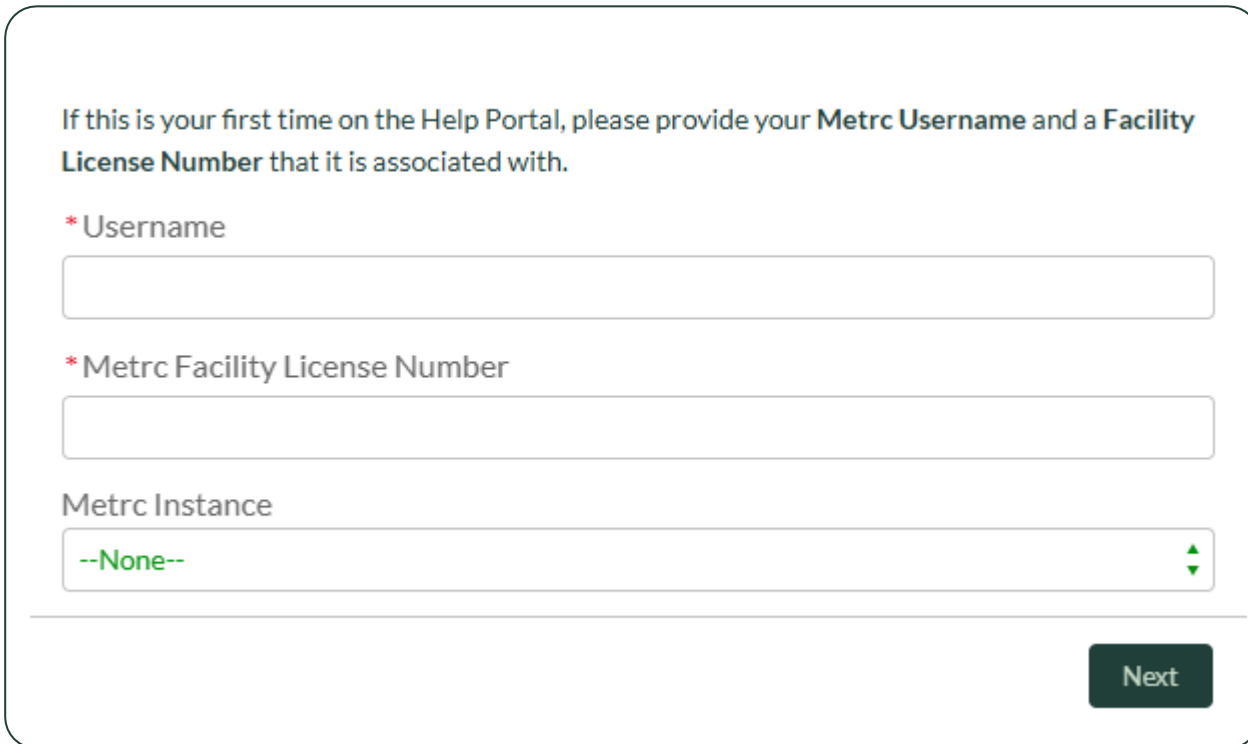
# Access the Support Portal

*Login page and first-time users*



A screenshot of the Metrc login page. At the top is the Metrc logo. Below it are three input fields: 'Metrc Username', 'Password', and 'Metrc Instance' (with 'Illinois' selected in a dropdown). There are three buttons: 'Log in', 'First Time to Portal?', and 'Cancel'. At the bottom, there is a link: 'Are you an employee? Login here'.

**Complete this form to access the Metrc Support portal**



A screenshot of a registration form. The text reads: 'If this is your first time on the Help Portal, please provide your **Metrc Username** and a **Facility License Number** that it is associated with.' There are three required fields: '\* Username', '\* Metrc Facility License Number', and 'Metrc Instance' (with '--None--' selected in a dropdown). A 'Next' button is located at the bottom right.

# Sharpen your Metrc skills

*Access Metrc Learn, our interactive training resource with 300+ courses*

- ✓ On-demand training available 24/7
- ✓ System functionality training, by facility type
- ✓ Easily track and share your progress
- ✓ Available on-the-go through a mobile app



# Access help right in the Metrc system

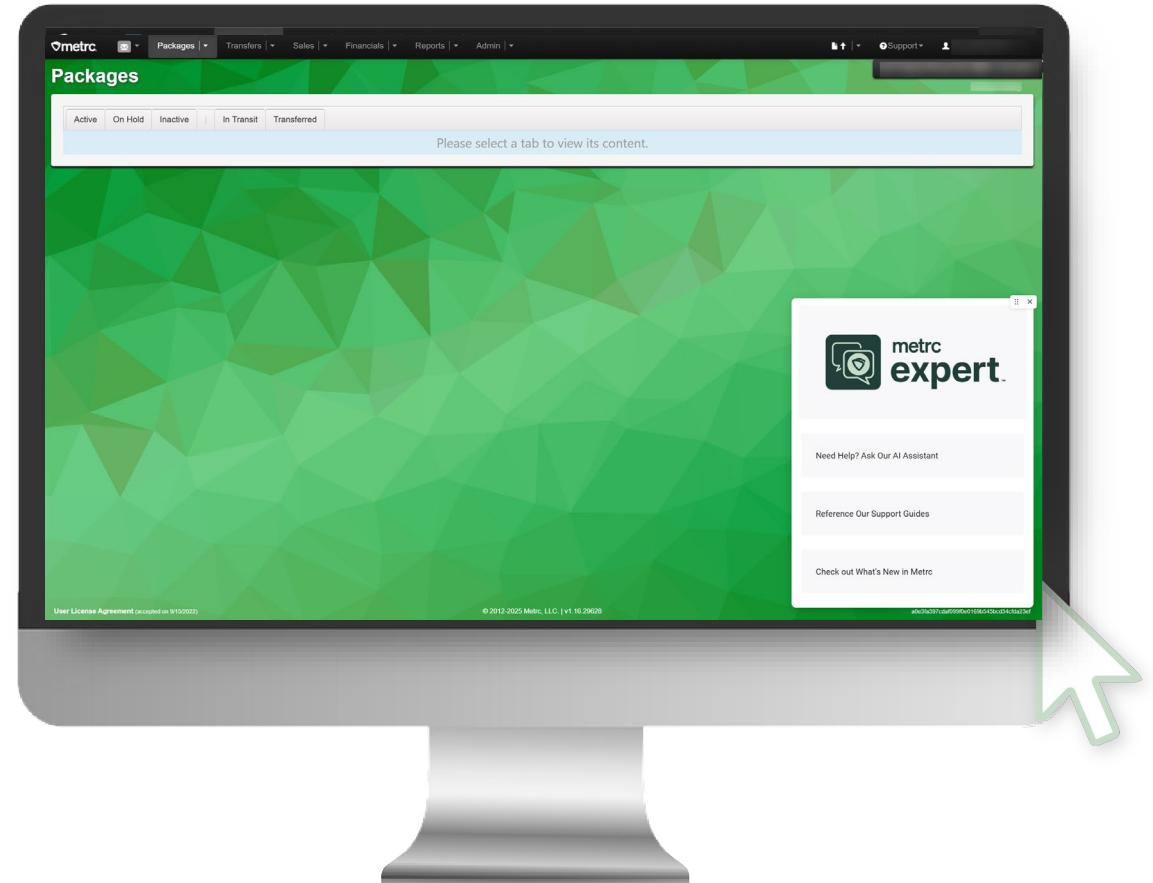
## Metrc Expert

### knowledge base

An innovative state-specific knowledge base is accessible through a widget in the Metrc system.

Leveraging AI, as you interact with the tool and ask questions, it will drive automated responses and deliver personalized customer support with faster responses.

- ✓ Access knowledge base resources directly in the system
- ✓ Minimized disruption to workflows
- ✓ Answers to your questions in seconds
- ✓ Generate a support case or live chat with Metrc Support if further help is needed



# Questions?

## Reach out to Metrc Support



**Phone: 877-566-6506**



**Live chat or online via the  
Support Portal**