

CROO Seed-to-Sale Weekly Newsletter 6/3/2025

for latest updates on the state's conversion to Metrc seed-to-sale

Last Week (5/26 - 5/30):

- 5/26 Memorial Day (State workers offline)
- Seed to Sale FAQs available on CROO Website: [Seed-to-Sale FAQs](#)
- Cultivation Centers, Craft Growers, and Infusers should be completely in Metrc. These license types should move tested BioTrack packages to Dispensaries. 🌱
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- All licensees continue to take Metrc Learning journeys and trainings.
- Recordings of Dispensary Webinar and Townhall Q and A available.

This Week (6/2 – 6/6):

- **June 2:** Dispensaries begin migrating BioTrack-tagged inventory into Metrc by adding RFID Tags and conducting an “External Incoming Transfer.” 🏢
- **June 3:** Dispensary-focused Metrc Webinar. [CROO eTownhall: Dispensary Q & A Session](#) 🏢
- Packaging and Labeling FAQs available on CROO Website: [Packaging and Labeling FAQs](#)
- Dispensaries receive transfers with manifests both in BioTrack and Metrc. When receiving a BioTrack-tracked package, Dispensaries conduct “External Transfer” to incorporate into Metrc. When receiving a Metrc-tracked package, Dispensaries can log into Metrc and accept the package even before fully migrated to Metrc. 🏢

Next Week (6/9 - 6/13):

- All licensees continue to take Metrc Learning journeys and trainings.
- **June 10:** Dispensaries may not receive tested BioTrack Packages. 🌱 🌿 🧪 🚚

- Dispensaries begin migrating BioTrack-tagged inventory into Metrc by adding RFID Tags and conducting an “External Incoming Transfer.” 

Further Upcoming:

- **June 17:** All licensees should be migrated to Metrc and operational.     
- **All licensees pull reports, audits, tax records, and any other data from BioTrack before July 1.**     
- **July 1:** Access to BioTrack is turned off and Metrc becomes the official seed-to-sale inventory tracking system for Illinois.     

Frequently Asked Questions (FAQs):

Q: Every night, we log into BioTrack and perform a manual sync to make sure our daily POS sales are accurately syncing up with BioTrack. Does Metrc have a manual sync button that we can utilize at the store level?

A: Will depend on the 3rd Party Integrator. Most operators will try to do a “real time” push. Generally, the integrators should be pushing the sales across as they occur. This is especially important for medical patients for their allotments to be reported correctly. If you have additional questions about the “syncing” aspect, they should be addressed with your integrator.

Q: Is June 17 the actual deadline for all dispensaries to be fully transitioned into Metrc / stop selling out of BioTrack? If that is just a best practice date, what is the actual date dispensaries need to be fully transitioned into Metrc?

A: Yes, that is the actual deadline. If you’re unable to make that deadline for reasons relating to your point-of-sale system, please notify the State.

Q: When we transition to Metrc and retag everything, do we need to retag each individual item or just the package of all gets a Metrc Tag?

A: There is a difference between the Metrc package tag and the individual labels on the unit. The package tags are based on the case quantity or the package quantity of all the units associated with that tag number. So you do not need a Metrc package tag for every single individual unit.

Q: Do you have a timeline to fix the patient verification through Metrc?

A: Not aware of any issues at this time, but please reach out to Metrc support if you encounter any issues. Patient verification is a high-priority issue.

Q: Are Metrc tags only used for beginning inventory? Aren't the products coming in with tags after the transition?

A: Yes, the tags that you order are used for beginning inventory to build out your Metrc inventory at your dispensary. Anything you are receiving from a Metrc Cultivator,



Infuser, etc. will also have a tag, but we encourage you to have tags on hand available if you wish to break down a case into smaller units, or if something in the package gets destroyed.

Q: Are "locations" required for dispensaries? it seemed like just for cultivation when i created them.

A: It is a good idea to set up locations that mirror your physical location in the building to set you employees up for success and to help state regulators locate product in your inventory.

Q [repeat from last week]: Are Illinois dispensaries required to track package locations in Metrc?

A **[updated answer with more detail]**: Yes, this will make it easier for auditing. Packages are required to be in their designated digital locations set up within Metrc—locations that should reflect the physical space of your dispensary. If you choose to have a partial quantity of your package on your sales floor (e.g., take 25 units to the sales floor from the vault's Package of 100), please ensure that the bottom half of the Metrc Package Tag accompanies the units moved to the sales floor. This will account for the partial quantity that is in a separate physical location while still allowing auditing.

Q: How to perform regular destruction?

A: Same process as a package adjustment. Just adjust to zero and select "Waste" as the adjustment reason.

Q: I've heard that Metrc does not require barcodes/location names on the products. Are the dispensaries going to oversee adding barcodes to products?

A: Individual products still must be shipped out with product labels correctly identified. The name of the dispensary is not required to be on the label. Most do ask to have it on the label.

Q: Are dispensaries receiving product in Metrc or in their POS system if it's integrated?

A: Metrc. They will be available in your point of sale when you transition to Metrc fully.

Q: Do dispensaries "finish" tags? or just for cultivators?

A: Yes, dispensaries can finish a tag when a tag has reached zero quantity. It will move the package from Active inventory to Inactive inventory and can still be referenced at any time.

Q: Can we move 1 product from BioTrack to Metrc to test the transfer process?

A: You can, but if you do that, you will not be able to sell it in BioTrack.

Q: Do sales tickets transfer automatically into Metrc from a POS? or do we have to manually input these?

A: Your API or POS integrator will be pushing those over to Metrc, so make sure to talk to them about that process.



Q: When will the IDFPR update the Adjustment Request Form?

A: IDFPR is currently working on updating the form. In the meantime, please continue to use the BioTrack form. We are likely only changing the title of the form. Please also clarify in your email that it's for Metrc and not BioTrack.

Q: What happens if an employee tries to ring at POS and hasn't been API integrated or a Metrc profile created?

A: Then the sale would need to be manually entered into Metrc.

Q: Will a Minor patient work the same as regular QP and CG? Will Metrc allow more than 1 Caregiver?

A: Yes. There are no changes Illinois' medical cannabis laws during this transition.

Q: If we already transitioned from BioTrack to Metrc and are using a 3rd part integrator. How do we move the products from BioTrack to Metrc if there is no external transfer option available from the 3rd party integrator?

A: You would be doing it manually by creating a manifest and brining that manifest in.

Please note that FAQs are being published on the State's cannabis website. You can find all the newsletter FAQs here:
<https://cannabis.illinois.gov/research-and-data/seed-to-sale-faqs.html>.

Additional FAQs from the eTownhall and Dispensary Webinar are coming soon.

Resources:

- [State Cannabis Homepage](#)
 - [RFID Ordering Process](#)
 - [Seed to Sale Tracking](#)
 - [Metrc \(Seed-to-Sale Solution\)](#)
 - [IDFPR's cannabis website](#)
- [Metrc's Illinois Partner Page](#)
 - [Welcome to Metrc-Illinois Packet](#)
 - [Metrc's Illinois FAQs](#)

