



Issues for discussion between OCP and Metrc

Issue: Licensees usually experience a long delay in getting answers from Metrc Support and want to know if there is a way to filter questions based on urgency. Licensees reported a 24-hour turnaround time for easier questions, but longer delays for more complicated questions.

- OCP would like to discuss these concerns with Metrc.
 - o **Metrc:** We are committed to improving the customer experience all around and have made significant changes that have resulted in solving issues faster and with more accuracy at first touch. Current Support metrics for April 1-20th, 2023 are as follows:
 - Testing: 24-hour average turn-around time (standard 72 hours due to state response/research required)
 - Support non-testing: 6-hour resolution time
 - Average speed to answer: 1m 3s
 - Average wait time (phones): 7m 43s
 - o Metrc and OCP recently put in place Service-Level Agreement (SLA) language, or the set expectations between Metrc and the State of Maine, that defines response times for complex and non-complex tickets (see descriptions below). This SLA requires that non-complex tickets be resolved within 24 hours. Metrc is meeting these requirements and in most, if not all cases, exceeding expectations based on contractual requirements.
 - o Complex vs. non-complex ticket types:
 - Complex – Metrc Support handles a wide range of tickets that are considered complex (that do not fall under test or API). Below are some examples of these ticket types, but note this list is not exhaustive:
 - Metrc Cleanups (where a licensee has not kept their Metrc account clean and accurate, support helps them to get this corrected within state guidelines)
 - Changes of ownership (where a licensee is changing ownership and needs support's help in changing the information in Metrc)
 - Relicense (moving all data from one account to another, usually occurs during a change of ownership)
 - Changes of location (moving from one address to another, usually set up days in advance, tickets stay open until move is complete)
 - State Authorized Transfers (transfer corrections that need state approval and coordination with the licensee, support and the state)
 - Non-complex tickets include but are not limited to: Password resets, adding employees, adding strains or items, creating or receiving a tag order, creating a transfer



Issue: When licensees order plant tags, they must also get a strap for each individual tag. Metrc does not allow them to separate the number of tags needed from the number of straps needed. Licensees would like the option to reuse the straps rather than having to purchase new ones with each order of tags.

- OCP would like to discuss with Metrc the possibility of letting licensees reuse the straps that come with the plant tags.
- **Metrc:** Metrc straps can be re-used. We have seen the tags be reused an average of 2-3 plant cycles, depending on how many notches were used initially. The straps are also 100% recyclable and, as stated before, can be reused more than once. Currently, if a licensee places a tag order and does not wish to have straps included, they should reach out to Metrc Support and request no straps be included in that order.
- Additionally, Metrc is working on future tag designs that would not require the use of a strap, which would reduce the overall material used.

Issues raised for Metrc

Issue: Metrc glitches if licensees try to finalize several sales at the same time. Sometimes up to 100 sales can be finalized at the same time, but it usually glitches after about 30. It is time consuming for licensees to have to finalize them individually or in small batches.

Metrc: Licensees should be able to finalize more than 30 receipts at a time (we see up to 100 finalized at a time). However, it should also be noted that there will be an endpoint available for integrators to use in Metrc Connect, our new additional API solution, that allows for integrators to finalize sales receipts more efficiently and will not require logging into Metrc to do so, which will be available May 1, 2023.

Issue: If licensees enter the wrong name or strain on a package when creating a bucket, they cannot go on to put it into another batch and sell it.

Metrc: The system offers options to correct mistakes made when creating packages. If a mistake is caught, then the discontinue feature will allow the licensee to put the material back into the source and recreate the package correctly. If this is not an option, then the licensee can repackage the product into a new package with the correct item or strain name.

Metrc has a page with common corrections and steps to take here:
<https://www.metrc.com/tips-for-common-corrections-in-metrc/>

Issue: If licensees click the wrong weight in grams, it can be fixed, but the original package weight does not get adjusted.

Metrc: Similar to the issue above, there are options when mistakes are made in the system to allow licensees to discontinue incorrectly created packages. If this option is unavailable, then the package adjustment feature can be made. Although adjusting the derived package will not adjust the source package, the source package can also be adjusted.



The system does not perform an automatic adjustment because there are situations where the source package may be in another license, and actions taken in Metrc will not allow for actions taken in one license to impact the inventory of another. In these situations, we would recommend reaching out to Support to assist.

Issue: Licensees would prefer to have access to a plant's entire history, active and inactive, all in one place.

Metrc: Currently, this information is on the plant screen under different tabs, which mirrors how the database is constructed. A change to this structure would require significant development work and would need further discussion with the industry to understand the challenges they are having.

Issue: Licensees have no way of pulling a retroactive report from the Metrc system.

Metrc: This is correct. Currently, there is only the 'Point-In-Time Inventory' report which can provide inventory on a particular day. This is the only report that can provide this type of information. Metrc is designed to provide a scope of where everything currently exists and a lineage of that inventory with a full auditable trail of what has occurred. This report is on a 24-hour delay, so it will be the inventory as of the end of the day that is entered in the report. Additionally, Metrc is designed as a regulatory reporting tool that integrates with other softwares through its API. These integrators may provide additional value for business inventory needs beyond what is currently provided through Metrc.