Metrc Support Bulletin



Bulletin Number: MD_IB_0053	Distribution Date: 3/30/21	Effective Date: Ongoing				
Contact Point: Metrc® Support Subject: Agent Badge Expirations						
Reason: Agents who have renewed their badges in the previous month still show expired under their Employee ID.						

Greetings Metrc Users,

The MMCC's rollout of a new licensing software, Maryland OneStop, included a change to the existing agent badge number. Agent badges will now include a prefix indicating the Facility Type of the employee. For example, if the agent's badge number was "12345" prior to the OneStop rollout, and the employee works at a dispensary, that badge number will now reflect "D-12345".

This change will only impact agents who have renewed their badges recently, within the past month. This will not affect new agents or agents who have not yet expired.

Since these renewed agents essentially have "new" badge numbers, they will have to be added back into their Metrc administrators' facility.

Please see the following pages for more details.

Metrc Support Bulletin



Add Licensed Employee

The Metrc Administrator will have to add employees to their Facility when an employee renews their badge number. The Administrator will follow the same exact steps as adding a new employee.

First, navigate to the Admin area drop-down and select Employees.

∕≎met	rc Packages	s Transfers -	Sales 🗸	Patients -	Reports 🗕	Admin -		
Emp	oloyees					Tag Orders Tags		
Add	I Licensed Employ	vees Add Unlicen	sed Employees	Edit Employ	ees Lock	Locations		
Licer	nse No.	Last Name	First Name	: E-ma	ail : St	Items		
						Patients Memberships		
Image Image Image								

Figure 1: Select Employees from Admin Menu

Next, the Administrator will click on Add Licensed Employees and add the new assigned Agent Badge Number in the Employee License Number field. The action window to add employees with open to complete the rest of the required information and set the appropriate permissions for this employee.

⊘metrc Packages Transfers → Sales →	Add Licensed	l Employees				×
Employees	Employee	¥ 1				(clear)
Add Licensed Employees Add Unlicensed Employ	Employee <u>Lic.</u> Number	D-12345	Permissions	Packages Page Grids (reg'd)	View	 D-18-00000 402R-X0001 D-18-XXXXX 402-X0001
License No. E Last Name E First Na	E-mail	Enable online access to this Facility John.Smith@ACME.com		Inventory Create/Submit/ <u>Disc.</u> Notes	 Manage Manage Manage 	G-17-00000 403-X0003 G-17-XXXXX 403-X0001 G-18-00000 403P-X0001
H C Page 0 of 0 H	Home Employment	Sales Owner at this Facility		Transfers Menu Licensed & External Templates	 Manage Manage 	G-18-00001 403R-X0002 G-18-XXXXX 403-X0002
		 Manager at this Facility Bud Tender Grower 		Sales Menu Sales Sales Delivery	 Manage Manage 	 P-17-XXXX 405R-X0001 P-17-XXXXX 404-X0001 P-18-XXXXX 404R-X0001

Figure 2: Entering New Agent Badge Number

Metrc Support Bulletin



Once this has been completed, click green "Create Employees" button at the bottom of the page.



Figure 3: Creating New Employee

Disable Licensed Employee

When the new agent badge number/license number has been created in the Licensees' Employee grid, you will want to disable the previous badge number/license number.

Locate the old badge number, and select that user. Next, on the far right of the line, you will notice a "trashcan icon." Click on this Disable icon.

The employee will now use their new badge number for their login.



Please feel free to contact support at <u>support@metrc.com</u> or 877-566-6506 with any questions.