

<b>Bulletin Number:</b> NV_IB_035	<b>Distribution Date:</b> 5/7/20	<b>Effective Date:</b> 5/7/20
<b>Contact Point:</b> Metrc® Support	<b>Subject:</b> Intermittent Performance Issue Update, Curbside Pickup and Transfer API Update	
<b>Reason:</b> Metrc is providing an update regarding the intermittent performance issues along with an update on the curbside pickup rules and new API availability for transfers.		

Greetings Metrc Users,

This bulletin is intended to provide information on the following topics:<sup>1</sup>

- ❖ Intermittent performance issues that some licensees have experienced
- ❖ Curbside Pickup Overview
- ❖ Application Programming Interface (API) Update for Transfers
- ❖ Transfer Template Overview
- ❖ Training and Support

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<sup>1</sup> Detailed descriptions of each change are provided on the following pages.

## Intermittent Performance Issue Update

Metrc would like to provide an update following the release of Bulletin 34 on the intermittent reports from licensees and third-party vendors regarding performance issues for deliveries and transfers for Nevada users. **The Metrc team has been working diligently on a resolution to correct these issues and would like to inform licensees that these issues should now be resolved.** If a licensee experiences any further intermittent performance issues, 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](mailto: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 so Metrc can review and take corrective action accordingly.

## Curbside Pickup Overview

The State of Nevada allowed curbside pick-ups as of May 1<sup>st</sup>, 2020 under the CCB guidance. Please see the following [bulletin](#) for more information on the regulations.

As previously outlined in Bulletin 24, any activity that takes place on the licensed premises should be recorded in Metrc as a Sales Receipt. **For the purposes of curbside transactions, licensees will need to record their sales within the Receipt section and not duplicate the record within the Deliveries section of Metrc.** Below you will see steps on how to manually record a curbside pickup within the sales receipt functionality on Metrc. Please note this is also available via the API and CSV Uploads.

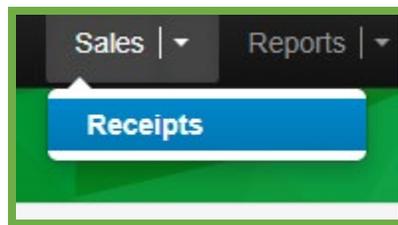


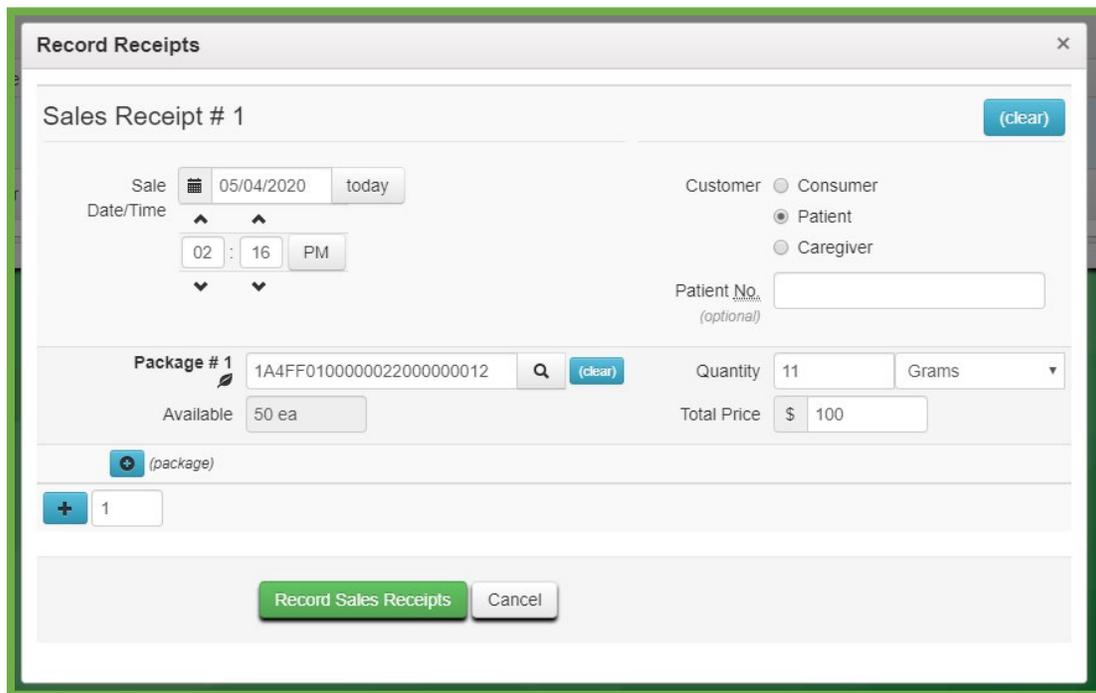
Figure 1: Selecting a Sales Receipt

Once in the Sales Receipts grid, the user will be able to view all active/inactive receipts as well as have the option to import sales via CSV if desirable as shown in **Figure 2**.



**Figure 2: Sales Receipts/Curbside Pickup Tabs**

After selecting the Active tab, you will see the options to Record, Edit, and Finalize a receipt. To start recording a Sales Receipt/Curbside Pickup, select the Record Receipts button. The action window in **Figure 3** will populate on the screen and then fill out all the relevant information for the sale. After the receipt for Curbside Pickup has been recorded, the ability to edit a receipt will be available until the receipt is finalized. Finalizing receipts will move them to the inactive tab for easier reading and better system performance.



**Figure 3: Recording a Sales Receipt/Curbside Pickup**

## Application Programming Interface (API) Update for Transfers

Metric is releasing information within this bulletin to outline the process for vendors validated within Nevada to have the ability to reference transfers and create transfer templates through the Metric API effective immediately.

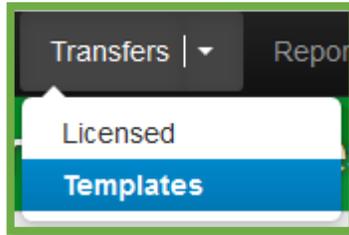
If a vendor is already validated within the State of Nevada, they can begin accessing the Transfer endpoints. These endpoints will allow vendors to “GET” transfer information or create a “Template Manifest” for a licensee who has provided the integrator with their user API Key(s). This access **does not** substitute the requirement of a licensee to register and receive their transfers through Metric but is intended to allow vendors to populate all information for a transfer into their respective accounts. A new API Key will not be required.

The [documentation](#) includes coding descriptions for:

- GET /transfers/v1/incoming
- GET /transfers/v1/outgoing
- GET /transfers/v1/rejected
- GET /transfers/v1/{id}/deliveries
- GET /transfers/v1/delivery/{id}/packages
- GET /transfers/v1/delivery/{id}/packages/wholesale
- GET /transfers/v1/delivery/package/{id}/requiredlabtestbatches
- GET /transfers/v1/delivery/packages/states
- GET /transfers/v1/templates
- GET /transfers/v1/templates/{id}/deliveries
- GET /transfers/v1/templates/delivery/{id}/packages
- POST /transfers/v1/templates
- PUT /transfers/v1/templates
- DELETE /transfers/v1/templates/{id}
- GET /transfers/v1/types

## Transfer Templates Overview

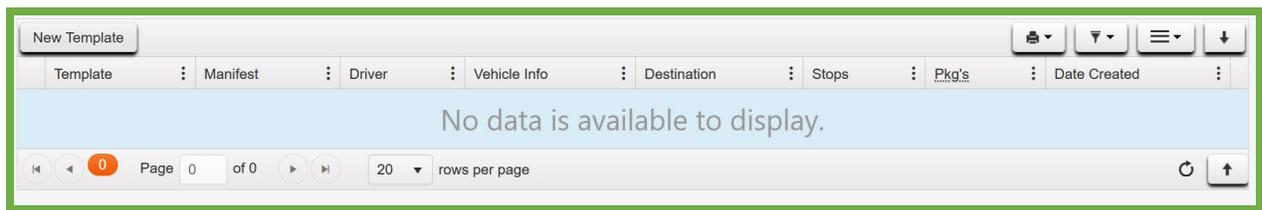
Transfer Manifest Templates, while optional, can be an extremely valuable feature for many licensees and vendors. This option can be found in the Transfers area drop down menu as shown in **Figure 4**.



**Figure 4: Transfer Templates Location**

The Templates menu option will open a new grid titled Licensed Transfers Templates. Templates will allow you to create and maintain templates for common transfers that are created on a regular basis.

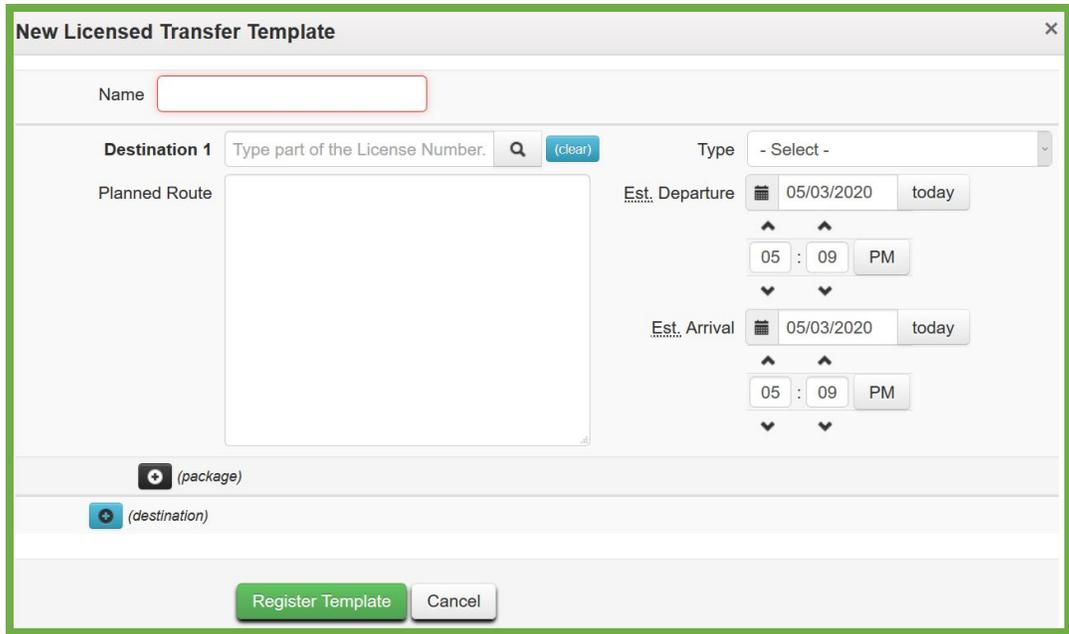
Once in the Templates grid, simply click on the New Template button to create a new Template for use.



**Figure 5: Transfer Template Grid**

After selecting the New Template button, a New License Transfer Template form will appear. There is the option to name the template. The name can be customized to your own License’s workflow. This is a free-form alpha-numeric field. You will notice that this form is very similar to the regular Transfer form as shown in **Figure 6** below. The minimum requirements to create and save a Template is a destination and a Transfer Type.

Templates can be used and saved for Types of transfers, Transporters, Packages or Departure dates/times as shown in **Figure 7** below with the transporter option added or **Figure 8** below with packages option added.



**New Licensed Transfer Template**

Name

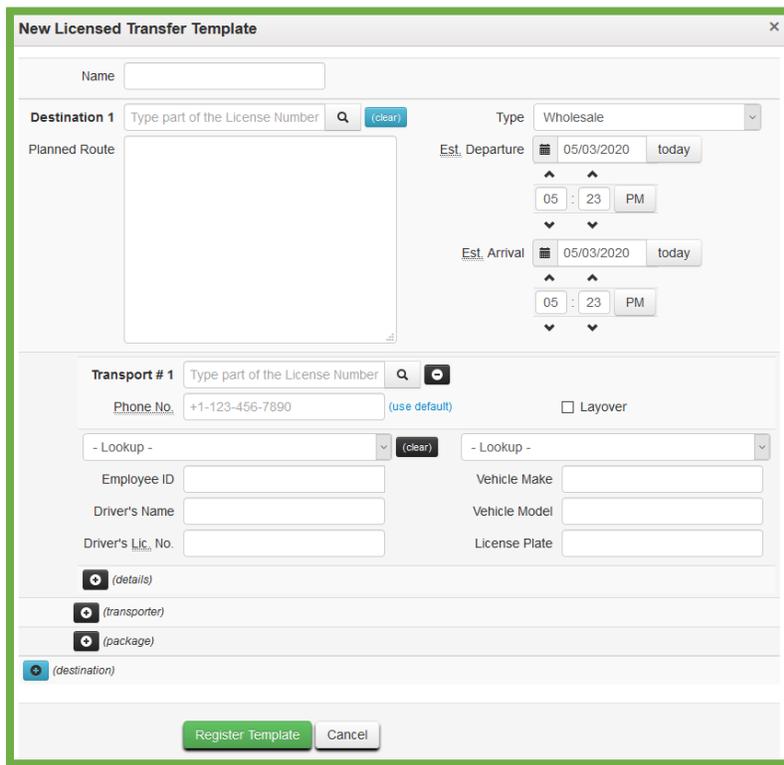
Destination 1    Type

Planned Route

Est. Departure    
05 : 09 PM

Est. Arrival    
05 : 09 PM

**Figure 6: New Licensed Transfer Template**



**New Licensed Transfer Template**

Name

Destination 1    Type

Planned Route

Est. Departure    
05 : 23 PM

Est. Arrival    
05 : 23 PM

Transport # 1

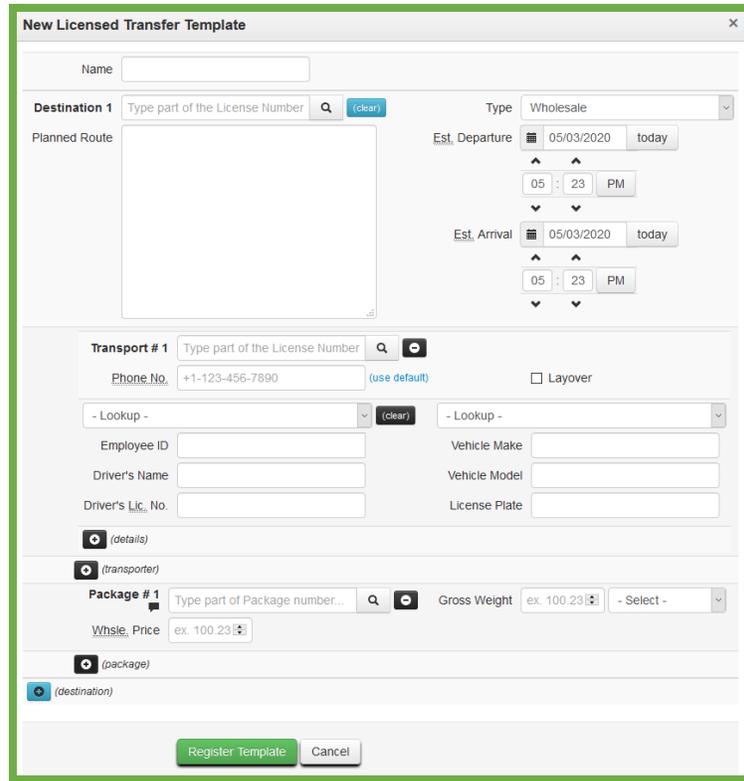
Phone No.    Layover

Employee ID  Vehicle Make

Driver's Name  Vehicle Model

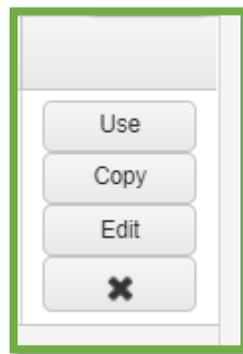
Driver's Lic. No.  License Plate

**Figure 7: New Licensed Transfer Template with Transporter**



**Figure 8: New Licensed Transfer Template with Transporter and Packages**

Once the Template is complete, simply click the Register Template button. This will save the Template and automatically assign a Template number. After Registering, Templates can be used, copied, edited, and discontinued.



**Figure 9: Transfer Template Options**

- **Use** – After Registering the template, click the Use button (located on the far right of the grid row) to initiate using the Template to create a Licensed Transfer. After clicking the Use button, the normal New Transfer form will pop up. You can then fill in and/or verify all information for the Transfer.

- If packages were added to the template and the Register Transfer button is selected to create the transfer, Metrc will verify the validity of the package(es). If the package or packages on the Transfer (that were brought over from the Template) are no longer in the license's active facility OR if the quantity of the package(es) is not accurate, an error will be received via a notification banner alerting you to the issue.
- **Copy** – A Template can be copied and modified to create a new Template. This function can simplify and expedite the creation of multiple Templates that may need to be created.
- **Edit** – The Edit button is used to modify an existing Template.
- **X (Discontinue)** – If a Template is no longer needed, the discontinue function can be used to remove that particular Template from the available Templates listed in the Templates grid.

### Metrc – Industry Training

Metrc provides industry training and education workshops in person and online, as well as training guides and videos available online 24/7x365.

- Register for workshops or classes online at: <https://www.metrc.com/nevada>.
- You must attend at least one New Business (Level 1) class online before you may register for other classes.
- We recommend that all industry users take classes every 3-4 months to stay updated on new features or changes.

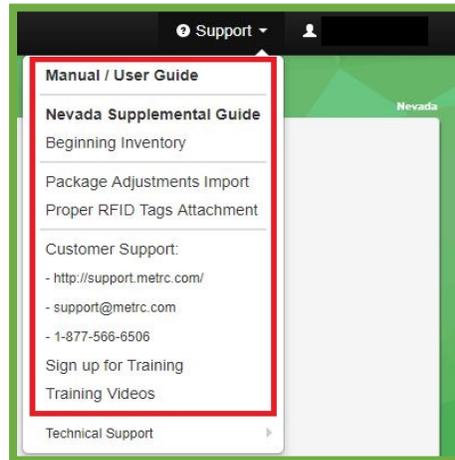
#### **Online classes available:**

- Metrc New Business (Level 1) – All Facilities
- Metrc Advanced (Level 2) – Cultivators
- Metrc Advanced (Level 2) – Producers
- Metrc Advanced (Level 2) – Stores/Dispensaries
- Metrc Advanced (Level 2) – Testing Labs (not available via scheduler)

## Metrc – Industry Support

Metrc provides live interactive support for industry users and licensees. Support contact information can be found on our website, when logged into Metrc under your Support tab as listed below in **Figure 10**.

Check under the “Support” tab for additional resources.



**Figure 10: Support Resources**

Please be advised that the *CSV Formatting Guide and Industry Reports Guide* are now located under the Support Tab when you log in to Metrc.

Please feel free to contact support at [support@metrc.com](mailto:support@metrc.com) or 877-566-6506 with any questions.