

<b>Bulletin Number:</b> DC_IB_0029	<b>Distribution Date:</b>	<b>Effective Date:</b> Ongoing
<b>Contact Point:</b> Metrc® Support	<b>Subject:</b> Industry Question and Answer	
<b>Reason:</b> To provide guidance to the Industry on their concerns		

On March 18<sup>th</sup> a meeting was held with the District of Columbia’s Department of Health, the Cultivator Centers, Dispensaries within the District and members of Metrc’s team.

A total of 9 questions surfaced during the call with the industry. Six of those questions focused on industry specifics whereas three were more tailored to the API. We will answer each of these questions in this bulletin. If a licensee is requesting more guidance on a specific topic, please reach out to [support@metrc.com](mailto:support@metrc.com). If you would like that support item escalated to the individuals on the call from Metrc’s team, please request in the support ticket to escalate to Program Management team.

## Industry Questions

1. Can I record a sale in Metrc of \$0.00?
2. Are there plans for better reports in Metrc?
3. If our Point of Sale system sends over data in real time, how can we be sure that the Patient is not being oversold at another store?
4. Can a dispensary see what an infused product’s weight is and determine how this will affect patient allotment?
5. Does Metrc have any plans for additional staff training of the platform?
6. What does Metrc’s Support team look like during this COVID-19 situation?

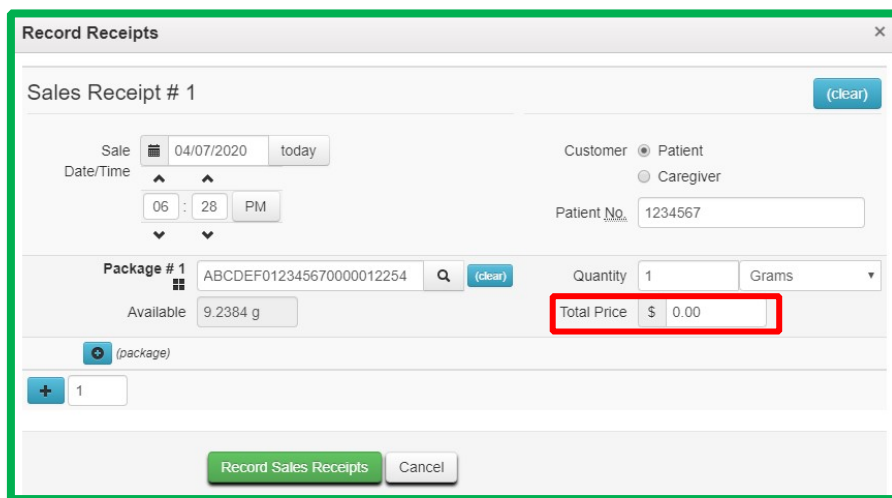
## API Questions

1. When using the API, if packaging from the harvest and package weight is not properly reflected, how can you verify if this information is coming across correctly?
2. Metrc returns an error when creating a package, but the API response does not return a successful message. How can I troubleshoot this error?
3. In regards to Metrc Bulletins, how soon does Metrc give advance notice to Third-Party Vendors?

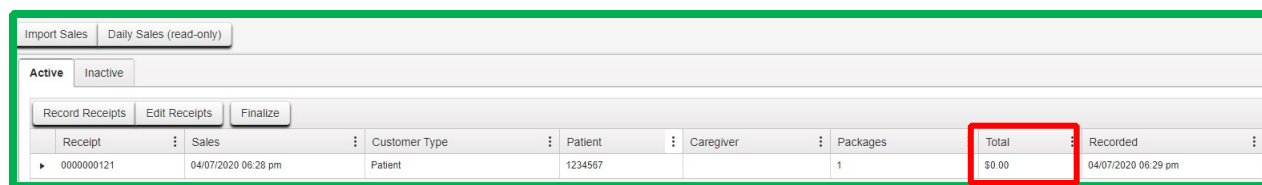
## Industry Questions

**Question:** Can I record a sale in Metrc of \$0.00?

**Answer:** In Metrc, we allow for “Zero Dollar” sales. The sale transaction will be the same process if an item is zero dollars. This is shown in **Figure 1** and **Figure 2** below.



**Figure 1: Record Sales Receipt**



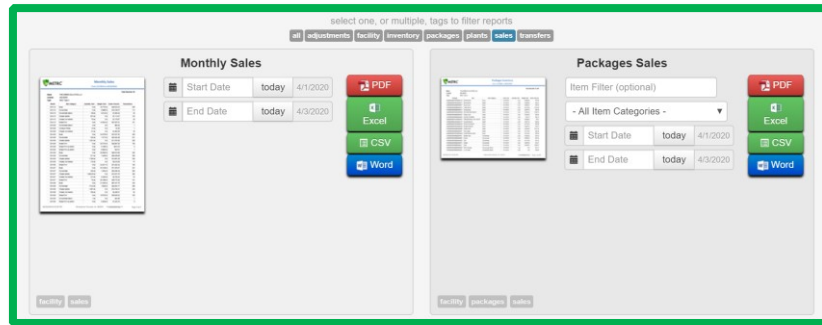
Receipt	Sales	Customer Type	Patient	Caregiver	Packages	Total	Recorded
0000000121	04/07/2020 06:28 pm	Patient	1234567		1	\$0.00	04/07/2020 06:29 pm

**Figure 2: Sales Receipt Grid**

If you are seeing something different or receiving an error message that is not expected, please reach out to support so we may address the issue at [support@metrc.com](mailto:support@metrc.com)

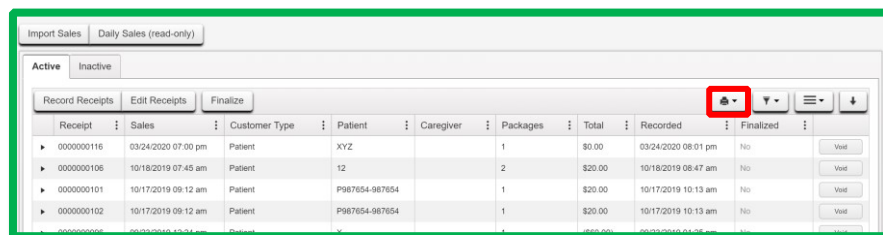
**Question:** Are there plans for better reports in Metrc?

**Answer:** Metrc provides the Industry Users a full list of “Canned” Reports based on their license type see **Figure 3**. Specific to a Dispensary, users will be able to view reports such as Packages Inventory, Monthly Sales, Package Sales, Package Adjustments, Transfers, Transfers Limited, and Wholesale Transfers. These “canned” reports show all the information up until the night before.



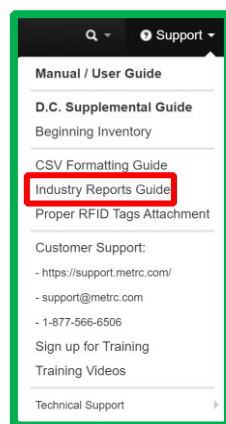
**Figure 3: Canned Reports**

If a user wants to pull any type of Sales report in real-time, there is an export function in all the grids in Metrc an example is shown in **Figure 4**. Simply be sure you have all of the columns visible in what you would like to see, then click the printer icon, and select export.



**Figure 4: Sales Export Function**

Metrc also provides Industry Users a comprehensive Industry Reports Guide on how to pull specific reports. Navigate the Support area and find the Industry Reports Guide as shown in **Figure 5**. Here you can find more specifics on Reporting.



**Figure 5: Support Menu Dropdown**

If you have any requests for enhancements regarding the reports in Metrc, we ask that you please email [support@metrc.com](mailto:support@metrc.com) and be specific as possible with the details. Metrc reviews these requests and

determines development time that would be allocated to the enhancement request. The next report that will be coming soon is our “Point in Time” Inventory report.

**Question:** *If our Point of Sale system sends over data in real time, how can we be sure that the Patient is not being oversold at another store?*

**Answer:** Once a sale has been recorded to the patient and sent into Metrc, that allotment is recorded immediately, and the patient’s limit is immediately updated. It is important to be doing your due diligence in assuring that the information is pushing correctly. You would also want to make sure the employees who are conducting the sales are following proper standard operating procedures and looking up patient limits prior to the sale.

Metrc did release an Industry Bulletin #3 on the correct process for Patient Look-up which can be found at <https://www.metrc.com/dc-bulletins>. Every Dispensary user with access to Metrc is able to review the transactions recorded in Metrc as you see below in **Figure 6**. Metrc has two separate columns of information. The Sales column indicates the date and time the sale was indicated to have occurred. The Recorded column indicates the date and time the sale was **actually recorded** in Metrc. If a Dispensary has a specific example of an error, please immediately reach out to [support@metrc.com](mailto:support@metrc.com) to document the issue for our review and guidance.



Receipt	Sales	Customer Type	Patient	Caregiver	Packages	Total	Recorded
0000000121	04/07/2020 06:28 pm	Patient	1234567		1	\$0.00	04/07/2020 06:29 pm

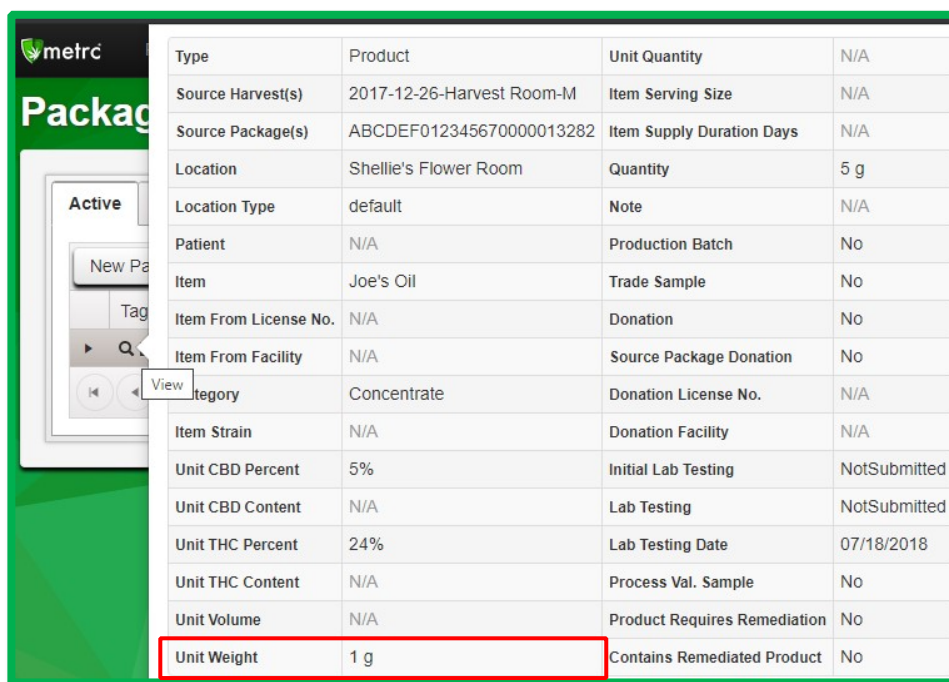
**Figure 6: Employee Permissions**

**Question:** *Can a Dispensary see what an infused product weights and determine how this will affect patient allotment?*

**Answer:** When a package is transferred to another Licensee, the Item Details are automatically inputted on the transfer manifest as shown in **Figure 7**. Also, when hovering over the magnifying glass located to the left of the package, a pop-up will display information related to the Item as shown in **Figure 8** below. This information is extremely helpful to those items that require a Unit Weight such as Infused Edibles, Infused Topicals, and Infused Concentrates. The unit weight for those item categories are what directly impact a patient’s sale allotment.

1. Package   Accepted	Production Batch No.	Item Name	Quantity
ABCDEF012345670000014940 Lab Test: TestPassed		Test Image Product 1 (Lotion/Cream for Topical Administration)	Shp: 1.0000 fl oz Rcv: 1.0000 fl oz GWT: 1.0000 oz
<b>Item Details</b>	Brand: Test Brand   CBD: 50 mg   THC: 10 mg   Vol: 1 fl oz   Serving: 1   Supply: 10 day(s)   Qty: 2,950 mg		
<b>Source Harvest(s)</b>	2017-08-16-Harvest Room-H		
<b>Source Package(s)</b>	ABCDEF012345670000012967		

Figure 7: Item Details on Transfer Manifest



Type	Product	Unit Quantity	N/A
Source Harvest(s)	2017-12-26-Harvest Room-M	Item Serving Size	N/A
Source Package(s)	ABCDEF012345670000013282	Item Supply Duration Days	N/A
Location	Shellie's Flower Room	Quantity	5 g
Location Type	default	Note	N/A
Patient	N/A	Production Batch	No
Item	Joe's Oil	Trade Sample	No
Item From License No.	N/A	Donation	No
Item From Facility	N/A	Source Package Donation	No
Category	Concentrate	Donation License No.	N/A
Item Strain	N/A	Donation Facility	N/A
Unit CBD Percent	5%	Initial Lab Testing	NotSubmitted
Unit CBD Content	N/A	Lab Testing	NotSubmitted
Unit THC Percent	24%	Lab Testing Date	07/18/2018
Unit THC Content	N/A	Process Val. Sample	No
Unit Volume	N/A	Product Requires Remediation	No
Unit Weight	1 g	Contains Remediated Product	No

Figure 8: Hover Over Package Magnifying Glass

**Question:** Does Metrc have any plans for additional staff training of the platform?

**Answer:** New Business training runs twice a month on Tuesday from 9am to 11am EST. The training for April will be held on the 14<sup>th</sup> and 28<sup>th</sup>. We encourage all employees to take this class to get a better sense of how Metrc operates. This also cuts down on the number of errors that Licensees will make. We will plan to have Advance Training classes listed on the scheduler in the coming months located which can be found at <https://www.metrc.com/district-of-columbia>. Please check back regularly for updates and scheduled dates and times.

**Question:** *What does Metrc's Support team look like during this COVID-19 situation?*

**Answer:** Majority of the Metrc Team is working remotely as it currently stands. There are a few staff members in our headquarters working with the Tag Provisioning team to make sure those orders are filled on a daily basis. There is no impact to the Metrc Support team or the hours they are working. Metrc has been working with local and state officials to ensure our operations will continue as normal. We are monitoring the situation day-to-day, and if anything changes, we will notify the State agencies, along with their industry Licensees immediately. More information about Metrc's status and precautions can be found at <https://www.metrc.com/metrc-covid-19-status>.

## **Industry API Questions**

**Question:** *When using the API, if packaging from the harvest and package weight is not properly reflected, how can you verify if this information is coming across correctly?*

**Answer:** All information going into Metrc is viewable in the Metrc User Interface (UI). If you are looking to confirm any API transaction within the Metrc UI. You can log into Metrc and verify that a harvest has been properly packaged out of. We also recommend that if your vendor has any ongoing issues, please reach out to [api-info@metrc.com](mailto:api-info@metrc.com) to open a support ticket. When opening any API support ticket, the more detail on the issue with examples the better. Our support team's efforts are focused on providing guidance that the API is working as designed or identify any system issues that need to be escalated for resolution. To see the endpoints available which an integrator can utilize, please reference our API [Documentation](#).

**Question:** *Metrc returns an error when creating a package, but the API response does not return a successful message. How can I troubleshoot this error?*

**Answer:** All information going into Metrc is viewable in the Metrc User Interface (UI). If you are looking to confirm any API transaction within the Metrc UI. You can log into Metrc and verify that a package has been properly created. We also recommend that if your vendor has any ongoing issues, please reach out to [api-info@metrc.com](mailto:api-info@metrc.com) to open a support ticket. When opening any API support ticket, the more detail on the issue with examples the better. Our support team's efforts are focused on providing guidance that the API is working as designed or identify any system issues that need to be escalated for resolution. To see the endpoints available which an integrator can utilize, please reference our API [Documentation](#).

**Question:** *In regard to Metrc Bulletins, how soon does Metrc give advance notice to Third-Party Vendors?*

**Answer:** Metrc is consistently working to collaborate with Third-Party Integrators across all our platforms. The number of integrators we have worked with has surpassed 300 plus vendors. We continue to look for opportunities to inform integrators on the following types of items.

- New Feature Releases
- Configuration Changes
- Best Practice Guidance
- State Specific Guidance

Our team sends API Bulletins in similar fashion to Industry Bulletins to give information on the items outlined above. Metrc also puts a lot of focus in our enhancement efforts on trying to mitigate changes impacting the API usage without advanced notice. For example, when Metrc recently changed names in the system from “Rooms” to “Locations”. The Rooms endpoints are still available for usage in the API to give integrators time to make the transition. We will keep these endpoints up for a certain time and notify integrators again as we sunset those endpoints. This can be seen and verified at any of our [API Documentation](#) locations.