



## 2023 Metrc User Exchange Frequently Asked Questions (FAQ)

**Q: *How do I register to attend a User Exchange?***

**A:** We have scheduled (4) User Exchanges this year.

- Denver, CO – August 17<sup>th</sup>
- Detroit, MI – August 30<sup>th</sup>
- Columbus, OH – September 13<sup>th</sup>
- Las Vegas, NV – TBD- September

**Q: *Are there costs associated with attending?***

**A:** User Exchanges are complimentary for industry licensees/Metrc users, including meals provided. Costs incurred for transportation and hotel accommodation, if needed, will be the financial responsibility of each participant.

**Q: *Can I bring other colleagues from my facility?***

**A:** Absolutely. All industry licensees/Metrc users are welcome to attend the User Exchange. Our only ask is that everyone attending with you completes a registration form.

**Q. *Why should I attend a User Exchange?***

**A.** User Exchanges offer a unique opportunity to learn from and connect with Metrc leadership, product experts, and your local peers in a casual setting. The event offers an opportunity to expand your Metrc knowledge, improve your system skills, provide valued Metrc system features and functionality feedback, and foster deeper relationships within the industry.

**Q: *Do I need to bring my registration confirmation?***

**A:** While not necessary, your registration confirmation can be used as a quick reference for the sessions you've registered for.

**Q: *Do I have to attend the full event?***

**A:** It is encouraged to participate in the entire event; however, it is not required. If conflicts arise in your schedule, we recommend attending the sessions you feel will benefit you most.

**Q. *Do you offer hotel accommodation?***

**A.** If you require overnight accommodations for the User Exchange, please email [Samantha.Bassett@metrc.com](mailto:Samantha.Bassett@metrc.com). We can provide you with details on booking a room at our negotiated rate.

**Q. *Is parking covered?***

**A.** Parking is complimentary. Since parking arrangements vary from location to location, you will receive an email before your respective User Exchange explaining where to park and how to validate parking.



**Q: What if I can no longer attend the User Exchange?**

If you need to cancel your registration for the User Exchange, please let us know by emailing [Samantha.Bassett@metrc.com](mailto:Samantha.Bassett@metrc.com)

**Q: What topics will be discussed at the User Exchange?**

**A:** User Exchanges will provide attendees with time and space to hear firsthand from Metrc leadership and product experts, engage in more intimate breakout sessions, and interact in a casual setting with both Metrc team members and other industry peers.

- **General session:** Metrc leadership will give a 1-hour presentation to provide important updates about the rapidly advancing industry, along with our plans to offer innovative technology and functionality to better support your licensed business.
- **Breakout sessions:** Based on facility type, this dedicated time will be spent in smaller groups to learn about Metrc best practices, new functionality, and more. With each session customized to state regulations and Metrc configurations, each group will also have the opportunity to share direct feedback to help us in enhancing our current services and solutions.
- **Education & networking session:** Prior to the conclusion of the event, this time will be spent winding down, enjoying dinner and conversation, and meeting more of your industry peers and the Metrc team, including interactive stations where you can learn more about Metrc Support, additional Metrc training opportunities, RFID, and more.

**Q. How do I know which Breakout Session is right for me?**

**A.** We recommend choosing the breakout session based on your license type. If your license type is not listed as an option, we recommend choosing the license type that is the closest match.

**Q. Can I schedule a meeting with a Metrc leader or product expert?**

**A.** Absolutely, please email [Samantha.Bassett@metrc.com](mailto:Samantha.Bassett@metrc.com) with the topic(s) you would like to discuss. Our team will coordinate the meeting with the appropriate Metrc team member.

**Q: Can you accommodate special needs?**

**A:** We do our best to accommodate attendees with special needs. Please email your request to [Samantha.Bassett@metrc.com](mailto:Samantha.Bassett@metrc.com)

**Q: Who do I contact if I have further questions about User Exchanges?**

**A:** Please email [Samantha.Bassett@metrc.com](mailto:Samantha.Bassett@metrc.com) with any questions.

**Q: What should I wear to a User Exchange?**

**A:** Business casual is typical, however, please dress for your comfort level.

**Q: Do you allow partners to attend a User Exchange?**



**A:** If you are a Metrc third-party solution provider, please send inquiries to [Samantha.Bassett@metrc.com](mailto:Samantha.Bassett@metrc.com)

**Q. *What do I do if I am on the waitlist?***

**A.** We hope to be able to accommodate all interested individuals for the User Exchange but have limited space at each venue. If you have tried to register and have been put on the waitlist due to being at our maximum attendee count, please know that we will reach out to you if an opening becomes available.

**Q. *Will there be more User Exchanges in the future?***

**A.** Our goal is to provide the best user experience possible. This is the first year we're hosting in-person events that provide education and networking opportunities. We look forward to learning how these events enhance the Metrc experience and look forward to sharing more about the growth in 2024 and beyond when more information is available.

If you attend a User Exchange in 2023, your feedback is greatly appreciated as it will be used in part to shape the future of the program.