



Welcome to Metrc

Learn how to access Metrc and training resources

Welcome

Hello,

We are excited to introduce you to Metrc, a leading provider of track-and-trace, frequently called seed-to-sale, technology for the cannabis industry. Our system is designed to help businesses like yours ensure compliance with state regulations, streamline operations, and maintain transparency throughout the supply chain. As a trusted partner to over 27 regulated markets, Metrc is committed to supporting the growth and success of the cannabis industry by providing reliable, secure, and user-friendly solutions.

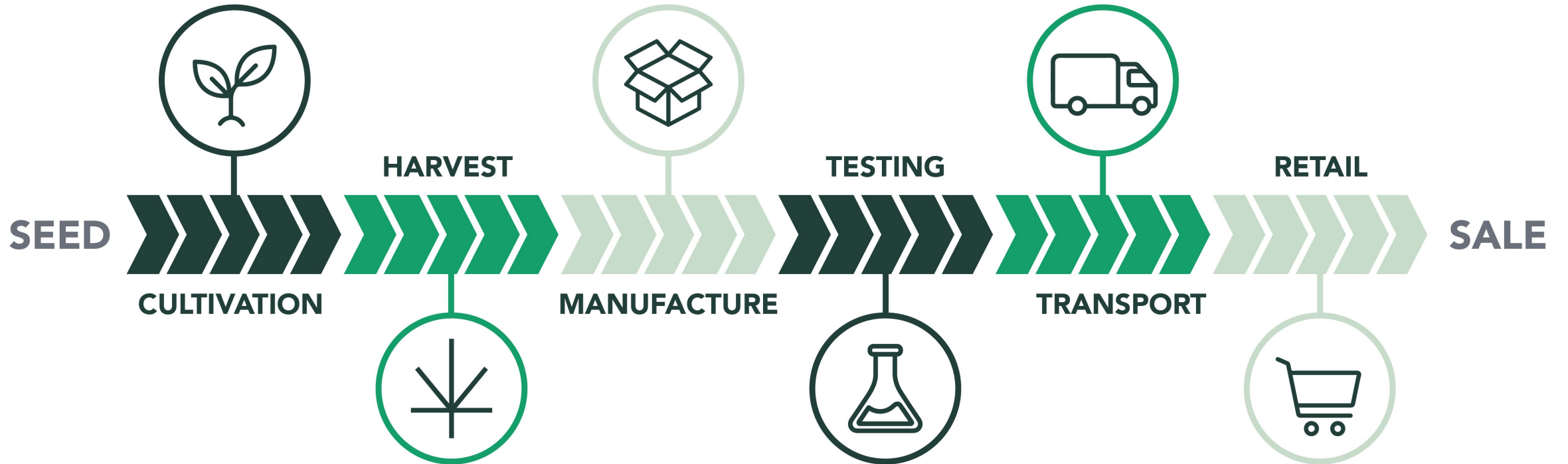
From cultivation and harvesting to distribution and retail, our system captures critical data points to support transparency, product integrity, and regulatory compliance. At Metrc, we understand that navigating the complexities of the cannabis industry can be challenging. That's why we offer dedicated support and training to help you make the most of our system. Our team of experts are available to assist with any questions or concerns you may have, ensuring a smooth and efficient implementation process. The following pages in this packet will help you get started with Metrc as you work through the transition from your previous seed-to-sale system. The transition timeline is recommended to ensure a smooth and complete market transition to Metrc by the end June.

We are proud to support your business in compliance and look forward to working together to build a transparent, accountable, and thriving cannabis industry.

Sincerely,
The Metrc team

Why track-and-trace?

Track-and-trace technology at its core provides the ultimate transparency in a supply chain.



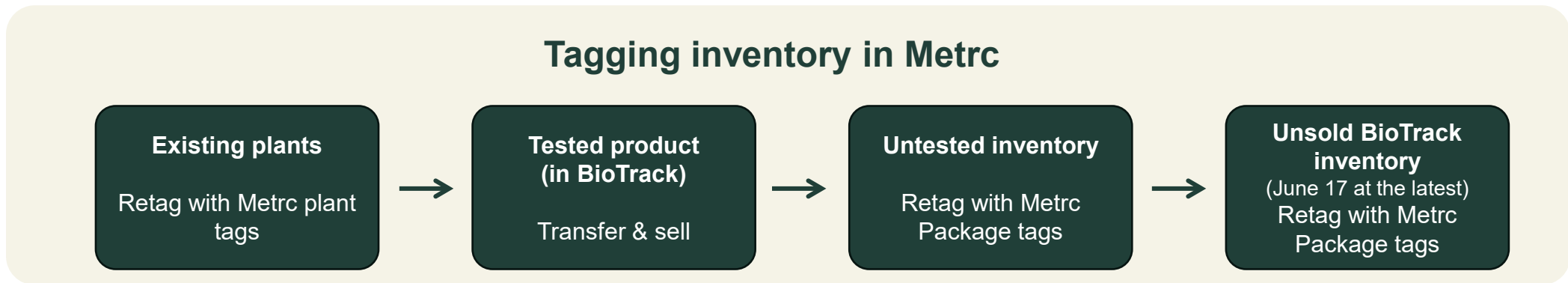
Metrc implementation overview

The Metrc migration plan will follow a phased approach to onboard licensees in a timely fashion across the supply chain and to allow dispensaries time to sell through as much BioTrack tracked inventory before converting to Metrc.

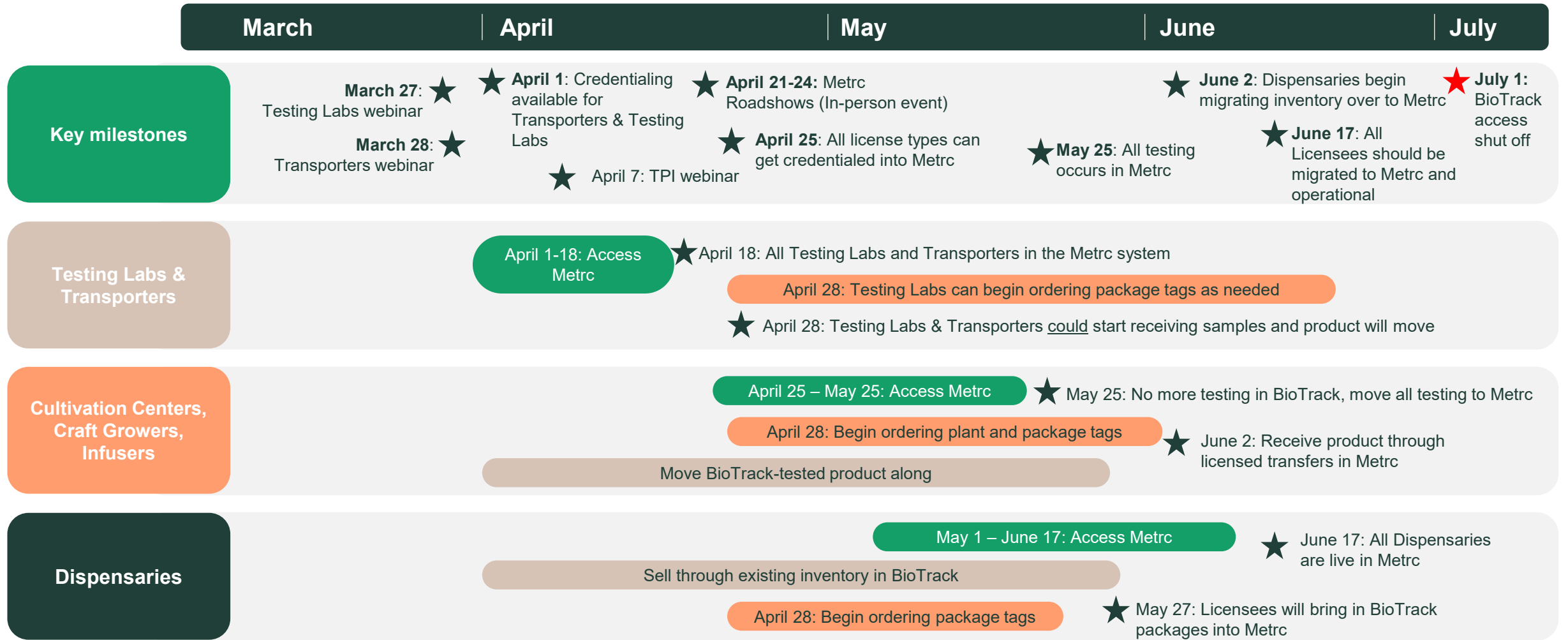
Phase 1:
Testing Labs &
Transporters

Phase 2:
Cultivation Centers,
Craft Growers &
Infusers

Phase 3:
Dispensaries



Implementation timeline



Testing Labs

What to expect as a Testing Lab in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.

| Timing | Actions | Documentation |
|--|---|---|
| Date: March 27 | <ul style="list-style-type: none"> Welcome to Metrc – Next steps webinar | |
| Week 1 Date: April 1-5 | <ul style="list-style-type: none"> Register for Metrc Learn and complete New Business Training Get Credentialed in the Metrc system Set up your business and Admin dropdown (Employee permissions, etc.) Important: Coordinate with LIMS integrator system on migration plan | <ul style="list-style-type: none"> Metrc Learn Metrc Support (portal) Getting started with Metrc |
| Week 2 Date: April 6-12 | <ul style="list-style-type: none"> Continue set up of Admin dropdown Coordinate with LIMS integrator system for transition plan Take the required Advanced Testing Facility training in Metrc Learn | <ul style="list-style-type: none"> Best practices documents Metrc Learn |
| Week 3 & 4 Date: April 13-26 | <ul style="list-style-type: none"> Develop Standard Operating Procedures (SOP) for Metrc Prepare for Metrc test samples | <ul style="list-style-type: none"> Metrc Expert (in system) |
| Week 5 & beyond Date: April 27-June 30 | <ul style="list-style-type: none"> Order Metrc package tags Begin receiving Metrc test sample packages Important: Last day Testing Labs should be receiving BioTrack test sample packages is May 25 | <ul style="list-style-type: none"> Metrc Expert (in system) |

Transporters

What to expect as a Transporter in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.

| Timing | Actions | Documentation |
|---|---|---|
| Date: March 28 | <ul style="list-style-type: none"> Welcome to Metrc – Next steps webinar | |
| Week 1 Dates: April 1-5 | <ul style="list-style-type: none"> Register for Metrc Learn and complete New Business Training Get Credentialed in the Metrc system Set up your business and Admin dropdown (Employee permissions, adding drivers, vehicles, etc.) | <ul style="list-style-type: none"> Metrc Learn Metrc Support (portal) Getting started with Metrc |
| Week 2 Dates: April 6-12 | <ul style="list-style-type: none"> Continue set up of Admin dropdown Take the Advanced Transporter Training in Metrc Learn | <ul style="list-style-type: none"> Best practices documents Metrc Learn |
| Week 3 & 4 Dates: April 13-26 | <ul style="list-style-type: none"> Develop Standard Operating Procedures (SOP) for Metrc Prepare for Metrc transfer manifests | <ul style="list-style-type: none"> Metrc Expert (in system) |
| Week 5 & beyond Dates: April 27-June 30 | <ul style="list-style-type: none"> Begin receiving Metrc transfer manifests and transporting packages with Metrc package tags Important: Last day Transporters should be receiving and transporting BioTrack packages is June 10 Export any data needed from BioTrack for historical purposes | <ul style="list-style-type: none"> Metrc Expert (in system) |

Cultivation Centers

What to expect as a Cultivation Center in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.

| Timing | Actions | Documentation |
|---|--|--|
| Week 1 Est. dates: April 26- May 3 | <ul style="list-style-type: none"> • Register for Metrc Learn and complete New Business Training • Get Credentialed in the Metrc system • Set up your business and Admin dropdown (Employee permissions, strains, items, drivers, vehicles, etc.) • Begin order Metrc plant and package tags • Begin adding Processing job types • Important: Begin working with third-party integrators on migration plan to Metrc | <ul style="list-style-type: none"> • Metrc Learn • Metrc Support (portal) • Getting started with Metrc • Processing Jobs Guide |
| Week 2 & 3 Est. dates: May 4-17 | <ul style="list-style-type: none"> • Begin transferring BioTrack-tested inventory through the supply chain • Begin tagging plants with Metrc plant tags • Begin tagging <u>untested</u> inventory with Metrc package tags • Develop SOPs for your business in Metrc • Take Advanced Cultivation training in Metrc Learn | <ul style="list-style-type: none"> • Metrc plant tagging best practices • RFID Overview • Best practices documents • Metrc Learn |
| Week 4 & 5 Dates: May 18-June 1 | <ul style="list-style-type: none"> • Move packages in BioTrack that <u>have not been tested</u> into Metrc for testing • Important: All plants and untested BioTrack packages must be in Metrc by May 25 • Continue Metrc Learn training with Cultivation Journey | <ul style="list-style-type: none"> • Metrc Expert (in system) |
| Week 5 & beyond Est. dates: June 2-17 | <ul style="list-style-type: none"> • All Cultivation Centers should be operating fully in Metrc • Packages that have been tested in BioTrack need to be transferred to dispensaries prior to June 10 • Dispensaries will not be able to receive tested BioTrack packages after June 10 | <ul style="list-style-type: none"> • Metrc Expert (in system) |

Craft Growers

What to expect as a Craft Grower in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.

| Timing | Actions | Documentation |
|---|--|--|
| Week 1 Est. dates: April 26- May 3 | <ul style="list-style-type: none"> • Register for Metrc Learn and complete New Business Training • Get Credentialed in the Metrc system • Set up your business and Admin dropdown (Employee permissions, strains, items, drivers, vehicles, etc.) • Begin order Metrc plant and package tags • Begin adding Processing job types • Important: Begin working with third-party integrators on migration plan to Metrc | <ul style="list-style-type: none"> • Metrc Learn • Metrc Support (portal) • Getting started with Metrc • Processing Jobs Guide |
| Week 2 & 3 Est. dates: May 4-17 | <ul style="list-style-type: none"> • Begin transferring BioTrack-tested inventory through the supply chain • Begin tagging plants with Metrc plant tags • Begin tagging <u>untested</u> inventory with Metrc package tags • Develop SOPs for your business in Metrc • Take Advanced Cultivation training in Metrc Learn | <ul style="list-style-type: none"> • Metrc plant tagging best practices • RFID Overview • Best practices documents • Metrc Learn |
| Week 4 & 5 Dates: May 18-June 1 | <ul style="list-style-type: none"> • Move packages in BioTrack that <u>have not been tested</u> into Metrc for testing • Important: All plants and untested BioTrack packages must be in Metrc by May 25 • Continue Metrc Learn training with Cultivation Journey | <ul style="list-style-type: none"> • Metrc Expert (in system) • Metrc Learn |
| Week 5 & beyond Est. dates: June 2-17 | <ul style="list-style-type: none"> • All Cultivation Centers should be operating fully in Metrc • Packages that have been tested in BioTrack need to be transferred to dispensaries • Dispensaries will not be able to receive tested BioTrack packages after June 10 | <ul style="list-style-type: none"> • Metrc Expert (in system) |

Infusers

What to expect as an Infuser in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.

| Timing | Actions | Documentation |
|---|---|--|
| Week 1 Est. dates: April 26- May 3 | <ul style="list-style-type: none"> • Register for Metrc Learn and complete New Business Training • Get Credentialed in the Metrc system • Set up your business and Admin dropdown (Employee permissions, strains, items, drivers, vehicles, etc.) • Begin ordering Metrc package tags • Begin adding Processing job types • Important: Begin working with third-party integrators on migration plan to Metrc | <ul style="list-style-type: none"> • Metrc Learn • Metrc Support (portal) • Getting started with Metrc • Processing Jobs Guide |
| Week 2 & 3 Est. dates: May 4-17 | <ul style="list-style-type: none"> • Begin transferring BioTrack-tested inventory through the supply chain • Begin tagging <u>untested</u> inventory with Metrc package tags • Develop SOPs for your business in Metrc • Take Advanced Manufacturing training in Metrc Learn | <ul style="list-style-type: none"> • Metrc tagging best practices • RFID Overview |
| Week 4 & 5 Dates: May 18-June 1 | <ul style="list-style-type: none"> • Move packages in BioTrack that have not been tested into Metrc for testing • Important: All plants and untested BioTrack packages must be in Metrc by May 25 • Continue Metrc Learn training with Manufacturer Journey | <ul style="list-style-type: none"> • Metrc Learn • Metrc Expert (in system) |
| Week 5 & beyond Est. dates: June 2-17 | <ul style="list-style-type: none"> • All Infusers should be operating fully in Metrc • Packages that have been tested in BioTrack need to be transferred to dispensaries • Dispensaries will not be able to receive tested BioTrack packages after June 10 | <ul style="list-style-type: none"> • Metrc Expert (in system) |

Dispensaries

What to expect as a Dispensary in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.

| Timing | Actions | Documentation |
|---|--|---|
| Week 1 Est. dates: April 26- May 3 | <ul style="list-style-type: none"> • Register for Metrc Learn and complete New Business Training • Get Credentialed in the Metrc system • Set up your business and Admin dropdown (Employee permissions, items, API keys, locations, etc.) • Important: Work with POS/third-party integrator on migration plan and cut over date • Begin ordering Metrc package tags | <ul style="list-style-type: none"> • Metrc Learn • Metrc Support (portal) • Getting started with Metrc |
| Week 2 & 3 Est. dates: May 4-17 | <ul style="list-style-type: none"> • Develop Metrc workflows • Prepare & begin to receive Metrc product • Take Metrc Learn Advanced Retailer training | <ul style="list-style-type: none"> • Best practices documents • Metrc Learn • Metrc Expert (in system) |
| Week 4 & 5, beyond Est. dates: May 18- June 30 | <ul style="list-style-type: none"> • Focus on selling BioTrack inventory • Ensure you have a scheduled transition date with your POS vendor to Metrc • Continue Metrc Learn training with Retailer Journey • Dispensaries will not be able to receive tested BioTrack packages after June 10 | <ul style="list-style-type: none"> • Metrc Learn • Metrc Expert (in system) |

Getting started with Metrc

Your first steps in getting credentialed into the system.



1

Sign up for New Business Training.

To begin with Metrc, all new users must create an account in [Metrc Learn](#).



2

Complete New Business Training in Metrc Learn.

Once you complete the training and pass your assessment, your information will be sent to Metrc Support.



3

Receive log in credentials from Metrc.

You will receive an email from Metrc containing user credentials for the Metrc system.



4

Validate credentials by logging in.

Log into Metrc within 72 hours of receiving your welcome email and begin working in Metrc.



5

Continue to improve your use of the Metrc system.

Visit [Metrc Learn](#) to find additional resources on how to navigate Metrc.

Metrc resources

A glance at several resources to support your journey with Metrc



Support

Our dedicated support team is available through phone and online portal access.

- **Phone:** 877-566-6506
- **Online:** Support.metrc.com
- **Available:** M-F, 7 a.m. CT – 9 p.m. CT
- **What to know:** Our team is here to help in your journey with cannabis compliance. We not only have a dedicated team for answering specific questions, but a library of self-help materials for navigating the system.



Training

On-demand training platform with over 300+ courses right at your fingertips.

- **Access:** Learn.metrc.com or through mobile app: Go Learn
- **Available:** 24/7, 365 days
- **What to know:** Metrc Learn, our on-demand training portal allows for users to create persona-based learning journeys, access over 300 courses and more! Select trainings also include interactive pieces allowing you to practice new skills out of the production environment.



Metrc Expert

Access support documentation directly in the Metrc system.

- **Access:** Available when you log in to your Metrc instance
- **Available:** 24/7, 365 days
- **What to know:** Metrc Expert is our AI-powered chat tool that allows you to ask questions in the Metrc system as you work in real time without having to spend time sifting through documentation.



Metrc.com

Additional information and resources to supplement your needs are available on Metrc.com

- **Access:** Metrc.com
- **Available:** 24/7, 365 days
- **What to know:** Metrc.com offers additional resources including case studies, blogs, guides, and more! Also, for state specific information, navigate to your state partner page to access bulletin documentation (which can also be found in the support portal).

Metrc Support

The Metrc team is here to help!

Every question and conversation counts, and our dedicated support team is here to help.

Our support teams have been with us for a long time – they know and love the industry – so whether you are seeking help navigating the Metrc system, facing technical challenges, or have a general inquiry, we take every interaction seriously and do everything we can to find a resolution quickly.

You can access Metrc Support by phone or online through our Metrc Support portal, which offers the ability to:

- Create a new support case
- View real-time case status
- Live chat with a Metrc Support agent
- Access help documentation and articles

To sign up for the portal, ensure you have Metrc system access.

Scan this QR code
to access the portal



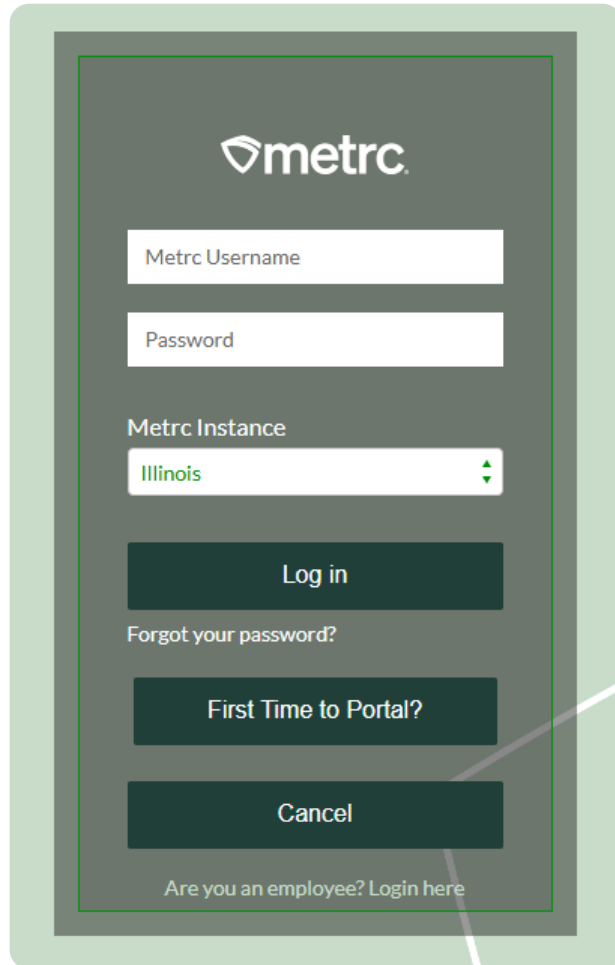
Live chat or online via
the Support Portal



Phone: 877-566-6506

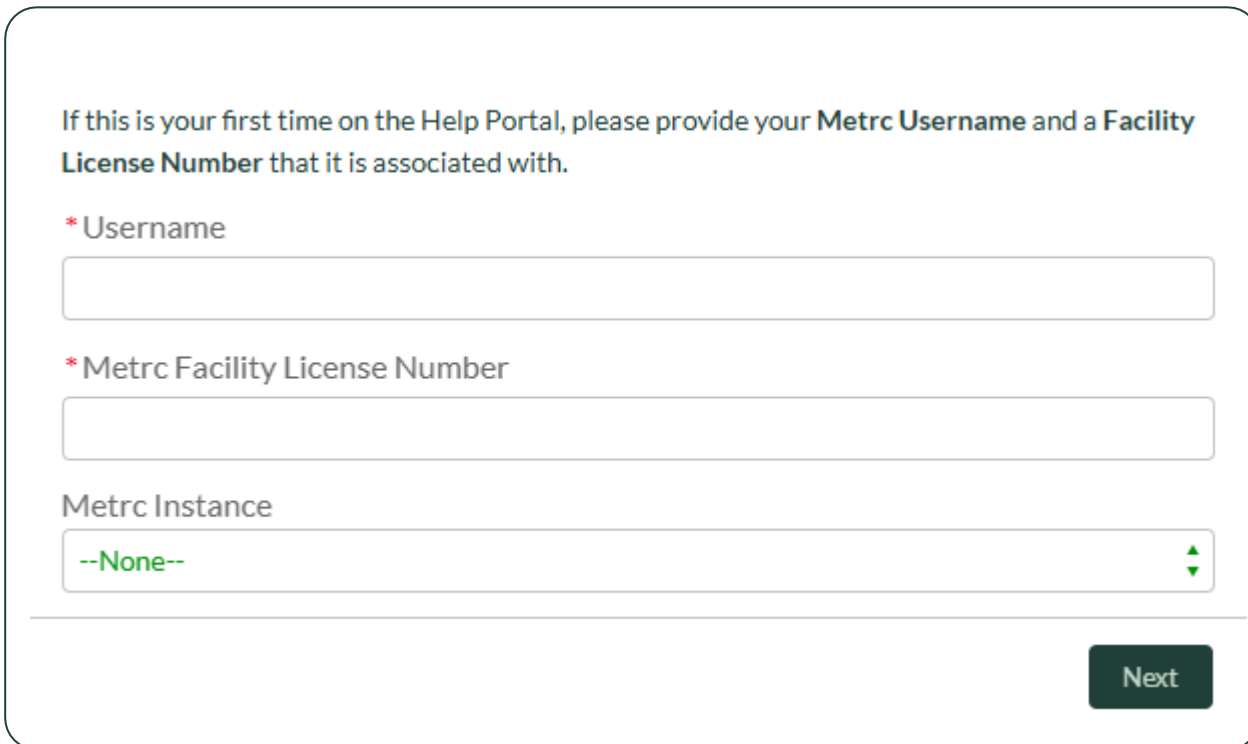
Access the Support Portal

Login page and first-time users



A screenshot of the Metrc login page. At the top is the Metrc logo. Below it are three input fields: 'Metrc Username', 'Password', and 'Metrc Instance' (with 'Illinois' selected in a dropdown). There are three buttons: 'Log in', 'First Time to Portal?', and 'Cancel'. At the bottom, there is a link: 'Are you an employee? Login here'.

Complete this form to access the Metrc Support portal



A screenshot of a registration form. The text reads: 'If this is your first time on the Help Portal, please provide your **Metrc Username** and a **Facility License Number** that it is associated with.' There are three required fields: '* Username', '* Metrc Facility License Number', and 'Metrc Instance' (with '--None--' selected in a dropdown). A 'Next' button is located at the bottom right.

Sharpen your Metrc skills

Access Metrc Learn, our interactive training resource with 300+ courses

- ✓ On-demand training available 24/7
- ✓ System functionality training, by facility type
- ✓ Easily track and share your progress
- ✓ Available on-the-go through a mobile app



Access help right in the Metrc system

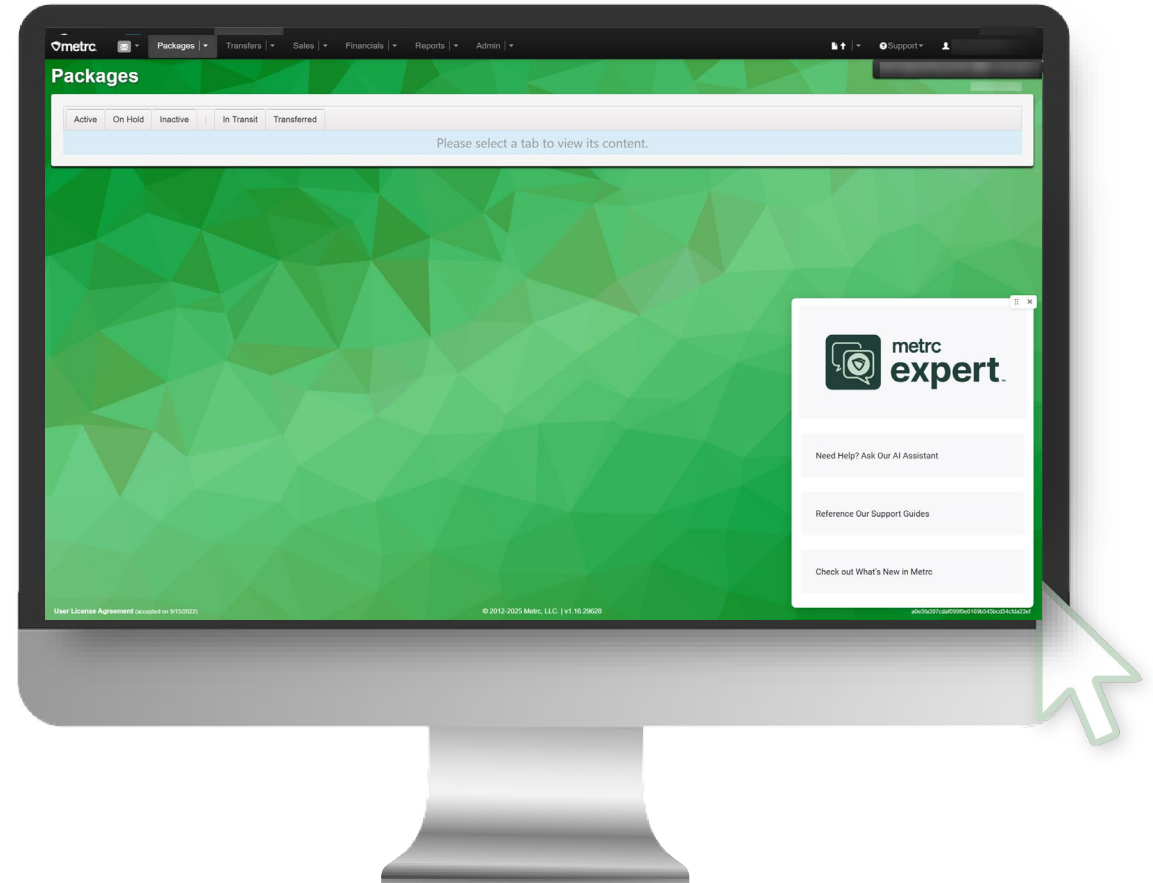
Metrc Expert

knowledge base

An innovative state-specific knowledge base is accessible through a widget in the Metrc system.

Leveraging AI, as you interact with the tool and ask questions, it will drive automated responses and deliver personalized customer support with faster responses.

- ✓ Access knowledge base resources directly in the system
- ✓ Minimized disruption to workflows
- ✓ Answers to your questions in seconds
- ✓ Generate a support case or live chat with Metrc Support if further help is needed



Questions?

Reach out to Metrc Support



Phone: 877-566-6506



Live chat or online via the
[Support Portal](#)