



# Missouri MicroBusiness Training

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# Thank you for joining us today!

*Meet the Metrc team*



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# Today's Agenda

- 1 **Beginning Inventory Live Demo**
- 2 **Cultivation/Harvesting Live Demo**
- 3 **Review of Common Testing Errors**
- 4 **Available Metrc Resources**
- 5 **Q&A**

# Live Metrc Demo

# Beginning Inventory Best Practices

- 1 Complete administrative set up first
- 2 All beginning inventory should be entered via the opening plant batches process
- 3 Add all plants as immature batches, then update their growth phase in Metrc after.
- 4 Plants must be tagged individually once they are 8 inches tall.
- 5 Licensees have 1 year after operations start to complete this process.

# Questions?

Please add them to the chat.

# Harvesting Best Practices

- 1 Harvests should be strain specific
- 2 Best naming convention: strain and date
- 3 72-hour discontinuation window
- 4 Keep inventory accurate in real-time
- 5 Remaining weight = moisture loss

# Understanding common testing errors

# Error Example 1

*Creating multiple test sample packages from the same package*

## Guidance

- Only one state required (compliance) testing sample should be created from a package.

## Caution

- More than one test sample package causes Lab Test Status to be “Testing In Progress” – package can’t be transferred.

## Corrective action

- If duplicate test sample is in licensee’s inventory and the test results have been recorded, contact Metrc Support.
- If duplicate test sample is in licensee’s inventory AND the test results have not yet been recorded on the sample at the testing facility, duplicate test sample should be discontinued. DO NOT ADJUST.



# Error Example 2

*Creating child package from source before test results entered*

## Guidance

- Do not create any child packages from a source package until the testing facility has entered the test results and the COA has been uploaded in Metrc.
- Child package inherits the Lab Test Status of the source.

## Caution

- Do not pull test sample from child package.

## Corrective action

- If error is discovered prior to transferring test sample to testing facility, discontinue the erroneous package.
- If the child package test sample has already been transferred to the testing facility, contact Metrc Support.



# Error Example 3

## *Creating test sample package from a test sample package*

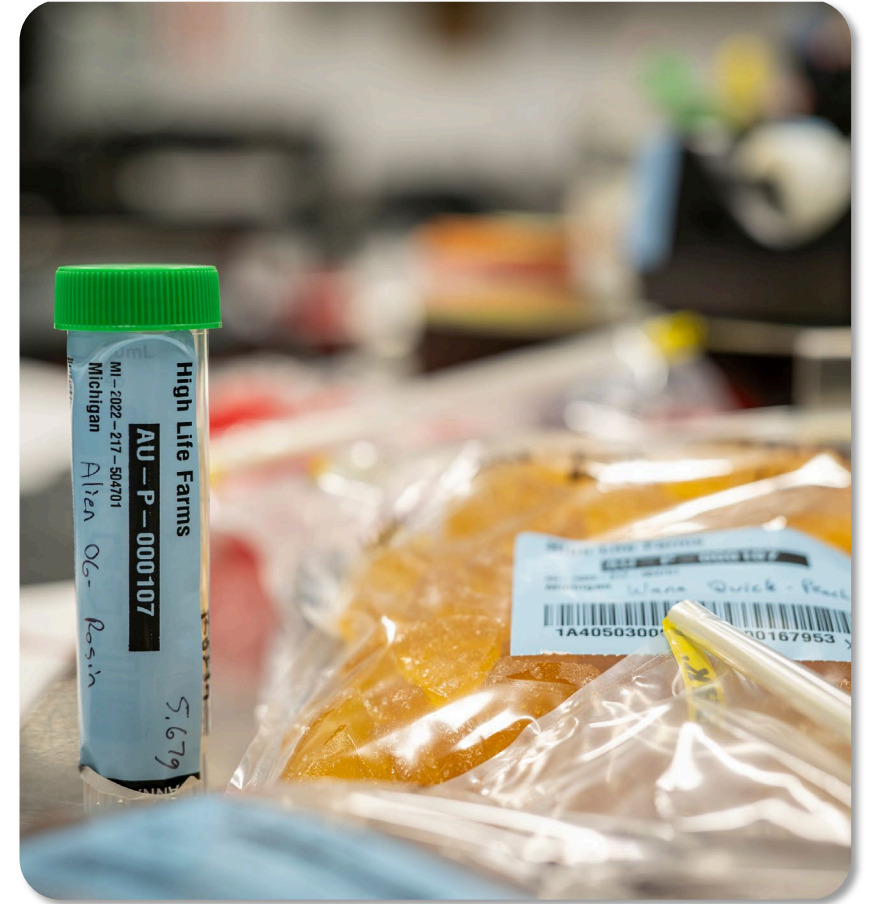
### Guidance

- Do not create a test sample package from a test sample package
- Look for the lab sample icon beside a package to avoid



### Corrective action

- If error is discovered prior to transferring test sample to testing facility, discontinue the erroneous package.
- If the child package test sample has already been transferred to the testing facility, contact Metrc Support.



# Error Example 4

*Entire contents of source package pulled into test sample package*

## Guidance

- Test sample package should match quantity of actual amount sampled.
- Questions? Reach out to DCR Compliance Officer or Metrc Support.

## Caution

- If the whole package is a test sample, you won't get it back! The results won't appear on saleable product.

## Corrective action

- Verify the new quantity of the source package after pulling test sample (it should not be zero). Discontinue test sample package if created incorrectly and try again.
- Practice workflow in Metrc Industry Sandbox.
- Reach out to Metrc Support if all else fails!



# Understanding common errors in testing



- 15 Minute Course
- Anyone who submits testing samples should take this!
- Practice what you've learned in the Industry Sandbox



- Explore Guides & Resources
  - Testing Tips & Best Practices

The screenshot shows a web interface for a training course. The header includes the course title 'Understanding Common Errors in Testing' and 'Lesson 1 of 3'. The main heading is 'Correcting Test Sample Errors'. A search bar contains the text 'Ensuring Accuracy in Test Sample Submission'. Below this, there is a paragraph of text and a list of common errors. A photograph of a laboratory sample vial and bags is also visible.

Understanding Common Errors in Testing  
Understanding Common Errors in Testing

Lesson 1 of 3

## Correcting Test Sample Errors

100% COMPLETE

- Correcting Test Sample Errors ✓
- Selecting the Incorrect Lab Test Batch ✓
- Testing Facility Errors ✓

Ensuring Accuracy in Test Sample Submission

Creating test samples in Metrc requires accuracy and attention to detail. Entering incorrect information when creating a test sample can lead to several issues that disrupt workflows and cause unnecessary delays. Some common errors include:

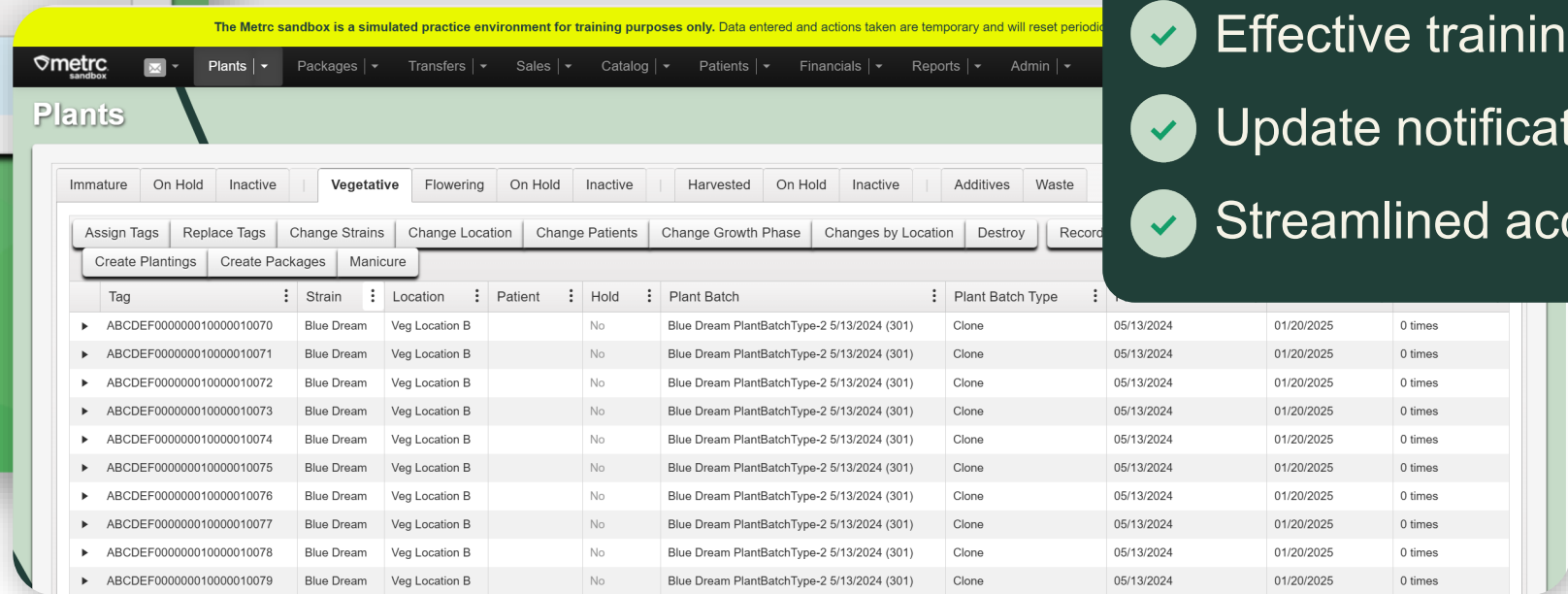
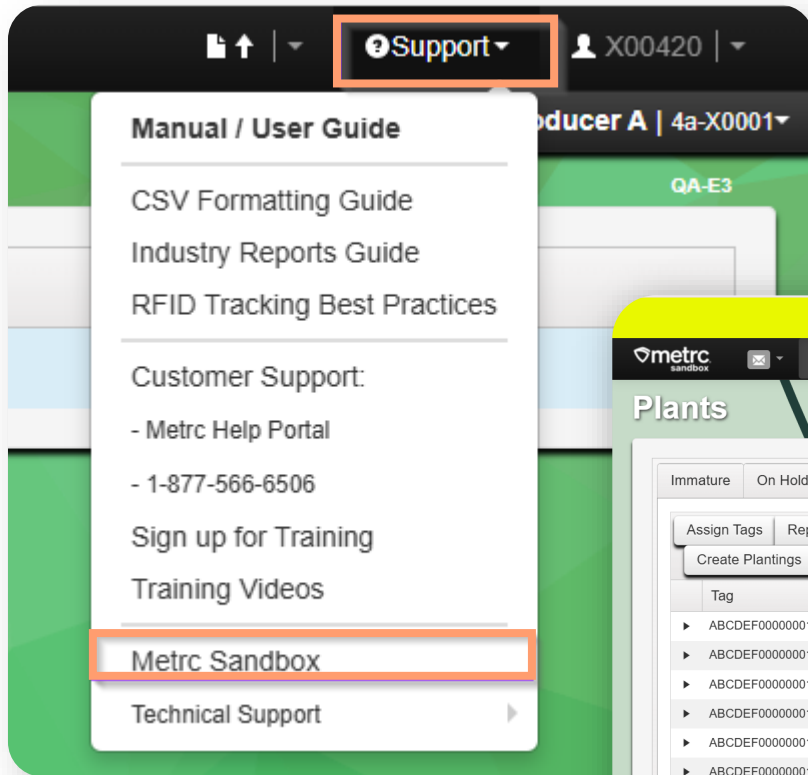
- Incorrect data entry (e.g., item name, quantity, unit of measure)
- Repackaging test samples
- Pulling samples from the wrong source package
- Creating duplicate or extra test samples

In this course, you'll learn how to identify, prevent, and correct these errors to ensure accurate and

# Metric Resources

# Practice your skills with Metrc Sandbox

Explore Metrc with confidence to test new features, optimize workflows, and improve compliance outcomes.



- ✓ Risk-free learning
- ✓ Effective training
- ✓ Update notifications
- ✓ Streamlined access

# Metric Resources

*A glance at several resources to support your journey with Metric.*



## Support

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

- **Phone:** 877-566-6506
- **Online:** Support.metric.com
- **Available:** M-F, 8 a.m. ET – 10 p.m. ET, Sat. 10 a.m. – 8 p.m. ET, Sun. Voicemail or portal only
- **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.metric.com or through mobile app: Go Learn
- **Available:** 24/7, 365 days
- **What to know:** Metric 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.



## Metric Expert

Access support documentation directly in the Metric system.

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



## Metric.com

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

- **Access:** Metric.com
- **Available:** 24/7, 365 days
- **What to know:** Metric.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).



# Let's Connect

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# Questions?

Please add them to the chat.