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The Office of Cannabis Policy (OCP) hosted a Metrc User Call on Wednesday, June 21, 2023, to provide an opportunity for licensees in Maine's Adult Use Cannabis Program (AUCP) to ask questions and share feedback related to the Metrc software. OCP will continue to host Metrc User Calls on a quarterly basis for as long as the industry finds them beneficial. This initiative was based on the recommendations of the [Metrc User Workgroup](#).

This document summarizes the questions, concerns, and feedback voiced at the June Metrc User Call. A recording of the call is also available [here](#).

### **Issues Raised for Metrc**

*OCP asks that Metrc provide clarity and/or instructions where appropriate **by Friday, September 1, 2023**, to help licensees address the following issues:*

**Issue:** In Metrc, licensees can make deliveries to multiple destinations under one transport manifest. This is not compliant with Maine's Adult Use Cannabis Program Rule which requires that transport manifests specify a single authorized destination. Accordingly, licensees would prefer to not have the option of entering multiple destinations for a transport manifest in Metrc.

**Issue:** Licensees must reformat many fields of their Metrc reports for them to be usable. Is it possible to separate units and numbers into their own columns for exported reports?

**Issue:** Metrc allows licensees to accidentally drive immature plant batch quantities into negative value ranges. Licensees do not know how to then make the proper inventory adjustments. Should they make detailed notes for these plants or is there something else they should do instead?

### **Issues and Questions Addressed by OCP**

**Issue:** Licensees have had urgent questions for Metrc that were not answered in a timely fashion and disrupted business. Could Metrc have a separate customer service line for more time-sensitive questions?

- OCP explained that it can be difficult to determine what questions qualify as an emergency. OCP also referred to the recently put in place Service-Level Agreement (SLA) language that defines response times for complex and non-complex tickets, including that those non-complex tickets be resolved within 24 hours.

**Question:** Are test batches utilized in Metrc in Maine? Is it possible for those to be transferred?

- OCP explained that yes, research and development (R&D) samples are utilized in Maine and pointed the prospective licensee to the Adult Use Cannabis Program Rule and the appropriate guidance documents.

**Question:** With raw pre-rolls, the strain information doesn't follow the item to the API, which is creating some categorization issues. Is there a way to add strain information to raw pre-rolls even if it is not required?

- OCP explained that this is because shake and trim can be used in raw pre-rolls which are not strain specific. OCP looked into this further and followed up with this licensee after the call.

**Question:** Is there a way to switch the unit of measure in Metrc to best match how we are going to sell it, so that sales are properly recorded?

- The Office shared that it has considered the pros and cons of this but decided to follow Metrc's advice for keeping all plant material tracked by weight across the board. Keeping the unit of measure consistent all the way through to retail simplifies inventory tracking from a regulatory perspective, but OCP will keep the idea in consideration.

**Question:** Are Metrc trainings required by the state? Do we need to keep certificates of completion for employees on file?

- All Metrc Track and Trace Administrators must complete the Metrc “New Business Training” and pass the subsequent “Comprehension Exam” as a condition of licensure. There is also a requirement that every cannabis establishment licensee train and authorize any new inventory tracking system users before they may access inventory tracking system or input, modify, or delete any information in the inventory tracking system. OCP went on to explain that while Metrc trainings are only required for Track and Trace Administrators, they are available to ALL active employees of licensed AU establishments. The training tools that exist are important to keep up with to avoid user error and delays. The Office added that it continues to work toward a Metrc sandbox environment for licensees.

**Question:** Is it possible to pull a retroactive inventory report?

- OCP pointed to Metrc’s response to this question from the February Metrc User Call, which explains that their reporting system isn’t currently configured for this. OCP added that Metrc is looking to integrate with other technology and so there might be some additional reporting functionality available in the future.

**Question:** Does OCP need more testing information than what is provided by a testing facility on TagLeaf?

- Another licensee provided clarity on the chain of custody (COC) form as it relates to this question.

**Issue:** Metrc Support directed a licensee to enter their errors into a Metrc logbook, but they were unaware of a Metrc logbook and want to know if they are supposed to have one and/or if they should get one.

- OCP said that it hasn't talked about having a specific Metrc logbook, but the best thing to do in these cases is to notify the OCP Compliance Team via email.