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The Office of Cannabis Policy (OCP) hosted a Metrc User Call on Tuesday, February 28, 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. This call was based on the recommendations of the [Metrc User Workgroup](#). Moving forward, OCP will hold similar calls for the industry on a quarterly basis for as long as the industry finds them beneficial.

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

Issues for Discussion Between OCP and Metrc

Issue: Licensees usually experience a long delay in getting answers from Metrc support and want to know if there is a way to filter questions based on urgency. Licensees reported a 24-hour turnaround time for easier questions, but longer delays for more complicated questions.

- OCP would like to discuss these concerns with Metrc.

Issue: When licensees order plant tags, they must also get a stake for each individual tag. Metrc does not allow them to separate the number of tags needed from the number of stakes needed. Licensees would like the option to reuse the stakes rather than having to purchase new ones with each order of tags.

- OCP would like to discuss with Metrc the possibility of letting licensees reuse the stakes that come with the plant tags.

Issues Raised for Metrc

*OCP asks that Metrc provide clarity and/or instructions where appropriate **by Friday, April 21, 2023**, to help licensees overcome the following issues:*

Issue: Metrc glitches if licensees try to finalize several sales at the same time. Sometimes up to 100 sales can be finalized at the same time, but it usually glitches after about 30. It is time consuming for licensees to have to finalize them individually or in small batches.

Issue: If licensees enter the wrong name or strain on a package when creating a bucket, they cannot go on to put it into another batch and sell it.

Issue: If licensees click the wrong weight in grams, it can be fixed, but the original package weight does not get adjusted.

Issue: Licensees would prefer to have access to a plant's entire history, active and inactive, all in one place.

Issue: Licensees have no way of pulling a retroactive report from the Metrc system.

Issues and Questions Addressed by OCP

Issue: Licensees are frustrated with the speed of batch tracking negotiations.

- OCP addressed the delay in negotiations and pointed to the [letter](#) sent to licensees on Monday, February 27, 2023.

Question: How will Metrc tags be utilized in the batch tracking system? For example, how many tags will be needed need for certain numbers of plants in one room?

- OCP assured licensees that thorough guidance will be provided around batch tracking when the time comes.

Question: Is package tagging included in the contract amendment negotiations for batch tracking?

- OCP said the batch tracking solution is not inclusive of package tags.

Question: Do we have an idea of the pricing under batch tracking? Will licensees be reimbursed for individual plant tags purchased since the law went into effect?

- OCP cannot discuss details of ongoing contract negotiations, but the goal is for this system to not impact business costs. The Office has not had discussions about reimbursement.

Question: Why can't licensees use one tag for a batch and add a label in the notes with the plant count?

- OCP said that Metrc is not set up for that in its current state and it would limit the ability of the closed loop system.

Question: Is it necessary for licensees to maintain paper copies for every transfer manifest?

- OCP said that signed copies must be saved, but they can be scanned and saved electronically. OCP will issue guidance with additional information.

Question: For manifests, is it preferable to have step-by-step directions, or just the address or GPS location?

- OCP confirmed that it is comfortable with licensees just listing the address and added that the "Planned Route/Route to be Travelled" is a required field in Metrc.

Question: After setting up the package to give employees a trade sample, how do you transfer it out of the building?

- OCP forwarded a guidance document on this process to the licensee along with a link to the rules regarding employee samples.

Question: Licensees can change a strain name, but the group name remains the same. Could changing the group name be an option?

- OCP followed up with this licensee after the call to show them how to change the group name.

Issue: When licensees go to receive a case of packaged flower for retail, they cannot receive the average weight in grams and must adjust the package.

- OCP discussed with Metrc the possibility of allowing flower to be entered as units from the source package, however, Metrc indicated that recording flower by weight is a recommended best practice. OCP followed up with the licensee who raised this issue to discuss other ways they might be able to simplify their Metrc process on the retail side of operations.

Issue: A licensee transferred a series of buds/flower packages by weight and made a few subsequent package adjustments. They then had a handful of packages that showed up on their third-party API vendor's inventory reconciliation report with remaining weights that did not exactly match what was recorded in Metrc. They were unsure as to how to properly resolve these inventory synchronization errors.

- OCP followed up with this licensee after the call and provided instructions as to how to make the necessary package adjustments in Metrc.

Issue: A nursery licensee was unable to record a harvest batch of seeds in Metrc as the proper item categories weren't available.

- OCP followed up on this individual concern via email and worked with the licensee to better understand the desired workflow and verify that Metrc does indeed have an alternative way to support their workflow.