

How to Respond to a CTS Audit / Information Request in CAMP

The Marijuana Analytics Team (MAT) performs periodic data reviews of METRC data entered by our Licensees. In the past, reviews were sent, and responses were collected via email. This process will now be completed via CAMP, and information will be collected through a *Request for Information* via the Customer Portal.

To access an online version of the data review and/or to provide information requested as part of the review, follow the link in the email you received to be taken to the **Customer Portal Login screen**.

This action may only be completed by a User associated with the License's CAMP account. If you did not receive or retain an e-mail from the OLCC with your personal access code to log in to the system and your existing license information, please send an e-mail to: OLCC.CAMP@oregon.gov and they will be able to retrieve it and resend it to you.

Once logged into the Customer Portal, navigate to the **Compliance, Hearings, and Complaints** section and click "Select" to access your License Dashboard.



Compliance, Hearings, and Complaints

In Compliance, Hearings, and Complaints, you can submit a new complaint and monitor complaints you have submitted, provide information for investigations, respond to notices, and upload documents to a case.

SELECT

A copy of the CTS Data Review will be available as an investigation link from the **Actions Required** box. The investigation (job) number is listed in the *request for information* email.

To review the audit documents and original request, click the link from the **Actions Required** box.

ACTIONS REQUIREDCOMPLAIN'

Actions Required

Cases and Investigations that require your at

Type ▾	File Job Number ▾
Investigation	207105-03

From the resulting screen you may download another copy of the audit letter if desired. Enter a comment in the **Additional Information** text box. Failure to complete this step will result in an error when the submit button is clicked.

Please submit the additional info below.

Additional Information *
This is a required field.

Attachment Types

Upload requested items (label pictures, mix logs, etc.) where indicated. You may upload picture files (PNG, JPEG) and/or PDF Files. Select the appropriate data type from the list of options, then click submit.



Supporting Documents

You may upload additional documents and other attachments here.



 Drag & drop Files to upload

CANCEL

SUBMIT

NOTE: The CTS audit findings letter will remain available to download via the Customer Portal seven days from the date the letter is emailed, or until the information request has been fulfilled, whichever is shorter. For this reason, we include a copy of the findings letter as an attachment with our initial review notification.

If you have any questions regarding the new CTS data review process, please reach out to marijuana.cts@olcc.oregon.gov.