



Oregon

Metrc<sup>®</sup> Quarterly Report

January – March / 2021

<b>State:</b>	Oregon	<b>Date:</b>	1/1/2021 – 3/31/2021
<b>Program</b>	Oregon Liquor Control Commission (OLCC)	<b>Contact:</b>	TJ Sheehy James Smith

## Open Issues

### Licensee Issues:

- Trade sample "Nullable object must have a value"- issue was resolved

### Lab Issues:

- No open lab or testing issues that are / should be considered critical

### Performance Issues:

- No open performance issues that are / should be considered critical

### Hand Held Issues:

- Metrc is transitioning to new Alien readers to replace all OLCC ATID readers.

### Other Issues:

- Note any other specific issues reported

## Development Update

**March 15<sup>th</sup>, 2021**

### General

- Updated Metrc Logo
- Added Remediation Method to Package History.
- Added a Package History entry indicating the Package originated from Harvest Waste.
- Added a Package History entry indicating the Package originated from Plant Waste.
- Added the tag to Packaged Harvest Waste history entries.
- Corrected the Plant Wastes grid drilldown tab to be "Plants".
- Fixed System and Facility Metrics not counting ("Data Optimization") sales history tables.
- Renamed "Ingredients" to "Public Ingredients".
- Numeric read-only fields will no longer show the up/down arrows.
- Created and Received date/time columns in the Wholesale Report printout and CSV will now display in the instance's time zone.
- Added the Waste Reason to history entries for Plant/Plant Batch Waste.
- Fixed Item filter in the Sales Transactions Report.

### Industry

## Metrc Quarterly State Report

- Fixed issue when creating Harvest Waste Packages not setting the correct Package quantity.
- Changing a Package's Item will now also update the Package's Lab Testing State if it hasn't changed from the default.
- Fixed the Locations lookup in the Package Plants Waste dialog.
- Added a Trade Sample button to toggle the flag for existing Packages (similar to Donations).
- Added the ability to rename Harvest Batches until Packages or Waste is recorded.
- Added a discrete list of Item Ingredients that can be recorded without it being visible outside of the Facility that creates the Item.
- Removed the Void button from the Inactive Sales Receipts grid.
- Fixed issue where a Donation Package could be combined with a Non-Donation Package.
- Corrected error message when attempting to unflag a Donation Package that originated from a transferred Donation Package.
- Removed the requirement to specify Plant Batch Type when splitting a Plant Batch. The Type will be the same as the original Plant Batch.
- Improved Industry Admin flagging so that it is done at the Facility-Employee pair, rather than for the entire Employee.
  - This solves issues such as seemingly having two Industry Admins in one Facility.

### State

- Remove the [R] indicator on Enforcement Notes permissions because they are not subject to User/Role Restrictions.
- Enforced User/Role Restrictions in the Misconfigured Items grid.
- Fixed the row count in the Admin Holds grids.
- Fixed Admin Hold Harvest tab not recording the correct date (sometimes holds were set as the next day).
- Inspections grid will now apply User Restrictions.
- Plants Waste grid drilldown will now have working Waste and Packages tabs.
- Blank/unknown Patient will no longer incorrectly show Patient Sales.
- Fix issue with Package Trace where pressing the mouse down caused the browser view to scroll.
- Fixed Lab Samples grid export and row count.
- Lab Test Types can no longer be discontinued if they are a dependency of another Lab Test Type.
- Added the ability to place selected Packages on Admin Hold using the background job.
  - This enables Admin Holds to be placed in the background without having to wait for the system to finish it.
- Fixed the filtering on several Yes/No columns in the Admin Holds History grid.

### API (share with integrators)

- Items property `Ingredients` is superseded by `PublicIngredients`.
  - `Ingredients` will be going away after July 2021.
- Added missing Transfer Template details to `transfers/v1/templates`.
- Purged long-deprecated endpoints:
  - `sales/v1/deliveries`
  - `sales/v1/receipts`
- Purged long-deprecated fields:
  - Plant Batches and Plants: `NewRoom`, `Room`, `RoomName`, and `RoomId`
  - Harvests: `DryingRoom`, `DryingRoomName`, and `DryingRoomId`

o Packages:

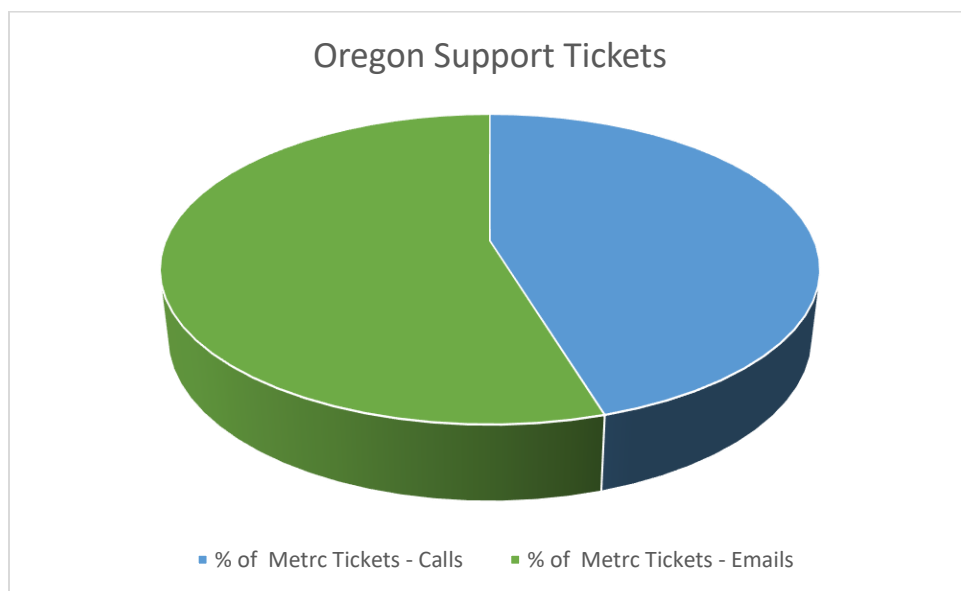
- Room, RoomName, **and** RoomId
- ProductId, ProductName, **and** ProductCategoryName
- ItemStrainName, ItemServingSize, **and** ItemSupplyDurationDays
- ItemUnitCbdPercent, ItemUnitCbdContent, **and** ItemUnitCbdContentUnitOfMeasureName
- ItemUnitThcPercent, ItemUnitThcContent, **and** ItemUnitThcContentUnitOfMeasureName
- ItemUnitVolume **and** ItemUnitVolumeUnitOfMeasureName
- ItemUnitWeight **and** ItemUnitWeightUnitOfMeasureName
- ItemUnitQuantity **and** ItemUnitQuantityUnitOfMeasureName

## Documents

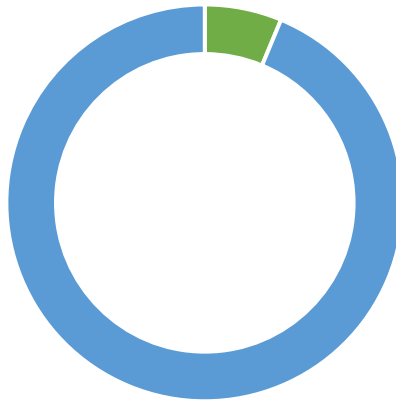
- Updated the Metric Manual to revision 10.3.
- Updated the CSV Formatting Guide to rev 11.1.

## Support – Help Desk

Calls & Tickets	Total
State’s Support Tickets	3695
State’s Incoming Phone Calls	1674
% of All Metric Calls	45.30%
% of All Metric Tickets	54.70%
% Comparison of use of support vs. other states	6.28%



Oregon Support Vs. All Other States



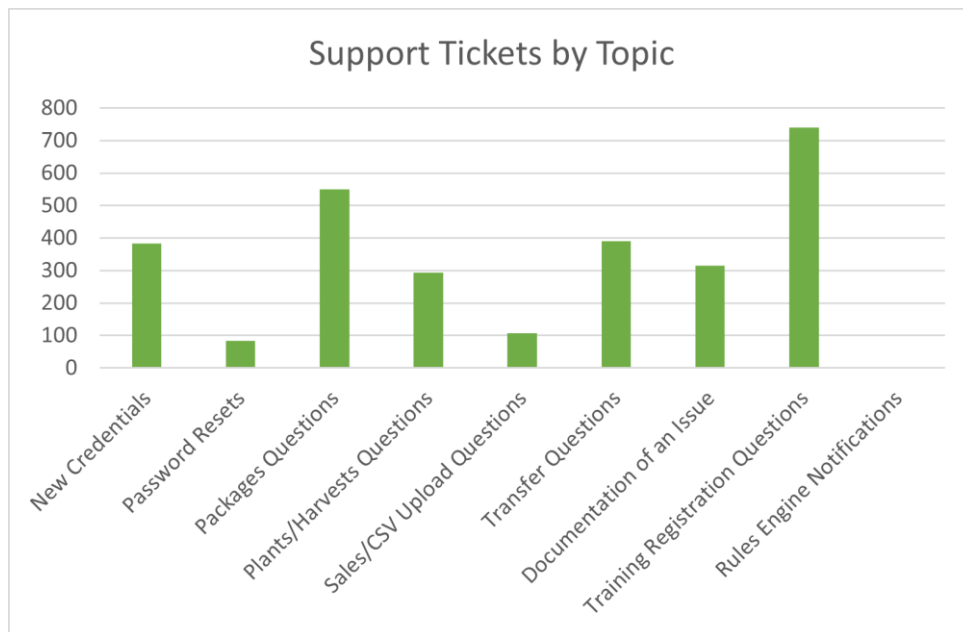
■ Oregon Support Use ■ All Other States

First Contact Metrics	Total
Level 1 Support Tickets Assigned/Created	2311
Level 1 Support Tickets Resolved**	2327
Level 1 Support Average Response Time	1h 40m
Triage – Escalated Tickets	843
Triage Tickets Resolved**	855
Triage Average Response Time	1m 50s
Other Notes:	
** Will be rolling over from previous month	

Level 1 Support Tickets and private notes provide the total number of Tickets Taken. This number will include any tickets that roll over from the previous month that were not resolved.

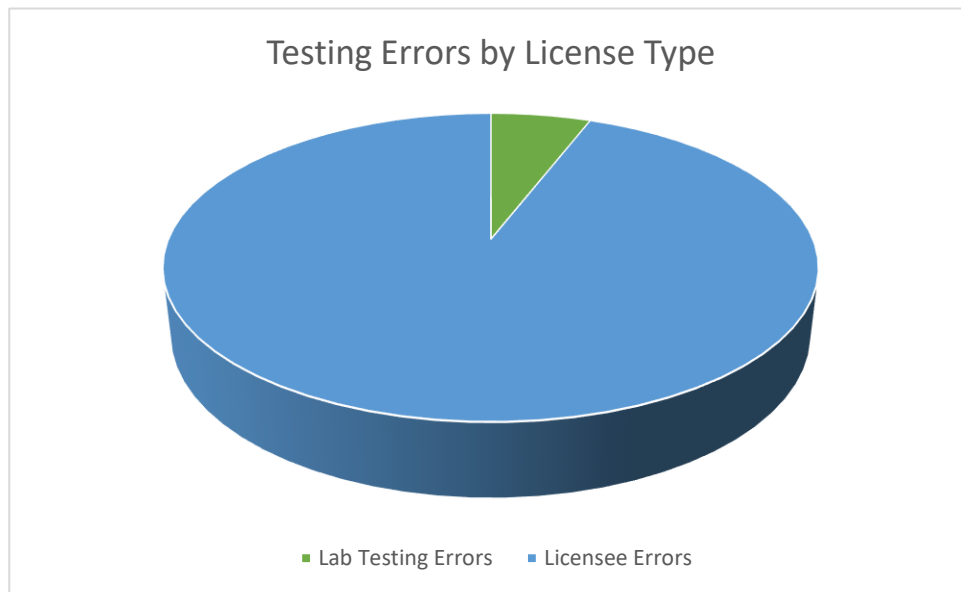
Triage Tickets will include tickets assigned to triage as well as private notes for triage due to triage making and receiving calls on these issues, during the life of the ticket.

Support Topics Addressed	Total
New Credentials	383
Password Resets	83
Packages Questions	550
Plants/Harvests Questions	293
Sales/CSV Upload Questions	106
Transfer Questions	391
Documentation of an Issue	315
Training Registration Questions	740



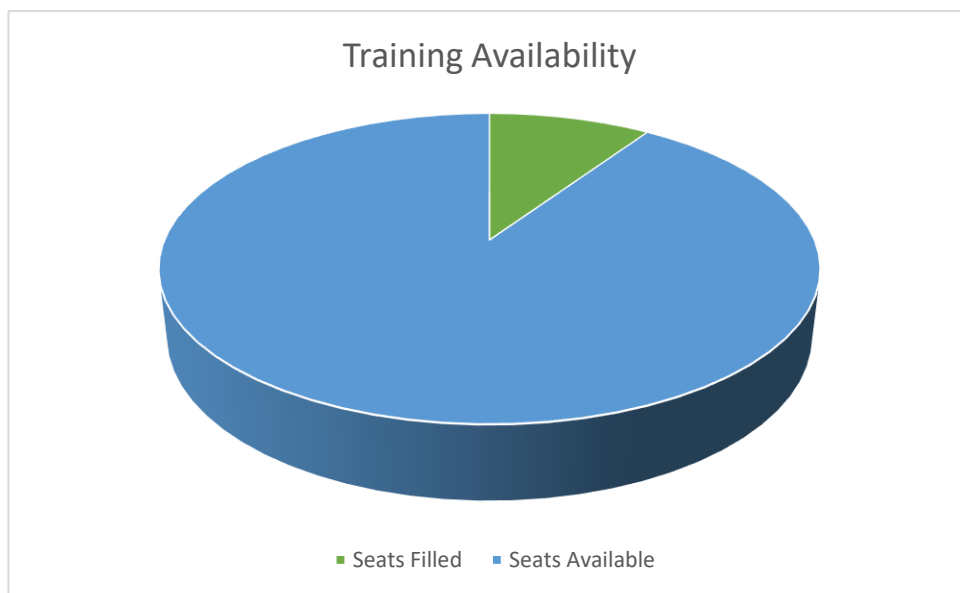
## Support – Testing

Testing	Total
All Metric Testing Tickets	17
Avg Testing Ticket Resolution Time	22h 26m
Lab Testing Errors	1
Licensee Errors	16
% Lab Testing Errors to Licensee Errors	5.88%
Common Testing Issues (These are examples) <ul style="list-style-type: none"> <li>• Processing/Packaging Questions</li> <li>• Sampling/Packaging Questions</li> </ul>	
Other Notes:	

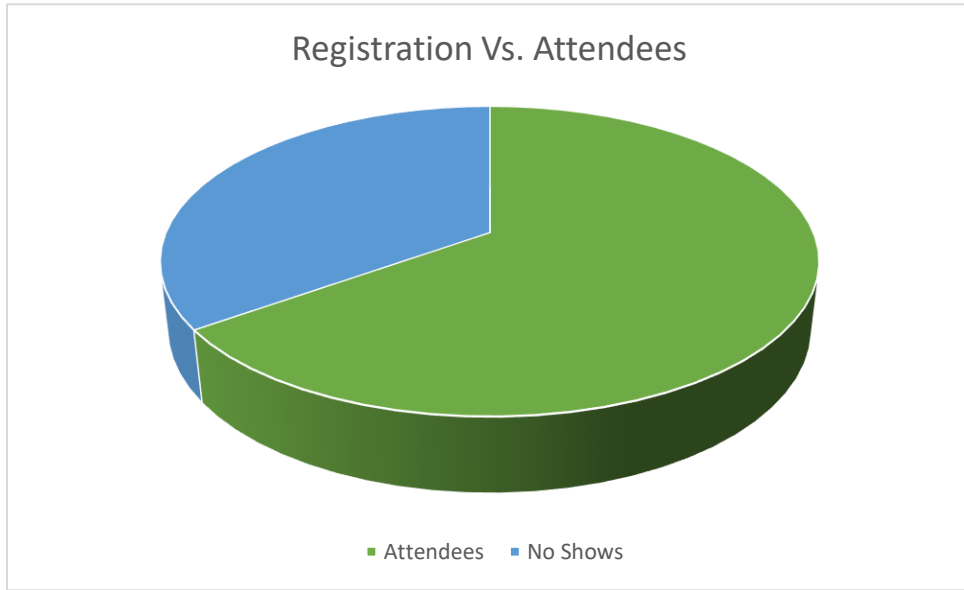


### Support – Training and Administration

Training	Total	
No. In-person Sessions	0	
No. of Webinars Held	56	
No. of Seats Offered	4,480	
No. of People Trained	424	
% of Seats Filled	9.46%	
Total No. New Business	Classes - 12	Attendance = 198
Total No. OMMP New Business	Advanced Retail - 6	Attendance = 77
No. of Advanced – by Type	Advanced Processor - 6	Attendance = 23
	Advanced Wholesaler - 6	Attendance = 28
	OMMP New Business - 13	Attendance = 16
	Advanced Testing Lab - 1	Attendance = 2
	Advanced Producer - 12	Attendance = 80
No. of Registrants vs. Actual Attendance	Registrations = 651	Attendees = 424
No. of Classes Cancelled	0	
Other Notes:		







### Provisioning – Tag Orders

Tag Orders	Total
No. of Orders Placed	1264
No. of Expediated Orders	54
No. of Tags Ordered	2200622
Other Notes:	



### API

API	Total
No. of Tickets or Private Notes	70 Tickets / 408 Notes
API Usage	
• API Usage – Put’s	32150
• API Usage – Post’s	5704700
• API Usage – Get’s	13751144
• API Usage – Delete’s	2695
No. of Integrators in the state	
No. of CSV Uploads	22775
Other Notes:	

### System Users

System Uses	
State Total	155
State Never Logged In	6
Industry Total	52490
Industry Never Logged In	31610
No. of confirmed security Intendents	0
Other Notes:	