Oregon

Metrc® Quarterly Report

July – September / 2021

Metrc Production Release

State:	Oregon	Date:	7/1/2021 – 9/31/2021
Program	Oregon Liquor Control Commission (OLCC)	Contact:	TJ Sheehy James Smith

Open Issues

Licensee Issues:

- Outgoing External transfer issue for Medical License types- the issue was resolved

- Worker permit data not being transferred into Metrc correctly- the issue was resolved

Lab Issues:

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

Performance Issues:

- Transfer report not populating appropriately- a facility type permission was corrected and the issue was resolved

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

July 6th, 2021

General

- MTCSYS-1089 Associating a Lab Document to Lab Results will now also associate it to all previously recorded Lab Results.
- MTCSYS-1226 Added the "Info Only" column to Lab Results grids.
- MTCSYS-1232 Added Source Package Labels to the Package Inventory report.
- MTCSYS-1137 Fixed incorrect date shown for certain Package history entries (e.g. when added to Transfer, accepted, and rejected).
- MTCSYS-1220 Notes set when overriding a Package's Lab Testing State will now be visible in the history.
- MTCSYS-944 Added a Production Management report. This is a different kind of report allowing

a Facility to request summarized data over their production.

- MTCSYS-1142 Package history will now correctly show the Location of a Package transferred from a Facility that does not set Package Locations.
- MTCSYS-1357 Added a checkbox to Sales reports to include Finalized and Completed Sales.
- MTCSYS-1144 Changed the Point in Time Inventory report to show Plant tags that have been replaced since the Report Date.
- MTCSYS-1409 Fix duplicate entries in the Transfers report
- MTCSYS-1436 Replacing the Lab Document will render previous ones unavailable to the Industry.
- MTCSYS-1153 Tweaked the Point-in-Time Inventory report to help eliminate runtime errors on large Facilities / datasets.
- MTCSYS-332 All grids will now highlight rows changed after a grid refresh (available on the bottom-right of the grid).
- MTCSYS-1067 Exporting grids to PDF or Excel will no longer include HTML in the column headers.

Industry

- MTCSYS-1086 Previous COAs will no longer be visible to Industry Users.
- MTCSYS-1322 Revoking Lab Test Results *sounds* inadequate. We'll just Void them going forward.
- MTCSYS-1245 Rejected Donation Packages will now allow the flag to be removed (if it hasn't previously been transferred).
- MTCSYS-1246 Donation Packages transferred within the same Facility (yes, this is a thing - Origin and Destination being the same) will now allow the flag to be removed (if it hasn't previously been transferred).
- MTCSYS-929 Transfers can now be edited up until the first destination is received or rejected.
- MTCSYS-1259 Transfers and Sales Deliveries drivers and vehicles lookups are now manageable through the new Transporter section. New permissions must be assigned to be able to access the new grid.

- MTCSYS-1072 Fixed issue with Patients Purchase limits incorrectly warning on purchases for Patients not having one of the limits set.
- MTCSYS-1371 Plant Packages in the NotRequired Lab Testing State will now be available in the Unpack Plants dialog.
- MTCSYS-1091 Added an optional County field to Sales Deliveries address.
- MTCSYS-1104 Fixed issue when editing Sales Receipts where the Customer Type is changed (for example, Patient to Consumer).
- MTCSYS-1099 The Discontinue Harvest Waste button will no longer be incorrectly visible when the user does not have the correct permissions to perform that action.
- MTCSYS-1286 Fixed issue with Destroy Plants CSV failing when no destroyed weight was specified.
- MTCSYS-1132 Fixed Sales Deliveries moved to the history tables not showing Package information.
- MTCSYS-1249 Correctly prevent combining Remediated and non-Remediated Packages.
- MTCSYS-1201 Added "Identification Method" column to the Sales Receipt CSV import.
- MTCSYS-1193 Fixed issue with Plant Waste page not loading correctly when Package Waste is enabled.
- MTCSYS-1100 Fix add/edit Employees dialog inadvertently showing the Caregiver Status Lookup permission in deployments where that functionality isn't enabled.
- MTCSYS-1438 The Production Management report will now only be available to Facilities that can Grow Plants.
- MTCSYS-1024 Added the ability to record notes on a Transfer - notes such as extenuating circumstances.
- MTCSYS-1250 Fixed the Source column when destroying Plants via CSV or API. It used to say "User", rather than the correct Source.
- MTCSYS-1467 Fixed issue where Users couldn't manage Sales Deliveries unless the Facility also has Sales Receipts enabled.

State

- MTCSYS-1096 Voiding Lab Test Results will now update the Passing (Yes/No) field to reflect the status of the remaining non-voided results.
- MTCSYS-1376 Fixed the Inspection grid errors on drilldown.
- MTCSYS-1375 Fixed issue with the Item Approvals Notes tab being visible when the user didn't have the appropriate permission (which would cause a page refresh if clicked).
- MTCSYS-1295 Added a new Facility Permission to allow bypassing the Package Item Change time restriction.
- MTCSYS-1167 Fixed Package Adjustment (by Employee) report where it would show a Sub report error.
- MTCSYS-1386 Added a new Item Category option for future Product Destruction functionality called "Can be Destroyed".
- MTCSYS-1175 Report Panels will now be available to users only if they also have access to the corresponding grid. For example, the Package Inventory report will only be visible to an State user that also has the Licensees permission.
- MTCSYS-1260 Added a TradeName field to the External Facilities feed. This new field, if populated, will be displayed in the Licensees drilldown under the "Details" tab.

API

- MTCSYS-1112 Fixed several issues with Transfer Templates endpoints.
- MTCSYS-1345 Fixed `/sales/v1/receipts/{id}` failing with inactive Sales Receipts migratedinto the History table.
- MTCSYS-1134 Fixed error message when attempting to create Packages from an inactive Harvest.

Documents

- OPS-294 Updated the CSV Formatting Guidelines.
- OPS-319 Updated the Industry Reports Guide.
- OPS-291 Removed NV Beginning Inventory Guidelines.
- OPS-343 Added a link to MA Bulletin Archive.
- OPS-298 Updated the General Metrc Manual.
- OPS-314 Added the Oklahoma Medical Beginning Inventory Guide.
- Updated several State Supplemental Guides:
  - OPS-340 LA
  - OPS-299 OK
  - OPS-338 MT
  - OPS-339 CO
  - OPS-344 ME
  - OPS-356 MI
  - OPS-357 AK
  - OPS-358 NV
  - OPS-360 CA
  - OPS-361 MD
  - OPS-362 DC
  - OPS-346 MA

Other

- MTCSYS-1247 More changes to the Donation Flag fixup job.
- MTCSYS-1171 Added the ability to create Login page banners - just like the banners available when logged in. Work with your Program Managers to get this setup, if necessary.
- MTCSYS-1184 Added the ability to control the session timeout for each type of user (Industry, State, and Metrc).
- MTCSYS-1262 Added functionality to update the list of Licenses where Items have been recently sold from in the Metrc Catalog.
- MTCSYS-1365 Correct Tag Order entries that incorrectly refer to Avalara, instead of Vertex.
- MTCSYS-1356 Added the ability to configure a System Performance dashboard. This must be requested and configured before it can be made available.
- MTCSYS-1016 Fixed Driver and License Plate search in Manifests (CA DOJ integration).
- MTCSYS-1200 Added the ability to enable / require Multi-Factor Authentication per user type - Industry, State, and Support.
  - Industry and State requirements can be decided by each Program.
  - Some support roles may be required Multi-Factor Authentication in the future.

Support – Help Desk

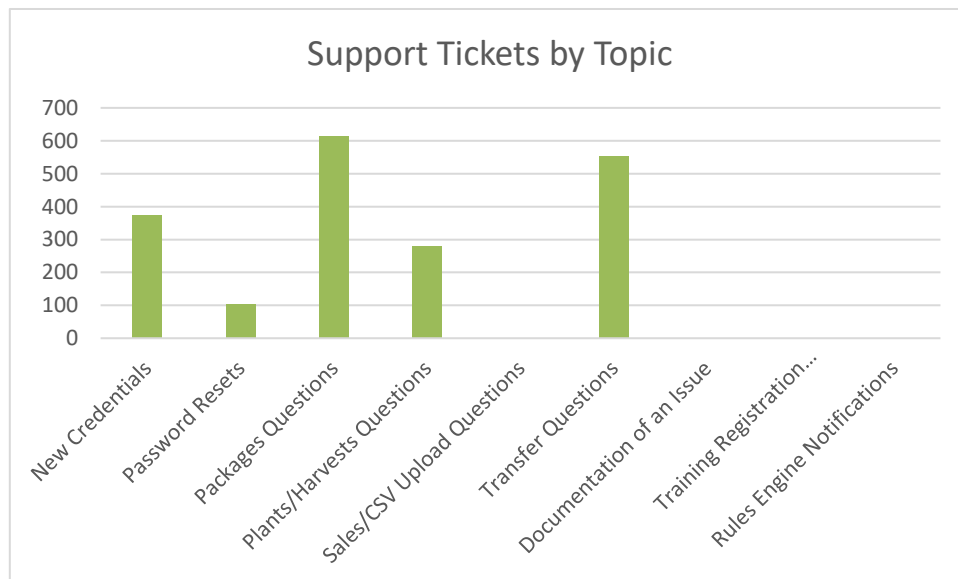| Calls & Tickets	Total
State's Support Tickets	3954
State's Incoming Phone Calls	1993
% of All Metrc Calls	50.4%
% of All Metrc Tickets	49.6%
% Comparison of use of support vs. other states	8.23%

Oregon Support Vs. All Other States

■ % Comparison of use of support vs. other states   ■ All Other States

Oregon Support Tickets

■ % of All Metrc Calls   ■ % of All Metrc Tickets
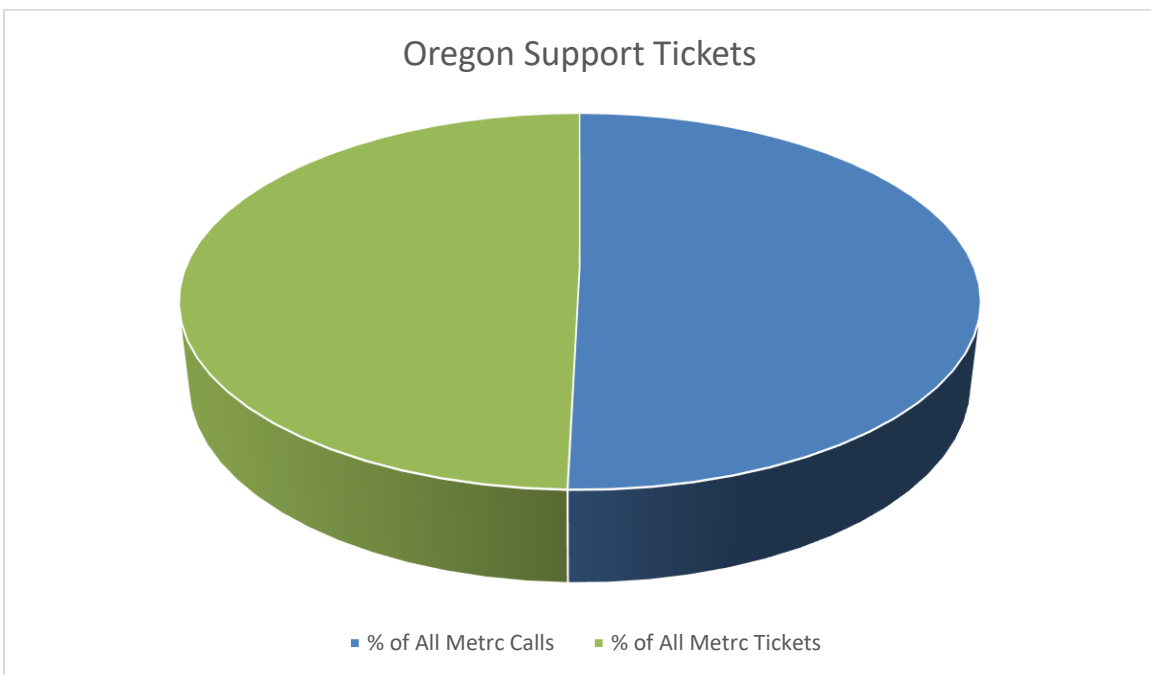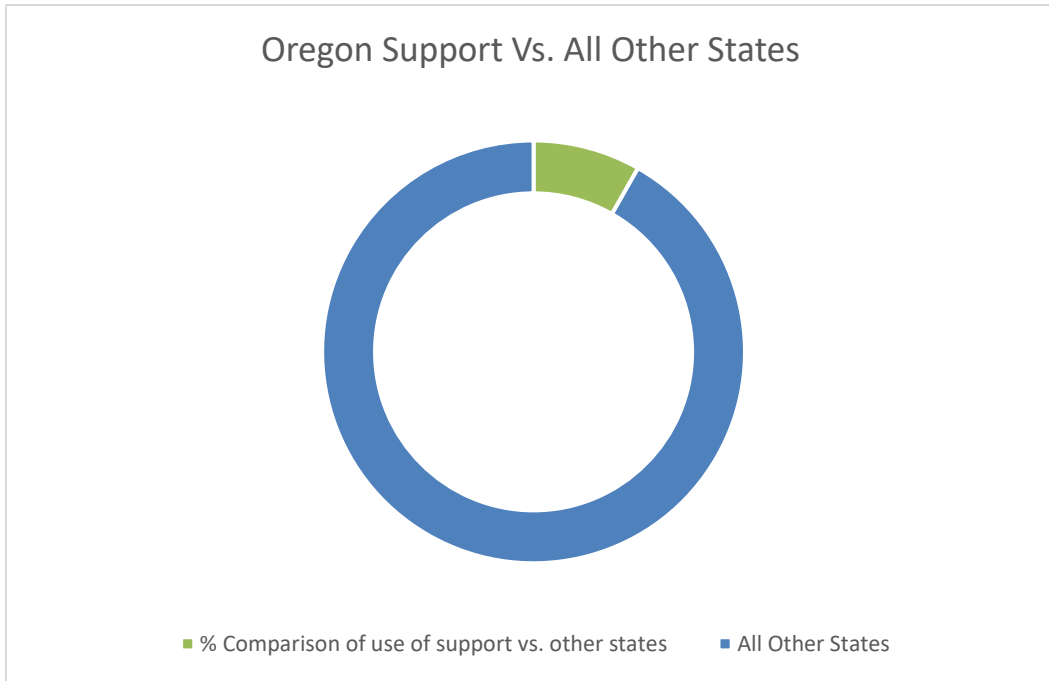
First Contact Metrics	Total
Level 1 Support Tickets Assigned/Created	2705
Level 1 Support Tickets Resolved**	2562
Level 1 Support Average Response Time	2m 25s
Triage – Escalated Tickets	949
Triage Tickets Resolved**	949
Triage Average Response Time	2m 34s
Other Notes:	
** Will be rolling over from previous 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	375
Password Resets	102
Packages Questions	615
Plants/Harvests Questions	281
Sales/CSV Upload Questions	0
Transfer Questions	553
Documentation of an Issue	0
Training Registration Questions	0

Support Tickets by Topic

Support – Testing

Testing	Total
All Metrc Testing Tickets	432
Avg Testing Ticket Resolution Time	15h 32m
Lab Testing Errors	11
Licensee Errors	421
% Lab Testing Errors to Licensee Errors	2.55%
Common Testing Issues (These are examples) • Processing/Packaging Questions • Sampling/Packaging Questions	
Other Notes:	

Testing Errors by License Type

■ % Licensee Errors to Lab Errors ■ % Lab Testing Errors to Licensee Errors
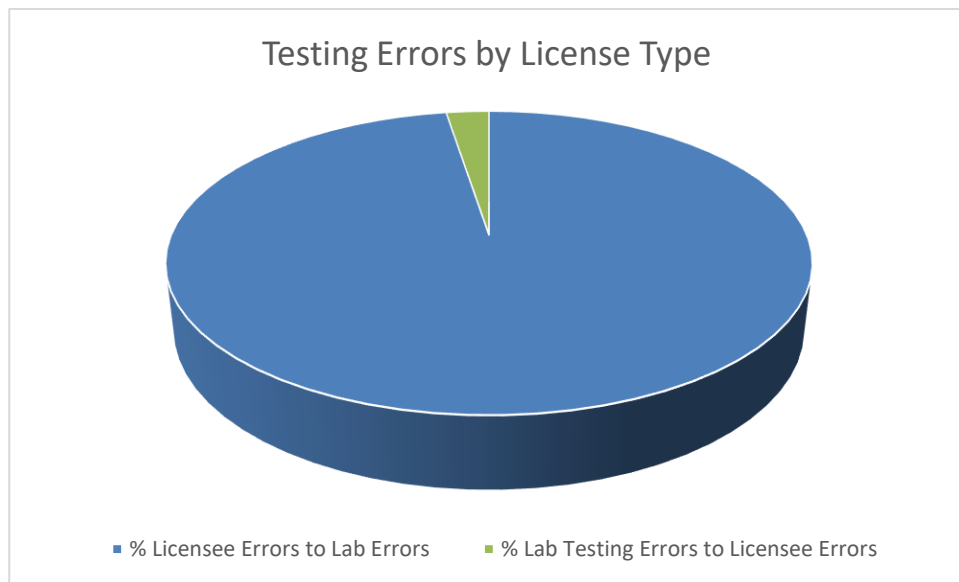
Support – Training and Administration

Training	Total	
No. In-person Sessions	0	
No. of Webinars Held	69	
No. of Seats Offered	5520	
No. of People Trained	346	
% of Seats Filled	6%	
Total No. New Business	Classes - 14	Attendance = 175
Total No. OMMP New Business	Advanced Retail - 6	Attendance = 33
No. of Advanced – by Type	Advanced Processor - 6	Attendance= 13
	Advanced Wholesaler - 6	Attendance = 37
	OMMP New Business - 13	Attendance = 10
	Advanced Testing Lab -	Attendance =
	Advanced Producer - 13	Attendance = 33
No. of Registrants vs. Actual Attendance	Registrations = 802	Attendees = 346
No. of Classes Cancelled	0	
Other Notes:		

Training Availability

■ No. of Seats Offered   ■ No. of People Trained

Registration Vs. Attendees

■ Attendees ■ No Shows
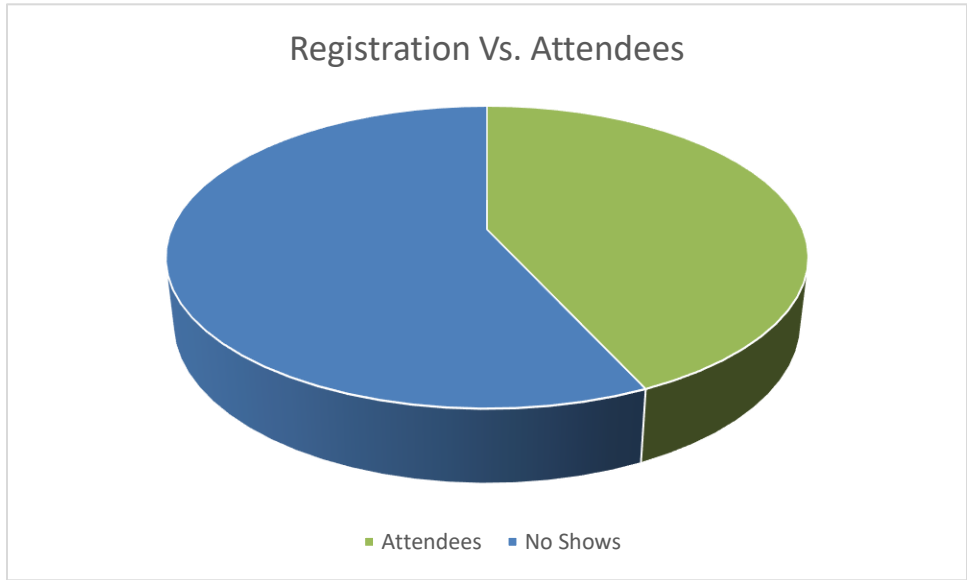
Provisioning – Tag Orders

Tag Orders	Total
No. of Orders Placed	1342
No. of Expediated Orders	54
No. of Tags Ordered	2479563
Other Notes:	

Shipping Priority

■ Standard Shipping Orders ■ Expidited Shipping Orders

API

API	Total
No. of Tickets or Private Notes	75
API Usage	
• API Usage – Put's	12896
• API Usage – Post's	6321851
• API Usage – Get's	17566493
• API Usage – Delete's	10834
No. of Integrators in the state	196
No. of CSV Uploads	22693
Other Notes:	

System Users

System Uses	
State Total	156
State Never Logged In	7
Industry Total	57875
Industry Never Logged In	35025
No. of confirmed security Intendents	0
Other Notes:	