Quarterly Business Review Q2 2024

August 5th, 2024

Agenda

1. **Participants**

2. **Q2 Performance appraisal**

3. **Product and Technology updates**

4. **Support and Training updates**

5. **Metrc updates**

6. **Q3 '24 Focus**

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Participants

From the Metrc Team:

- **Chris Fisher**, Customer Success Manager
- **Stephanie Garza**, Associate Customer Success Manager

Q2 Performance appraisal

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Q2 Performance appraisal

April 1– June 30

Accomplishments:

- (6) Production Releases

- Plant Group Tracking

- Metrc Learn 2.0 enhancements

- Metrc Expert

- User Dinner

Opportunities:

- Continue improving support case identification and escalation

- Improve documentation for Feature Request and Custom Development Request

- Improve collaboration – Teamwork

Forward-looking opportunities:

- Plant Group Tracking Enhancements

- Metrc Learn 2.0 state dashboards

- Retail ID – Quick Start

Product and Technology updates

Product and development updates

April 1 – June 30: (6) Production Releases

Q2 Releases

- **(GRW1-768) Global – Update – Transferred Packages**: A Licensee with packages permission can view the historical list of packages that have been transferred out of the selected facility in Metrc.

- **(GRW1-800) Global – Update – View Transferred Packages:** For the Transferred Tab in Packages, the "ATD" column has been updated to "Received Date".

- **(ESO1-738) Update – Receive Licensed Transfers UoM update:** (The Licensed transfers section of Metrc has been updated to base the receiving unit of measure on the unit of measure associated with the category of the item they are receiving. For example, if the item category is weight-based, then the options when receiving will be limited to weight-based units of measure.

- **(ESO1-654) Configurable – New – Production Batches:** Licensees can now create packages using both remediated and non-remediated product
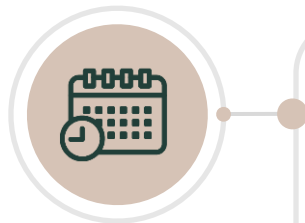
Continued focus on development process improvements

- 55 Bug fixes – Product teams continue to incorporate bugs into every Sprint cycle

- Automated QA process – identifying release issues within 24-48 hours and deploying hot-fix within 72 hours

Product and development updates

Plant Group Tracking

- Deployed on June 17th

- Industry-facing Sandbox

- Plant count within harvest window – Q3

- Assigning untagged plants in Vegetative stage – Q3

- Packaging plants from a group tag
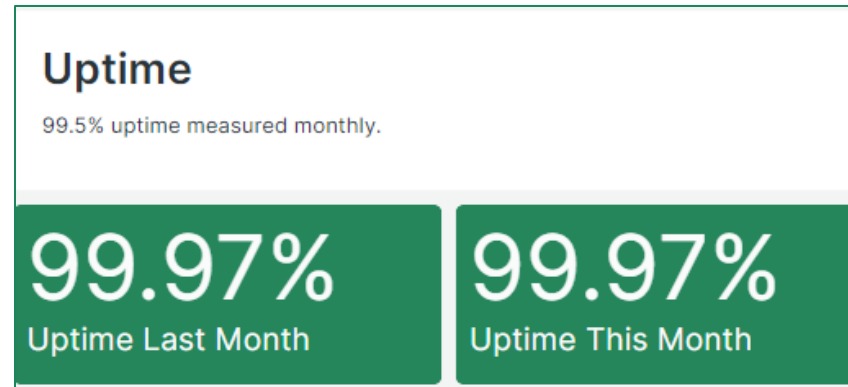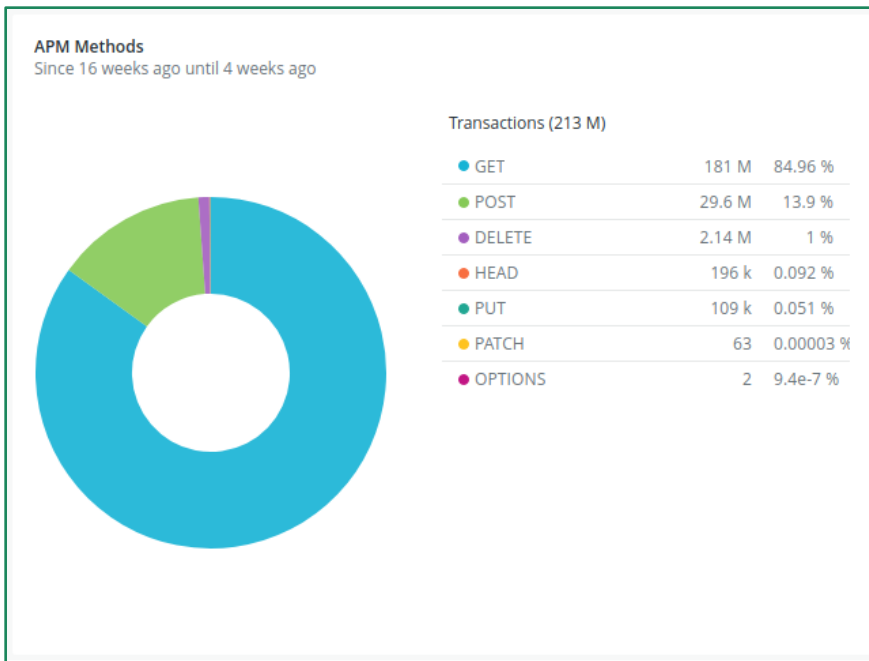
User Group Items

- Item 20 – Duplicate Items, Drivers, Vehicles, and Strains – roadmap Q3

MED ESO 12

- Currently in testing – Q3

System performance

April 1 – June 30

APM Methods
Since 16 weeks ago until 4 weeks ago

Transactions (213 M)

GET	181 M	84.96 %
POST	29.6 M	13.9 %
DELETE	2.14 M	1 %
HEAD	196 k	0.092 %
PUT	109 k	0.051 %
PATCH	63	0.00003 %
OPTIONS	2	9.4e-7 %

Uptime
99.5% uptime measured monthly.

99.97%	99.97%
Uptime Last Month	Uptime This Month

System performance

April 1 – June 30

Availability (%)	Downtime (%)	Requests (thousands)
Apr 1, 7:00am – Jun 30, 9:00pm	Apr 1, 7:00am – Jun 30, 9:00pm	Apr 1, 7:00am – Jun 30, 9:00pm
100%	0.0025%	21 k
Percentage	Percentage	Requests (thousands)

App	API	Response Time (ms)
Apr 1, 7:00am – Jun 30, 9:00pm	Apr 1, 7:00am – Jun 30, 9:00pm	Apr 1, 7:00am – Jun 30, 9:00pm
0.97	0.96	227
Apdex	Apdex	Response Time(ms)

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Support and training updates

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Support by the numbers

Total Cases Opened: 1,670

Total Cases Resolved: 1,649

Top Case Drivers:
Transfers
- 136 Virtual Transfer Requests
- 67 Licensed Transfers

Packages
- Create/Discontinue – 52 cases
- Adjustment – 35 cases

Plants
- **Harvests – 72 cases**
    - Harvest wet weight entry error
    - Discontinuing harvests and waste entries
- **Immature – 63 cases**
    - Creating plantings from a package
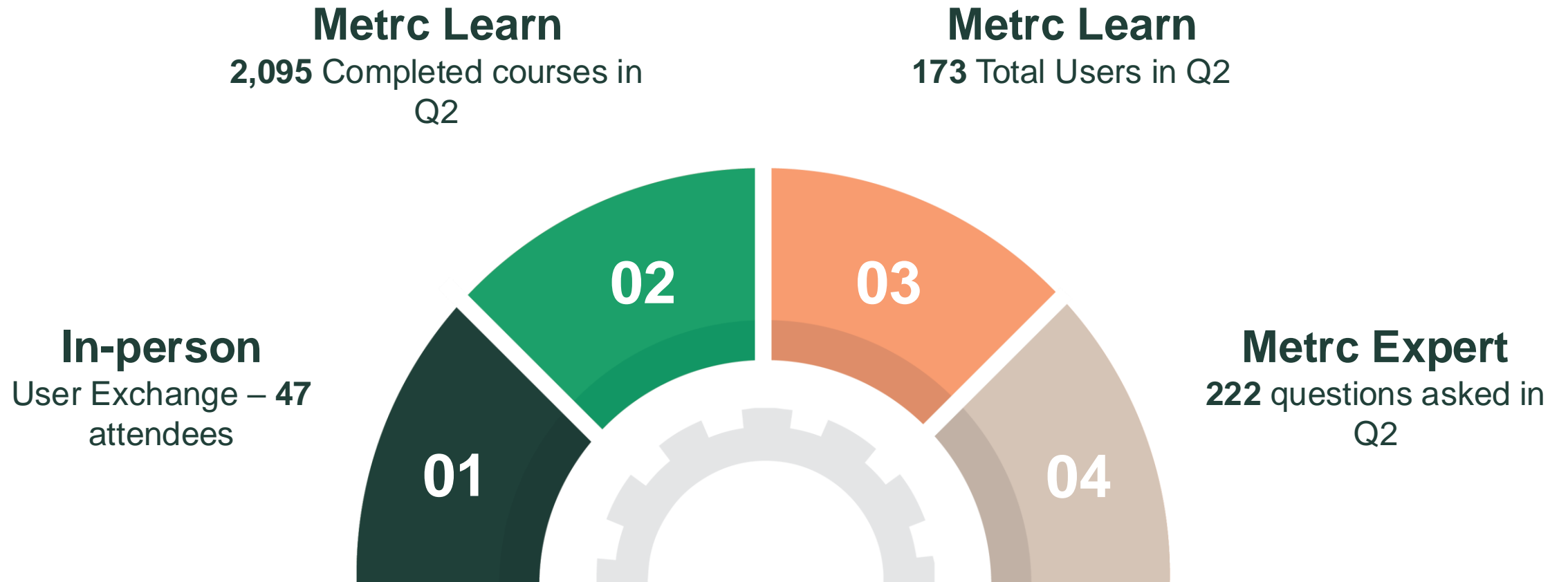   - Incorrect plant count due to over-destruction or over-creation

January	February	March	Totals
597	454	460	1511

April	May	June	Totals
610	512	541	1,670

Type	Q1 '24	Q2 '24	% chg
Cultivator	519	740	42.55%
Dispensary	443	340	-23.27%
Wholesale	168	166	-1.19%
Processor	149	129	-13.42%
State	85	87	2.33%
Lab	59	68	15.25%

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Training by the numbers

April 1 – June 30

Metrc Learn
2,095 Completed courses in Q2

Metrc Learn
173 Total Users in Q2

In-person
User Exchange – **47** attendees

Metrc Expert
222 questions asked in Q2

02

03

01

04

Metrc Learn and Metrc Expert among large states

Q2 – 2024

Metrc Learn State Comparison

Total # of Learners — Total Courses Completed

Metrc Expert

Total Active Sessions
Total Guides View
Average Session Duration (Seconds)
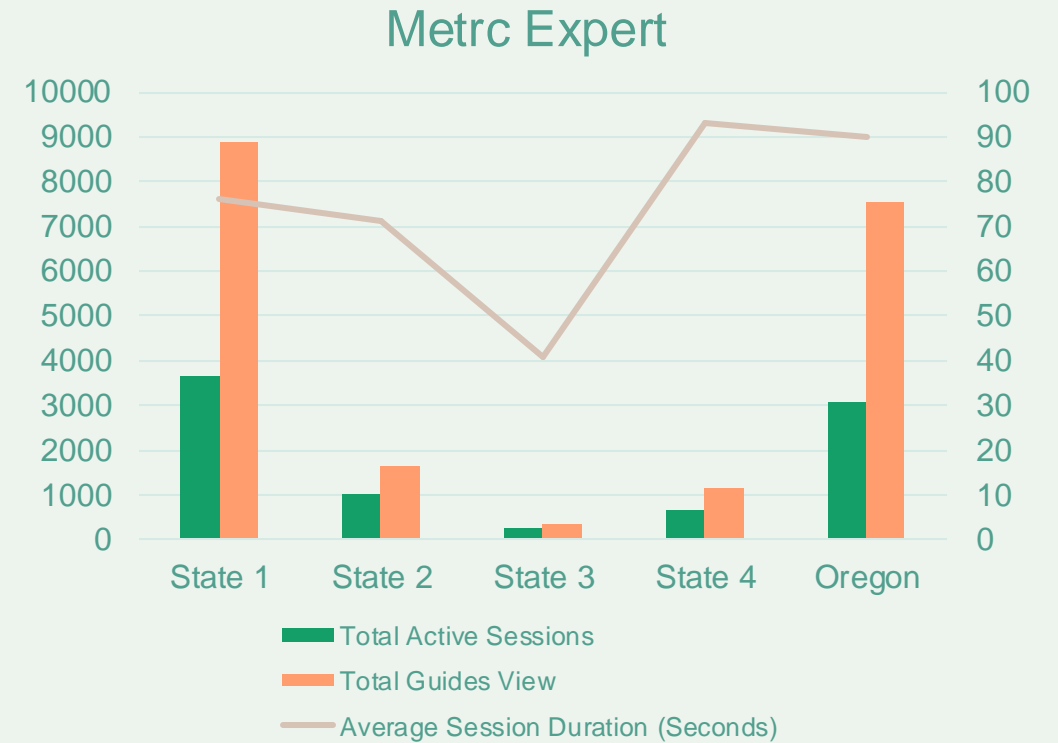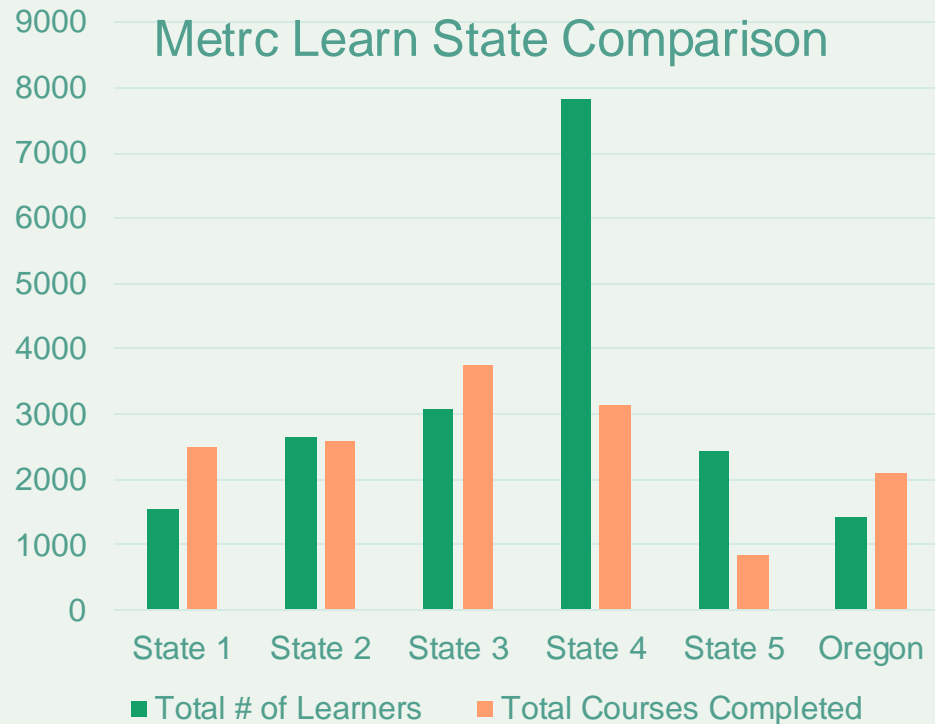
First User Exchange

A few key takeaways:

- **Great networking**
- Positive sentiment about how attendees **appreciated the event** and look forward to an improved future relationship with Metrc
- *"I have a newsletter that I will be putting out that will recommend this event. I think the more we know the better we are. It also is a way for folks to stop having negative feelings about Metrc when they see that we are a team."*

Attendance:
Individuals Registered: 79
Individuals Attended: 47

Companies Registered: 56
Companies Attended: 31

96%

Survey respondents that would recommend the event to a peer.

Metrc updates

Metrc Updates

If you can see it, you can solve it.

Metrc Insights

Group Tagging – June 2024

Retail ID Quick Start – May 2024

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Metrc Insights

Enhanced visibility into important data.

Metrc Insights

April 1 – June 30

Total Package Adjustments – 424,908
- 90% Negative, 10% Positive
- Reasons – Trade Samples, Waste, Entry Error, Moisture Loss/Gain
- Entry Error –
  - Cultivation – **AVG:**11.5, **High:** 1,269
  - Processing – **AVG:** 29, **High:** 554
  - Retail – **AVG:** 120, **High:** 3,572 (3 Retailers 3,000+)
  - Wholesale – **AVG:** 53, **High:** 669

Lab Testing Summary
- 98% Passing rate
- Total THC –
  - Concentrate: 74%
  - Infused Non-Edible: 28%
  - Buds: 25%
  - Infused Edibles: 7 (mg/g)
- Failed Lab Tests – **2% Fail Rate**
  - Buds: Heavy Metals, Arsenic, Pesticides
  - Concentrate: R&D Pesticides, Solvents, Pesticides

Cultivation – Harvests
- Total Harvested Plants: 683k
- Total Packaged: 110,826,734 g
- AVG Grams Per Plant: 223 g
  - Highs: >3,000 g
- AVG Moisture Loss: 65%
- AVG Packaged: 24%
- AVG Harvest Days: 26

Q3 2024 Focus

Looking ahead

Areas of focus for Q3 include:

Item	Target Date
MED ESO 12	August 2024
User Group Item 20	August 2024
Plant Group Tracking Enhancements	August 2024
Investigator Training	September 2024
Retail ID – Quick Start	October 2024
User Group 3rd Meeting	November 2024
Deprecate v1 API	December 2024

Thank you!