



Quarterly Business Review Q3 2024

October 28th, 2024

Agenda

- 1 **Participants**
- 2 **Q3 Performance appraisal**
- 3 **Product and Technology updates**
- 4 **Support and Training updates**
- 5 **Data Insights**
- 6 **Final Recap**

Participants

From the Metrc Team:

- **Chris Fisher**, Customer Success Manager
- **Stephanie Garza**, Associate Customer Success Manager
- **Adrienne Landingham**, Regional Customer Success Director

Q3 Performance appraisal

Q3 Performance appraisal

July 1– September 30

Accomplishments:

- Plant Group Tracking Enhancements
- (7) Production Releases
- Licensee site visits
- Investigator Training
- Metrc Learn 2.0 dashboards
- Retail ID – Self Starter

Opportunities:

- State support

Forward-looking opportunities:

- Universal Search
- Grow App
- 2025 System Enhancement Review

Product and Technology updates

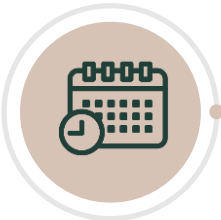
Product and development updates

July 1 – September 30: (7) Production Releases



Q3 Releases

- **Group Tag Option – Select the number of plants to package from the Vegetative plant package:** This update allows the option to select the number of plants to package and to select the quantity of the source to add to a new package.
- **Assign tags to the selected “untagged” plants in the Vegetative stage:** Users can assign group tags to untagged vegetative plants to support the 36-inch plant tagging rule.
- **Copy a Location, Strain, Vehicle, and Driver:** A licensee can duplicate existing locations, strains, vehicle, and driver information when needed.
- **Autofill and Max Button:** Pressing the Max button will apply the maximum quantity to the chosen package. This will apply to the following models on the industry side: New Packages, Sales, Retailer deliveries, Sales deliveries, and Processing Jobs.
- **Update – Add Unit of Measure to Waste Exported Reports:** A new column for ‘Unit of Measure’ has been added to the Harvest Batch Grid and the export of Plant Waste and Package Waste Reports.
- **Transfer Type MAX Discrepancy %** - users acknowledge package-level discrepancies over the MAX allowed before accepting transfers. **Reports updated** - Transfers, Transfers Limited, Retail Cultivation Transfers, and Wholesale Transfers



Continued focus on development process improvements

- 74 Bug fixes – Product teams continue to incorporate bugs into every Sprint cycle – **Group Tagging**
- 17 API Bug fixes

Inspect updates - Q3

Ongoing development focuses on enhancing functionality, usability, and user interface (UI).

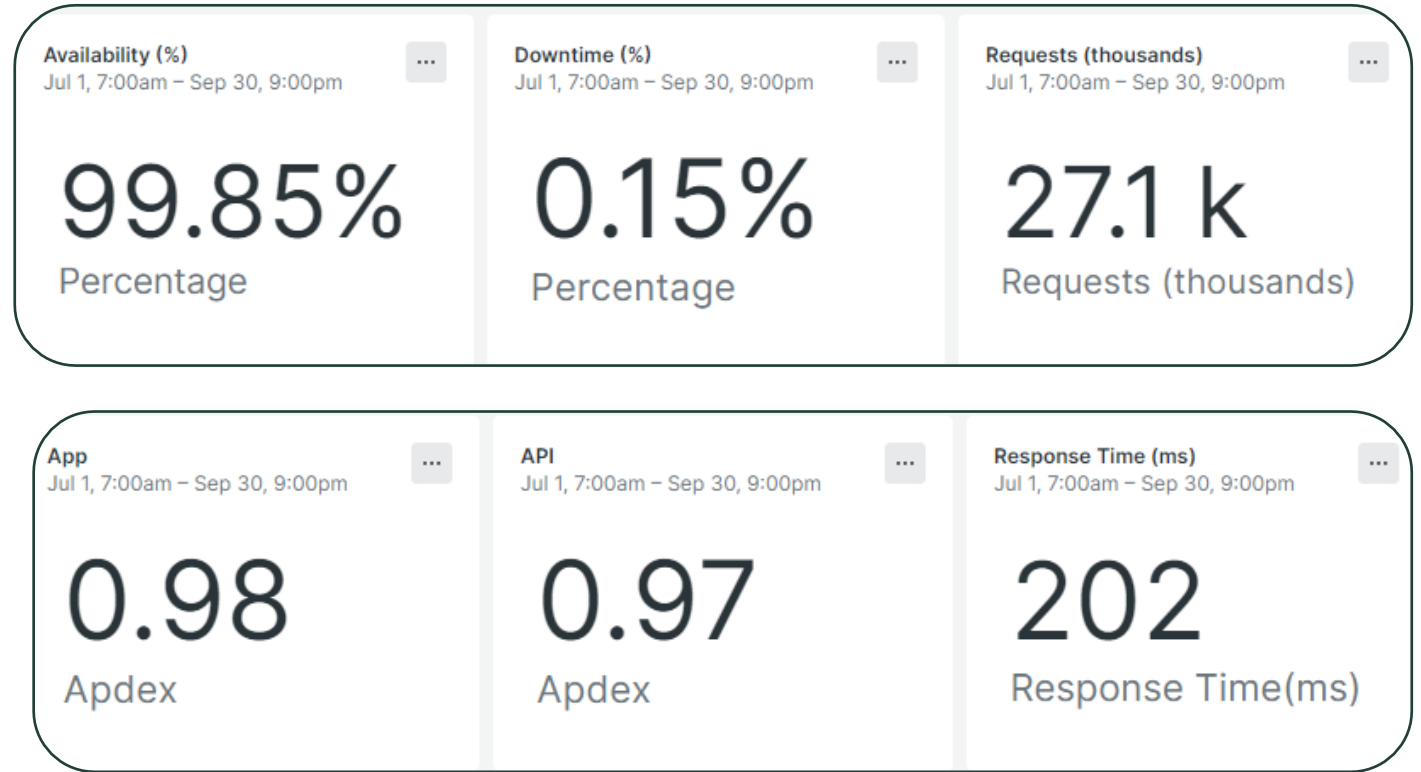
Metric Inspect Updates

- **Updated barcode scanner**
 - Configuring the barcode scanner to continue functioning when the trigger is pulled.
- **Advanced sorting options**
 - Increased user control through numerical and alphabetical sorting of packages for efficient inventory management and streamlined package identification.
- **Package management**
 - This functionality empowers users to assess the proportion of items within a package that has undergone inspection, offering enhanced visibility into the verified and to-be-verified aspects.
- **RFID timeout alert**
 - Minimizes unnecessary battery consumption by auto disabling RFID after a specified time following tag reading, accompanied by an audible alert to prompt inspectors to confirm transitions.

System performance

Key takeaways:

- Demonstrated **99.85%** system availability
- Average Transaction Response Time – **0.3 seconds**
- Functional Uptime – across 25+ million transactions.
 - % of Transactions with 5 seconds – **99.84%**
 - % of Transactions with 30 seconds – **99.98%**



Support and training updates

Support by the numbers

Total Cases Opened: 1,666

Total Cases Resolved: 1,699

Top Case Drivers:

Transfers

- 171 Virtual Transfer Requests
- 20 Licensed Transfers

Plants

- Harvests – 83 cases**
 - Harvest wet weight entry error
 - Discontinuing harvests and waste entries
- Immature – 80 cases**
 - Plant Group Tracking – Prior to support breakdown
 - Creating Plantings
- Vegetative – 67 cases**
 - Merging plants
- Group Tracking – 80 cases**
 - Merging plants

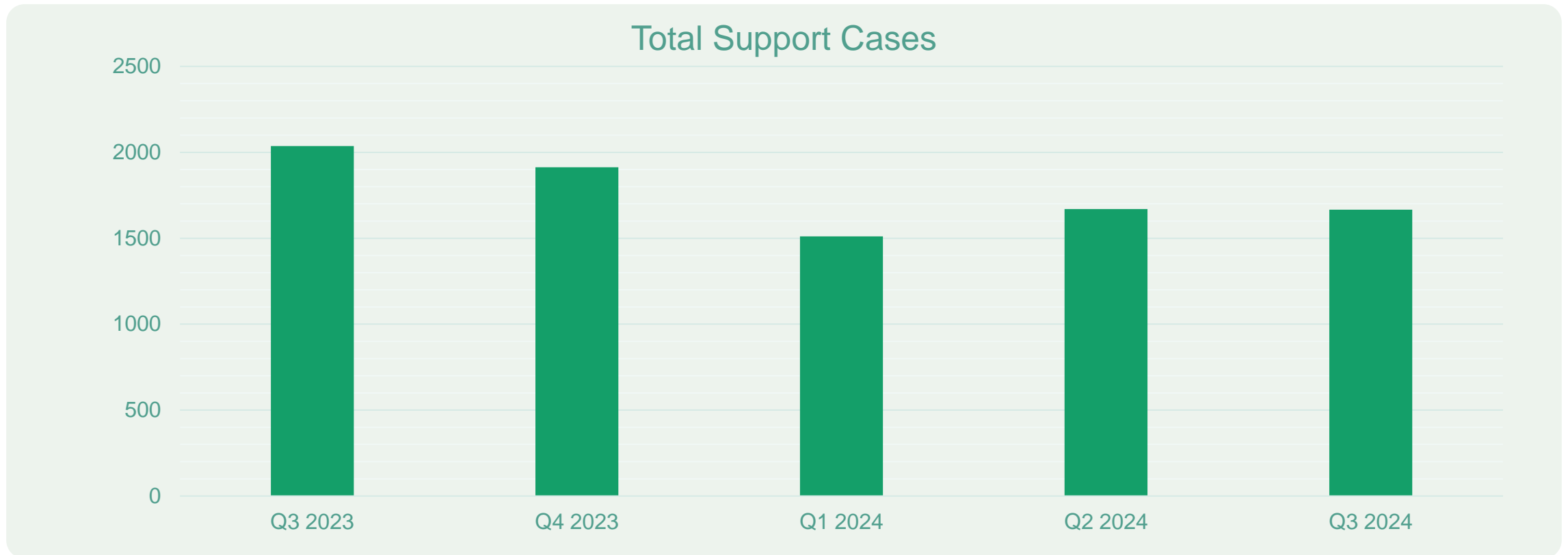
April	May	June	Totals
610	512	541	1,670

July	Aug	Sep	Totals
601	566	499	1,666

Type	Q2 '24	Q3 '24	% chg
Cultivator	740	875	16.7%
Dispensary	340	304	-11.16%
Wholesale	166	163	-1.82%
Processor	129	118	-8.91%
State	87	88	-1.14%
Lab	68	68	0%

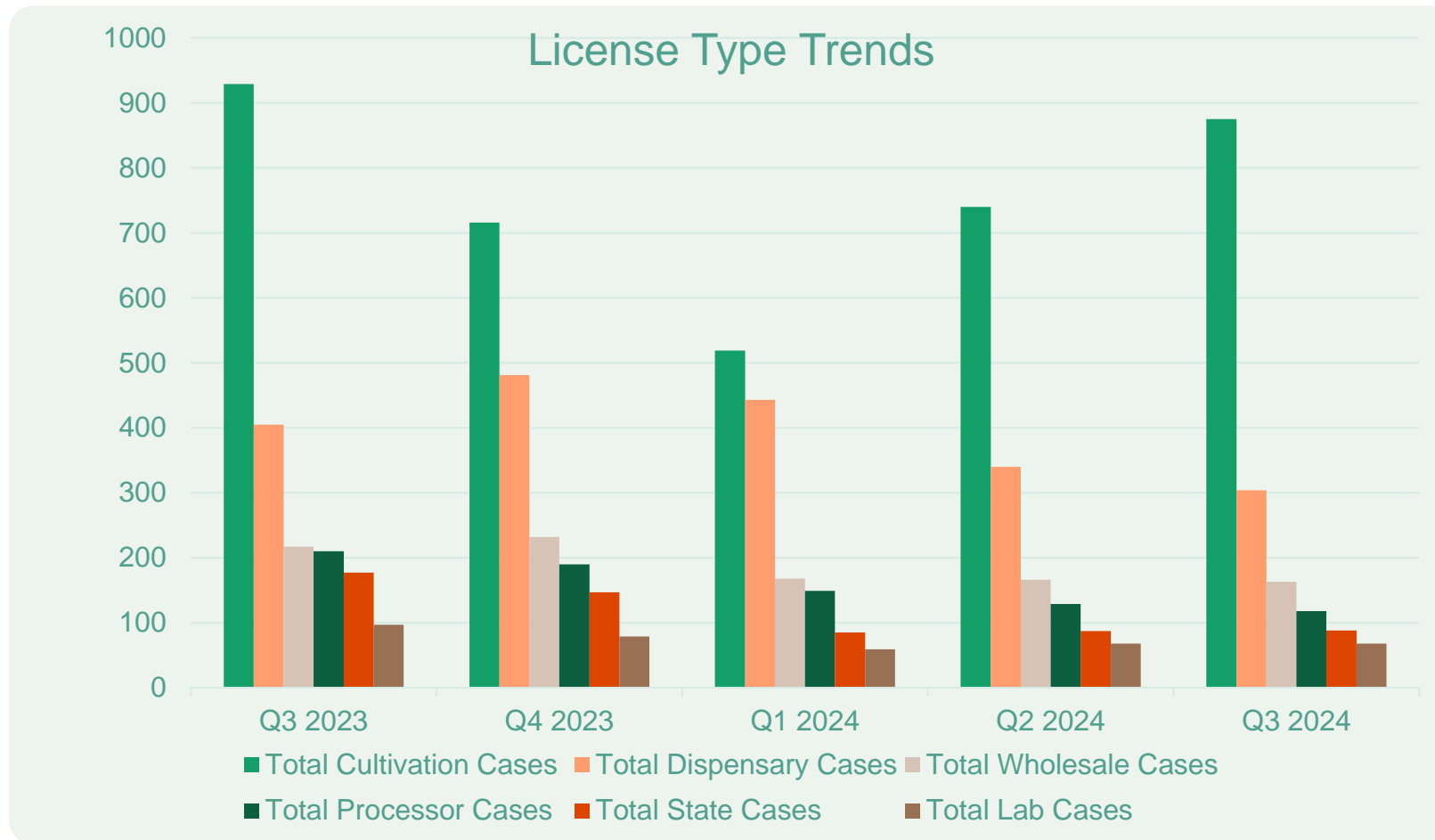
Support by the Numbers

Quarter-over-Quarter Total Support Cases



Support by the Numbers

Quarter-over-Quarter License Type



Training by the numbers

July 1 – September 30

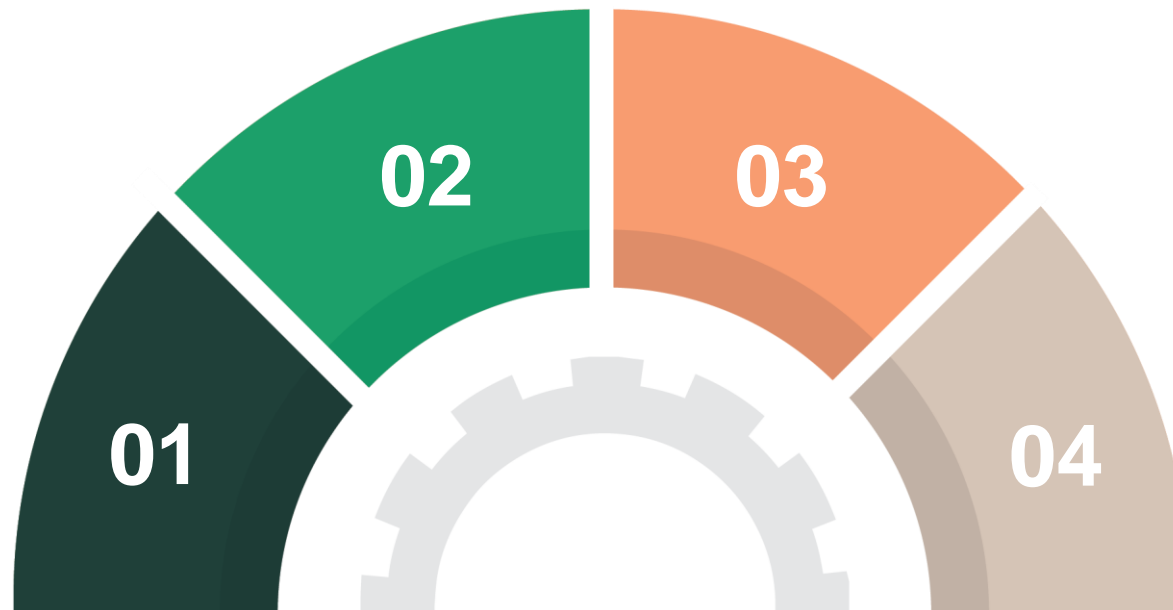
Metrc Learn

1,656 total registered in Metrc Learn

Metrc Learn

1470 Courses completed in Q3

In-person
In person Investigator Training September 2024

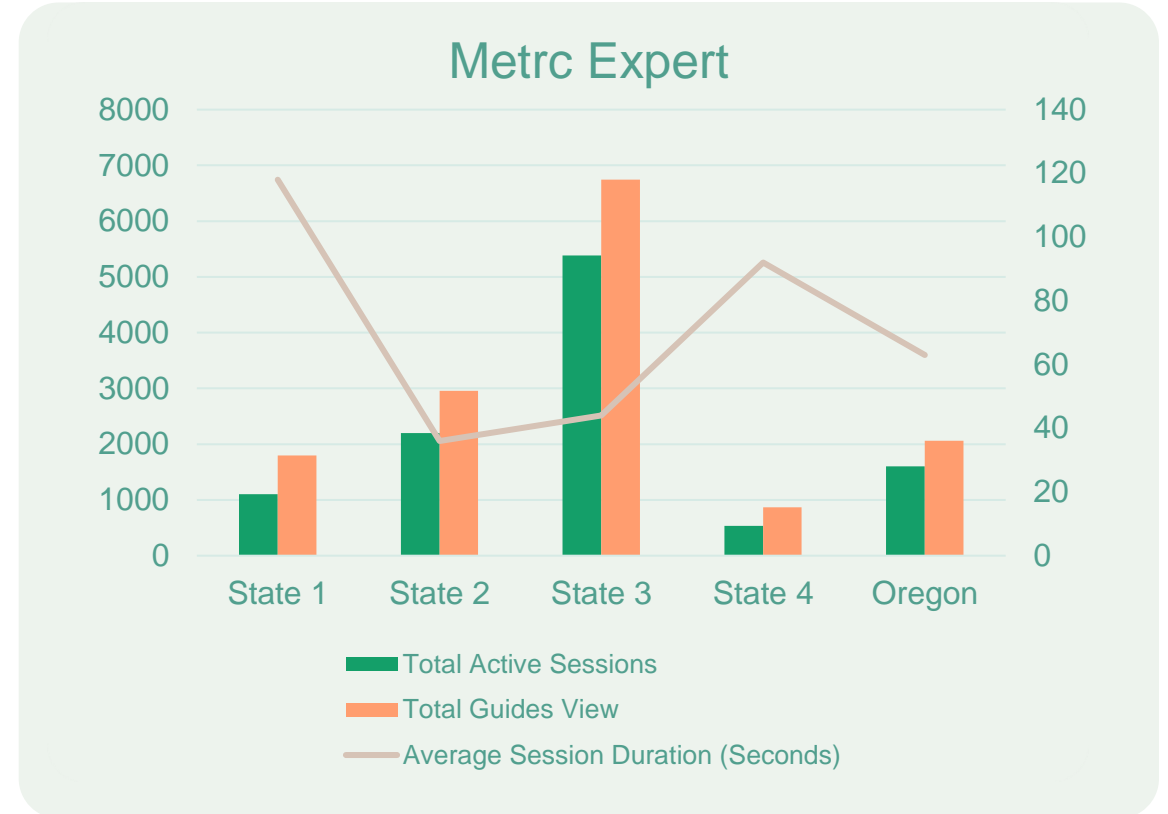
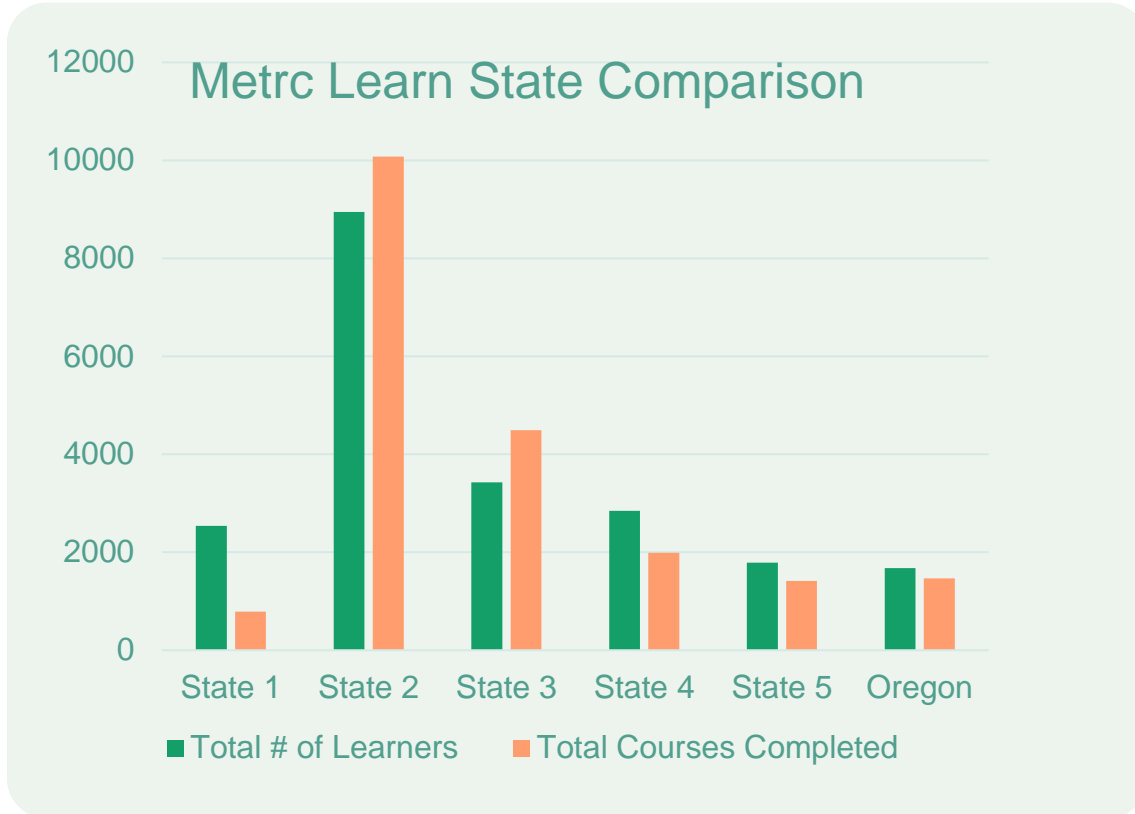


Courses Completed

- 136 New Business Training
- 37 Welcome to Metrc
- 37 Retail ID
- 36 Logging in and Updating User Profile
- 34 Navigating in Metrc and Support Resources

Metric Learn and Metric Expert among Similar states

Q3 – 2024



Data insights

Data Insights

July 1 – September 30

Total Package Adjustments – **451,289**

- 88% Negative, 11% Positive
- Reasons – Entry Error, Trade Sample, Waste, Moisture Loss/Gain
- By Facility Type–
 - Cultivation – **25,772**
 - Processing – **14,613**
 - **Dispensary – 358,829**
 - Trade Sample – 156,886
 - Entry Error – 66,562

Lab Testing Summary

- 98% Passing rate – 19,027
 - Failed Lab Tests – 304

Failed Tests by Facility Type:

- Processor – Pesticides, Solvents (Benzene and Butane)
- Producer – Arsenic

Transfer Summary

- Total – 135,802
 - Accept Rate – 98.83%
 - Returned – 3,768
- **Wholesale**
 - Infused Edibles – 4,153,160 EA
 - Buds – 916,986 OZ

Cultivation – Harvests

Total Harvested Plants: 1,882,990

Harvests: 12,842

Total Packaged: 621,625,296 g

AVG Grams Per Plant: 514 g

- **Q3 '22: 315g, '23: 433g, '24: 514**
 - **Outliers above 5,000 g/plant**
- AVG Harvest Days: 26
- **182 unfinished over 45 days**

Final Recap

One page to Takeaway

New Features:

- Group Tag Option – user selects number to package
- Autofill and Max Button
- Copy – Locations, Strains, Vehicles, and Drivers
- Add Unit of Measure to Waste Exported Reports
- Transfer Type MAX Discrepancy %
- Product Recalls

New Products:

- Retail ID – 1a4.com and Quick Start
- Grow App – the next phase is Beta testing

Support and Training:

- 18% decline in Total Cases between **Q3 '23** and **Q3 '24**
- Role-specific training
- Review of State cases and overall workflow

Group Tagging:

- Total Tags – 685,692, Total Tags Used – 414,956
- Plants Tracked:
 - Single – 389,901
 - Group – 1,222,725
- Most frequent group tags used – 100 and 10

What's ahead:

- Data Dictionary
- Universal Search
- 2025 System Enhancement Review
- Metrc Inspect updates

Thank you!