

Subject: New Features and Maintenance to Improve the User Experience in the California Cannabis Track and Trace System (CCTT-Metric)	
Bulletin Type <input checked="" type="checkbox"/> New Functionality <input type="checkbox"/> Updated Functionality <input type="checkbox"/> Existing Functionality <input type="checkbox"/> Rules & Guidance <input type="checkbox"/> Events <input checked="" type="checkbox"/> Informational	Primary Audience: All Licensees Contact: Metric® Support Distribution Date: 7/30/2020 Effective Date: 8/10/2020 Bulletin Number: CA_IB_2020_016

Over the past few months, the CCTT-Metric system has been experiencing sporadic system performance issues. We recognize that these issues in some cases have grown more frequent, causing long load times and error messages for certain users. We have determined the two primary causes are:

- 1) Increasingly frequent API calls by third-party integrators. In certain instances, misuse of the API can cause a slowdown for all users, effectively clogging CCTT-Metric with unnecessary data requests.
- 2) Large amounts of active data in licensee accounts. Active sales receipt, package, and transfer data sets are large in some states, impacting day-to-day functions as the system works through large portions of data no longer being used. In some cases, users have several years of data in their respective accounts that is no longer being used, but is part of their active data sets.

Starting July 21, Metric began a series of system updates and production releases to enhance our software and make the system faster and easier to use. See below for a summary and brief timeline of these enhancements.

System Maintenance (7/21)

Metric conducted system maintenance to prepare for rate limiting and data optimization (described below) between 6 and 9 AM. CCTT-Metric remained available during that window.

Production Release (8/10)

The upcoming production release is primarily focused on fixes. Please find a detailed description of the enhancements on the following pages.

Rate Limiting

We will also be implementing an API best practice known as rate limiting in the near future. Rate limiting caps the number of API calls a third-party integrator can make in a given amount of time to ensure all integrators are given an equal playing field and no single user or company can overwhelm the system.

Data Optimization

We will begin moving historical data – data that is finalized or finished – to separate locations to further optimize system performance. Once the optimization is complete, users will still be able to access that data in CCTT-Metrc and “un-finalize” or “un-finish” data, if necessary. To maximize the benefits of data optimization, users are encouraged to finalize or finish sales receipts and packages that are no longer active. Metrc has provided users the ability to finalize sales, and to finish both packages and harvests. If you have any questions or need help with this process, please reach out to support@metrc.com.

We will send additional communications about these enhancements and of any impacts they may have on daily operations over the coming weeks. Please see the following pages for details regarding the August 10 release.

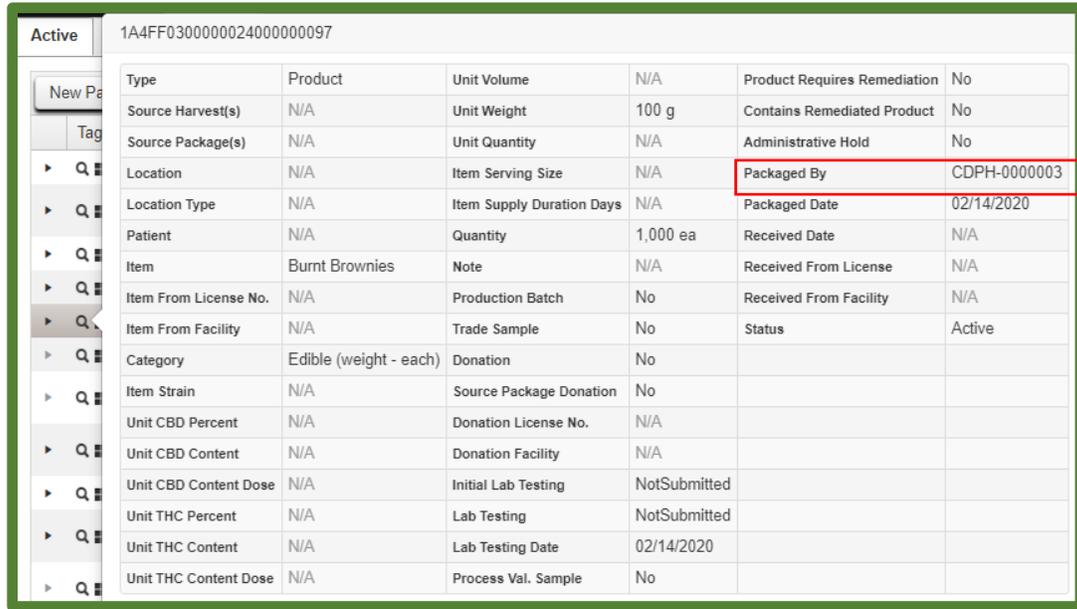
The remainder of this his bulletin provides information on the latest enhancements to CCTT-Metrc, which will be available on August 10, 2020. The enhancements are listed below.

- I. Added a new *Packaged By* field in package popovers
- II. Added a new *Item Strain* column on the *Lab Samples* grid
- III. Added a requirement that a *Finished* package must be *Unfinished* before users can record or edit sales from the package
- IV. Added the ability to enter the number of additional packages to be included in a transfer and to upload a CSV or TXT file to populate the packages in a transfer
- V. Added a CSV upload for Plant Additives
- VI. Added a CSV upload for Immature Plant Additives
- VII. Updated the CSV Formatting Guide
- VIII. Added a link to the California Industry Bulletin Archive

Detailed descriptions of each change are provided on the following pages.

I. Packaged By Field in All Package Popovers

A popover grid is displayed by hovering the mouse over the  symbol anywhere in CCTT-Metrc. A *Packaged By* field has been added to the package popover to display the license number that created the package, as shown in **Figure 1** below.

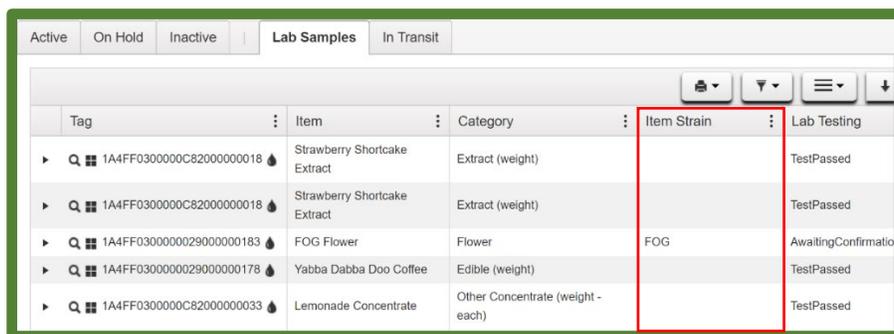


Type	Product	Unit Volume	N/A	Product Requires Remediation	No
Source Harvest(s)	N/A	Unit Weight	100 g	Contains Remediated Product	No
Source Package(s)	N/A	Unit Quantity	N/A	Administrative Hold	No
Location	N/A	Item Serving Size	N/A	Packaged By	CDPH-0000003
Location Type	N/A	Item Supply Duration Days	N/A	Packaged Date	02/14/2020
Patient	N/A	Quantity	1,000 ea	Received Date	N/A
Item	Burnt Brownies	Note	N/A	Received From License	N/A
Item From License No.	N/A	Production Batch	No	Received From Facility	N/A
Item From Facility	N/A	Trade Sample	No	Status	Active
Category	Edible (weight - each)	Donation	No		
Item Strain	N/A	Source Package Donation	No		
Unit CBD Percent	N/A	Donation License No.	N/A		
Unit CBD Content	N/A	Donation Facility	N/A		
Unit CBD Content Dose	N/A	Initial Lab Testing	NotSubmitted		
Unit THC Percent	N/A	Lab Testing	NotSubmitted		
Unit THC Content	N/A	Lab Testing Date	02/14/2020		
Unit THC Content Dose	N/A	Process Val. Sample	No		

Figure 1: Package Popover Menu

II. Lab Samples Item Strain Field

Testing Laboratory users with the *View Packages* permission have access to a *Lab Samples* tab on the *Packages* page. Newly added to the *Lab Samples* grid is the *Item Strain* field, which will populate with the strain of the item, if applicable, as shown in **Figure 2** below.



Tag	Item	Category	Item Strain	Lab Testing
1A4FF0300000C82000000018	Strawberry Shortcake Extract	Extract (weight)		TestPassed
1A4FF0300000C82000000018	Strawberry Shortcake Extract	Extract (weight)		TestPassed
1A4FF03000000290000000183	FOG Flower	Flower	FOG	AwaitingConfirmation
1A4FF03000000290000000178	Yabba Dabba Doo Coffee	Edible (weight)		TestPassed
1A4FF0300000C820000000033	Lemonade Concentrate	Other Concentrate (weight - each)		TestPassed

Figure 2: Lab Samples Grid - Item Strain Field

III. Recording and Editing Sales on Finished Packages

With this new update, Retailers and Microbusinesses licensed to perform retail activities will no longer be able to record or edit sales receipts on a finished package. Attempting to do so will result in an error message, as shown in **Figure 3** below. The finished package must be unfinished prior to editing or recording a sale from it.



Figure 3: Finished Package Sale Error

Unfinishing Packages

To unfinish a package, navigate to the *Inactive* tab on the *Packages* page and select the package requiring a sales action. Once selected, use the *Unfinish* button as shown in **Figure 4** below and confirm the package you are unfinishing.

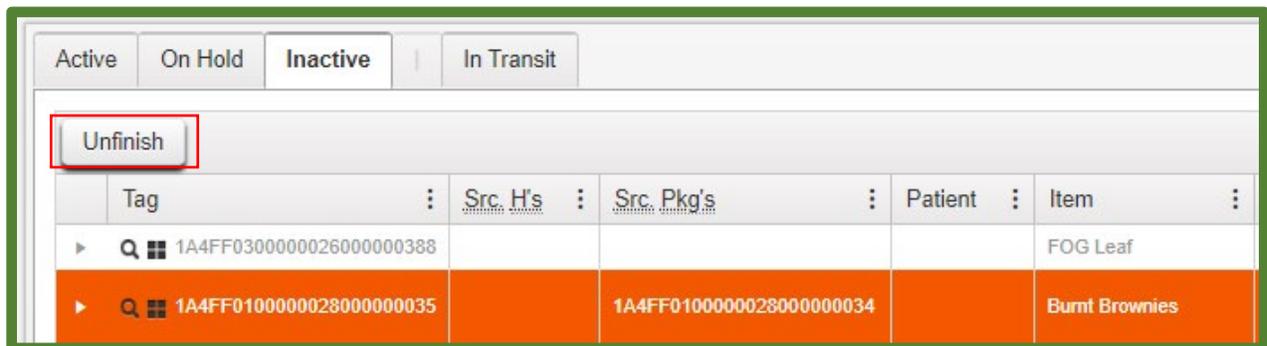


Figure 4: Unfinish Package

Once the package is unfinished, any required sales actions can be taken. *Please note that if the sales action performed results in a non-zero amount, the package will not be able to be finished.*

IV. New Features: Adding Multiple Packages to a Transfer

Two new features are available when creating and editing licensed transfers that enhance the ability to add multiple packages to a transfer.

The first feature allows entry of additional packages in the transfer by entering the number of packages to be added and clicking the  button once rather than having to click the  button for each package to be added. Please note that the total number of packages in a transfer is limited to 200. The functionality is illustrated in **Figure 5** below.

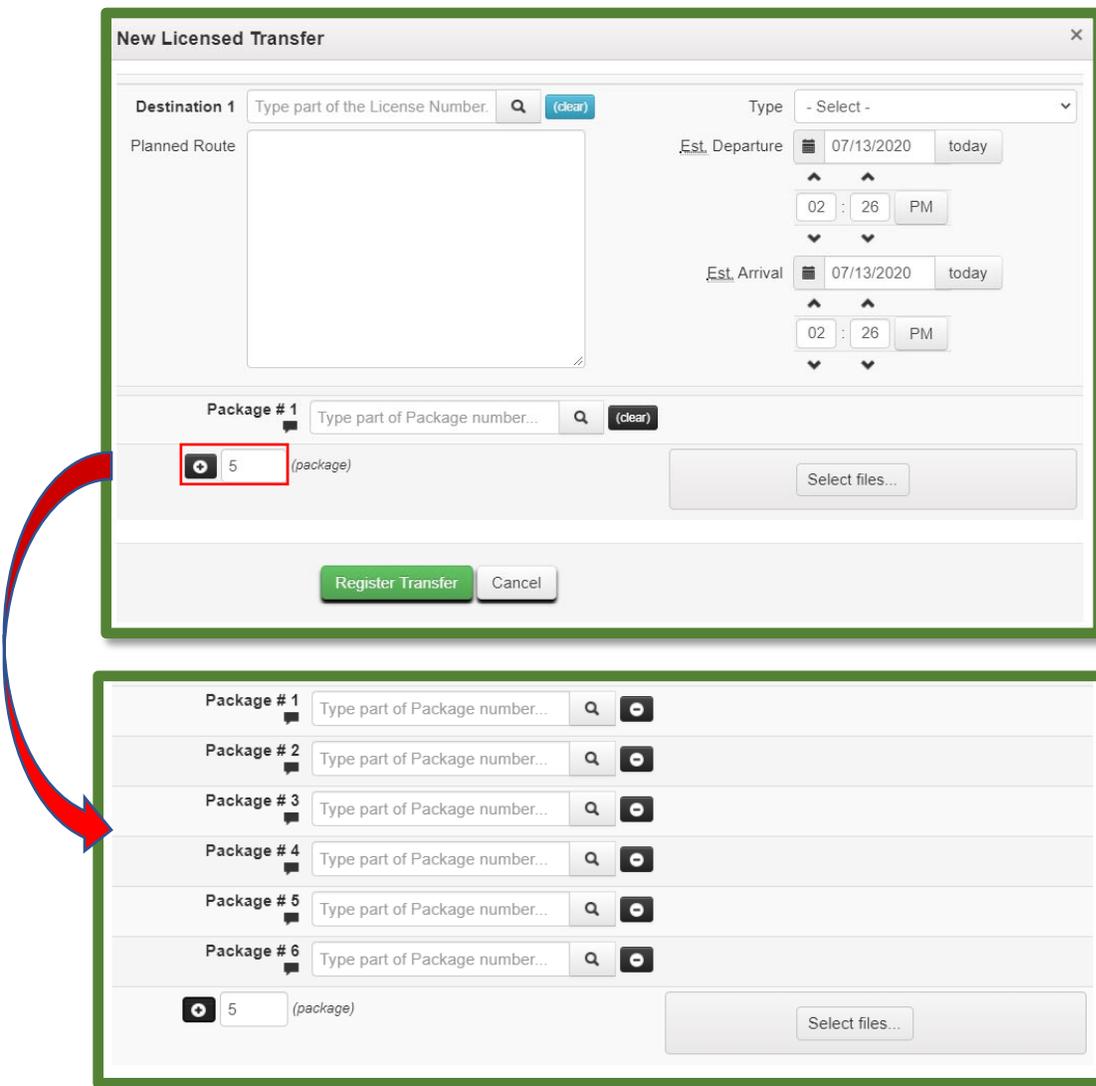


Figure 5: Adding Multiple Packages to a Transfer

The second feature allows a CSV or TXT file containing a list of up to 200 packages to be uploaded to populate the packages into the transfer. The CSV or TXT file should contain a single column of packages tag UIDs and be saved on a local drive. **Figure 6** below is an example of a CSV file opened in Excel.

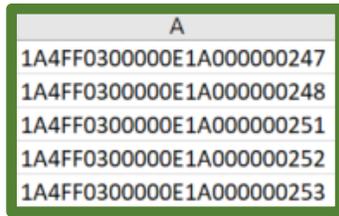


Figure 6: CSV File in Excel

Click the *Select Files* button to select the CSV or TXT file from the saved location. Once selected, the package information will be populated into the transfer as shown in **Figure 7** below.

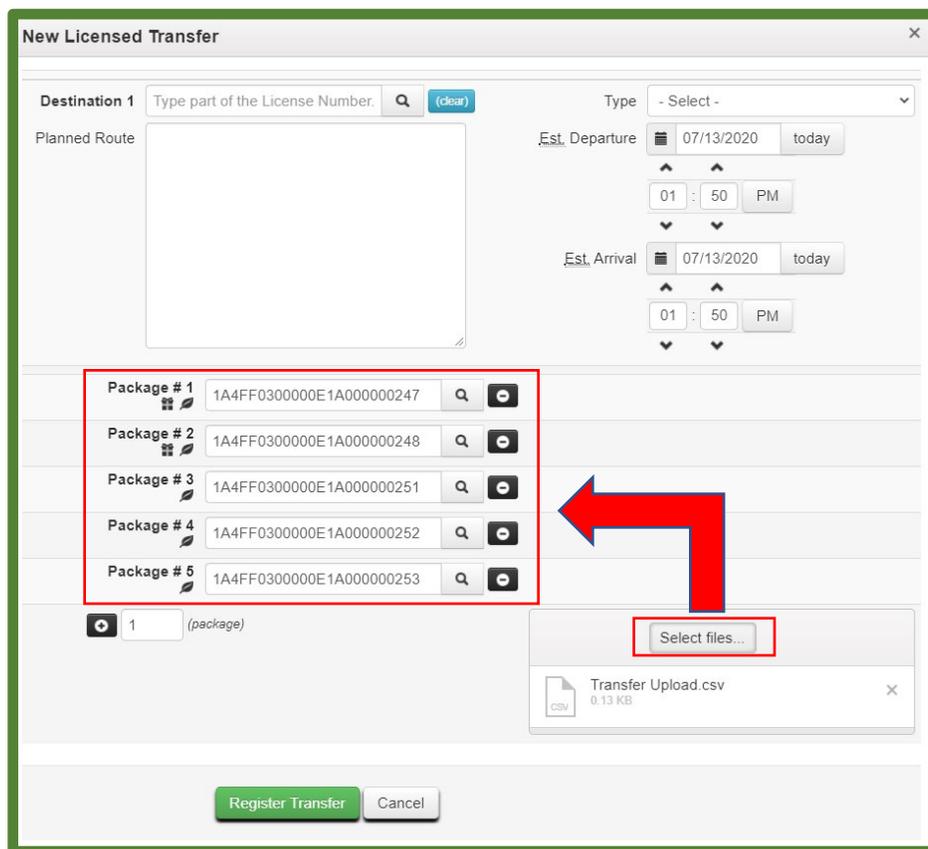


Figure 7: Successfully Uploaded Package CSV

V. New Feature: CSV Upload for Plant Additives

Users now have the ability to upload a CSV file to record Plant Additives in CCTT-Metrc. To begin, navigate to the *Data Import* page by using the button on the top navigation bar shown in **Figure 8**.

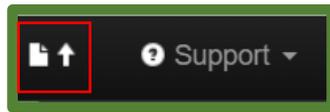


Figure 8: Data Import Navigation Button

Once on the *Data Import* page, select the *Plant Additives* tab and select the CSV file to be uploaded as seen in **Figure 9**.

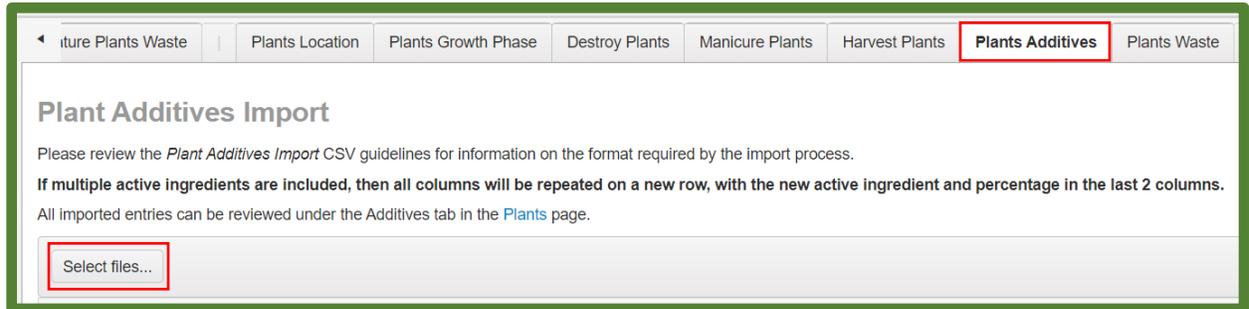


Figure 9: Select Files under Plant Additives Tab

*Please note: Use the format and examples (shown in **Figure 10**) as guidance for preparing the CSV file to ensure there are no issues with the upload.*



Figure 10: Plant Additives CSV Columns and Example

Once the file is selected, it will appear with the *Upload* option, as shown in **Figure 11**. Select the *Upload* option to complete the upload into CCTT-Metrc.

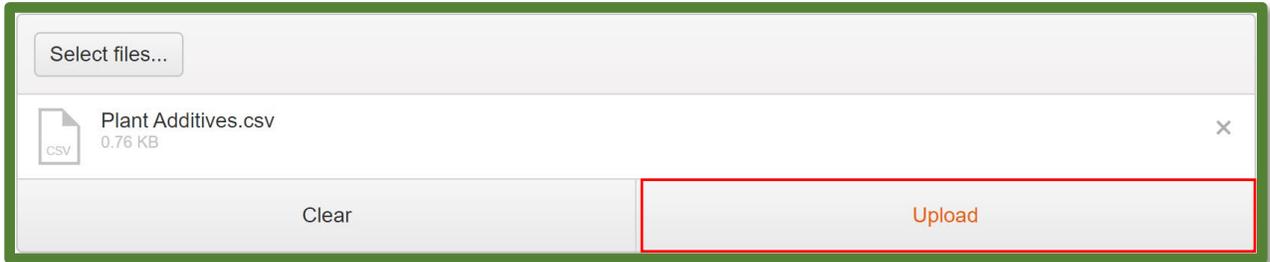


Figure 11: Complete Plant Additives CSV Upload

Verify that the CSV was uploaded successfully by checking the status of the import in the grid, as shown in **Figure 12** below.

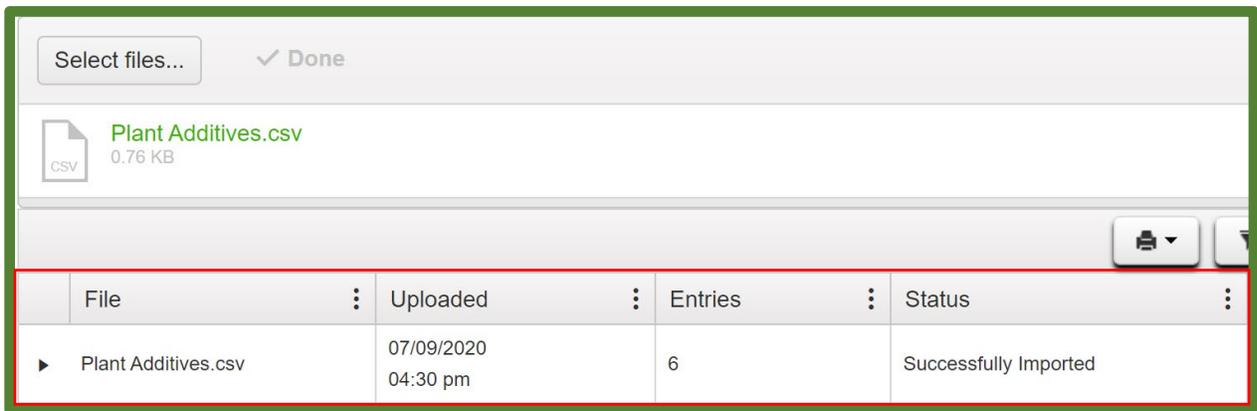


Figure 12: Verify Plant Additives Upload

VI. New Feature: CSV Upload for Immature Plant Additives

There is now the ability to upload a CSV file to record Immature Plant Additives in CCTT-Metric. To begin, navigate to the *Data Import* page by using the button on the top navigation bar shown in **Figure 8** above.

Once on the *Data Import* page, select the *Immature Plant Additives* tab and select the CSV file to be uploaded as shown in **Figure 13**.

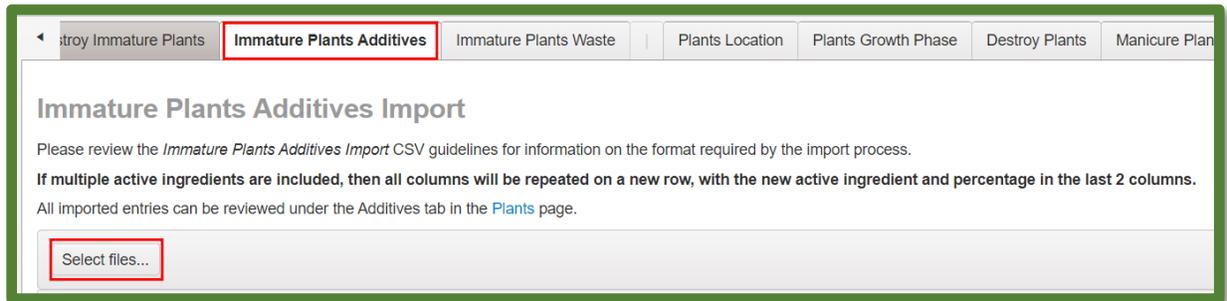


Figure 13: Select Files under Immature Plant Additives Tab

*Please note: Use the format and examples (shown in **Figure 14**) as guidance for preparing the CSV file to ensure there are no issues with the upload.*



Figure 14: Immature Plant Additives CSV Columns and Example

Once the file is selected it will appear with the *Upload* option, as shown in **Figure 15**. Select the *Upload* option to complete the upload into CCTT-Metrc.

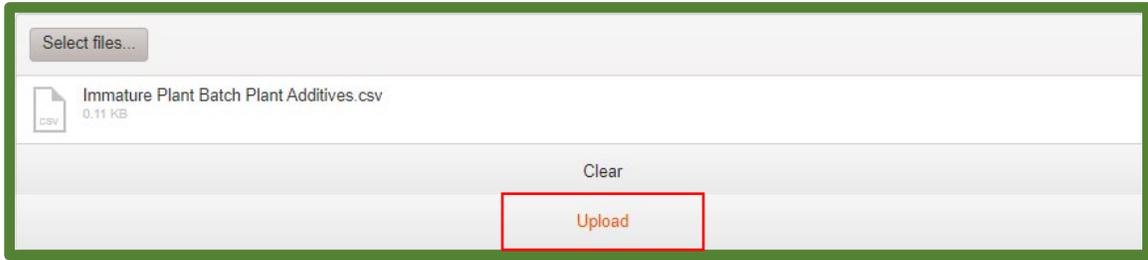


Figure 15: Complete Immature Plant Additives Upload

Verify that the CSV was uploaded successfully by checking the status in the import in the grid, as shown in **Figure 16** below.

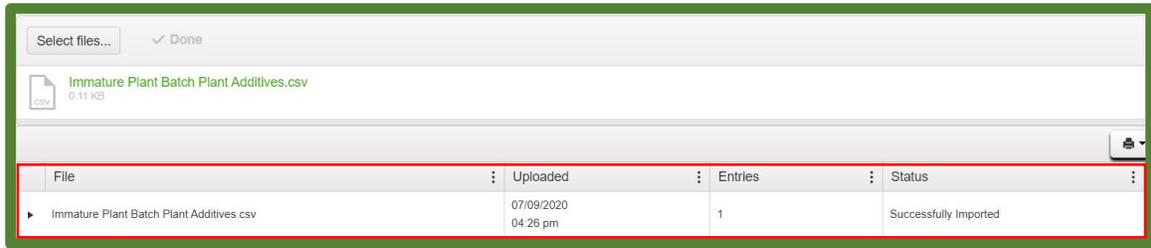


Figure 16: Verify Immature Plant Additives Upload

VII. Updated CSV Formatting Guide

Metrc Support has updated the *CSV Formatting Guide*, which can be found under the *Support* menu on the top navigation bar when logged into Metrc, as shown in **Figure 17**.



Figure 17: CSV Formatting Guide

VIII. Link to the Industry Bulletin Archive

A link to the *Industry Bulletin Archive* has been added to the *Support* menu on the top navigation bar when logged into Metrc, as shown in **Figure 18**.



Figure 18: Industry Bulletin Archive

Please feel free to contact Support at support@metrc.com or 877-566-6506 with any questions.