

# GETTING STARTED IN TRACK-AND-TRACE

## MANUFACTURED CANNABIS SAFETY BRANCH



California state law requires provisional and annual cannabis licensees to be credentialed into and use the California Cannabis Track-and-Trace (CCTT-Metrc) system. Licensees are responsible for tracking the movement and disposition of all cannabis in their possession, from the moment it enters their facility to the moment it leaves.

The licensee's Designated Account Manager must complete training, request credentials to gain access and ensure that all information entered into CCTT-Metrc is accurate and timely. The Designated Account Manager, by default, is the owner who submitted the license application on behalf of the business.

Complete the following steps to get started:

### STEP 1 — COMPLETE ACCOUNT MANAGER SYSTEM TRAINING

CCTT-Metrc Account Manager System Training is an online training that provides an overview of the system and its key functions. The Designated Account Manager must register for and complete this training before receiving login credentials.

To register for training, you will need your application number, which begins with "APL-." It is given to you when you submit your online license application, is listed on your application payment receipt and can be retrieved from your Manufactured Cannabis Licensing System (MCLS) online account. Follow these steps to find your application number in your MCLS account:

#### IF YOU HAVE AN ANNUAL/PROVISIONAL LICENSE:

1. Log into your MCLS account
2. Select the business
3. Select "View Licenses" under the premises tile
4. Click on "Active License(s)" to expand the view
5. Click on the "License Number"
6. The APL number is located in the "License Details" tab under "Application ID"

#### IF YOU HAVE NOT BEEN ISSUED A LICENSE:

1. Log into your MCLS account
2. Select the business
3. Click "View Licenses" under Associated Premises Location
4. Click "Pending Licenses"
5. The APL number is located in the first column under "License Number"

With your application number handy, visit [www.metrc.com/California](http://www.metrc.com/California) and click on the button that says "**Schedule Training Now.**" Enter your application number and follow the prompts to register. You will receive a link via email to join the online webinar. If you do not receive the link, please email [support@metrc.com](mailto:support@metrc.com).

Complete the training when your scheduled date and time arrives.

### STEP 2 — REQUEST CREDENTIALING

Once the annual or provisional license is issued, the Designated Account Manager must request access to CCTT-Metrc. Send an email to [support@metrc.com](mailto:support@metrc.com) **from the same e-mail address that was used to create your MCLS account** to confirm request login credentials. The email must include the following information: business name, full name of the Designated Account Manager, and the annual/provisional license number.

The Designated Account Manager will receive a welcome email, which will provide instructions for initial login and account setup. **This account setup must be completed within 24 hours of receiving the email.** After receiving credentials, the Designated Account Manager can add additional users and set employee access permissions for the business.

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### STEP 3 — ORDER PACKAGE TAGS

**Package tags must be ordered within 5 days of the Designated Account Manager receiving credentials.** Instructions for how to order tags may be found in the Industry User's California Supplemental Guide, located under the Support dropdown menu visible in CCTT-Metrc. **Tags arrive within 7 to 10 days of ordering** at no charge to the licensee.

### STEP 4 — ACTIVATE PACKAGE TAGS

**Once the Package Tags arrive in the mail, you have 3 days to mark the tags as "received" in your account.** This activates the tags, and the UID numbers associated with the package tags will automatically populate into the CCTT-Metrc account. The tags are then ready to be associated with the cannabis inventory on the manufacturing premises.

### STEP 5 — TAG ALL CANNABIS INVENTORY ON THE PREMISES

**After activating the Package Tags in CCTT-Metrc, you have 30 days to enter and tag all cannabis inventory on the premises.** If the facility is not yet operational and there is no cannabis inventory onsite, tagging should be completed when cannabis enters the premises.

**NOTE:** *Package Tags should not be placed on individual items ready for sale. Package Tags track disposition of product and production batches as they move through the manufacturing process and premises. Once a product is packaged and labeled for individual sale to the consumer, the UID number from the Package Tag associated with the packaged and labeled product must be printed directly onto the informational panel of the label.*

#### WHERE TO FIND HELP

##### **CCTT-METRC SYSTEM USER GUIDES:**

Access the Industry User's Guide, California Supplemental Guide and Guide to External Transfers through the "Support" menu in your CCTT-Metrc user account.

##### **FOR SYSTEM TECHNICAL ISSUES, ACCOUNT SUPPORT AND USER HELP:**

Call the Metrc Support Desk at 877-566-6506 or email [support@metrc.com](mailto:support@metrc.com).

##### **FOR QUESTIONS ABOUT CDPH REGULATORY REQUIREMENTS:**

Email [MCSB.CCTT@cdph.ca.gov](mailto:MCSB.CCTT@cdph.ca.gov) or visit [www.cdph.ca.gov/mcsb/trackandtrace](http://www.cdph.ca.gov/mcsb/trackandtrace) for guidance documents and answers to frequently asked questions.