

Metric “Sales Finalization” Performance Impact

Throughout much of February and the first part of March, the California Metric API experienced consistent outages. The bulk occurred, from February 16, 2021 - March 5, 2021, for 17 days in a row. This caused all Validated Integrators, such as BLAZE, serious Metric sync problems with sales, packages, and more. This API is how BLAZE, and all Validated Integrators, communicate with Metric.

What did Metric Do?

In the recent Metric API Bulletins ([Bulletin 89](#) and [Bulletin 90](#)), Metric attributes outages to a few endpoints (such as the sales receipt endpoint) that they were “deprecating”, or preparing to remove from the API functionality. This migration was presented as an option to integrators, so most integrators chose not to undergo the development effort to migrate.

The result was their platform could not handle the volume that California sustains and the API crashed multiple times over a multi-week period.

Metric noticed the outage on February 17th and began attempts to resolve the issue by:

- Upgrading their servers, stating a potential cause of the outage was the “volume and pace” of API calls in the state of California. This upgrade was purely to throw more physical resources at the servers and not address the root architectural cause.
- Metric [enabled further rate limiting](#) on Validated Integrators on March 5th. These limits restrict the number of requests each Validated Integrator & Licensee can make per second.
- Providing Validated Integrators five business days to develop, test, and release updates to their platform so Metric could “obsolete” (remove) previously deprecated endpoints. [Bulletin 90](#)

What can you do to help your performance?

While not a requirement, the Metric system faces severe issues affecting both Web Interface & API performance when Sales Receipts are not manually “finalized” within

the Metrc Web Interface. We believe this finalization results in a type of archiving which removes them from the active data set.

Metrc has provided feedback to some of our customers that they should manually Finalize their Sales Receipts on a regular basis to improve performance.

The Sales Receipt endpoint is what BLAZE (and other software providers) connect to in order to post a sale and retrieve back the transaction ID. This has been one of the most poorly performing endpoints. A well running endpoint should respond in milliseconds, this one sometimes takes minutes for Metrc to respond. We believe this is due to their architecture not scaling properly with large volumes of transactions.

By Finalizing your Sales Receipts, the transactions will be moved from the active data set and allow Metrc to respond faster. This is a manual process that can ONLY be completed utilizing the Metrc Web Interface.

Note: Once you finalize a transaction it cannot be a part of a refund process without first being unfinalized. Please consider your refund window for sales when determining how long to wait before finalizing a transaction.

Below is an excerpt of page 149 from the [California Supplemental Industry User's Guide](#) published by Metrc.

3

Finalize Button



To improve response time when looking up receipts on the *Edit Receipts* page, mark receipts as *finalized* by highlighting a receipt or multiple receipts and then selecting the *Finalize* button. A *finalized* receipt moves to the *Inactive* tab of the *Sales Receipt* page and cannot be selected for editing.

4

Unfinalize Button



Use the *Unfinalize* button on the *Inactive* tab if it becomes necessary to edit a receipt that was previously indicated as *finalized*. Highlight the receipt(s) to be marked as *unfinalized* and select the *Unfinalize* button. An *unfinalized* receipt moves to the *Active* tab of the *Sales Receipts* page where it can be selected for editing.

What you can do to help?

We suggest contacting the BCC, CDFa, and CDA directly (for each of your licenses). Here's what to do:

[Fill out this BCC "Notification and Request Form" with the following:](#)

- License name, number and expiration date.
- Under Section B. REQUIRED NOTIFICATIONS, check the box next to “Connectivity to Track and Trace is Lost - 5050(b)”
- Add a message with more info on Page 2. Feel free to use the below messaging:
 - Over the past month, Metrc’s API has been experiencing performance and stability issues. The track and trace system’s API is fundamentally broken, in violation of California Business and Professions Code SEC. 51. Section 26068 which requires a functional API for licensees to report commercial cannabis activity.

Our industry’s ability to generate tax revenues is heavily hindered when Metrc’s track-and-trace system mandated for licensees does not work as required by law.

In addition, Metrc does not allow for Sales to be Finalized using the API functionality, nor do they offer any sort of automation for Sales to be Finalized easily and efficiently.

It would greatly benefit the industry as a whole to allow Validated Integrators to be able to access the Finalize endpoint in the Metrc API. It is estimated that Finalizing the sales can only be done at a rate of 10,000 Sales per hour, due to the limitations and performance issues with Metrc’s Web Interface that limits bulk finalizations to approx 150 at a time. Validated Integrators would be able to exponentially increase the efficiency of these non-required operations, which could also help alleviate other performance issues with Metrc currently endured by the industry.

Email the form to the BCC (copy the CDA, CDFa, and Metrc):

BCCTrackandTrace@dca.ca.gov

BCC@dca.ca.gov

calcannabis@cdfa.ca.gov

api-info@metrc.com