



October 29, 2024

New Cannabis Service Center - Licensing Reminders

NEW CANNABIS SERVICE CENTER COMING SOON

Beginning in mid-November, the Division of Cannabis Control will be launching a new service center to provide a centralized resource for all DCC licensees, cannabis patients and consumers, the public, and other stakeholders with questions, concerns, or requests for assistance. This will be known as the Cannabis Service Center (CSC).

Once the Cannabis Service Center goes live in November, **all licensees and their representatives will be required to open a case with the CSC** when they have a question, concern, or otherwise need support.

The CSC will use ServiceNow as the customer service management platform. Initially, cases can be opened by calling the CSC (1-833-464-6627) or by emailing DCCLicensing@com.ohio.gov or DCCCompliance@com.ohio.gov. Once a case is created, it will be assigned to the right team and individual for assistance and timely resolution.

While the use of ServiceNow will initially be focused on core case management functionality, additional features and capabilities, such as a licensee portal, will be added to the system over time in releases planned in following months. The Division will keep you informed of these updates.

eLicense – Updating Contacts

An eLicense Account Administrator must regularly review and verify that the contacts listed in the DCC eLicense Portal for each facility license have the correct information and are active. Account Administrators are the only portal users that have the rights to update contact information and grant eLicense Portal access to other badged employees.

If there are inactive contacts that you cannot remove, please send a list of these names and the associated facility license number to DCCLicensing@com.ohio.gov.

If you do not have an eLicense Account Administrator, please complete the [eLicense Portal Account Administrator Designation Form](#) and return it to DCCLicensing@com.ohio.gov. Each facility may have up to three Account Administrators.

Please review the [eLicense Portal User Manual](#) beginning on page 29 for directions on updating contacts. If you have any questions or issues with updating contact information, please contact DCCLicensing@com.ohio.gov.

Deactivating Employee Badges – Employee Separation

Licensees are required to deactivate an individual's employee badge upon separation or termination. Once an employee badge is deactivated within the eLicense Portal, any access that employee had to Metrc, PMP, or eLicense will be deactivated.

If the licensee does not immediately deactivate an employee badge and the employee's access to state systems or other systems or equipment utilized by the licensee, the licensee is exposed to risks which could lead to other compliance violations. Therefore, all licensees should have a procedure in place for appropriately deactivating employee badges, and removing system and equipment access, both in situations of voluntary and involuntary employee separation.

The licensee must also ensure the employee returns their badge to the licensee and it is destroyed upon separation. Badges should **not** be returned to the Division.

Please review the [eLicense Portal User Manual](#) beginning on page 25 for directions on deactivating an employee badge. If you have any questions or concerns about deactivating an employee badge, please contact DCCLicensing@com.ohio.gov.

Employee Provisional Badge Expiration

Employee provisional badges expire 90 days after being issued. Licensees are responsible for tracking the expiration date of each employee provisional badge. If a certificate badge is not approved prior to the expiration of the provisional badge, and the provisional badge expires, **the employee is no longer badged in compliance with Division rules and is prohibited from working in the facility.**

In order to request a provisional badge expiration be extended, a written request must be submitted to the Division (DCCLicensing@com.ohio.gov) with an explanation for the extension evidencing that the licensee would suffer immediate irreparable harm should the extension be denied.

As part of the badging process, licensees must submit additional documentation when an application is in “Remediation” status; instructions on submitting remediated material and the due date for submitting the remediation are provided within the email notification “Notice of Remediation.” If remediations are not received prior to the due date, the provisional employee badge application will be abandoned and the provisional employee badge terminated.

Licensees with employees working without a valid badge are subject to enforcement action.