



Washington State Liquor and Cannabis Board

Communication Objective

1. Clarify where you/licensees should go for answers to your questions;
2. Establish a schedule and mechanism for updates from LCB or MJ Freeway regarding the system; and
3. Input on additional communication channels that you and your members would like to see instituted.

Where to Go with Questions/Comments

Third-Party Commercial Software Support

- General integrator questions
- Defect and issue reports from integrators
- Integrator requested change requests
- Integration certification requests
 - Contact: Leaf API Support at APISupport@leafdatasystems.com or 888-420-5813

Leaf End User (licensees, labs, transporters) Technical Support

- Reporting system errors and outages
- System workflow stoppages
- Status on reported issues
- Technical workarounds within Leaf Data Systems to enter or extract data
- Trouble accessing Leaf Data Systems
 - Contact: Leaf Data Systems: Wasupport@leafdatasystems.com or 888-420-5813.

Traceability Compliance

- Traceability compliance issues (non-enforcement specific), questions and clarifications
- Quality Assurance-related questions
- Packaging and labeling questions
- Extractor engineer certification
- System use in compliance with traceability rules and laws
 - Contact: Mjexaminer@lcb.wa.gov or 360-664-1614

Taxes

- Questions related to taxes
- Monthly sales reporting
- Tax payments
- Do I need to report sales if I don't have any
 - Contact: Marijuanataxes@lcb.wa.gov or 360-664-1789.

Policy and Rules

- Proposed rules
- Comments on rules/requirements (requests)
- Items related to policy decisions for system functions due to rules requirements
 - Contact: Rules@lcb.wa.gov or 360-664-1622

Media/Licensee Communication

- Questions regarding LCB messaging
- Questions regarding news coverage and quotes
 - Contact: Communications@lcb.wa.gov or 360-664-1774

LCB Communication Channels

- Website
- Email via Gov. Delivery
- Webinars
- Twitter
- Leaf Data Systems work-around spreadsheets
- In Person: Traceability Advisory Council, Cannabis Advisory Council, Board Meetings, ad hoc integrator meetings

LCB Communication Commitment (Schedule)

- Weekly updates on project status and next steps
- Publish workarounds in Leaf and communicate with licensees that they are vetted through LCB
- Notify licensees that Leaf Data Systems workarounds have been vetted with LCB
- Maintain dynamic website
- Webinars on hot topics

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