



Meadow

CALIFORNIA CANNABIS:

DELIVERY GUIDEBOOK

How to Launch Compliant Cannabis Delivery

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This guide is designed to help California dispensaries quickly get delivery up and running or expand current delivery operations to better serve CA customers during the COVID-19 pandemic. Meadow makes it easy to compliantly launch cannabis delivery in California. Let's go!

BASIC REQUIREMENTS

COMPLIANT VEHICLE

- Any vehicle used in the delivery of cannabis goods shall be operated by a delivery employee of the licensee.
- A vehicle used in the delivery of cannabis goods shall not have any marking or other indications on the exterior of the vehicle that may indicate that the delivery employee is carrying cannabis goods for delivery.
- Ensure adequate insurance on the vehicle.

GPS TRACKING

- A vehicle used for the delivery of cannabis goods shall be outfitted with a dedicated Global Positioning System (GPS) device for identifying the geographic location of the delivery vehicle and recording a history of all locations traveled to by the delivery employee while engaged in delivery.

QUALIFIED DRIVERS

- Every driver needs to be an employee of your dispensary.
- Each delivery employee of a licensed retailer shall be at least 21 years of age.
- Ensure the driver doesn't have any unpaid tickets and points on their record.

INVENTORY

- If the driver is delivering orders that have already been received and processed, they may have up to \$5,000 worth of cannabis products in the vehicle. If orders have not yet been placed, (e.g. driver has cannabis goods in the car and is waiting for an order to be placed) they may only have up to \$3,000 worth of cannabis products in the vehicle.

SUBMIT UPDATED OPERATING PROCEDURES TO THE BCC

- Provide the Bureau with information regarding any motor vehicle used for the delivery of cannabis goods, including the make, model, color, Vehicle Identification Number, license plate number, and Department of Motor Vehicles registration information.

***Review the full list of BCC's regulations for delivery at bcc.ca.gov**

A DELIVERY EMPLOYEE MAY DELIVER TO ANY JURISDICTION WITHIN THE STATE OF CALIFORNIA.

DRIVER PROTOCOLS

- Must carry a copy of the retailer's current license, the employee's government-issued identification, and an identification badge provided by the employer.
- Create a "Letter of Essential Business" (template on page 16) that all delivery drivers are encouraged to carry with them in case of police stop.
- While making deliveries, only travel from the retailer's licensed premises to the delivery address; from one delivery address to another delivery address; or from a delivery address back to the licensed premises.
- Drive safely on the road; pay attention to laws and people around you.
- Keep cannabis goods locked in a fully enclosed box, container, or cage that is secured on the inside of the vehicle.
- Set accurate expectations with the customer. If you are late do not speed or rush. Instead, notify the customer and consider a discount for the inconvenience.
- Don't ask customer to get into car; instead, walk up to their door.
- Confirm the identity and age of the delivery customer prior to completing the delivery.
- Carry small bills to make change in case customer only has larger bills. Encourage the customers to have exact change when possible to minimize contact with cash.
- Know and follow local regulations.
- During a delivery, the driver may not engage in any activities except for cannabis goods delivery and necessary rest, fuel, or vehicle repair stops.
- Never leave cannabis goods in an unattended motor vehicle unless the motor vehicle is locked and equipped with an active vehicle alarm system.

***Review the full list of BCC's regulations for delivery at bcc.ca.gov**

COVID-19 SAFETY & SANITATION



Protect everyone with these best practices for delivery:

- Provide latex gloves and face masks for staff.
- Avoid touching eyes, nose & mouth with unwashed hands.
- Use hand sanitizer and rub hands together for 60 seconds before handling orders to be delivered.
- Upon arrival, driver to text customer. Driver places a small plastic box or tray 6 ft in front of customer and backs away 6 ft. Customer to place payment and ID in the container, and steps back 6 ft. Driver verifies ID, confirms payment, leaves any necessary change in box. Driver places product next to box, and steps back. Customer takes product, ID and any change.
- Thank the customer and ask how they are doing; in these times of social distancing, a little kindness goes a long way. Encourage customers to wash their hands and disinfect outer packaging after returning inside their homes.
- Driver to wipe down box with disinfectant wipes. Driver to use hand sanitizer and rub hands together for 60 seconds before touching other items in vehicle.
- Use disinfectant wipes to clean the steering wheel, door handle and other high-touch surfaces frequently during delivery shifts.

WEARING GLOVES AND WASHING HANDS

MASTER THE BASICS TO ENSURE TRUE SAFETY & SANITATION

Washing Hands

Did you know proper hand washing is a 12-step process? Get all the nooks and crannies with this technique from the World Health Organization.

- 1** Wet hands with water
- 2** apply enough soap to cover all hand surfaces.
- 3** Rub hands palm to palm
- 4** right palm over left dorsum with interlaced fingers and vice versa
- 5** palm to palm with fingers interlaced
- 6** backs of fingers to opposing palms with fingers interlocked
- 7** rotational rubbing of left thumb clasped in right palm and vice versa
- 8** rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.
- 9** Rinse hands with water
- 10** dry thoroughly with a single use towel
- 11** use towel to turn off faucet
- 12** ...and your hands are safe.

SOURCE: W.H.O.

- 1** Pinch and hold the **outside** of the glove near the wrist area.
- 2** Peel downwards, away from the wrist, turning the glove inside-out.
- 3** Pull the glove away until it is removed from the hand, holding the inside-out glove with the gloved hand.
- 4** With your un-gloved hand, slide your finger/s under the wrist of the remaining glove. **Do not touch** the outer surface of the glove.
- 5** Peel downwards, away from the wrist, turning the glove inside-out.
- 6** Continue to pull the glove down and over the inside-out glove being held in your gloved hand.

Wearing & Removing Disposable Gloves

Make sure you are wearing the proper sized gloves for your hands. To remove, use the following technique to ensure no cross-contamination.

SOURCE: GLOBUS GROUP

CONSIDER REQUESTING CONTACTLESS DELIVERY



Write to the BCC to request special temporary permission.

Licensed retailers can request that the BCC provide relief from specific licensing requirements during the coronavirus pandemic under Disaster Relief Section 5038 to allow temporary "contactless delivery," to help the community follow social distancing by lessening compliance requirements around interactions with customer signature and ID.

BCC EMAIL TEMPLATE: bcc@dca.ca.gov

"Given the current emergency situation with COVID-19, at (**LICENSE #**) we'd like to request that the BCC provide relief from specific licensing requirements for the duration of the coronavirus pandemic under Section 5038 to allow temporary "contactless delivery." For verification purposes, customers would still show their ID, but without physically handing it to the delivery driver. We further request temporary relief from any required customer signatures."

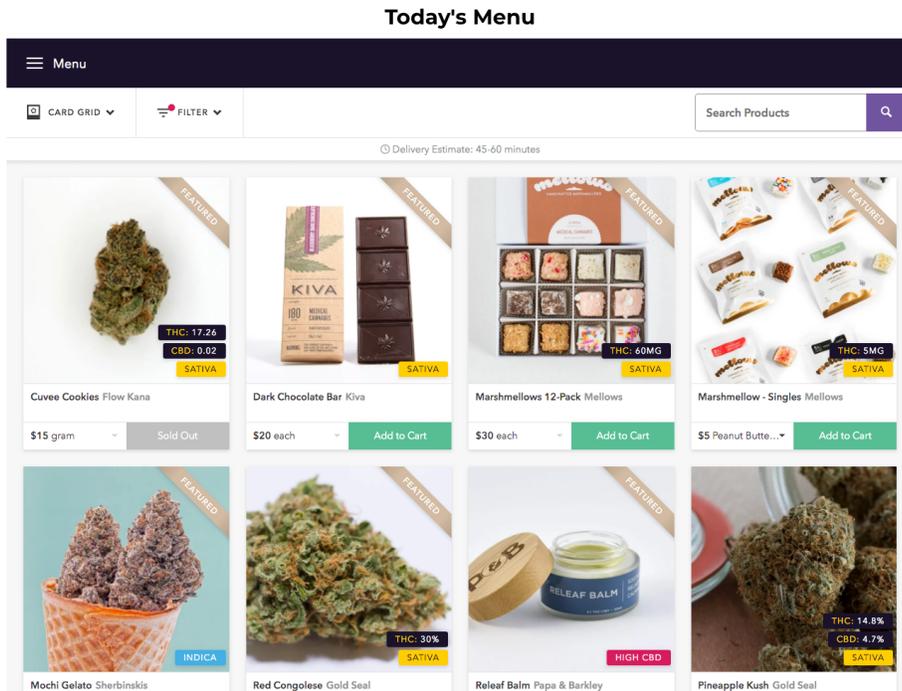
SETTING UP MEADOW DELIVERY

Step 1: Create an Onfleet account

Visit onfleet.com to get started. Once you have created your Onfleet account, send your account email and password to Meadow (partners@getmeadow.com) so we can link Onfleet with your Meadow Delivery account to:

Step 2: Set up your online ordering channels & products

To begin, we'll give you a single line of code to add Meadow's embedded delivery menu on your website. In the meantime, build your product listings in Meadow to make sure they all have photos and descriptions to create a better online shopping experience for your customers.



Meadow's Menu Integrates With:

- Weedmaps
- Leafly
- Dutchie
- Enlighten

*Consider also accepting and advertising phone orders.

After phone orders are received, they can be directly created from Meadow Admin: <https://admin.getmeadow.com/orders/create>

SETTING UP MEADOW DELIVERY

Step 3: Set up your delivery settings

To set up online ordering for delivery, go to your Admin settings and click 'Delivery'. This page allows you to edit your delivery settings how you see fit, such as:

- Providing a delivery time estimate.
- Allowing customers to order outside your business hours.
- Entering the delivery postal codes you service.
- To finish turning on delivery, select: 'Allow online ordering (delivery)'.

Step 4: Set up delivery notifications

To be notified when new orders come in, set up text/email notifications by going to your Admin settings and clicking 'Notifications'.

Step 5: Verify your delivery inventory location

Make sure you are pulling products from the correct inventory location when an order comes in by going to your Admin settings and clicking 'Inventory'. You have now successfully set up delivery through online ordering! Any new orders will appear on the 'New' tab of the orders page.

Delivery
General
Minimums

Delivery Estimate

Enable delivery estimate

45-60 minutes

15 30 45 60 90 120 180+

Embedded Menu

Allow online ordering (delivery) ?

Yes ▾

Allow orders when you're closed ?

No ▾

Allow orders outside postal codes ?

No ▾

Postal Codes

ex: 94103 Add

Update Delivery Settings

SETTING UP ORDERS, FEES & DRIVERS

MEADOW DELIVERY MAKES IT EASY TO:

- Set the estimated delivery time so that customers know how long they might wait on average.
- Set which ZIP codes your delivery service covers.
- Set minimum order values by zipcode.
- Adjust tax rate per ZIP code.
- Choose whether tax is included in the price.

ORDER STATUS:

Every order in Meadow will list one of 4 statuses:

- New - Order has just come in and needs to be packed. The inventory is removed from your system as soon as an order has been placed. The order can be marked as "Packed" in either the Packing Tool or Meadow Admin.
- Packed - Order is ready to go out for delivery.
- Fulfilled - Once the order is completed in Onfleet, Meadow will automatically fulfill the order.
- Cancelled - If an order is cancelled, the inventory automatically gets returned to your system. The revenue is not included in your reporting.

DELIVERY FEES:

If your business model requires including a delivery fee, you can set a flat fee using the 'Payment Types' tab. By editing a payment type, you can add a fee and a description. This description will display to the customer at checkout.

ADDING DRIVERS IN ONFLEET:

Delivery orders will automatically create an Onfleet task that the dispatcher can assign to any driver. Adding drivers is fast and easy:

- Open the Settings in Onfleet by clicking on the gear wheel in the top right corner of the screen.
- Navigate to "Drivers."
- Click the + button.
- Enter the driver's phone number.

HOW TO VERIFY CUSTOMERS

It's important to verify medical customers and confirm adult-use customers are 21+. Meadow Admin makes it easy to check the customer's documents.

Steps for Verifying Medical Customers with Meadow Admin:

1. Customer places an order.
2. Navigate to the "Members" section of the Admin Portal.
3. Use the "Search" feature to search through your member list by first or last name to find the customer.
4. Click the purple "View" button next to the customer's name to view their license and/or recommendation.
5. The green "Verified" button shows that a medical customer has already been verified and is eligible to place an order. Otherwise, you must review their medical documents and license to verify them before delivering their order.

Member ID: e9263b
Joined: 02/13/20, 2:05 pm

Name: [REDACTED]
Phone Number: [REDACTED]
Birthday: [REDACTED]

Documents

Recommendation License **Verified** ✓

View Verifications Upload Document

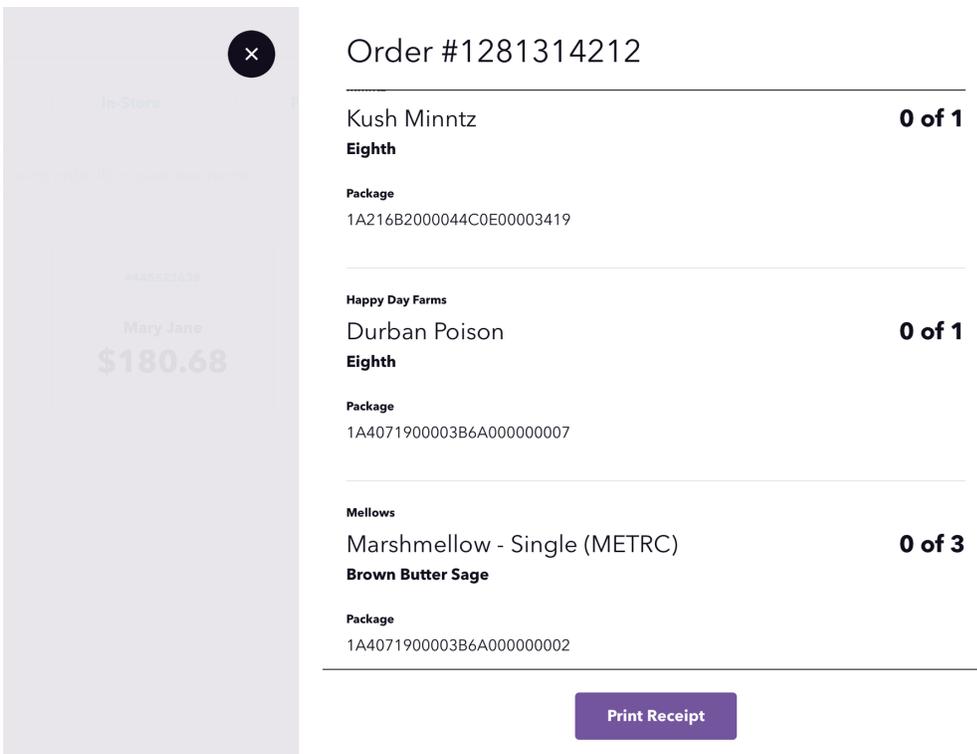
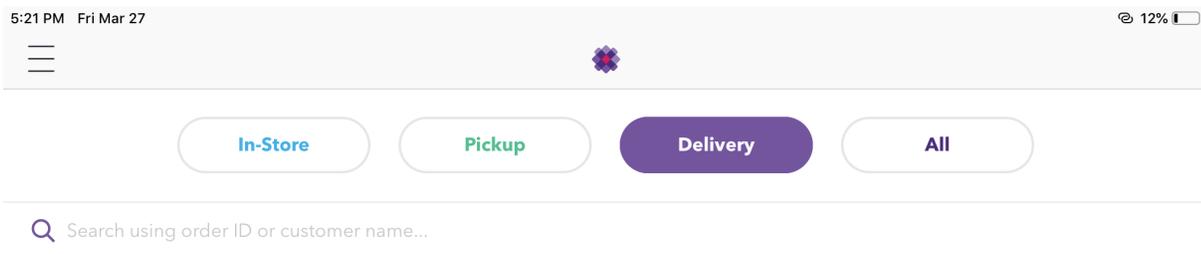
Last Checkin: 02/21/20, 5:03 pm ([View All](#))

Notes ?

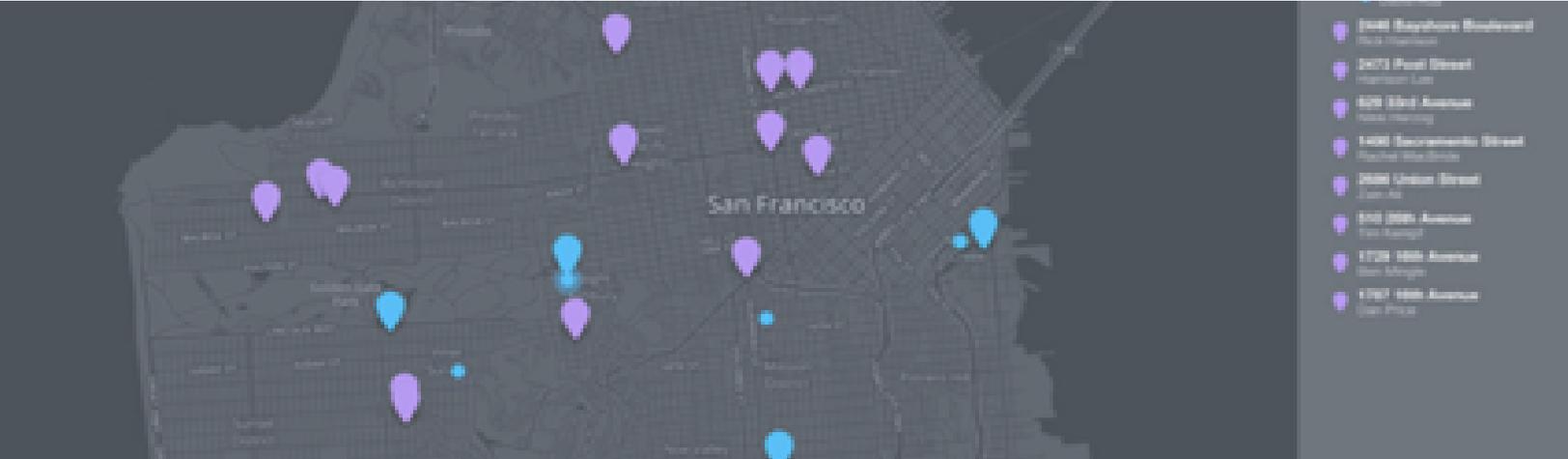
Enter notes about this patient...

USING PACKING MODE

Streamline your inventory and order packing operations: As an alternative to receiving orders through Meadow admin, the Packing Tool allows you to see and manage new orders that come in that need to be packed up for fulfillment. New orders that come in will automatically print a packing receipt if you have a printer connected to the packing iPad. You can also just pull the order up on the screen and pack it without printing anything.

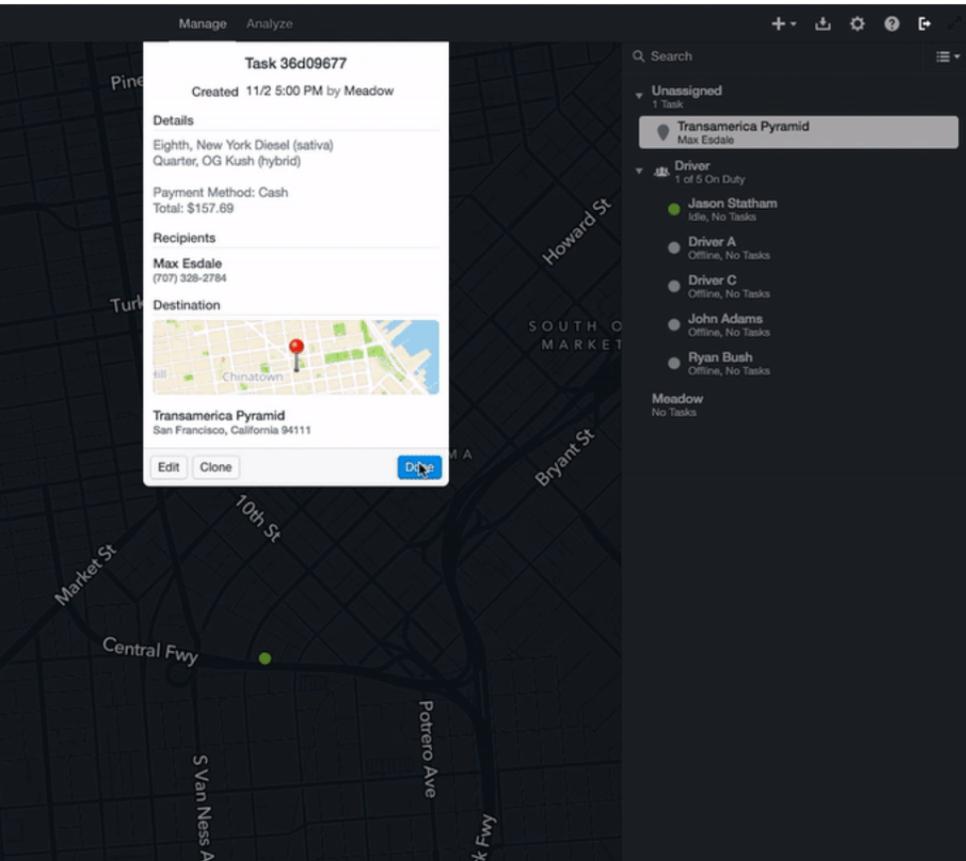


MEADOW X ONFLEET: DELIVERY LOGISTICS



Seamlessly manage online & phone orders for delivery with Meadow's integration with Onfleet:

With real time updates between driver, customer & dispatcher, Onfleet integrated with Meadow is a powerful tool that improves customer satisfaction and expedites deliveries.



With Meadow and Onfleet you can:

- Optimize routes for distance or traffic.
- Assign and schedule deliveries.
- Track driver locations and progress.

CUSTOMER COMMUNICATION

AUTOMATED SMS VIA ONFLEET:

Effective communication helps with overall customer experience by allowing them to easily track their driver and receive alerts when the delivery is close.

Once a customer places a delivery order, they will see the delivery estimate you have set in your Meadow delivery settings. Once the order is packed, the driver will be assigned the order as a task in the Onfleet app, and start the task when they are on their way. The customer will then start receiving automated texts from Onfleet with the information below:

1. Confirmation that their order was received with an ETA of the delivery.
2. A notification that the driver will arrive within 5 minutes.
3. A notification that the driver is arriving now.

CUSTOM SMS VIA MEADOW ADMIN:

Enter a message that will be sent to the patient via SMS. Any replies from the patient will automatically show up here.

Messages ?

Enter a message to send to the patient...

Send Message 0 / 1600 characters remaining

Want to send an update to the customer? Experiencing an unexpected delay? Any additional text messages can be sent to the customer via Meadow's admin panel.

CASH HANDLING & REPORTING

BEST PRACTICES FOR END OF DAY

Run a 'Single Day Orders Report' to show the total value of each driver's sales that day to see the total amount of expected cash per driver.

Delivery cash should not be added to in-store cash drawers; after the amounts are verified, put cash directly into your safe or a cash-box designated for delivery orders only for easier accounting.

| Single Day's Orders: 2020-03-27 | | | | | |
|--|-----------|----------|------------|----------|---|
| Order Status: Fulfilled Today | | | | | |
| Filter by Worker: Driver R | | | | | |
| Time | Name | Worker | Payment | Total | Type |
| [blurred] | [blurred] | Driver R | Cash | \$206.96 | DELIVERY View |
| [blurred] | [blurred] | Driver R | Cash | \$97.73 | DELIVERY View |
| [blurred] | [blurred] | Driver R | Debit Card | \$122.63 | DELIVERY View |
| [blurred] | [blurred] | Driver R | Cash | \$86.23 | DELIVERY View |
| Total Orders: 4 | | | | | |
| Payment Totals | | | | | |
| Cash: \$390.92 | | | | | |
| Debit Card: \$122.63 | | | | | |
| Total: \$513.55 | | | | | |

**STRONGER.
FASTER.
TOGETHER.**



We're Here for You.

partners@getmeadow.com

415.212.8985