



STEVE SISOLAK  
*Governor*

## CANNABIS COMPLIANCE BOARD STATE OF NEVADA

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HON. MICHAEL DOUGLAS  
*Chair*

TYLER KLIMAS  
*Executive Director*

October 19, 2020

The Nevada Cannabis Compliance Board (CCB) would like to thank the industry for its patience during our transition from the Department of Taxation. We understand this transition compounded by the COVID-19 pandemic has led to delays in the issuance of Agent Registration Cards.

It is one of the CCB's priorities to not only address these delays, but to implement more efficient operations moving forward.

Below are some highlights of recent changes made by the CCB regarding the Agent Registration Card process:

- Issued guidance for a 90-day grace period on the expiration dates for agent cards and temporary authorization letters to prevent disruption of employment.
- Refined the "Do Not Reply" emails out of Accela to avoid going into spam folders.
- Developed several new status updates in Accela to help users track their application progress, including a new status showing when an application is awaiting background and has received a temp letter.
- Made accessible the Temporary Agent Card Letter for applicants within their own Accela account once it is issued.
- Reduced the size of the application packet.
- Added clarifying verbiage on the CCB website and the Accela Cannabis Customer Portal.
- Created training for additional CCB staff to aid in processing applications and responding to applicant emails/voicemails.

These changes represent only some of the steps the CCB has taken to eliminate delays and provide for a better application process moving forward. There remains more work to be done.

We appreciate the feedback received thus far from many establishments and look forward to sharing additional enhancements and program improvements soon.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tyler Klimas".

Tyler Klimas, Executive Director  
Nevada Cannabis Compliance Board