Metrc Support Bulletin

Bulletin Number: WV_IB_0016	Distribution Date: 02/05/2024	Effective Date: 02/05/2024
Contact Point: Metrc Support	**Subject:** Billing functionality enhancements in Metrc	
Reason: Provide an update on new billing functionality in the Metrc system that will offer Administrators more visibility into account financial status as it relates to Metrc fees.		

Greetings,

Metrc values our relationship, takes pride in supporting the success of licensed business operations, and recognizes that to remain compliant with all license requirements, it is important that access to financial documentation, account status information, and easier payment options be more readily available.

Based on valuable feedback received from licensees across the markets we serve, Metrc is excited to announce the launch of new system enhancements related to account financials and billing functionality.

The following Metrc system functionality will be available to licensees in the state of West Virginia starting between the dates of 2/5/2024 and 3/1/2024:

- Financial permissions
- Real-time account status
- Invoice availability in the Invoice grid

Please read on for more information regarding this new functionality.

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Financial permissions

Historically, upon credentialing a new license in the Metrc system, the first Admin added to the account defaults as the financial point of contact. While this default setting will not change, the Admin will now have the ability to designate additional financial points of contact, or backup administrators with financial permissions, for payment purposes.

To designate one or more additional financial points of contact, navigate to the Admin drop-down in the navigational toolbar and select the Employees option to access the Employees Grid – **see Figure 1.**
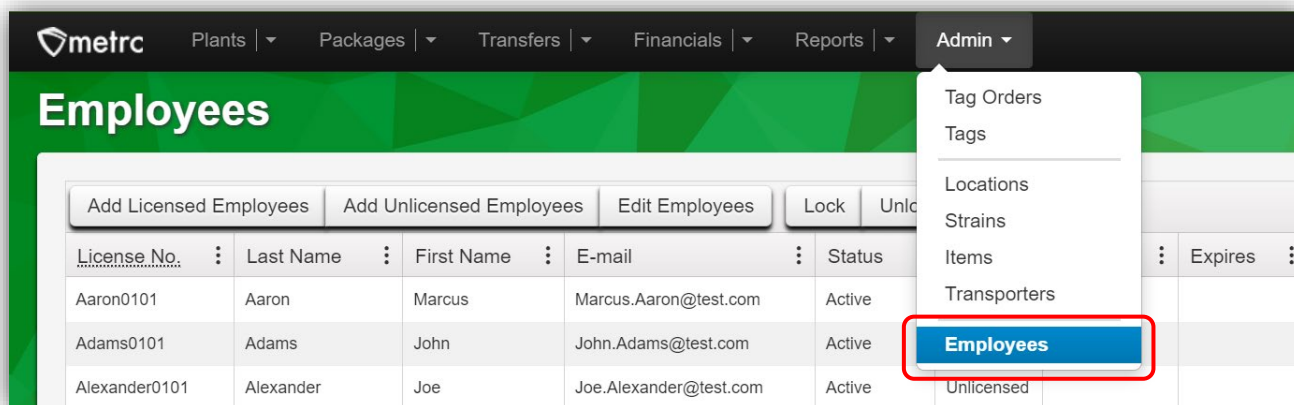
Figure 1: Employees Grid

Highlight the employee to be edited, then select the Edit Employees button – **see Figure 2.**
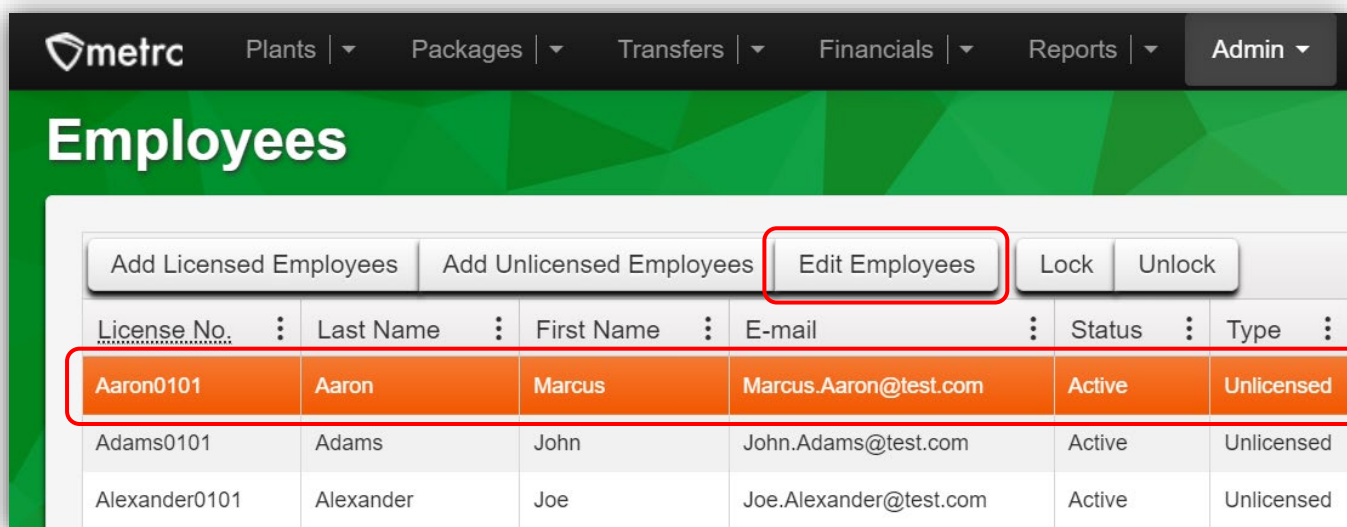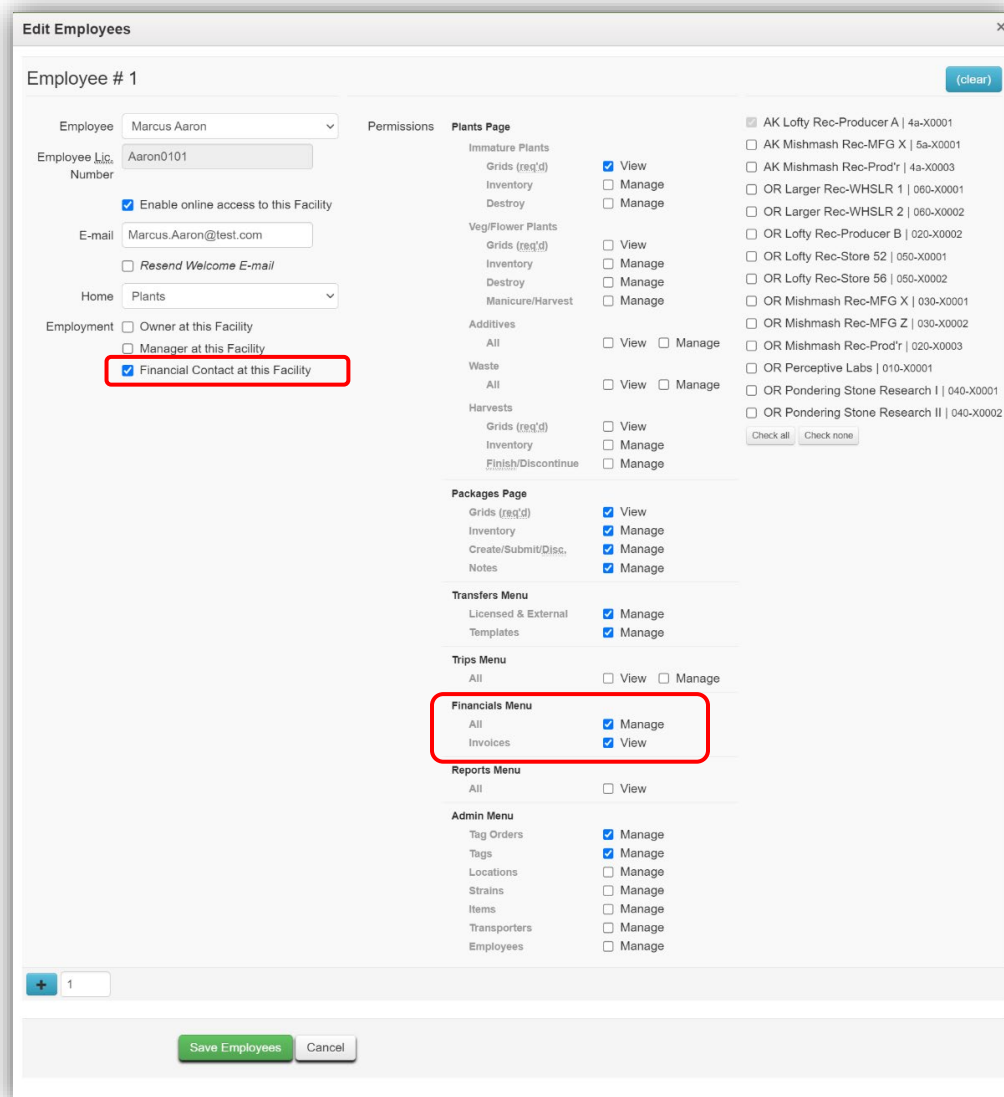

Figure 2: Edit Employees button

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In the Edit Employees action window, there are three areas that determine the level of access an employee can have to financial information – **see Figure 3.**

Financial contact at this facility: Selecting this checkbox designates the employee as a financial point of contact at the licensee's facility.

Financials Menu > All – Manage: Selecting this checkbox allows the employee to access all three areas of Financials: Credit Cards, Financial Summary, and Invoices.

Financials Menu > Invoices – View: Selecting this checkbox allows the employee to view the Invoices grid only.

Figure 3: Edit Employees action window and financial permissions

Follow the same steps above to designate permissions for each individual employee.

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Invoices grid

Once this new functionality is released, monthly invoices for standard reporting fees will be accessible in the Metrc system, including open and closed invoices, which can be viewed and/or managed by employees with appropriate financial permissions through the Invoices grid.

To access the Invoices grid, click on the Financials dropdown in the navigational toolbar and select the Invoices option – **see Figure 4.**
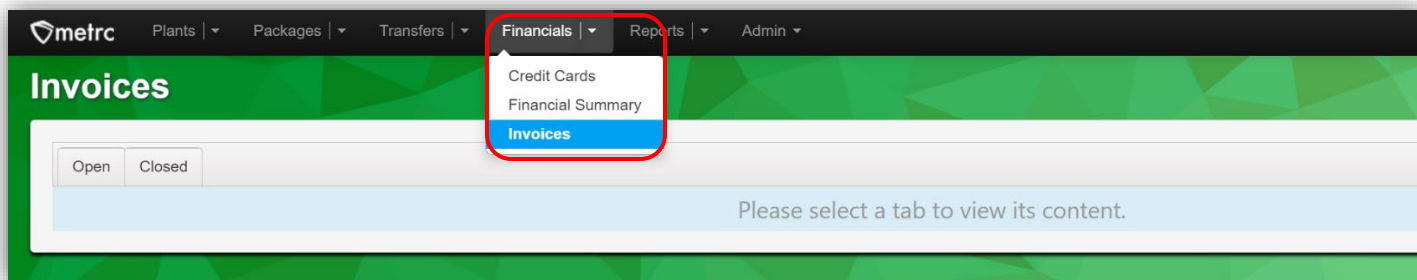

Figure 4: Navigating to the Invoices grid

To view open invoices with unpaid balances, select the Open tab. In Open Invoices, the Invoice Number, Coverage Period, Invoice Date, Status, Due Date, Term, Balance, Price will be visible, along with Invoice and Payment action buttons – **see Figure 5.**

When the Payment action button is selected, the Credit Card action window will appear.

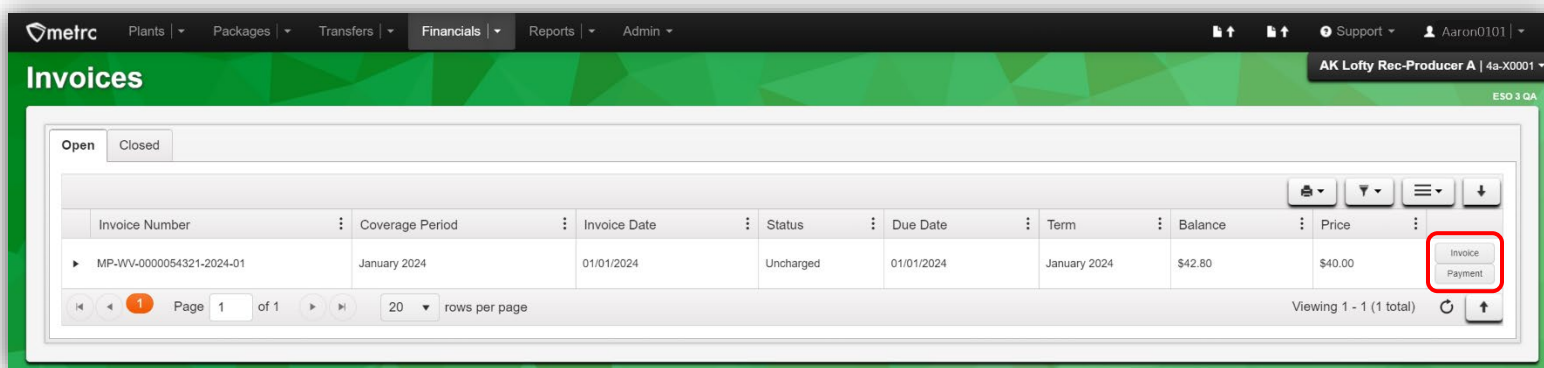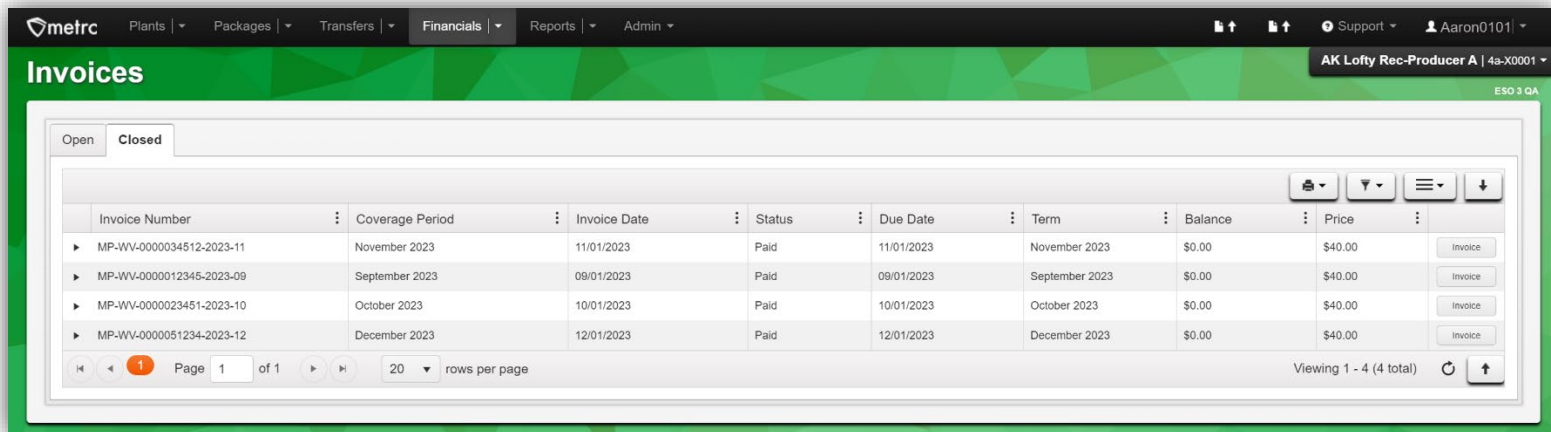*For more information, review the 'Payment options reminder' section of this bulletin.*

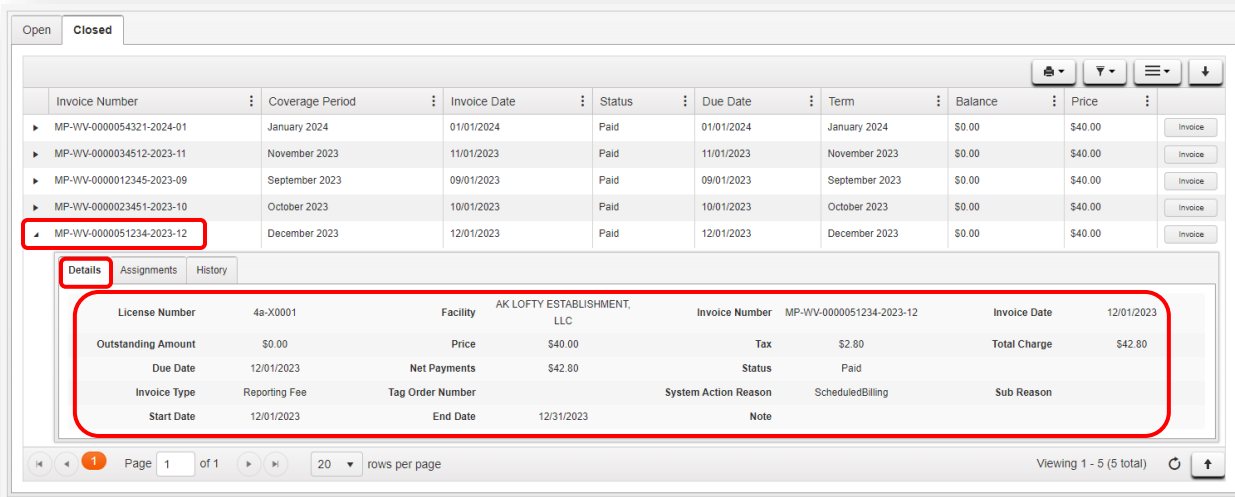**Figure 5: Open Invoices grid**

To view closed invoices with fully paid balances, select the Closed tab. While the Closed Invoices grid will look like the Open Invoices grid, the only difference will be the absence of the Payment button and the list of paid invoices will be visible – **see Figure 6.**

Figure 6: Closed Invoices grid

To view paid invoice details from the Closed Invoices grid, click the dropdown arrow in the proper Invoice Number row to expand paid invoice details – **see Figure 7.**

Figure 7: View closed invoice Details

In addition to invoice details, additional information can be found by selecting the Assignments and History tabs – **see Figures 8 and 9 below.**

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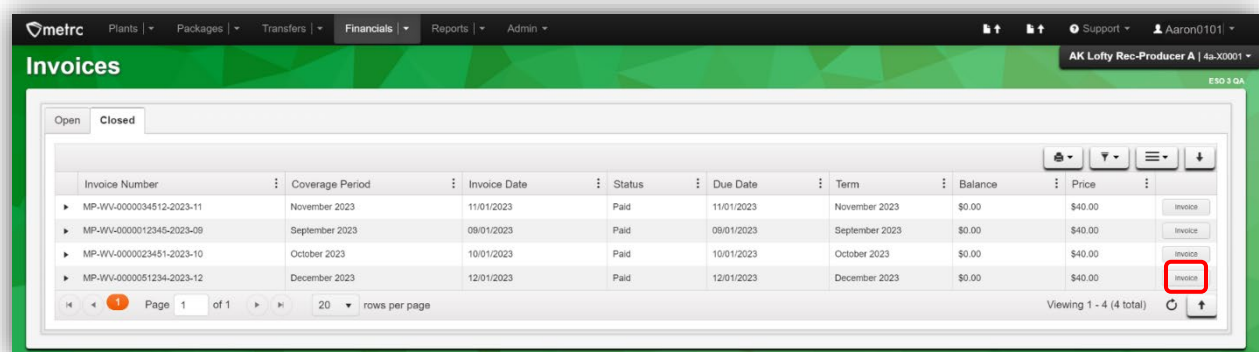
Figure 8: View closed invoice Assignments

Figure 9: View closed invoice History

To view, download, and/or print a closed (paid) invoice, click on the Invoice button for the proper Invoice Number row in the far right – **see Figure 10.**

Figure 10: Access closed (paid) invoice to view, download, and/or print

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Invoices overview

The information provided below is important to understand as it relates to invoices, including what will be visible, or may be visible, depending on account status.

- Beginning on the first day of the next full calendar month, an invoice will be generated in the Open invoices tab in the Invoices grid and show the total amount due for that period, including the Metrc reporting fee and any applicable taxes as defined by state and local taxing authorities.

- The generation of a monthly invoice will automatically occur in the system on the first day of every month.

- Sales tax assessment is enabled, so Metrc will now be able to calculate applicable sales tax on the monthly reporting fee.

For periods prior to the release of this new functionality, the following will apply:

- For previously <u>paid</u> periods (balances are paid in full), invoices will not be retroactively created or show up in the Closed Invoices tab of the Invoices grid.

- For previously <u>unpaid</u> periods, a single invoice will be generated that reflects the entire amount owed to Metrc at the time of this functionality release and will appear in the Open Invoices tab of the Invoices grid. In the example below, the invoice reflects (13) months of reporting fees due prior to the launch of the new functionality, plus applicable state taxes.

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Important note: Access to invoices, and the ability to download and/or print, will be available from the Invoices grid. Direct access will offer greater efficiencies, including real-time ability to view and/or manage invoices in a singular location and limit incoming or outgoing communications to/from Metrc.

Recommendation: Designate additional financial managers so that all appropriate employees can access invoices and/or make payments.

Financial Summary

If payments are received in advance of monthly reporting fees being due or an approved credit is issued by Metrc, the new Financial Summary grid will offer real-time account status into Available Credits.

To access the Financial Summary grid, go to the Financials dropdown in the navigational toolbar and select the Financial Summary option – **see Figure 11.**
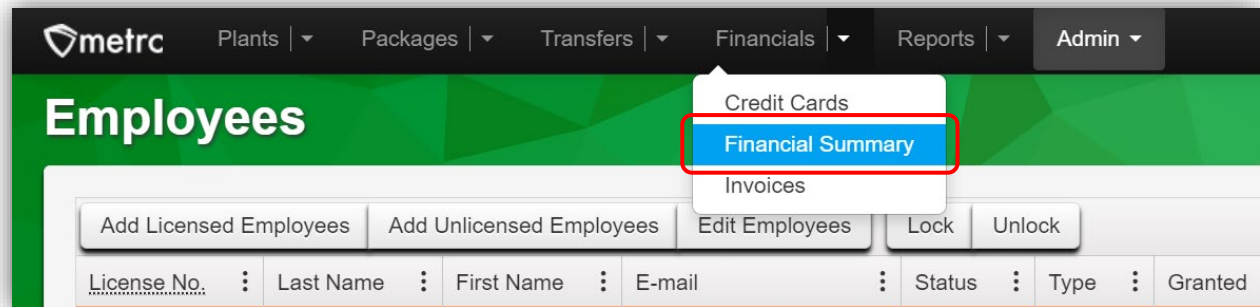
Figure 11: Navigating to the Financial Summary grid

The Available Credits in the Financial Summary grid will display any available credits that are available to apply to future monthly Metrc fees. If the account is up to date, Available Credits will display $0.00. The Financial Summary page will not display late payments or negative amounts – **see Figure 12.**

Figure 12: Available Credits in Financial Summary grid

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Payment options reminder

Maintaining a valid payment method on file to pay for all incurred and recurring Metrc fees will simplify payment processes. Two payment options are available:

Pay by credit card – *Recommended*
To review, update, or add a credit or debit card, select the Financials dropdown in the navigational toolbar, then select Credit Cards – **see Figure 13.**
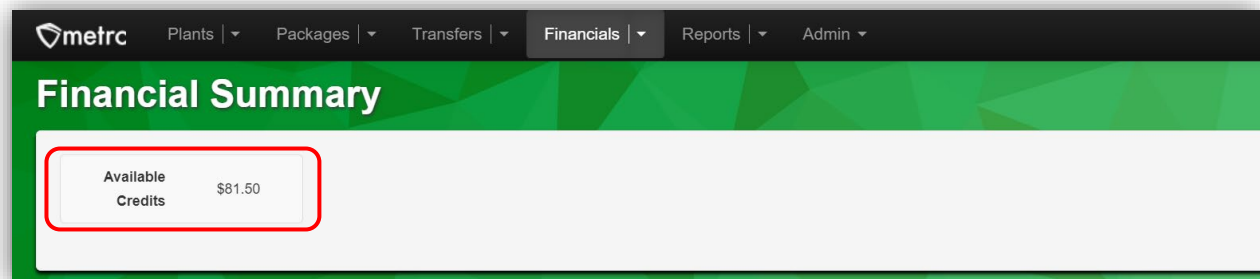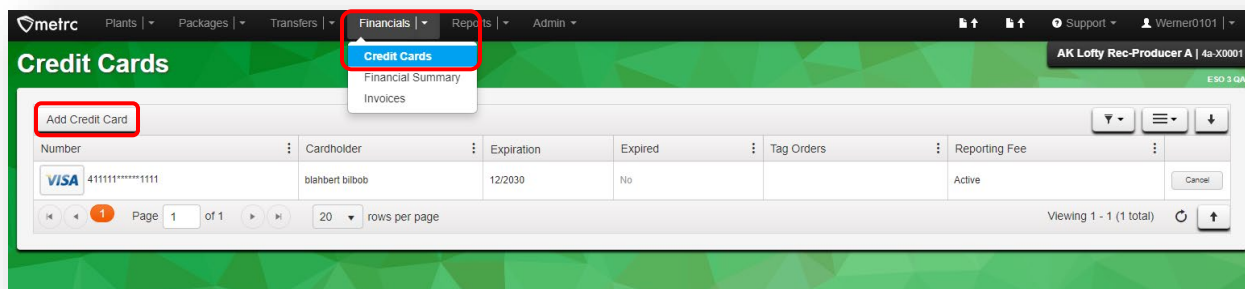

Figure 13: Credit Cards grid

To add a new card for one or more facilities, select the Add Credit Card button to open the Add Credit Card action window. Complete all required information, including selection of facilities to receive the same credit card details and checkbox option(s) to use the credit card for Industry Reporting Fees going forward, or availability for Tag Orders, if enabled. When complete, click the Save Credit Card button – **see Figure 14.**

Figure 14: Add Credit Card action window

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In addition, payments can be made via check or money order and sent to the following address:
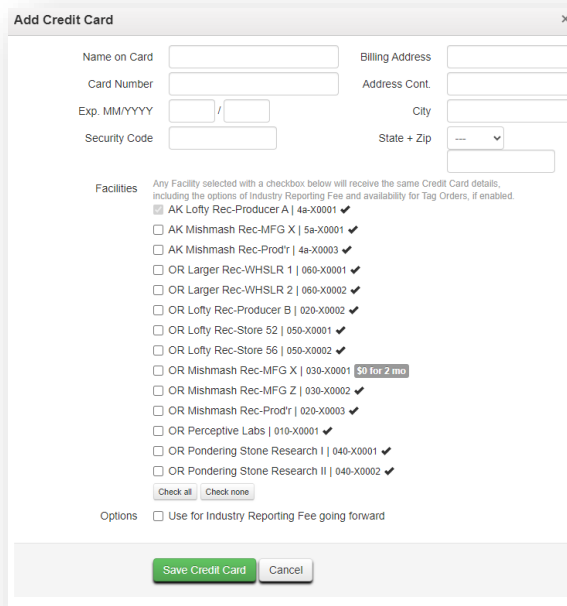
Metrc LLC
3111 West Pipkin Rd., Suite 140
Lakeland, FL 33811

Metrc resources

If you have any questions, or need additional support, the following resources are available:

Contact Metrc Support by using the new full-service system – Service Cloud – by navigating to Support.Metrc.com, or from the Metrc System, click Support and navigate to support.metrc.com and it will redirect to the portal.

*Please note***:** If accessing the portal for the first time, a username (which is established when logging in), the respective state and "Facility license number", and a valid email to set a password is required. For additional information, please review the step-by-step guide or a video demo.

Metrc Learn: Metrc Learn is designed to offer educational opportunities to enhance users' skills with the Metrc system and provides various training options based on experience level. In addition, the learning system is organized into facility-specific programs made up of various courses. To login, visit Metrc Learn and enter your login credentials, or to access, register by visiting the Metrc Learn Registration**.**

Access additional resources: In the Metrc system, click on the Support dropdown in the top-right navigation pane and select the appropriate resource, including educational guides, manual, and more.

Thank you for your continued partnership.

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