

<b>Bulletin Number:</b> NVIB#017_100518	<b>Distribution Date:</b> 10/05/18	<b>Effective Date:</b> 11/01/18
<b>Contact Point:</b> <a href="mailto:support@metrc.com">support@metrc.com</a>	<b>Subject(s):</b> Support Fees	

Greetings Metrc Users,

This bulletin is intended as a reminder that starting November 1<sup>st</sup>, 2018 all licensees in the state of Nevada will be responsible for covering the cost of the Metrc support fee for their licenses.

As discussed in the preliminary state kick off meetings, the state of Nevada has covered the cost of support for all licensees during the first year. As of November 1<sup>st</sup>, 2018, all licensees will be responsible for paying the support fees for their individual licenses.

## Metrc Support Fees

**Effective November 1<sup>st</sup>, 2018**

**On November 1<sup>st</sup>, industry users will see this banner for the first time upon logging into Metrc.**



- What is the support fee?
  - The support fee is structured specifically so that all licensees pay the exact same amount for the interactive support, training and workshops that Metrc provides to licensees and users.
  - They and their staff receive the exact same service and support as all other licensees regardless of their location, size or sales.
- How much is it?
  - \$40 per month, per licensed facility.
  - *What if I own a dual-licensed facility?*
    - **See section below**
- When is it due?
  - On the 1<sup>st</sup> day of each month.
- How do we make payments?
  - Support fees may be paid via credit card, check, or money order.
    - **You may NOT use prepaid cards for Support Fee payments, but may still use pre-paid cards to order tags**
    - **After November 1<sup>st</sup>, you may make payments in advance**

## Dual-Licensed Facilities

In Nevada, some companies operate dual-licensed facilities which do not require a distinction of Medical or Recreational, allowing them to operate two licenses within the same location to serve Medical patients and recreational customers. These companies may have a medical license showing in Metrc that is entirely “Inactive” because they are reporting all of the required information under their recreational licenses in compliance with the state’s rules.

The expectation from the state and Metrc in these situations is that licensees only pay for the licenses that they use and that dual-licensed facilities are not paying for inactive licensed facilities with Metrc.

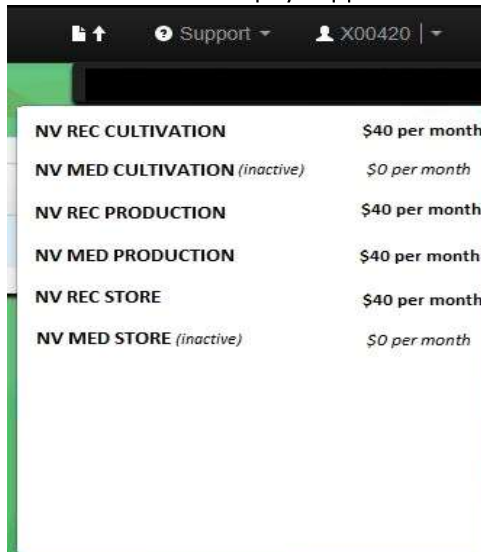
### Active vs. Inactive

**If a company begins using a licensed facility and reporting information in Metrc under that license, a support fee will be assessed.**

- Facilities that have been inactive for more than 90 days, even if information was once recorded, will be considered “Inactive” dual-licensed facilities for this purpose.
- If you mistakenly reported information under your medical licenses back at launch but no longer use them, you will not be expected to pay a support fee for those facilities as long as they remain inactive.

### For Example:

- We own a cultivation, a product manufacturing facility and a store. We are also medical and recreational.
- This is technically 6 licenses but we don’t use 2 of them so we would not pay a support fee for those two.
- In this example, we make “medical only” or “medical grade” infused products which we sell to other stores or medical only dispensaries. Because we are still making medical product and using both the medical and recreational licenses for our production level, we will need to pay the support fee for both of our production facilities.
- We operate 4 active licensed facilities so we pay support fees for 4 of our licensed facilities.



NV REC CULTIVATION	\$40 per month
NV MED CULTIVATION (inactive)	\$0 per month
NV REC PRODUCTION	\$40 per month
NV MED PRODUCTION	\$40 per month
NV REC STORE	\$40 per month
NV MED STORE (inactive)	\$0 per month

## Metrc – Industry Training

Metrc provides industry training and education workshops in person and online, as well as training guides and videos available online 24/7x365.

- Register for workshops or classes online at: <https://www.metrc.com/nevada>
- You *must attend* at least one New Business (Level 1) class online before you may register for other classes
- We recommend that all industry users take classes every 3-4 months to stay updated on new features or changes

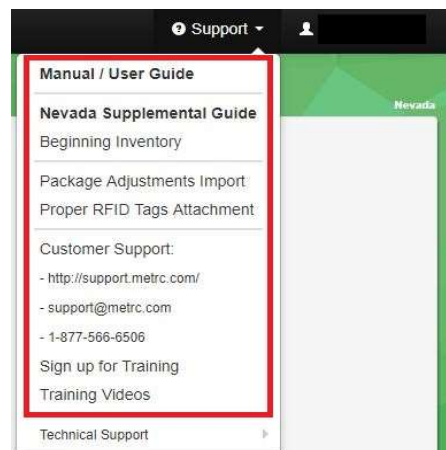
### Online classes available:

- Metrc New Business (Level 1) – All Facilities
- Metrc Advanced (Level 2) – Cultivators
- Metrc Advanced (Level 2) – Producers
- Metrc Advanced (Level 2) – Stores/Dispensaries
- Metrc Advanced (Level 2) – Testing Labs (not available via scheduler)

## Metrc – Industry Support

Metrc provides live interactive support for industry users and licensees. This information can be found on our website, when logged into Metrc under your Support tab and listed below.

**Check under the “Support” tab for additional resources.**



Please be advised that the new [CSV Formatting Guide](#) is now located under the Support Tab when you login to Metrc.

Please feel free to email [support@metrc.com](mailto:support@metrc.com) or call 877-566-6506 with any questions or to request a copy of previous industry bulletins.