

| | | |
|---|---|-------------------------------|
| Bulletin Number: WV_IB_0009 | Distribution Date: 12/27/22 | Effective Date: 1/9/23 |
| Contact Point: Metrc® Support | Subject: New Release – Payment Functionality | |
| Reason: Metrc is releasing new functionality to improve the payment experience of monthly fees, ensure all licensed businesses remain current on payments due, and additionally, remain compliant with license requirements. | | |

Greetings Metrc® Users,

As our organization continues to innovate our system to better meet the needs of our state agency partners and industry users, we want to provide more information on new functionality that was released on Monday, January 9th in West Virginia to improve the payment experience of monthly fees, ensure all licensed businesses remain current on payments due, and additionally, remain compliant with license requirements.

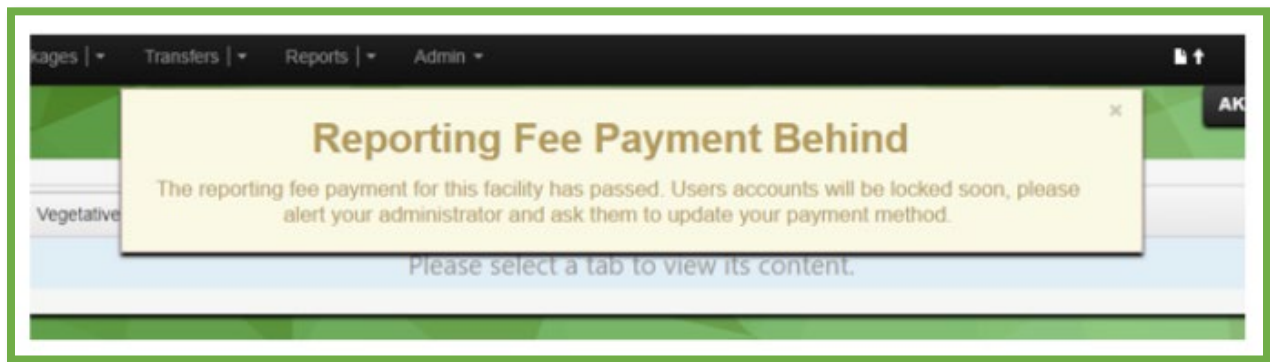
Metrc considers every unique license number that is (a) credentialed in the system, and (b) in an “Active” status as set forth by the state’s rules for any 1 day of any 1 month as having a financial liability for the license for that period, regardless of the business’s use or non-use of the system so that the state may report on that license’s existence. **Please read on for more details regarding new functionality and what you may experience in Metrc if your license is past due on payment(s).**

Credentialing – No payments past due

While previously a multi-click, post onboarding exercise, now, when a new license is credentialed in Metrc, an “Add Payment on File” screen will auto-populate to make it easier for the Admin to add a preferred credit card on file.

Alert Phase – Payment is 30 days past due

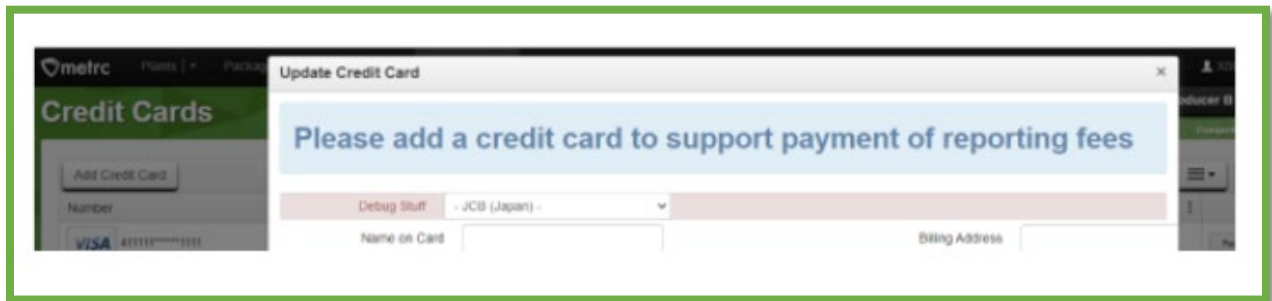
- Upon logging in to Metrc, all users will see a yellow banner at the top of the screen stating their industry support fee is not up to date – *see below*.



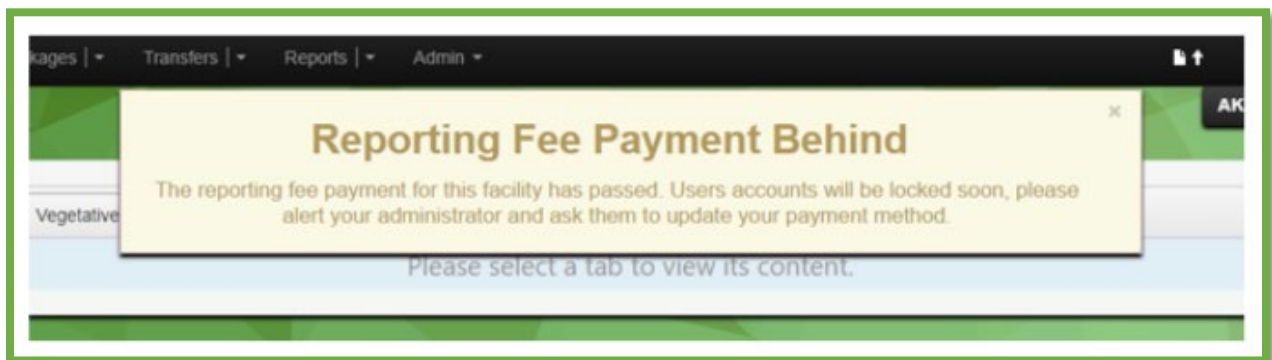
Warning Phase – Payment is 60 days past due (30 days prior to system access suspension)

- Financial users will receive a “Please add a credit card to support payment of reporting fees” pop-up window with actionable fields to fill in upon logging into Metrc. We are allowing this to

remain “optional” during the Warning Phase such that all system access will remain in place should the users elect to not make payment at that time – *see below*.



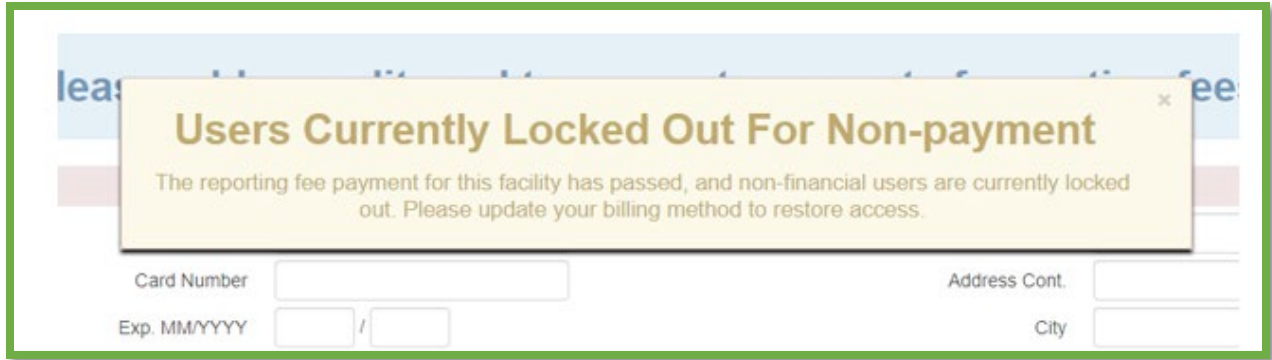
- All other, non-financial users will receive a “Reporting Fee Payment Behind – The reporting fee payment for this facility has passed. User accounts will be locked soon, please alert your administrator and ask them to update your payment method.” pop-up window upon logging into Metrc – *see below*.



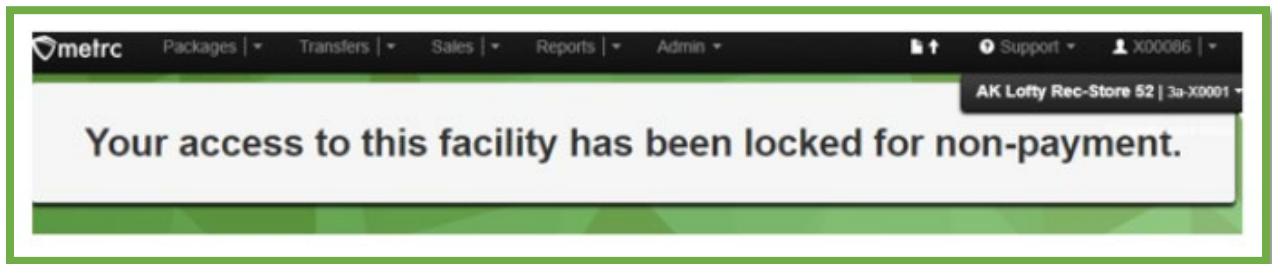
Enforcement Phase – Payment is 90 days past due

- Financial users will receive a “Users Currently Locked Out For Non-Payment – The reporting fee payment for this facility has passed, and non-financial users are currently locked out. Please update your billing method to restore access.” pop-up window with actionable fields to fill in upon logging into Metrc. Payment is no longer optional and to regain access to the system, payment must be brought current to less than 90 days. Any subsequent delinquencies that reach 90 days will again trigger account suspension.

Please note that effective immediately on deployment of the new functionality on Monday, January 9th that all licenses that are already 90 days past due will have their accounts suspended.



- All other, non-financial users will receive a “Your access to this facility has been locked for non-payment.” pop-up window upon logging into Metrc. These users should contact their administrator to resolve the situation – *see below*.



To remain compliant with all license requirements, it is important that your payments to Metrc remain current and balances due are paid on time. In doing so, users should not experience the functionality noted above when logging in and using the Metrc system.

If you are unsure if your license is past due on payments, you can request that your Admin or financial user log in to Metrc to review payment status and to make sure a current form of payment is on file. For ease of payment, there are two options listed below.

Pay by credit card

It is recommended to maintain a valid credit or debit card on file. To review, update, or add a credit or debit card, login to Metrc and navigate to the Financials screen. Please contact Metrc Support if you need assistance.

Pay by check

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

We value our relationship and take pride in supporting the success of your business operations. For questions regarding amount owed, payment setup, or other account related inquiries, you can contact

Metrc Support Bulletin



Metrc Support at 877-566-6506 or support@metrc.com. Please provide your license # and Metrc username to aid in the inquiry process.