

Bulletin Number: NV_IB_0066_Support Fee & Tag Changes	Distribution Date: 05/22/23	Effective Date: 07/01/23
Contact Point: Metrc® Support	Subject: Metrc Fees and Payment Functionality Update	
Reason: To provide an update on Metrc fees and payment functionality.		

Greetings,

As our organization continues to innovate to better meet the needs of our state agency partners and industry users, please read on for important updates.

Metrc Support Fees & Tag Updates

Under the new agreement established between the Nevada Cannabis Compliance Board and Metrc, the following will go into effect beginning July 1, 2023:

- **Metrc Support fees will change to \$45/mo. per Active License, \$0.49 per plant tracked, and \$0.27 per package tracked:** Additional information on the definition of an Active License and guidance on how to deactivate a license is noted below.
- **Metrc RFID tags will become Dual-Tags (select licenses only):** This means that the Blue Recreational and Yellow Medical tags can be used interchangeably for **designated Dual-Adult Use licensed facilities'** plants and packages. **Please note:** Recreational tags cannot be used within a medical facility.

Note: July 1, 2023, is also the deadline for licensees to submit any outstanding Metrc Support Fee payments to avoid being locked out of Metrc account(s).

What is an Active License?

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).

How to Deactivate a License

If a license in Metrc is no longer being used, such as the case of a dual-licensed facility that is no longer conducting business under their designated Medical license, a request can be made to update license status to non-operational which will deactivate the Metrc account. To request license(s) status update and deactivation of the Metrc account, a written request, including confirmation from Metrc that all support fee invoices are paid in full must be submitted to the Nevada Cannabis Compliance Board at programsupport@ccb.nv.gov.

Please note: Once a license has been deactivated in Metrc, monthly Metrc Support fees will no longer be assessed to the license. Additionally, once deactivated, **no employee(s) or owner(s) will be able to access the Metrc account/license for that facility.**

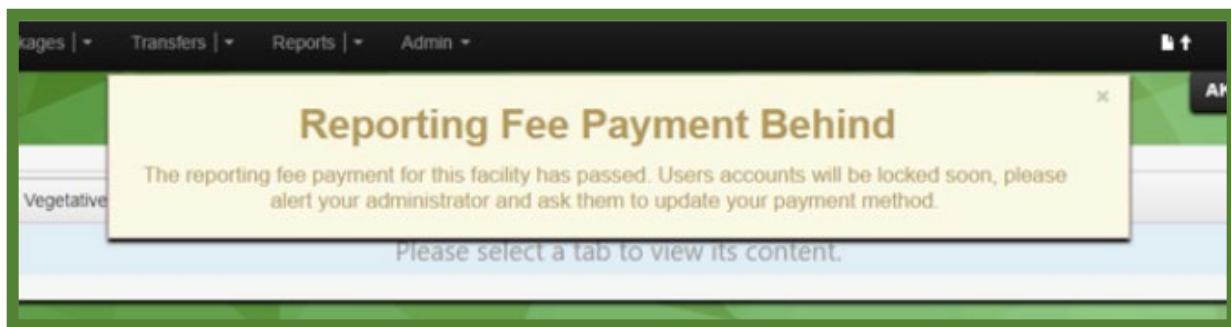
Metrc recently deployed functionality to notify licensees of past due monthly Support fee payment(s). The following functionality will be automated depending on the delinquency of the licensed account.

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.

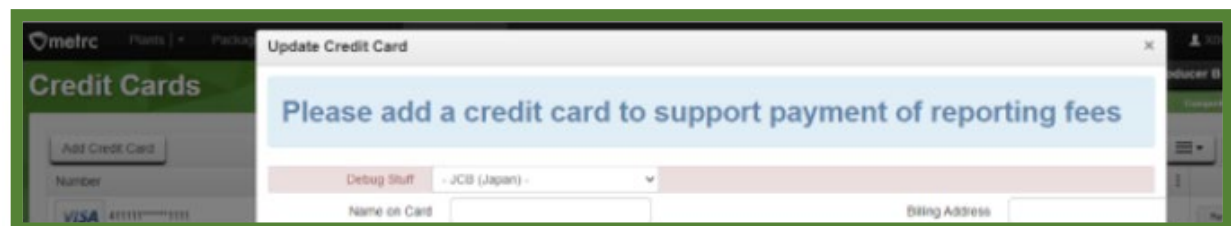
Alert Phase – Payment is 30 days past due

Upon logging into Metrc, all users will see a yellow banner at the top of the screen stating Support Fees are not up to date – see below:

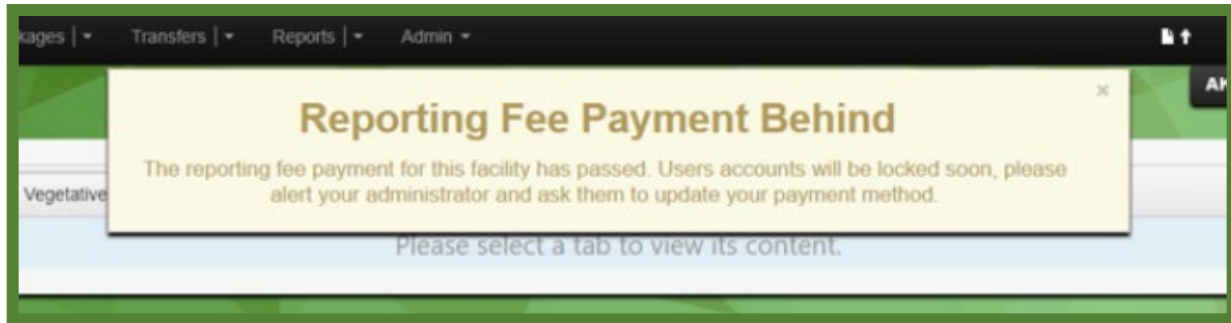


Warning Phase – Payment is 60 days past due (30 days prior to system access suspension)

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 users elect to not make payment at that time – see below:



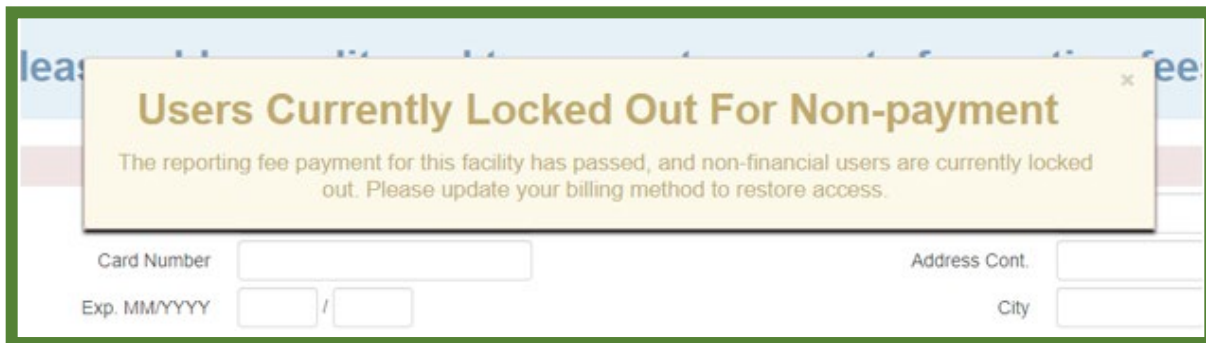
All other, non-financial users will receive a “Reporting Fee Payment Behind – The reporting fee payment for this facility has passed. User accounts will be locked soon, please alert your administrator, and ask them to update your payment method.” pop-up window upon logging into Metrc – see below:



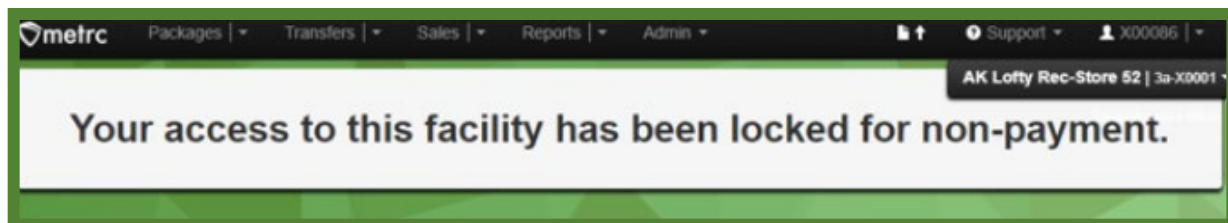
Enforcement Phase – Payment is 90 days past due

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 July 1, 2023, 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 nonpayment.”* pop-up window upon logging into Metrc. These users should contact their administrator to resolve the situation– see below:



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
4151 South Pipkin Rd.
Lakeland, FL 33811

We value our relationship and take pride in supporting the success of your business operations. For questions regarding the amount owed, payment setup, or other account-related inquiries, you can contact Metrc Support at 877-566-6506 or support@metrc.com. Please provide your license # and Metrc username to aid in the inquiry process.