

Bulletin Number: RI_IB_0021	Distribution Date : 2/20/2024	Effective Date: 3/4/2024
Contact Point: Metrc Support	Subject: Billing functionality e	enhancements in Metrc
<b>Reason:</b> Provide an update on Administrators more visibility interview.		

#### 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 Rhode Island starting on 3/4/2024:

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

Please read on for more information regarding this new functionality.



## **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**.

mployee	es				Tag Orders Tags		
Add Licensed Er	nployees Add U	nlicensed Employe	es Edit Employees L	.ock Unic	Locations Strains	-	
License No.	Last Name	First Name	E-mail	Status	Items	:	Expires
License No. : Aaron0101	Last Name : Aaron	First Name : Marcus	E-mail : Marcus.Aaron@test.com	Status Active	Items Transporters		Expires
	•	•	E-mail :				Expires

## Figure 1: Employees Grid

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

Smetrc Plant	ts   <del>•</del> Packa	ges   👻 Transfei	rs I ▼ Financials I ▼	Reports   <del>-</del>	Admin 👻
Employee	es				
Add Licensed En	nployees Ado	d Unlicensed Employ	vees Edit Employees	Lock Uni	ock
License No.	Last Name	First Name	E-mail	: Status	Туре
Aaron0101	Aaron	Marcus	Marcus.Aaron@test.com	Active	Unlicensed
Adams0101	Adams	John	John.Adams@test.com	Active	Unlicensed
Alexander0101	Alexander	Joe	Joe.Alexander@test.com	Active	Unlicensed

## Figure 2: Edit Employees button



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.

Edit Employee	25					
Employee #	¥ 1					(clear)
Employee Employee <u>Lig.</u> Number	Marcus Aaron Aaron0101	*	Permissions	Plants Page Immeture Plants Grids (reg'd) Inventory	☑ View Manage	Lofty Rec-Producer A   4a-x0001     Mishmash Rec-MFG X   5a-x0001     Mishmash Rec-Prod'r   4a-x0003
	Enable online access to this Fact Marcus.Aaron@test.com     Resend Welcome E-mail     Plants	ity		Inventory Destroy Veg/Flower Plants Grids (m(g'd) Inventory Destroy Manicure/Harvest	Nanage Manage View Manage Manage Manage	Larger Rec-WHSLR 1   060-X0001     Larger Rec-WHSLR 2   060-X0002     Lofty Rec-Producer B   020-X0002     Lofty Rec-Store 52   050-X0001     Lofty Rec-Store 56   050-X0002     Mishmash Rec-MFG X   030-X0001
Employment	Owner at this Facility Manager at this Facility Financial Contact at this Facility			Additives All Waste All Harvests Grids ( <u>reg'si</u> ) Inventory Finish/Discontinue	View Manage View Manage View Manage Manage Manage	Institution Reconstruction     Mishmash Rec-MFG Z   030-x0002     Mishmash Rec-MFG Z   030-x0003     Perceptive Labs   016-x000     Pondering Stone Research II   040-x00     Pondering Stone Research II   040-x00     Check at Check none
				Packages Page Grids (reg(d) Inventory Create/Submit/Disc, Notes Transfers Menu	<ul> <li>View</li> <li>Manage</li> <li>Manage</li> <li>Manage</li> </ul>	
			ſ	Licensed & External Templates Trips Menu All Financials Menu All	Manage     Manage     View      Manage     Manage	
			ί	Invoices Reports Menu All Admin Menu	View	
				Tag Orders Tags Locations Strains Hems Transporters Employees	Manage     Manage     Manage     Manage     Manage     Manage     Manage     Manage	
+ 1						
	Save Employees C	ancel	J			

#### Figure 3: Edit Employees action window and financial permissions

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



## **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**.

♥metrc         Plants   ▼         Packages   ▼         Transfers   ▼	Financials   - Reports   - Admin -
Invoices	Credit Cards Financial Summary
Open Closed	Please select a tab to view its content.

#### 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.

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Open Closed														
Invoice Number	:	Coverage Period	:	Invoice Date	:	Status	:	Due Date	:	Term	: в	alance	Price	<b>+</b>
MP-WV-0000054321-2024-01		January 2024		01/01/2024		Uncharged		01/01/2024		January 2024	s	Amount	\$ Amount	Invoice Payment
🛪 4 🚺 Page 1 of 1	ь н	20 v rows per page											Viewing 1 - 1 (1	total) 🔿 🕇

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**.

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Оре	n Closed														
													L.	a- Y- ≣	• +
	Invoice Number	:	Coverage Period	1	Invoice Date	:	Status	:	Due Date	E	Term	: Baland	0	Price I	
•	MP-WV-0000034512-2023-11		November 2023		11/01/2023		Paid		11/01/2023		November 2023	\$0.00		\$ Amount	invoice
,	MP-WV-0000012345-2023-09		September 2023		09/01/2023		Paid		09/01/2023		September 2023	\$0.00		s Amount	Invoice
٠	MP-WV-0000023451-2023-10		October 2023		10/01/2023		Paid		10/01/2023		October 2023	\$0.00		s Amount	Invoice
	MP-WV-0000051234-2023-12		December 2023		12/01/2023		Paid		12/01/2023		December 2023	\$0.00		\$ Amount	Invoice
	A 1 Page 1 of 1		20 • rows per p	202									V	iewing 1 - 4 (4 total)	0 +

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.** 

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Invoi	ce Number	:	Coverage Period	:	Invoice Da	te :	Status	1	Due Date	:	Term	Balan	ce i	Price :	
MP-W	V-0000054321-2024-01		January 2024		01/01/2024		Paid		01/01/2024		January 2024	\$0.00		§ Amount	Invoice
MP-W	V-0000034512-2023-11		November 2023		11/01/2023		Paid		11/01/2023		November 2023	\$0.00		s Amount	Invoice
MP-W	V-0000012345-2023-09		September 2023		09/01/2023		Paid		09/01/2023		September 2023	\$0.00		\$ Amount	Invoice
MP-W	V-0000023451-2023-10		October 2023		10/01/2023		Paid		10/01/2023		October 2023	\$0.00		\$ Amount	Invoice
MP-W	V-0000051234-2023-12		December 2023		12/01/2023		Paid		12/01/2023		December 2023	\$0.00		\$ Amount	Invoice
7	License Number	4	a-X0001		Facility	LOFTY ESTABLIS	HMENT,		Invoice Number	MP-WV	-0000051234-2023-12		Invoice Date	12/01/2023	
	Outstanding Amount		\$0.00		Price	\$ Amou			Tax		\$ Amount		Total Charge	\$ Amo	unt
	Due Date		/01/2023		yments	s Amou	unt		Status		Paid				
	Invoice Type		orting Fee	Tag Order I				System	n Action Reason	5	ScheduledBilling		Sub Reason		
	Start Date	12	/01/2023	E	nd Date	12/31/2023			Note						

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.** 

# 

E	ayment No.	Net Applied	Tx. Date	Туре	Payment Type	Payment Amount	:	Status	:	Description	 ▼ • E •	<u> </u>
-	5q64tbb	s	01/24/2024 01:15 pm	ReportingFee	Credit Card	N/A		Partially Applied		Charge for Outstanding Invoices	\$ Amount	

#### Figure 8: View closed invoice Assignments

Payment No.															ė٠	▼•  ≡•	+
Leomeourse.	:	Applied	:	Date	:	Reason	:	SubReason	:	Note	÷	Туре	:	Payment Type	:	Payment Amount	
85q64tbb		\$ Amount		01/24/2024		Reporting Fee						ReportingFee		Credit Card		N/A	
85q64tbb		(\$ Amount)		01/24/2024		Billing Error		Rate Error				ReportingFee		Credit Card		N/A	
85q64tbb		\$ Amount		01/24/2024		PaymentAssigned						ReportingFee		Credit Card		N/A	

#### 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**.

ivo	ices													-	Lofty Rec-Pro	ducer /	A   4a-X EK
Ope	n Closed																
														a - 1	<b>▼</b> •    ≡	•	+
	Invoice Number	÷	Coverage Period	:	Invoice Date	1	Status I	D	ue Date I	Term	1	Bal	ance I	Pri			_
	MP-WV-0000034512-2023-11		November 2023		11/01/2023		Paid	11	1/01/2023	Nover	mber 2023	\$0.0	0	s A	mount	invos	ok
	MP-WV-0000012345-2023-09		September 2023		08/01/2023		Paid	09	N01/2023	Septe	mber 2023	\$0.0	0	\$ /	Amount	Invol	ce
	MP-WV-0000023451-2023-10		October 2023		10/01/2023		Paid	10	0/01/2023	Octob	xer 2023	\$0.0	0	s /	Amount	INVOR	ce
	MP-WV-0000051234-2023-12		December 2023		12/01/2023		Paid	12	2/01/2023	Decer	mber 2023	\$0.0	0	\$ /	Amount	Invol	ce-
14	4 1 Page 1 of 1 >	н	20 • rows per page										Vie	ewina	1 - 4 (4 total)	0	+

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



# 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. See example invoice below.

Metrc, LLC 3111 W Pipkin Rd Suite 140 Lakeland, FL 33811 1-877-566-6506 Support@metrc.com MP-DEMO-QAE3BR- 000000003-2024-01 TERMS: Due upon receipt BILL TO: LICENSE #: LICENSE					etrc. VOICE
Suite 140 Lakeland, FL 33811 1-877-566-6506 Support@metrc.com MP-DENO-QAE3BR- 000000003-2024-01 TERMS: Due upon receipt BILL TO: LICENSE #:	Metrc, LLC				
Lakeland, FL 33811       INVOICE #:         1-877-566-6506       MP-DEMO-QAE3BR- 0000000003-2024-01         TERMS:       Due upon receipt         BILL TO:       LICENSE #:         Monthly Reporting Fee       1/1/2023 - 1/31/2024       \$ Amount         1       Monthly Reporting Fee       1/1/2023 - 1/31/2024       \$ Amount         Sales Tax Adjustment:       \$ Amount         Invoice Subtotal:       \$ Amount         Sales Tax Adjustment:       \$ Amount         Invoice Subtotal:       \$ Amount         Sales Tax Adjustment:       \$ Amount         Payment Received:       \$ Amount				DATE: Jar	nuary 22, 2024
TERMS:       Due upon receipt         BILL TO:       LICENSE #:         Image: Comparison of the second of the	1-877-566-6506				
Due upon receipt BILL TO: LICENSE #: Description Cuantity Description Date Unit Price Total I Monthly Reporting Fee 1/1/2023 - 1/31/2024 \$ Amount Sales Tax djustment Sales Tax djustment Novice Due \$ Amount Novice Due \$ Amount Payment Received: \$ Amount Payment Paymen	Support@metrc.com				
BILL TO: LICENSE # <u>Quantity Description Date Unit Price Total</u> 1 Monthly Reporting Fee 1/1/2023 - 1/31/2024 § Amount § Amount Sales Tax djustment: § Amount Sales Tax djustment: § Amount Invoice Dute § Amount Payment Received: § Amount	TERMS:				
Quantity         Description         Date         Unit Price         Total           1         Monthly Reporting Fee         1/1/2023 - 1/31/2024         \$ Amount         \$ Amount           Sales Tax         \$ Amount         Sales Tax         \$ Amount           Invoice Subtotal:         \$ Amount         Sales Tax         \$ Amount           Invoice Due:         \$ Amount         Sales Tax Adjustment:         \$ Amount           Invoice Due:         \$ Amount         Payment Received:         \$ Amount	Due upon receipt				
1 Monthly Reporting Fee 1/1/2023 - 1/31/2024 \$ Amount \$ Amount Invoice Subtotal: \$ Amount Sales Tax: \$ Amount Sales Tax Adjustment: \$ Amount Invoice Due: \$ Amount Invoice Due: \$ Amount Payment Received: \$ Amount	BILL TO:			LICEN	SE #:
1 Monthly Reporting Fee 1/1/2023 - 1/31/2024 \$ Amount \$ Amount Invoice Subtotal: \$ Amount Sales Tax: \$ Amount Sales Tax Adjustment: \$ Amount Invoice Due: \$ Amount Invoice Due: \$ Amount Payment Received: \$ Amount	0.00				
Invoice Subtotal: \$ Amount Sales Tax: \$ Amount Sales Tax Adjustment: \$ Amount Invoice Due: \$ Amount Payment Received: \$ Amount	Quantity	Description	Date	Unit Price	Total
Sales Tax: \$ Amount Sales Tax Adjustment: \$ Amount Invoice Due: \$ Amount Payment Received: \$ Amount	1	Monthly Reporting Fee	1/1/2023 - 1/31/2024	\$ Amount	\$ Amount
Sales Tax Adjustment: \$Amount Invoice Due: \$Amount Payment Received: \$Amount				Invoice Subtotal:	\$ Amount
Invoice Due: \$ Amount Payment Received: \$ Amount				Sales Tax:	\$ Amount
Payment Received: \$ Amount			Sale	,	•
				Payment Received: Final Amount Due:	S Amount



**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**.

$\Diamond$	metrc Plar	nts   🕶 🛛 I	Package	es   <del>-</del> Tran	sfer	s   🕶	Financials   -	Repor	ts   🕶	Admi	n 🕶	
E	Employees						Credit Cards					
	Linployees						Financial Summa					
							Invoices					
	Add Licensed Employees			Add Unlicensed Employees			Edit Employees	Unlock				
	License No.	Last Nan	ne :	First Name	:	E-ma	ail :	Stat	us :	Туре	:	Granted

## 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**.

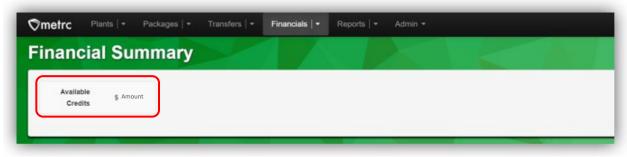


Figure 12: Available Credits in Financial Summary grid



# **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**.

redit Cards		Credit Cards Financial Summary						1.000	AK Lofty Rec-Producer A   4a-X0001 × ESO 3 QA
Add Credit Card		Invoices							[▼•][≡•] +]
Number	: c	: Cardholder :		Expired	:	Tag Orders	:	Reporting Fee	i
VISA 411111******1111	blahbert bilbob		12/2030	No				Active	Cancel
( + ( + 1) Page 1 of 1	(F)(F)	20 • rows per page							Viewing 1 - 1 (1 total) Ö
	_		_						

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**.

Name on Ca	rd								
Card Numb	er		Address Cont.						
Exp. MM/YYY	m [	/	City						
Security Co	de		State + Zip	***	~				
Facilities			eckbox below will receive the same Cred						
	includ	Lofty Rec-Produce	ry Reporting Fee and availability for Tag r A   4a-X0001 ✔	Orders, if	enable	1			
		Mishmash Rec-MF	G X   5a-X0001 🖌						
		Mishmash Rec-Prod'r   4a-X0003 🗸							
		Larger Rec-WHSL	R 1   060-X0001 🖌						
		Larger Rec-WHSLR 2   050-X0002 🛩							
		Lofty Rec-Producer B   020-X0002 🗸							
		Lofty Rec-Store 52   050-X0001 🗸							
		Lofty Rec-Store 56   050-X0002							
		Mishmash Rec-MF							
		Mishmash Rec-MFG Z   030-x0002 🗸							
		Mishmash Rec-Prod'r   020-X0003 🖌							
		Perceptive Labs   010-X0001 🗸							
		Pondering Stone Research I   040-X0001 🖌							
		Pondering Stone Research II   040-X0002 🗸							
	Check all Check none								
			ting Fee going forward						

Figure 14: Add Credit Card action window



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 <u>Support.Metrc.com</u>, 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 <u>step-by-step</u> <u>guide</u> or a <u>video demo</u>.

**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 <u>Metrc Learn</u> and enter your login credentials, or to access, register by visiting the <u>Metrc Learn Registration</u>.

**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.