

| Bulletin Number:<br>OH_IB_52  | Distribution Date:<br>03/07/2024 | Effective Date: 03/18/2024 |
|---|----------------------------------|----------------------------|
| Contact Point: Metrc<br>Support                                       | Subject: Billing functionalit    | y enhancements in Metrc    |
| <b>Reason:</b> Provide an update offer Administrators more visi 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 Ohio starting on 03/18/2024:

- 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 area drop-down on the navigational toolbar and select the Employees option to access the Employees Grid – **see Figure 1**.

| metrc Plar     | nts   👻 Package | s   <del>-</del> Transfers |                        | Reports   🗕 | Admin <del>-</del>   |         |
|----------------|-----------------|----------------------------|------------------------|-------------|----------------------|---------|
| mploye         | es              |                            |                        |             | Tag Orders<br>Tags   |         |
| Add Licensed E | mployees Add U  | nlicensed Employe          | ees Edit Employees     | Lock Unic   | Locations<br>Strains |         |
| License No.    | Last Name       | First Name                 | E-mail                 | Status      | Items                | Expires |
| Aaron0101      | Aaron           | Marcus                     | Marcus.Aaron@test.com  | Active      | Transporters         |         |
| Adams0101      | Adams           | John                       | John.Adams@test.com    | Active      | Employees            |         |
| Alexander0101  | Alexander       | Joe                        | Joe.Alexander@test.com | Active      | Unlicensed           |         |

### Figure 1: Employees Grid

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



| <b>&gt;metr</b> c ⊧ | ⊃lants   <del>•</del> | Package    | es   <del>▼</del> Transf | ers   <del>•</del> | Financials   <del>-</del> | R | eports   🗕 | Admin 👻    |
|---------------------|-----------------------|------------|--------------------------|--------------------|---------------------------|---|------------|------------|
| Employ              | ees                   |            |                          |                    |                           |   |            |            |
| Add Licensed        | d Employ              | vees Add l | Jnlicensed Empl          | oyees              | Edit Employees            | L | ock Unloc  | ck         |
| License No.         | Las                   | st Name    | First Name               | E-n                | nail                      | : | Status     | Туре       |
| Aaron0101           | Aaro                  | on         | Marcus                   | Mar                | cus.Aaron@test.com        |   | Active     | Unlicensed |
| Adams0101           | Ada                   | ims        | John                     | Johr               | n.Adams@test.com          |   | Active     | Unlicensed |
| Alexander0101       | Alex                  | kander     | 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.

# **Smetrc**

| Employee #      | # 1  |         |             |                                    |                   |     | (clear)                                |
|-----------------|--|---------|-------------|------------------------------------|-------------------|-----|--|
| Employee        | Marcus Aaron                               | ~       | Permissions | Plants Page                        |                   | -   | Lofty Rec-Producer A   4a-X0001        |
| Employee Lic.   | Aaron0101                                  |         |             | Immature Plants                    |                   | 0   | Mishmash Rec-MFG X   5a-X0001          |
| Number          | ABOINTOT                                   |         |             | Grids (reg'd)                      | View              |     | Mishmash Rec-Prod'r   4a-x0003         |
|                 |  |         |             | Inventory                          | Manage     Manage |     | Larger Rec-WHSLR 1   060-X0001         |
|                 | Enable online access to this F             | acility |             | Destroy                            | Manage            |     | Larger Rec-WHSLR 2   060-X0002         |
| E-mail          | Marcus.Aaron@test.com                      |         |             | Veg/Flower Plants<br>Grids (reg'd) | View              | 0   | Lofty Rec-Producer B   020-X0002       |
|                 | Resend Welcome E-mail                      |         |             | Inventory                          | Manage            |     | Lofty Rec-Store 52   050-X0001         |
|                 | 7  |         |             | Destroy                            | Manage            |     | Lofty Rec-Store 56   050-x0002         |
| Home            | Plants                                     | ~       |             | Manicute/Harvest                   | Manage            |     | Mishmash Rec-MFG X   030-x0001         |
| Employment      | <ul> <li>Owner at this Facility</li> </ul> |         |             | Additives                          |                   | 0   | Mishmash Rec-MFG Z   030-X0002         |
| V 1960 0000 000 | Manager at this Facility                   |         |             | All                                | 🗆 View 🗆 Manage   |     | Mishmash Rec-Prod'r   020-x0003        |
|                 | Financial Contact at this Facili           | ty      |             | Waste                              |                   |     | Perceptive Labs   010-X0001            |
|                 |  |         |             | All                                | 🗆 View 🗌 Manage   |     | Pondering Stone Research I   040-X000  |
|                 |  |         |             | Harvests                           |                   |     | Pondering Stone Research II   040-X000 |
|                 |  |         |             | Grids (reg'g)<br>Inventory         | View Manage       | CTH | ck all Check none                      |
|                 |  |         |             | Finish/Discontinue                 | Manage            |     |  |
|                 |  |         |             |                                    |                   |     |  |
|                 |  |         |             | Packages Page<br>Grids (reg(d)     | View              |     |  |
|                 |  |         |             | Inventory                          | Manage            |     |  |
|                 |  |         |             | Create/Submit/Disc.                | Manage            |     |  |
|                 |  |         |             | Notes                              | Manage            |     |  |
|                 |  |         |             | Transfers Menu                     |                   |     |  |
|                 |  |         |             | Licensed & External                | Manage            |     |  |
|                 |  |         |             | Templates                          | Manage            |     |  |
|                 |  |         |             | Trips Menu                         |                   |     |  |
|                 |  |         |             | All                                | 🗆 View 🔲 Manage   |     |  |
|                 |  |         | (           | Financials Menu                    |                   |     |  |
|                 |  |         |             | All                                | Manage            |     |  |
|                 |  |         | l           | Invoices                           | View              |     |  |
|                 |  |         |             | Reports Menu                       | AC BOLD TO A      |     |  |
|                 |  |         |             | All                                | View              |     |  |
|                 |  |         |             | Admin Menu                         |                   |     |  |
|                 |  |         |             | Tag Orders                         | Manage            |     |  |
|                 |  |         |             | Tags                               | Manage            |     |  |
|                 |  |         |             | Locations<br>Strains               | Manage Manage     |     |  |
|                 |  |         |             | Hems                               | Manage            |     |  |
|                 |  |         |             | Transporters                       | Manage            |     |  |
|                 |  |         |             | Employees                          | Manage            |     |  |
| + 1             |  |         |             |                                    |                   |     |  |
|                 |  |         |             |                                    |                   |     |  |
|                 | Save Employees                             | Cancel  |             |                                    |                   |     |  |

### 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 area dropdown on the navigational toolbar and select the Invoices option – **see Figure 4.** 



| Invoices    | Credit Cards<br>Financial Summary |                        |                   |  |
|-------------|-----------------------------------|------------------------|-------------------|--|
| Open Closed | Invoices                          |                        |                   |  |
|             |                                   | Please select a tab to | view its content. |  |

#### Figure 4: Navigating to the Invoices grid

Once on the invoices grid, to view open invoices with unpaid balances, select the Open tab. In Open Invoices grid, 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.

| voices                   |     |                   |       |              | N. |           |   |            | _    |            |         |     | Lofty Rec-P           | roducer A   4a     |
|--------------------------|-----|-------------------|-------|--------------|----|-----------|---|------------|------|------------|---------|-----|-----------------------|--------------------|
| Open Closed              |     |                   |       |              |    |           |   |            |      |            |         |     |                       |                    |
| Invoice Number           | i   | Coverage Period   | 1     | Invoice Date | 1  | Status    | : | Due Date   | i Te | m          | Balance | _   | Price                 |                    |
| MP-WV-0000054321-2024-01 |     | January 2024      |       | 01/01/2024   |    | Uncharged |   | 01/01/2024 | Jar  | nuary 2024 | s Amou  | unt | \$ Amount             | Invoice<br>Payment |
| 🗃 4 🚺 Page 1 of 1        | • • | 20 🔻 rows per pag | je je |              |    |           |   |            |      |            |         | Vi  | ewing 1 - 1 (1 total) | 0 +                |

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**.

# 

| /0  | ices                     |   |                   |   |              |   | $\leq$ |   |            |   |                |        |     |                         | roducer A   4a |
|-----|--------------------------|---|-------------------|---|--------------|---|--------|---|------------|---|----------------|--------|-----|-------------------------|----------------|
| Оре | Closed                   |   |                   |   |              |   |        |   |            |   |                |        |     |                         |                |
|     |                          |   |                   |   |              |   |        |   |            |   |                |        | ĺ.  | a-    y-    :           | ≡•    +        |
|     | Invoice Number           | : | Coverage Period   | 1 | Invoice Date | I | Status | : | Due Date   | E | Term           | : Bala | nce | Price                   |                |
| ٠   | 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 | í.  | s Amount                | Invoice        |
| ٠   | MP-WV-0000023451-2023-10 |   | October 2023      |   | 10/01/2023   |   | Paid   |   | 10/01/2023 |   | October 2023   | \$0.00 |     | \$ Amount               | Invoice        |
|     | MP-WV-0000051234-2023-12 |   | December 2023     |   | 12/01/2023   |   | Paid   |   | 12/01/2023 |   | December 2023  | \$0.00 |     | \$ Amount               | Invoice        |
|     | 4 1 Page 1 of 1 )        |   | 20 • rows per pag |   |              |   |        |   |            |   |                |        |     | /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**.

| Involu | ce Number             |      | Coverage Period |           | Invoice Da | to t           | Status  |        | Due Date        |       | Term                | : . | _            | Price      | - +     |
|--------|-----------------------|------|-----------------|-----------|------------|----------------|---------|--------|-----------------|-------|---------------------|-----|--------------|------------|---------|
|        | V-0000054321-2024-01  | 0.00 | January 2024    | •         | 01/01/2024 | ne .           | Paid    |        | 01/01/2024      | •     | January 2024        |     | 0.00         | s Amount   | Invoice |
|        | 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      | S   | 0.00         | \$ Amount  | Invoice |
| MP-W   | V-0000023451-2023-10  |      | October 2023    |           | 10/01/2023 |                | Paid    |        | 10/01/2023      |       | October 2023        | S   | 0.00         | \$ Amount  | Invoice |
| MP-W   | V-0000051234-2023-12  |      | December 2023   |           | 12/01/2023 |                | Paid    |        | 12/01/2023      |       | December 2023       | S   | 0.00         | \$ Amount  | Invoice |
|        | License Number        | 48   | -X0001          |           | Facility   | LOFTY ESTABLIS | SHMENT, |        | Invoice Number  | MP-WV | -0000051234-2023-12 |     | Invoice Date | 12/01/2023 |         |
|        | Outstanding Amount    |      | \$0.00          |           | Price      | s Amou         | unt     |        | Tax             |       | \$ Amount           |     | Total Charge | s Amo      | unt     |
|        | Due Date              | 12   | 01/2023         | Net Pa    | yments     | s Amou         | unt     |        | Status          |       | Paid                |     |              |            |         |
|        | Invoice Type          | Rep  | orting Fee      | Tag Order | Number     |                |         | System | n Action Reason | S     | cheduledBilling     |     | Sub Reason   | 6 - C      |         |
|        | 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.** 

|      | <u>IIIIE</u>    |                                |      |                   |         |     |              |              |   |                     |   |             |   |             |
|------|-----------------|--------------------------------|------|-------------------|---------|-----|--------------|--------------|---|---------------------|---|-------------|---|-------------|
| ds 🕴 | Available Funds | escription                     | : De | Status            | mount : | 1   | Payment Type | Туре :       | 1 | Tx. Date            |   | Net Applied | : | Payment No. |
|      | \$ Amount       | harge for Outstanding Invoices | Ch   | Partially Applied |         | - 1 | Credit Card  | ReportingFee | 1 | 01/24/2024 01:15 pm |   | S           |   | 85q64tbb    |
| nt   |                 | harge for Outstanding Invoices | Ch   | Partially Applied |         |     | Credit Card  | ReportingFee | 1 | 01/24/2024 01:15 pm | _ | - T-        |   | 85q64tbb    |

Figure 8: View closed invoice Assignments



|             |   |             |            |   |                 |   |            |      |   |              |   |              | e | ••][♥•][≡•]    |
|-------------|---|-------------|------------|---|-----------------|---|------------|------|---|--------------|---|--------------|---|----------------|
| Payment No. | : | 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            |
| H 4 🚺 🕨     | н |             |            |   |                 |   |            | -    |   |              |   |              |   | 1 - 3 of 3 ite |

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**.

| nvo | ices                     |   |                  |     |              |   | <      |   |            |   |                |   |         |     | Lofty Rec-P          | roducer A   4a-X0<br>E10 |
|-----|--------------------------|---|------------------|-----|--------------|---|--------|---|------------|---|----------------|---|---------|-----|----------------------|--------------------------|
| Ope | n Closed                 |   |                  |     |              |   |        |   |            |   |                |   |         |     |                      |                          |
|     |                          |   |                  |     |              |   |        |   |            |   |                |   |         |     | a-)[Y-][             | ≣∙∐∔                     |
|     | Invoice Number           | 1 | Coverage Period  |     | Invoice Date | 1 | Status | : | Due Date   | : | Term           | 1 | Balance | 1   | Price                | :                        |
|     | MP-WV-0000034512-2023-11 |   | November 2023    |     | 11/01/2023   |   | Paid   |   | 11/01/2023 |   | November 2023  |   | \$0.00  |     | \$ Amount            | INDER                    |
|     | MP-WV-0000012345-2023-09 |   | September 2023   |     | 08/01/2023   |   | Paid   |   | 09/01/2023 |   | September 2023 |   | \$0.00  |     | § Amount             | Invoice                  |
|     | 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             | INCOM                    |
|     | 4 1 Page 1 of 1          |   | 20 • rows per pa | age |              |   |        |   |            |   |                |   |         | Vie | wing 1 - 4 (4 total) |                          |

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.*

|                                      |                       |                      |                                   | etrc.<br>VOICE               |
|--------------------------------------|-----------------------|----------------------|-----------------------------------|------------------------------|
| Metrc, LLC                           |                       |                      |                                   |                              |
| 3111 W Pipkin Rd<br>Suite 140        |                       |                      | DATE: Jar                         | nuary 22, 2024               |
| Lakeland, FL 33811<br>1-877-566-6506 |                       |                      |                                   | INVOICE #:                   |
| Support@metrc.com                    |                       |                      |                                   | EMO-QAE3BR-<br>00003-2024-01 |
| TERMS:                               |                       |                      |                                   |                              |
| Due upon receipt                     |                       |                      |                                   |                              |
| BILL TO:                             | -                     |                      | LICENS                            | SE #:                        |
| Quantity                             | Description           | Date                 | Unit Price                        | Total                        |
| 1                                    | Monthly Reporting Fee | 1/1/2023 - 1/31/2024 | § Amount                          | § Amount                     |
|                                      |                       |                      | Invoice Subtotal:                 | \$ Amount                    |
|                                      |                       |                      | Sales Tax:                        | s Amount                     |
|                                      |                       | Sale                 | es Tax Adjustment:                | § Amount                     |
|                                      |                       |                      |                                   |                              |
|                                      |                       |                      | Invoice Due:<br>Payment Received: | S Amount<br>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 area dropdown on the navigational toolbar and select the Financial Summary option – **see Figure 11**.

# 

| Smetrc Plants   -      | Packages   🕶 🛛 Transfers   🕶 | Financials        | Reports   <del>-</del> | Admin 👻  |         |
|------------------------|------------------------------|-------------------|------------------------|----------|---------|
| Employees              |                              | Credit Cards      |                        |          |         |
| Employees              |                              | Financial Summary | /                      |          |         |
| P                      |                              | Invoices          |                        |          |         |
| Add Licensed Employees | Add Unlicensed Employees     | Edit Employees    | Lock U                 | nlock    |         |
| License No. : Last Nar | ne : First Name : E-n        | nail :            | Status                 | : Type : | 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**.

| nancial Summary               |  |  |
|-------------------------------|--|--|
| Available § Amount<br>Credits |  |  |

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 area dropdown on the navigational toolbar, then select the Credit Cards option – **see Figure 13**.



| Add Credit Card      |          | Financial Summary<br>Invoices |            |         |   |            |               | ( <b>T</b> • )(=        | ESO 3  |
|----------------------|----------|-------------------------------|------------|---------|---|------------|---------------|-------------------------|--------|
| Number               | : Cardho | older :                       | Expiration | Expired | : | Tag Orders | Reporting Fee |                         |        |
| VISA 411111*****1111 | blahbert | bilbob                        | 12/2030    | No      |   |            | Active        |                         | Cancel |
| Page 1 of 1          | H) 20    | rows per page                 |            |         |   |            |               | Viewing 1 - 1 (1 total) | ¢ +    |

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**.

| Card Number<br>Exp. MM/YYYY<br>Security Code |             | ]/                                |                 | Address Con   | ι 📃 |   |  |
|--|-------------|-----------------------------------|-----------------|---|-----|---|--|
|  |             | 1                                 |                 |   |     |   |  |
| Security Code                                |             |                                   |                 | Cit   | y   |   |  |
|  |             |                                   |                 | State + Zi  | p   | ~ |  |
|  |             |                                   |                 |   |     |   |  |
| Facilities                                   | including t | the options of I                  |                 | Now will receive the same of<br>ng Fee and availability for T |     |   |  |
|  |             |                                   | C-MFG X   5a    |   |     |   |  |
|  | _           |                                   | c-Prod'r   4a-X |   |     |   |  |
|  |             |                                   | VHSLR 1   060   |   |     |   |  |
|  |             | -                                 | VHSLR 2   060   |   |     |   |  |
|  | 0 1         | ofty Rec-Pro                      | oducer B   020  | -X0002 🗸  |     |   |  |
|  | 0 1         | ofty Rec-Sto                      | xre 52   050-X0 | 001 🖌   |     |   |  |
|  | 0 1         | ofty Rec-Sto                      | ore 56   050-X0 | 002 🖌   |     |   |  |
|  |             | lishmash Re                       | ec-MFG X   03   | 0-X0001 \$0 for 2 mo  |     |   |  |
|  |             | Mishmash Rec-MFG Z   030-X0002 🖌  |                 |   |     |   |  |
|  |             | Mishmash Rec-Prod'r   020-x0003 🗸 |                 |   |     |   |  |
|  | D P         | erceptive La                      | abs   010-X0001 |   |     |   |  |
|  | O P         | ondering Sto                      | one Research    | I   040-X0001 🖌   |     |   |  |
|  | O P         | ondering Sto                      | one Research    | II   040-X0002 ✔  |     |   |  |
|  | Check all   | Check all Check none              |                 |   |     |   |  |
| Options                                      | Use f       | for Industry R                    | Reporting 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 area dropdown on the top-right navigational toolbar and select the appropriate resource, including educational guides, manual, and more.

Thank you for your continued partnership.