

# Metrc Support Bulletin



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| <b>Bulletin Number:</b><br>LA_IB_0050_Metrc Support Fee  | <b>Distribution Date:</b><br>6/13/2024               | <b>Effective Date:</b><br>7/1/2024 |
| <b>Contact Point:</b> Metrc Support  | <b>Subject:</b> Metrc fees and payment functionality |                                    |
| <b>Reason:</b> Recent billing functionality reminder and update regarding monthly Metrc fees and RFID tags |  |                                    |

Greetings,

Metrc recently released enhanced billing and invoice functionality, which can be referenced in bulletin [LA IB 0046](#), and, in partnership with the Louisiana Department of Health, is providing additional information to ensure payments remain current.

Currently, some accounts are past due; however, Metrc will not be collecting any past due amounts, and support fee collection will resume for all licensees beginning on July 1<sup>st</sup>, 2024.

Please read on for more information regarding these support fees and updates to Metrc RFID tags.

## Monthly Metrc fees & RFID tags

Under the agreement established between the Louisiana Department of Health and Metrc, the following will go into effect beginning July 1<sup>st</sup>, 2024:

- **Metrc fee of \$50/mo. per Active License:** Additional information on the definition of an Active License and guidance on how to deactivate a license is noted below.
- **Metrc RFID tag price:** \$0.40 per plant or package tracked.

### 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, 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 monthly fee invoices are paid in full, must be submitted to the Louisiana Department of Health at:

[LACannabisProgram-medicalmarijuana@la.gov](mailto:LACannabisProgram-medicalmarijuana@la.gov)

**Please note:** Once a license has been deactivated in Metrc, monthly Metrc 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.

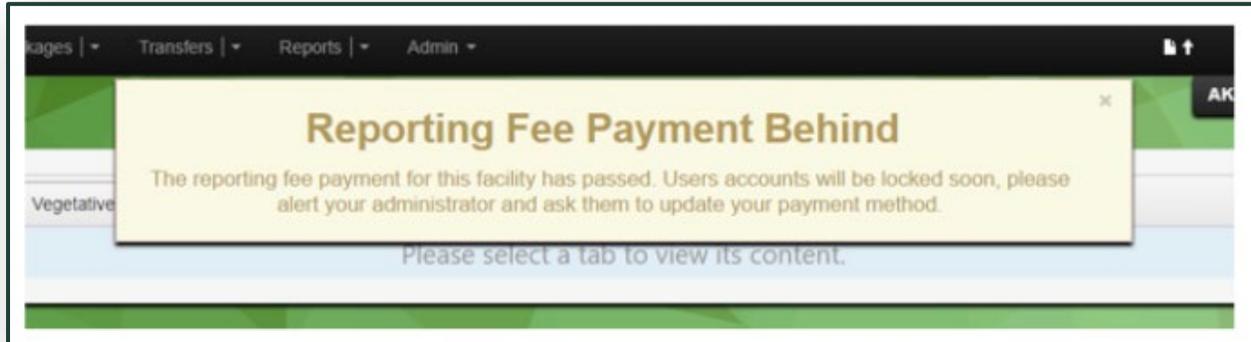
Metrc will notify licensees of past-due monthly fee payment(s), depending on the delinquency of the licensed account, through the following functionality.

## Credentialing – No payments past due

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

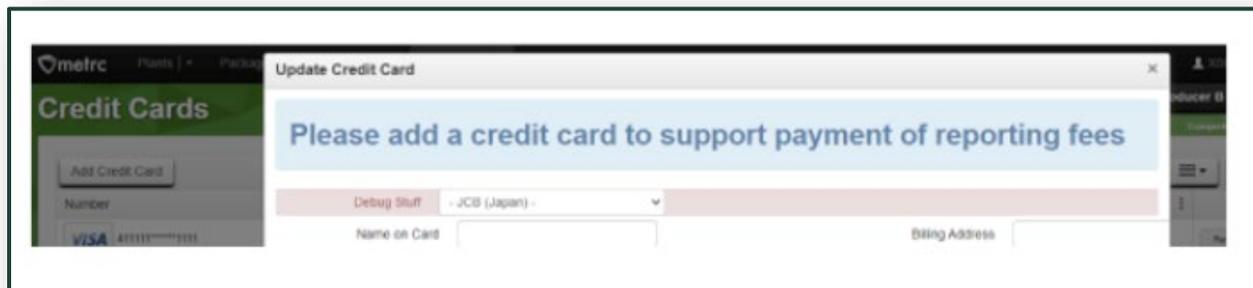
Upon logging into Metrc, all users will see a yellow alert banner at the top of the screen stating fees are not up to date – see **Figure 1**.



**Figure 1: 30 days past due alert notification**

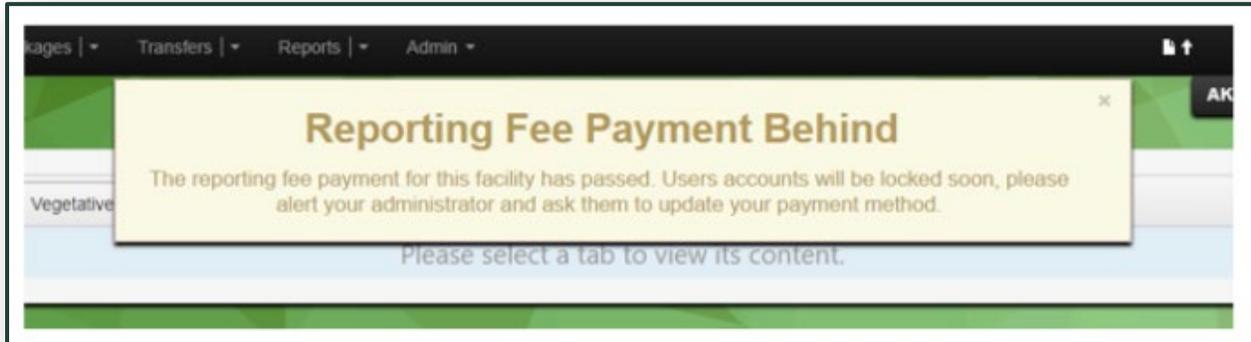
## Warning phase – Payment is 60 days past due (30 days prior to system access suspension)

Financial users will receive a “Please add a credit card to support payment of reporting fees” alert notification with actionable fields to fill in upon logging into Metrc. We are allowing this to remain “optional” during the ‘Warning’ phase and all system access will remain in place should users elect to not make payment at that time – see **Figure 2**.



**Figure 2: Warning phase alert notification – Financial users only**

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.”* alert notification upon logging into Metrc – **see Figure 3.**

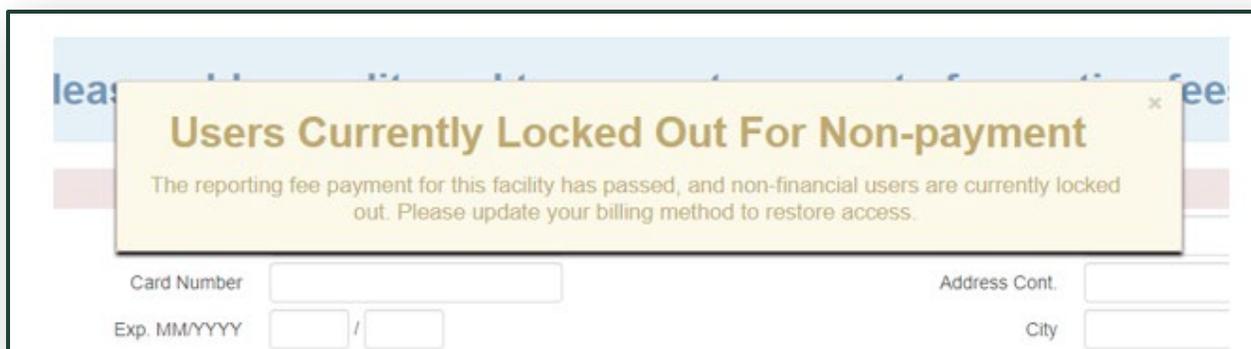


**Figure 3: Warning phase alert notification – non-financial users**

### **Enforcement Phase – Payment is 90 days past due**

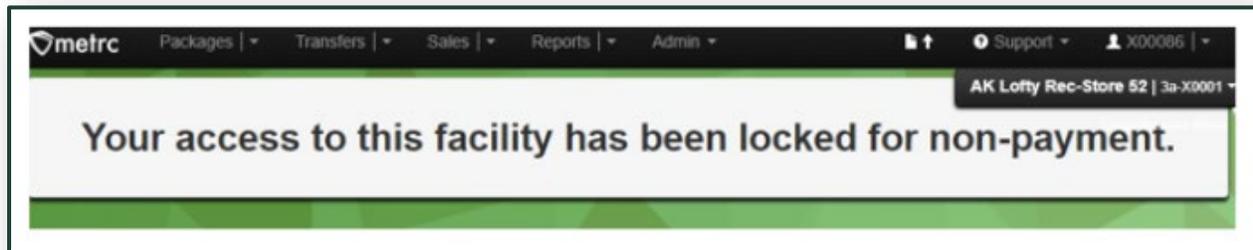
Financial users will receive a *“Users Currently Locked Out For Non-Payment – The reporting fee payment for this facility has passed, and non-financial users are currently locked out. Please update your billing method to restore access.”* alert notification with actionable fields to fill in upon logging into Metrc – **see Figure 4.**

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.



**Figure 4: Enforcement phase alert notification – Financial users only**

All other, non-financial users will receive a “*Your access to this facility has been locked for non-payment.*” alert notification upon logging into Metrc. These users should contact their administrator to resolve the situation— see **Figure 5**.



**Figure 5: Enforcement phase alert notification – non-financial users**

To maintain access and use of Metrc, payments to Metrc must remain current. To confirm all payments are current, an Admin or Financial user can log in to Metrc to review payment status and to make sure a current form of payment is on file.

For ease of payment, we highly recommend maintaining a valid payment method on file to pay for all incurred and recurring fees.

### **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, log in to Metrc and navigate to the Financials screen and select Credit Cards.

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 monthly fees going forward, or availability for Tag Orders, if enabled. When complete, click the Save Credit Card button.

### **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, please contact Metrc Support.

## 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 by navigating to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click Support and navigate to [support.metrc.com](https://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 are required.

### Metrc Learn

Metrc Learn has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies. Accessing the new [Metrc Learn](#) LMS is simple through multiple convenient locations:

#### ***From within the Metrc system***

Navigate to the Support area dropdown on the navigational toolbar and select “Sign up for Training” to register.

#### ***From the Metrc website***

Navigate to your [state’s partner page](#) and scroll down to the “Metrc’s Training Resources” section to find the link.

Also, save the link – [learn.metrc.com](https://learn.metrc.com) – as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

Thank you for your continued partnership.