

Metric Support Bulletin



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Contact Point: Metric Support	Subject: Metric Industry Support Fees Update	
Reason: Update on Metric Industry Support fee changes		

Greetings,

In partnership with the State of Michigan Cannabis Regulatory Agency (CRA), we are providing important information regarding monthly Metric Industry Support fees.

Please read on for more information.

Metrc Industry Support Fee Updates

Beginning October 1st, 2024, the Cannabis Regulatory Agency (CRA) will use revenue generated from licensing fees to begin paying the monthly statewide Metrc monitoring fees (“Industry Support fees”) that are currently paid by licensees.

While the CRA payments to Metrc will begin at the start of the next fiscal year, October 1, 2024, to maintain access to the Metrc system, licensees need to be sure their Metrc account is current and paid in full for months prior to this change.

For licensed accounts that are not up to date on payments to Metrc, or may be unsure of current account status, please read on for more information as it is important to understand available system functionality to view your real-time account status and determine if your account is past due.

View real-time account status

If you are unsure if your license is past due on Industry Support fee payments to Metrc prior to October 1st, 2024, 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.

To do this, please reference Bulletin [MI_IB_0079-Billing-Revamp.pdf \(metrc.com\)](#) regarding the following Metrc system functionality that was made available to licensees in the state of Michigan starting on 04/08/2024:

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

Payment notifications

Metrc will notify licensees of past due monthly fee payment(s), depending on the delinquency of the licensed account, prior to the effective October 1st, 2024, transition.

- **In-system notifications:** Prior to October 1st, 2024, if your account is past due, you may experience pop-up banner notifications.
- **Direct outreach:** Metrc will reach out to all licensees with unpaid balances until the accounts are paid for in full.

Important note: If your account is still past due on or after October 1, 2024, you may be locked out of the system until payments are made current.

Thank you for your continued partnership.

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 on the navigational toolbar and click support.metrc.com to 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](https://learn.metrc.com) LMS is simple through multiple convenient locations:

From within the Metrc system

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

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 – 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.

Access additional resources

In the Metrc system, click on the Support area on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more from the dropdown.

Thank you for your continued partnership.