

Bulletin Number: MA IB 0094	Distribution Date: 05/27/2025	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Plant Tag Sales Tax Exemption Guidance	
Reason: Guidance on how to obtain a plant tag sales tax exemption in Metrc.		

Greetings,

We are providing an important update regarding tax exemptions for Massachusetts sales tax as it relates to Metrc plant tags.

Metrc has functionality that now allows for sales tax exemptions on plant tags as it pertains to the state tax exemption allowance.

In partnership with the Massachusetts Department of Revenue, plant tag taxes are exempt for qualified licensees who have applied for such exemptions.

In order to obtain a valid plant tag sales tax exemption, licensees must apply for exemption through the Massachusetts Department of Revenue form ST-12, Exempt Use Certificate, which can be found here: [ST-12](#)

Once confirmation documentation has been sent from the Massachusetts Department of Revenue, licensees should open up a support case via the support portal at [Support.Metrc.com](#).

Under the reason for the case, choose the finance option. Then, include any confirmation documentation received from the Massachusetts Department of Revenue in regards to the plant tag sales tax exemption.

You will receive a confirmation response from the Metrc Support team that states you have been marked as exempt on your Metrc account. Please note that tax exemptions apply to future purchases only; refunds for past purchases are not available.

Reach out to Metrc Support regarding questions on information included in this bulletin, payment setup, or any other account-related inquiries.

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 [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click the Support area dropdown 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 was recently redesigned to offer interactive educational opportunities to enhance Metrc system users’ skills and provide 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 or register for an account, visit [Metrc Learn](#).

Access additional resources: In the Metrc system, click on the Support area dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manuals, and more.

Thank you for your continued partnership.