Metrc Support Bulletin

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Bulletin Number: MA_IB_0086	**Distribution Date**: 12/23/2024	**Effective Date**: 01/01/2025
Contact Point: Metrc® Support	**Subject**: Metrc Fees and Payment Functionality update	
Reason: To provide an update on Metrc fees and payment functionality.		

Greetings,

As our organization continues to innovate to better meet the needs of our state agency partners and industry users, please read on for important updates.

Metrc Support Fees & Tag Updates

Under the new agreement established between the CCC and Metrc, and due to recent changes in the market, the following price changes will go into effect beginning January 1, 2025:

- Monthly reporting fees will change to $41.50/mo. per Active License
- Plant tags will remain $0.46 per plant tracked
- Package tags will remain $0.26 per package tracked

Additional information on the definition of an Active License and guidance on how to deactivate a license is noted below.

Note: January 1, 2025, is also the deadline for licensees to submit any outstanding Metrc Reporting Fee payments.

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 support fee invoices are paid in full must be submitted to https://support.metrc.com.

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

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![metrc logo]

Metrc recently deployed functionality to notify licensees of past due monthly Support fee payment(s). The following functionality will be automated depending on the delinquency of the licensed account.

Credentialing – No payments past due
While previously a multi-click, post onboarding exercise, now, 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 in to Metrc, all users will see a yellow banner at the top of the screen stating Support Fees are not up to date – see below:
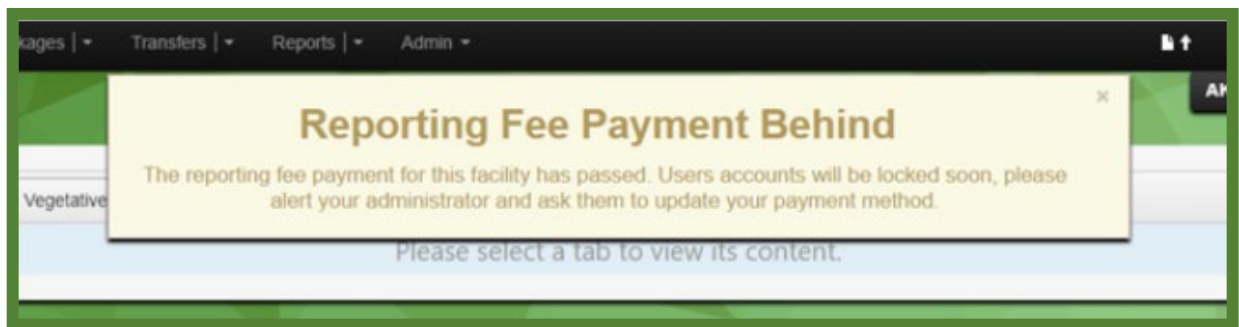
If you are unsure if your license is past due on payments, you can request that your Admin or financial user log in to Metrc to review payment status and to make sure a current form of payment is on file. For ease of payment, there are two options listed below.

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, login to Metrc and navigate to the Financials screen. Please contact Metrc Support if you need assistance.

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

Metrc is committed to continuous improvement of our technology solutions, products, and services and ensure that costs are affordable, equitable, and straightforward to both client agencies and businesses. We value our relationship and take pride in supporting the success of your business operations.

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For questions regarding amount owed, payment setup, or other account related inquiries, you can contact Metrc Support at 877-566-6506 or support@metrc.com. Please provide your license # and Metrc username to aid in the inquiry process.

Metrc LLC

For additional support,

please visit Support.Metrc.com

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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, or from the Metrc System, click the Support area on the navigational toolbar and click support.metrc.com from the dropdown to redirect the user 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 on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more from the dropdown.

Thank you for your continued partnership.