

Cannabis Control Division

June 3, 2025

INDUSTRY BULLETIN: 25-07

BioTrack System Outage and Compliance Expectations

Notice to All Licensees: June 3rd, 2025, BioTrack System Outage and Compliance Expectations

The Cannabis Control Division (CCD) is aware of a current outage affecting all licensees access to the cannabis track and trace system, Biotrack. The CCD is actively coordinating with the vendor to resolve the issue as quickly as possible.

During this outage, all licensees must comply with the following requirements under 16.8.7.11 NMAC:

- **CCD Notification:** The CCD is already aware of the full system outage. Licensees do not need to submit individual notifications regarding loss of access at this time.
- **Manual Recordkeeping:** You are required to keep and maintain detailed records pursuant to 16.8.2.40 (L) NMAC of all inventory tracking activities and cannabis or cannabis product movements that occur during the outage.
- **No Transfers Permitted:** Licensees may not transport or receive cannabis or cannabis products to or from any other cannabis establishment until access to the system is restored and all outstanding data has been entered into BioTrack.

- **Post-Restoration Entry:** Once access is restored, licensees must promptly input all missing data into the system. CCD compliance officers may audit manual records maintained during the outage and compare them to the updated inventory records entered post-restoration to ensure accuracy and compliance.

We appreciate your cooperation and will provide updates as more information becomes available. If you have questions or need to report loss of access, please contact us at CCD.Compliance@rld.nm.gov.

Sincerely,

Cannabis Control Division