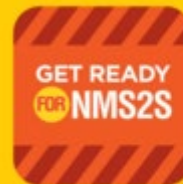




Cannabis Control Division

September 4, 2026

**NEW MEXICO'S
TRACK-AND-TRACE
IS CHANGING**



Dear Licensee,

We are sharing information about NMS2S support being offered over the Labor Day weekend. Please find the support hours and details below.

Saturday, Sept. 5:

8 a.m. - 5 p.m.: The helpline will be active and staffed by CCD and RTS: [505-524-0940](tel:505-524-0940)

5 p.m. - 8 p.m.: Submit support requests to RTS at <https://nms2s.org/support-request.html>

After 8 p.m.: Requests will be addressed beginning at 8 a.m. the following day.

Sunday, Sept. 6:

8 a.m. - 8 p.m.: Submit support requests to RTS at <https://nms2s.org/support-request.html>

After 8 p.m.: Requests will be addressed beginning at 8 a.m. the following day.

Monday, Sept. 7 (Labor Day):

8 a.m. - 5 p.m.: The helpline will be active and staffed by RTS: [505-524-0940](tel:505-524-0940)

5 p.m. - 8 p.m.: Submit support requests to RTS at <https://nms2s.org/support-request.html>

After 8 p.m.: Requests will be addressed beginning at 8 a.m. the following day.

Note: You may find an answer to your issue on RTS's S2S Support website: [S2S Support Resources](#)

The support site contains user guides, training materials, frequently asked questions, troubleshooting information, and other resources that may help resolve your issue.

Support resources are also published on CCD's [NMS2S webpage](#).

We appreciate your continued cooperation during this transition.

Sincerely,

Cannabis Control Division

New Mexico Regulation & Licensing Department

The New Mexico Regulation and Licensing Department regulates more than 400,000 individuals and businesses in 35 industries, professions and trades across the state. Its mission is to ensure qualified professionals provide quality care and services to all people of New Mexico.



SERVICE | DEDICATION | INTEGRITY

