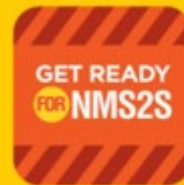




Cannabis Control Division

September 4, 2026

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



Dear Licensee,

We are aware that retailers are experiencing trouble finding their inventory in NMS2S. All transferred inventory from BioTrack to NMS2S can be found in a labeled "inventory room." All products that are eligible for sale can then be moved to the sales floor to review your products and proceed with regular sales to medical and adult-use customers.

Please refer to these resources for help managing your inventory rooms:

- [Inventory Rooms How-To Videos \(YouTube Playlist\)](#)
- [Inventory Rooms Training Manual \(PDF\)](#)

More support resources:

- RTS's S2S Support website: [S2S Support Resources](#)
- CCD's [NMS2S webpage](#)

Thank you for your attention to this email. We look forward to continuing to assist you during the transition to NMS2S.

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

