



Cannabis Control Division

September 10, 2026

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



Dear Licensee,

Thank you for taking time to submit your questions to help us create a series of videos on how to successfully use NMS2S. We received 65 questions that each require attention and time to answer. Today, we will be answering a number of questions prioritized by the most need. Several questions were grouped together by topic based on their similarity. We will upload separate videos soon to answer the remainder of the questions that were submitted using our online form.

Each question or group of questions were answered with as much specificity as we could provide without having detailed information on each user's issue or topic. To fully resolve issues specific to your business, we encourage you to call the NMS2S helpline: [505-524-0940](tel:505-524-0940). Or submit a support ticket to Real Time Solutions: nms2s.org/support-request.html

Today's video will be primarily centered around regulatory/compliance-related questions. The topic or questions are time-stamped in the video description.

The video can be found here: [NMS2S Q&A Video Part 1](#)

It will also be uploaded to our dedicated [NMS2S webpage](#).

Please look for additional videos soon to answer the remainder of the questions.

We hope you found this video useful and we look forward to continuing to support you as you and your business become accustomed to using 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.



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