

Bulletin Number: MO_IB_0041	Distribution Date: 07/7/2025	Effective Date: 7/7/2025
Contact Point: Metrc Support	Subject: Moisture Content and Water Activity Reminder	
Reason: Effect of Moisture Content and Water Activity on package test results.		

Greetings,

This bulletin provides clarification on how moisture content and water activity results are evaluated and recorded in Metrc for cannabis product testing in Missouri.

Per Missouri regulations, when completing mandatory compliance testing of dry, unprocessed cannabis, prerolls, and infused prerolls, a sample must fail both moisture content and water activity tests to receive a Test Failed status. If the sample passes one test but not the other, the package is considered “Test Passed”.

Currently, Metrc functionality automatically marks a sample package as Test Failed if either the moisture content or water activity result falls outside the allowable limit. If this occurs, Metrc Support (after approval from the Division of Cannabis Regulation) must manually update the result to reflect a Test Passed status. Please note that the initial “Test Failed” result will remain visible in the package history for transparency.

If you have any questions, or need additional guidance, please reach out directly to your license’s assigned DCR compliance officer.

Metrc Resources

Contact Metrc Support

By using the full-service system navigate to [Support.Metrc.com](https://support.metrc.com), or from the Metrc System, click Support on the navigational toolbar and click support.metrc.com to redirect 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 is designed to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the [Metrc Learn](#) is simple through multiple convenient locations:

From within the Metrc system

Navigate to the Support area on the navigational toolbar and select “Sign up for Training” to register option from the dropdown.

From the Metrc website

Navigate to your [state's partner page](#) and scroll down to the “Metrc’s Training Resources” section to find the link.

Also, save the link *learn.metrc.com* as a bookmark in your preferred web browser.

Thank you for your continued partnership.