

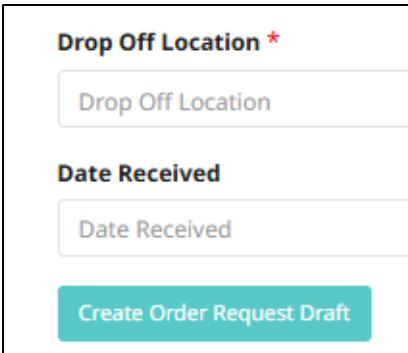
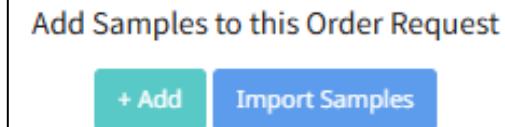
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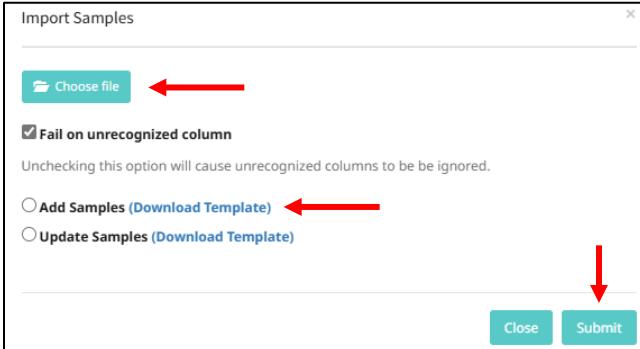
1. Log into your Qbench Customer Portal

New customers will need to contact OA for initial account set up, please send an email request to info@onwardanalytics.biz

2. Begin a new Order Request

Step	Diagram	Action
2.A		<p>On your homepage</p> <ul style="list-style-type: none"> • Open the Order Requests dropdown and select “+ New Order Request”
2.B		<p>Select your drop off location.</p> <ul style="list-style-type: none"> • Dropping samples to the lab, select Onward Analytics. • If you would like to utilize our remote program, please see our Remote Pick-up Schedule to view our partner locations and the next available pick-up date. • Please review the Remote Program Guidelines to stay in compliance with our services. <p>You may then select “Create Order Request Draft”</p>
2.C		<p>You can either add samples by bulk import or manually.</p> <ul style="list-style-type: none"> • See step 3 importing sample information • See step 4 for manual entry

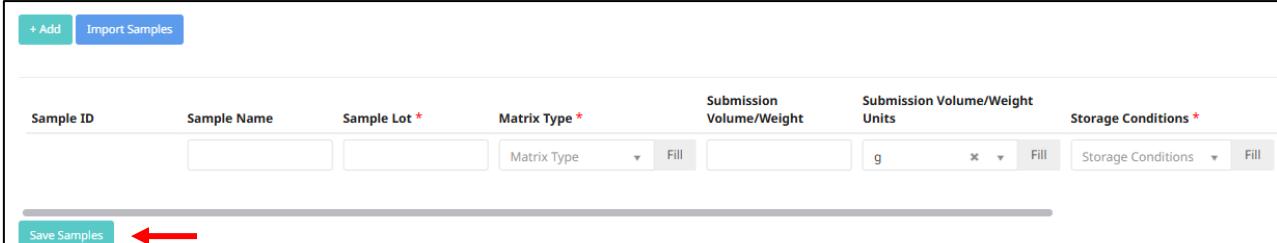
3. Bulk Import Sample Information

Step	Diagram	Action
3.A		<p>After selecting “Import Samples”, a window will open where you can download a CSV template.</p> <ol style="list-style-type: none"> Download template Enter applicable sample information into template and save file Select “Choose file” and select your saved file Select “Submit” to upload information to order Review upload and save, sample IDs will generate indicating a successful upload Move onto step 6, Assay Assignment

4. Manual Sample Entry

Step	Diagram	Action
4.A		<p>After selecting “+ Add” from step 2, input the number of samples you plan to submit.</p> <p>Select “Add” here to populate the number of sample entries.</p> <p>NOTE: If you are submitting samples that will be included in a co-mingle test (pesticides or mycotoxins) please see step 5 before moving onto assay assignment (step 6).</p>

4.B Diagram

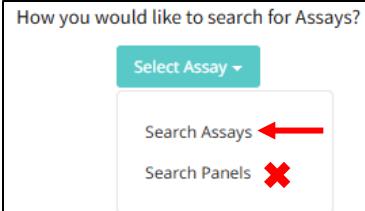
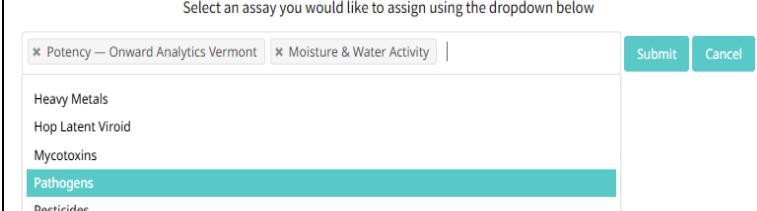
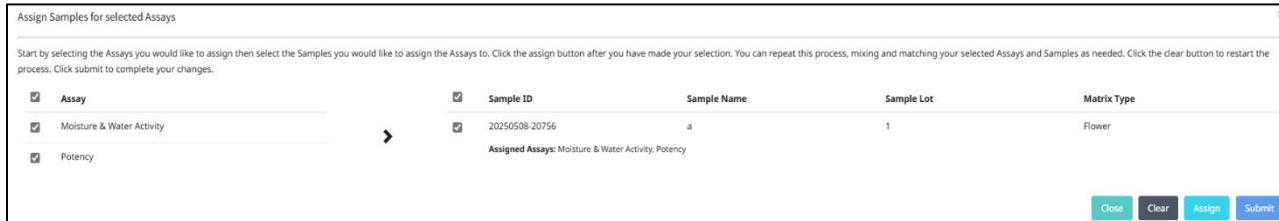
	<p>4.B Action</p> <ol style="list-style-type: none"> Manually enter the sample information. Some categories are required to move onto the next step. Required fields will be annotated with a red asterisk. Save samples once all information has been entered. Sample IDs will be generated per each entry indicating information has been saved and you may move onto Assay Assignment.
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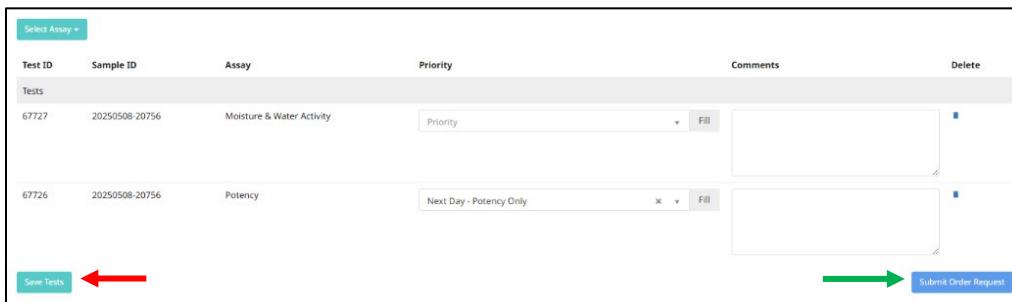


5. Entering Pesticide Samples

Step	Action																												
5.A	<p>Conditions</p> <ul style="list-style-type: none">Per the Vermont Cannabis Control Board, licensees are allowed to co-mingle up to (5) flower samples from the same harvest lot for pesticide testing. For each group of (5) or less, a pesticide test will be needed.It is required that the certified testing lab creates the representative sample in the lab, sample material will be submitted individually.During sample entry, an additional sample will be entered for the representative pesticide test. We consider this a “ghost sample” as you will not drop-off a physical sample.Pre-comingled sample material will not be accepted.Samples from different harvest lots are not allowed for co-mingled testing and will require individual pesticide tests <p>NOTE: Due to the water content of fresh material, only (3) samples (fresh frozen, clone leaves, etc.) can be supported for a co-mingled pesticide test. Dry material can still be up to (5) samples. Wet and dry material cannot be tested together.</p>																												
5.B	<p>Sample Submission and Assay Assignment Example:</p> <table border="1"><thead><tr><th>Sample #</th><th>Sample Name</th><th>Lot Info</th><th>Assay Assignment</th></tr></thead><tbody><tr><td>Sample 1</td><td>Baddies in the Lab</td><td>TLAB0030-001</td><td>POT, WA, PATH</td></tr><tr><td>Sample 2</td><td>Canna Nerds</td><td>TLAB0030-001</td><td>POT, WA, PATH</td></tr><tr><td>Sample 3</td><td>Analytical Kush</td><td>TLAB0030-001</td><td>POT, WA, PATH</td></tr><tr><td>Sample 4</td><td>Mass Spec Sour</td><td>TLAB0030-001</td><td>POT, WA, PATH</td></tr><tr><td>Sample 5</td><td>Lab Berry</td><td>TLAB0030-001</td><td>POT, WA, PATH</td></tr><tr><td>Sample 6 “Ghost Sample”</td><td>HL: BitL, CN, AK, MSS, LB</td><td>TLAB0030-001</td><td>PEST</td></tr></tbody></table> <ul style="list-style-type: none">When entering the representative sample name, abbreviations will be used to identify the included strains.Representative pesticide tests do not have to be (5) total, they can be (5) or less.Submitting samples for pesticide testing only – enter the sample information as above and assign pesticides to the ghost sample ONLY.	Sample #	Sample Name	Lot Info	Assay Assignment	Sample 1	Baddies in the Lab	TLAB0030-001	POT, WA, PATH	Sample 2	Canna Nerds	TLAB0030-001	POT, WA, PATH	Sample 3	Analytical Kush	TLAB0030-001	POT, WA, PATH	Sample 4	Mass Spec Sour	TLAB0030-001	POT, WA, PATH	Sample 5	Lab Berry	TLAB0030-001	POT, WA, PATH	Sample 6 “Ghost Sample”	HL: BitL, CN, AK, MSS, LB	TLAB0030-001	PEST
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6. Assay Assignment

Step	Diagram	Action
6.A		<p>After sample information has been saved and sample IDs have been generated, you will be able to search assays and assign them to samples.</p> <p>Note: Search by Panels is unavailable at this time.</p>
6.B		<p>A drop-down will list all available assays. You need only select the assay once to hold it in the search bar.</p> <p>Once all assays have been selected, click “Submit”.</p> <p>A window will populate to assign assays per sample.</p>
6.C	<h3>6.C Diagram</h3> 	<h3>6.C Action</h3> <ul style="list-style-type: none"> A new window will appear with assay selection on the left and sample designation on the right. Selected boxes will assign the assay to the desired sample. You may assign multiple assays at a time or individually, clicking “Assign” each time. <ul style="list-style-type: none"> If assays of the same variety are assigned to a sample in multiples, they will appear as: <ul style="list-style-type: none"> Potency (2), Pathogens (4), etc. This indicates (2) potency and (4) pathogen tests have been assigned to the sample. Selecting “Clear” will remove all assays from all samples. When you are satisfied with your assay assignment, select “Submit”.

6.D
6.D Diagram


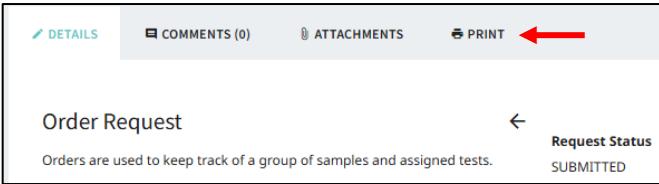
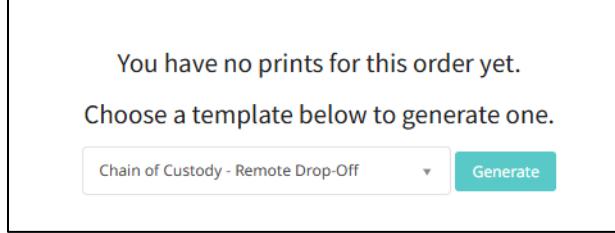
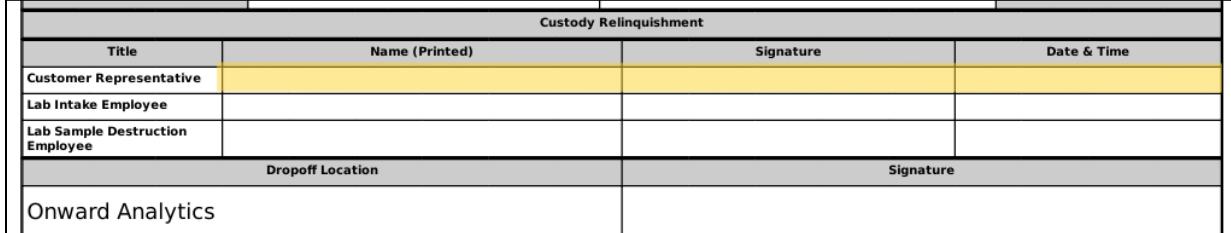
Test ID	Sample ID	Assay	Priority	Comments	Delete
67727	20250508-20756	Moisture & Water Activity	Priority	<input type="text"/> Fill	<input type="button"/>
67726	20250508-20756	Potency	Next Day - Potency Only	<input type="text"/> Fill	<input type="button"/>

Save Tests   **Submit Order Request**

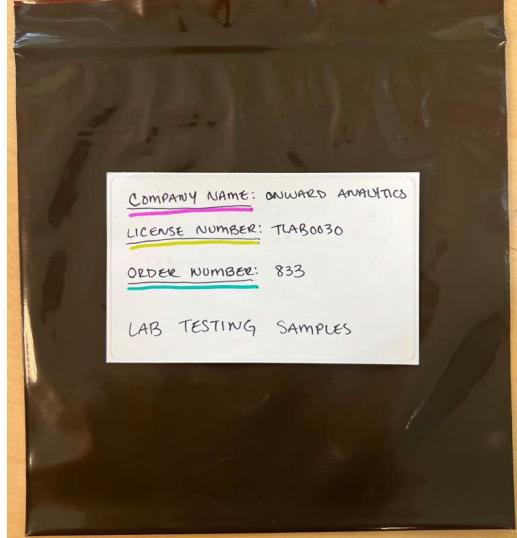
6.D Action

- Back on the order page - You may request expedited testing, leave additional comments for OA staff, or remove assays that may have been applied in error.
- Save Tests** (red arrow) – like saving samples, saving tests will generate a test ID indicating information has successfully saved and applied to the sample.
- Final Review
 - Confirm sample information, assay (test) assignment, turnaround time, and drop-off location
 - Select “**Submit Order Request**” (green arrow)

7. Printing the Chain of Custody

Step	Diagram	Action
7.A		<p>After submission is completed, the Request Status will update to "SUBMITTED".</p> <p>You can now print the Chain of Custody from the Print tab at the top of the order page.</p> <p>The Request Status will update to "APPROVED" when OA team members have reviewed the order and will update again to "RECEIVED" when the physical order has been accepted at the lab.</p> <p>NOTE: If you are utilizing any remote pick-up locations, you must print the COC and drop it off with your samples. See Sampling Labeling in Step 8.</p>
7.B		<p>From the dropdown menu select Chain of Custody, and then select Generate.</p>
7.C	<p>7.C Diagram</p>  <p>7.C Action</p> <p>The transporter will Print (name), Sign, and enter the Date & Time on the Customer Representative line at the time of drop-off.</p> <p>Remote locations will sign in the Signature box next to the Dropoff Location.</p>	

8. Sample Labeling

Step	Diagram	Action
8.A		<p>It is important to properly label your sample container. Your container should have the following written on the outside:</p> <ul style="list-style-type: none"> • Company Name • License Number • Product Name • Lot Code • Ordered Tests
8.B		<p>Samples submitted for pick-up at remote locations are required to be in a secondary container that will hold samples and Chain of Custody. Sealable bags are available at partner locations.</p> <p>The outside of the secondary container should include:</p> <ul style="list-style-type: none"> • Company Name • License Number • Order Number (assigned within client portal) • "Lab Testing Samples"

**FRM-040-A-OA****Customer Guidance: Submitting Online Orders via
Qbench**

Version: v01

Effective Date: 10/20/2025

Revision History

Version #	Author	Effective Date	Retired Date	Summary of Changes
01	Emily Haynes	10/20/2025	n/a	Initial Release.

Approvals

Name and Title	Signature	Date Approved
Emily Haynes Quality Specialist	 Emily Haynes (Oct 19, 2025 20:36:54 EDT)	10/19/25
Callie Chapman President	 Callie Chapman (Oct 17, 2025 19:22:25 EDT)	10/17/25