

Remote Sample Submission Program: Customer Guidelines

All customers participating in the remote sample submission program will be required to adhere to following guidelines:

- **Submitting an order:** an online order must be submitted through OA's client portal prior to dropping off samples at a remote host location. The order must identify the number of samples, desired tests and the quantity of product being submitted.
 - Instructions on how to submit an online order and print your chain of custody form are available on OA's website: www.onwardanalytics.biz
 - If you are a new customer to OA, you must set up a customer profile over the phone or email directly with the lab prior to participating in remote sample submission program.
- **Chain of Custody:** once the online order is submitted, customers need to print the "Chain of Custody – Remote Drop Off" (COC) form from the client portal, record the remote host location being utilized for drop off and sign the COC form in the designated area.
- **Sample Requirements:**
 - All samples must be clearly labeled with strain and lot code information, fully sealed, and marked with the business/brand name as well as licensee number.
 - If multiple samples are being submitted in an order, they must also be contained in a secondary package to keep your order together and separate from other customer samples, as well as to prevent any cross contamination.
 - Example: individual Ziplock bags per sample contained within a larger 1-gallon Ziplock bag for the entire order
 - All samples being dropped off must be stable at room temperature and not require any special storage conditions.
- **Sample Custody:** customers will be asked to initial the sample intake log at the host location to acknowledge the submission of the samples into the testing program.
- **Payment:** no payment will be accepted at any the remote host location. Samples submitted remotely will be invoiced via QuickBooks by OA once samples are received into the laboratory. There will be an additional \$25 fee per order submission for the pickup service.
- **Testing Confirmation:** Once samples have been picked up from the host locations by the OA staff and received into the laboratory customers will receive an email confirmation that the order has been "received" and is in progress in the lab.
- **Sample drop off:** customers will submit samples to the remote host locations during hours of operation, please check with your remote location of choice to ensure hours. A published schedule can be found at: www.onwardanalaytics.biz



Remote Sample Submission: Remote Host Location Guidelines

All remote host locations participating in the remote sample submission program will be required to adhere to the following guidelines:

- **License requirements:** all remote host locations must have an active VTCCB retail or wholesale license.
- **Sample Log:** all remote host locations will be required to maintain the sample log (provided by OA) to provide written records and ensure traceability of all samples.
- **Sample acceptance:** acceptance of testing samples must happen within the licensed space and where possible, in view of security cameras.
- **COC Storage:** all remote host locations are asked to keep customer COC forms submitted with the testing samples either with laboratory samples in or in a designated storage area and provide the submitted forms to OA staff upon pick up.
- **Sample storage:** all samples must be stored within the licensed premises and be kept in a secure place at all times. OA will provide a marked sample storage container for partner location use.
 - Samples must be stored in a marked container or designated area for testing samples, visibly separate (by label or location) from retail inventory or vendor samples.
 - No party, other than OA staff member or designee may collect, view, or transport the testing samples from the host location.
 - Samples must not be opened, showcased, or tampered with by any member of the host location staff, public, or any other party.
- **Sample confidentiality:** remote host location staff must not discuss customer sample submissions or sample details with anyone other than the laboratory staff.
- **Payment:** host locations will not be asked and will not accept any payment for submitted testing samples, all billing will be done direct by OA to the customer.
- **Questions & Concerns:** host locations will not be asked to answer any testing questions or advise on any testing specific topics on behalf of the laboratory, for any inquiries please advise customers to contact the lab directly by phone or email.