

KCA Labs Client Portal User Guide

The KCA Labs Client Portal is built in a software system called QBench developed by California-based and supported Junction Concepts. QBench is a secure cloud-based laboratory information management system (LIMS).

New clients and users must be added to the system by KCA Labs personnel via the Client Setup Form PDF or the online Client Setup form.

The Client Setup Form can be found here: <https://kcalabs.com/client-setup-form/> or by clicking the 'Register' button at the top menu.

Client Setup Form

Interested in working with KCA Labs?

Please complete the form below to complete the new client registration process. Once reviewed, you will be given access to the KCA Labs Client Portal. From the Client Portal you will be able to create an order, submit samples, and print a chain of custody to accompany your sample shipments.

Asterisks (*) indicate required field

Company information

Company Name*

Address*

City*

State/Province*

Zip/Post Code*

Country*

State/Province/Company License Number

Federal Registration Number*

Primary Contact Information

Primary Contact Name/Title*

Primary Email*

Primary Phone Number

Invoice Information

Invoicing Contact Name/Title*

Invoicing Email*

Invoicing Phone Number

Results Information

Results Contact Name(s)*

Results Email(s)*

Results Phone Number(s)

☐ I'm not a robot


reCAPTCHA
Privacy • Terms

Send

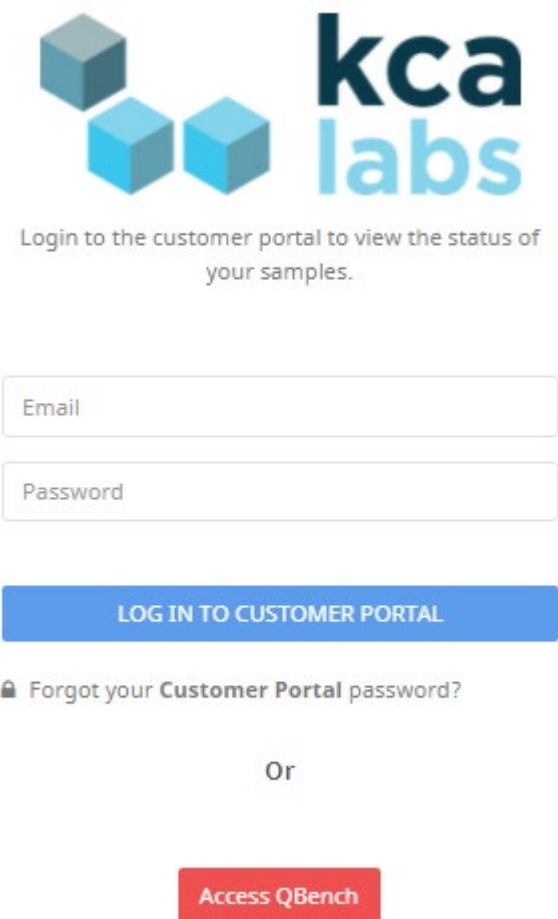
* Required Field



232 North Plaza Drive
Nicholasville, KY 40356

Once the form is completed a KCA Labs administrator will send login instructions to the emails provided on the form. You will be asked to create a password to gain access to the portal.

To access Customer Portal go to <https://kcalabs.qbench.net> or click the 'Client Portal' link on the top of the website.

The login form for the KCA Labs Customer Portal. It features the KCA Labs logo at the top, followed by the text "Login to the customer portal to view the status of your samples." Below this are two input fields: "Email" and "Password". A blue button labeled "LOG IN TO CUSTOMER PORTAL" is positioned below the fields. A link with a lock icon and the text "Forgot your Customer Portal password?" is located below the button. The word "Or" is centered below the link. At the bottom is a red button labeled "Access QBench".



Login to the customer portal to view the status of
your samples.

Email

Password

LOG IN TO CUSTOMER PORTAL

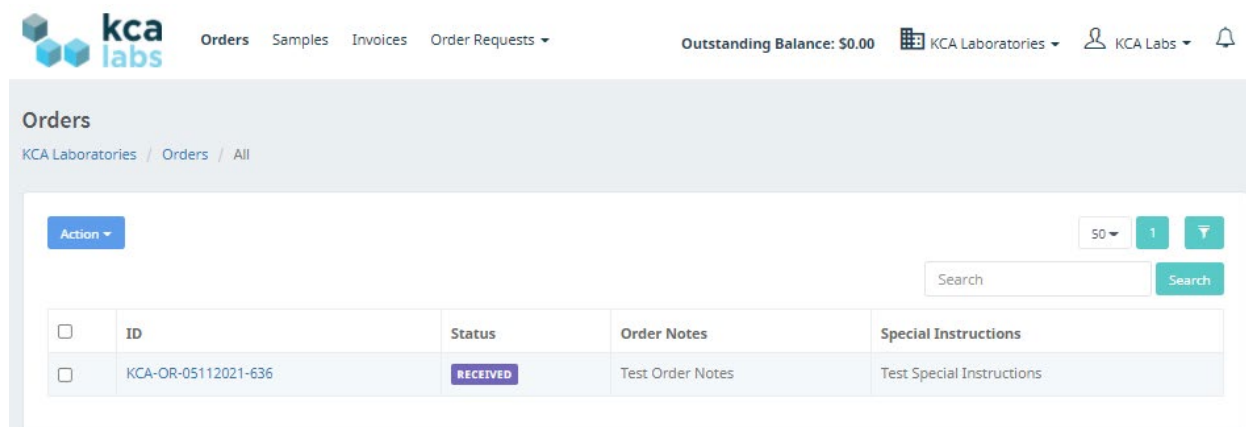
 Forgot your **Customer Portal** password?

Or

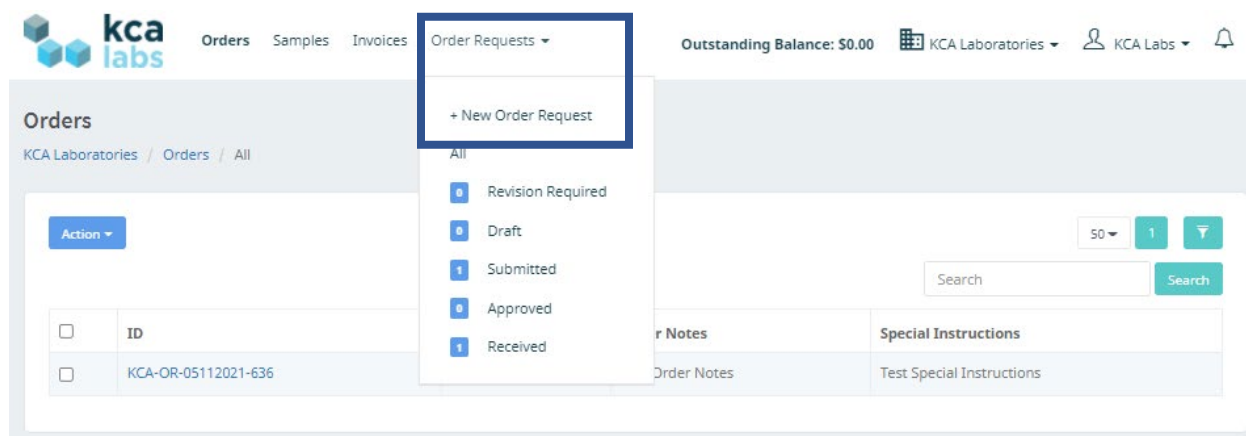
Access QBench

Enter your email and password to access your portal.

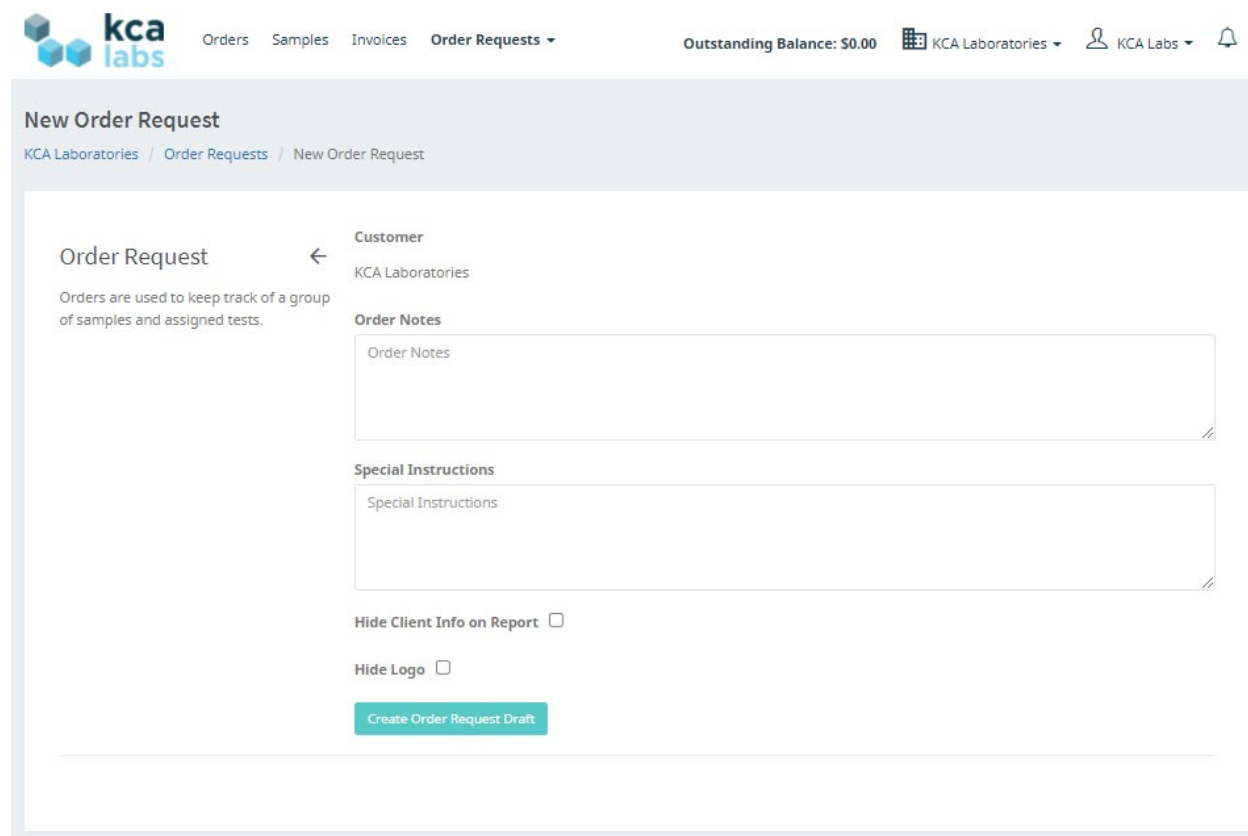
This is your order screen. It shows all your orders that have been placed and the status they currently are in.



To place a new order: Click on the 'Order Requests' dropdown and choose '+ New Order Request'.



The 'New Order Request' window opens asking you for preliminary order information.



The screenshot shows the 'New Order Request' form in the KCA Labs system. The top navigation bar includes the KCA Labs logo, links for Orders, Samples, Invoices, and Order Requests (selected), an Outstanding Balance of \$0.00, and dropdown menus for KCA Laboratories and KCA Labs. The form title is 'New Order Request' with a breadcrumb trail: KCA Laboratories / Order Requests / New Order Request. The form is divided into two main sections. The left section, titled 'Order Request', includes a back arrow and a description: 'Orders are used to keep track of a group of samples and assigned tests.' The right section, titled 'Customer', shows 'KCA Laboratories'. Below this are two text input fields: 'Order Notes' and 'Special Instructions'. At the bottom of the form are two checkboxes: 'Hide Client Info on Report' and 'Hide Logo', both currently unchecked. A green button labeled 'Create Order Request Draft' is positioned at the bottom center of the form.

- Order Notes – Any information the laboratory needs to know about the order
- Special Instructions – Any information the laboratory needs to know about the samples
- Hide Client Info on Report – This box can be checked and your client info will not be displayed on the COA
- Hide Logo – This box can be checked when you do not want your client logo to be on the COA

Click 'Create Order Request Draft' to move on to the next step.

The Order Request is now is 'DRAFT' status. You can now add samples to the Order Request.
Click '+ Add' to add samples to the order.



OrdersSamplesInvoicesOrder Requests ▾

Outstanding Balance: \$0.00KCA Laboratories ▾KCA Labs ▾

Order Request KCA-OR-06032021-833

KCA Laboratories / Order Requests / Order Request KCA-OR-06032021-833

DETAILSATTACHMENTSPRINT

Order Request

←

Orders are used to keep track of a group of samples and assigned tests.

Request Status

DRAFT

Customer

KCA Laboratories

Order Notes

Order Notes

Special Instructions

Special Instructions

Hide Client Info on Report ☐

Hide Logo ☐

Save as Draft

Submit OrderDelete

Samples

←

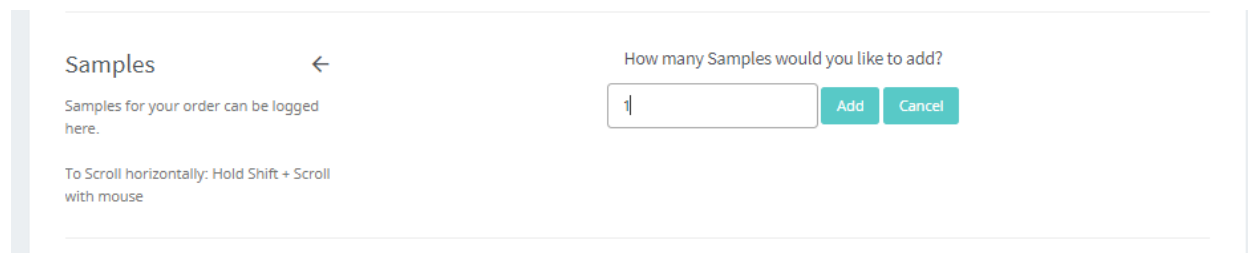
Samples for your order can be logged here.

To Scroll horizontally: Hold Shift + Scroll with mouse

Add Samples to this Order Request

+ AddImport Samples

Enter the number of samples that need to be added to this order.



Samples ←

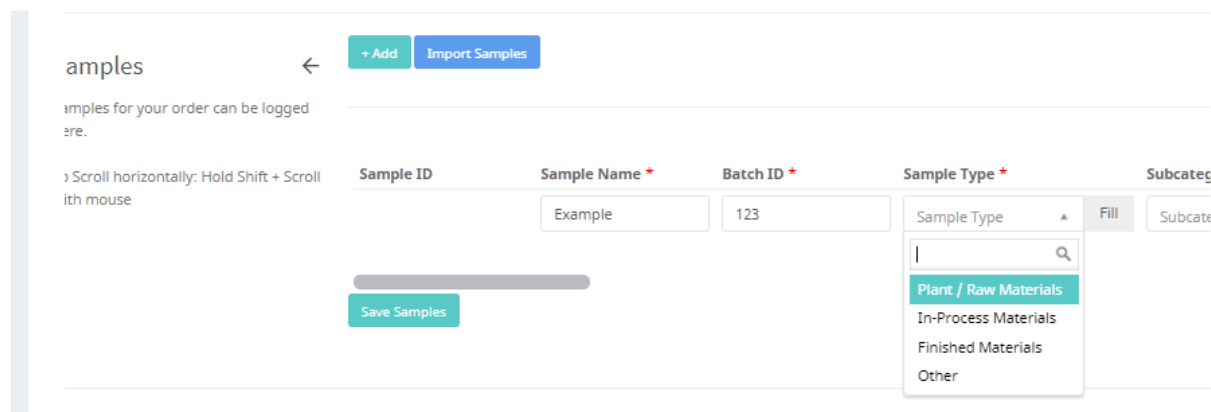
How many Samples would you like to add?

Samples for your order can be logged here.

To Scroll horizontally: Hold Shift + Scroll with mouse

1 | Add Cancel

Once the number of samples is submitted the system will self-populate with the same number of rows to add individual sample information.



amples ← + Add Import Samples

amples for your order can be logged here.

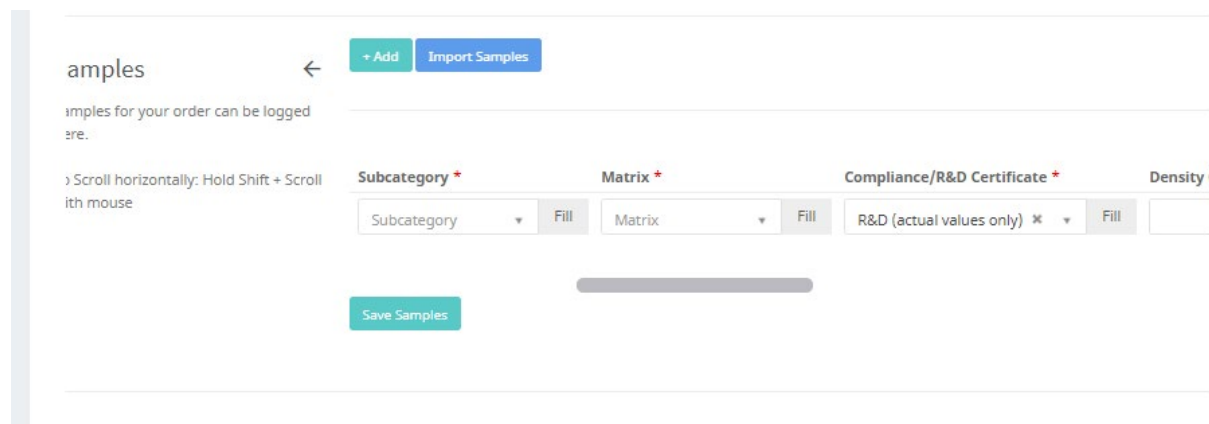
Scroll horizontally: Hold Shift + Scroll with mouse

Sample ID	Sample Name *	Batch ID *	Sample Type *	Subcategory
	Example	123	Sample Type ▾	Fill Subcate
			Plant / Raw Materials	
			In-Process Materials	
			Finished Materials	
			Other	

Save Samples

- Sample Name – Name of the sample
- Batch ID – Identifying batch or sample ID (If no batch ID is needed just click the spacebar inside the box)
- Sample Type – Choose from the following options:
 - Plant / Raw Materials – Plant Material
 - In-Process Materials – Crude, Isolate, etc.
 - Finished Materials – Oils, Candy, Lotions, etc.
 - Other – Any material that doesn't fit under the other options

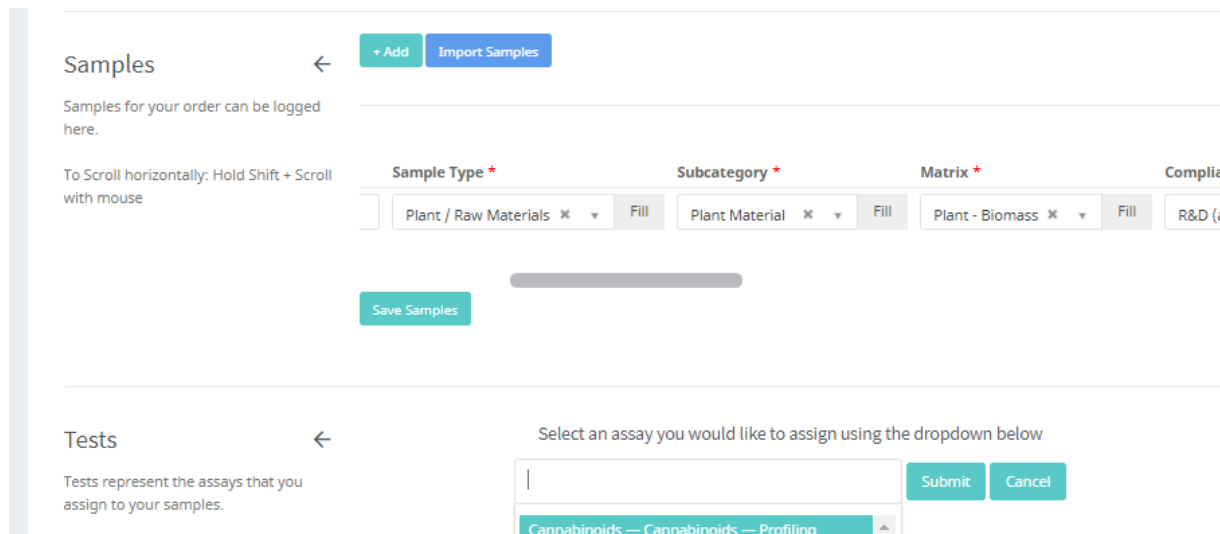
Continue scrolling right.



The screenshot shows a web form for adding samples. At the top, there are buttons for '+ Add' and 'Import Samples'. Below these, there's a section for 'Samples for your order can be logged here.' with a hint to scroll horizontally. The form has four main columns: 'Subcategory', 'Matrix', 'Compliance/R&D Certificate', and 'Density'. Each column has a dropdown menu and a 'Fill' button. The 'Compliance/R&D Certificate' dropdown is set to 'R&D (actual values only)'. At the bottom, there is a 'Save Samples' button.

- Subcategory – Choose from the following options:
 - Plant Material
 - Concentrate
 - Oil / Liquid
 - Edible
 - Topical
 - Other
- Matrix – Choose the more specific type of material being submitted
- Compliance/R&D Certificate – At this time use the R&D Certificate. This just means the COA will have all the result values.
- Comments – Any information the laboratory needs to know about that sample
- Density (g/mL) – If known for any oil or liquid samples is helpful for the laboratory. Density is also taken during testing for oil samples. It can be left blank if unsure of the density.
- The following items can be filled out if you know the information or if applicable:
 - Flavor
 - Cultivar
 - Ingredients
 - Estimated Cannabinoid Concentration
 - Time of Collection
 - Attachments (Attach List of Ingredients, Previous COA, etc)

Click 'Save Samples' once all the samples and information has been filled out.



Samples ← + Add Import Samples

Samples for your order can be logged here.

To Scroll horizontally: Hold Shift + Scroll with mouse

Sample Type *	Subcategory *	Matrix *	Compliance *
Plant / Raw Materials ✕ ▼	Plant Material ✕ ▼	Plant - Biomass ✕ ▼	R&D (€)

Save Samples

Tests ←

Select an assay you would like to assign using the dropdown below

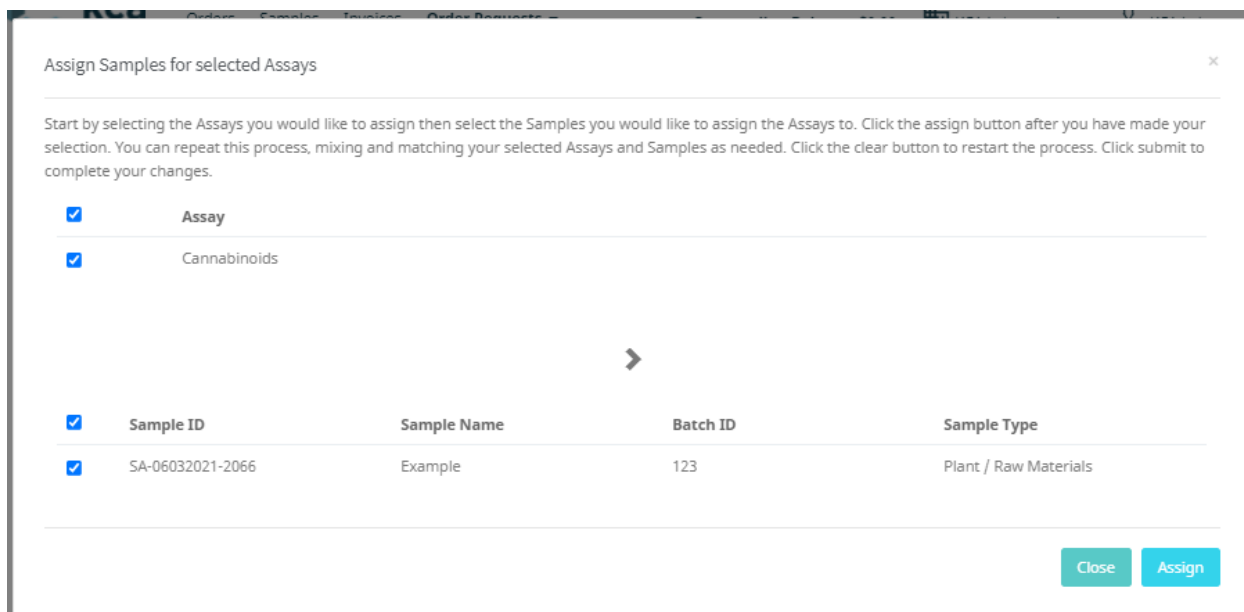
Cannabinoids — Cannabinoids — Profiling

Once the samples have been saved the option to add tests will appear. Choose all the tests that are needed for all the samples, even if not all samples are getting the same tests.

Choose from the following tests:

- Cannabinoids
- Foreign Matter
- Heavy Metals
- Microbials
- Mycotoxins
- Pesticides
- Residual Solvents
- Terpenes

You will then assign the tests to each sample by selecting the assay(s) and the sample(s).



Assign Samples for selected Assays

Start by selecting the Assays you would like to assign then select the Samples you would like to assign the Assays to. Click the assign button after you have made your selection. You can repeat this process, mixing and matching your selected Assays and Samples as needed. Click the clear button to restart the process. Click submit to complete your changes.

☒ **Assay**

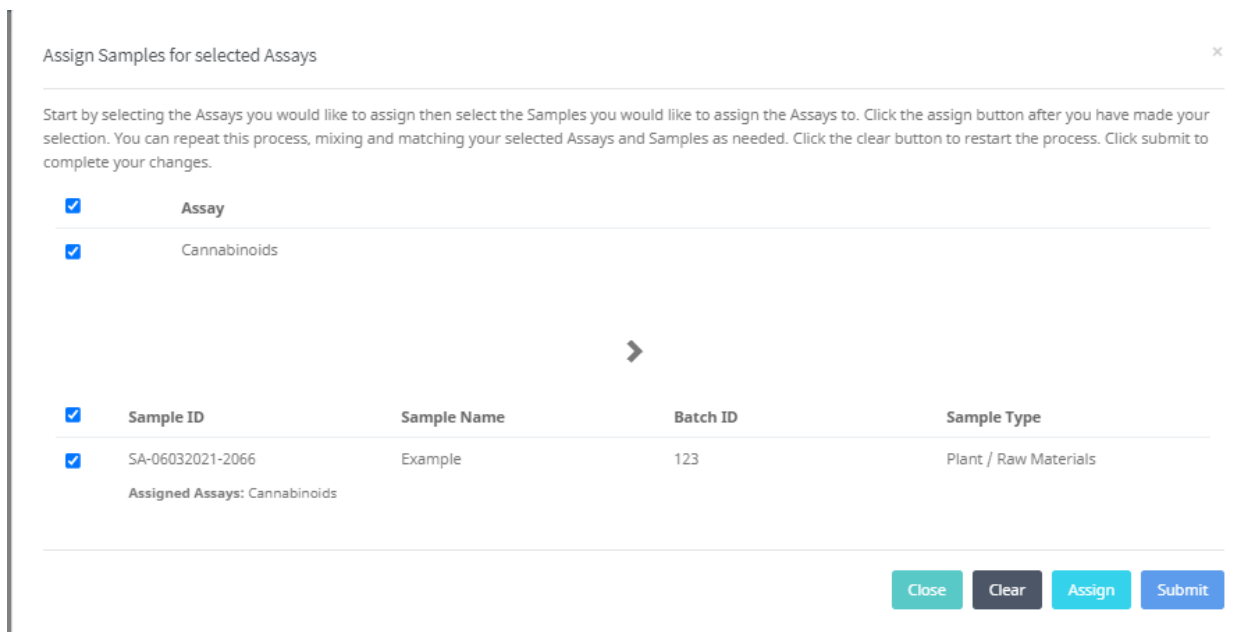
☒ Cannabinoids

➔

☒ Sample ID	Sample Name	Batch ID	Sample Type
☒ SA-06032021-2066	Example	123	Plant / Raw Materials

Close Assign

Once you submit the test the above screen will pop-up. When multiple tests are chosen you are able to choose which test are assigned to which samples.



Assign Samples for selected Assays

Start by selecting the Assays you would like to assign then select the Samples you would like to assign the Assays to. Click the assign button after you have made your selection. You can repeat this process, mixing and matching your selected Assays and Samples as needed. Click the clear button to restart the process. Click submit to complete your changes.

☒ **Assay**

☒ Cannabinoids

➔

☒ Sample ID	Sample Name	Batch ID	Sample Type
☒ SA-06032021-2066	Example	123	Plant / Raw Materials

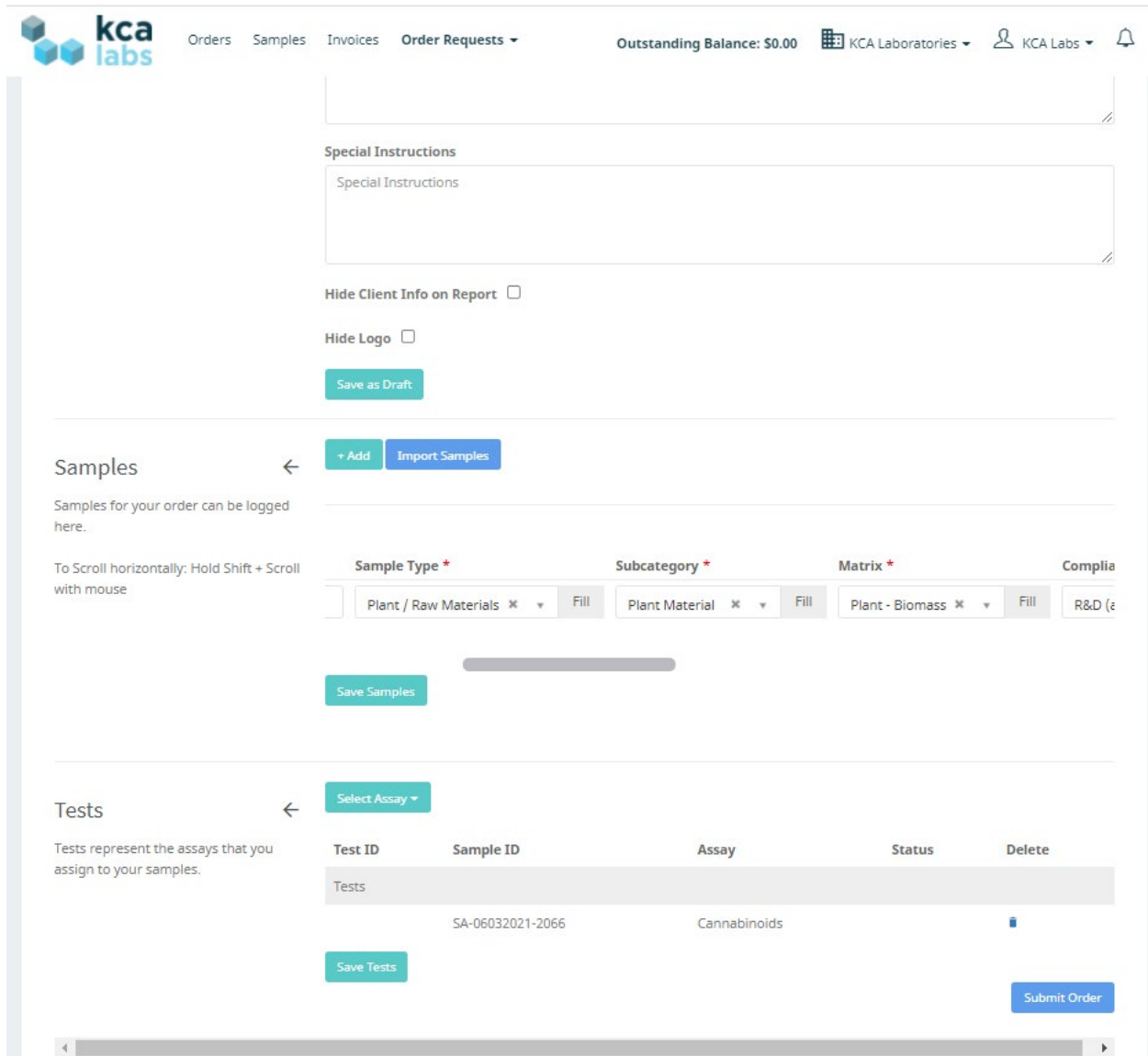
Assigned Assays: Cannabinoids

Close Clear Assign Submit

Once the tests have been assigned they will be seen under the sample for which they are assigned. If a mistake is made, such as adding multiples of the same test, then click 'Clear' to start over. After all the tests have been assigned to the samples, click the 'Submit' button.

You will return to the previous screen now with tests added.

Before submitting the order, make sure to click the 'Save Tests' button.



Order Requests | Outstanding Balance: \$0.00 | KCA Laboratories | KCA Labs

Special Instructions

Special Instructions

Hide Client Info on Report ☐

Hide Logo ☐

Save as Draft

Samples | + Add | Import Samples

Samples for your order can be logged here.

To Scroll horizontally: Hold Shift + Scroll with mouse

Sample Type *	Subcategory *	Matrix *	Compliance *
Plant / Raw Materials ✕	Plant Material ✕	Plant - Biomass ✕	R&D (€)

Save Samples

Tests | Select Assay

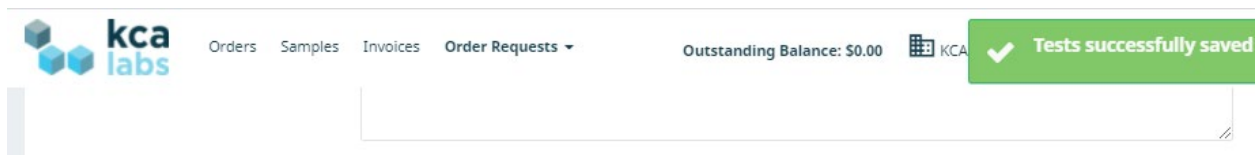
Tests represent the assays that you assign to your samples.

Test ID	Sample ID	Assay	Status	Delete
Tests	SA-06032021-2066	Cannabinoids		

Save Tests

Submit Order

After saving the test, review the order, then 'Submit Order'.

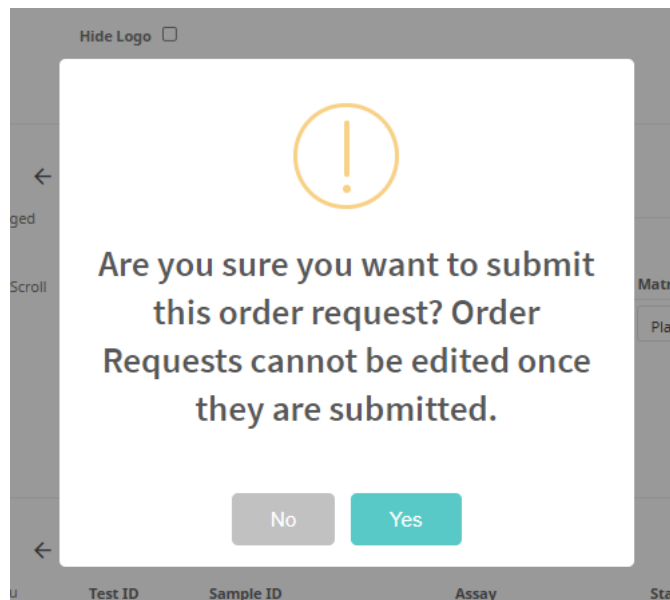


Order Requests | Outstanding Balance: \$0.00 | KCA Laboratories | KCA Labs

Tests successfully saved

Submit Order

The system will ask if you want to submit the request. If you're ready then go ahead and click 'Yes'. Orders can be edited by the laboratory if need be.



The order will then show 'SUBMITTED' at the top.



[Orders](#)
[Samples](#)
[Invoices](#)
[Order Requests](#)

Outstanding Balance: \$0.00
[KCA Laboratories](#)
[KCA Labs](#)

Order Request KCA-OR-06032021-833

[KCA Laboratories](#) / [Order Requests](#) / Order Request KCA-OR-06032021-833

[DETAILS](#)
[COMMENTS \(0\)](#)
[ATTACHMENTS](#)
[PRINT](#)

Order Request

Orders are used to keep track of a group of samples and assigned tests.

Request Status

SUBMITTED

Customer

KCA Laboratories

Order Notes

Special Instructions

Hide Client Info on Report

False

Hide Logo

False

[View Order](#)

Samples

Samples for your order can be logged here.

To Scroll horizontally: Hold Shift + Scroll with mouse

Sample ID	Sample Name *	Batch ID *	Sample Type *	Subcategory *
SA-06032021-2066	Example	123	Plant / Raw Materials	Plant Material

Tests

Tests represent the assays that you assign to your samples.

Test ID	Sample ID	Assay	Status
4123	SA-06032021-2066	Cannabinoids	NOT STARTED

Once the order is submitted you may choose to print a completed copy of the Chain of Custody form to submit with the sample(s).

To access the form click on the 'Print' tab at the top. Choose 'Chain of Custody' from the dropdown menu and click 'Generate' to create the PDF.

Order KCA-OR-06032021-833

KCA Laboratories / Orders / Order KCA-OR-06032021-833

DETAILS COMMENTS (0) ATTACHMENTS REPORTING PRINT

Chain of Custody Generate

Title	Generated By	Timestamp	Download
Chain of Custody	KCA Labs	2021-06-15 14:39:27	Download

Once the Chain of Custody is created you may click the download button to open it, save it, and print it.

Please include a copy of the Chain of Custody with each shipment of samples.

Chain of Custody

Ship To:
KCA Labs
232 North Plaza Drive,
Nicholasville, KY 40356

Client Contact Information:

Company Name: KCA Laboratories	Contact Name: Ryan Bellone
Address: 232 N. Plaza Dr	Contact Title: Commercial Director
City/State/Zip: Nicholasville KY 40356	Contact Phone: 855-652-8227 x3
License Number: P_0058	Contact Email: rbellone@kcalabs.com

Samples Collected By:

Sample ID	Sample Name	Sample Matrix	Sample Type	Sample Source	Sample Location	Sample Date	Sample Time	Sample Status	Sample Notes
Example: SA-06032021-2096	123	Plant - Biomass	X	X					

Special Instructions/QC Requirements and Comments:

For Lab Use Only:

Samples Shipped by:	Date/Time	Samples Received by:	Date/Time	Inspected by:	Inspection Date	Inspection Results
Samples Reinspected by:	Date/Time	Samples Reinspected by:	Date/Time	Complete report	Complete report	Complete report
Reinspected by:	Date/Time	Received by:	Date/Time	Sufficient sample for tests	Sufficient sample for tests	Sufficient sample for tests
				COC complete	COC complete	COC complete