



PEAK PROCESSING SOLUTIONS

Samples Portal Customer Guide

How to submit a sample request, verify delivery information, and follow your request from submission through shipment.

BEFORE YOU SUBMIT

- Complete one request for each province or territory of intended distribution.
- Have the exact product names and requested quantities ready.
- Have your current Peak Distribution Agreement available for upload.

IMPORTANT REQUIREMENTS

- The Peak Distribution Agreement must be uploaded with every request.
- Requests above 500 units require an exception from your account manager.
- Keep the Request ID and status link provided after submission.

samples.peakprocessing.com



01 Start your sample request

Enter the requester and brand information first. The request summary at the right of the portal updates as you complete the form.

The screenshot shows the 'Sample Request Form' interface. On the left, there's a form titled 'Submit a Sample Request' with instructions: 'Complete one request for each province or territory of intended distribution.' The form is divided into two sections: '01 Contact Information' and '02 Request Type'. The 'Contact Information' section has fields for 'Full Name', 'Brand Name', and 'Email Address'. The 'Request Type' section has a 'Request Path' dropdown menu with 'Select Request Type' as the current selection. Below the form are 'Clear Form' and 'Submit Request' buttons. On the right, there's a 'REQUEST SUMMARY' table with columns 'REQUEST ID' and 'Assigned Upon Submission'. The table shows 'REQUEST TYPE' as 'Not Selected', 'BRAND' as an empty field, 'CONTACT' as an empty field, 'PROVINCE' as an empty field, and 'EARLIEST LEAD DATE' as '2026-09-18'. Below the table is a 'SUBMISSION RESULT' section.

REQUEST ID	Assigned Upon Submission
REQUEST TYPE	Not Selected
BRAND	
CONTACT	
PROVINCE	
EARLIEST LEAD DATE	2026-09-18

Sample Request Form - contact information, request type and request summary.

CHOOSE THE CORRECT REQUEST PATH

Select the request type that matches the intended recipient. The portal will display the fields required for that request path.

Use the email address you actively monitor. Status updates for the request are sent to the email entered on the form.

The screenshot shows the '02 Request Type' section of the form. The 'Request Path' dropdown menu is open, displaying a list of available request paths: 'Select Request Type', 'Sample Request to a Licensed Retailer', 'Sample Request to an Authorized Distributor', 'Licensed Producer to Licensed Producer', 'Sample Request to an Authorized Industry Event', and 'Peak Employee Sample Delivery'. The dropdown menu is dark gray with white text, and the background is light gray.

Available request paths are selected from the Request Type menu.



02 Upload the Peak Distribution Agreement

The agreement is mandatory for every sample request.

Peak Distribution Agreement

Choose File no file selected

Required for every sample request. PDF, DOC, DOCX, JPG, or PNG; maximum 4 MB.

Upload it every time. A previous upload does not carry forward to a new request. Accepted formats shown in the portal are PDF, DOC, DOCX, JPG and PNG, with a maximum file size of 4 MB.

03 Enter the requested products

Accurate product identification helps Peak process the request without unnecessary clarification.

Retailer Store Name

Requested Products



Enter the full, accurate product name for every item requested. Do not use abbreviations or shortened names.

Requested Product

Quantity

If you need more than 500 items, reach out to the Peak Processing team for exceptions.

Requested Products section.

PRODUCT NAMES

Enter the full, accurate product name to the best of your ability. Avoid abbreviations, shortened names or internal nicknames where possible.

QUANTITIES

Enter the quantity required for each product. Use the + control to add additional product lines when needed.

More than 500 units? Contact your Peak account manager before submitting to request an exception.



04 Enter and verify shipping information

Provide the requested delivery date, shipping contact and province of distribution. For licensed retailer requests, the portal can assist with store identification.

If you need more than 500 items, reach out to the Peak Processing team for exceptions.

Requested Delivery Date 2026-08-28	Shipping Address Unit / Suite (optional) Unit, suite, or apartment Delivery postal code A1A 1A1 Please confirm the delivery postal code to ensure your order arrives at the correct address.
Shipping Contact Name 	Shipping Contact Phone Number (555) 555-5555
Province of Distribution Select province	

Shipping and delivery fields.

Shipping Address

Licensed store match found
Canna Cabana • 4140-4150 WALKER ROAD, UNIT 200-102 • WINDSOR • N8W 3T5

[Use this store](#)

Licensed Retailer Store Finder example.

LICENSED RETAILER STORE FINDER

Begin entering the shipping address. When the portal identifies a likely licensed retailer, it will suggest the store and standardized shipping details.

The finder is an assistive tool. It may not be 100% accurate in identifying your store or its current address information.

ALWAYS VERIFY

Before using the suggested store, confirm the store name, street address, unit or suite, city, postal code and province. Correct any information that does not match the intended destination.



05 Complete the acknowledgements and submit

Read and confirm every required acknowledgement before submitting the request.

04 General Acknowledgement

Confirm each required statement before submitting.

- ☐ Cannabis samples will not be distributed to or stored in a dwelling-house.
- ☐ Cannabis samples will not be stored in an area not licensed under the Cannabis Act.
- ☐ Samples will only be distributed in the selected province or territory.
- ☐ Cannabis samples will not be given to consumers or the general public.
- ☐ Samples will only be used for education or training purposes, in quantities necessary for that purpose.

Additional Comments

General Acknowledgement and Additional Comments section.

FINAL CHECK BEFORE SUBMITTING

- ☐ Peak Distribution Agreement is attached.
- ☐ Product names and quantities are correct.
- ☐ Any request over 500 units has been discussed with your account manager.
- ☐ Shipping destination and contact details have been verified.
- ☐ Correct province of distribution is selected.

ADDITIONAL COMMENTS

Use Additional Comments for information Peak should know when reviewing the request, including special circumstances or clarifications.

After the form is complete, select **Submit Request**. A successful submission generates a unique Request ID and status link.



06 Save your Request ID and status link

These provide direct access to the request after it has been submitted.

The screenshot shows a confirmation page with a green checkmark icon and the text 'REQUEST SUBMITTED'. Below this, it says 'Your sample request has been received.' and 'Keep the request ID and status link below for future reference.' There are two main sections: 'SAMPLE REQUEST ID' with the value 'PRQ-000002' and 'STATUS LINK' with the URL 'https://samples.peakprocessing.com/custom'. A 'Copy Link' button is next to the URL. At the bottom, there are two buttons: 'View Request Status' and 'Submit Another Request'.

Submission confirmation page.

IMMEDIATELY AFTER SUBMISSION

Record the Request ID and keep the status link for future reference. The link can be copied directly from the confirmation page.

EMAIL UPDATES

Status notifications are sent to the email address entered on the request. Use an address you monitor so you do not miss approval, shipment or Peak follow-up updates.

The status link is the fastest way to see the latest request information at any time.



07 Track progress and receive Peak updates

Your status page shows the current stage, request details, products, shipping information and updates from Peak Processing Solutions.

Approved, pending shipment. All internal approvals are complete. Your request is now waiting to ship.



Typical request progression: Submitted - Internal Review - Approved - Shipped.

Request Status

REQUEST PRQ-000002

Your Brand Here

Internal review in progress. Your request is being reviewed by our internal team.

Internal Review

Progress bar: SUBMITTED, **INTERNAL REVIEW**, APPROVED, SHIPPED

Request Overview	
REQUEST ID	BRAND
PRQ-000002	Your Brand Here
REQUEST TYPE	RETAILER STORE NAME
Licensed Retailer	Canna Cabana
REASON FOR REQUEST	PROVINCE
Samples.	Ontario
SHIPPING ADDRESS	SHIPPING CONTACT NAME
UNIT 200-102, 4140-4150 WALKER ROAD, WINDSOR, Ontario, Canada, N8W 3T5	Shipping Contact Name
SHIPPING CONTACT PHONE NUMBER	SUBMITTED
Phone Number	Aug 28, 2026 at 10:19 AM
LAST UPDATED	REQUESTED DELIVERY
Aug 28, 2026 at 10:19 AM	Sep 25, 2026
CURRENT STEP	SHIPPING SUMMARY
Internal Review	UNIT 200-102, 4140-4150 WALKER ROAD, WINDSOR, Ontario, Canada, N8W 3T5 Shipping Contact Name Phone Number

Requested Products	
PRODUCT	QUANTITY
Peach Vanilla Soda	50

Status page showing the request overview and requested products.

WHAT YOU CAN SEE

The page clearly identifies whether your request is under Internal Review, Approved, or Shipped, along with the latest request information.

SHIPPING VISIBILITY

When Peak marks the request as **Shipped**, the status page reflects the change immediately and an email status update is sent to the request email.

PEAK COMMENTS

Peak Processing Solutions can post comments and updates to the request. Check this section for delay notices, clarifications, decisions or other request-specific information.

Updates from Peak Processing Solutions

Basel El Hamaida

Aug 28, 2026 at 10:21 AM

Your samples have been delayed due a thunderstorm.

Example of a request-specific update from Peak Processing Solutions.

Keep the status link until your request is complete.

For quantity exceptions above 500 units, submission questions, or help with a request, contact your Peak Processing Solutions account manager.