



THE "WORLD'S MOST LIT POINT OF SALE SYSTEM"

8/24/23

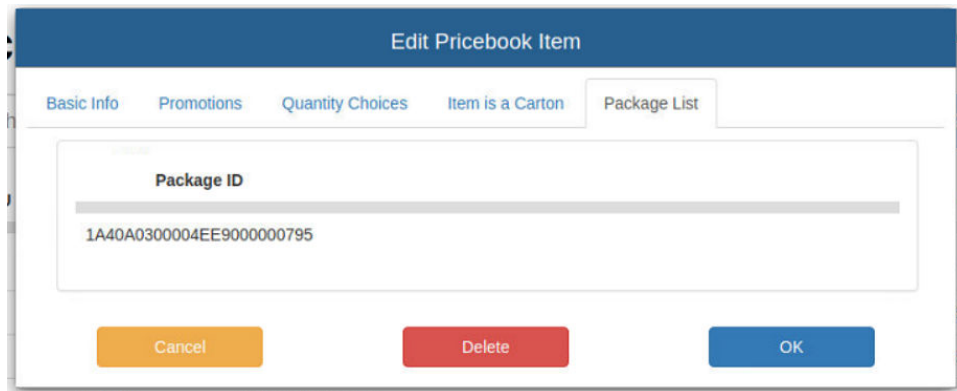
# Troubleshooting

## Failure to checkout cannabis items

There are three reasons why the checkout might fail:

- 1) The patient license ID # was entered incorrectly.
- 2) [Oklahoma only.] The patient license is not active. You can find the page on OMMA's website where the license is checked [here](#).<sup>1</sup> If the patient license is not active MyBud will not allow the sale of cannabis items to proceed.
- 3) The cannabis item does not have a package ID.

**Note:** To see which package IDs are associated with a particular cannabis item, go to Pricebook > Click on the item > Package List











## Package ID Mistakes


If for any reason you associate a package ID with the wrong item, this is easy to fix.

In Proteus 420, go to the transfer that associated the package with the wrong item. Find the package in which the error has occurred. Select the Undo button.

<sup>1</sup> <https://omma.us.thentiacloud.net/webs/omma/register/#/>


Barcode	Product Name	Event Date	Event Qty	Event Item Name	Event Status	Producer	Prod Lot #	Event Category	Locker	Units By Weight	Import
1AM02 000042F20005432	Gummiel Sour Tropical Fruit Chees (THC) 100mg Smokiez - Already Imported.					Smokiez				100mg	
1AM02 000042F20005433	Gummiel Sour Tropical Fruit Chees (THC) 100mg Smokiez - Already Imported.					Smokiez				100mg	
1AM02 000042F20005437	Gummiel Sour Tropical Fruit Chees (THC) 100mg Smokiez - Already Imported.					Smokiez				100mg	
1AM02 000042F20005438	Gummiel Sour Tropical Fruit Chees (THC) 100mg Smokiez - Already Imported.					Smokiez				100mg	
1AM02 000042F20005439	Gummiel Sour Tropical Fruit Chees (THC) 100mg Smokiez - Already Imported.					Smokiez				100mg	
1AM02 000042F20005440	Gummiel Sour Sweet Apple Puff Chees (THC) 100mg Smokiez - Already Imported.					Smokiez				100mg	
1AM02 000042F20005441	Gummiel Sour Apple Pie Chees (THC) 100mg Smokiez - Already Imported.					Smokiez				100mg	
1AM02 000042F20005442	Gummiel Sour Peach Fruit Chees (THC) 100mg Smokiez - Already Imported.					Smokiez				100mg	

On the item name, select the pencil, and select the correct item name.

1440010000421F000054138 Smokiez Sour Tropical 250mg  15 Gummiel | Sour Tropical Fruit Chees | THC | 250mg | Smokiez Accepted Edibles (Count/Weight)   [Lookup](#)

After selecting the correct item name, click the import button to the right of the item.

Then click the import button on the bottom.

Import Packages into Case:  

### Item is in Proteus 420 but not in MyBud

All items must be created in MyBud, not Proteus 420. Any cannabis item should then automatically port from MyBud into Proteus 420. Non-cannabis items will only be in MyBud.

If you associate an item you created in Proteus 420 with a Metrc package ID, you must change the association to an item created in MyBud using the steps above.