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

FREQUENTLY ASKED QUESTIONS

Q: Can I create a cannabis item in Proteus 420?

A: No. In order for the API connection between MyBud and Proteus 420 to work properly each item must be created in MyBud. The item will then automatically appear in Proteus 420.

Q: I don't see Metrc or BioTrack listed in Data Exchanges in Proteus 420. What do I do?

A: It's possible you may not see Metrc or BioTrack listed as an option in Data Exchanges in Proteus 420. If so the screen will look like this:
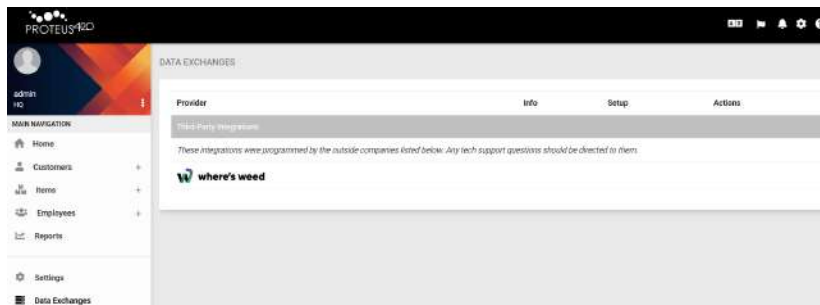
This can happen because the company location is not set up in Proteus. This is very easy to fix. Go to Settings > Company Locations then click on the location (likely to be named "HQ") and add the company address.

Screen shots follow.
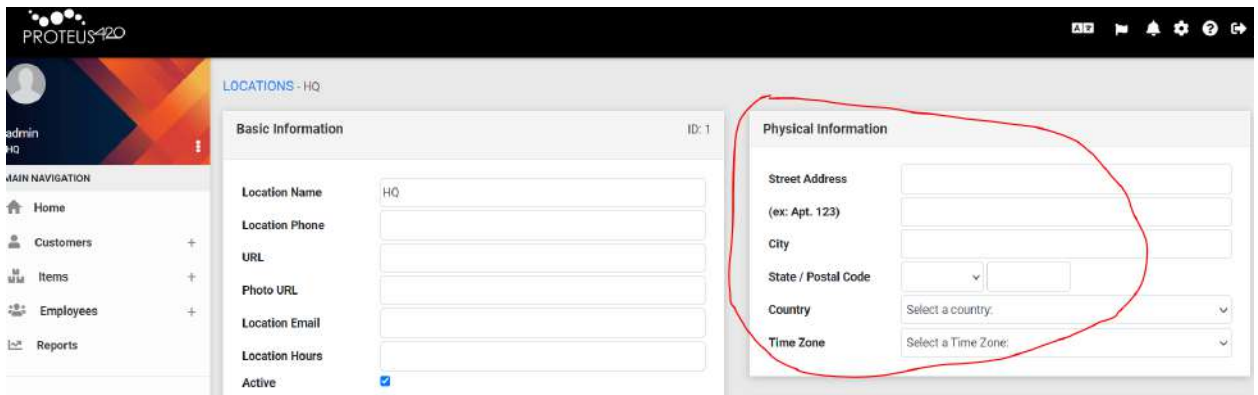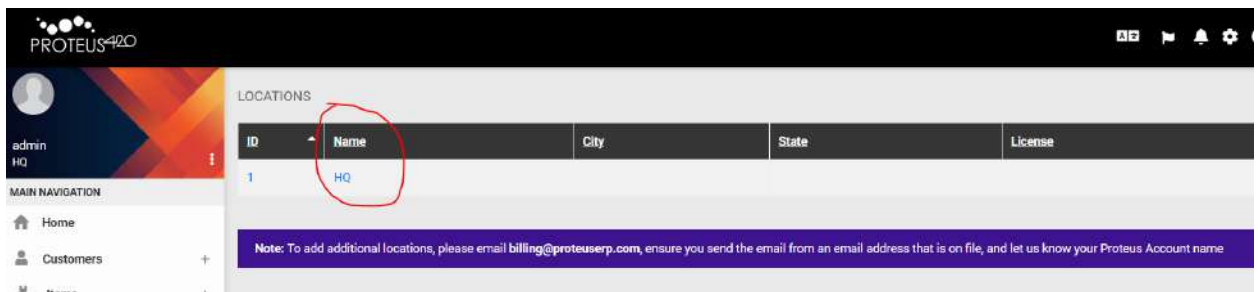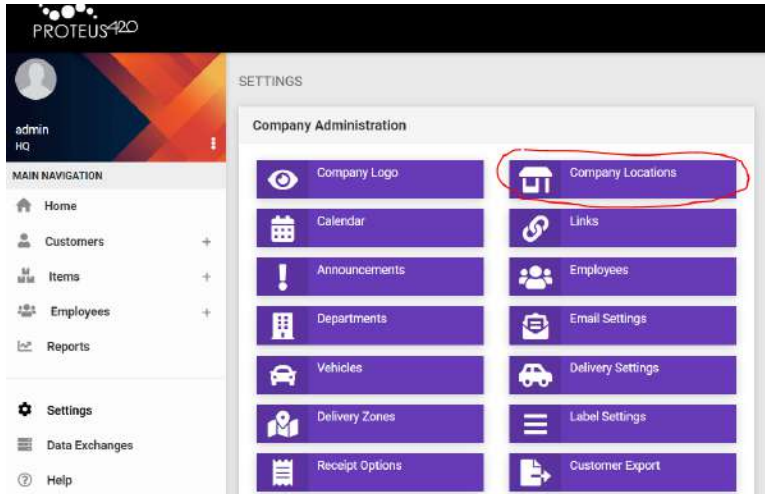
Once your address is entered into the system, Metrc should be available as an option in Data Exchange.

Q: Should I use MyBud to manage my cannabis inventory?

A: Not if you need to report your sales to Metrc. In order to ensure that the inventory numbers are properly syncing to Metrc, please use Proteus 420 to manage your cannabis inventory numbers.

Q: What should I do if I want to delete an item in MyBud that has already transferred to Proteus and I have already associated the item in Proteus with a Metrc package ID?

A: First, find the transfer for that item in Proteus and hit the "undo" button. Then delete the item in Proteus and delete the item in MyBud.

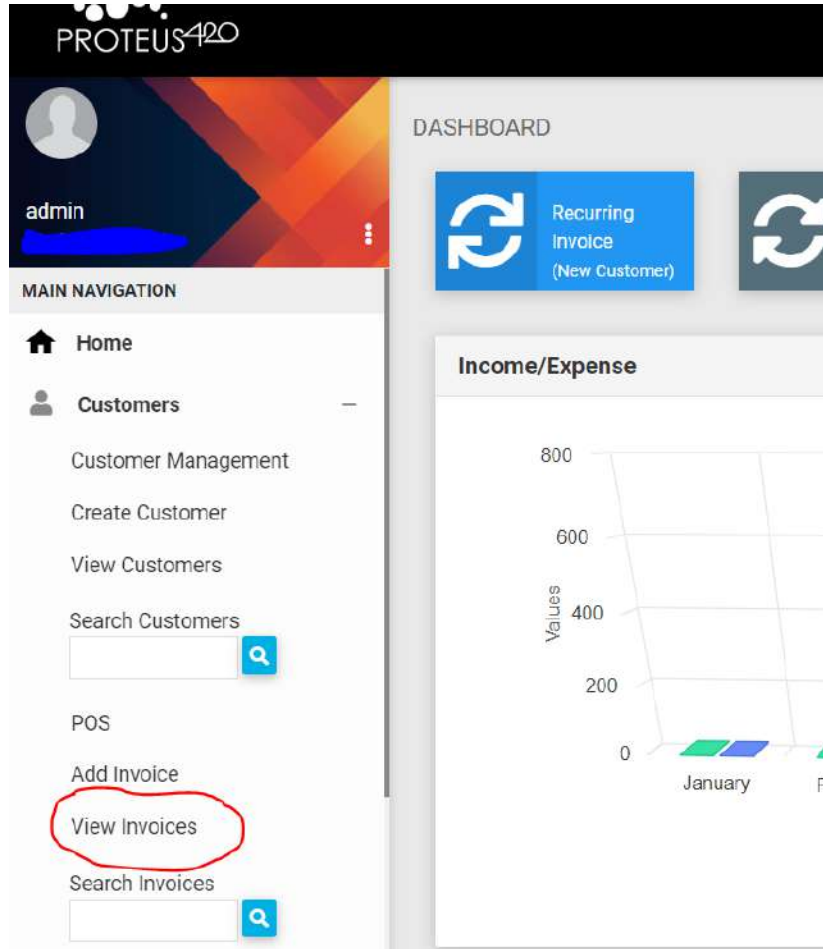**Q:** What should I do if I want to change the item that a particular package ID is associated with?

A: First, find the transfer for that item in Proteus and hit the "undo" button. Then, complete the transfer again, this time with the correct package ID. Remember to also hit the "Synchronize" button in MyBud to make sure that the package ID also is changed in MyBud.

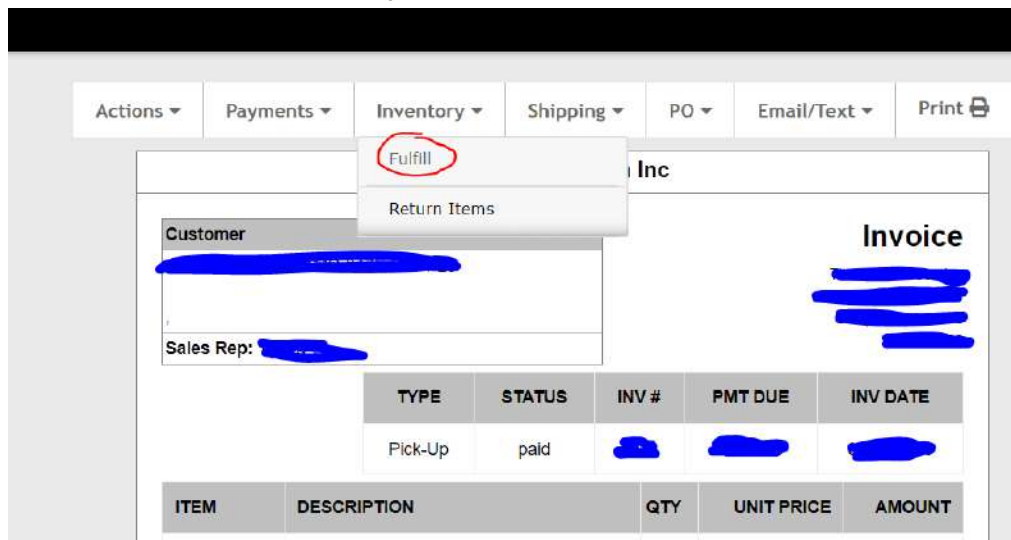**Q:** How can I change the package ID associated with a sale that has already occurred?

A:. After the sale, the package ID can be changed in Proteus. The sale can then be resent to state reporting with the correct package ID.

To make the change:

1) Find the invoice by clicking on View Invoices in Proteus.

2) Click the invoice > Inventory > Fulfill

3) Change the package ID

Fulfill Invoice

Q: Is there a way to bulk update inventory by package ID in Proteus 420?

A: Yes. Go to Items > Item Management > Inventory Import

Q: How do I define whether or not an item should report to Metrc by quantity or by weight?

A: Find an item in Proteus and click on it. That will bring up the screen below. Use the dropdown to mark the item to either report by weight or quantity ("Qty")

Q: Which items should report by weight and which should report by quantity?

A: Confirm how you should report which items with your local regulator. MyBud can not provide guidance on how you should report any items. In general, however, flower sold deli style will report by weight, and all other items will report by quantity.

Q: I already sold some of the items in a particular Metrc or BioTrack transfer before importing the transfer into MyBud. What should I do?

A: Upload the Metrc or BioTrack package IDs to Proteus manually. The steps to do this are:

1. Go to Items > Item management > Inventory import
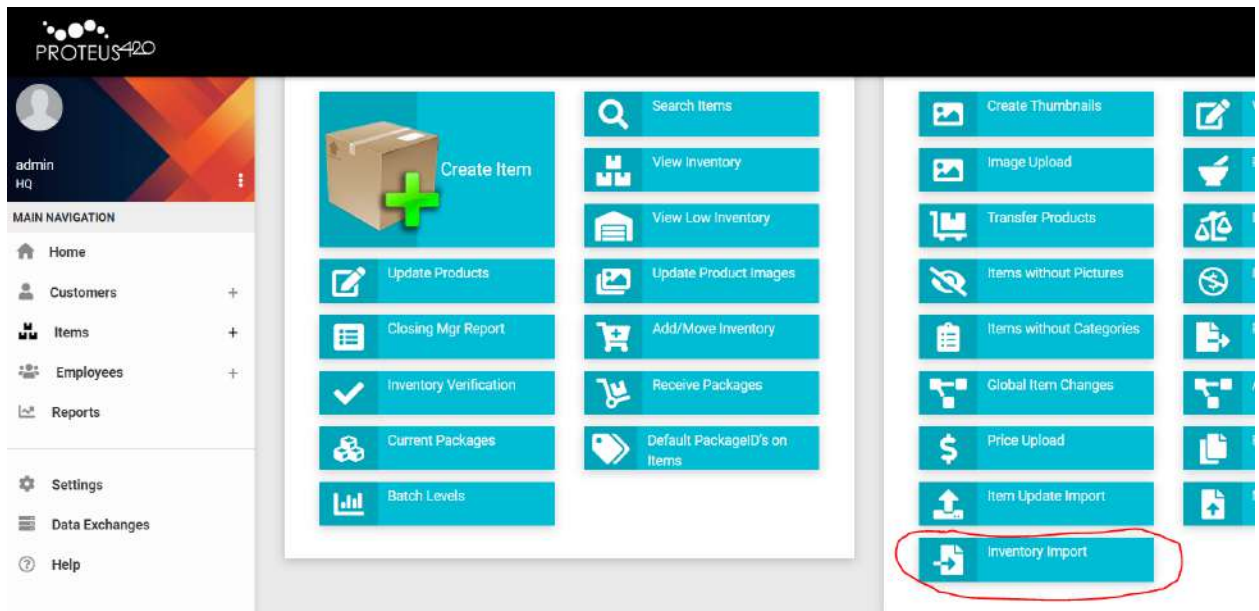
2. On the bottom of that page select the "HQ - Default" case, and download it.

3. Open up the file and add the associated package IDs and quantity to the items. If an Item has multiple Packages with inventory, add an additional line under the item you are dealing with, copy the item line info from above and paste it into the new line below. Then enter the additional package ID and quantity for that item.
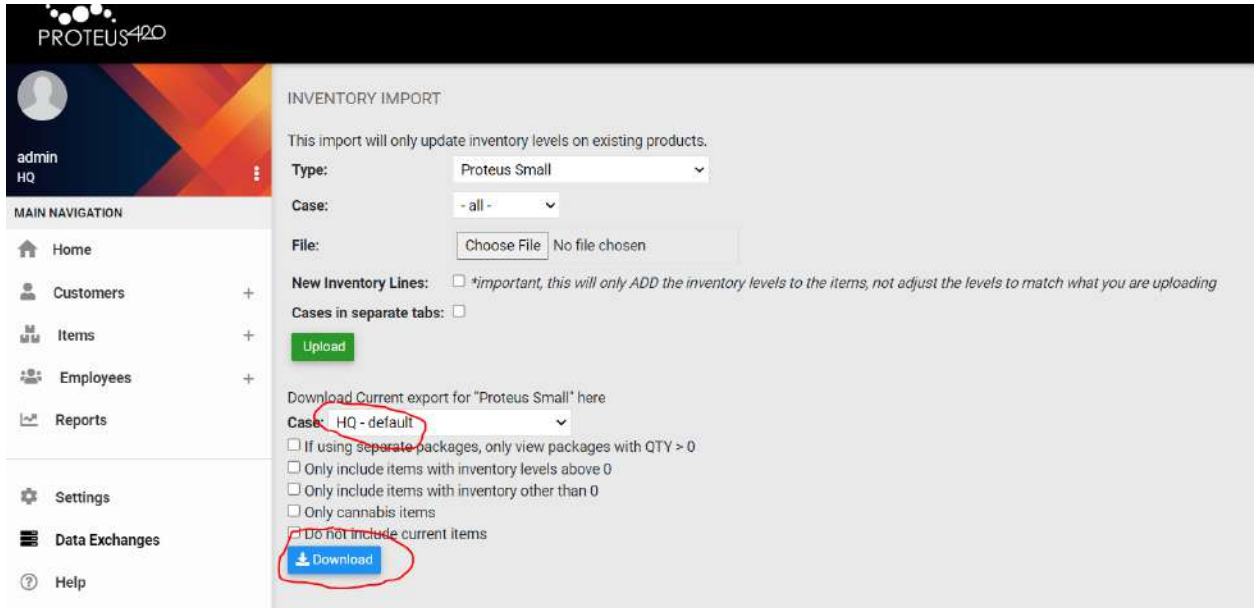
4. Go back to the Inventory Import page and use the top part of the page to upload the file you just created. For "Type" select "proteus small" if items have single packages only, or select "proteus small (separate packages)" if there are items with multiple package IDs. Select the HQ case, and then "upload".

Note: Make sure you are associating the package IDs with items that were initially created in MyBud

Q: Is there a limit to how many cannabis items can be uploaded to MyBud's pricebook?

A: 4,000.

Q: Can I sell flower "Deli Style" using MyBud?

A: Yes. "Deli Style" means that you buy flower in bulk and weigh out small portions for each purchase, like when you buy cold meat by the pound from a deli. Guidance on how to do this with MyBud can be found here.

Q: Some of my cannabis items have UPC barcodes on the packages. Can I use those as UPC codes in MyBud?

A: Yes, **however** you will not be able to use those UPC codes to check out. In all cases, for all cannabis items, you must scan the Metrc or BioTrack package ID to be able to check out an item.

Q: What is MyBud Club?

A: MyBud Club is a growing customer loyalty and retention program. You can use MyBud Club to save your customer's patient license ID #s and see their [purchase history](#).

Q: If a different merchant using MyBud has already created a MyBud Club account for a customer, will that customer's patient license ID be available in a different store that uses MyBud?

A: Yes, but only by state.

Q: How do I see which Metrc package IDs are associated with a particular cannabis item?

A: Pricebook > Click on item > Package List

Q: Is there a MyBud payment processing option?

A: No, but we are working on one that we hope to launch soon.

Q: Can I create new cannabis or non-cannabis departments?

A: Yes.

Q: Can I obtain assistance with uploading my items into the Pricebook?

A: Yes. Reach out to us for help. info@mybudpos.com.

Q: Is reporting available ?

A: Yes. To see your reporting, click the Terminal Statistics button.

Q: Do I need the internet for MyBud?

A: The POS requires hardwired internet to update and function properly. Wifi is not enough. At least 25/5 MB internet speed connection is necessary in order to receive remote support, software updates, backups and important notifications.

Q: Does MyBud have ecommerce?

A: Not currently, but this is a feature we will include in the future.

Q: What is your return policy?

A: Customers must hold the POS equipment for at least 60 days from the date of installation in order to initiate a return. (Example: If the unit was installed on May 15th, the 60 days waiting period prior to initiating a return will be July 14th.) The return authorization request form must be submitted no later than maximum 30 days after the 60-day hold period. After 90 days from the date of installation, no returns will be accepted. Preceding the return of equipment, a return authorization form must be submitted and approved. Once the return is approved, customers will ship the unit back to MyBud at their own expense. Upon return of equipment, in good condition and inspected to be free of cracks and damages, refund will be issued by credit card or check, based upon the original method of payment. If the equipment is returned damaged (beyond normal wear and tear of short term use) MyBud reserves the right to deny refund or issue a partial refund. To request a refund please contact your sales rep.

Q: Can inventory be purchased via MyBud?

A: Not directly, but we are looking into an integration with popular marketplaces for the future.