



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

2/6/24

Troubleshooting

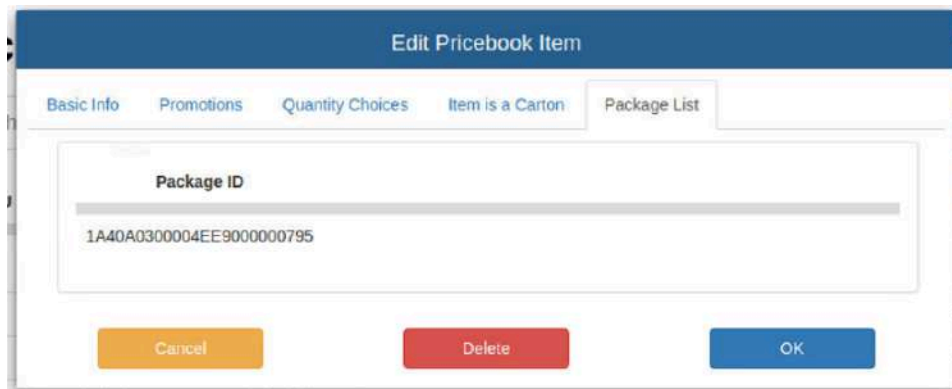
Fixing Proteus invoices with errors

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](#).¹ 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.

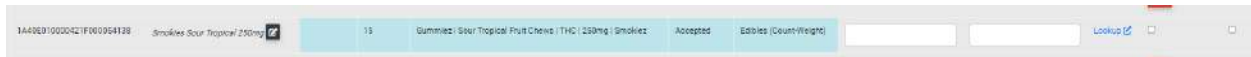
¹ <https://omma.us.thentiacloud.net/webs/omma/register/#/>

Filter by Item Name (Search) for Item (4 Items) | 02/14/2023 | 10000021F000954138 | 10000021F000954138 | 10000021F000954138 | 10000021F000954138

Transfer 1073583, Delivery 1077483

Barcode	Package Name	Package Date	Item Qty	Item Item Name	Item Status	Product	Prod Lot #	Item Company	Lookup	Units By Weight	Import
1A44E910000421F000094138	Gummies - Sweet Blue Raspberry Fruit Chews THC 100mg Smokies - Already Imported								Lookup	Units	Import
1A44E910000421F000094138	Gummies - Sour Blue Apple Fruit Chews THC 100mg Smokies - Already Imported								Lookup	Units	Import
1A44E910000421F000094138	Gummies - Sweet Blue Raspberry Fruit Chews THC 100mg Smokies - Already Imported								Lookup	Units	Import
1A44E910000421F000094138	Gummies - Sour Tropical Fruit Chews THC 100mg Smokies - Already Imported								Lookup	Units	Import
1A44E910000421F000094138	Gummies - Sweet Blue Raspberry Fruit Chews THC 100mg Smokies - Already Imported								Lookup	Units	Import
1A44E910000421F000094138	Gummies - Sweet Blue Raspberry Fruit Chews THC 100mg Smokies - Already Imported								Lookup	Units	Import
1A44E910000421F000094138	Gummies - Sweet Lemon Pop Chews THC 100mg Smokies - Already Imported								Lookup	Units	Import
1A44E910000421F000094138	Gummies - Sweet Lemon Pop Chews THC 100mg Smokies - Already Imported								Lookup	Units	Import
1A44E910000421F000094138	Gummies - Sweet Lemon Pop Chews THC 100mg Smokies - Already Imported								Lookup	Units	Import

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



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

Then click the import button on the bottom.



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.

Item deleted in MyBud but is still in Proteus

Deleting items in MyBud can cause issues with your connection to Proteus. We therefore recommend to never delete an item from MyBud, even if you are no longer using it.