



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

1/9/25

Troubleshooting

Failure to checkout cannabis items

There are two reasons why the checkout might fail:

- 1) [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.
- 2) The cannabis item does not have a package ID.

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.

Barcode	Package Item	Item Date	Item Qty	Item Item Name	Item Status	Package	Prod Lot #	Item Category	Lookup	Undo By Weight	Import
1A40E10004C100004131	Gummies Sweet Blue Raspberry Fruit Chews THC 100mg Smoklez Already imported.								Lookup	Undo	Import
1A40E10004C100004134	Gummies Sour Blue Apple Fruit Chews THC 100mg Smoklez Already imported.								Lookup	Undo	Import
1A40E10004C100004131	Gummies Sweet Blue Raspberry Fruit Chews THC 100mg Smoklez Already imported.								Lookup	Undo	Import
1A40E10004C100004138	Gummies Sour Tropical Fruit Chews THC 100mg Smoklez Already imported.								Lookup	Undo	Import
1A40E10004C100004136	Gummies Sweet Blue Raspberry Fruit Chews THC 100mg Smoklez Already imported.								Lookup	Undo	Import
1A40E10004C100004146	Gummies Sweet Sour Apple Fruit Chews THC 100mg Smoklez Already imported.								Lookup	Undo	Import
1A40E10004C100004141	Gummies Sweet Raspberry Fruit Chews THC 100mg Smoklez Already imported.								Lookup	Undo	Import
1A40E10004C100004142	Gummies Sweet Lemon Fruit Chews THC 100mg Smoklez Already imported.								Lookup	Undo	Import
1A40E10004C100004141	Gummies Sour Peach Fruit Chews THC 100mg Smoklez Already imported.								Lookup	Undo	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.

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



Item deleted in MyBud but is still in Proteus (or vice versa)

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

If you do delete an item in one system be sure to also delete or deactivate in the other.