



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Medical Marijuana Verification System

Dispensary Handbook



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Overview

This document describes how *Dispensary Members* (DM) and *Dispensary Agents* (DA) can use the *Arizona Department of Health Services* (ADHS) Medical Marijuana Verification (MMV) System.

Glossary

1. **Anonymous user:** Anyone using the MMV system that has not yet authenticated with it. This could be you before you log in.

2. **Card:** A Medical Marijuana Registry Identification Card that is issued to all patients, caregivers, and dispensary agents (board members, principal officers, employees, volunteers).

- Possession of a medical marijuana registry identification card is a legal requirement to handle, transport, cultivate, sell, or consume medical marijuana.
- Each card will share a similar format but may differ based upon the privileges it conveys.

As of December 1, 2019, card holders will be issued a Digital Medical Marijuana Registry Identification Card. If you file any type of application after December 1st, 2019 (including a Lost/Stolen application, Change application, or Renewal application), you will be issued a **digital card** and your physical card will no longer be a valid form of identification related to your access to medical marijuana in Arizona. See

[Figure 1 -Cards](#)

Medical Marijuana Registry Identification Card Samples

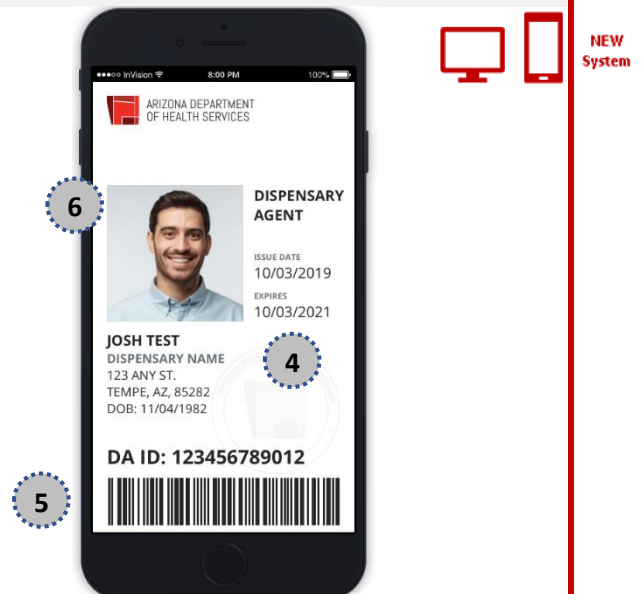
Current physical card



- 1 Clear Laminate Hologram
- 2 Ultraviolet Security Image
- 3 Raised Security Stamp

New Digital card

(both digital and printed versions are acceptable)



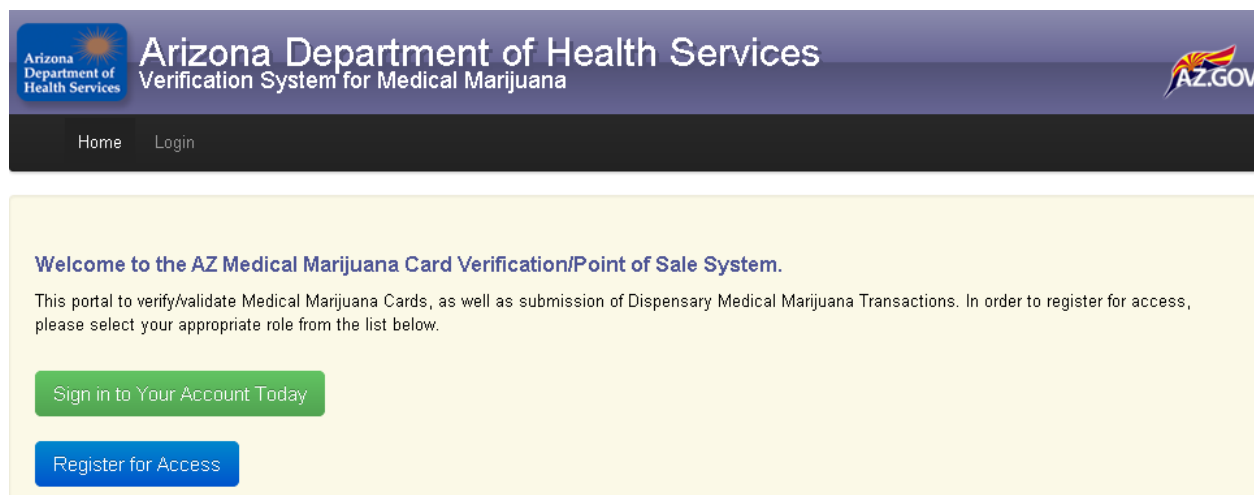
- 4 Security Stamp
- 5 Scannable Barcode to input cardholder ID number into Medical Marijuana Verification System / POS
- 6 For a period of time, some photos may appear distorted; however, they are still valid.

3. **Dispensary Agent (DA):** An employee or volunteer of a dispensary who can authenticate with the MMV system and use it to verify Medical Marijuana Registry Identification Card numbers and to record transaction sales to patients and caregivers.
4. **Dispensary Member (DM):** A Board Member or Principal Officer of a dispensary. Dispensary members can do anything *dispensary agents* can do, but can also check the transactions of all agents, void transactions, register and pay for new agent cards, terminate agents, renew cards, and apply for certificate renewals.
5. **Dispensary Card Holder:** A principal officer, board member, employee or volunteer of a dispensary that has a valid Medical Marijuana Registry Identification Card associated with a specific dispensary. A person involved in the acquisition, possession, cultivation, manufacture, use, administration, delivery, transfer or transportation of marijuana or paraphernalia relating to the administration of marijuana to treat or alleviate a registered qualifying patient's debilitating medical condition or symptoms associated with the patient's debilitating medical condition, is required by law to have a valid dispensary card.
6. **MMV: Medical Marijuana Verification System (POS: Point of Sale System):** A portal to verify/validate Medical Marijuana Cards, as well as submission of Dispensary Medical Marijuana Transactions.
7. **VALID Medical Marijuana Registry Identification Card:** A Medical Marijuana Registry Identification Card that has not yet expired and has not been marked REVOKED, LOST or VOID. A valid card will have a current status of either ACTIVE or INACTIVE.
 - a. **ACTIVE card** is a card that has not yet expired and is valid for all intended purposes depending on its type.
 - b. **INACTIVE card** is a card that has been issued based on a RENEWAL or CHANGE application before the expiration date of the previous card. Such a card will remain INACTIVE until the EXPIRATION DATE of the previous card and will be set to ACTIVE on its ISSUE DATE.
 - i. INACTIVE cards can still be used for any purpose as ACTIVE cards. The status INACTIVE only shows that the card has been issued earlier and has not reached its official ISSUE DATE.
8. **User:** Any principal officer, board member, employee or volunteer of a dispensary that can log into the MMV system. Anyone can register to become a user by providing a verifiable email address. All users have access to their profiles, can change their usernames and passwords.
9. **User Account:** A record in the database that has a unique email address and associates the email address with a specific dispensary. This means that if a person is an agent for two different dispensaries, then that person must have two different user accounts each with different email addresses.
10. **Dispensary User:** A user that has requested to be registered as a dispensary agent or a dispensary member by providing sufficient credential information and has been approved by ADHS. Thus, the user's account has been associated with a dispensary. This gives the user the privileges of a DA or DM.

11. Home Page of MMV: Medical Marijuana Verification System (POS: Point of Sale System):

First web page that an anonymous user sees. Its web address (or URL) is <https://azmmvs.azdhs.gov>

Figure 2 - Home Page



12. A Notice of Deficiency (NOD): A document, listing one or more reasons for which a Dispensary Agent Card Application was found deficient during the administrative phase of the review process, and requires your attention to resolve them. For example, some information may be missing or an uploaded document is blurry and cannot be used. The MMV system provides specific features that allow a DM to address the issue(s) and resubmit the application.

13. A Request for Information (RFI): A document, listing one or more reasons for which a Dispensary Agent Card Application was identified as requiring additional information, and requires your attention to provide the requested information. For example, the birthdate on the driver's license does not match the value you entered. The MMV system provides specific features that allow a POBM to address the issue(s) and resubmit the application.

Browsers

- MMV System runs smoothly with Firefox, Google Chrome, and Safari browsers on PC and MAC computers. The site also runs well with Internet Explorer 9 and higher.
- New (as of 12-1-19) Facility Licensing Portal will run best with Google Chrome, Microsoft EDGE or Internet Explorer 11.

General Rules

Every dispensary user must have:

- A valid card
- A user account associated with the dispensary
- A **unique** email address
- An association with the dispensary

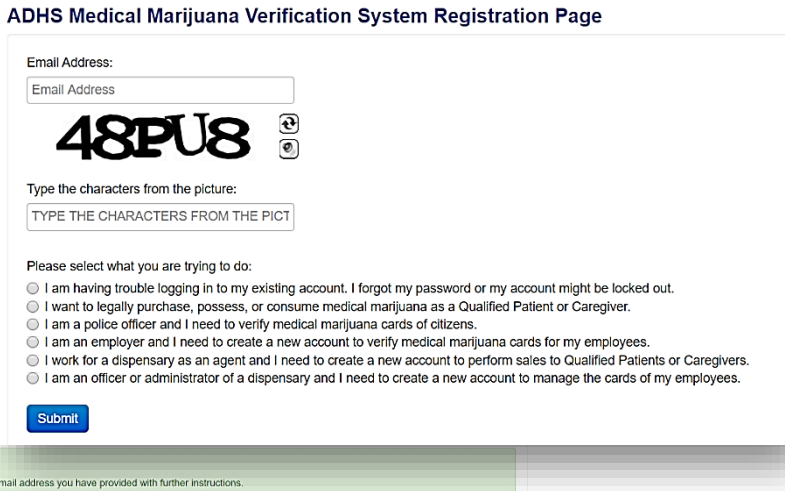
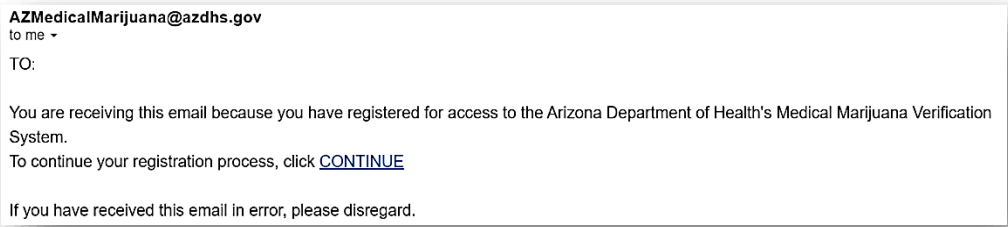
Dispensary User

This section assumes you are already a dispensary user or wish to become one.

Register for a User Account

If you do not already have a user account for your dispensary, then you may apply for one by following these steps:

- Go to the [Home Page](#) (See Figure 2)
- Click the blue “Register for Access” button (*Figure 3: Register for Access*)

<p>Enter an individual unique email address that is not already registered</p> <ol style="list-style-type: none"> 1. For Dispensary related account creation, select from one of the last two options. 2. Click SUBMIT to send the account creation request. 	<p><i>Figure 3 Register for Access</i></p> 
<ol style="list-style-type: none"> 3. You will receive an email from AZMedicalMarijuana@azdhs.gov with subject “Medical Marijuana Verification System: Registration Request”. 4. Open email, click CONTINUE link. 	 <p>If the email address used is already associated with a user account, then you will be logged into that account and taken to Provide Profile Information.</p>

Provide Profile Information

“ADHS Medical Marijuana Verification System Registration Page” (Figure 4)

Enter additional information:

- First name
- Last name
- Phone
- Organization; i.e. your dispensary name
- Password
- Confirm Password

- When completed, click **“Submit to Gain Access”**
- Your account will automatically be created and you will be logged in viewing [Your Profile Page](#), but you will only have privileges to modify your profile.
- You will be able to apply for additional privileges when your dispensary receives your access code in its main email address on file with the Department. After December 1st, 2019, access codes will be sent via email.
- If you cannot locate the access code, the PO/BM should email the name of the dispensary agent to:
m2dispensaries@azdhs.gov

Figure 4 - Provide Profile Information

ADHS Medical Marijuana Verification System Registration Page

Step 1: Provide All Requested Information.

Step 2: Submit The Registration Request

Email:

Firstname:

Lastname:

Phone:

Organization:

Password:

Confirm Password:

Passwords should be 8-25 characters in length, should contain at least 1 number, should contain at least 1 upper case letters, should contain at least one lower case letter, and must contain one of these characters: !@#%*()_+^&

[Submit to Gain Access](#)

Contact

To send a message to ADHS for whatever concern of any kind, click the “Contact” link in the menu. Provide a subject and a message. Click “Send Message”. Your email will be sent; ADHS will reply to the email associated with your account.

Your Profile Page

This page is shown to you when any of the following events occur:

- You click an emailed link for new registration, password reset, or username change.
- You login to the MMV system and select the “Profile” menu option under your username in the upper-right toolbar.

Your profile page shows you the current status of your user account, such as your username, first name, last name, organization, telephone number, and the role your account belongs to (or blank if none).

Here you can perform the following:





- [Choose a Role](#)
- [Update Your Profile](#)
- [Change Your Password](#)
- [Change Your Username / Email](#)
- [Unlock Your Account](#)
- [Reset Your Password](#)

Choose a Role

If you are not already in a member role, you may apply to become one. To do so:

- The top of your profile page should read “Choose the Type of Role You Wish to Register:”

Figure 5 – Choose a Role

 Dispensary Members This system is accessible to AZ Medical Marijuana Dispensary Members to allow for lawful Medical Marijuana Card verification, as well as to record lawful Medical Marijuana transactions. Dispensary Member	 Dispensary Agents This system is accessible to AZ Medical Marijuana Dispensary Agents to allow for lawful Medical Marijuana Card verification, as well as to record lawful Medical Marijuana transactions. Dispensary Agent	 Employers This system is accessible to employers to allow for lawful Arizona Medical Marijuana Card verification. Employer	 Law Enforcement Officers This system is accessible to AZ Law Enforcement Officers to allow for lawful Medical Marijuana Card verification, as well as lawful Medical Marijuana Transaction verification. Law Enforcement
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- Below, you will see four roles listed:
 1. Employer
 2. Law Enforcement
 3. Dispensary Agent
 4. Dispensary Member

- Choose **Dispensary Agent** or **Dispensary Member** depending upon your responsibilities in your dispensary.
 - Board Members and Principal Officers should always select “Dispensary Member” option.
 - Employees and volunteers should always select the “Dispensary Agent” option.
- If you choose **Dispensary Agent** (Figure 6):
 - Enter access code from the email received in the dispensary email address on file with the Department and include the:
 - Card Number
 - Date of Birth
 - Click the “Validate” button.
 - You will see a message the first name, last name, and date of birth for the record found in the database.
 - After verifying that this is indeed the card you wish to associate with your account, click the “Validate” button again.
 - Your role request will be approved automatically, and your menu choices above will now include “Card Search & Sales” and “Transactions”.
- If you choose **Dispensary Member** (Figure 7):
 - Enter access code from the email received in the dispensary email address on file with the Department and include the:
 - Certificate Number (for your dispensary)
 - Date of Birth
 - Click the “Validate” button.
 - Your role request will be approved automatically, and your menu choices above will now include “Card Search & Sales”, “Transactions”, “Applications”, “Employees”, and “Renew Certificate”.

Figure 6 - Dispensary Agent Registration

○ *Figure 7 - Dispensary Member Registration*

Update Your Profile

You may change any of your profile information from [Your Profile Page](#). To do so:

- Go to the “Account Management” section (Figure 8).
- Change the values of any of the following fields:
 - First name
 - Last name
 - Organization
 - Telephone
- Click the “Update Profile” button.
- Your profile information will be updated immediately.
 -

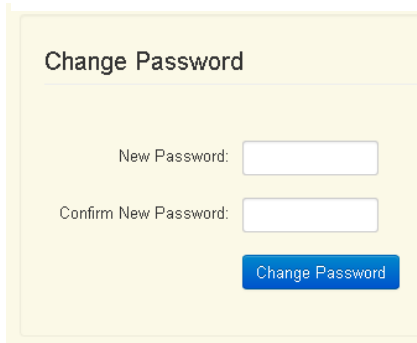
Figure 8 - Account Management

Change Your Password

You can also change your password from [Your Profile Page](#). To do so:

- Go to the “Change Password” section (Figure 9).
- Enter a new password twice. The two identical passwords must be between 8 and 25 characters, include at least one number, one special character, two uppercase letters, and one lowercase letter.
- Click the “Change Username” button.
- Your password will be changed immediately.

Figure 9 - Change Password

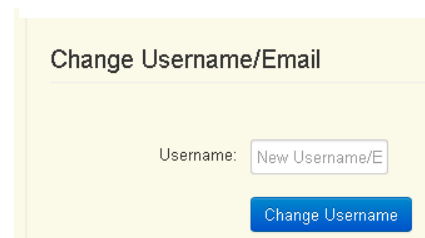
A screenshot of a web form titled "Change Password". It features two input fields: "New Password:" and "Confirm New Password:". Below these fields is a blue button labeled "Change Password". The form is set against a light yellow background.

Change Your Username / Email

Your username is your email address. To change it, you will need to validate your new email address first, and then accept the change. The steps are:

- Under the “Change Username/Email” section, enter a new email address (Figure 10).
- You will see the message “An email link has been sent to you. You will first need to validate the new email before the change can be accepted.”
- Click the “VALIDATE EMAIL” link in the email sent to you.
- This will take you back to [Your Profile Page](#).
- If the new email address is already associated with another dispensary, you will be notified with a message like this:
 - You have recently attempted to change your username/email to 'YOUR NEW EMAIL'. But it appears that you (FIRSTNAME LASTNAME) have another account for that email for dispensary 'OTHER DISPENSARY'. If you wish to log in for that account, sign out of this account first.
 - You will not be allowed to change your username/email from this account. You will need to change it from the other account.
- Otherwise, you will be prompted at the top of the page to accept or reject the new email address.
- If you accept, your account will be changed immediately and you will see the new username/email in your profile.

Figure 10 - Change Username / Email

A screenshot of a web form titled "Change Username/Email". It features a single input field labeled "Username:" with the placeholder text "New Username/E". Below the input field is a blue button labeled "Change Username". The form is set against a light yellow background.

Unlock Your Account

If you fail to successfully authenticate three times successively, then your account will be locked (Figure 10). This not only prevents others from trying to guess your account password, but also to notify you when this happens. More often, you will merely forget your password, or accidentally type it in wrong three times; thus, locking you out of your account. In such a case, an email will be sent to you with a link that unlocks your account. As only you have access to your email account, this is a secure method designed to minimize any inconvenience for authenticating. When you click your emailed link, you will then be logged in and shown [Your Profile Page](#).

Figure 10 - Account Locked Message

Error!

Your account is locked out. A link to unlock your account has been sent to CHRIS@SOMEWHERE.COM

Reset Your Password

In the event that you forget your password, you can click the link “Forgot Password?” You will then be prompted for your email account. Enter it and click “Reset Password”. You will receive an email with a link that will automatically log you in and show [Your Profile Page](#). There, you will be able to change your password.

Security

Having your account locked because you failed to authenticate, or forgetting your password, is really the same issue. A link is emailed to you, and you click it to get in. If you forget your password, change it after you get in. If your account was locked, then it will be unlocked when you get in.

In either case, your MMV authentication credentials were merely deferred to your email authentication credentials. Thus, MMV is no less or more secure than your email address- make sure that the password to access your email address is just as hard to guess (and access) as that of your MMV account.

Dispensary Agents

Register

If you are not a dispensary agent, you can register to become one by following the instructions in [Choose a Role](#).

Card Search and Sales

In general, this section assumes that you are dispensing medical marijuana to a patient or caregiver. The MMV system requires you to follow these steps:

- Verify that the customer’s Medical Marijuana Registry Identification Card is valid. To do so, click the “Card Search & Sales” menu item (Figure 11).
- Enter the Medical Marijuana Registry Identification Card number (OR swipe a physical card in the card reader OR scan the barcode on the digital card).
- Click the “**Search**” button.

- On the right side of the page, information about the Medical Marijuana Registry Identification Card will be shown including:
 - The customer's name and card number
 - Whether the customer is a caregiver, patient, or minor
 - The status of the card
 - The amount of product the customer has purchased within the last 14 days
 - If the customer is a caregiver, then information about the patient will also be shown below it
 - The 14 days total at the bottom and the remaining amount that is eligible for sale
- Below the "Search" button you will see a section of two header items named:
 - The Previous 14 Days of Transactions
 - The Previous 60 Days of Transactions
- You will need to click on these header items to expand the details if you would like to review the transaction history.
- If the customer's Medical Marijuana Registry Identification Card is valid, then below you will see a green entry form where you can enter the grams or ounces of:
 - **Medical Marijuana** is the dried flower of the marijuana plant.
 - **Edibles** are any items sold for consumption that contain medical marijuana. The amount of medical marijuana in the edible must be labeled and entered into the system during a transaction.
 - **Non-edibles** are any non-edible items, such as concentrates, sold that contain medical marijuana. The amount of medical marijuana in the non-edible must be labeled and entered into the system during a transaction.
- The form will guide you through the rules and warnings (if any) pertaining to your sale.

The following rules apply to **all** transactions:

- You may only sell to cards for caregivers or adult patients
 - You may not sell to cards for minor patients (patients under 18 years old). Minor patients can only receive their medication through their designated caregiver. There is a specific case for cardholders who turn 18 years of age while still holding a card for a minor patient. System will evaluate age of the patient and if it is 18 or more years – it will permit the sale.
 - You may not sell to cards for dispensary agents or members
- You may only sell to valid Medical Marijuana Registry Identification Cards; i.e. ACTIVE or INACTIVE
 - You may not sell to cards that are REVOKED, LOST, REPORTLOST, EXPIRED, or VOID
 - If the customer is a caregiver, **both** the caregiver and related patient cards must be valid
- You may not create a single transaction that exceeds 2.5 ounces in total
- You should only sell to customers that have not purchased more than 2.5 ounces in the last 14 days for the patient's card
 - You should not sell to a caregiver that has a patient that has purchased more than 2.5 ounces in the last 14 days.
 - NOTE: The system will allow you to record a transaction for less than 2.5 ounces¹ that will exceed the patient's 2.5 ounce limit for a 14 day period, but you will be warned that a violation will be recorded.
 - You will be given the opportunity to cancel the transaction.

Figure 11 - Card Search and Sales

Medical Marijuana Card Search & Sales

You may only sell to patients with cards that read Card Status: ACTIVE or Card Status: INACTIVE. For caregivers, both the patient and caregiver cards must be green.

You may **not** sell to patients or caregivers with cards that read: Card Status: EXPIRED, Card Status: LOST, Card Status: REVOKED or Card Status: VOID.

Please Enter Card Number

0011829CGLS927000000 Search

Previous 14 Days of Transactions

Previous 60 Days of Transactions

Please Enter Medical Marijuana Transaction:

Enter each amount to purchase of each product type in grams or ounces. 2,5000 remaining ounces can be sold today.

	Grams	Ounces
Medical Marijuana:	<input type="text"/>	<input type="text"/>
Edibles:	<input type="text"/>	<input type="text"/>
Non-Edibles:	<input type="text"/>	<input type="text"/>
Totals:	0.0000	0.0000

Reset Submit Transaction

We use the standard conversion of grams to ounces (28.35 grams to the ounce), that the National Institute of Standards & Technology has posted on their website: <http://www.nist.gov/pml/wmd/pubs/upload/appc-13-hb44-final.pdf>

Please direct any questions to them.

Note!

The submission of this transaction must be done in compliance with Arizona Revised Statute Title 36, Chapter 28.1 and Arizona Administrative Code Title 9, Chapter 17.

Caregiver Information

JANE SMITH
Medical Marijuana Caregiver
Card Number: 0011829CGLS927000000
Card Status: ACTIVE

14 Day Purchases: 0 oz.

Patient Information

JOHN JONES
Medical Marijuana Qualified Patient
Card Number: 0053434QPXB786111111
Card Status: ACTIVE

14 Day Purchases: 0 oz.

14-Day Totals

Caregiver Information: 0 oz.
Total: 0 oz.
Eligible for sale: 2,5000 oz.

Dispensary Members

Initially, when the dispensary was created and approved for operation, a list of initial dispensary members was recorded on the certificate application. This meant that your dispensary had at least one dispensary member who had all the information needed to request the Dispensary Member user role.

This section assumes you are a board member or principal officer of a dispensary. As a dispensary member, you will be able to perform all operations that a [Dispensary Agent](#) can perform plus additional functions.

Register

If you are not a dispensary member, you can register to become one by following the instructions in [Choose a Role](#).

¹ Dispensing amount may be reported in ounces or grams. The MMV system uses the standard conversion of grams to ounces (28.35 grams to the ounce), that the National Institute of Standards & Technology has posted on their website: <http://www.nist.gov/pml/wmd/pubs/upload/appc-13-hb44-final.pdf>.

List Employees: Current MMV system

To list all the employees registered with the MMV system,

Its web address (or URL) is <https://azmmvs.azdhs.gov>

To list all the employees registered with the MMV system, click “Dispensary Employees” on the menu.

You will get a table of all cardholders for your dispensary with these columns:

- First Name
- Last Name
- DOB: the date of birth
- Email: a link to the email address
- History: showing the card history from most recent to least; each line is in the format “Type: Card (Status) Expiration”:
 - Type: DA = Dispensary Agent, PB = Principal Officer who is also a Board Member, PO = Principal Officer, BM = Board Member. You can hover your mouse over any abbreviation for a description;
 - Card: the card number;
 - Status: the status of the card; e.g. ACTIVE, INACTIVE, EXPIRED, VOID, LOST, etc.
 - Expiration: the expiration date.
- Last Accessed Verification: the date the user last logged into the MMV system. A blank means that the user has never accessed the system.

By default, the page only shows members with valid cards. A check box at the top labeled “Show All Cards” will show all people associated with your dispensary and all their cards including those that are EXPIRED, VOID, LOST, REVOKED, etc.

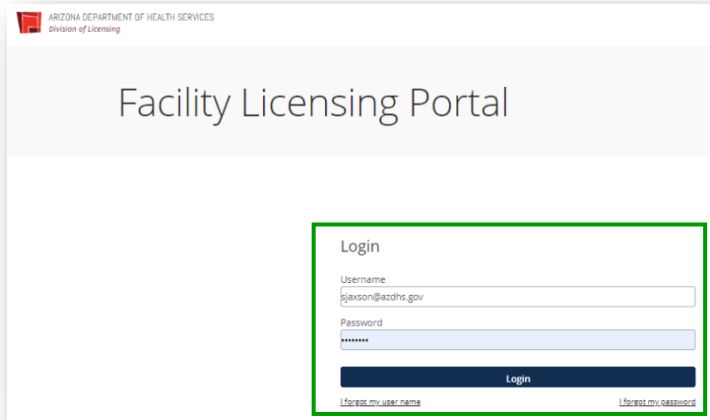
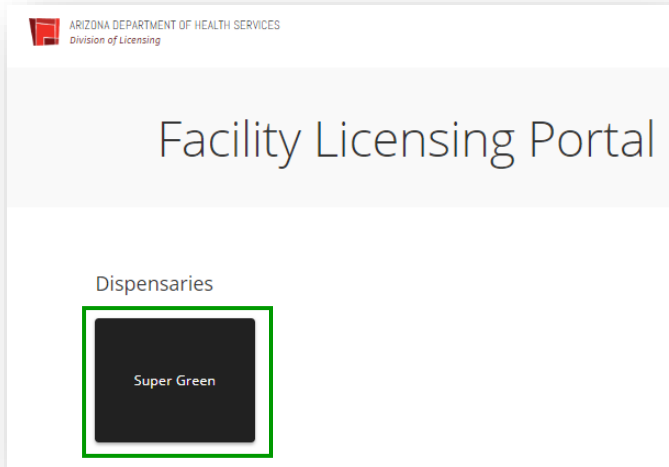
You may click any row in the employees list to show details information and options for just that employee, such as:

- Renew Agent Card
- Report Lost or Stolen Card
- Change Card Application
- Terminate Employee

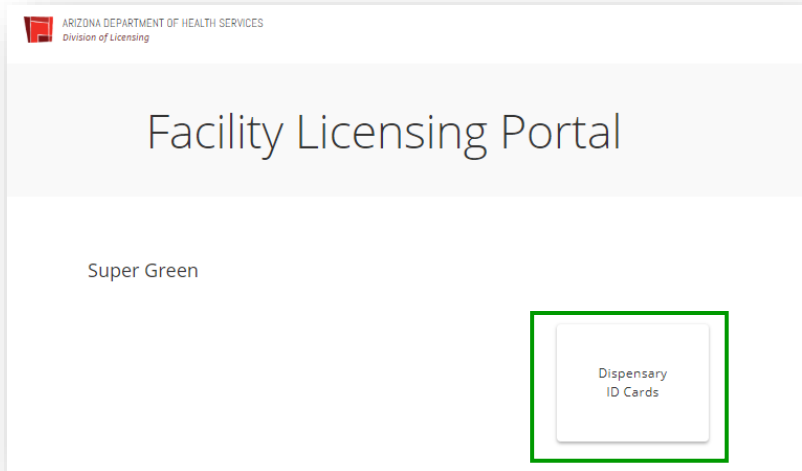
List Employees: Facility Licensing Portal (beginning Dec. 1st, 2019)

- This new Facility Licensing Portal will only be used to access the digital card.
- Card applications must be submitted through the current MMV system.

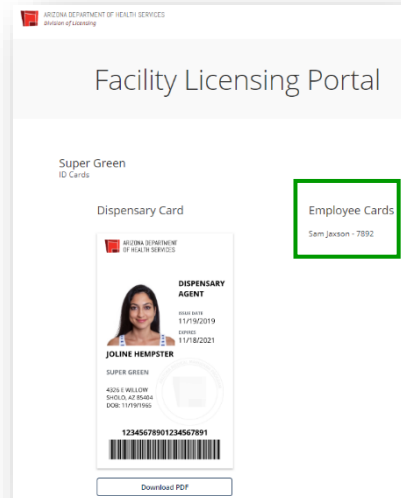


<ul style="list-style-type: none"> • Log in to the Facility Licensing Portal with username and password https://Facility-licensing.azdhs.gov • <i>For first-time user to portal - registration notification will be emailed upon approval of the new application. Click “Temporary Link” in email to access portal.</i> 	
<ul style="list-style-type: none"> • To view dispensary employees, Select the appropriate Dispensary Tile 	

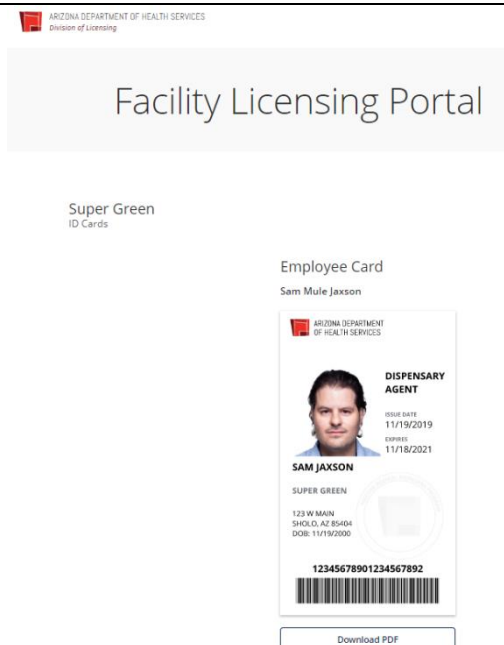
- To view cards for selected dispensary, click “Dispensary ID Cards”



- View Dispensary card
- Click employee’s name listed under “**Employee Cards**” to view their Dispensary Agent digital card



- View Dispensary Agent Card
- Click Download PDF to print digital card
- To view other employees’ digital cards, select the name of the card holder



Renew Agent Cards

To show all employee cards that will expire within the next 90 days, select from the menu “Dispensary Agent Applications”, “Renew Agent Cards”. You will see a table of all agents (if any) that can be renewed early. For any that appear in the list, click the link titled “Click to Renew” to start the process. Continue in the same manner as [New Dispensary Employees](#); however, note that some of the fields will be prepopulated with values from the former application.

Provide updated information, including a new photo, a new Dispensary Agent Attestation Form (signed by the agent and a dispensary member), and a copy of accepted identification document.

New fingerprints must also be sent if the agent has not submitted fingerprints within the last six months.

The nonrefundable fee for a renewal application is \$500.

If a dispensary agent’s card expires, the person to whom the card belongs cannot work in the dispensary. A dispensary member will have to apply for the agent whose card expired as a new agent. This will involve receiving a new access code and revalidating him or her in the P.O.S./Verification System. Try to avoid letting dispensary agent cards expire.

Report Lost or Stolen Card

If a card is lost or stolen, you are required to report it as such. This option allows you to submit a request for a new card. After clicking the “Continue” button, you will be asked to upload a scan of the identification (e.g. driver’s license) of the card that is reported lost or stolen. Click “Continue” again to see a summary of the process fee details. You will be charged a \$10.00 fee to process your lost/stolen card application. The payment process is identical to the “New Dispensary Employees and Volunteers” section under subsection “Summary and Payment”. For all applications submitted on or after December 1st, 2019, all cards will be issued in the digital format **only**.

Change Card Application

The “Change Card Application” menu option allows you to change information pertaining to a specific card for your dispensary. If the information appears on the card, such as your first name, middle name, or last name, then you will be required to upload a scanned image of your latest photo identification card (e.g. a driver’s license) and pay a \$10.00 fee. Your application for a new card will be processed in a manner similar to the “[New Dispensary Employees and Volunteers](#)” section. For all applications submitted on or after December 1st, 2019, all cards will be issued in the digital format only.

If you merely wish to update your residential or mailing address, telephone number, email, suffix or gender then the operation is automatic and instantaneously with no fee charged. This information does not appear on your card and so no card needs to be reissued. The accuracy of this information is not verified by the system and exists for your convenience if we should ever need to contact you.

Terminate Employees

To terminate an employee, first view the [List Employees](#) page, find the existing employee in the table, and then click the “Terminate Employee” link.

Note: Principal Officers and Board Members cannot be terminated via the MMV system.

New Dispensary Employees and Volunteers

All dispensary employees are required to have a valid Medical Marijuana Registry Identification Card. As a Dispensary Member, you may create card applications for new employees or members.

To do so:

- Refer to the [Dispensary Agent Checklist](#) as a guide for requirements as you proceed.
- Click the **Dispensary Agent Applications, Submit New Application** menu item.
- Read and agree to the [User Agreement](#).
- Check the [AMMA Disclaimer](#).
- Verify that you are indeed submitting an application for the right dispensary². Your dispensary is shown in a blue text panel.
- Choose whether you want to continue as an [Agent](#) or a [Member](#).

New Agent

You have chosen to continue the application for a new agent.

- You will see a form that prompt for basic agent information; e.g. first and last name, date of birth, etc.
- Enter this information and click the “Continue” button.
- You will see a list of plausible database matches based on name and date values entered. This is designed to prevent two different agents from submitting the same application at different times, or to prevent you from accidentally submitting the same application twice.
- If you see a matching application, click the link under the “Status” column to review or continue with it.
- Otherwise, click the “Continue” button to start a new application for the agent.
- Continue to the [Application Information](#) section with further instructions.

Due to licensing timeframes, dispensary agent cards are approved before the fingerprints can be processed. If the criminal background check reveals the agent has been convicted of an excluded felony offense, the Department shall revoke the card.

New Member

You have chosen to continue the application for a new member.

If you were recently allocated a Dispensary Registration Certificate (DRC), you will receive a list of the members identified in the application and an associated access code for each. Each user should complete the Dispensary Member Registration to apply for a member card. If you do see the member for whom you wish to register a card:

- Click the corresponding “SELECT” link.
- You will see a form that has some fields prepopulated with values from the database.
- Supply values for any blank fields or correct any wrong information.
- Click the “Continue” button.
- If there are any pending applications, or recent applications, you will be shown a list of all those that pertain to the member. This list shows applications that match similar values for your

member. It may include applications that are not pertinent. Ignore those and only look for matching field values. This is to prevent the accidental case where some other member has already filled out and paid for a card application for your member.

- If you see an INCOMPLETE application for your member, you may continue with it.

² For example, you could be a member for multiple dispensaries and have accidentally logged into the wrong dispensary user account.

- If you see a recent IN PROCESS or APPROVED or REJECTED application, you may click it to see details of that application, but you will not be allowed to make any further changes.
- Otherwise, click the “Continue” button to start a new application.

Go to [Application Information](#).

If you have an existing DRC and would like to submit an application for a new member not identified in the original DRC application, you must contact the ADHS (at m2dispensaries@azdhs.gov) for more information on how to add a new member to your dispensary.

Application Information

- Fill out the identification and contact information.
- Click the “Continue to Upload Documents” button.
- Go to [Upload Documents](#).

Upload Documents

- Upload all required documents.
- You will see a “Continue” button only when all documents have been satisfied, denoted by a green “Satisfied” label for each type of document.
- Click the “Continue” button when ready.
- Go to [Summary and Payment](#)

Summary and Payment

- Review the summary page and the amount to be paid.
- When satisfied, click the “Pay Now” button.
- You will be redirected to the Arizona Government’s Secure Payment Checkout system. There you will be able to verify the cost of your application and then pay for it.

Finalization

Once you have paid for your application, its status will become “IN PROCESS”. This means that the ADHS will soon review your application and then place it into one of these statuses:

- APPROVED – the application has been approved. The dispensary will receive an email information containing access codes that can be used to request a role. See [Choose a Role](#). Each card will include the dispensary name, the DBA (doing business as) name, and the Community Health Analysis Area (CHAA) in which the dispensary is located. There may be employees and/or volunteers that the dispensary may not want to access the P.O.S./Verification System. Should this be the case, the dispensary may consider deleting the email or saving it for another time.
- NOD– the application has been returned as incomplete or missing information. For example, if

ADHS received two full sets of fingerprints, the program can process the application. If ADHS did not receive fingerprints, the program will issue a NOD to the dispensary's email address. Once fingerprints are received by ADHS, the program can continue to process the Dispensary Agent Application. You will have the ability to correct any other information needed to address the NOD.

- RFI – the application needs more information about one or more items. You will have the ability to supply this information and resubmit the application.

List NOD or RFI Applications

To see any applications that have NOD or RFI issues, select from the menu “Dispensary Agent Applications”, “Resubmit Applications”. There you will see all applications that need additional work (if any). You will be able to address these issues and resubmit the application. Choose any row in the table to process the chosen application. See [Resubmit Applications](#). In addition, any notes or reasons why your application was returned will be clearly shown at the top of the form to help you focus only on those particular problems.

You can also list all applications, including NOD and RFI from the [List All Applications](#) menu option.

Resubmit Applications

For applications that have been returned because of a NOD or RFI, you will be given the opportunity to address the issue and resubmit it. You will NOT be billed again for the resubmission. Only when it is complete will it be approved.

The steps for resubmission are exactly the same as a [New Dispensary Employees](#) application except the application will not include the [Summary and Payment](#). You may change any information to make corrections, or upload new supporting documents. When finished, you will see a page titled “Summary of Resubmit Details”. Click the “Confirm Resubmission” button when ready. Your application will be returned to the “IN PROCESS” state. ADHS will soon review your changes.

A dispensary has 30 working days from the date of the NOD to resubmit the information or the application will be considered withdrawn. If the application is withdrawn but the dispensary still wishes to apply for a Registry Identification Card, the dispensary will be required to pay the application fee and submit a new application.

A dispensary has 10 working days from the date of the RFI to resubmit the information or the application may be denied.

An email will be sent informing the dispensary why the NOD was issued. The dispensary member can then log on to the MMV System and resubmit the application with the necessary corrections.

List All Applications

To list all applications regardless of status over a given period of time, select from the menu “Dispensary Agent Applications”, “Recent Applications”. You will see a filter form where you can provide filtering values to limit the output. After you click the “Search” button, you will see a table of all applications sorted with most recent at the top. Each row represents an application. Each row has a “SELECT” link you can click. The following operations will occur depending on the application’s status:

- APPROVED, REJECTED, IN PROGRESS: you will see a read only list of the application values that you submitted.
- INCOMPLETE: you will be taken to [New Dispensary Employees](#) where you can continue your application.
- NOD or RFI: you will be taken to [Resubmit Applications](#) where you can address any issue with that application.

Dispensary Transactions

You can view various reports about the history of transaction in your dispensary. There are three views to transactions:

- [View My Transactions](#)
- [Search Dispensary Transactions](#)
- [Search Dispensary Transactions Violations](#)

Each view shows a table of matching transactions sorted most recent at the top. Each row shows a transaction type link that, when clicked, will show detailed information about the transaction.

If the transaction is less than three days old, you will have the option to [void the transaction](#).

View Your Transactions

To see all recent transactions that only you have made, click the menu item “Transactions”, “My Transactions”

Search Dispensary Transactions

To see all recent transactions that any employee has made, click the menu item “Transactions,” “All Transactions”

Search Dispensary Transactions Violations

To see all recent transaction violations that any employee has made, click the menu item “Transactions,” “All Violations”

Void Transaction

To void a transaction, it must be less than three days old. View the details of the transaction, then click the “Void Transaction” button at the bottom. You will immediately see a confirmation that the transaction was voided.

Apply for Certification Renewal

Every year, each dispensary is required to renew its operational certificate. To do so:

- Click the “Renew Certificate” in the menu.
- You will see a tabbed form that will guide you through the process of supplying certificate renewal information. The form will be prepopulated with previous certificate information. You must verify that the existing information is correct, current, and complete. If not, then update the values accordingly.
- The tabbed sections are:
 - General Info: name, addresses, etc.
 - Designated Principle Officer/Board Member
 - Medical Director
 - Hours of Operation
 - Principal Officer/Board Member
 - Dispensary Agent
- Numbers that appear in blue round labels on the tab headers reflect the number of entries in that section.
- When completed, click the “Print Certification Renewal” button at the bottom to print the forms data to your printer. You will need to sign it and mail it to the address supplied at the top of the web page and include all requirements for renewal. For reference, the address listed is:

Arizona Department of Health Services
ATTN: Medical Marijuana Program
P.O. Box 190065
Phoenix AZ 85005

Appendix

User Agreement for New Employee Applications

The following agreement appears for all new employee applications:

NOTE: By submitting this application, I am acknowledging that I am aware of the following:

A registry identification card or registration certificate issued by the Arizona Department of Health Services pursuant to Arizona Revised Statutes Title 36, Chapter 28.1 and Arizona Administrative Code Title 9, Chapter 17 does not protect me from legal action by federal authorities, including possible criminal prosecution for violations of federal law for the sale, manufacture, distribution, dispensing, use, possession, etc. of marijuana.

The acquisition, possession, cultivation, manufacturing, delivery, transfer, transportation, supplying, selling, distributing, or dispensing medical marijuana under state law is lawful only if done in strict compliance with the requirements of the State Medical Marijuana Act ("Act"), Arizona Revised Statutes Title 36, Chapter 28.1 and Arizona Administrative Code Title 9, Chapter 17. Any failure to comply with the Act may result in revocation of the registry identification card or registration certificate issued by the Arizona Department of Health Services, and possible arrest, prosecution, imprisonment and fines for violation of state drug laws.

The State of Arizona, including but not limited to the employees of the Arizona Department of Health Services, is not facilitating or participating in any way with my acquisition, possession, cultivation, manufacturing, delivery, transfer, transportation, supplying, selling, distributing, or dispensing medical marijuana.

Arizona Medical Marijuana Act (AMMA) Disclaimer

The following disclaimer appears for all new employee applications:

I am aware that there are numerous legal challenges to the Arizona Medical Marijuana Act (AMMA). If the AMMA were ever to be overturned, there are no refunds for this application fee.

Dispensary Agent Checklist

Figure 12 below shows a screenshot from the PDF file located [here](#):

The form describes the requirements for the online [New Dispensary Employees](#) registration process.

Figure 12 - Dispensary Employee Card Application Checklist

1. Application Information:
<input type="checkbox"/> The Dispensary Agent's <ul style="list-style-type: none"> <input type="checkbox"/> First name; middle initial, if applicable; last name; and suffix, if applicable <input type="checkbox"/> Date of birth <input type="checkbox"/> Gender <input type="checkbox"/> Social Security Number
<input type="checkbox"/> The registry identification card numbers from previous cards issued, if any.
<input type="checkbox"/> The identifying number on the applicable card or document (see Section 2 below for list of identification requirements and options) plus the ID type, issuing state, and issued date.
<input type="checkbox"/> The Dispensary Agent's residential address and county.
<input type="checkbox"/> The Dispensary Agent's phone number.
<input type="checkbox"/> The Dispensary Agent's email address where confidential information can be sent (free email address website links are provided within the application).
<input type="checkbox"/> The Dispensary Agent's mailing address. Check box if same as residential address.
2. Documentation Needed for Uploading
<ul style="list-style-type: none"> The current photograph must be an image file (JPG, PNG, or GIF file format) and cannot exceed 10 MB. The other supporting documents can be PDF documents or image files (JPG, PNG, or GIF file format) and cannot exceed 2 MB. The recommended file type is PDF.
<input type="checkbox"/> A current photograph of the Dispensary Agent. Photograph must be taken no more than 60 calendar days before the submission of the application. Photograph must be capable of producing an image: <ul style="list-style-type: none"> 2 inches by 2 inches in size with minimum dimensions of 600x600 pixels and maximum dimensions of 1200x1200 pixels. In natural color That is a front view of the individual's full face, without a hat or headgear that obscures the hair or hairline, with a plain white or off-white background That has between 1 and 1 3/8 inches from the bottom of the chin to the top of the head
<input type="checkbox"/> A copy of the Dispensary Agent's: <ul style="list-style-type: none"> <input type="checkbox"/> Arizona driver's license issued on or after October 1, 1996; OR <input type="checkbox"/> Arizona identification card issued on or after October 1, 1996; OR <input type="checkbox"/> Arizona registry identification card; OR <input type="checkbox"/> Photograph page in the Dispensary Agent's U.S. passport; OR <input type="checkbox"/> An Arizona driver's license or identification card issued before October 1, 1996 AND one of the following: <ul style="list-style-type: none"> <input type="checkbox"/> Birth certificate verifying U.S. citizenship <input type="checkbox"/> U.S. Certificate of Naturalization <input type="checkbox"/> U.S. Certificate of Citizenship
<input type="checkbox"/> Signed and dated <i>Medical Marijuana Dispensary Agent/Member Attestation</i> . This Attestation can be downloaded from the ADHS website http://www.azdhs.gov/medicalmarijuana/agents/ .
<input type="checkbox"/> A valid and current Visa or MasterCard for payment. A credit card, debit card, or pre-paid cards are accepted.
3. Fingerprints
<input type="checkbox"/> Although not part of the ADHS online application, a dispensary agent or member must submit fingerprints to ADHS via the U.S. Mail and include a Fingerprint Verification Form. Fingerprinting instructions and the Fingerprint Verification Form are located on the ADHS website at http://www.azdhs.gov/medicalmarijuana/forms/ .