



FAQ

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How do I clear all these polling exceptions?

Since polling exceptions are typically mapping issues, these errors are easily addressed within Labor. Below are common polling exceptions, their causes, and instructions for correcting them. More information on Labor Polling Exceptions (including the steps provided below) is available in PDF form [here](#).

Unmatched Employee

Cause: Employee POS Code listed on the employee record does not match the POS Code listed on the *Labor Polling Exception Report*. The code is missing, incorrect, or the employee record has yet to be created.

Correction: Go to *Labor > Employees* and locate the employee record. On the *Entities & Jobs* tab, ensure the POS Code listed matches the POS Code on the *Labor Polling Exception Report* (POS Code column). Make corrections, add the code, or create the employee record, if necessary.

compeat workforce Schedule Labor

entities & jobs Jane Doe | 36837

Assigned Entities

+ Add Entity

Entity	Entity Name	POS Code	POS Export	Home Store
4	Windy	222		

Unmatched Job

Cause: Job POS Code listed on the job record does not match the POS Code listed on the *Labor Polling Exception Report*. The code is missing, incorrect, or the job record has yet to be created.

Correction: In **Workforce 1.0**, go to *Labor Admin > Scheduling > Jobs* and locate the job record. On the *Entity Assignment* tab, ensure the POS Code listed matches the POS Code on the *Labor Polling Exception Report* (*Job Code* column). Make corrections, add the code, or create the job record, if necessary.

Labor Admin

Jobs X Jobs X

Job Entity Assignments

Job Server

Entity Assignments + Add Row X Remove Row(s)

Entity	Entity Name	POS Code
1	Austin	13

Save + X Refresh Close

Employee Not Assigned to Job

Cause: Compeat polled a labor punch for a job not assigned on the employee record.

Correction: Go to *Labor > Employees* and locate the employee record. On the *Entities & Jobs* tab, click *Add Job* to assign the job to the employee.

The screenshot shows the 'entities & jobs' page for Jane Doe (ID: 36837). The 'Assigned Jobs' section is active, and the 'Add Job' button is highlighted with an orange box. Below the button is a table with the following columns: Entity, Job, Hourly Rate, New Rate, Effective Date, POS Export, and Home Job. The first row contains a dropdown menu with '4', a dropdown menu with '1 Server', empty input fields for 'Hourly Rate' and 'New Rate', a calendar icon for 'Effective Date', an empty input field for 'POS Export', and a radio button for 'Home Job'.

Employee Not Assigned to Store

Cause: Compeat polled a labor punch for an entity not assigned on the employee record.

Correction: Go to *Labor > Employees* and locate the employee record. On the *Entities & Jobs* tab, click *Add Entity* to assign the entity to the employee. Make sure to enter the Employee POS Code.

The screenshot shows the 'entities & jobs' page for Jane Doe (ID: 36837). The 'Assigned Entities' section is active, and the 'Add Entity' button is highlighted with an orange box. Below the button is a table with the following columns: Entity, Entity Name, POS Code, POS Export, and Home Store. The first row contains a dropdown menu with '4', a dropdown menu with 'Windy', an input field with '222', an empty input field for 'POS Export', and a radio button for 'Home Store'.

Punch Overlapping Existing Modified Punch

Cause: A discrepancy exists between a polled labor punch and an existing punch in Compeat. Either a user edited the existing punch in Compeat, or the punch was edited on the POS server. Once edits are made to a labor punch in Compeat, the punch locks against polling changes. Detected discrepancies flag the punch as an exception.

Correction: Go to *Labor > Time Worked > Time Entry* and locate time entry. Use the date and time in/out information on the *Labor Polling Exception Report* to guide your search. Review the punch and determine what, if any, changes must be made.

compeat workforce

Schedule Labor

time entry

Filter Options

From Date 3/1/2017

To Date 4/10/2017

Employee

Schedule Group

Job

Get Records

+ ADD Gratuities

Find in results

Drag a column header and drop it here to group by that column

POS...	Employ...	Start Ti...	End Time	Job	Total Ti...	Cash Tips	CC Tips...
655	Christopher Barrett	Thu 04/06/17 5:04AM	Fri 04/07/17 5:04AM	1 Server	23:04	\$1.00	\$2.00

Salaried Job

Cause: Compeat polled a labor punch for a job marked as *Salaried* in Compeat.

Correction: You have two options: 1) In [Workforce 1.0](#), go to *Labor Admin > Scheduling > Job*, locate the job record, and set the *Job Type* to hourly, or 2) In Labor, go to *Labor > Time Worked > Employee/Job POS Codes to Ignore* and add the job or employee POS code to the listing. On the *Labor Polling Exception Report*, the *POS Code* is the Employee POS Code and the *Job Code* is the Job POS Code.

Labor Admin

- Configurations
- Security
- Entities
- Scheduling
- Departments
- Jobs
- EEOC Definitions
- Employee Classes
- Termination Codes
- Employee Time Off Reas
- Employee Time Adjustm
- Schedule Groups
- Schedule Group Sets
- Restaurant Stations
- Labor Manager
- Time & Attendance
- Labor Admin

Jobs X Jobs X

Job Entity Assignments

Job

Code: MANAG

Description: MANAGER

Job Type: Salaried

Hourly Rate: Hourly, Directly Tipped

Minimum Age: Salaried

Department: Salaried

Security Level: General Manager

Schedule

Sort Order: []

Min. Shift Length: []

Max Shift Length: []

Color: [] White Text

External ID: []

Enable Broadcast Messaging

Save + - X Refresh Close

compeat workforce Schedule Labor

employee pos codes to ignore

+ Add POS Code

POS code

5122 x

5123 x

Save

compeat workforce Schedule Labor

job pos codes to ignore

+ Add POS Code

POS code

12345 x

78945 x

Save

Inactive Employee

Cause: Compeat polled a labor punch for an employee set as *Inactive* (terminated) in Labor.

Correction: Go to *Labor > Employees* and locate the employee record. On the *Employment Info* tab, review the employee's *Status*. Either make the employee active, or remove the POS Code assigned on the *Entities & Jobs* tab.

The screenshot shows the 'employment info' page for Jane Doe | 36837. The 'Status' dropdown menu is highlighted with an orange box and set to 'Inactive'. Other fields include Staff Type (Schedule Only), Hire Date (1/1/2012), LOA Start, Next Review (1/1/2013), LOA End, Class (Full-time), Last Raise (10/23/2012), 401K Eligibility, Type (Hourly), Termination, Rehired, and CC Tips.

The screenshot shows the 'entities & jobs' page for Jane Doe | 36837. The 'Assigned Entities' table has a 'POS Code' column highlighted with an orange box, showing the value '222'. The table also includes columns for Entity, Entity Name, POS Export, and Home Store.

Entity	Entity Name	POS Code	POS Export	Home Store
4	Windy	222		<input checked="" type="radio"/>

Process Corrected Exceptions

Once exceptions are corrected, they must be processed to clear them from the *Labor Polling Exception Report*. This does not re-poll the labor data, but rather compares the already polled data against recent changes in Labor and looks for matches.

process polled data

Filter Options

Client

Job

Step

Process Exceptions

Run

1. Go to **Labor > Time Worked > Process Polled Data**.
2. Ensure **Process Exceptions** is checked.
3. Click **Run**.

Note: To process exceptions for a single entity, choose the **Client** (the entity's polling client), the **Job** (the entity), and the **Step** (Labor Punches). This speeds up processing as Labor only processes the specified entity's exceptions.

Once processing completes, re-run the *Labor Polling Exception Report* and the corrected items should no longer show.

Was this Helpful ?

yes

no

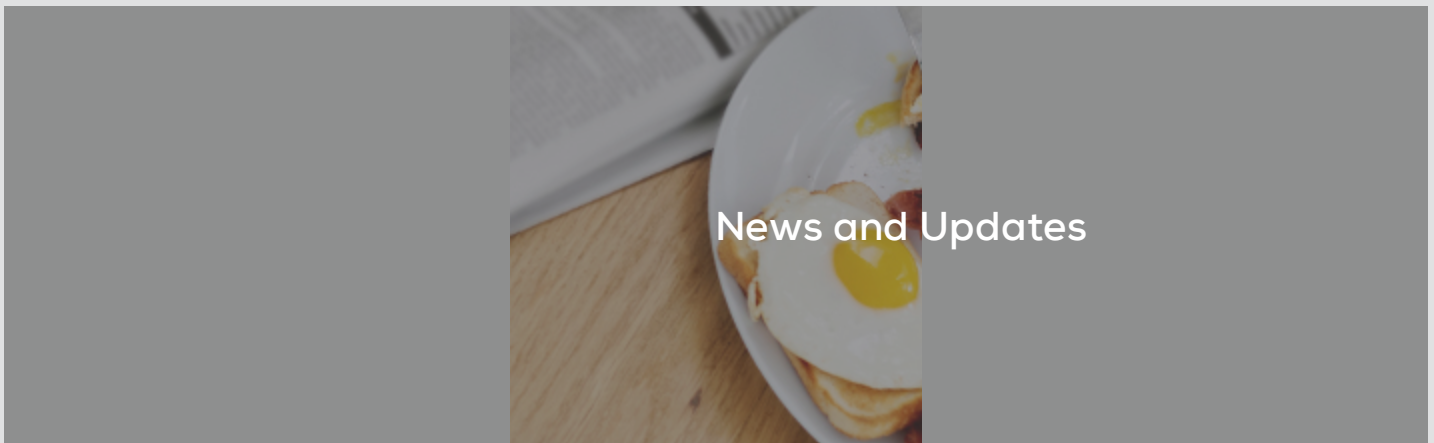
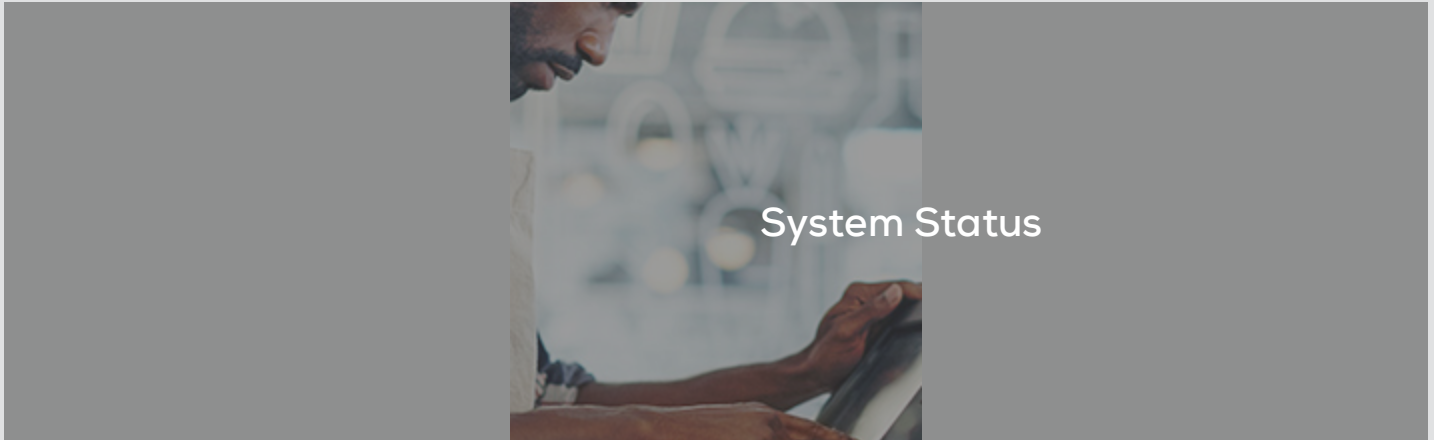
How do I see an employee's myWorkforce password?

Where can employees update their information in myWorkforce?

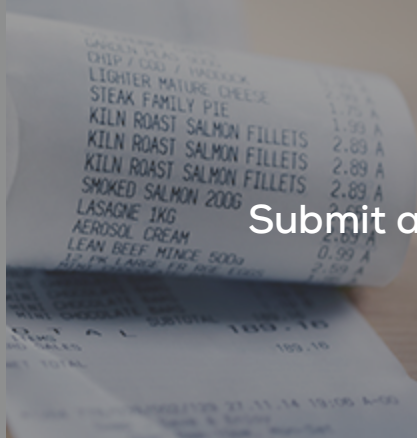
Can I give terminated employees access to myWorkforce?

I am trying to make a schedule, but there are no groups showing when I click the schedule groups drop-down. What do I do?

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