

## FAQ

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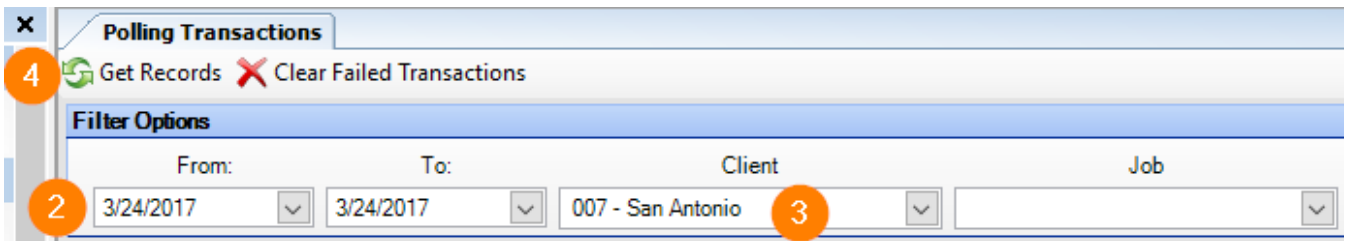
### How do we clear failed polling transactions?

Polling transactions may fail for a variety of reasons, but the primary cause is the POS sales data not being ready at the time the polling client ran. Whatever the reason, clearing the failed polling transactions often successfully re-polls the data.

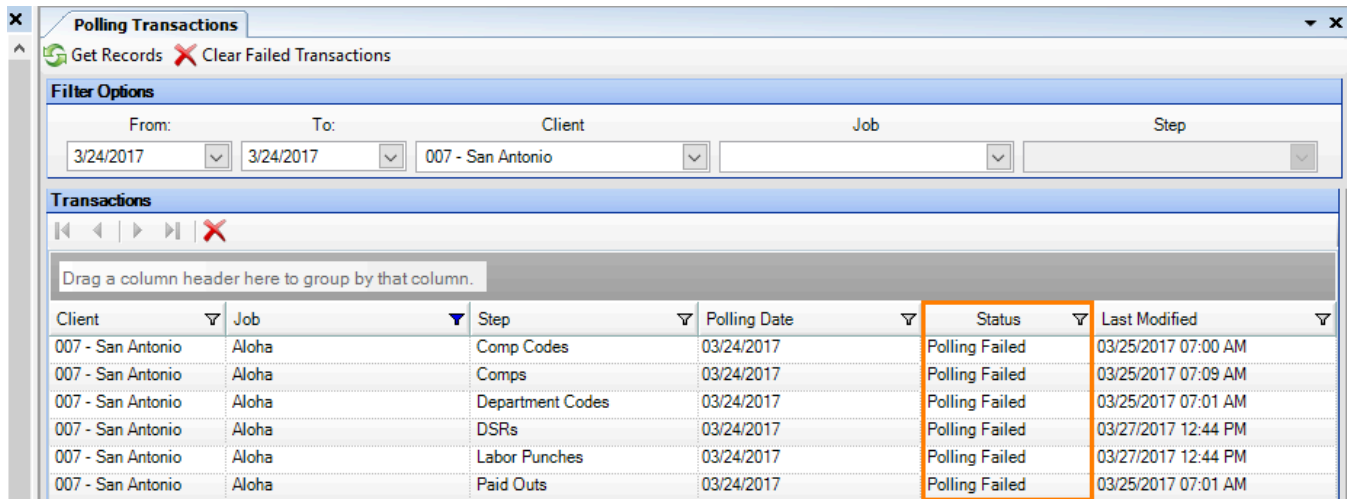
**When to use:** If you are missing a DSR for a single day or a series of days.

Example: *We are missing the DSR for 3.24.*

To determine whether the polling transactions for a particular day (or days) failed, navigate to the **Polling Transactions** screen.

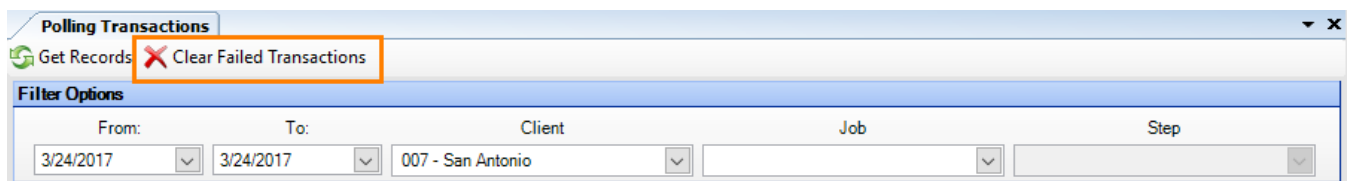


1. Go to **Setup > Polling > Polling Transactions**.
2. Select a date range or specific date to view.
3. Choose your entity from the **Client** drop-down (leaving blank shows all entities).
4. Click **Get Records**.



If polling transactions fail, they show a status of **Polling Failed**. Clearing these transactions prompts the system to re-poll the data.

On the **Polling Transactions** screen, click **Clear Failed Transactions** in the upper left-hand corner.



This clears the failed transactions from the screen and prompts the system to re-poll the day(s).

**Important:** Depending on the amount of data re-pollled and the internet speed at the entity, a DSR may take anywhere from 10-15 minutes to appear in Compeat. Some DSRs may take longer.

Client	Job	Step	Polling Date	Status	Last Modified
007 - San Antonio	Aloha	Comp Codes	03/24/2017	Polled	03/25/2017 07:00 AM
007 - San Antonio	Aloha	Comps	03/24/2017	Polled	03/25/2017 07:09 AM
007 - San Antonio	Aloha	Department Codes	03/24/2017	Polled	03/25/2017 07:01 AM
007 - San Antonio	Aloha	DSRs	03/24/2017	Polled	03/27/2017 12:44 PM
007 - San Antonio	Aloha	Labor Punches	03/24/2017	Polled	03/27/2017 12:44 PM
007 - San Antonio	Aloha	Paid Outs	03/24/2017	Polled	03/25/2017 07:01 AM

Click **Get Records** in the upper left-hand corner of the screen to watch the transactions poll in. Transactions re-poll with a status of *Polled* and must be processed to create the DSR.

Processing happens automatically; however, select security group permissions allow approved users to manually process re-pollled transactions.

1. Go to **Setup > Polling > Polling Processing**.
2. Select your entity in the **Client** drop-down.
3. Choose the **Job**.
4. Click **Process**.

Compeat notifies you once processing completes. From here, navigate back to your **Polling Transactions** screen.

Client	Job	Step	Polling Date	Status	Last Modified
007 - San Antonio	Aloha	Comp Codes	03/24/2017	Polled	03/25/2017 07:00 AM
007 - San Antonio	Aloha	Comps	03/24/2017	Processed	03/25/2017 07:09 AM
007 - San Antonio	Aloha	Department Codes	03/24/2017	Polled	03/25/2017 07:01 AM
007 - San Antonio	Aloha	DSRs	03/24/2017	Processed	03/27/2017 12:44 PM
007 - San Antonio	Aloha	Labor Punches	03/24/2017	Processed	03/27/2017 12:44 PM
007 - San Antonio	Aloha	Paid Outs	03/24/2017	Polled	03/25/2017 07:01 AM

1. Click **Get Records** to refresh the transactions.
2. Under **Status**, note that the transactions change from *Polled* to *Processed*.

**Note:** Not all transactions process. This typically indicates there is no data available from the POS. If an entity had no paid outs or comps for that particular day, there would be no data to send to Compeat to process and so the transactions would remain *Polled*. *Comp Codes*, *Department Codes*, and *Tracking Definitions* exist for mapping purposes only and therefore never process.

Once polling transactions process, navigate back to your **Daily Sales** screen. Click on the **green refresh icon** in the upper left-hand corner to re-fresh the DSRs. This brings your re-polled DSR through. Use the arrows or spyglass feature to navigate to the specific date if needed.

Was this Helpful ?

yes

no

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Items aren't auto-populating when I place orders. What do I do?

I get a catch weight error when importing invoices. What do I do?

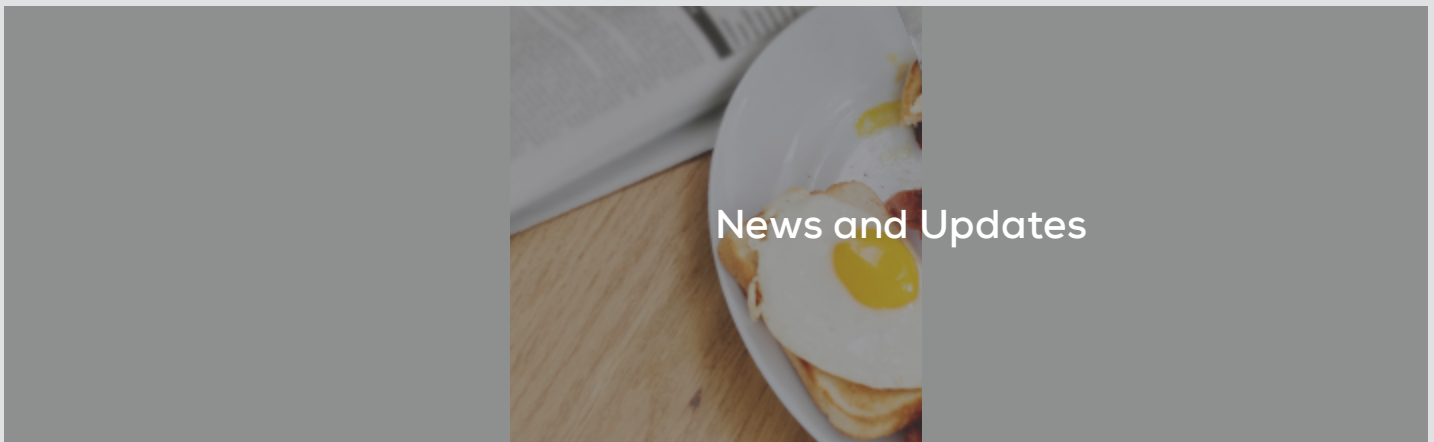
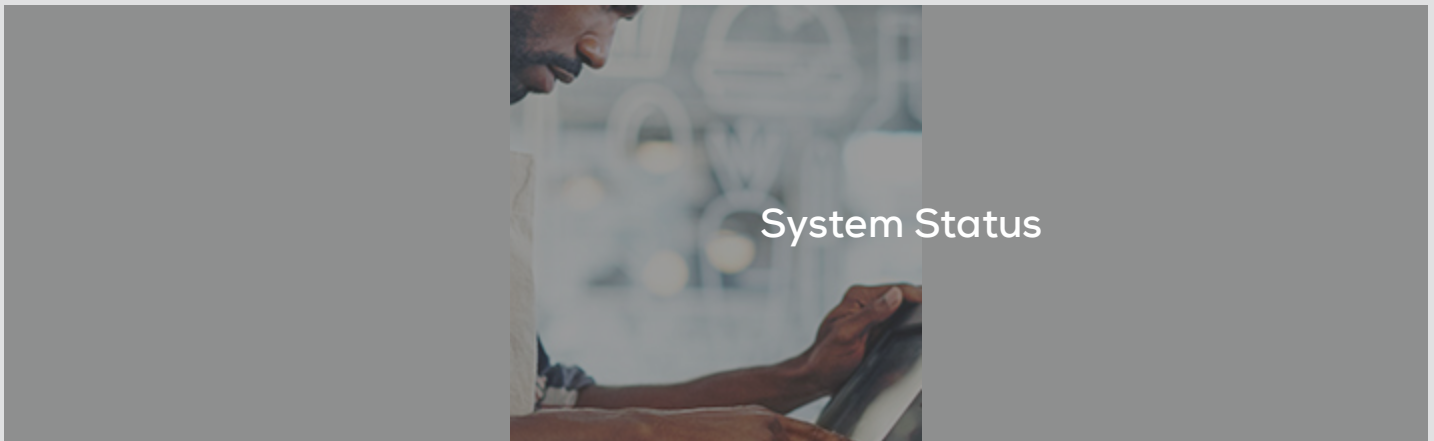
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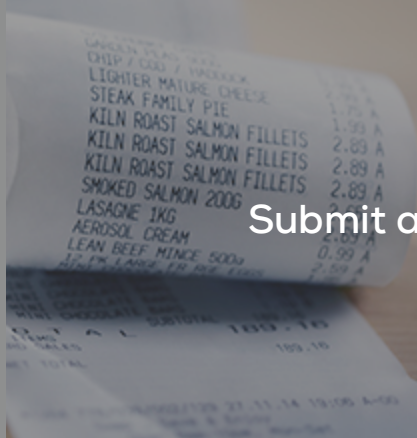
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