



FAQ

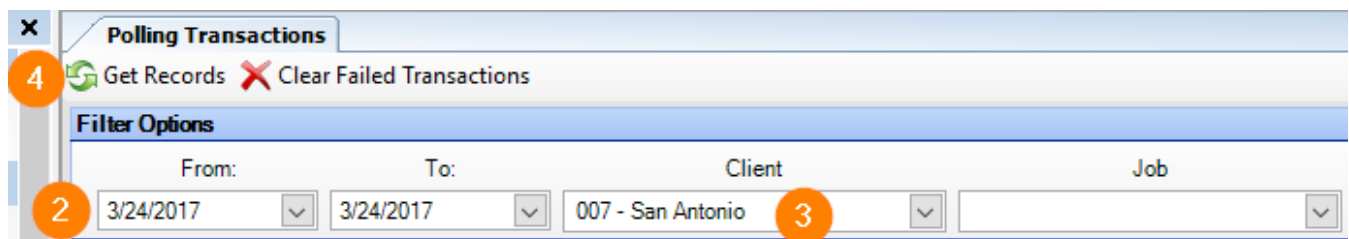
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How do we manually process our DSRs?

Polling transactions automatically process; however, this process can take ten to fifteen minutes. Select security group permissions allow approved users to manually process polled or re-polled transactions, which can speed up the generation of a DSR.

When to use: To quicken the DSR re-polling processing, or when processing exceptions.

Example: I re-polled the DSR, but it's still not showing. Can I make it go faster?



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**.

The screenshot shows the 'Polling Transactions' window. At the top, there are buttons for 'Get Records' and 'Clear Failed Transactions'. Below is the 'Filter Options' section with fields for 'From' (3/24/2017), 'To' (3/24/2017), 'Client' (007 - San Antonio), 'Job', and 'Step'. The main area is a table titled 'Transactions' with columns: Client, Job, Step, Polling Date, Status, and Last Modified. The 'Status' column is highlighted in orange.

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

Transactions re-poll with a status of *Polled*. They must be processed to create the DSR. Processing happens automatically; however, select security group permissions allow approved users to manually process re-pollled transactions.

The screenshot shows the 'Polling Processing' dialog box. It has a 'Filter' section with three drop-down menus: 'Client' (007 - San Antonio), 'Job' (Aloha), and 'Step' (blank). There is a checkbox for 'Process Exceptions' which is unchecked. On the right side, there are 'Process' and 'Cancel' buttons. Numbered callouts (2, 3, 4) point to the Client, Job, and Process buttons respectively.

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.

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