



## FAQ

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### Our DSR shows all zeros. What do I do?

Often a zero DSR occurs when the POS server doesn't have the data ready at the time the polling client runs. Another common cause is a DSR that was manually created for a day *before* the polling job ran. In this scenario, the polled data would not populate a DSR as it would detect an already existing DSR (the one manually created).

**When to use:** If the DSR polled with zero data.

Example: *We have a DSR for 3.24, but there's no data. We only see zeros.*

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**Daily Sales Report**

DSR Date: 3/24/2017 Friday

Sales Sales (2) Comps Paid Outs Additional Deposits Taxes & Receipts Notes

**Sales Periods**

Breakfast		Lunch		Category
Category	Amount	Category	Amount	
Food	0.00	Food	0.00	Food
N/A Bev	0.00	N/A Bev	0.00	N/A Bev
Beer	0.00	Beer	0.00	Beer
Wine	0.00	Wine	0.00	Wine
Catering	0.00	Catering	0.00	Catering
Guests Counts	0.00	Guests Counts	0.00	Guests (
Ticket Counts	0.00	Ticket Counts	0.00	Ticket C

If you have a DSR that shows all zeros, re-poll the day by deleting the DSR via the **red 'X'** at the top of the screen.

Deleting a DSR triggers the system to re-poll that day. Upon deleting, three pop-ups appear:

- *You are about to delete the ENTIRE DSR, not just one line item. Are you sure you want to delete the ENTIRE DSR?* Click **Yes**.
- *Would you like to re-poll the DSR data?* Click **Yes**.
- *This DSR has been deleted. Would you like to delete the salesmix?* Click **Yes**.

**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.

However, select security group permissions allow approved users to manually process re-pollled transactions.

Polling Processing

Filter

Client: 007 - San Antonio 2

Job: Aloha 3

Step: [ ]

Process Exceptions

4 Process

Cancel

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.

**Filter Options**

From: 3/24/2017 To: 3/24/2017 Client: 007 - San Antonio Job: Step:

**Transactions**

Drag a column header here to group by that column.

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-refresh 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

I'm trying to schedule an employee but they don't show up. Why?

How do I set up GL account filters?

How do I set up entity filters?

Notes

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Tasks

General

How do I map comps in Compeat?

How do I map paid outs in Compeat?

Assessments

How do we manually process our DSRs?

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