

## Re-poll Labor Punches

**When to use:** If you have missing or have incomplete labor punches for a day or series of days. Or you've made edits on the POS that need to flow into Labor (with the exception of Aloha and Toast).\*

Example: *Our labor punches for 3.16-3.17 are missing.  
Sally's punch out time is wrong on 3.15. I corrected it on the POS.*

If you are missing punches, determine whether you are also missing a DSR for the day. If you are missing DSRs, you may need to [re-start the polling client](#) or [clear failed polling transactions](#).

If a DSR is present but the punches are still missing, you can re-poll punches using the steps below.

**Important:** If you've made manual edits to punches or tips in Labor, deleting/re-polling will clear out all your edits.

1. Go to **Labor > Time Worked > Delete Time Entries**.
2. Choose your **Entity** (leaving blank will delete time entries for *all* entities).
3. Select the date range you wish to delete.
4. Check the **Clear Polling Transactions** box.
5. Click **Run**.

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

Once the transactions re-poll, they must be processed. It is important you wait for the re-poll to finish before processing the transactions.

The screenshot shows a web interface titled "process polled data". Under the heading "Filter Options", there are three dropdown menus: "Client" (set to "Austin"), "Job" (set to "Austin"), and "Step" (set to "Labor Punches"). Below these is a checkbox labeled "Process Exceptions" which is checked. At the bottom left is a blue "Run" button. Five orange callout circles with numbers 1 through 5 are overlaid on the interface: 1 is near the top right, 2 is next to the Client dropdown, 3 is next to the Step dropdown, 4 is next to the Process Exceptions checkbox, and 5 is next to the Run button. An orange arrow points from callout 2 down to callout 3.

1. Go to **Labor > Time Worked > Process Polled Data**.
2. Select your entity (**Client**) and polling **Job**.
3. Choose **Labor Punches** from the *Step* drop-down.
4. Check the **Process Exceptions** box.
5. Click **Run**.

**\* Regarding Aloha and Toast:**

When an edit is made to a time punch on the POS, it is not available until the end of day process runs for the day *on which* the change was made.

*Example:* If I had an incorrect punch for Monday that I corrected on Friday, it would not be available to re-poll until Aloha's end of day process ran for Friday. At this time, the correction would re-poll and process on its own.

If you need to re-poll the data because you are processing payroll (and thus waiting for the end of day process isn't possible), we recommend you make a manual edit in Labor.