

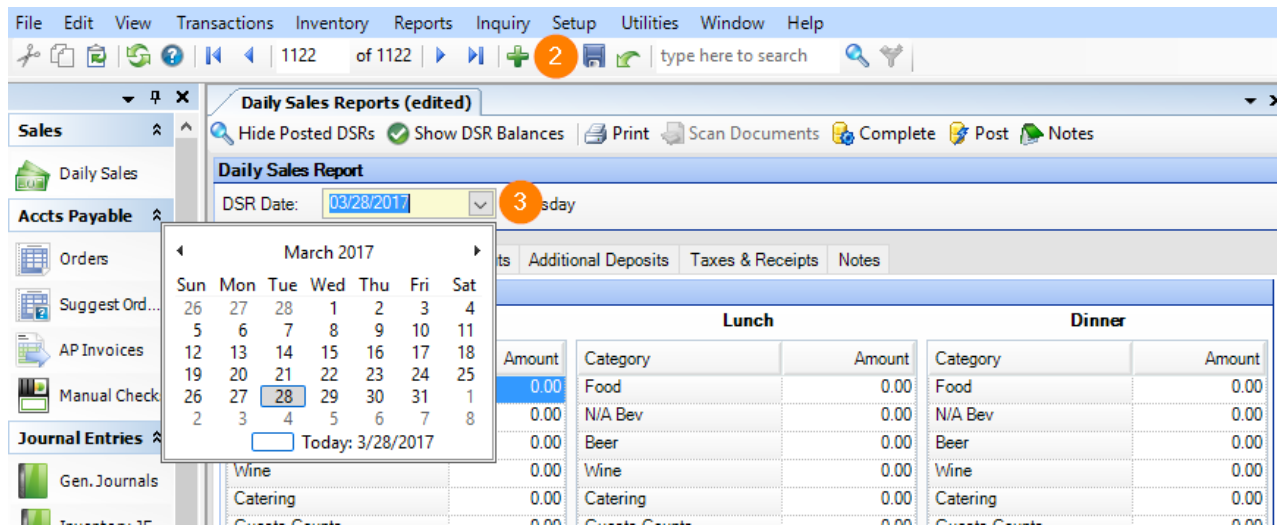
Re-poll Missing DSRs

When to use: If you are missing a DSR for a single day or a series of days; however, other DSRs have polled since the missing day(s).

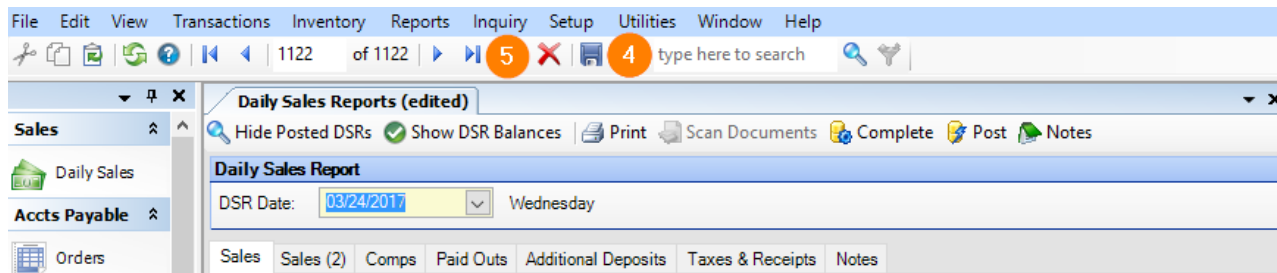
Example: We are missing the DSR for 3.24, but 3.25 polled.

Before you attempt to re-poll missing DSRs, ensure there are no [failed polling transactions](#) in your system. If there are no failed transactions, proceed with the below steps. These steps are also available in a brief [training video](#).

To re-poll missing DSRs, you must first manually create a DSR for the day(s).



1. Go to the **Daily Sales** screen.
2. Click on the **green plus sign** at the top of the screen. This creates a new DSR.
3. Use the **DSR Date** drop-down to choose the date of the DSR you wish to re-poll.



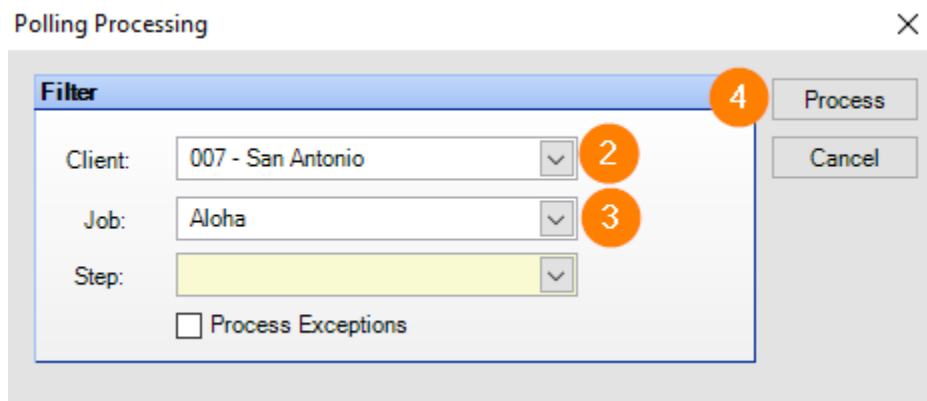
4. **Save** your new DSR.
5. Once saved, **delete** the DSR.

Deleting a DSR triggers the system to re-poll that date. 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**.

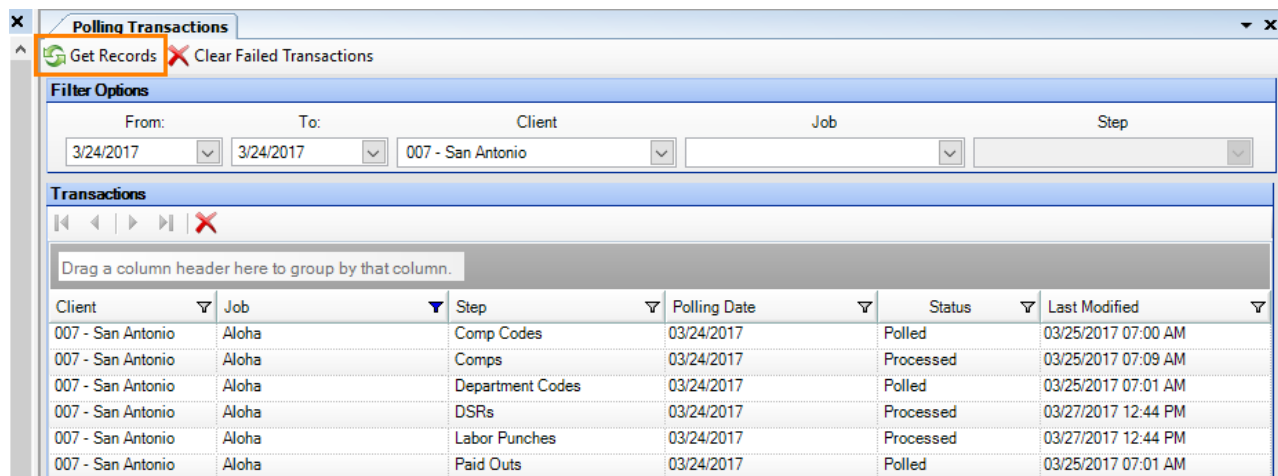
Important: Depending on the amount of data re-pollled and the internet speed at the entity, a DSR may take anywhere from 10-15 minutes to appear in Compeat. Some DSRs may take longer.

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



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.



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-pollled DSR through. Use the arrows or spyglass feature to navigate to the specific date if needed.

If you have questions or encounter issues re-polling missing DSRs, please contact the Compeat Support Team at support@compeat.com. Please provide us with the entity number and date(s) missing.