

## Re-poll a Zero DSR

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.*

The screenshot shows the 'Daily Sales Reports (edited)' window. The 'Daily Sales Report' is for the date 3/24/2017, Friday. The report is divided into 'Breakfast' and 'Lunch' sections. Each section has a table with columns for 'Category' and 'Amount'. All amounts are 0.00. A red 'X' icon in the top toolbar indicates the delete function.

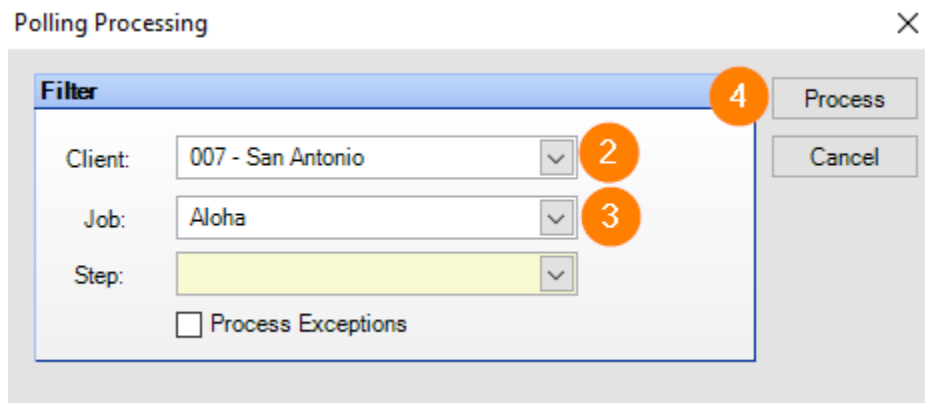
Breakfast		Lunch	
Category	Amount	Category	Amount
Food	0.00	Food	0.00
N/A Bev	0.00	N/A Bev	0.00
Beer	0.00	Beer	0.00
Wine	0.00	Wine	0.00
Catering	0.00	Catering	0.00
Guests Counts	0.00	Guests Counts	0.00
Ticket Counts	0.00	Ticket Counts	0.00

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:

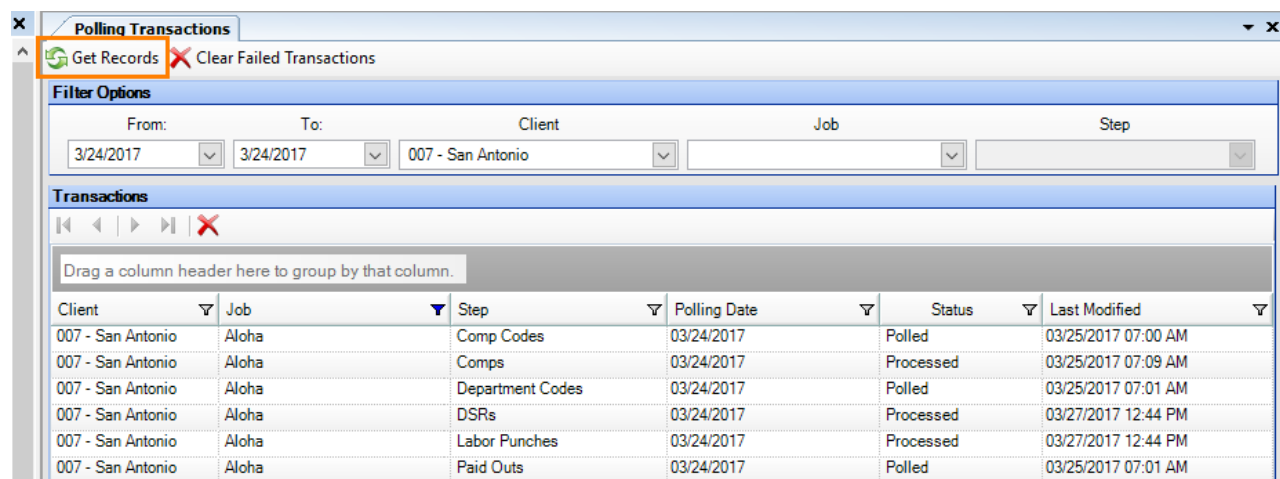
- » *You are about to delete the ENTIRE DSR, not just one line item. Are you sure you want to delete the ENTIRE DSR?* Click **Yes**.
- » *Would you like to re-poll the DSR data?* Click **Yes**.
- » *This DSR has been deleted. Would you like to delete the salesmix?* Click **Yes**.

**Important:** Depending on the amount of data re-polled 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-polled 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-polled DSR through. Use the arrows or spyglass feature to navigate to the specific date if needed.