



FAQ

[Home](#) / [FAQ](#) / The numbers are wrong on our DSR. How do we correct it?

The numbers are wrong on our DSR. How do we correct it?

Inaccurate data may indicate that an issue occurred during processing. Often a simple re-poll corrects the issue.

When to use: If the DSR polled with inaccurate data, such as doubled sales.

Example: *We have a DSR for 3.24, but the numbers are doubled.*

» **Important:** If the inaccurate data is in regards to a comp, paid out, sales departments, or receipt (e.g., *Our comps didn't poll* or *Wine sales aren't showing on the DSR*), the issue is likely mapping related. A re-poll won't necessarily correct this issue. Please visit our Support Site for videos on how to map [comps](#) and [paid outs](#). «

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

File Edit View Transactions Inventory Reports Inquiry Setup Utilities Window Help

1118 of 1122 type here to search

Daily Sales Reports

Hide Posted DSRs Show DSR Balances Print Scan Documents Complete Post Notes

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	Amount	Category	Amount
Food	675.00	Food	4,276.00
N/A Bev	68.20	N/A Bev	218.68
Beer	0.00	Beer	32.50
Wine	12.00	Wine	14.00
Catering	0.00	Catering	6.00
Guests Counts	61.00	Guests Counts	315.00
Ticket Counts	61.00	Ticket Counts	315.00

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.

Polling Processing X

Filter 4

Client: 007 - San Antonio 2

Job: Aloha 3

Step: []

Process Exceptions

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.

The screenshot shows the 'Polling Transactions' interface. At the top, there are two buttons: 'Get Records' (highlighted with an orange box) and 'Clear Failed Transactions'. Below these is a 'Filter Options' section with dropdown menus 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 a toolbar containing navigation arrows and a red 'X' icon. Below the toolbar is a text box that says 'Drag a column header here to group by that column.' The table has the following columns: Client, Job, Step, Polling Date, Status, and Last Modified. The data rows are as follows:

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

How do I view which vendors are receiving a 1099 for this tax year?

How do I make a vendor a 1099 vendor?

How do I make an vendor's invoice with a different 1099 box type than the default?

I am trying to import vendor files but Compeat says the directory doesn't exist. What do I do?

Items aren't auto-populating when I place orders. What do I do?

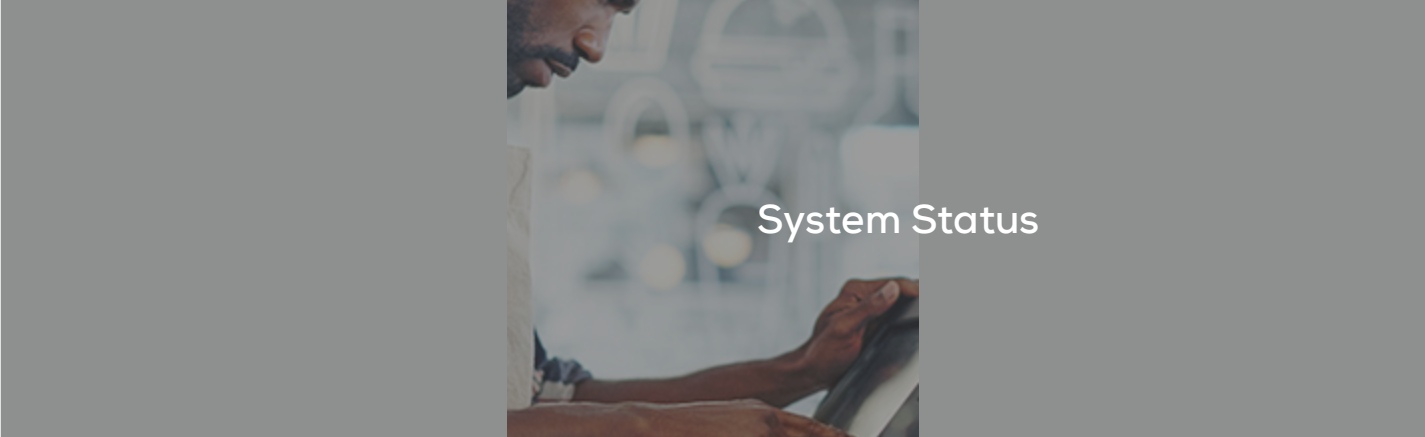
I get a catch weight error when importing invoices. What do I do?

What kind of barcode scanner can I use for mobile inventory counts?

I get a sales tax error when importing invoices. What do I do?

How do I fix an item that was matched incorrectly on an invoice or order guide import?

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