Missing Data Protocol

If you are missing POS data in efish from any date or date range this page will direct you how to retrieve that data and re-import it into efish.

On occasion data will not populate in efish for various reasons. efish automatically checks for your POS data 3 times in the morning (times vary based on client). After the third time we assume there is a larger issue (i.e. power outage, server down) and reschedule for the next day.

We provide each user (with permission) the ability to manually import updated historical POS data anytime from efish. The **[Reimport POS Data]** function is available on the Daily Journal (landing page) when you log into efish next to the drop down for the location.
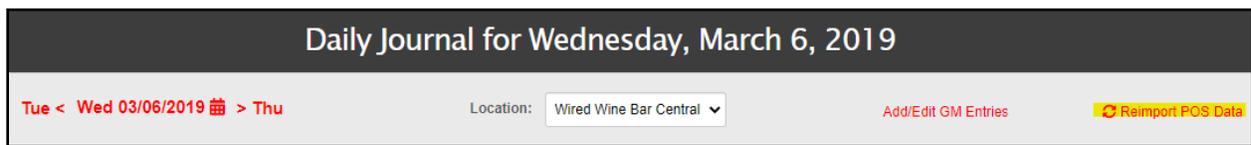
If you have missing data for a certain date:

1. Verify the POS was properly closed the night before
2. Confirm the POS server is on & the internet is connected
3. Verify no changes to the locations firewall or internet filtering has occurred.
4. Log into efish & click **[Reimport POS Data]** Enter the day(s) you are missing (to reimport a single day, enter same date for both "Start Date" & "End Date") & click **[Reimport]** *(you can reimport up to 14 days at once.)*

5. **Be sure to wait 5-7 minutes** after clicking the **[Reimport]** button before refreshing the page.
   - *Important Note: There is no "loading indicator" when re-importing data. After 5min - 7min refresh the page using the [Refresh Icon] in your browser.*


6. **Check to see if data was retrieved:**
   - **If data was retrieved:** repeat the process for any other missing days, you may have until all data has been recovered.
   - **If data was NOT retrieved:** Move to step 7.

7. **Check Services:** The next step you will need to complete is to check the services section on your computer in order to stop and restart the program:
   a) Navigate to your computers Start Menu
   b) In the search bar enter "Services"
   c) Click on the **[Services Option]** (sprocket icon)
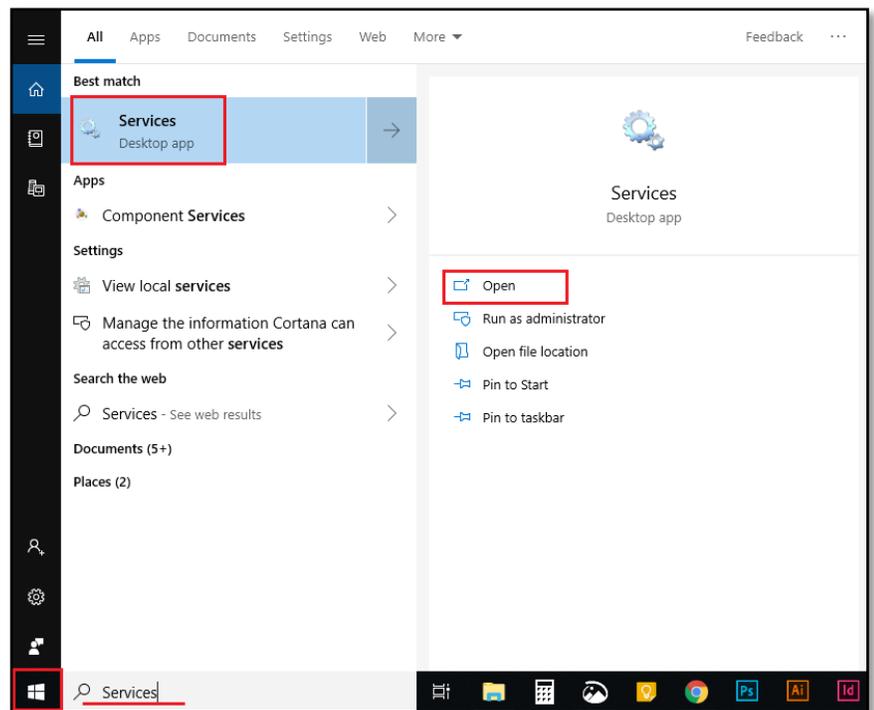
   d) Find efish (EfishAlohaSync, EfishMicrosSync, or EfishDigitalDiningSync based on your POS) in the list and select it, then click the **[stop Icon]**
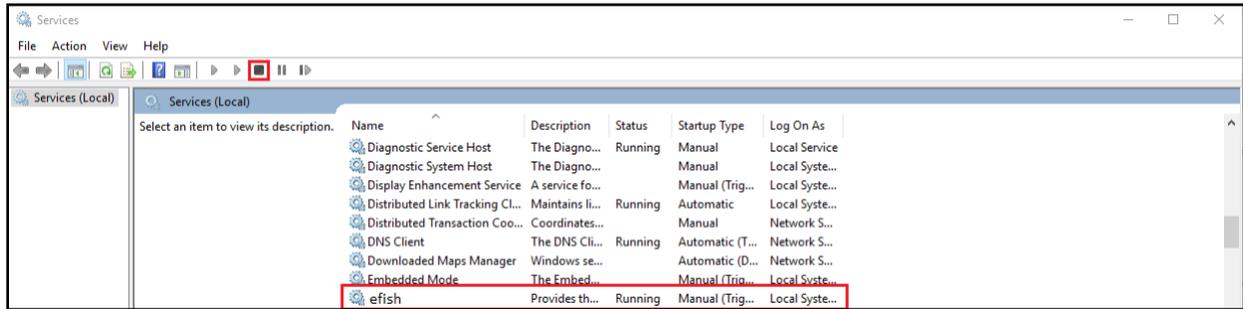
e) Restart efish by clicking the **[Play Icon]** with efish selected.
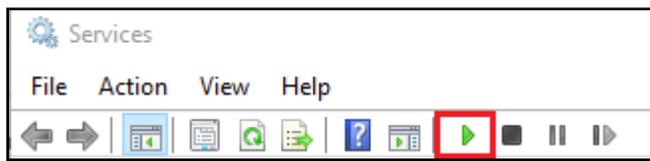
8. **If You could not stop the service or got an error:**
   - You will need to power down and restart the POS at Close of business
   - Check back the next day and reimport if needed, if you are still missing data move to the next step.

9. **Contact your POS provider and explain what you are missing:**
   - they may need to Re-post the data on their end.
   - Once they have made the necessary adjustments, move to next step.

10. **Reimport once more & Check for the missing data:**
    - repeat steps 4 and 5.
    - If the data is still missing after the 2nd **[Reimport Data]** attempt, contact us via email to create a support ticket for the development team. Let them know that you have already attempted these steps and were unsuccessful.

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