

Manual

**POS - Resend Retrieve Data & City Ledger
User Guide**

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1. Overview

This POS - Resend Retrieve Data & Resend City Ledger User Guide provides hotel staff and system users with clear instructions. It applies to data that failed to be sent initially, allowing staff to resend retrieve data to the PMS system and resend the city ledger to the ARS system.

2. Resend Retrieve Data

Available under POS Manager Menu > Resend Retrieve Data, this function allows staff to resend data that failed to be sent initially. It enables staff to re-send retrieve data to the PMS system, ensuring that no important information is missed or left behind due to transmission errors. This process helps maintain data accuracy and integrity across systems.

To perform the task:

1. Select the **Date** for the data you wish to retrieve.
2. Select the **Outlet** from the dropdown list. The system will display the retrieved data with its status.
3. Select data with a **Pending** or **Not Completed** status. The Resend button will appear.
4. Press the **Resend** button.
5. The system will resend this data to the folio mapping, applying the retrieve room based on hotel policy, and the status will change to **Complete**.

Resend

Date

Select Outlet

Sri Café
▼

All
 Pending
 Complete
 Not Complete

	Bill No.	Grand Total	Shift Name	Staff Name	Status
<input type="checkbox"/>	325011500004	2,119	Breakfast		Pending
<input type="checkbox"/>	325011500013	318	Breakfast		Pending
<input type="checkbox"/>	325011500012	471	Breakfast		Pending
<input checked="" type="checkbox"/>	325011500016	333	Breakfast		Pending
<input type="checkbox"/>	325011500017	318	Breakfast	Anya J	Complete

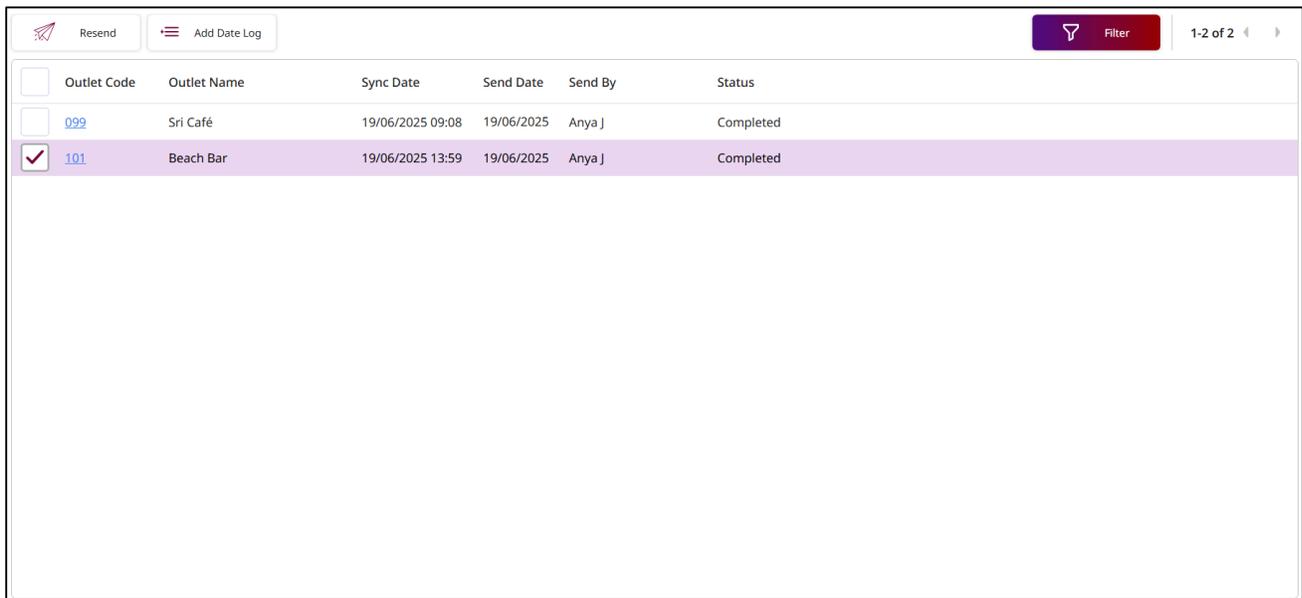
Note: Ensure that no important information is missed or left behind due to transmission errors. This process helps maintain data accuracy and integrity across systems.

3. Resend City Ledger

Available under **POS Manager Menu > Resend City Ledger**, this allows staff to resend City Ledger data that failed to be transmitted during the initial attempt. This ensures that any missing or incomplete data is sent successfully to the ARS system, helping to maintain accurate and up-to-date financial records for the hotel.

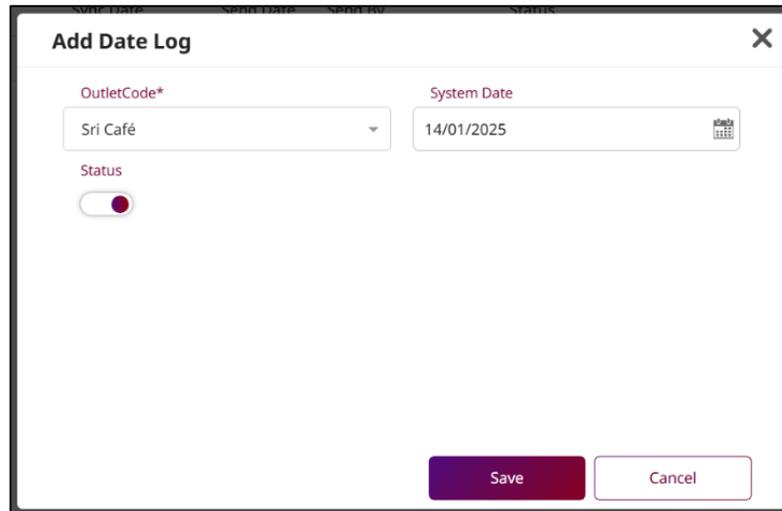
To perform the task:

1. The Data Log will automatically appear on this screen with its status.
2. Select the **Data Log**, and the Resend button will appear.
3. Press the **Resend** button to resend the data log to the ARS system.



<input type="checkbox"/>	Outlet Code	Outlet Name	Sync Date	Send Date	Send By	Status
<input type="checkbox"/>	099	Sri Café	19/06/2025 09:08	19/06/2025	Anya J	Completed
<input checked="" type="checkbox"/>	101	Beach Bar	19/06/2025 13:59	19/06/2025	Anya J	Completed

4. If the data log is not sent automatically, you must add the date log manually.
5. Press **Add Date Log** to add log data for the outlet. The system will display the Add Date Log pop-up.
6. Select the **Outlet** from the OutletCode dropdown list.
7. Select the **System Date**, which may be set to a date before the current system date.
8. Toggle the **Status** to activate it.
9. Press **Save** to add the log data.
10. Press **Cancel** to discard changes and close the pop-up.
11. After saving, the system will display the new record, which is the date log you just added. You can select the data date log and resend it to the ARS system.



Add Date Log [X]

OutletCode* System Date

Sri Café 14/01/2025

Status

Save Cancel

Note: Ensure that the outlet and date selected when adding the date log are after the closed day, and that the bill has already been closed with City Ledger.