Employee time punch from POS not populating

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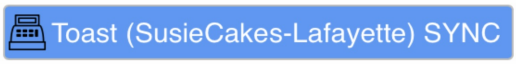
In the event that time sync with a POS has been established, but there is an employee whose punches are not populating, it could the caused by a duplicate record.

In the following example, Michael Lawson has time punches not showing in Teamwork at location Lafayette.

To Troubleshoot:

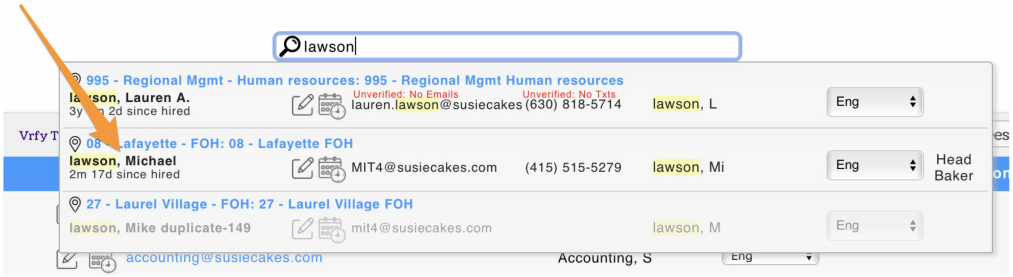
Go to gearwheel menu > POS mapping > Applicable Location (in this example, Lafayette)



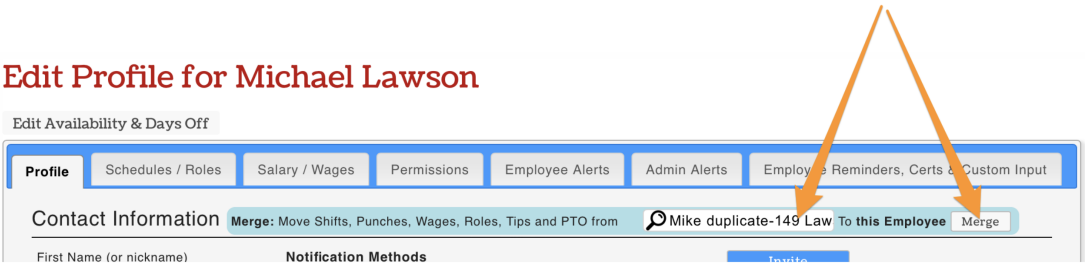
Michael in the POS, left side, is mapped to an old duplicate record in Teamwork

One possibility is to fix it right here, but we're going to try to re-merge the two records, in case there is any data associated with the duplicate, it may flow into the new record we are keeping.

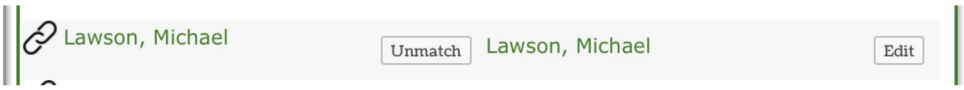
Go next to to Employees, and find the good Michael Lawson record



Open Lawson, find the duplicate, and Merge



Go back to Point of Sale mapping, and double check.



The merge resolved the issue.