

SpotOn Restaurant POS | Two Way Sync Behavior

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What Syncs Between SpotOn Restaurant POS and Teamwork

When your SpotOn Restaurant POS (RPOS) location is connected to Teamwork with two-way sync enabled, certain data flows automatically between the two systems. This article breaks down exactly what syncs, what doesn't, and where you may need to take manual action.

Employees

Action	Syncs?	Details
Add a new employee in POS → Teamwork	<input checked="" type="checkbox"/> Yes	The employee must have at least one role assigned in POS. Roles, wages, email, phone, hire date, and birthday are included.
Add a new employee in Teamwork → POS	<input checked="" type="checkbox"/> No	Employees created in Teamwork are not pushed to POS. Add new employees in POS to ensure they appear in both systems.
Update employee personal info (email, phone, PIN) in either system	<input checked="" type="checkbox"/> No	Changes to personal info do not sync in either direction. Update these fields in both systems after initial import - or just Teamwork if it's not needed in the POS

Time Punches

Action	Syncs?	Details
Clock in/out in POS (with or without breaks) → Teamwork	<input checked="" type="checkbox"/> Yes	
Clock in/out in Teamwork (with or without breaks) → POS	<input checked="" type="checkbox"/> Yes	

Action	Syncs?	Details
Edit start/end time on a past time punch in POS → Teamwork	<input checked="" type="checkbox"/> Yes	
Edit start/end time on a past time punch in Teamwork → POS	<input checked="" type="checkbox"/> Yes	
Add breaks to a past time punch in POS → Teamwork	<input checked="" type="checkbox"/> Yes	
Add breaks to a past time punch in Teamwork → POS	<input checked="" type="checkbox"/> Yes	
Add a new time punch in Teamwork → POS	<input checked="" type="checkbox"/> Yes	
Clock out an open time punch from POS → Teamwork	<input checked="" type="checkbox"/> Yes	
Clock out an open time punch from Teamwork → POS	<input checked="" type="checkbox"/> Yes	Do not reopen a closed time punch in Teamwork – this can cause the two systems to fall out of sync.
Delete a closed time punch in Teamwork → POS	<input checked="" type="checkbox"/> Partial	The time punch in POS will show 0 hours but is not fully deleted.

Known issue: If an employee has open orders on the POS, clocking them out from Teamwork should be blocked – but this check does not work reliably. To avoid issues, clock out employees with open orders directly on the POS.

Roles

Action	Syncs?	Details
Add a role to an employee in POS → Teamwork	<input checked="" type="checkbox"/> Rolling out	Role changes made in POS are now syncing automatically to Teamwork. This feature is currently rolling out and may not yet be active on your account.
Remove a role from an employee in POS → Teamwork	<input checked="" type="checkbox"/> Rolling out	Same as above – rolling out now.

Action	Syncs?	Details
Add a role to an employee in Teamwork → POS	<input checked="" type="checkbox"/> Yes	If the role already exists in POS, it will be added to the employee.
Remove a role from an employee in Teamwork → POS	<input checked="" type="checkbox"/> No	Role removals in Teamwork do not sync back to POS. Remove the role in both systems manually.
Edit the role on a past time punch in POS → Teamwork	<input checked="" type="checkbox"/> No	Changing the role on an existing time punch in POS does not update Teamwork.
Edit the role on a past time punch in Teamwork → POS	<input checked="" type="checkbox"/> Yes	

Wages

Action	Syncs?	Details
Update a wage in POS → Teamwork	<input checked="" type="checkbox"/> In development	Wage sync from POS to Teamwork is not yet available. This is actively being worked on. In the meantime, use the Wage Sync Tool in Teamwork (under Point of Sale Tools) to manually pull wage data from POS.
Add a new wage in Teamwork → POS	<input checked="" type="checkbox"/> Yes	New wages added in Teamwork push to POS. However, changes to existing wages in Teamwork do not update POS.

Quick Reference: Where to Make Changes

What you're changing	Best place to do it	Why
Add a new employee	POS	Syncs to Teamwork automatically (with a role assigned)

What you're changing	Best place to do it	Why
Clock in / clock out	Either system	Syncs both ways
Edit a past time punch	Either system	Syncs both ways
Add or remove a role	POS (preferred)	Role sync from POS is rolling out; Teamwork → POS only adds roles, doesn't remove them
Change a wage	Both systems (for now)	Wage sync from POS is in development. Use the Wage Sync Tool in Teamwork as a workaround.
Update email, phone, or PIN	Both systems	Personal info does not sync in either direction

Tips for Keeping Data in Sync

- **Always add new employees in POS first.** This is the only direction that syncs for new employees.
- **Assign a role when creating an employee in POS.** Without a role, the employee won't sync to Teamwork.
- **Avoid reopening closed time punches in Teamwork.** This can cause mismatches between the two systems.
- **Use the Wage Sync Tool in Teamwork** (Point of Sale Tools) if wages in POS and Teamwork don't match.
- **When in doubt, check both systems.** For roles and wages especially, it's worth confirming data matches in both places until automatic sync is fully rolled out.

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