Contacting Support

Troubleshooting · https://atsfleetmanagement.com/docs/contacting-support/

Description

If an issue cannot be resolved using the Advanced IFTA Knowledge Base, users should contact Advanced IFTA Support. Providing complete and accurate information helps expedite issue resolution and reduces downtime.

Possible Causes

Support may be required for:

- System errors
- Data import failures
- ELD integration issues
- Report generation failures
- User access problems
- Filing discrepancies
- Technical issues not covered in the Knowledge Base

Resolution

Before contacting support, gather the following information:

Required Information

- Company Name
- User Name
- Vehicle Number (if applicable)
- Reporting Quarter

- Description of the Issue
- Screenshots of any errors
- Steps taken prior to the issue occurring

Recommended Information

- Browser being used
- Date and time the issue occurred
- ELD provider (if applicable)
- Report name involved
- Exception report details (if applicable)

Providing complete information allows support personnel to diagnose and resolve issues more efficiently.

Related Articles

- Unable to Log In
- ELD Data Not Importing
- Report Will Not Generate