Credit Balance Appears Incorrect

Troubleshooting · https://atsfleetmanagement.com/docs/credit-balance-appears-incorrect/

Description

This issue occurs when the fuel tax credit calculated by Advanced IFTA appears higher or lower than expected. Credit balance discrepancies are typically caused by missing mileage, duplicate fuel purchases, missing fuel transactions, or incorrect state allocations.

Possible Causes

- Duplicate fuel purchases
- Missing state mileage
- Missing fuel transactions
- Incorrect fuel quantities
- Incorrect jurisdiction assignments
- Unresolved adjustments
- ELD mileage discrepancies
- Fuel reporting errors

Resolution

1. Review fuel purchase reports.
2. Verify all fuel receipts have been entered.
3. Review state mileage allocations.
4. Check for duplicate fuel transactions.
5. Verify adjustment records.
6. Review exception reports for unresolved issues.
7. Regenerate tax calculations.

8. Compare results against prior reporting periods.

Related Articles

- Tax Due Appears Incorrect
- Missing Fuel Receipts
- High MPG Exception
- Low MPG Exception