Data Does Not Match Another System

Troubleshooting · https://atsfleetmanagement.com/docs/data-does-not-match-another-system/

Description

This issue occurs when mileage, fuel purchases, tax calculations, or vehicle information within Advanced IFTA differs from data reported by an ELD provider, fuel card provider, dispatch system, accounting software, or another third-party platform.

Possible Causes

- Different reporting periods
- Missing imported data
- Timing differences between systems
- Unprocessed adjustments
- Duplicate transactions
- Missing fuel purchases
- Vehicle assignment discrepancies
- Synchronization delays

Resolution

1. Verify both systems are using the same reporting period.
2. Compare vehicle lists between systems.
3. Review adjustment records.
4. Verify imported ELD and fuel data.
5. Review exception reports.
6. Check synchronization dates.
7. Recalculate reports after corrections.

8. Contact support if discrepancies cannot be explained.

Related Articles

- Tax Due Appears Incorrect
- Credit Balance Appears Incorrect
- ELD Data Not Importing