ELD Data Not Importing

Troubleshooting · https://atsfleetmanagement.com/docs/eld-data-not-importing/

Description

This issue occurs when mileage and trip information from a supported ELD provider does not successfully synchronize with Advanced IFTA.

Possible Causes

- Invalid API credentials
- Expired ELD authorization
- Provider API outage
- Vehicle mapping issues
- Internet connectivity problems
- ELD account configuration changes

Resolution

1. Verify ELD credentials.
2. Reconnect the ELD integration.
3. Confirm API access permissions remain active.
4. Verify vehicles are properly assigned.
5. Run a manual synchronization.
6. Contact support if synchronization continues to fail.