Exception Report Shows Resolved Items

Troubleshooting · https://atsfleetmanagement.com/docs/exception-report-shows-resolved-items/

Description

This issue occurs when resolved exceptions continue appearing on Exception Reports after corrective actions have been completed.

Possible Causes

- Report cache not refreshed
- Resolution not saved
- Duplicate exception record
- Synchronization delay

Resolution

1. Verify corrective actions were saved.
2. Refresh the Exception Report.
3. Regenerate reports.
4. Review duplicate records.
5. Confirm resolution status.

Related Articles

- Missing Fuel Exception Will Not Clear
- Missing Mileage Exception Will Not Clear
- Excessive Exceptions Reported