Fuel Card Transactions Not Importing

Troubleshooting · https://atsfleetmanagement.com/docs/fuel-card-transactions-not-importing/

Description

This issue occurs when fuel card transactions fail to synchronize with Advanced IFTA, resulting in missing fuel purchases and incomplete reporting.

Possible Causes

- Fuel card integration disconnected
- Invalid credentials
- Provider outage
- Synchronization failure
- Import configuration error

Resolution

1. Verify fuel card integration settings.
2. Confirm account credentials.
3. Run a manual synchronization.
4. Review import logs.
5. Verify transactions exist in the provider portal.
6. Contact support if imports continue to fail.

Related Articles

- Missing Fuel Receipts
- Fuel Purchase Missing Gallons
- Fuel Tax Credit Lower Than Expected