Missing Fuel Exception Will Not Clear

Troubleshooting · https://atsfleetmanagement.com/docs/missing-fuel-exception-will-not-clear/

Description

This issue occurs when a Missing Fuel Exception continues to appear even after fuel transactions or receipts have been entered into the system.

Possible Causes

- Fuel transaction assigned to wrong vehicle
- Fuel transaction assigned to wrong quarter
- Receipt uploaded but transaction not saved
- Exception report not refreshed
- Duplicate vehicle assignments
- Synchronization delay

Resolution

1. Review the exception details.
2. Verify the fuel purchase was entered correctly.
3. Confirm the transaction is assigned to the correct vehicle.
4. Verify the transaction falls within the correct reporting period.
5. Save all changes.
6. Regenerate the Exception Report.
7. Verify the exception has cleared.

Related Articles

- Missing Fuel Receipts
- Fuel Purchase Assigned to Wrong Vehicle

- Excessive Exceptions Reported