Missing Mileage Exception Will Not Clear

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

Description

This issue occurs when a Missing Mileage Exception remains active after mileage has been added through ELD imports, adjustments, or the Mileage Calculator.

Possible Causes

- Mileage assigned to wrong vehicle
- Mileage assigned to wrong quarter
- Exception report cache not refreshed
- Incomplete route information
- Missing jurisdiction allocation

Resolution

1. Review the mileage exception details.
2. Verify mileage entries are saved.
3. Confirm vehicle assignments.
4. Review state mileage allocations.
5. Regenerate Exception Reports.
6. Verify the exception has cleared.

Related Articles

- Missing ELD Trips
- Jurisdiction Mileage Missing
- State Mileage Does Not Match Expected Values