OCR Fuel Receipt Not Reading Correctly

Troubleshooting · https://atsfleetmanagement.com/docs/ocr-fuel-receipt-not-reading-correctly/

Description

This issue occurs when the OCR (Optical Character Recognition) engine cannot accurately extract fuel receipt information such as gallons purchased, fuel amount, date, time, location, or fuel price from an uploaded receipt image.

Possible Causes

- Poor image quality
- Blurry receipt photo
- Receipt folded or damaged
- Poor lighting conditions
- Handwritten receipt information
- Unsupported receipt format

Resolution

1. Retake the receipt photo in good lighting.
2. Ensure the entire receipt is visible.
3. Flatten folded or wrinkled receipts.
4. Verify the receipt is readable before uploading.
5. Re-upload the receipt.
6. Manually enter fuel information if OCR cannot accurately process the receipt.

Related Articles

- Fuel Receipt Image Too Blurry
- Fuel Purchase Missing Gallons

- Missing Fuel Receipts