Fuel Transaction Interface (FTI) Error Log Examples

There are a multitude of error messages which may display during a fuel import. Each error message(s) will denote a specific Error Status code to depict how the transaction will be handled during a posting. Manual entries may be required in the Fuel/Fluid/Meter entry screen to alleviate these errors.

CFA recommends addressing all errors before posting a fuel import!

Error Status Code

0	= No Error
1	= Non-Critical Error (disappears when posted)
32	= Critical Error (must be addressed)
33	= Critical Error (must be addressed)
65	= Critical Error (must be addressed)
97	= Multiple Critical Errors (must be addressed)

The Error Status field is on the far right of the transactions in the Import Table section.

Error Messages

The error messages listed below are examples of what may display during any given fuel import and the according resolution. (Resolutions may not apply if the file layout has changed.)

"Meter type 'XXXX' reading 'XXXXX' is out of range."

Posting transaction before Correction:
- Meter reading will post a **0 value**.
- Fuel information will post correctly.

Cause/Correction:
1) Meter reading is *lower than current Equipment Table meter reading*.
   - If Import meter reading is correct – make a manual meter entry in the Fuel/Fluid/Meter Entry screen to update the Equipment Table meter.
   - If current Equipment Table meter reading is correct – ignore the message and post the fuel import.
2) Meter reading is *higher than current Equipment Table meter reading*.
   - If Import meter reading is correct – make a manual meter entry in the Fuel/Fluid/Meter Entry screen to update the meter. (Adjust the Fuel Entry Warnings if set too low; System Setup ► Preferences ► Equipment Preferences ► Fuel Entry – Mileage/KM Meter **-OR-** Hour Meter Usage Warning)
   - If current Equipment Table meter reading is correct – ignore the message and post the fuel import.

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"Product code cannot be blank."

Posting transaction before Correction:
- **NOTHING** will post.

Cause/Correction:
1) Product Code not established in CFA FTI definitions.
   o FTI definitions update required – ***Contact CFA Support!***
2) Product Code not established from Fuel Vendor file.
   o Fuel Vendor file update required – ***Contact CFA Support!***

"Product code 'XXXX' not found in the Equipment table."

Posting transaction before Correction:
- **NOTHING** will post.

Cause/Correction:
1) Fuel type not set *-OR-* is incorrectly set for the equipment.
   o Set the Fuel type in the Equipment Table ► Specifications Tab ► Fuel Settings.

"Meter type 'XXXX' not found in the Equipment table."

Posting transaction before Correction:
- Meter reading will post **BUT** with the same value listed in the Meter Reading of the Equipment Table.
- Fuel information will post correctly.

Cause/Correction:
1) Meter type is not set *-OR-* is incorrectly set for the equipment.
   o Set the Equipment Meter type in the Equipment Table ► Specifications Tab ► Meter Settings.

"Meter number 'X' is not turned on in the Equipment table."

Posting transaction before Correction:
- **Meters and Fuel** will post **BUT** Meter Readings will be incorrect on reports.

Cause/Correction:
1) The corresponding Meter Type is not set for the equipment.
   o Set the Equipment Meter type in the Equipment Table ► Specifications Tab ► Meter Settings.

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"'XXXX' is not a valid 'Equipment#'. Meter reading will be ignored."
-OR-
"User Id, 'XXXX' is not a valid 'Equipment#'. Meter reading will be ignored."

Posting transaction before Correction:
- **NOTHING** will post.

Cause/Correction:
1) Equipment Number doesn't exist in the Equipment Table.
   o Add the equipment to the Equipment Table.
2) Equipment Number doesn't match in the Cross-reference Table.
   o Update the equipment number in the Cross-reference Table.
3) The equipment number from the import file does not match the equipment number in the Equipment Table.
   o Make a manual meter and fuel entry for the correct equipment number – **Contact CFA Support!**

"'Equipment' Status is set to 'Deleted'."

Posting transaction before Correction:
- **NOTHING** will post.

Cause/Correction:
1) The equipment has the Service Indicator set to 'Deleted'.
   o Set the Service Indicator back to Active if the entry is correct.

"TRANDATE: 'XXXXXXXX' 'Day' is out of range (XX). The allowed range is from '1' to '31'."
-OR-
"TRANDATE: 'XXXXXXXX' 'Month' is out of range (XX). The allowed range is from '1' to '12'."
-OR-
"TRANDATE: 'XXXXXXXX' is out of range."
-OR-
"TRANDATE: 'XXXX' invalid character count. This 'Date' field must contain exactly '8' characters."

Posting transaction before Correction:
- **Meters and Fuel** will post **BUT** Dates will be incorrect causing sorting/filtering issues in reports and snapshot views.

Cause/Correction:
1) The Date from the import file is not properly formatted.
   o **Contact CFA Software!**

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"Previously posted by 'XXXX' on XX/XX/XXXX XX:XX"

Posting transaction before Correction:
- **NOTHING** will post.

Cause/Correction:
1) The fuel/meter transaction was posted during a previous import of the file.
    - o No actions are necessary.

"Out Of Stock"
(Tracking fuel through inventory)

Posting transaction before Correction:
- **NOTHING** will post.
- **HOWEVER**, if there are multiple transactions for the same product type, **ONLY** the transactions listed with Out Of Stock will not post.

Cause/Correction:
1) The quantity of fuel for the transaction exceeds the current available quantity of fuel in the Inventory Table.
    - o Receive more fuel in inventory.

"Tank capacity exceeded for product code 'XXXX' in the Equipment table."
(Tracking fuel through inventory)

Posting transaction before Correction:
- **NOTHING** will post.

Cause/Correction:
1) The fuel quantity in the Import file exceeds the set tank capacity for the equipment.
    - o Either update the Tank Capacity in the Equipment Table to allow the fuel/meter transaction **-OR-** manually enter as multiple fuel/meter transactions into Fuel/Fluid/Meter Entry screen to update the meter.