Troubleshooting Process

DOVER
FUELING SOLUTIONS

Are you open and trading fuel?

— Yes → Is your ATG working?

— No → Please contact us and confirm when site will be open and when the connection to your broadband and ATG will be restored.

Is your ATG working?
— No → Do you have a Veeder Root 350R ATG?
— Yes → Please click here and follow the instructions to reboot the device

Do you have a Veeder Root 350R ATG?
— Yes (1) → Please perform a warm restart
— No/ Yes (2) → Please contact your gauge maintenance team and contact us to confirm

Please perform a warm restart
— Yes → (back to Is your ATG working?)

Please click here and follow the instructions to reboot the device
— Yes → Has this resolved the problem?

Has this resolved the problem?
— Yes → Thank you for successfully restoring your data upload
— No → Do the stock readings on your POS match those on your ATG?

Do the stock readings on your POS match those on your ATG?
— No → Please contact us and confirm troubleshooting process A has been followed
— Yes → Suspected network/ DSL issue Please investigate with your provider and provide an update via 'contact us'