

Element Fleet Management

Stay safe and productive with Element's mobile tool, Xcelerate™ for Drivers. Easily view and complete your vehicle tasks whenever it fits into your schedule. Please keep in mind when viewing this document that not all FAQs may apply to you and are dependent upon your company's fleet policy.

Accessing Xcelerate for Drivers

Download our app, available on your [iOS](#) or [Android](#) device, or bookmark our website to get started. <https://xceleratedriver.elementfleet.com>.



New User...

- If you are a new user, click the **New User** button from the login screen, and follow the on-screen instructions. Type your **Last Name**, select your country by clicking the **Country** icon, type your **Client Number**, and **Record Number** that was sent to you in your invitation. Click the **Next** button to continue the login process.
- If you forgot your **Record or Client Number**, use one of these options:
 - Locate your **Invitation to Register** email to find your **Client** and **Record Number**.
 - Select the **Resend Invitation** button on the login screen to request your invitation be emailed to you again.

Forgot Your Username or Password...

- If you forget your username or password, click the **Forgot Username?** or **Forgot Password?** link from the login page, and follow the on-screen instructions.



Watch these videos to learn more about what you can do with Xcelerate for Drivers. <https://go.elementfleet.com/gomobile>

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Xcelerate for Drivers

Q. What is the difference between the Xcelerate for Drivers App and the Mobile website?

A. The App and the Mobile website can be used interchangeably, however, here a few items to note:

- Trip Logging is only available via the App
- The Mobile website can be accessed via any type of device (i.e. cellphone, tablet)

Q. What is the value of using the App over the Mobile website?

A. The value to using the Xcelerate for Drivers App is the “on the go” convenience, ease of use, and the available features (i.e. trip logging).

Your Element Service Card

Fuel Purchases

Q. How do I locate a nearby Fuel provider?

A. From anywhere in the Xcelerate for Drivers app including the login screen, select **Find Services** to locate a nearby fuel station.

Q. How do I find the details for my current Fuel Card?

A. Click on the **Service Card** section and select your vehicle to view your current service card information.

Q. How do I verify my Fuel PIN number?

A. Click on the **Service Card** section and select your vehicle and select **Retrieve PIN** to obtain your Fuel PIN information. This option is dependent on your company policy's and may not be available.

Q. How do I obtain a new Fuel Card?

A. Click on the **Service Card** section and select your vehicle and select **Report Lost/Stolen** to have a new card issued. This option is dependent on your company's policy.

Maintenance

Q. How do I locate a nearby Service provider?

A. From anywhere in the Xcelerate for Drivers app including the login screen, select **Find Services** to locate a nearby in-network service provider.

Q. Do I need to contact Element prior to receiving service?

A. No, for routine maintenance (oil change, etc.) you can use your Service Card without prior approval. If needed, the service provider will contact Element directly for any approvals.



Preventive Maintenance

Q. How will I know when my company vehicle needs routine maintenance (i.e. oil change)?

A. To keep your vehicle(s) operating smoothly, preventive maintenance (PM) will need to be performed periodically. When service becomes due, a reminder will be placed on your home screen of Xcelerate for Drivers. You will also receive an email notification when preventive maintenance work is due.

Q. Can I schedule an appointment thru Xcelerate for Drivers for routine maintenance?

A. Yes, use the Xcelerate for Drivers tool **Vehicle** section to view PM notifications, find a network service provider near you, and schedule online appointments for work to be completed. The ability to schedule an online appointment is specific to certain suppliers and may not be available in all areas.

Mileage Reporting

Q. How do I know when it's time to report my Business and Personal mileage?

A. When mileage becomes due, a reminder will be placed on your **Home** screen of Xcelerate for Drivers. You will also receive an email reminder when it's due.

Q. Is there a tool that can help me track my mileage?

A. Yes, you can use the trip log to actively track your business and personal trips throughout the month. The trip log feature is available through the Element app, Xcelerate for Drivers, which can be downloaded on your iOS or Android device.

Q. Why do I have multiple vehicles showing to report mileage?

A. If you have multiple vehicles during the tax year, then you will be required to report mileage on both vehicles for the time that you occupied those vehicles.

Q. How do I edit my mileage that I have reported?

A. Use the Xcelerate for Drivers tool **Mileage** section to edit mileage that you have reported during the tax year. Select the vehicle you would like to update and click on the **Pencil** image to edit your mileage. In the **US** the ability to edit mileage is driven by company policy.

Q. How do I pull mileage/tax benefit reports?

A. Use the Xcelerate for Drivers tool **Mileage** section and click on **Mileage Summary**. Next you will select the current or previous tax year. Then click on the **YTD Tax Benefit** amount hyperlink that will open a report in summary view. This feature is currently available for **US** drivers.

Registration Renewal

Q. My plates and registration are going to be expiring soon, how to I check status?

A. Use the Xcelerate for Drivers tool **Vehicle** section to view renewal status details.

Q. How do I know if Element needs something from me to renew my registration/plates?

A. Use the Xcelerate for Drivers tool **Vehicle** section to view prerequisite requirements and upload prerequisite documents to ensure that your plates and registration are renewed in a timely manner.

Q. How do I request a duplicate registration card or stickers for my company vehicle?

A. Use the Xcelerate for Drivers tool **Vehicle** section to request a duplicate registration card or stickers.

Q. My plates and registration are expired, who do I contact for a status update?

A. If you do not receive your new plates/tags 10 days prior to your current plates' expiration date.

- **US** – Contact Element immediately at CustomerCareUS.fleet@elementcorp.com or 800-824-4207.
- **Canada** – Contact Element immediately at CustomerCareCanada.fleet@elementcorp.com or 800-411-8500.

New Vehicle Ordering

Q. How do I submit a new vehicle order?

A. If your company has authorized you to order a new vehicle, a notification will be placed on your **Home** screen of Xcelerate for Drivers. You will also receive an email instructing you to order.

Q. How do I check status for my vehicle on order?

A. Use the Xcelerate for Drivers tool to check on your vehicle order status in the **Vehicle** section.

Roadside Assistance

Q. How do I contact if I need roadside assistance?

A. You are protected 24/7. Contact Element at the following number:

- **US** – Call 800-638-7900 to begin the process
- **Canada** – Call 800-411-8500 to begin the process

Q. What is covered under roadside assistance?

A. Roadside assistance includes the following: Towing, Tire change, Out of fuel delivery, Jump start and Lock-Out assistance.

Driver Safety

Q. How do I provide authorization for a Motor Vehicle Record (MVR) check to be completed?

A. Use the Xcelerate for Drivers tool **My Info** section to authorize MVR checks directly from the home page.

Q. How do I complete any required Driver Safety training?

A. Use the Xcelerate for Drivers tool to access and complete your training. Assigned training will display as a task on the Home screen.

Accident

Q. Who do I contact if I am involved in an accident?

A. If you are involved in an accident, make sure you are in a safe location, then call Element at **800-824-4207** as soon as possible.

Insurance Cards

Q. How do I obtain a new insurance card?

A. Use the Xcelerate for Drivers tool **Vehicle** section to request a duplicate insurance card to be sent to you by email or mail. This option is dependent on your company's policy.



Toll Management

Q. How do I find out if my company vehicle is enrolled in the Toll Management program?

A. Click on the **Vehicle** section of Xcelerate for Drivers to view details on your tool program enrollment and transponder ID.

Personal Violations

Q. Where do I see if I have an open violation(s) assigned to my company vehicle?

A. Click on the **My Info** section of Xcelerate for Drivers to view any violations assigned to you or your vehicle.

Telematics

Q. What is the Telematics Program?

A. Telematics is a GPS-based technology tool used to track vehicle use, location, condition and driver behavior to improve safety and productivity. Telematics technology includes the use of wireless transmission of data from a device installed in a vehicle to a software application for reporting and alert notifications.

Note: There is no linkage to the Telematics program in Xcelerate for Drivers.

Documents

Q. Where can I find my company's fleet policy?

A. Use the Xcelerate for Drivers tool **Documents** section to review your company's fleet policy. If your company's fleet policy is not loaded, please refer to your internal company website.

Support Info

Q. How do I contact Element for support?

A. Support is available through the options listed below:

- Click **Contact** on the Main menu of Xcelerate for Drivers to open the Contact page.
- **US General Inquiries:** Phone at **1-800-824-4207** (M-F, 8AM-8PM EST) or Email at CustomerCareUS.fleet@elementcorp.com.
- **US Roadside Assistance/Maintenance:** Phone at **1-800-638-7900** (24 hours a day, 7 days a week).
- **Canada General Inquiries:** Phone at **1-800-411-8500** (M-F, 8AM-7PM EST) or Email at CustomerCareCanada.fleet@elementcorp.com.