

Element Fleet Management System FAQs

Will my username and password from Holman be the same in Element?

- a. No, as Holman is a separate system from Element Fleet Management system, Xcelerate (X8). New login credentials will be issued via email from **clienttechnologyservices.fleet@elementcorp.com**. You will receive your login credentials following your assigned go-live date from the Phased Rollout Schedule.

When will maintenance cards be sent out?

- a. Maintenance cards are currently being sent out and will arrive close to your entities Maintenance Program go-live week. Maintenance cards will ship directly to the Fleet Managers within the next two weeks for distribution to all your respective entity locations and then placed inside the vehicle. If you do not receive your Maintenance cards by July 31, 2026, please email fms@doas.ga.gov to let us know of the delay.

Are reports customizable in Element?

- a. Yes, reports are customizable and can be scheduled for automatic delivery. By navigating to the Reports Icon with Xcelerate (X8), you will see standard reports and also customize additional reports.

How long will Holman remain open?

- a. Holman will remain open until December 31, 2026.

Will Holman data be transferred? When will the data be transferred?

- a. Yes, Holman data from 2020-2026 will be transferred into Element. Year to date 2026 and all of 2025 will be loaded first. Each subsequent year back to 2020 will be loaded in chronological order throughout the remaining months of this year. We will communicate in the weekly Fleet Blast when all data has been completely loaded.

How do vendors get enrolled with Element?

- a. Enrollment information can be found on the [DOAS Fleet Management System Webpage](#) under Resources.

How do we manually enter maintenance repairs?

- a. Manual maintenance activity entries should be entered into the template provided by Element and emailed directly to them. This method should only be used by entities that do in-house garage maintenance AND do not use a garage

management product of any kind. For those that use a garage management product, you will need to have the API set up for automated data collection. We will provide the template and the Element email address in a future weekly Fleet Blast. For API information, please email fms@doas.ga.gov

Is there a mobile app for Element?

- a. Yes, a mobile app for Drivers is available. You may find the app on Apple and Samsung by searching Element ONE for Drivers in the App Store or Play Store on your mobile device.

Is Element a vendor in GA@WORK?

- a. Yes, DOAS has already created Element as a vendor with SAO through GA@WORK.

What is the phone number to the Element Maintenance Program?

- a. 800-638-7900

How do I find an Element Network Maintenance Shop?

- a. Element Network Maintenance Suppliers can be found at the following link: [Find Service](#)

How do I contact Roadside assistance?

- a. For emergency roadside assistance with your vehicle, please call the number on the back of your Element service card or 800-638-7900.