

Xcelerate | Request Center & Vehicle Diary



In this document you will review **Request Center** as well as the 'must know' **Vehicle Diary**. Request Center is a tool that eliminates the need to send emails and place calls to Element to fulfill requests for your most common needs. As many of these items can be handled directly within Xcelerate, we highlight the opportunity to handle these requests in Xcelerate as well as walk you through the related actions, whenever available. When you do submit a request to Element, **Vehicle Diary** provides direct access to case progression at the unit level while **Request Center** will enable broader visibility and transparency across your fleet.

Request Center

Your provisioning will determine whether you will see the Request Center icon.

1 Request Center icon in the left menu bar.

2 Open a Request button in the Request Center header.

3 Use this request to start a registration renewal transaction.

CREATE a Request

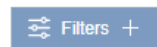
- To access Request Center, click the Request Center icon on the left menu bar
- Click on Open a Request and select a category from the drop-down menu
- Once you have selected the Category, the Task type options will display. Hover over a Task type for additional description

VIEW a set of Requests or a find a specific Request

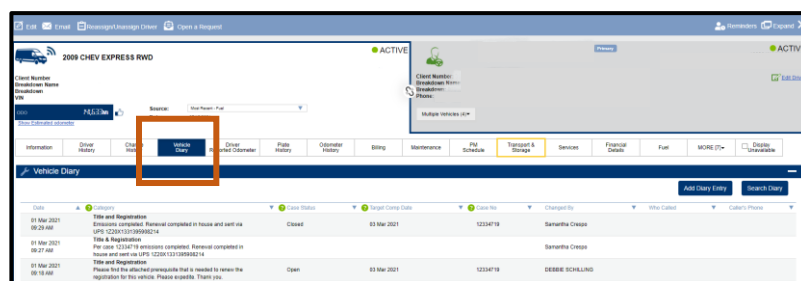
- Select the appropriate tab



- Use the filters to narrow down your results



Vehicle Diary



REVIEW Vehicle Diary Details

Diary is one of the **Vehicle Detail page tabs**. Vehicle Diary contains vehicle specific details of a transaction workflow including:

- Case number
- Status
- Case details

TIP! Click  [Learn about this page](#) for a review of Request Center functionality, including Notification options