



Brian P. Kemp
Governor

Rebecca N. Sullivan
Commissioner

Dear Maintenance Providers,

July 1st, 2026

The Office of Fleet Management (OFM) within the Department of Administrative Services (DOAS) has partnered with Element Fleet Management Company to assist in managing Georgia's fleet of state-owned vehicles effective July 2026.

As part of this transition, OFM recently collaborated with Element Fleet Management Company to identify maintenance providers within their approved network. Our teams conducted a comparison between the maintenance providers currently in the Holman Insights (formerly ARI Insights) network and those partnered within the Element maintenance provider network.

If your business is not currently part of Element's maintenance provider network, to continue performing annual maintenance or repair services on state-owned vehicles, your business must enroll and become an approved maintenance provider within the Element network. We encourage you to complete the enrollment process to ensure uninterrupted service for state-owned vehicles. Please refer to the documents attached to this letter for enrollment instructions and additional information.

This change does not mean that the State of Georgia is discontinuing its business relationship with your company. In fact, we encourage you to continue offering your services to state agencies as appropriate. Agencies may still choose to work with your facility for services outside of Element's managed maintenance program, however the billing and payment process will vary.

For questions or concerns please reach out to via email to fms@doas.ga.gov or call 1-800-638-7900.

Sincerely,

Jazzmin Randall
Director, DOAS Office of Fleet Management

To: Owner/Manager

Subject: Element Fleet Management Preferred Supplier Network

The Element Fleet Management Preferred Supplier Network is a select group of suppliers throughout the United States, Canada and Puerto Rico that are promoted directly to over 2.6 million fleet customers through phone and internet based locators. There is no annual or upfront fee to participate and transaction fees and payment terms are competitive within the industry.

With total assets in excess of \$19 billion, Element Fleet Management (TSX: EFN) is one of North American's leading fleet management companies. As a leader in fleet management services, Element provides an array of services including new vehicle purchasing, asset financing, asset disposal, title and registration services, managed maintenance and accident management services, and fuel purchasing programs. In addition, we "co-brand" with a variety of other organizations to provide networks, support, and processing to customers. Element has over 1 million vehicles under its direct management and co-brand partners with over 2 million cardholders in the marketplace.

As a member of the Element Preferred Supplier Network, your facility will be promoted to both Element managed and co-branded customers. The Element Preferred Supplier Network, unlike traditional merchant networks, consists of a discrete number of participating locations in a geographical area. Because of this unique approach, we promote your services directly to fleet and co-branded customers in your area.

Enclosed is a contract package which includes the standard Element Fleet Management Managed Maintenance Supplier Agreement, Business Profile, a W-9, and payment processing instructions.

The agreement must be completed and returned in order to participate in the program.

Direct questions to Element Supplier Services at 1-800-654-3428, Option 4.

Instructions for returning to Element:

Return the completed agreement via email or fax.

Email: networkoperations.fleet@elementcorp.com

Fax: 410-771-6392

Please note: Modifications to the agreement are **not** permitted without signed acceptance by Element. If the option to join the network is declined, electronic payment will be processed in 30 days for services rendered to the Element unit.

ELEMENT FLEET CORPORATION
MANAGED MAINTENANCE SUPPLIER AGREEMENT

THIS MANAGED MAINTENANCE SUPPLIER AGREEMENT made this _____ day of _____, 20____ (this "Agreement") is by and between ELEMENT FLEET CORPORATION AND ITS ELECTED OPERATING AFFILIATES with offices at 10200 Grand Central Ave Suite 400, Owings Mills, MD 21117 and _____ with offices at _____ (Supplier). Supplier hereby agrees to accept the service cards or provide services to clients otherwise designated by Element from time to time for vehicle maintenance and repairs, subject to the following terms and conditions:

- A. Confidentiality.** Supplier acknowledges that any information regarding this Agreement, including, without limitation, the terms hereof and the transactions contemplated herein is confidential and proprietary to Element (the "Confidential Information"). In no event shall Supplier disclose, transfer, copy, duplicate, or publish any Confidential Information to any Element Client or Cardholder or any third party without the prior written consent of Element. Supplier further agrees that it shall not utilize any Confidential Information for any purposes whatsoever other than for the purpose of performing its obligations under this Agreement.
- B. Supplier's Obligations.** Supplier agrees to:
1. Offer pricing including, without limitation, sale pricing, to Element clients as detailed in the attached Exhibit B, which may be updated upon agreement of the parties on an annual basis.
 2. Provide storage at no charge for any vehicle in the process of evaluation and/or repairs for a period of up to thirty (30) days.
 3. Maintain automotive liability, collision and comprehensive insurance coverage for all vehicles, whether owned by Element, D.L. Peterson Trust, an entity which controls, is controlled by or is under common control with Element ("Affiliate"), or an individual or business referred to Supplier by Element ("Clients") that are delivered to and retrieved from drivers for the period while the vehicles are in the custody, use, possession or control of Supplier or its agents, employees or subcontractors, in the amount of \$1 million combined single limit for liability and the actual cash value of the vehicle for collision and comprehensive coverage. With Element's prior written consent, Supplier may substitute garagekeeper's insurance coverage for liability and property damage coverage, to the extent that the coverage is the same. Supplier agrees to name Element and its Affiliates as named certificate holders and agrees to forward a copy of such certificate to Element upon request.
 4. Defend, indemnify and hold harmless Element, Element Clients and Element cardholders from and against any claims, losses, damages and liabilities of whatsoever kind or nature, including reasonable attorneys' fees, arising out of Supplier's performance of any work, including without limitation, any suit or action against Element alleging personal injuries, property damage or products liability, relating to the goods and services provided by Supplier to Element, Element Clients and cardholders. This indemnity obligation shall survive the termination of this Agreement and shall be assignable to Element's Clients and cardholders.
 5. Follow the authorization and billing procedures set forth in the attached Exhibit A, or any client-specific processing instructions as may be provided by Element from time to time.
 6. Submit request for payment from Element for the gross amount due within ten (10) days from the completion date of the repair via Element's authorized online portal or through Element's Contact Center. Element reserves the right to deny payment on repairs submitted in excess of ten (10) days, or repairs submitted by any means other than via Element's authorized online portal or the Element Contact Center.
 7. Authorize Element to deduct a processing fee from the total of each invoice, excluding taxes. The invoices must be submitted to Element at gross and Element will deduct the processing fee at the time of payment to Supplier. The gross amount of the invoice cannot be altered in any way to transfer the processing fee to the Element Client or Cardholder.
Please Select an option below:
_____ **Option A: 8% processing fee; 5 day payment** in accordance with Exhibit A. Default option if neither is selected
_____ **Option B: 5% processing fee; 15 day payment** in accordance with Exhibit A
 8. Guarantee all work performed by Supplier for a minimum of 12,000 miles or twelve (12) months, whichever occurs first, separate and independent from any manufacturers' warranty as may also be in effect.
 9. Accept as a chargeback any transaction that is not authorized in accordance with Exhibit A, was not authorized by Element or was authorized in a fraudulent manner, for a period of up to one (1) year from the date of the transaction.
 10. Process chargebacks within the time frame specified on the chargeback notification sent to Supplier by Element.
 11. Not discriminate in any manner against an employee or applicant for employment because of race, color, religion, creed, age, sex, marital status, national origin, ancestry or physical or mental handicap; not to maintain or provide segregated facilities for its employees at any of its establishments, or allow its employees to perform services at segregated facilities; and to post in conspicuous places available to employees and applicants for employment, notices that explain the above non-discrimination clauses in accordance with applicable law.

12. Comply with any and all applicable federal, state and local laws, rules, regulations, ordinances and orders, and to cause its employees, agents or subcontractors to comply with same.
13. Ensure that any agents, employees or subcontractors operating vehicles owned or operated by Element, its Affiliates or its Clients have sufficient operators' licensing as required by law in the applicable jurisdiction, and that said licenses to operate such vehicles are in good standing as defined in the applicable jurisdiction. Supplier agrees not to permit any individual, including but not limited to its agents, employees or subcontractors, to operate vehicles referred, delivered or provided for service under this agreement in any improper, unsafe or unlawful manner whatsoever, including but not limited to without applicable required operators' licensing.
14. Allow Element, at Element's own cost, during normal business hours and in accordance with Supplier's confidentiality and security policies and procedures, audit or cause a third party agreeable to both parties, acting reasonably, who has signed a confidentiality agreement acceptable to Supplier to audit the books and records of Supplier which are relevant to the services provided under this Agreement, or any other agreement between the parties, during the term of this Agreement upon reasonable notice to Supplier and in reasonable scope as agreed to between the parties.
15. Certify, via its senior management, compliance with the Element Code of Conduct, as it may be amended from time to time, on an annual basis.

C. Element's Obligations. Element agrees to:

1. Issue payment to Supplier within fifteen (15) days of receipt of a valid request for payment from Supplier, unless an alternate payment term is specified in Paragraph 7 of this Agreement, and to deduct the processing fee from the gross amount due Supplier at the time of payment.
2. Reserve the right to deny payment to Supplier when authorization and billing procedures are not followed in accordance with Exhibit A.
3. Use commercially reasonable attempts to investigate all chargebacks to Supplier that have been disputed by Clients or cardholders and present same, where applicable, to Supplier, except for any chargebacks alleged to have been submitted in a fraudulent manner by Supplier or its employees.

D. Term and Termination.

This Agreement shall commence on the date that Element receives a properly executed original of this Agreement and shall remain in effect unless terminated by either party upon sixty (60) days prior written notice; provided, however, that such termination shall not affect the rights and obligations of the parties with respect to parts or services purchased or authorized prior to the effective date of termination of this Agreement. This agreement shall supersede any and all prior agreements between the parties hereto.

Federal Contractor Terms and Conditions:

As a federal contractor, Element shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a); and 29 CFR Part 471, Appendix A to Subpart A incorporated herein by reference. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin or any other protected class covered under federal or state law. The regulations also protect applicants and employees from discrimination for inquiring about, disclosing, or discussing pay information. Moreover, if applicable, these regulations require that covered prime contractors and subcontractors as defined in the referenced regulations take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their respective duly authorized officers as of the date first above written.

ELEMENT FLEET CORPORATION AND ITS ELECTED
OPERATING AFFILIATES

Signed: _____

Name: Robert R Six

Title: Regional Network Manager

Date: _____

Company
Name: _____

Signed: _____

Name: _____

Title: _____

Date: _____

Store Information

Exhibit B Section I

Legal Business Name: _____

DBA Name: _____

Physical Address: _____

City: _____ State: _____ Zip Code: _____

Remit-To Address: _____

City: _____ State: _____ Zip Code: _____

Contact Information

Main Phone Number: (____) _____ - _____ **Fax Number:** (____) _____ - _____

_____	(____) _____ - _____	_____
Owner	Phone Number	Email Address
_____	(____) _____ - _____	_____
Service Manager	Phone Number	Email Address
_____	(____) _____ - _____	_____
Accounts Receivable/Office	Phone Number	Email Address
_____	(____) _____ - _____	_____
Parts Manager/Director	Phone Number	Email Address
_____	(____) _____ - _____	_____
Body Shop Manager/Director	Phone Number	Email Address
_____	(____) _____ - _____	_____
General Manager	Phone Number	Email Address

Company E-mail Address

Company Website

Supplier Type

☐ Independently Owned

New Vehicle Dealership (Choose all that apply)

Ford

☐ Ford

☐ Jaguar

☐ Land Rover

☐ Lincoln

☐ Mazda

☐ Volvo

GM

☐ Buick

☐ Cadillac

☐ Chevrolet

☐ GMC

Chrysler

☐ Chrysler

☐ Dodge

☐ Jeep

☐ Ram

Imports

☐ Acura

☐ Audi

☐ BMW

☐ Honda

☐ Hyundai

☐ Infiniti

☐ Kia

Imports, cont'd

☐ Lexus

☐ Mercedes

☐ Nissan

☐ Toyota

☐ Volkswagen

Trucks

☐ Blue Bird

☐ Case

☐ Carrier

☐ Caterpillar

☐ Cummins

☐ Freightliner

☐ Fruehauf

☐ Hino

☐ International

☐ Isuzu

☐ Kenworth

☐ Mack

☐ Mitsubishi

☐ Peterbilt

☐ Sterling

☐ Thermoking

☐ Thomas

☐ Volvo

☐ Local Chain

Name of Chain

Contract Name

(____) _____ - _____

Phone Number

☐ Other

Please check the vehicle types you service and list the labor rate.

☐ Cars	\$ _____	☐ Light Trucks <15,000	\$ _____	☐ Medium Trucks 15,001-33,000	\$ _____
☐ Heavy Trucks >33,000	\$ _____	☐ Trailers	\$ _____	☐ Bus	\$ _____
☐ Equipment	\$ _____	☐ Forklifts	\$ _____	☐ Mobile Repairs(During Hours)	\$ _____
☐ Mobile Repairs(After Hours)	\$ _____	☐ Pickup & Delivery	\$ _____		

What types of Services can you provide?

<u>Minor Repairs</u>	<u>Mobile Services</u>	<u>Fuel Type</u>	<u>Specialty Repairs</u>
☐ Oil Change	☐ Towing	☐ Diesel	☐ Auxiliary Equipment
☐ Brakes	☐ Mobile PM Service	☐ CNG	☐ Boom/Aerial Repair
☐ Batteries	☐ Mobile Roadside	☐ Hybrid	☐ Cold Plates
☐ Exhaust System		☐ LPG	☐ Construction Equipment
☐ Electrical	<u>Inspections</u>	☐ Electric	☐ Forklift Repair
☐ New Tire Install	☐ D.O.T.		☐ Generator Repair
☐ Glass	☐ Emissions	<u>Miscellaneous</u>	☐ Hydraulic Repair
☐ Transmissions	☐ OSHA / ANSI	☐ Car & Truck Rental	☐ Liftgate Repair
	☐ State	☐ Locksmith	☐ Reefer Unit
<u>Other</u>		☐ Upholstery	☐ Snow Plow Repair
☐ _____		☐ Car Wash	☐ Trailer Hitch Repair/Install
☐ _____		☐ Detailing	☐ Upfitting
☐ _____		☐ Body Shop	☐ Wheel Chair Lift

How many service bays do you have?

☐ 1 - 3	☐ 4 - 7	☐ 8 - 14	☐ 15+
--------------------------------	--------------------------------	---------------------------------	------------------------------

Number of Truck Bays > 33,000 GVW

Can your lifts accommodate medium trucks(class 5-7?)

☐ Yes	☐ No
------------------------------	-----------------------------

Can your lifts accommodate heavy trucks(class 8?)

☐ Yes	☐ No
------------------------------	-----------------------------

What certifications does your shop have?

☐ ASE	☐ GM Goodwrench	☐ Five Star
☐ ASE Blue Seal	☐ Blue Oval	☐ Better Business Bureau

Does your facility offer after hours repairs?

☐ Yes	☐ No
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Is your facility open 24 hours?

☐ Yes	☐ No
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What are your hours?

Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM

Certification:

I certify that this information is complete and accurate.

Signature of Company Representative

Date

Printed Name

Title

Note: Element will not update labor rate information without written signed documentation.



10200 Grand Central Avenue, Suite 400
Owings Mills, MD 21117

SUBSTITUTE W-9

Element <i>SID</i> No.	_____
Date Received	_____
For Element use only	

REQUEST FOR TAXPAYER IDENTIFICATION NUMBER (TIN)

Please complete appropriate sections, sign & date the form, and return to (410) 773-8753 or w9.fleet@elementcorp.com.

****NOTE**: ALL PENDING PAYMENTS WILL BE HELD UNTIL A VALID W9 IS RETURNED.**

Thank you for your business. Element is required by law to obtain the information on this form when making a reportable payment to you. Please read carefully and complete the following information.

Note: If you choose *not* to provide us with this information or provide us with false information, the following IRS regulations or penalties may apply:

- 1.) Your payment(s) may be subject to the 28% federal income tax backup withholding. Federal law on backup withholding preempts any state or local law remedies, such as the right to a mechanics lien. If you do not furnish a valid TIN, or if you are subject to backup withholding, the payor is required to withhold 28% of its payment to you. Backup withholding is not a failure to pay you. It is an advance tax payment. You should report all backup withholding as a credit for taxes paid on your federal income tax return.
- 2.) You may be subject to a \$50 penalty per occurrence imposed by the Internal Revenue Service under section 6723.
- 3.) False statements made with no reasonable basis that results in no backup withholding, subject you to a \$500 penalty.
- 4.) Willfully falsifying certifications or affirmations may subject you criminal penalties including fines and/or imprisonment.

Part 1 Taxpayer Identification Number (TIN)

a) Check appropriate box for federal tax classification; check only **one** of the following seven boxes:

- ☐ Individual/ sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate
- ☐ Limited liability company: Enter the tax classification (**C**=C corporation, **S**=S corporation, **P**= Partnership) > _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other _____

Exemptions (codes apply only to certain entities, not individuals; see instructions)
Exempt Payee code (if any) _____
Exemption from FATCA reporting code (if any) _____
(Applies to accounts maintained outside the U.S.)

b) Enter **ONE** appropriate number:

Social Security

--	--	--	--	--	--	--	--	--	--

OR

W9 will not be processed if both SSN & EIN are provided.

Employer
Identification
Number

--	--	--	--	--	--	--	--	--	--

c) Complete **ALL** fields below: (If Social Security # is used for taxes (Sole Proprietor) – Legal Name is a **Person**)

Legal **Business** Name registered with IRS _____

Business Name (DBA), if different from above _____

Address (number, street, and apt. or suite no.) _____

City

State

Zip Code

Part 2 Certification

Under penalties of perjury, I certify that:

- 1.) The number shown on this form is my correct taxpayer identification number.
- 2.) I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- 3.) I am a U.S. person (including a U.S. resident alien).

Sign
Here

Signature of
U.S. person ►

Date ►

Printed
Name



10200 Grand Central Avenue, Suite 400
Owings Mills, MD 21117

DIRECT DEPOSIT ADDITION / CHANGE FORM

(For Element Use Only) AP Vendor#: _____

Vendor Information Required

Legal Business Name:	
DBA (Doing Business As) Name:	
EIN or SSN:	

Email Address: (Primary)	
(Secondary)	

(Required For Electronic Notifications)

Remittance Address: (Street)	
(City, State, Zip)	
Add'l Address:	

Contact Name:	
Phone #:	

Banking Information Required

Bank Name:			
City, State:			
Bank Account Type:	(Mark "X" on Type) Checking:	☐	Savings: ☐
Bank Routing (ABA)#:		Account #:	

Authorizer Information Required

Authorized Vendor Signature:			
Printed Name & Title:		Date:	

** Please provide a copy of a voided check or signed bank letter that contains the routing & account numbers. **Vendors name & address must be preprinted on the check.** Deposit slips are NOT acceptable as verification. A bank letter signed by a bank representative is required for Depository Accounts.

** Please return the completed form to vendormaintenance@elementcorp.com or fax to (410) 771-2052.

PLACE COPY OF VOIDED CHECK HERE

Element Fleet Management

10200 Grand Central Avenue Suite 400

Owings Mills, MD

21117-5675



For Element Use Only

Element SID: _____

Element ARMS SID: _____

MFG DLR #: _____

Supplier Self-Certification Document

Supplier Legal
Name:

Supplier DBA
Name:

I. Business Size: ☐ Small Business - <\$6M in sales annually **OR** ☐ Large Business - > 6M in sales annually

a. If you are a small business, are you certified as such by the Small Business Administration (SBA)? ☐ Yes **OR** ☐ No

b. Provide your SBA certification number and the expiration date. Certification#: Expiration Date:

For information about the advantages of becoming certified by the Small Business Administration, visit <http://www.sba.gov/>.

II. Is your facility located in a historically underutilized business zone HUBZone? ☐ Yes **OR** ☐ No

For information about HUBZone(s), visit <http://www.sba.gov/hubzone/>.

III. Complete the following information about your ownership. Ownership is defined as the individual that: a) assumes at least a 51% share of the profits and risks, b) has authority to make policy decisions (control), and c) is actively involved in the day-to-day management of (operates) the business concern.

Owner Name: Owner Phone#:

Owner Fax#: Owner E-Mail Address:

a. Owner's Gender: (check one) ☐ Male **OR** ☐ Female

b. Owner's Ethnic Origin: (check one)

☐ Asian/Indian - A U.S. citizen whose origins are from India, Pakistan and Bangladesh.

☐ Asian/Pacific - A U.S. citizen whose origins are from Japan, China, Indonesia, Malaysia, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Thailand, Samoa, Guam, the U.S. Trust Territories of the Pacific or the Northern Marianas.

☐ Black - A U.S. citizen having origins in any of the Black racial groups of Africa.

☐ Hispanic - A U.S. citizen of true-born Hispanic heritage, from any of the Spanish-speaking areas of the following regions: Mexico, Central America, South America and the Caribbean Basin only.

☐ Native American - A person who is an American Indian, Eskimo, Aleut or Native Hawaiian, and regarded as such by the community of which the person claims to be a part. Native Americans must be documented members of a North American tribe, band or otherwise organized group of native people who are indigenous to the continental United States.

☐ Other

c. Owner's Military Service: (check one) ☐ Veteran **OR** ☐ Disabled Veteran **OR** ☐ None

d. If the owner has been certified as a) female and/or b) of disadvantaged ethnic origin, provide the certification number and the date that certification expires for each applicable organization. For information about the advantages of becoming certified by an authorized agency, contact the applicable agency at the address(s) listed below.

National Minority Supplier Development Council: <http://www.nmsdc.org/> Certification#: Expiration Date:

Women's Business Enterprise National Council: <http://www.wbenc.org/> Certification#: Expiration Date:

Other Certification#: Expiration Date:

I hereby self-certify that the information provided in this document is complete and accurate. Federal law provides penalties for misrepresentation of business size, gender, and ethnic origin.

Signature of Company Representative: _____ Date: _____

Print Name: _____ Title: _____

Credit Information

Address: 10200 Grand Central Avenue Suite 400
Owings Mills, MD 21117-5675

Legal Name: Element Fleet Management (US) Corp

Doing Business As: Element Fleet Management

Federal Tax ID#: 33-1221660

D&B#: 00-621-2492

Banking: All borrowings for Element Fleet Management are done through note issuances by Chesapeake Funding LLC, a Delaware limited liability company, through an Asset Backed facility. With assets in excess of \$19 billion, Element Fleet Management (TSX: EFN) is one of North America's leading fleet management companies with over 1 million vehicles under management.

Trade References:

Enterprise Rent-a-Car

Melissa Humphrey
600 Corporate Park Dr.
St. Louis, MO 63105
Fax : 314-255-1477

Adrian Steel

Accounts Receivable
906 James St.
Adrian, MI 49221
Fax: 517-265-5834

Reading Body Works

Tom Pfeiffenberger
P O Box 650
Shillington, PA 19607
Fax: 610-775-6513

Supreme Corp.

Sharon Edwards
P O Box 463
Goshen, IN 46526
Tel: 219-468-3208
Fax: 574-642-1065

Safelite Glass Corp.

Kathy Paskvan
2400 Farmers Drive
Columbus, OH 43235
Tel: 614-210-9544
Fax: 614-210-9421

The Goodyear Tire & Rubber Co.

Bob Bartos
200 Innovation Way
Akron, OH 44316
Tel : 330-796-5236
Fax: 330-796-1733

Exhibit A: Element Fleet Card Processing Instructions

Element has several fleet card programs designed to meet unique customer needs. Please follow the guidelines below to ensure an exceptional service experience for the customer and a smooth, hassle-free process for your facility.

Pre-Authorization Procedures

Ask customer for Element Fleet Card

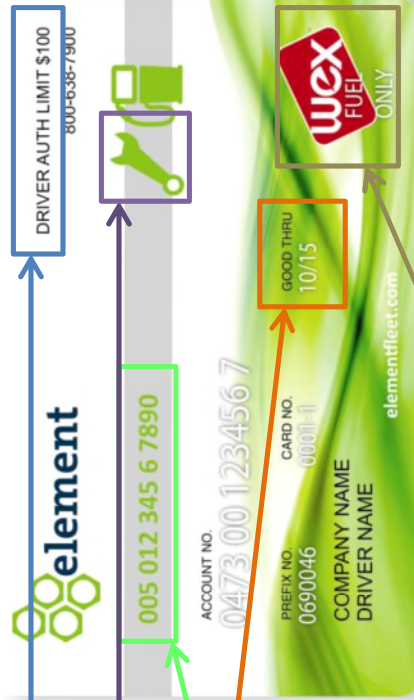
- Ensure the card has a **WRENCH ICON** signifying it is valid for maintenance
- Capture the **DRIVER AUTH LIMIT**
- Capture the **ELEMENT FLEET CARD NUMBER** (10 or 14 digits in the clear section of the card)
- Verify the **EXPIRATION DATE (GOOD THRU)** on the card to ensure it is not expired

Ask the customer for the following information:

- Name and company name
- Year, make, model and the last 8 digits of the VIN
- Odometer reading

Perform estimate including:

- Description of repairs
- Repair amount by repair type



“FUEL ONLY” embossing which may appear on the card only applies to the WEX fuel merchant – Maintenance providers can disregard. Simply confirm the card is valid for maintenance by locating the WRENCH ICON above.

If Repair Estimate Amount is:	AND Card Color is:	Follow These Instructions:
BELOW the DRIVER AUTH LIMIT	Green	Obtain authorization from driver, submit on AutoIntegrate.com .
ABOVE the DRIVER AUTH LIMIT	Green	Enter estimate on AutoIntegrate.com and click "Submit for Authorization". Your facility may receive authorization or will be contacted by Element. <u>Finalize invoice on AutoIntegrate.com.</u>
BELOW the DRIVER AUTH LIMIT	Blue	Obtain authorization from driver
ABOVE the DRIVER AUTH LIMIT	Blue	Advise driver to obtain authorization from their manager and include manager's name on invoice

REMEMBER: ADDITIONAL WORK REQUIRES ADDITIONAL AUTHORIZATION

- Follow the same procedures as defined above, finalize and submit repairs for payment on AutoIntegrate (<https://online.autointegrate.com>)
 - Failure to obtain authorization on over limit or additional repairs may result in non-payment
- Also still valid: All PHH Arval-branded cards through their expiration dates.**



Element Maintenance Repair Order Portal

User Guide for Repair Facilities



Purpose

This guide explains how to create, submit, update, and complete repair orders through the maintenance repair order portal.

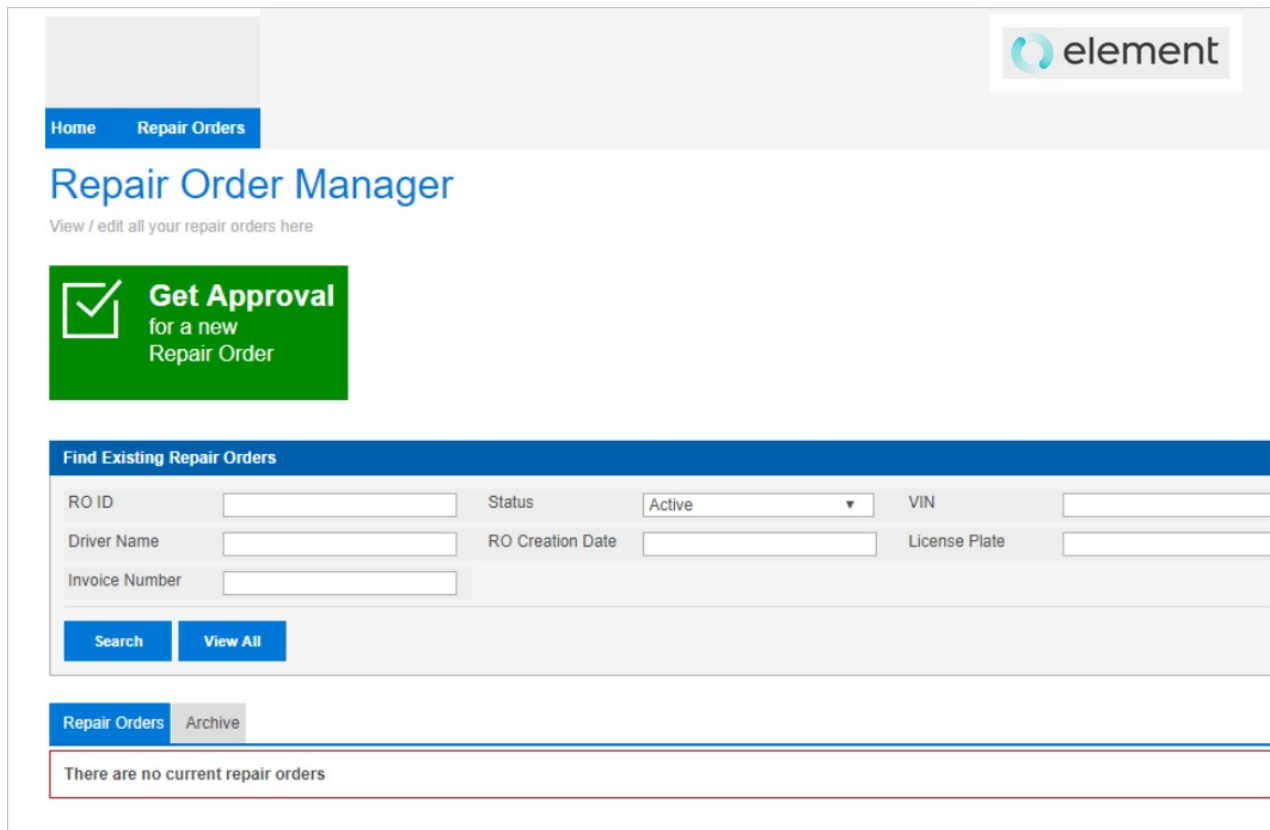
Prepared: June 16, 2026

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1. Repair Order Dashboard

After login, the Repair Order Dashboard provides an overview of current and completed repair orders. The main navigation remains available throughout the portal so users can return to Repair Orders at any time.

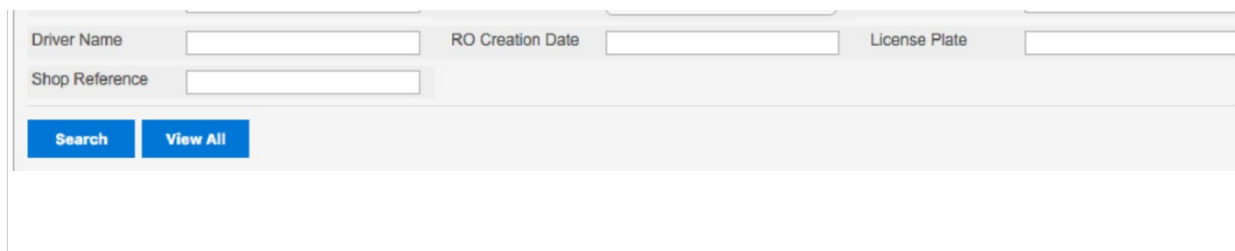


Dashboard overview showing repair order search and active repair order area.

2. Search and Filter Repair Orders

Use the filter panel to locate a repair order or narrow the repair order list.

- Search by repair order ID, status, VIN, driver name, creation date, license plate, or invoice/shop reference where available.
- Select View All to remove filters and display all available repair orders.
- Use the full repair order view when additional details, notes, or status history are needed.



Filter panel for locating existing repair orders.

3. Repair Order Status

Status icons help users quickly understand where each repair order is in the process. Hover over an icon for additional information, or select View to open the full repair order details.

Find Existing Repair Orders

RO ID

Status

Active

VIN

Driver Name

RO Creation Date

License Plate

Shop Reference

Search

View All

Repair Orders

Archive

RO ID	VIN	Origin	Client	Due	Submitted	FM Company	Make	Model	Status
139858	032148		Demo Client	317d 20h 0m	11/11/2014 04:38 AM	Enterprise	Toyot	PreRunner (A4) 4x2 Double Cab 127.4 in. WB	
139847	032148		Demo Client	357d 22h 45m	09/17/2014 08:30 AM	Enterprise	Toyot	PreRunner (A4) 4x2 Double Cab 127.4 in. WB	
140988	B33891		Demo Client	118d 20h 0m	05/22/2015 04:54 AM	EMKAY	Ford	ESCAPE XLT 4WD	
140897	204868		Demo Client	295d 15h 45m	12/03/2014 03:41 AM	EMKAY	Ford	TAURUS SEL	
140888	186683		Demo Client	310d 8h 45m	11/18/2014 09:56 AM	Enterprise	Chevr	LS 4dr Sedan	
141370	150441		Demo Client	8d 14h 30m	09/16/2015 09:10 AM	EMKAY	Chevr	1500 EXT CAB	
141344	C08014		Demo Client	13d 15h 45m	09/11/2015 06:47 AM	EMKAY	Ford	F150 SUPERCAB	
141323	B33891		Demo Client	28d 16h 0m	08/27/2015 07:00 AM	EMKAY	Ford	ESCAPE XLT 4WD	
141322	530717		Demo Client	28d 12h 45m	08/27/2015 06:51 AM	EMKAY	Merce	SPRINTER 2500	
141295	B33891		Demo Client	34d 15h 0m	08/21/2015 04:53 AM	EMKAY	Ford	ESCAPE XLT 4WD	

1

2

3

4

5

6

7

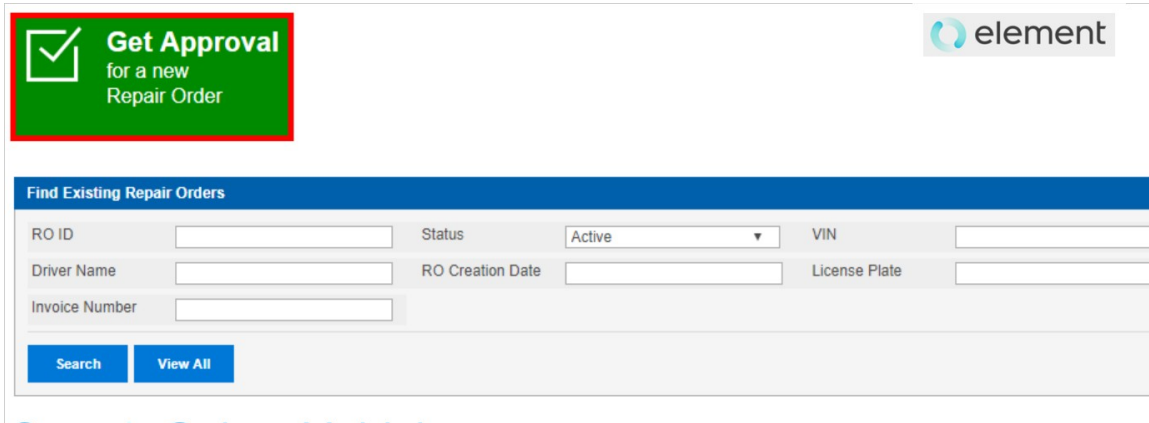
8

Repair order list with status icons and View action.

4. Create a New Repair Order

To start a repair request, select the button to create or request approval for a new repair order.

- Start the repair order from the dashboard.
- The process will guide you through vehicle selection, odometer entry, shop details, repair items, and authorization submission.
- Do not begin work until the repair order is approved, unless Element has provided a different instruction for the situation.



Starting a new repair order from the dashboard.

5. Select the Vehicle

Search for the vehicle before adding repair details. Accurate vehicle selection is critical because approval rules, maintenance history, and program requirements are tied to the vehicle record.

- Select the applicable fleet/client account.
- Enter at least the last eight characters of the VIN.
- Select Search and choose the correct vehicle from the results.
- Verify make, model, license plate, and client information before continuing.



Vehicle search screen.

6. Enter Odometer and Engine Hours

Enter the current odometer reading and continue to the next step. For medium-duty or heavy-duty vehicles, engine hours may also be required.

- Use the actual odometer reading at the time the vehicle is received.
- Verify the vehicle details shown on screen before proceeding.

- If the odometer appears incorrect or unavailable, contact Element for guidance before submitting the repair order.

Step 2: Enter Odometer Reading

Vehicle Details	FMC Details	Client Details	AME Details	Defect History
VIN Number 0XXXXX00X00X000000	Driver Name Demo Driver	Model Year 2006	Make Chevrolet	Model CK15553 - 1500 EXT CA
Color	License Plate AA00001	Contract Type Managed	Transmission	Fuel Type Gas
FMC Vehicle Number A50441				

Odometer Reading

Odometer entry screen with vehicle details.

7. Enter Shop and Driver Details

Complete shop, driver, and arrival information so the repair order can be reviewed without delay.

- Enter the name of the person responsible for the repair and the best call-back number.
- Enter the shop invoice number or shop reference if available.
- Record vehicle arrival date and time.
- Add driver name and phone number when available.
- Indicate whether the driver is waiting and whether the vehicle was towed.
- Use the driver complaint field to briefly explain why the vehicle was brought in.

Shop Details

Required fields are indicated with a *

Your Name *

Shop Call Back Number ext.

Invoice Number

Vehicle Arrival Date *

Vehicle Arrival Time *

Driver Name

Driver Phone Number ext.

Driver Is Waiting ☐

Vehicle Towed ☐

Payment Type *

Payment Direction *

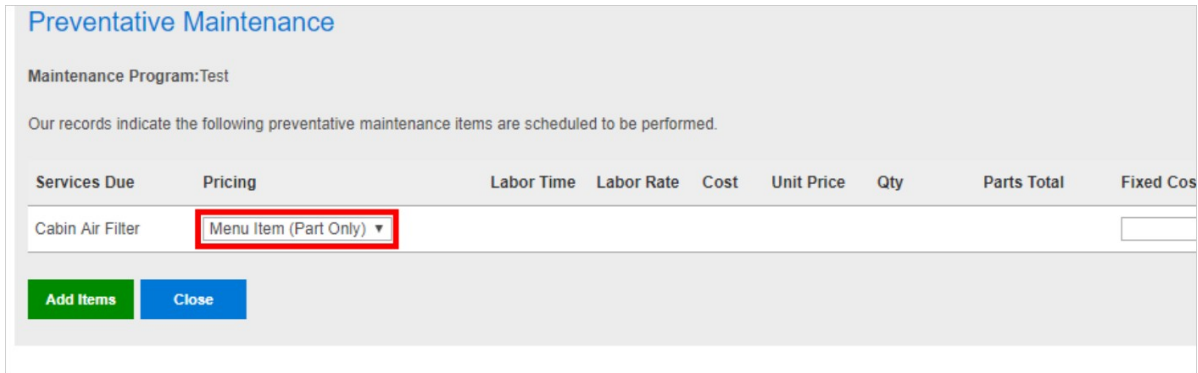
Driver Complaint

Shop details and driver information screen.

8. Preventive Maintenance Items

If scheduled preventive maintenance items appear, review the services and add the applicable items to the repair order.

- Select the correct pricing type for each item.
- If an item is performed at no charge, add it with a \$0 cost so it is captured in maintenance history.
- If your shop cannot perform a listed item, close the preventive maintenance window and continue with the repair order.



Preventative Maintenance

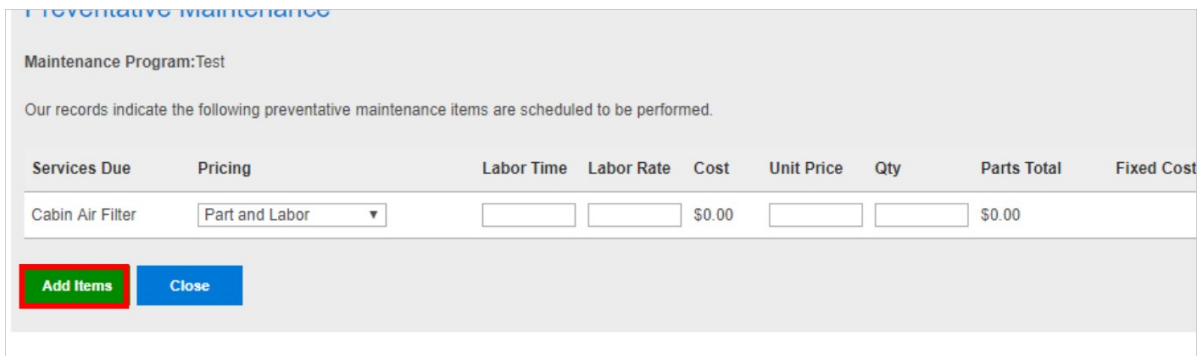
Maintenance Program: Test

Our records indicate the following preventative maintenance items are scheduled to be performed.

Services Due	Pricing	Labor Time	Labor Rate	Cost	Unit Price	Qty	Parts Total	Fixed Cost
Cabin Air Filter	Menu Item (Part Only) ▼							

Add Items **Close**

Preventive maintenance item selection.



Preventative Maintenance

Maintenance Program: Test

Our records indicate the following preventative maintenance items are scheduled to be performed.

Services Due	Pricing	Labor Time	Labor Rate	Cost	Unit Price	Qty	Parts Total	Fixed Cost
Cabin Air Filter	Part and Labor ▼			\$0.00			\$0.00	

Add Items **Close**

Adding preventive maintenance items to the repair order.

Important: Adding \$0 completed items helps maintain accurate vehicle service history and reduces future confusion on whether a service was performed.

9. Add Repair Items

Repair orders can include labor, parts, fees, tires, preventive maintenance items, and other applicable repair lines.

- Use Add Items to search for service codes or browse available repair categories.
- Select Labor, Part, Both, or Fee based on how the work should be billed.
- Enter labor hours, labor rate, part information, quantity, cause, and notes as applicable.
- Provide clear notes explaining the diagnosis and why the repair is needed.

Repair Order Details

Repair Order ID: 10018080 Not Submitted

! You have not yet submitted this repair order, please add any required items and then submit it to the Fleet Company. To add items, click on blue buttons below.

Vehicle Details	RO Details	FMC Details	Shop Details	Client Details	AME Details	Defect History
Driver Phone Number	Alternate Driver Name	Driver Is Waiting	Created Date Time	Submitted Date Time		
Estimated Completion	Actual Completion	Created By	01/11/2020 03:44 AM	Not Submitted		
		Test User				

PM Add Items Add Times

Select Quick Repair

Line Item	Hrs	\$/Hr	Unit Cost	Qty	Total
LABOR : Conventional Lube, Oil, and Filter					
Edit Remove Service Code Correction Cause Authorization Status Preventative Maintenance > Conventional Lube Oil Filter Replace Preventative Maintenance Awaiting Approval	0.50	\$60.00	\$30.00	1	\$60.00
PART : Conventional Lube, Oil, and Filter					
Edit Remove Service Code Part Name Part Code Manufacturer Cause Authorization Status Preventative Maintenance > Conventional Lube Oil Filter Conventional Lube, Oil, and Filter Preventative Maintenance Awaiting Approval			\$15.00	1	\$15.00
LABOR : Tire Inspection					
Edit Remove Service Code Correction Cause Authorization Status Preventative Maintenance > Tire Inspection Diagnose/Test Preventative Maintenance Awaiting Approval	1.00	\$15.00	\$15.00	1	\$15.00

Repair order details with line items.

Search for Service Code

Search (example: brake fluid)

Search **Reset**

Service code search field.

Search Results

Intake Manifold	Engine, Cooling and Exhaust > Engine > Intake Manifold
Intake Air Duct	Powertrain Management > Fuel Delivery and Air Induction > Intake Air Duct
Intake Air Plenum	Powertrain Management > Fuel Delivery and Air Induction > Intake Air Plenum
Intake Air Heater	Powertrain Management > Fuel Delivery and Air Induction > Intake Air Heater
Valve, Intake/Exhaust	Engine, Cooling and Exhaust > Engine > Cylinder Head Assembly > Valve, Intake/Exhaust

+ Browse All Service Codes

Cancel

Service code search results.

Service/Repair (28)

Accessories, Options, & AMEs (72)	☐ Heating and Air Conditioning (101)	Relays and Modules (1)
☐ Belts	☐ Hybrid Drive Systems (6)	Restraint Systems (1)
☐ Body and Frame (53)	Instrument Panel, Gauges and Warning Indicators (137)	Sensors and Switches (2)
Brakes and Traction Control (30)	Lighting and Horns (50)	Starting and Charging (1)
☐ Courtesy Check	☐ Lube Chassis Service	Steering and Suspension (1)
☐ Cruise Control (23)	Maintenance (23)	☐ Tire Replacement
☐ Diagnostics (11)	☐ Miscellaneous (24)	Transmission and Drivetrain (2)
Engine, Cooling and Exhaust (6)	Powertrain Management (11)	Windows and Glass (1)
Equipment (14)	☐ Preventative Maintenance (50)	Wiper & Washer Systems (5)
Fees (41)		

Cancel

Browse all service codes when search does not return the expected item.

'Selected Items' panel.

Add New Repair Order Items

Search for Items

Search Reset

Browse All Items

Repair/Service (28)

Engine, Cooling and Exhaust (6)

☐ Engine (32)

☐ Seals and Gaskets, Engine (23)

☐ Auxiliary Shaft Seal	☐ Engine Oil Drain Plug Gasket	☐ Side Cover Gasket, Engine
☐ Balance Shaft Seal	☐ Exhaust Flange Gasket	☐ Thermostat Gasket, Engine
☐ Camshaft Housing Gasket	☐ Exhaust Manifold Gasket	☐ Cooling
☐ Camshaft Oil Seal	☐ Front Crankshaft Seal	☐ Timing Cover Gasket
☐ Crankshaft Main Bearing Seal	☒ Intake Manifold Gasket	☐ Valve Cover Gasket
☐ Cylinder Head Gasket	Labor Part Both	☐ Valve Guide Seal
☐ Cylinder Head Semi-Circular Plug	☐ PCV Grommet	☐ Variable Valve Timing Actuator Seal
☐ Engine Accessory Drive Seal	☐ Water Pump Gasket	

Cancel Next

Selected Items

Description	Labor	Part	Fee
Intake Manifold Gasket	☒	☒	☐

Next

Selected items panel before adding details.

Add New Repair Order Items

Engine, Cooling and Exhaust

Line Item		Time (Hrs)	Rate (\$/Hr)	Unit Cost	Qty	Total Cost
INTAKE MANIFOLD						
Labor Correction	Replace	1	60	\$60.00	1	\$60.00
Part Name	Intake Manifold			10	1	\$10.00
Part Code	EXAMPLECODE123					
Manufacturer Name	EXAMPLENAME123					
Cause	Wear and Tear					
Notes	Intake Manifold has snapped - replacement work.					

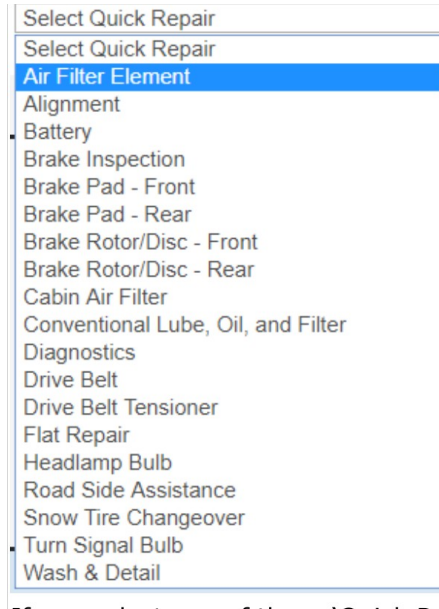
Back
Cancel
Confirm

Line item detail entry with cause and notes.

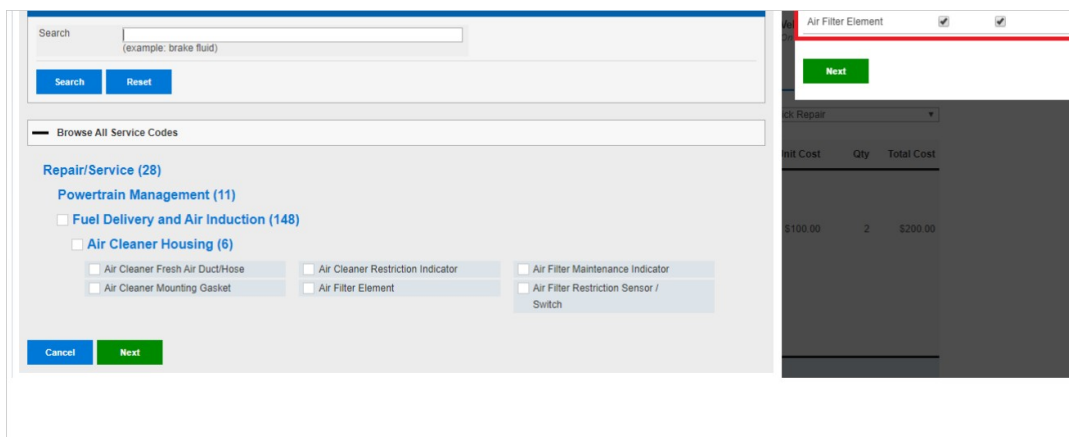
10. Quick Repair Items and Repair Packages

The Quick Repair list allows common repair items to be added faster. Repair packages may also be available for certain programs or vehicle types.

- Select a Quick Repair item from the drop-down list.
- Review the selected items panel before proceeding.
- Add, remove, or adjust labor, part, or fee selections before selecting Next.



Quick Repair drop-down list.



Quick Repair item added to selected items.

11. Add Tires

Use the tire workflow when replacing tires or adding tire-related services.

- Select the tire position being replaced.
- Enter tread depth measurements and choose the correct unit of measure.
- For medium-duty or heavy-duty vehicles, update the vehicle type or axle configuration when prompted.

- Select tire manufacturer, model, and size.
- Enter cause for replacement, tire code if available, tire unit price, labor, and related tire services or fees.
- Select Save to add tire items to the repair order.

Tire Replacement

Check the box on each tire you are going to replace. If you are not replacing any tires but need to add other tire services, just click the "Next" button.

Please enter the tread depths of all the tires that you are working on.

Units

☐ mm
☒ /32"

Change Vehicle Type

Front Right ☐ Outer Depth /32" Middle Depth /32" Inner Depth /32"	Rear Right ☒ Outer Depth /32" Middle Depth /32" Inner Depth /32"
Front Left ☐ Outer Depth /32" Middle Depth /32" Inner Depth /32"	Rear Left ☐ Outer Depth /32" Middle Depth /32" Inner Depth /32"

Spare

Outer Depth /32"
Middle Depth /32"
Inner Depth /32"

Tire position and tread depth entry.

Tire Search

Tire Search

Manufacturer

Select One

Model

Select a manufacturer

Size

Search

Reset

Can't Find The Tire?

	Manufacturer	Model	Size
SELECT THIS TIRE	Tire Manufacturer 1	Model 12AB	LT222/22R11
SELECT THIS TIRE	Tire Manufacturer 2	Model 12AB	LT222/22R11
SELECT THIS TIRE	Tire Manufacturer 3	Model 12AB	LT265/70R17
SELECT THIS TIRE	Tire Manufacturer 4	Model 12AB	LT245/75R16
SELECT THIS TIRE	Tire Manufacturer 5	Model 12AB	P215/65R15
SELECT THIS TIRE	Tire Manufacturer 6	Model 12AB	P235/75R15
SELECT THIS TIRE	Tire Manufacturer 7	Model 12AB	P232/23R14
SELECT THIS TIRE	Tire Manufacturer 8	Model 12AB	P123/12ZR14
SELECT THIS TIRE	Tire Manufacturer 9	Model 12AB	LT222/22R11
SELECT THIS TIRE	Tire Manufacturer 10	Model 12AB	LT225/70R19.5

12345678910

Back

Cancel

Tire manufacturer, model, and size search.

Tire Position	Cause
Front, Right	End Of Life ▼
Tire Description	LIGHT TRUCK TIRE
Manufacturer	Tire Manufacturer 1
Model	Model 12AB
Size	LT245/75R15
Tire Code	
Tire Price (\$)	
Back Cancel Next	

Tire detail entry.

Additional Extras

Labor

Labor	Cost (\$)	Quantity
Alignment		0 ▼
Flat Repair		0 ▼
Tire Replacement		0 ▼
Tire Rotation (per wheel)		0 ▼
Tire Studding		0 ▼
TPMS Service Valve Kit		0 ▼
Valve Replacement		0 ▼
Wheel Balancing		0 ▼

Fees

Fee	Cost (\$)	Quantity
Road Hazard Warranty		0 ▼
State / Province Tire Disposal Fee		0 ▼
Tire Disposal Fee		0 ▼

Parts

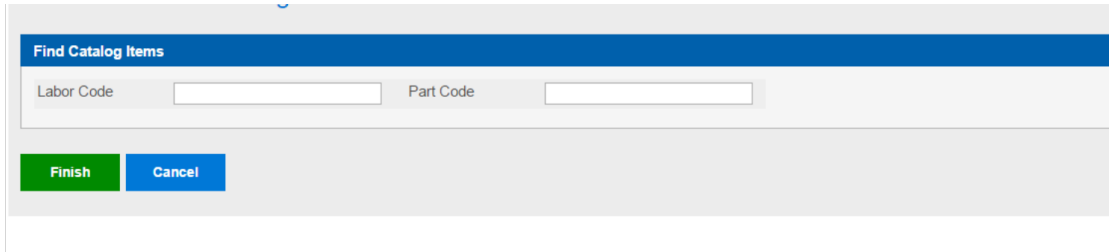
Service Code	Part Name	Cost (\$)	Quantity
Flat Repair	Flat Repair Patch		0 ▼
Tire Studding	Tire Studs		0 ▼
TPMS Service Valve Kit	Service Valve Kit		0 ▼
Valve Replacement	Valve Stem		0 ▼
Wheel Balancing	Balance Weights		0 ▼

Related tire labor, fees, and parts.

12. Catalog / National Account Items

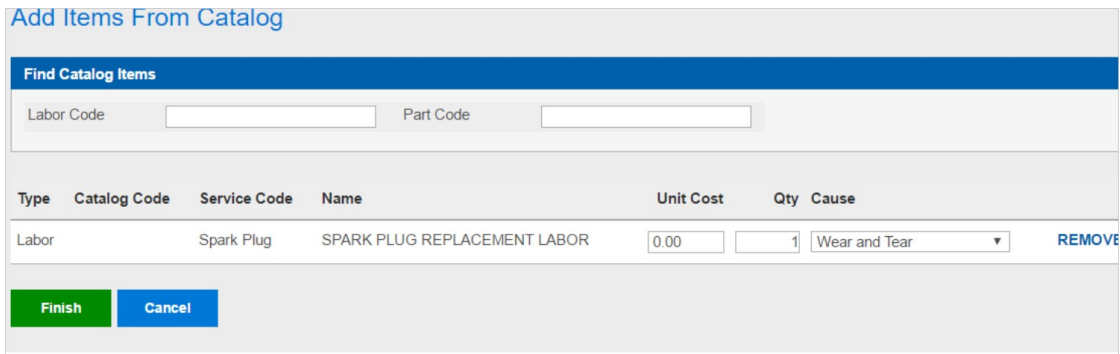
Where catalog or national account billing is available, a catalog option may appear. Availability depends on the client, vehicle, repair type, and billing arrangement.

- Enter the applicable labor code or part code.
- Select the applicable catalog item.
- Confirm quantity, cost, and cause before selecting Finish.



The screenshot shows a 'Find Catalog Items' form. It has a blue header bar with the title. Below the header, there are two input fields: 'Labor Code' and 'Part Code'. At the bottom of the form, there are two buttons: 'Finish' (green) and 'Cancel' (blue).

Catalog entry screen.



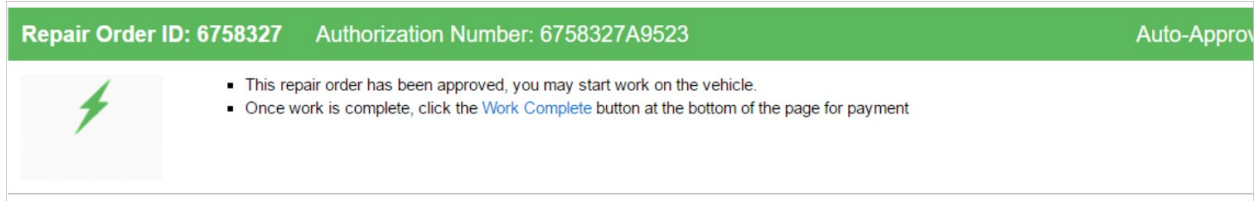
The screenshot shows the 'Add Items From Catalog' screen. It features a 'Find Catalog Items' form at the top, similar to the previous one. Below the form is a table with the following columns: Type, Catalog Code, Service Code, Name, Unit Cost, Qty, Cause, and a REMOVE button. The table contains one row with the following data: Type: Labor, Catalog Code: Spark Plug, Service Code: SPARK PLUG REPLACEMENT LABOR, Unit Cost: 0.00, Qty: 1, Cause: Wear and Tear. At the bottom of the screen, there are 'Finish' (green) and 'Cancel' (blue) buttons.

Catalog item selection before finish.

13. Submit for Authorization

After all repair items have been added, review the repair order and submit it for authorization.

- Confirm vehicle, odometer, shop details, driver complaint, labor, parts, quantities, taxes, and estimated completion details.
- The estimated completion date must be in the future when required by the portal.
- After submission, the repair order will show Auto-Approved, Awaiting Approval, or Approved based on review rules and approval requirements.



The screenshot shows a green header bar with the text 'Repair Order ID: 6758327' and 'Authorization Number: 6758327A9523'. On the right side of the header, it says 'Auto-Approved'. Below the header, there is a lightning bolt icon and two bullet points: 'This repair order has been approved, you may start work on the vehicle.' and 'Once work is complete, click the Work Complete button at the bottom of the page for payment'.

Auto-approved status example.

Repair Order ID: 6758335

Awaiting Fleet Appro



- This repair order has been submitted to the Fleet Company for approval, you cannot make any changes to it.
- Please wait for approval before beginning work on the vehicle.
- Approval should take no more than a few minutes, although this may take longer on large repair orders or if customer approval is required.

Awaiting approval status example.



- This repair order has been approved, you may start work on the vehicle.
- Once work is complete, click the [Work Complete](#) button at the bottom of the page for payment

Approved status example.

Approval reminder: Repair work should not begin until the repair order is approved, unless Element has provided specific alternate instructions.

14. Rejections and Resubmission

If a repair item is rejected, review the rejection reason and take the appropriate action.

- Edit the item if price, quantity, cause, or supporting detail needs to change.
- Remove the item if it is no longer needed.
- Use Add More Information when the reviewer requests additional detail.
- Select Resubmit once the item is ready for review again.



The screenshot shows a rejected repair item titled "FEE : Tire Disposal Fee". On the left, there are three buttons: "Resubmit" (green), "Edit" (blue), and "Remove" (red). The item details are as follows:

Field	Value	Price	Quantity	Total
Service Code	Fees > Tire Charge > Disposal Fee	\$8.00	1	\$8.00
Fee Name	Tire Disposal Fee			
Cause	State Required			
Authorization Status	Rejected			
Rejection Reason	Price			

Rejected item with edit, remove, and resubmit options.



The screenshot shows a rejected repair item titled "FEE : Battery Disposal". On the left, there are two buttons: "Remove" (red) and "Add More Information" (green). The item details are as follows:

Field	Value	Price	Quantity	Total
Service Code	Fees > Battery Disposal	\$11.00	1	\$11.00
Fee Name	Battery Disposal			
Cause	Spare Swap			
Authorization Status	Rejected			
Rejection Reason	More Information Required			

More information required example.



The screenshot shows a rejected repair item titled "Body and Frame". On the left, there is a "Cancel" button (blue). The item details are as follows:

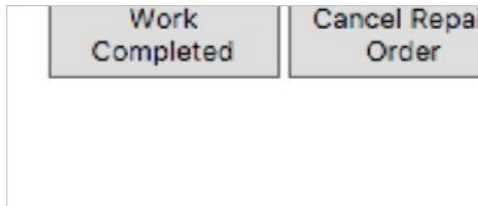
Field	Value	Price	Quantity	Total
Service Code	Body and Frame	11.00	1	\$11.00
Part Name	Body and Frame			
Part Code				
Manufacturer				
Cause	Driver Request			
Authorization Status	Rejected			
Rejection Reason	Price			

Resubmitting a corrected repair item.

15. Complete the Repair Order

Once the approved work has been completed, update the repair order completion details so payment processing can proceed.

- Select Work Complete when the work is finished.
- Enter work start and completion date/time when required.
- Enter tax and the shop invoice/reference number.
- Save the completion details after verifying that the repair order is accurate and complete.



Work Complete and Cancel Repair Order buttons.

Work Dates			
Work Start Date	6/6/2019	Work Completed Date	6/6/2019
Work Start Time	10 45 AM	Work Completed Time	06 30 PM

Tax & Shop Invoice Number	
Total Before Tax	\$21.00
Tax	1.00
Total After Tax	\$22.00

By clicking save, you are agreeing that the work outlined in this repair order has been completed in its entirety. You will also be paid for the exact amount of this approved repair order less any agreed upon fees. No further changes can be made to this repair order. Are you sure you want to continue?

Repair order completion details before final submission.

Order Completion			
Start Date	9/25/2015	Work Completed Date	9/25/2015
Start Time	07 45 AM	Work Completed Time	07 45 AM

Shop Invoice Number	
Before Tax	\$164.00
Tax	16.00

Save, you are marking this Repair Order as 'Complete' and the work will be invoiced. No further changes can then be made. Are you sure you want to

Completion screen with shop reference field.

16. Icons and Status Guide

Icons provide quick access to repair order information, notes, audit history, payment information, downtime notes, print options, and maintenance history.



Repair order detail icons.

	Repair Order Information - Shop Contact, Driver waiting
	Credit Card Payment (EMKAY specific)
	Repair Order audit – displays the full history of the Rep
	Print Repair Order
	Downtime manager - the ability to add notes if work ex estimated time or if parts are on order or you have exp
	Vehicle maintenance history
	Repair Order notes - this area contains the line item ar notes to and from the Fleet Management Company

Repair order icon definitions.

Status Icon Guide

	Approved
	Awaiting Fleet
	Requires attention
	Auto-approved
	Completed/Paid
	Awaiting payment
	Cancelled
	Downtime

Status icon guide.

Status	Meaning
Approved	Repair order has been approved and work may begin.
Awaiting Approval	Repair order has been submitted and is pending review.
Requires Attention	Action is needed before the repair order can proceed.
Auto-Approved	Repair order met approval rules and was approved automatically.
Completed / Paid	Repair order is complete and payment has been processed or submitted.
Awaiting Payment	Repair order is complete and awaiting payment action.
Cancelled	Repair order has been cancelled.
Downtime	Delay information has been added to the repair order.

17. Best Practices for Faster Approval

Following these practices helps reduce review time, avoid rejections, and improve repair order accuracy.

- Select the correct vehicle and verify VIN, plate, make, and model before adding repair items.
- Use accurate odometer and engine hour readings.
- Write a clear driver complaint and repair note that explains the cause of failure and the recommended repair.
- Separate labor, parts, tires, and fees correctly.
- Add \$0 preventive maintenance items when completed at no charge so the vehicle history is accurate.
- Enter tread depths and tire positions for tire replacements.
- Do not begin work until approval is received, unless directed by Element.
- Monitor rejected or pending repair orders and respond quickly when more information is requested.
- Complete the repair order promptly after the work is finished and include the final invoice or shop reference.

Repairs & Maintenance

Flexible Vendor Network

- Element will work with all vendors.
 - Maintenance services cannot be purchased by swiping or inserting the chip card. The vendor must contact Element Fleet Management for approval "before the fact" of repair either through Auto Integrate or by calling.
- **First time supplier will need to call to get set up:**
 - Call number on card 1-800-638-7900
 - Prompts
 - Press 0000 till says please hold transferring to agent
 - Will ask if calling for new or existing press 0
 - Will ask if its for cars, trucks, forklifts press 0
 - Will be transferred to agent
 - Agent takes estimate, gathers all shops info, explains payment is made by credit card sent to them by email with in 30 business days, sends RO to Supplier team who then loads info and sends AI invite so you can now use <https://online.autointegrate.com> moving forward to submit online and payment remains 30 days by credit card.
- **Approval threshold**
 - For routine maintenance under embossed driver limit you can obtain authorization from the driver and invoice Element.
 - Approval is needed for work above driver limit, the service provider must contact Element prior to performing repairs and maintenance to the asset.
 - Contact Element via Auto Integrate or by calling 800-638-7900 for authorization and invoicing.

