



AVIS BUDGET GROUP - AO / DEALER CONTACT LIST



For general Doculynx assistance, refer to the FAQ link on the main login page or contact DOCULYNX@avisbudget.com

For general Dealer account or commission assistance, contact DAR.DEPARTMENT@avisbudget.com or 1-800-504-0268 Opt. 2

AO / Dealer	Doculynx Letter Type	Invoice Number (Example)	Department	Dept. Phone Number	Dept. Email Address
Dealer	Account Not Current	DFS-BONUSDK[MMDDYY]	Dealer Financial Services (DFS) - Dealer Account Rep (DAR)	1-800-504-0268 Opt. 2	DAR.DEPARTMENT@avisbudget.com
Dealer	Late Receipts	DFS-BONUSDK[MMDDYY]	Dealer Financial Services (DFS) - Dealer Account Rep (DAR)	1-800-504-0268 Opt. 2	DAR.DEPARTMENT@avisbudget.com
Dealer	Non-Sufficient Funds	DFS-NSF[MMDDYY]	Dealer Financial Services (DFS) - Dealer Account Rep (DAR)	1-800-504-0268 Opt. 2	DAR.DEPARTMENT@avisbudget.com
Dealer	Prom Notes	PN[xxxxxxx]	Dealer Financial Services (DFS) - Collections	1-800-504-0268 Opt. 3	COLLECTIONS.DEPARTMENT@avisbudget.com
Dealer	Pending Manual Agreements		Dealer Financial Services (DFS) - Manual Agreement Team		MANUALAGREEMENTS@avisbudget.com
Dealer	Manual Agreements	MMA[xxxxxxx]	Dealer Financial Services (DFS) - Manual Agreement Team		MANUALAGREEMENTS@avisbudget.com
Dealer	Telecom Local	[DLRPHONENUM]-[xxxx]L	Dealer Financial Services (DFS) - Telecom	1-888-539-6715	TDEALERS@avisbudget.com
Dealer	Telecom Long Distance	[DLRPHONENUM]-[xxxx]LD	Dealer Financial Services (DFS) - Telecom	1-888-539-6715	TDEALERS@avisbudget.com
Dealer	Misc Communications		Dealer Financial Services (DFS) or Field Admin Accounting - Audit	1-800-504-0268	
Dealer	Refueling Chargebacks	FA[xxxx]RCB-[DLRNUM] FA[xxxx]RD-[DLRNUM]	Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Pending Modified Agreements		Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Modified Agreements	DFSMOD[xxxxxxxxxxxxxx]	Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Pending Revenue Adjustments		Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Revenue Adjustments	DFSRA[xxxxxxxxxxxxxx]	Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Pending Transfer Fuel		Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Transfer Fuel	TF[xxxxxxxxxxxxxx]	Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Pending Missing Miles		Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Missing Miles	MMI[xxxxxxxxxxxxxx]	Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Pending Excessive Mileage Letter		Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Excessive Mileage Letter	EMI[xxxxxxxxxxxxxx]-[DLRNUM]	Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Pending Backdating		Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Backdating	DFSBD[xxxxxxxxxxxxxx]	Field Admin Accounting - Audit	1-800-504-0268 Opt. 1	AUDIT.DEPARTMENT@avisbudget.com
Dealer	Commission Recovery	[xxxxxxx]-[A-Z]	Customer Service	Contact TPM	Contact TPM
Dealer	Chargeback Notification (Credit Clubs)	[xxxxxxxxxxxxxx] (REF #)	Credit Clubs	1-757-687-2057	MAUREEN.GAME@avisbudget.com
Agency Operator	FX Commission Statement		Accounts Payable		AGENCYOPINQUIRIES@avisbudget.com
Agency Operator	Agency Operator Chargeback Report		Accounts Payable		AGENCYOPINQUIRIES@avisbudget.com
Agency Operator	Agency Operator Commission Sheets		Accounts Payable		AGENCYOPINQUIRIES@avisbudget.com
Agency Operator	Agency Operator Gas Report		Accounts Payable		AGENCYOPINQUIRIES@avisbudget.com
Agency Operator	Agency Operator OTR Report		Accounts Payable		AGENCYOPINQUIRIES@avisbudget.com
Agency Operator	Agency Operator OTR Deductions		Accounts Payable		AGENCYOPINQUIRIES@avisbudget.com