

# SOUTHEAST ACCOUNT SUPPORT



The Account Support Team provides local and global customer support to our accounts by handling the following:

## SUPPORT

- Emerald Club member support
- Rate verification
- Researching reservations & rental agreements
- Applying account number to open or closed rentals
- Do Not Rent customers
- Global rental customer support

## EXISTING RESERVATION SUPPORT

Support Teams do not book reservations but can assist with reservations for high-profile customers with special requests.

- Changing rental return locations
- Long-term rentals
- Extending open rentals
- Vehicle availability
- Booking at sold-out locations for elite executives

## TIPS WHEN CONTACTING YOUR SUPPORT TEAM

- Provide the account name or account number
- Reference the rental agreement (RA) number or reservation number
- include the traveler's name
- Avoid adding Personally Identifiable Information ("PII")
- Use "High Importance" emails for emergency requests needing quick resolution
- Call the sales executive directly if traveler is at the counter for immediate assistance

Hours of Operation: Monday - Friday, 8:00am - 5:00pm EST  
Phone Number: 833-369-1092

» [Click here](mailto:SoutheastAccountSupport@em.com) to contact the Support Team via email at [SoutheastAccountSupport@em.com](mailto:SoutheastAccountSupport@em.com)