

User Manual

AVIS LEASE

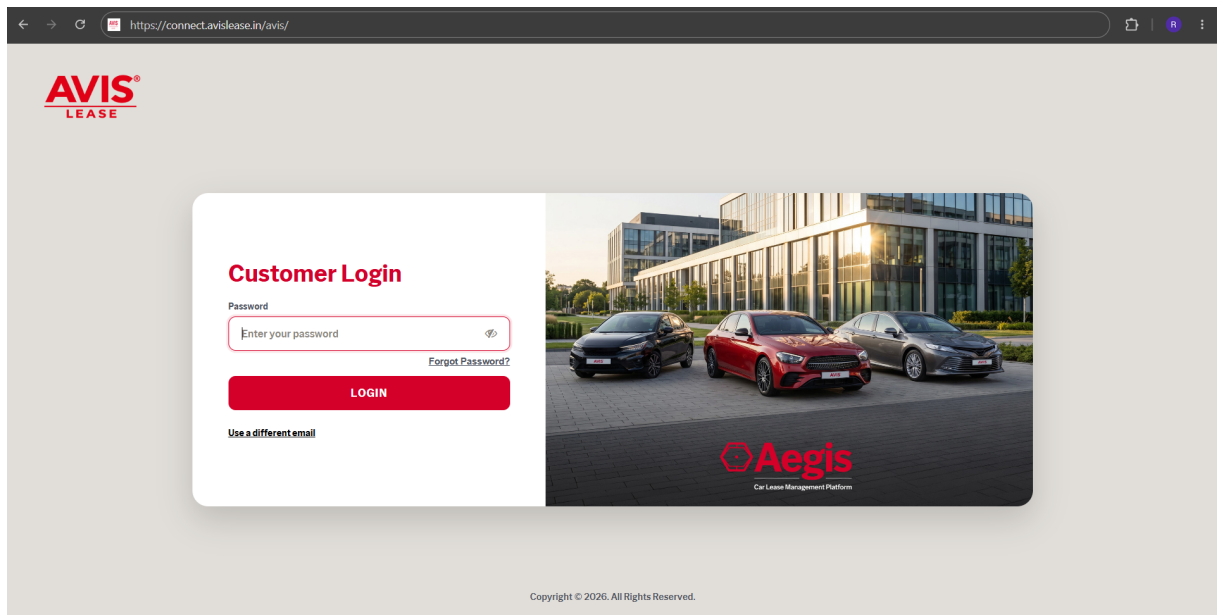
(For Customer)

Introduction

This document provides a comprehensive guide for end users to operate and use the application effectively. It outlines system functionalities, feature access, and user workflows.

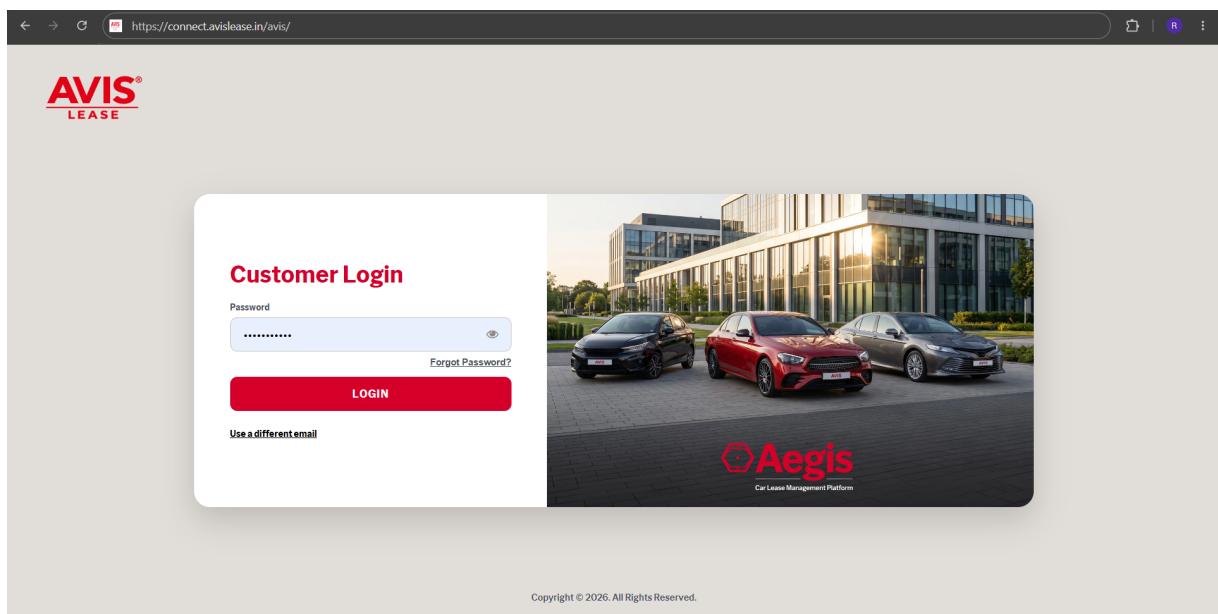
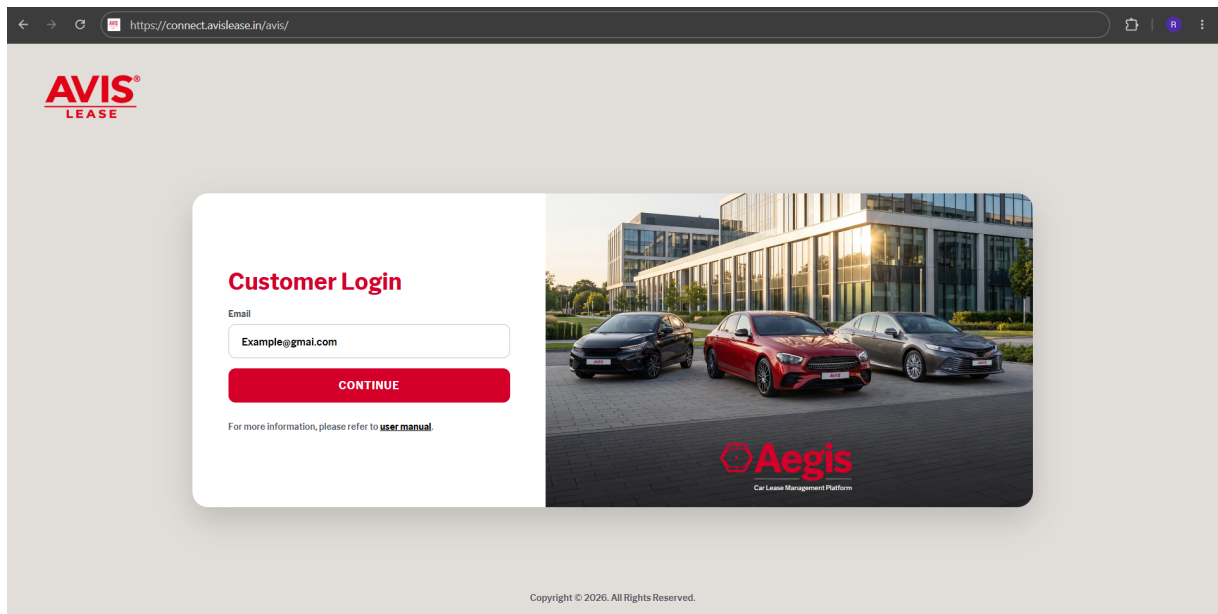
The manual is intended to help users understand and utilize all features of the system efficiently, enabling them to browse available options, submit applications, track their status, and manage their activities with ease.

1. Login



Follow the steps below to access the application:

1. Open the application in your preferred web browser using this URL: <https://connect.avislease.in/AVIS/>
2. Navigate to the **Login Page**.
3. Enter your **registered Email ID** and click **Continue**.
4. Enter your **Password** carefully on the next screen.
5. Click on the **Login** button.

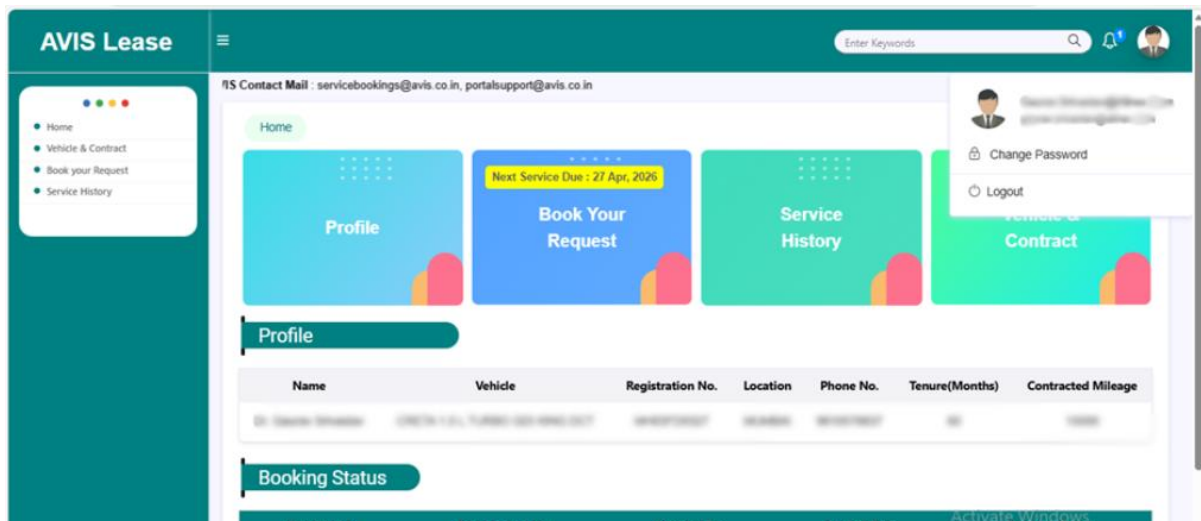
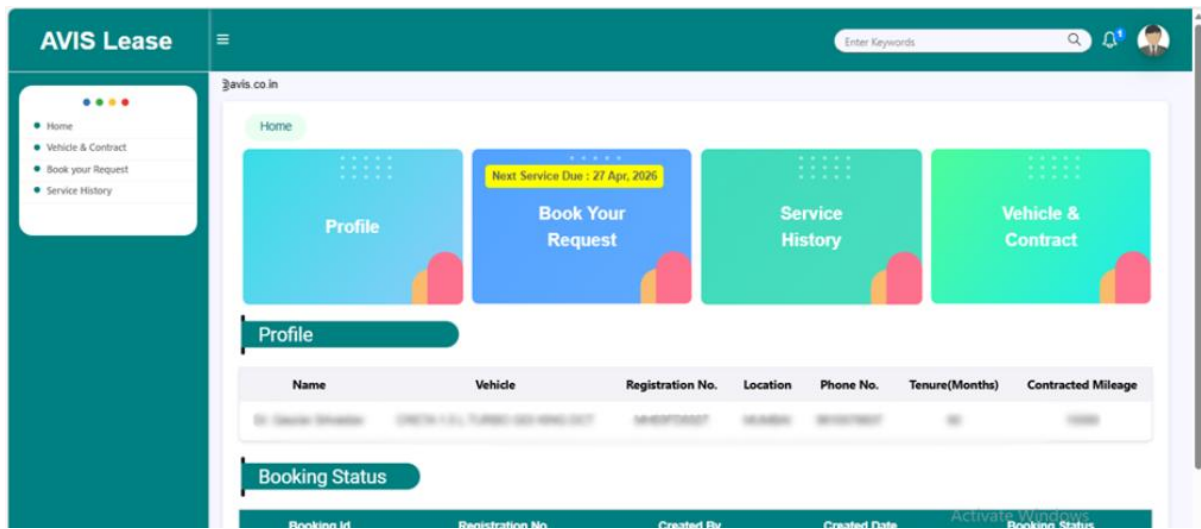


Note:

- * Ensure that the entered credentials are correct.
- * If you forget your password, use the Forgot Password option

2. Home Page

After logging in, you will be redirected to the Home Page. This page provides a quick overview of your account and easy access to all important features of the application.



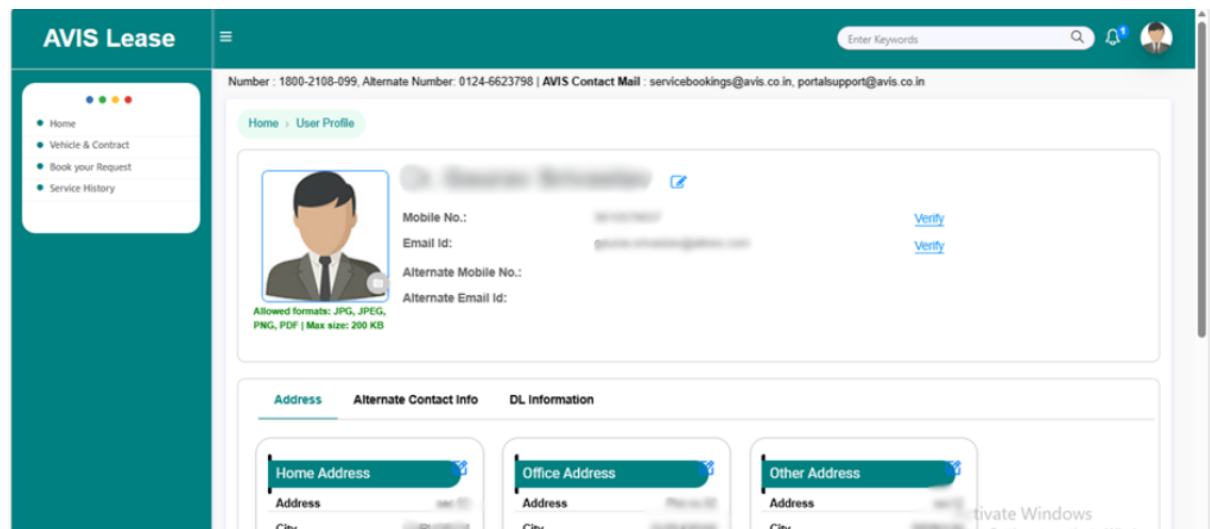
Key Features:

- *Navigation Menu:* On the left side, you will find the menu to navigate through different sections such as:
 - * Home
 - * Vehicle & Contract
 - * Book Your Request
 - * Service History
- *Top Bar:* At the top of the page, you can:
 - * Use the search bar to find information quickly
 - * Check notifications
 - * Click on your profile icon to:
 - Change your password
 - Logout from the application
- *Quick Access Cards:* The dashboard displays cards that help you quickly access important sections:
 - * Profile
 - * Book Your Request
 - * Service History
 - * Vehicle & Contract
- *Profile Information:* You can view your basic details such as:
 - * Your name
 - * Vehicle details

- * Registration number
- * Location
- * Phone number
- * Tenure and mileage information
- *Booking Status:* This section allows you to track your requests. You can see:
 - * Booking ID, Registration number
 - * Date of request, Current status of your request

3. Profile Page

The Profile Page allows you to view and manage your personal information, contact details, and preferences within the application.



Key Features:

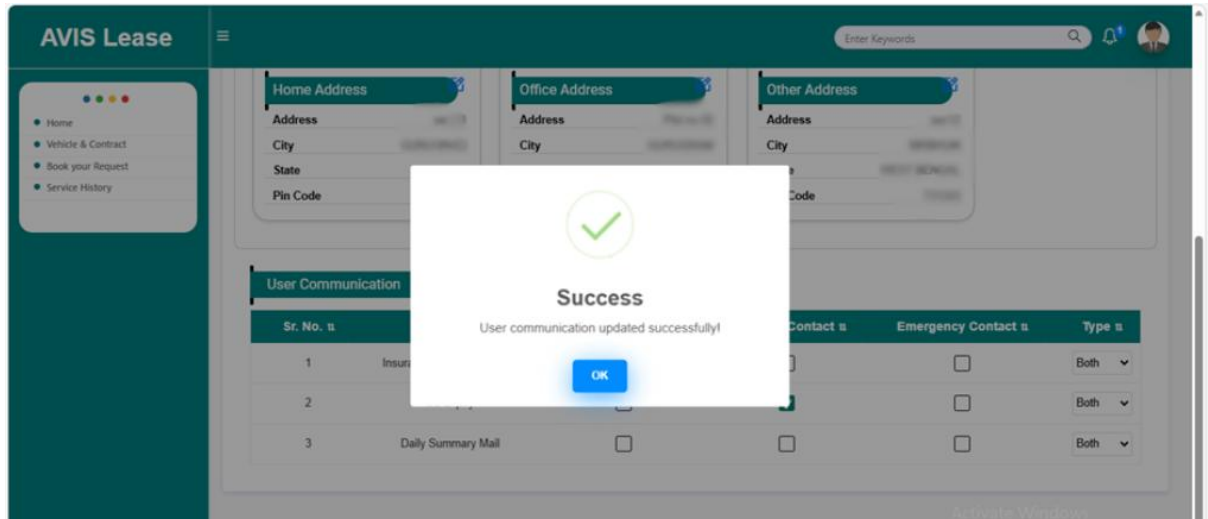
- *User Information:* At the top of the page, you can view your basic details such as:
 - * Name
 - * Mobile Number
 - * Email ID
 - * Alternate contact details
- *Edit Profile:* You can update your details by clicking on the **edit icon** next to your name or sections.
- *Profile Picture Upload:*

- * You can upload or change your profile picture
- * Supported formats: JPG, JPEG, PNG, PDF
- * Maximum file size: 200 KB
- *Verification Option:* You may verify your mobile number and email ID using the **Verify** option.
- *Address Details*
 - * You can manage multiple addresses, including: Home Address, Office Address, Other Address
 - * Each address section displays: Address, City, State, Pin Code
 - * You can update address details using the edit option provided in each section.

The screenshot displays the AVIS Lease web application interface. On the left is a teal sidebar with the 'AVIS Lease' logo and a menu containing 'Home', 'Vehicle & Contract', 'Book your Request', and 'Service History'. The main content area has a teal header with a search bar and user profile icon. Below the header, there are three address management sections: 'Home Address', 'Office Address', and 'Other Address'. Each section contains input fields for Address, City, State, and Pin Code, along with an edit icon. Below these is a 'User Communication' section featuring a table with columns for 'Sr. No.', 'Narration', 'Primary Contact', 'Alternate Contact', 'Emergency Contact', and 'Type'. The table lists three communication events: 'Insurance Renewal Service', 'DL Expiry', and 'Daily Summary Mail', each with checkboxes for the contact types and a 'Both' dropdown for the type. At the bottom right, there is a Windows watermark: 'Activate Windows Go to Settings to activate Windows.'

Sr. No.	Narration	Primary Contact	Alternate Contact	Emergency Contact	Type
1	Insurance Renewal Service	☐	☐	☐	Both
2	DL Expiry	☐	☐	☐	Both
3	Daily Summary Mail	☐	☐	☐	Both

- *Additional Information Tabs:*
 - * Alternate Contact Info: Add or update additional contact details.
 - * DL Information: View or manage driving license-related details (if applicable).
- *User Communication Preferences:*
 - * This section allows you to manage communication settings such as: Notifications, Email updates, Emergency contact preferences.
 - * You can enable or disable options using checkboxes.



4. Vehicle & Contract

The Vehicle & Contract Information page allows you to view complete details related to your assigned vehicle and contract.

Key Features:

- *Overview Section:* At the top of the page, you can view a summary including:
 - * Name
 - * Vehicle model
 - * Registration number
 - * Location
 - * Phone number
 - * Tenure
 - * Contracted mileage
- *Basic Information:* This section provides important details about your contract and vehicle, such as:
 - * Type of contract
 - * Vehicle model
 - * Manufacturer name
 - * Contract end date
 - * Fuel type

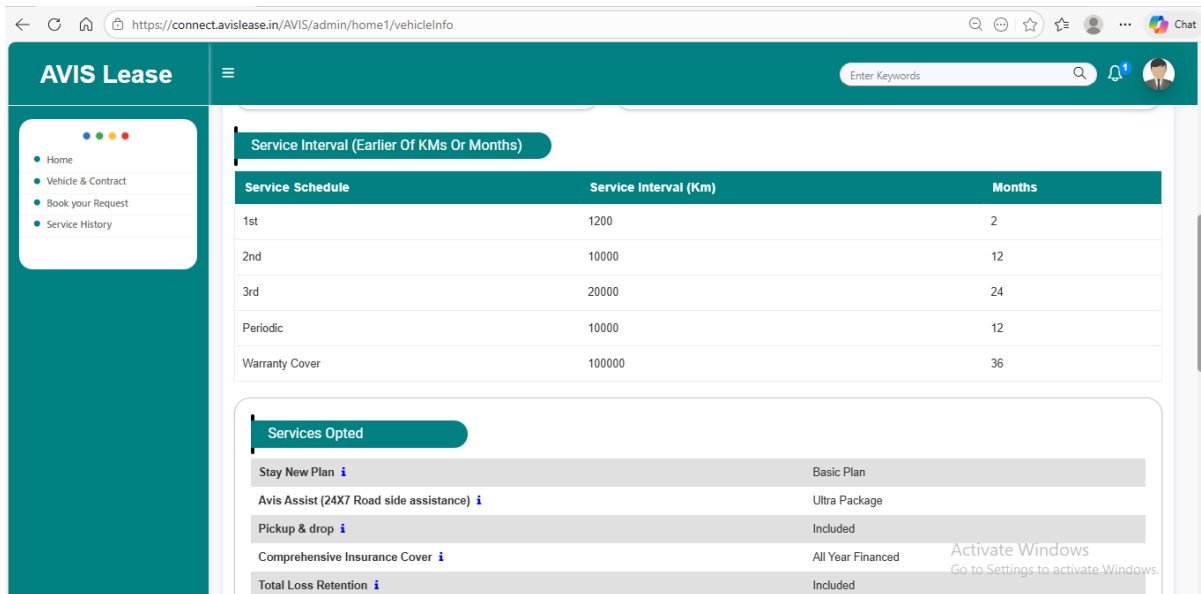
- * Area of usage
- * Registration city
- * Tenure (in months)
- * Contracted kilometres
- * Delivery date
- *Vehicle Inventory:* This section shows the list of items and accessories provided with the vehicle, including:
 - * Total number of keys
 - * Registration certificate
 - * Battery warranty card
 - * Service book / user manual
 - * Road tax certificate
 - * Wheel caps
 - * Jack / spare wheel / toolkit / hazard tools
 - * GPS / navigation memory card
 - * Permit / fitness certificate (if applicable)

Each item indicates whether it is available or not.

The screenshot displays the AVIS Lease web portal. The header includes the AVIS Lease logo, a search bar, and user profile information. The left sidebar contains navigation links: Home, Vehicle & Contract, Book your Request, and Service History. The main content area is titled 'Home : Vehicle Information' and features a table with columns: Name, Vehicle, Registration No., Location, Phone No., Tenure (Months), and Contracted Mile. Below the table, there are two sections: 'Basic Information' and 'Vehicle Inventory'. The 'Basic Information' section includes fields for Type Of Contract, Vehicle Model, Manufacturer Name, Contract End Date, Fuel Type, Area Of Usage, Registration City, Tenure (Months), and Contracted Kilometers. The 'Vehicle Inventory' section includes a list of accessories supplied with the vehicle, such as Total No. Of Keys (Originally Supplied), Original Registration Certificate, Battery Warranty Card, Service Book / User Manual, Road Tax Certificate, Wheel Caps, Jack/Spare Wheel/ToolKit/Hazard, and GPS / Navigation Memory Card. An 'Activate Windows' watermark is visible in the bottom right corner.

- *Service Interval:* This section displays the scheduled maintenance timeline for your vehicle. Services are due based on whichever comes first — kilometers driven or months elapsed.
- *Services Opted:* This section lists all the value-added services included in your lease contract: These are the services which picked dynamically according to vehicle contract.
 - * Stay New Plan – Basic Plan
 - * Avis Assist (24×7 Road Side Assistance) – Ultra Package
 - * Pickup & Drop – Included
 - * Comprehensive Insurance Cover - All yr. Financed
 - * Total Loss Retention – Included
 - * Tyre Management – Included

* Repairs & Maintenance – Included



The screenshot displays the AVIS Lease admin dashboard. The left sidebar contains navigation links: Home, Vehicle & Contract, Book your Request, and Service History. The main content area is titled 'Service Interval (Earlier Of KMs Or Months)' and contains a table with the following data:

Service Schedule	Service Interval (Km)	Months
1st	1200	2
2nd	10000	12
3rd	20000	24
Periodic	10000	12
Warranty Cover	100000	36

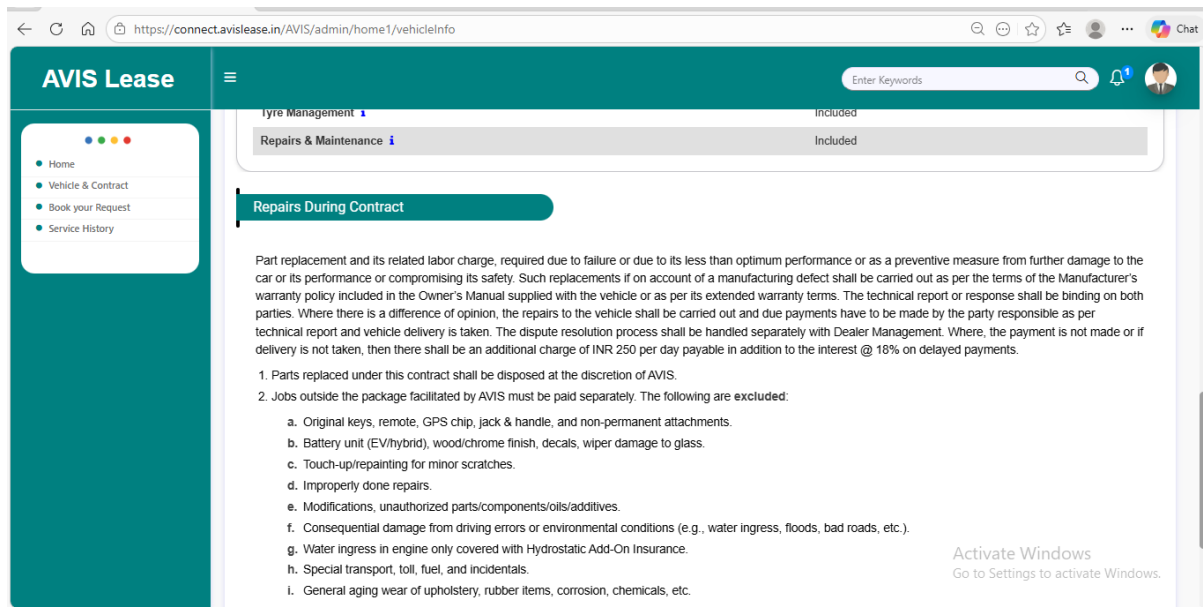
Below the table is a section titled 'Services Opted' which lists various services and their status:

Service	Status
Stay New Plan	Basic Plan
Avis Assist (24x7 Road side assistance)	Ultra Package
Pickup & drop	Included
Comprehensive Insurance Cover	All Year Financed
Total Loss Retention	Included

At the bottom right of the 'Services Opted' section, there is a message: 'Activate Windows. Go to Settings to activate Windows.'

- *Repairs During Contract:* This section outlines the terms and conditions applicable to vehicle repairs carried out during the lease period.
 - * Part replacements required due to failure, suboptimal performance, or as a preventive measure are covered under this contract. Manufacturing defects are handled as per the manufacturer's warranty policy or extended warranty terms.
 - * In case of a difference of opinion regarding repairs, the technical report shall be binding on both parties, and due payments must be made before vehicle delivery.
 - * If payment is not made or delivery is not taken,

an additional charge of **₹250 per day** will apply, along with **18% interest** on delayed payments.



- **Important Points:**

- * Parts replaced under this contract will be disposed of at AVIS's discretion.

- * The following jobs are **excluded** from the package and must be paid separately:

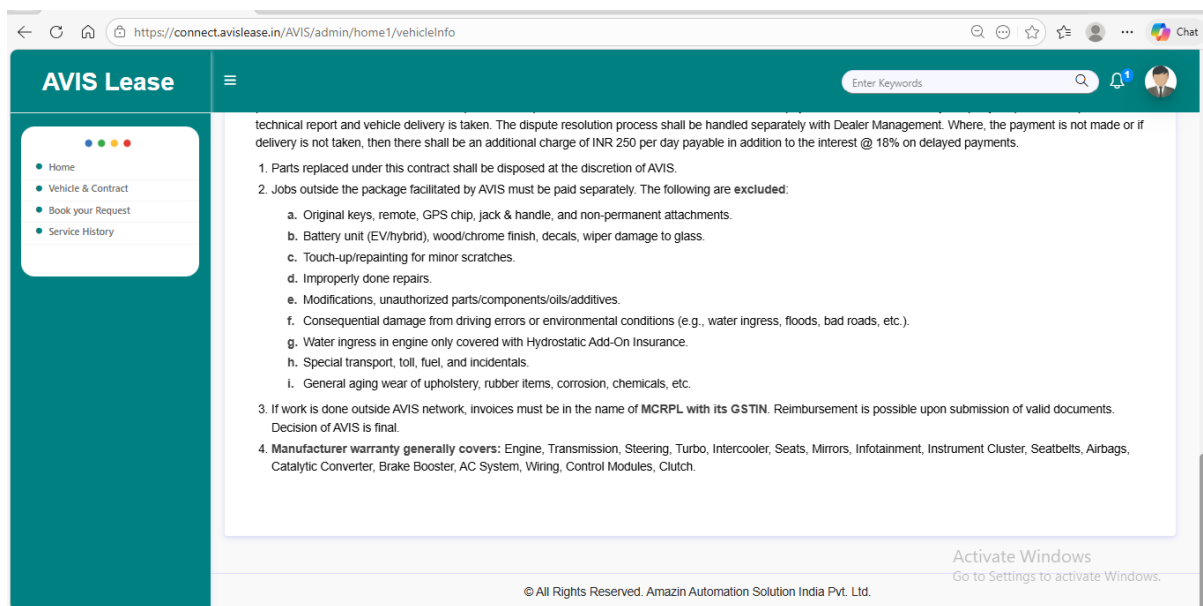
- a. Original keys, remote, GPS chip, jack & handle, and non-permanent attachments

- b. Battery unit (EV/hybrid), wood/chrome finish, decals, wiper damage to glass

- c. Touch-up/repainting for minor scratches

- d. Improperly done repairs

- e. Modifications, unauthorized parts/components/oils/additives
- f. Consequential damage from driving errors or environmental conditions (e.g., water ingress, floods, bad roads)
- g. Water ingress in engine — only covered with Hydrostatic Add-On Insurance
- h. Special transport, toll, fuel, and incidentals
- i. General aging wear of upholstery, rubber items, corrosion, chemicals, etc.



* If work is carried out outside the AVIS network, invoices must be in the name of **MCRPL with its GSTIN**. Reimbursement is possible upon submission of valid documents. AVIS's decision in such matters is final.

* **Manufacturer warranty generally covers:** Engine, Transmission, Steering, Turbo, Intercooler, Seats, Mirrors, Infotainment, Instrument Cluster, Seatbelts, Airbags, Catalytic Converter, Brake Booster, AC System, Wiring, Control Modules, and Clutch.

Vehicle contract – Workflow

This page is used to verify full vehicle contract and service reference details before taking any action. It helps users confirm contract limits, supplied inventory items, and service interval schedule in one place.

1. Verify Basic Information (contract type, tenure, contracted KM, end date, registration details).
2. Verify **Vehicle Inventory** to confirm supplied documents/items.
3. Check **Service Interval (KM/Months)** to identify due or upcoming service.
4. Review history tables for latest visit/work remarks.
5. Use this validation before creating new booking, escalation, invoice check, or final closure.

5. Book Your Request

The Book Your Request page allows you to raise a service or repair request for your vehicle directly through the portal.

At the top of the page, a 24×7 Emergency Roadside Assistance toll-free number is displayed: 1800-2108-099 for immediate help when needed.

Your vehicle summary (name, vehicle model, registration number, location, phone number, and tenure) is shown at the top for quick reference.

Key Features:

- *Work Required* – Describe the issue or service needed.
- *City of Repair* – Select your preferred repair city.
- *Current Odometer Reading* – Enter the current km reading.
- *Pick Up / Drop Required* – Choose Yes, No, or On Paid Basis.
- *Booking Request Date & Pick Up Time* – Select your preferred schedule.
- *Preferred Dealer* – Choose a service dealer from the dropdown.
- *Remark* – Add any additional notes if needed.
- *Upload Documents / Photos* – Attach supporting files if required.

- *Contact No. for Coordination* – Enter your reachable number.
- *Replacement Car Required* – Indicate if you need a temporary vehicle.

Once done, click Submit to raise your request.

AVIS Lease

24X7 Emergency Roadside Assistance Toll free Number : 1800-2108-099

Home > Booking Form

Name	Vehicle	Registration No.	Location	Phone No.	Tenure (Months)	Contracted
john.doe@avis.com	2020 KIA Niro EV	KA02AB1234	Mumbai	9876543210	12	100

Next Service Due: [Service History](#)

Work Require * **City Of Repair *** **Current Odometer Reading ***

Enter Work: -- Select -- Enter Current Odometer Reading:

Pick Up/ Drop Require Yes ☐ No ☐ On Paid Basis ☐

Booking Request Date * **Pick Up Time** **Preferred Dealer *** **Remark**

Select Date: --Select-- -- Select -- Enter Remark:

Upload Supporting Photo/Documents (Accept Only .jpeg, .jpg, .png, .pdf, Video Only)

No File Chosen

Contact No. For Coordination

Enter Contact No.:

Activate Windows
Go to Settings to activate Windows.

AVIS Lease

Next Service Due: 27 Apr, 2026 [Service History](#)

Work Require * **City Of Repair *** **Current Odometer Reading ***

Enter Work: -- Select -- Enter Current Odometer Reading:

Pick Up/ Drop Require Yes ☐ No ☐

Booking Request Date * **Pick Up Time** **Preferred Dealer *** **Remark**

Select Date: --Select-- -- Select -- Enter Remark:

Upload Supporting Photo/Documents (Accept Only .jpeg, .jpg, .png, .pdf, Video Only)

No File Chosen

Contact No. For Coordination

Enter Contact No.:

Replacement Car Required Yes ☐ No ☐

Activate Windows
Go to Settings to activate Windows.

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Book Your Request – Workflow

Booking

This is the starting point of every case. Users create a booking by entering vehicle details, customer details, service type, and other required information.

Correct booking entry is important because all future actions (status, invoice, settlement, reports) are linked to this booking record.

1. Create Booking

Enter all booking details carefully, including vehicle number, customer information, and required service type.

This is the base record, so any mistake here can affect all later steps.

2. Upload Documents

Upload required files (such as identity/vehicle/supporting proof).

Ensure each file is correct, readable, and mapped to the right booking.

6. Service History

The Service History page gives you a complete record of all past service and repair activities carried out on your vehicle.

Key Features:

Displays a log of all past service bookings with the following details:

- **Booking Ref No.** – Unique reference number for the service request.
- **Supplier Name** – The dealer/workshop where the service was performed.
- **Visit Date** – Date the vehicle was taken in for service.
- **Km** – Odometer reading at the time of service.
- **Work Type** – Nature of work carried out (e.g., bumper, periodic service).
- **Remarks** – Any additional notes recorded during the service.
- **Delivery Date** – Date the vehicle was returned after service.
- **Damage History Table** – Below the service log, a separate Damage History section records any damage-related incidents, with the same column structure — helping you track all damage events and their resolution throughout the contract period.

You can use the **Search** bar to filter records, and navigate between pages using the **Previous / Next** buttons.

Service History – Workflow

Service History page is used to check complete past records of a vehicle/booking.

It helps verify previous work, avoid duplicate entries, and confirm final status.

- Search by booking number or vehicle number.
- Open service and damage history entries.

The screenshot displays the AVIS Lease web application interface. The top navigation bar includes the AVIS Lease logo, a search bar, and user profile information. The left sidebar contains a menu with links to Home, Vehicle & Contract, Book your Request, and Service History. The main content area is titled 'Service History' and features a search bar and a table of service history entries. The table has columns for Booking Ref/No, Supplier Name, Visit Date, Km, Work Type, Remarks, and Delivery Date. Below the table, there is a 'Damage History' section with a similar table structure. The page also includes contact information for assistance and a chat button in the top right corner.

Booking Ref/No	Supplier Name	Visit Date	Km	Work Type	Remarks	Delivery Date
10000	AVIS RENT A CAR PVT LTD	20/08/2020	10000	REPAIR	REPAIR	20/08/2020

Booking Ref/No	Supplier Name	Visit Date	Km	Work Type	Remarks	Delivery Date
10000	AVIS RENT A CAR PVT LTD	20/08/2020	10000	REPAIR	REPAIR	20/08/2020