



Contract Processing Center

Monday – Friday 8 AM to 8 PM ET*

*CSG – Monday – Friday 8 AM at 6 PM ET

Effective August 28, 2023

For customer interviews, questions regarding held offerings and general inquiries.

1-855-720-2559	
Option 3	Customer Interview
Option 4	Retail Held Offerings
Option 5	Lease Held Offerings
Option 6	Commercial Transactions
Option 7	Ally Plus

Important Fax Numbers	
Funding Ancillary Documents (DDS)	Fax: (877)709-6084
RouteOne eContract Document	Fax: (866) 509-8454
Held Documents	Email: CPCHelds@ally.com

Contract Mailing Instructions	
Retail, Lease, ComTRAC & Municipal Lease: Via FedEx Priority Overnight 2-Day, etc.	Retail, Lease, ComTRAC & Municipal Lease: US Postal Service and all other couriers
Ally Suite 2070 4054 Willow Lake Blvd Memphis, TN 38153 Only FedEx packages sent to this zip code will arrive prior to 4:30 AM CST. Zip code must be accurate for early delivery.	Ally Suite 2070 4054 Willow Lake Blvd Memphis, TN 38118



Important Contact Information

Effective August 28, 2023

Questions and Inquiries	Business Unit	Toll-Free Number/Other	Hours of Operation
Contract Proceeds <ul style="list-style-type: none"> Statement of Dealer Transactions Contract Funding Lease agreements Held Offerings 	SmartCash (CPC) (Contract Funding)	855.223.2559	Mon-Fri 8 am - 5 pm ET
Dealer Reserve (post booking)	Administration (CPC) (Dealer Reserve)	855.689.9434	Mon-Fri 8 am - 8 pm ET
SmartCash (related to Floorplan) <ul style="list-style-type: none"> Wholesale Billing Floorplan Dealer trades Branch entered items 	Regional Business Centers	Central: 800.697.3337 Northeast: 800.257.5023 Pac West: 800.675.9387 Southeast: 800.742.1722 West-Dallas: 800.343.4541	Mon-Fri 9 am - 5 pm CT Mon-Fri 9 am - 5 pm ET Mon-Fri 9 am - 5 pm CT Mon-Fri 8:30 am - 5 pm ET Mon-Fri 9 am - 5 pm CT
Sales Support	Dealer Products & Services (DP&S)	877.357.8477 Option 6	Mon-Fri 8 am - 5 pm Local Time
F&I Rewards Inquiries		800.873.8528	Mon-Fri 9 am - 6 pm ET
Existing Consumer Accounts <ul style="list-style-type: none"> Payoffs Title/Lien Releases GAP Power of Attorney 	Dealer Service Center (DSC)	888.919.2559	Mon-Fri 9:30 am-6:30 pm ET Sat 9:00 am-6:00 pm ET Sun Closed
Ally Dealer Dash (e.g. password resets)			
Consumer Help Line: <ul style="list-style-type: none"> Extensions Payment Arrangements Customer Payoffs 	Customer Service Center (CSC)	888.925.2559 Ally Payment Processing P.O. Box 9001951 Louisville, KY 40290-1951	Mon-Fri 8 am – 11pm ET Sat 8 am – 10 pm ET
SmartAuction: <ul style="list-style-type: none"> Arbitrations Title Assistance SABB status 	SmartAuction	877.273.5572	Mon-Fri 8 am – 7 pm ET
Ally Insurance: <ul style="list-style-type: none"> Insurance Claims Coverage Questions 	Ally Insurance	800.729.4622	Mon-Fri 8 am – 5 pm ET

Thank you for your business!!