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***HertzWorkz***

# USER GUIDE

HERTZ FRANCHISE





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## **INTRODUCTION TO HERTZWORKZ**

The HertzWorkz Commerce solution (powered by VALO from InnerWorkings) is a global B2B eCommerce platform for selling branded products via a familiar, highly customizable online storefront experience. This tool offers self-service procurement of predefined products that are made available in a catalog interface with pre-determined prices.

The Hertz Franchise site will be used to order print, POS, merchandise, and custom packaging items.

## **USING HERTZWORKZ**

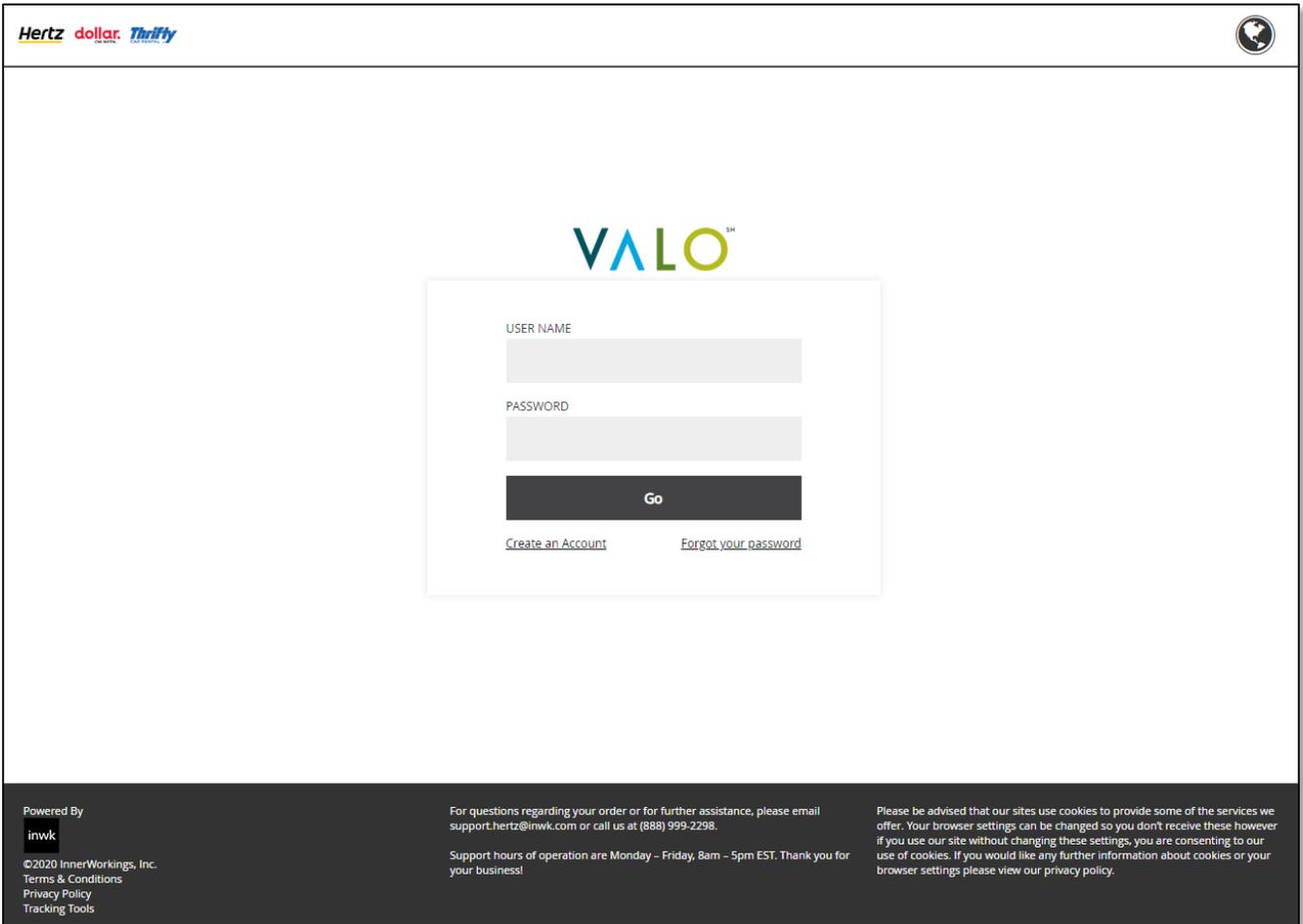
When working with HertzWorkz, you can:

- Access your Commerce site
- Browse the catalog
- Add items to your shopping cart
- Place an order
- Add items to your Favorites list
- View and copy previous orders
- Manage shipping addresses
- Contact Support



## ACCESSING THE HERTZ FRANCHISE SITE

To access the Hertz Franchise site, navigate to <https://hertzfranchise.inwk.com/>. Provide your username (your email address) and password, then click **Go** to log in.



If this is your first time accessing the site, click the **Create an Account** link found just below the username and password fields to view the self-registration form.





On the self-registration page, fill in the required information and select your primary brand & country from the dropdown appearing at the bottom of the page. Your username will be the email address entered on the form.

**Please Note:** If you have access through the corporate site, (e.g. with a hertz.com email address), you should not use that email address on this site.

For the address, enter your primary location's address, and select your primary brand & country from the dropdown appearing at the bottom of the page. You'll be asked to provide a starting password. Passwords must be a minimum of 8 characters with at least one digit, one number, and one special character (e.g. #\$\$%^).

After clicking "Submit", the self-registration form will route to Hertz for approval. You will receive an email notification when your self-registration request is approved.

After approval, return to the login screen and enter your email address in the user name field and the starting password you created on the self-registration form. Do not attempt to use reset password to access the site before the approval email is received.

For approved, active accounts you can reset your password by clicking the **Forgot your password** link on the login page.

On the reset password page, enter your email address in the username and click **Go** to generate a password reset email to your account.

Use the link in the email to reach the password reset screen, where you can enter a new password.

The 'User Information' form contains four input fields: 'FIRST NAME \*', 'LAST NAME \*', 'JOB TITLE \*', and 'AREA NUMBER \*'. Each field is represented by a grey rectangular box.

The 'Choose Your Brand' form features a dropdown menu labeled 'COMPANY DIVISION \*'. The dropdown is currently set to 'Hertz - US' and has a small downward arrow on the right side.

This form prompts the user to 'Please enter your Username and click Go'. It includes a 'USER NAME' label above a text input field containing 'FirstLast@HertzFranchise.com'. Below the input field are two buttons: a grey 'Cancel' button and a dark grey 'Go' button.





## BROWSING THE CATALOG

To find a specific item, you can browse through the categories on the left side of the screen or enter a keyword in the search field at the top of the screen.

The screenshot displays the Hertz website's catalog interface. At the top, there is a navigation bar with the Hertz logo, a 'HOME' icon, a 'Search...' field, and a user profile icon. Below the navigation bar, a 'Quick Entry' section is visible. On the left side, a 'CATEGORIES' sidebar is highlighted with a red box, listing 'All', 'Favorites', 'Dollar', 'Firefly', 'Hertz', and 'Thrifty'. The main content area shows a grid of product cards, each with a title, price, and an 'Add to cart' button. The cards include items like 'HERTZ BUSINESS CARD', 'HERTZ CONNECT COUNTER', 'HERTZ CONNECT POSTER', 'HERTZ NO SMOKING CC', 'HERTZ VEHICLE GUIDE', 'HERTZ HBR POSTER', and 'MEXICO INSURANCE COU...'. The bottom of the page features a footer with 'Powered By inwk', copyright information for InnerWorkings, Inc., and a disclaimer about cookies.

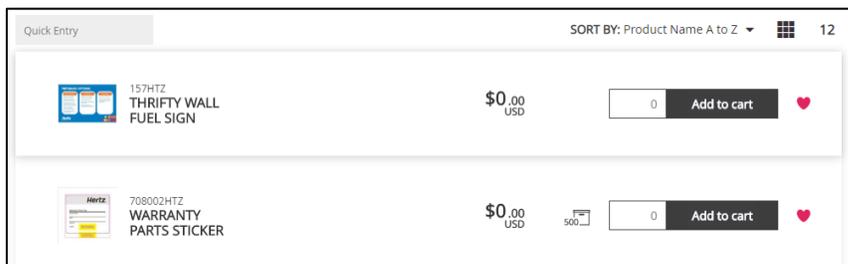


## Adjusting the Catalog View

Use the menu in the upper right to change the view of the catalog. The options include:



- Sorting the category alphabetically, or by price
- Switching from “Grid View” to List view by clicking the icon: 



- Changing the number items before page breaks by clicking the number to the right of the Grid/List view icon

## The Item Detail Screen

Click on an item’s image to access the item detail screen, which provides you with additional information. For inventory items, the additional information on the right will include the current stock level. There may be minimum and maximum order quantities listed.

THRIFTY WALL FUEL SIGN	Product Information	
	Product Name	THRIFTY WALL FUEL SIGN
	Product ID	157HTZ
	Price	USD \$0.00
	Items in Stock	9
	Min Quantity	1
	Max Quantity	5



## Adding Items to Your Favorites List

If you will be ordering a certain item frequently, click the **Add To Favorites** heart to add it to your Favorites list to make it easy to find in the future. The heart is available on the catalog and detail screen.

Add to Cart			
Items to Add	Price per Unit	Total Price	
0	USD \$0.00		
			<b>Add To Favorites</b>

You can see the list of all your favorite items by clicking **Favorites** in the **Categories** menu. Click the heart to remove it from your favorites.

Quick Entry

SORT BY: P

CATEGORIES

- All
- Favorites**
- Dollar
- Firefly
- Hertz
- Thrifty

157HTZ  
THRIFTY WALL FUEL SIGN  
\$0.00 USD  
0 Add to cart

1901906HTZ  
THRIFTYDRIVINGTIPS LEGA...  
\$0.00 USD 200  
0 Add to cart

708002HTZ  
WARRANTY PARTS STICKER  
\$0.00 USD 500  
0 Add to cart



## Back in Stock Notifications

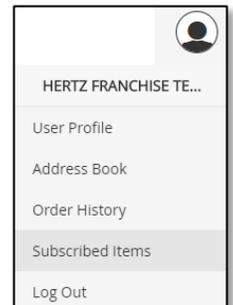
Items that are out of stock will show an “Out of Stock” label in the catalog and won’t be able to be ordered until the inventory is replenished.

If you’d like to receive an email notification when an item is back in stock, go to the item detail screen, enter your email in the notification box appear at the bottom right and click **Subscribe**.

The screenshot shows a dark grey 'Add to Cart' button at the top. Below it, the text 'Out of Stock' is displayed in red. Underneath, there is a notification box with an envelope icon and the text 'Enter your email address to be notified when this item is back in stock.' A text input field contains the email 'first.last@myfranchise.com', and a dark grey 'Subscribe' button is positioned to its right.

This is done on a per item basis. To add additional items, you’ll need to go to their detail screen and subscribe to the notification on each item.

To view the complete list of items you’ve subscribed to receive back in stock notifications for, click on the Subscribed Items link found by hovering over your user icon.



The screenshot shows a table titled 'Subscribed Items'. At the top left of the table area is a link that says '× Unsubscribe All'. The table has four columns: 'ITEM SKU', 'ITEM NAME', 'EMAIL ADDRESS', and 'NOTIFICATIONS'. There are two rows of data.

ITEM SKU	ITEM NAME	EMAIL ADDRESS	NOTIFICATIONS
TH-218HTZ	DOLLAR THRIFTY VEHICLE INSPECTION	jdoe@hertzfranchise.com	Unsubscribe
190098HTZ	BLACK LIGHT SCANNER/ UV-16	jdoe@hertzfranchise.com	Unsubscribe

A list of all subscribed items will appear. To unsubscribe, click the **Unsubscribe All** link at the top or use the button next to an individual item to remove it.

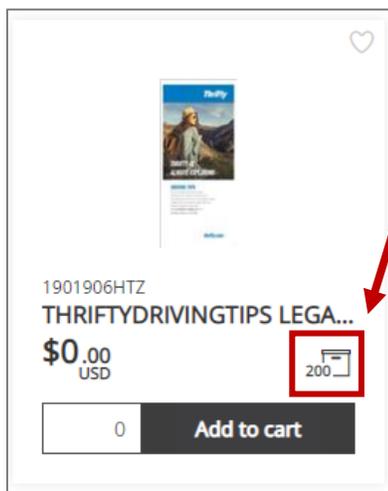
## ADDING ITEMS TO YOUR SHOPPING CART

There are several ways to add an item to your shopping cart:

1. From the catalog page, enter the quantity in the field provided and click Add to cart.

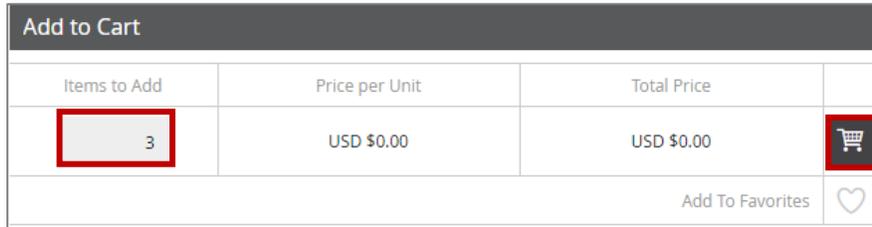


**Important:** When entering the desired quantity for your order, be sure to look at the pack size of the item. Items are often ordered in packs, not individually ordered. If no pack symbol is present, the item is sold in Eaches.



Product Information	
Product Name	THRIFTYDRIVINGTIPS LEGAL REQ ALL STATES
Product ID	1901906HTZ
Price	USD \$0.00
Package Quantity	Pack of 200
Items in Stock	4
Min Quantity	1
Max Quantity	5

2. On the item detail screen, enter the desired quantity in the Add to Cart area and click the shopping cart button.



3. On any catalog screen, click into the Quick Entry field and enter an item sku.



An add to cart quantity box and button will appear. Enter your quantity and click the add to cart button.



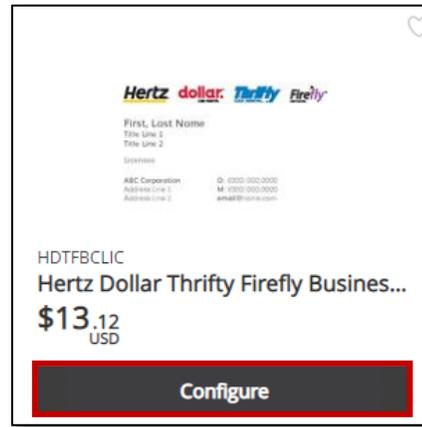
After adding at least one item to your shopping cart, an icon will appear in the upper right next to your user icon. This icon will be used to preview items in the cart and to begin the checkout process.



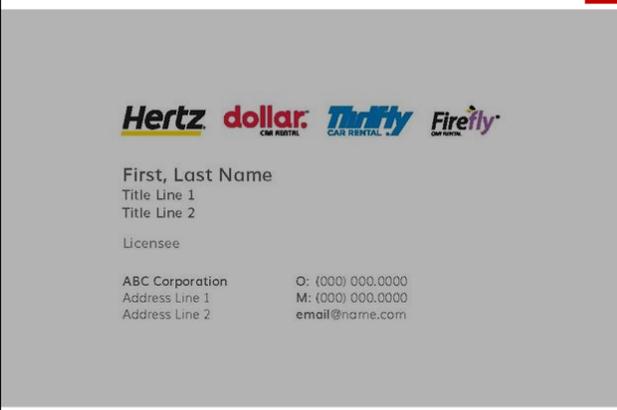
## CUSTOMIZE AN ITEM

Some items require customization on the item detail screen before ordering.

To open the item detail screen for customization, click on **Configure** underneath the item's image.



To customize an item on the item detail screen, hover over the item image and click on it to bring up the custom form. Alternately, the pencil icon can be clicked to also bring up the custom form.

Hertz Dollar Thrifty Firefly Business Card - Licensee		Product Information	
		Product Name	Hertz Dollar Thrifty Firefly Business Card - Licensee
		Product ID	HDTFBCLIC
Overview		Add to Cart	
		Items to Add	Total Price
		250	USD \$13.12
		Add To Favorites	

Once the customization form appears:

1. Enter your personalized information into the form on the left.
2. To save your information, enter a name in the “Quick Fill” field just above the Update bottom at the bottom and click on “Save Quick Fill”. This will allow you to load info into the same item on a future visit.
3. To load a saved quickfill, click the down arrow at the top left, next to the words “Choose Quick Fill” and select the name you previously saved. This will load all saved data.
4. To view your imprint, click “Update” The image on the right will update to show your entered information.

Choose Quick Fill

Name\* John Doe

Title 1\* Manager

Title 2\*

Company Name\* My Hertz Franchise

Address Line 1\* 1234 Anywhere St.

Address Line 2\* Sales Division

Phone 1 Type\* Office

Phone 1 Number\* (000) 000-0000

Phone 2 Type\* Fax

Phone 2 Number\* (000) 000-0000

Enter Quick Fill Name Save Quick Fill

Update Approve/Checkout

Choose Quick Fill

Name\* John Doe

Title 1\* Manager

Title 2\*

Company Name\* My Hertz Franchise

Address Line 1\* 1234 Anywhere St.

Address Line 2\* Sales Division

Phone 1 Type\* Office

Phone 1 Number\* (000) 000-0000

Phone 2 Type\* Fax

Phone 2 Number\* (000) 000-0000

Enter Quick Fill Name Save Quick Fill

Update Approve/Checkout

Hertz dollar Thrifty Firefly

John Doe  
Manager  
Licensee

My Hertz Franchise  
1234 Anywhere St.  
Sales Division

O: (000) 000.0000  
F: (000) 000.0000  
jdoe@fran-

5. The tool bar above the image can be used to flip through the images, alter how you view the imprint, including zoom in/out by percentage, zoom in/out by slider, full screen view, and view at actual size (1:1).



- Once you're satisfied with your imprint, click the **"Approve/Checkout"** button which saves your imprint and activates the **Shopping Cart** button. You will **not** be able to place an order until the **Approve/Checkout** button is clicked. The form customization window will close afterwards.

Add to Cart			
Items to Add		Total Price	
250 ▼		USD \$13.12	
Add To Favorites			

- Select a quantity to order in the **"Items to Add"** field.
- To add the item to your cart, click the Shopping cart button. You will be prompted to **Confirm** or **Cancel** on the proof. Click **"Confirm"** and the item will be added to your cart.

If this is the first item you're adding to the shopping cart, a checkout icon will appear in the upper right next to the user icon.



Do you approve the purchase of this ?

1 / 2 48%

**Hertz** **dollar.** **Thrifty** **Firefly**  
CAR RENTAL CAR RENTAL CAR RENTAL

John Doe  
 Manager  
 Floor Manager  
 Licensee

My Hertz Franchise      O: (000) 000.0000  
 1234 Anywhere St.      F: (000) 000.0000  
 Sales Division              jdoe@fran-



## REVIEW YOUR ITEMS

On the **Items** screen, you can

1. Remove all items from your shopping cart by clicking **Clear**
2. Modify item quantities in the **Quantity** field
3. Remove individual items by clicking the **X** button for the line item
4. Continue adding items to your cart before checking out by clicking the **Continue Shopping** button
5. Continue with the purchasing process by clicking the **Next** button

Items Shipping Payment Checkout

1 2 3 4

Shopping Cart Clear 1

Item Description	Quantity	Price	Subtotal
 SKU 157HTZ THRIFTY WALL FUEL SIGN	2 2	USD \$0.00	USD \$0.00 X 3
 SKU 600717HTZ HERTZ CONNECT COUNTER SIGN	3	USD \$0.00	USD \$0.00 X

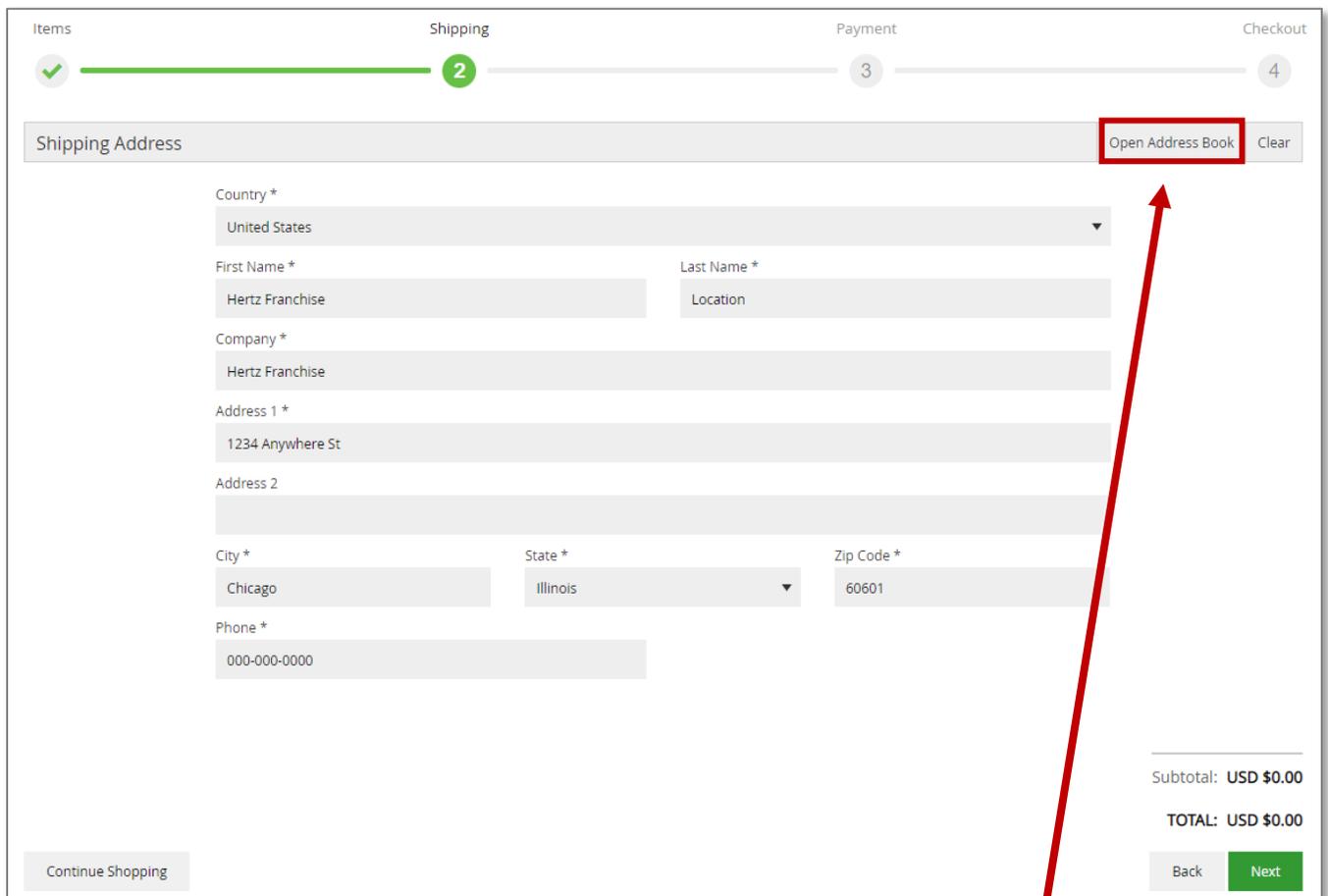
Subtotal: USD \$0.00

TOTAL: USD \$0.00 5

Continue Shopping 4 Next

## REVIEW OR ENTER SHIPPING ADDRESS

On the **Shipping Address** page you can enter the location where the items will be shipped. The address should default to what was entered during self-registration, but please be sure to review and fill in any additional required information.



The screenshot shows a checkout process with four steps: Items, Shipping, Payment, and Checkout. The 'Shipping' step is active and highlighted with a green bar and the number '2'. The 'Items' step is marked with a green checkmark, 'Payment' with the number '3', and 'Checkout' with the number '4'. The 'Shipping Address' form contains the following fields:

- Country \*: United States (dropdown menu)
- First Name \*: Hertz Franchise
- Last Name \*: Location
- Company \*: Hertz Franchise
- Address 1 \*: 1234 Anywhere St
- Address 2: (empty field)
- City \*: Chicago
- State \*: Illinois (dropdown menu)
- Zip Code \*: 60601
- Phone \*: 000-000-0000

At the top right of the form, there is a link labeled 'Open Address Book' (highlighted with a red box) and a 'Clear' button. A red arrow points from the 'Open Address Book' link towards the bottom right of the page. In the bottom right corner, there is a summary of costs: Subtotal: USD \$0.00 and TOTAL: USD \$0.00. Navigation buttons include 'Continue Shopping', 'Back', and 'Next'.

To select from a list of addresses saved in your user profile, click the **Open Address Book** link.



To narrow the list of displayed addresses, enter the desired criteria in the **Search By** area and click **Search**.

Shipping Address Open Address Book Clear

Search by

**Personal Address Book**

<p>COUNTRY</p> <input type="text"/>	<p>John Doe</p> <p>Hertz Franchise Location 1 1234 Anywhere St Chicago, IL 60601</p>	<p>Jennifer Doe</p> <p>Hertz Franchise Location 2 2345 St. Elsewhere Chicago, IL 60601</p>
<p>FIRST NAME</p> <input type="text"/>	<p>LAST NAME</p> <input type="text"/>	<p><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p>
<p>COMPANY</p> <input type="text"/>		
<p>ADDRESS 1</p> <input type="text"/>		
<p>ADDRESS 2</p> <input type="text"/>		
<p>ADDRESS 3</p> <input type="text"/>		
<p>ADDRESS 4</p> <input type="text"/>		
<p>CITY</p> <input type="text"/>	<p>STATE</p> <input type="text"/>	<p>ZIP CODE</p> <input type="text"/>
<p>PHONE</p> <input type="text"/>		

Select the desired shipping address from the address book and click **Ok** to add it to your order. Click **Next** to proceed to the **Payment** page.



## PROVIDE YOUR AREA NUMBER

On the **Payment** page, enter your area number. Do not enter any additional numbers that follow a hyphen.

If you're ordering for multiple locations, we recommend checking out with one location's order at a time so the correct Area number for the entire order can be entered.

If you see an error that the Area number is not in the system, please contact support at [support.hertz@inwk.com](mailto:support.hertz@inwk.com) to have your area number added.

The screenshot shows a 'Payment method' section. On the left, there is a button labeled 'Bill to My Account'. To its right is a form field labeled 'Area Number \*' containing the text '12345'.

Click **Next** to proceed to the **Checkout** final confirmation page.

## FINALIZE YOUR ORDER

On the final screen, review your order and make any necessary changes. Once you've confirmed the information, click **Checkout**.

Items Shipping Payment Checkout 4

### Shipping Address

John Doe  
Hertz Franchise Location 1  
1234 Anywhere St  
Chicago, IL, 60601  
▼  
[Change](#)

### Payment Information

Bill to My Account  
Area Number 12345  
[Change](#)

Item Description	Quantity	Price	Subtotal
 SKU 157HTZ THRIFTY WALL FUEL SIGN	2	USD \$0.00	USD \$0.00
 SKU 600717HTZ HERTZ CONNECT COUNTER SIGN	3	USD \$0.00	USD \$0.00

[Change](#)

Subtotal: USD \$0.00  
TOTAL: USD \$0.00

[Continue Shopping](#) [Back](#) [Checkout](#)



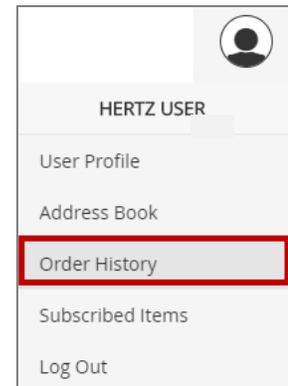
An **Order Confirmation** screen will appear with the option to print on the bottom right corner.

You will also receive an email copy of your order confirmation at the email address on your account. If you need to contact InnerWorkings regarding the order for any reason, please reference your order number which appears in the upper-right corner.

ORDER CONFIRMATION				1/10/2020
ORDER #PO796961158		DETAILS In Progress		
SHIPPING ADDRESS				
John Doe InnerWorkings 1234 Anywhere St Suite 850 Chicago, IL 60654 United States 000-000-0000				
Item	Line Item Status	Quantity	Price	Sub Total
THRIFTY WALL FUEL SIGN 157HTZ	In Progress	2	USD \$0.00	USD \$0.00
				Tax: USD \$8.00
				TOTAL: USD \$0.00
				

# VIEW AND COPY PREVIOUS ORDERS

To access a list of all orders you have placed, hover over your user icon and select **Order History**.



On the **Order History** screen, you can **filter** order by date or status or search by keyword.

The screenshot shows the 'Order History' interface. On the left, there are filter sections for 'Date Range' (with two date pickers), 'Order Status' (with checkboxes for In Progress, Partially Shipped, Completed, Invoiced, and Canceled), 'Order Number', 'Product name', and 'Description'. A 'Search' button is at the bottom of the filters. The main area displays a table with one order entry:

ORDER NUMBER	ORDER DATE	ORDER TOTAL	ORDER STATUS	ORDER DETAILS
#PO1530254380	8/13/2019	USD \$0.00	In Progress	<a href="#">View Details</a>

A search filter overlay is shown in the foreground, mirroring the filter sections on the left. It includes a 'Date Range' section with two date pickers (9/1/2019 and 9/30/2019), an 'Order Status' section with all checkboxes selected, and input fields for 'Order Number', 'Product name', and 'Description'. A 'Search' button is at the bottom of the overlay.

## ORDER HISTORY DETAILS

Click [View Details](#) to bring up an order's confirmation screen, which lists all the included items. At the bottom of the screen, click the shopping cart  to add all these items to your cart, or the print button  to print the screen.

**Please note:** If you attempt to add items back to your cart which are inventory items, they must be in stock at the time or they will not successfully add back to your shopping cart.

ORDER CONFIRMATION 1/10/2020

ORDER #PO796961158 DETAILS

In Progress

---

SHIPPING ADDRESS

John Doe  
InnerWorkings  
1234 Anywhere St  
Suite 850  
Chicago, IL 60654  
United States  
000-000-0000

---

Item	Line Item Status	Quantity	Price	Sub Total
THRIFTY WALL FUEL SIGN 157HTZ	In Progress	2	USD \$0.00	USD \$0.00

---

Tax: USD \$8.00

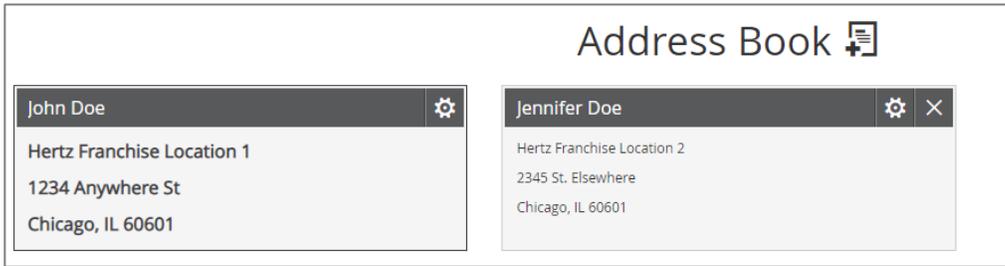
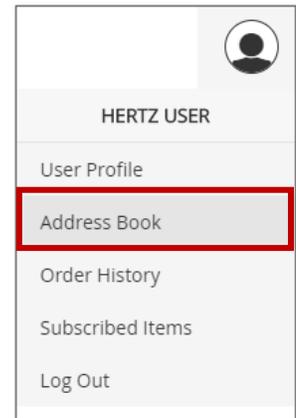
TOTAL: USD \$0.00

## MANAGE SHIPPING ADDRESSES

To modify the shipping addresses available at checkout, hover over your User icon and select **Address Book**.

Your saved shipping addresses will appear. The first address listed will be the one set as the default.



To add a new address, click the **Add** icon . To modify an existing address, click the **Gear** icon .

## CONTACT SUPPORT

To contact InnerWorkings Support with questions or requests regarding your site, please send an email to [support.hertz@inwk.com](mailto:support.hertz@inwk.com) or call us at (888) 999-2298.