

Hertz Twin Hill Uniform Website Tutorial

January 2020

Hertz **dollar.** *Thrifty*

TWINHILL®

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T W I N H I L L ®

Admin Login

To Order Uniforms

Access the site:

- hertz.twinhillstore.com

User name for Admin:

- You will have a separate username for all locations for which you order.
- employeid_4 digitlocation#, example: 123456_1620

Passwords will be set as:

- welcome1 for initial login

Changing password after initial login:

- You will be prompted to enter an email when changing your password.
- **Do Not Use Your Hertz Email**
- Emails have been created for each location a Uniform Champion orders for by using your username@hertz.com. i.e., 123456_1620@hertz.com

Change Your Password in Three Easy Steps.

Step 1. Enter the e-mail address associated with your hertz.twinhillstore.com Account (done).

Step 2. Check your e-mail and click the link (done)

▶ Step 3. Please enter your new password twice below, then click "Submit."

Email *	<input type="text" value="123456_1620@hertz.com"/>
New Password *	<input type="password" value="....."/>
Confirm Password *	<input type="password" value="....."/>

This is the only time you will use this email. When asked to add an extra or an additional email to an employee's profile or to an order, use your Hertz.com email.



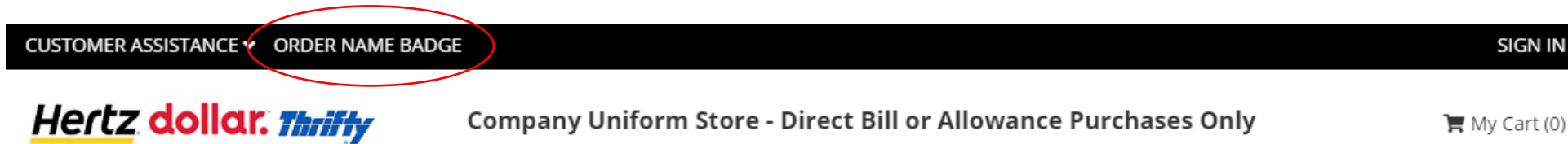
Name Badge Login

To Order Name Badges

Access the site:

- hertz.twinhillstore.com

Click on Order Name Badge link



You will be able to access the link before and after you sign into the site.

Username is:

- 4-digit location number i.e, 1620

Password is:

- 4-digit location number plus 2-character state code, i.e, 1620tx
- The password is not case sensitive



Uniform Wearing Administrators

Initial account configuration to self order

If you do not wear a uniform, proceed to page 7. This section will guide you through account set up for self ordering.

The admin login steps on page 3 must be completed before proceeding with self ordering.

Access the site:

- hertz.twinhillstore.com

Use your admin user name for your Brand to log in:

- employeeid_4 digitlocation#, or 123456_1620

Once logged in as an admin (Refer to Page 8)

- Confirm Allowance
- Go to My Account
- Go to Sub Account
- Search for yourself
- Assign yourself to the appropriate work group
- Add allowance

Logout



Uniform Wearing Administrators

Login to order your own approved uniform

Access the site:

- hertz.twinhillstore.com

Enter username:

- Employee ID, i.e., 123456

Password:

- welcome1

Changing password after initial login:

- You will be prompted to enter an email when changing your password after your initial login.
- Use your Hertz.com email, for example lisa.jefferys@hertz.com

Change Your Password in Three Easy Steps.

Step 1. Enter the e-mail address associated with your hertzcorporate.wjserver1310.com Account (done).

Step 2. Check your e-mail and click the link (done)

▶ Step 3. Please enter your new password twice below, then click "Submit."

Email *	<input type="text" value="lisa.jefferys@hertz.com"/>
New Password *	<input type="password"/>
Confirm Password *	<input type="password"/>

Once the password has been changed, you are ready to place the order.



Placing Allowance Orders on Behalf of

Before placing the initial order for an employee, the Admin will:

- Assign the employee to the correct workgroup
 - The workgroups are separated by New Hire and Replenishment
- Add the allowance points designated for each workgroup



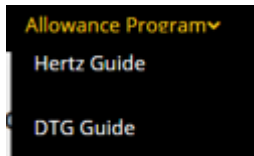
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Ordering on Behalf of

After logging in

Step 1: Click on Allowance Program to find the new hire allotment or yearly refresh allotment for the workgroup(s) you will be ordering for

Step 2: Select the correct brand.

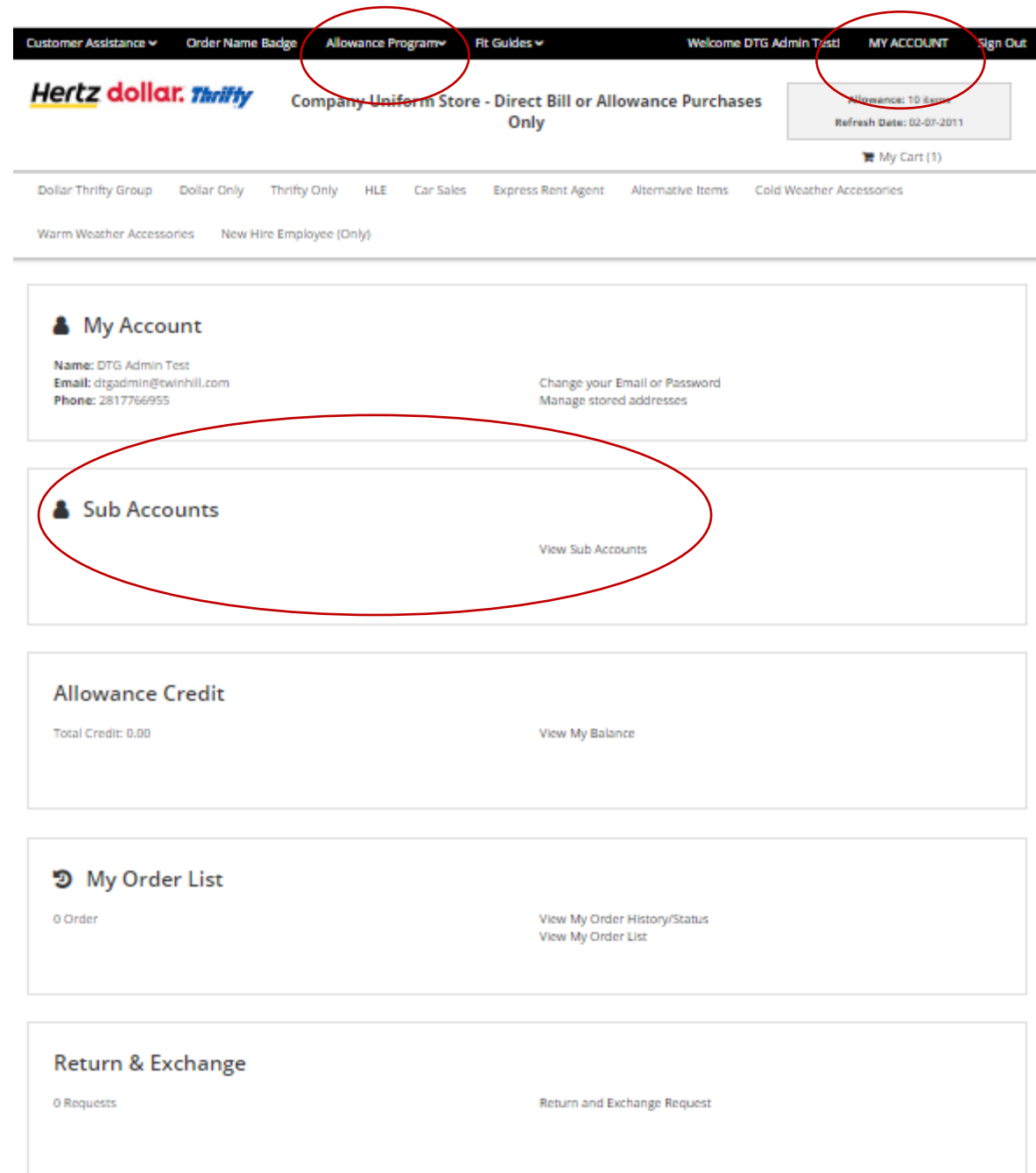


Step 3: Scroll to the relevant page.

- Pages 2-4 are New Hire related
- Page 5 shows the yearly refresh allotments by workgroup

Step 4: Click on My Accounts

Step 5: To search for an employee - scroll down to Sub Accounts and click on View Sub Accounts



The screenshot shows the Hertz Dollar Thrifty website interface. At the top, the navigation bar includes links for Customer Assistance, Order Name Badge, Allowance Program (circled in red), Fit Guides, Welcome DTG Admin Test!, MY ACCOUNT (circled in red), and Sign Out. Below the navigation bar, the Hertz Dollar Thrifty logo is displayed, followed by the text "Company Uniform Store - Direct Bill or Allowance Purchases Only". A dropdown menu for "Allowance: 10 (Last)" is visible, showing a "Refresh Date: 02-07-2011" and a "My Cart (1)" icon. The main content area features several sections: "My Account" (with user details: Name: DTG Admin Test, Email: dtgadmin@twinhill.com, Phone: 2817766955, and links for "Change your Email or Password" and "Manage stored addresses"), "Sub Accounts" (circled in red, with a "View Sub Accounts" link), "Allowance Credit" (with "Total Credit: 0.00" and a "View My Balance" link), "My Order List" (with "0 Order" and links for "View My Order History/Status" and "View My Order List"), and "Return & Exchange" (with "0 Requests" and a "Return and Exchange Request" link).

Employee Search & Assigning of Workgroup

3 Ways to Search

- By Name
- By Location Code
- By Employee Number

If employee cannot be located, it is possible the employee has not been uploaded to the employee file feed.

Email uniforms@hertz.com if employee not found.

Once employee is located:

- Click on View/Reassign Groups. This shows all workgroups for each brand.
- Select the correct workgroup.
 - If New Hire, select the applicable NH job category.
 - If not, select the applicable job category.
 - If Flex, select non-manager job category
- Click on Confirm
- If the employee is in the correct workgroup, click on Close.



Sub Accounts

Page Size 10 per page Page 1 of 1

First Name: Last Name: Location Code: 1000 Employee Number:

Search

Email	Name	Location Code	Employee Number	Customer Group	Account Number	Orders	Order Total
dtgoutside@twinhill.com Login As Customer Points Available 4.0	DTG Outside Testing Hertz			View/ReAssign Groups	DTGUS	1	\$0.00
dtginside@twinhill.com Login As Customer Points Available 0.0	DTG Inside Testing Hertz			View/ReAssign Groups	DTGUS		\$
hertzbusdriver@twinhill.com Login As Customer Points Available 0.0	Hertz Bus Testing Hertz						\$
hertzoutside@twinhill.com Login As Customer Points Available 0.0	Hertz Outside Testing Hertz						\$
hertzinside@twinhill.com Login As Customer Points Available 0.0	Hertz Inside Testing Hertz						\$

View/ReAssign Groups

Available Groups

- hertz_nh_manager
- hertz_nh_inside
- hertz_nh_outside
- hertz_nh_hawaii_nonmanager
- hertz_nh_hawaii_manager
- hertz_nh_nonmanager
- hertz_hawaii_nonmanger
- hertz_nonmanager
- hertz_inside
- hertz_outside
- hertz_expressrent
- hertz_HLE
- hertz_hawaii_manager
- hertz_manager

Close Confirm

Adding Allowance

Once employee has been assigned to correct workgroup, refer to Points Available.

This is the amount of allowance points the employee has available to spend. You may add or delete points based on the approved allowance. Allowance is not automatically updated. Additional allowance for New Hire post 30-day orders will need to be added as well.

If an employee has exceeded the allowance points for their workgroup, you may delete the overage.

Allowance information can be found on the black menu bar at the top of each page.

Please note: There is a maximum allotment for each category. If exceeded, the system will not allow you to continue ordering until the quantity ordered is corrected.

To Add Allowance:

- Click on the points shown. In this example its 0.0. (Yellow arrow)
- Under Points, insert quantity required for the work group. (Red arrow)
- Click on Add.

To Delete or Reduce Allowance:

- Insert a negative number.
 - ❑ EX: To reduce by 15 points, use -15. Click on Add

You are now ready to place an order on behalf of an employee.

Click on Login As Customer.



Customer Assistance ▾ Order Name Badge ▾ **Allowance Program ▾** Fit Guides ▾ Welcome admin!

Hertz dollar Thrifty Company Uniform Store - Direct Bill or Allowance Purchases Only

Sub Accounts

Page Size 10 per page Page 1 of 1

First Name: Last Name: Location Code: 1000 Employee Number:

Search

Email	Name	Location Code	Employee Number	Customer Group	Account Number	Orders	Order Total
dtgoutside@twinhill.com Login As Customer Points Available 4.0	DTG Outside Testing Hertz			View/ReAssign Groups	DTGUS	1	\$0.00
dtginside@twinhill.com Login As Customer Points Available 0.0	DTG Inside Testing Hertz			View/ReAssign Groups	DTGUS		\$
hertzbusdriver@twinhill.com Login As Customer Points Available	Hertz Bus Testing Hertz			View/ReAssign Groups	HRTZUS		\$
hertzoutside@twinhill.com Login As Customer Points Available	Hertz Outside Testing Hertz			View/ReAssign Groups	HRTZUS		\$
hertzinside@twinhill.com Login As Customer Points Available 0.0	Hertz Inside Testing Hertz			View/ReAssign Groups	HRTZUS		\$

Add Points Available Points : 0.00

Customer Name
DTG Inside Testing

Points Available
0.00

Points
9

Close Add

Add Points Available Points : 10.00


Customer Name
DTG Inside Testing

Points Available
30.00

Points
-15

Close Add

Employee Data Review and Brand Selection

- Confirm the Name is the employee you are ordering for:  **My Account**

Name: Newuser dtg

- Add your Hertz.com email to the employee profile in order to receive the email confirmation upon submitting the order

- Select Change your Email or Password

- Enter your email under

Additional Emails

lisa.jefferys@hertz.com

- Add or change an address:

- Select Manage stored addresses
- Orders cannot be shipped to a PO Box

- Note the brands available.

- For DTG dual locations select Dollar Thrifty Group.
- If your location is a Dollar only location or a Thrifty only location, select Dollar only or Thrifty only.
- Please note the top and outerwear assortment is different between Dollar only locations, Thrifty only locations and Dollar Thrifty Group dual locations.


- Notice the top right box that shows the allowance points available and the date for the next refresh of those allowance points for the employee.

- Click on the Brand.

Hertz dollar. Thrifty

Company Uniform Store - Direct Bill or Allowance Purchases Only

Allowance: 15 Items
Refresh Date: 11-01-2019

 My Cart (0)

Dollar Thrifty Group Dollar Only Thrifty Only

 My Account

Name: Newuser dtg
Email: newuserdtg@twinhill.com
Phone: 999-999-9999

[Change your Email or Password](#)
[Manage stored addresses](#)



Creating the Order

Step 1: Select the gender and category to order, i.e., Tops, Sweaters, etc.

Step 2: Click on the item

- Select the measurement, i.e., Petite, Regular, Tall, etc.
- Select the size(s) needed
- Add to cart
 - If selected quantity is more than allotted allowance, a message will appear requesting removal of the overage. You will not be able to continue until the correction is made.

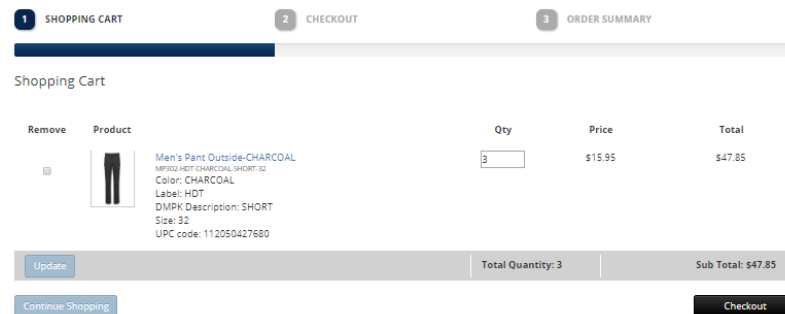
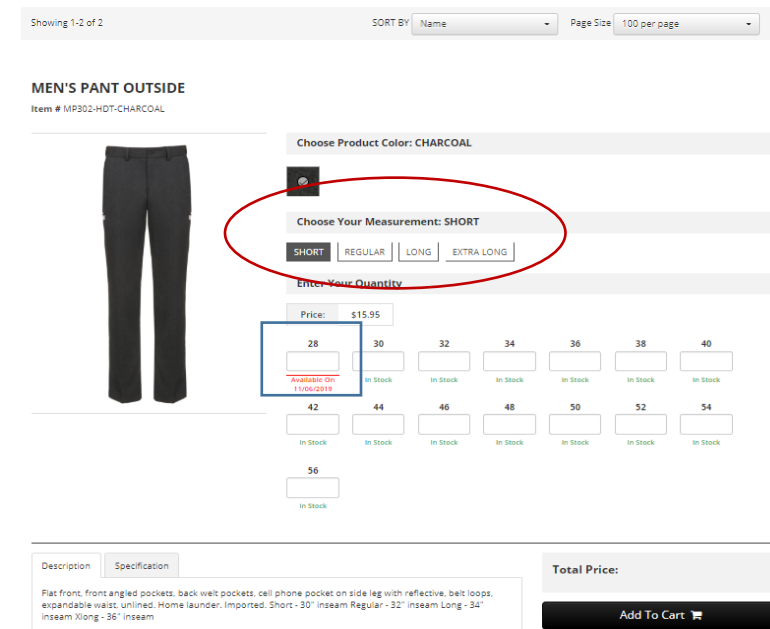
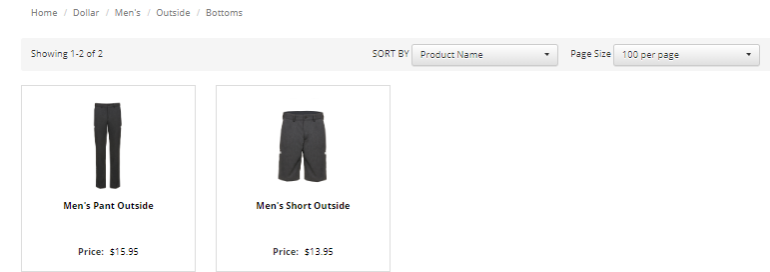
There will be instances where a size may be on back order. A message will advise when the item will be available. If you'd like to select a different size or measurement, or even a different style, feel free to do so. Otherwise, select the back ordered item.

If an available date is not provided and it only states out of stock, this item/size is not available. The recommendation is to order a different style or size or place the order for this item as there could be a substitution style that will be sent in its place.

Step 3: Review the cart

Step 4: Click on continue shopping to finish your order. You can also change quantity or remove the item from the cart as well.

Step 5: Click on Checkout if finished shopping



Checkout

Step 1: Confirm ship to address is correct. If not, change the address by clicking on Change.

Twin Hill uses the Hertz FedEx shipping account for both direct bill and allowance orders. FedEx charges will be shown as 0.00.

Shipping types:

- FedEx Ground is the only approved shipping method for allowance.
- If direct bill, then you will see three options.
 - FedEx Ground is to be used for direct Bill.
 - FedEx 2 day and Overnight should be selected for emergency orders only.

Step 2: Payment Method:

If Allowance, payment method will show points.

If Direct bill, obtain an approved Oracle PO. The order cannot be submitted without a PO.

If edits need to be made at this time, click on previous step to return to the cart.

Step 3: Click on Submit.



1 Shopping Cart
Quantity & Options
2 Shipping & Payment
Address & Billing Info
3 Order Information
Thank You For Shopping

Shipping Information

IMG Test Test
Hertz
6380 ROGERDALE RD
HOUSTON, TX 77072
United States
Commercial
Phone: 281 6869328

Please note that we are unable to ship to P.O. Boxes. Please enter a physical street address for delivery of your order.

Billing Information

IMG Test Test
Hertz
6380 ROGERDALE RD
HOUSTON, TX 77072
United States
Phone: 281 6869328

Shipping Method

FedEx Ground \$0.00

Payment Method

Direct Billing
* Purchase Order

Review Order

Line#	Product	Quantity	Price	Total
1	Men's Pant Outside-CHARCOAL MP302-HDT-CHARCOAL-SHORT-32 Color: CHARCOAL Label: HDT DMPK Description: SHORT Size: 32 Hertz Clothing	3	\$ 15.95	\$47.85
2	Men's Belt-BLACK MB731-HDT-BLACK-REGULAR-L Color: BLACK Label: HDT DMPK Description: REGULAR Size: L Hertz Clothing	1	\$ 7.75	\$7.75
			Sub Total:	\$55.60
			Tax	\$4.59
			Shipping (Fedex Ground):	\$0.00
			Grand Total:	\$60.19
			Balance:	\$60.19

Order Confirmation

Upon submitting the order, you will see an order confirmation. Please print for your records. You will receive an email confirmation only if you have added your Hertz.com email to the employees profile.

Please note the order number for any inquiries that may arise.



1 Shopping Cart
Quantity & Options

2 Shipping & Payment
Address & Billing Info

3 Order Information
Thank You For Shopping

Thank you for your order!

Order # :1007180 (P.O. # 2019201883) Date : 09/12/2019 03:56 PM

Line#	Product	Quantity	Price	Total
1	 Men's Pant Outside-CHARCOAL MP302-HDT-CHARCOAL-SHORT-32 Color: CHARCOAL Label: HDT DMPK Description: SHORT Size: 32	3	\$ 15.95	\$ 47.85
2	 Men's Belt-BLACK MB731-HDT-BLACK-REGULAR-L Color: BLACK Label: HDT DMPK Description: REGULAR Size: L	1	\$ 7.75	\$ 7.75
Sub Total:				\$55.60
Tax:				\$4.59
Shipping (Fedex Ground):				
Grand Total:				\$60.19
Balance:				\$60.19

Billing Information
IMG Test Test
Hertz
6380 ROGERDALE RD
HOUSTON, TX 77072
United States
Phone: 281 6869328
Payment Method : Direct Billing

Shipping Information
IMG Test Test
Hertz
6380 ROGERDALE RD
HOUSTON, TX 77072
United States
Commercial
Phone: 281 6869328

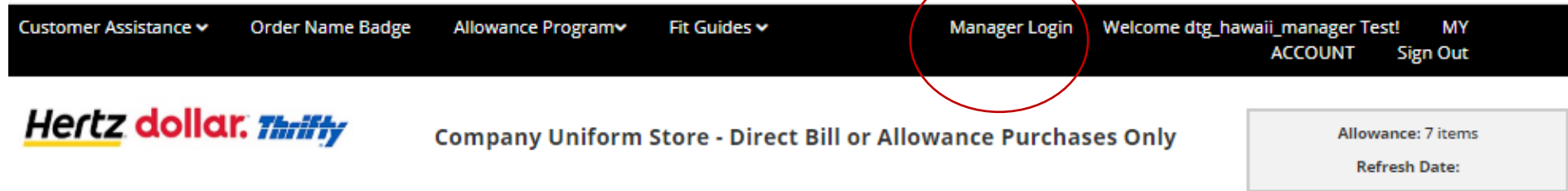


Logging Out

Once the order has been placed and you are ready to place another order on behalf of another employee:

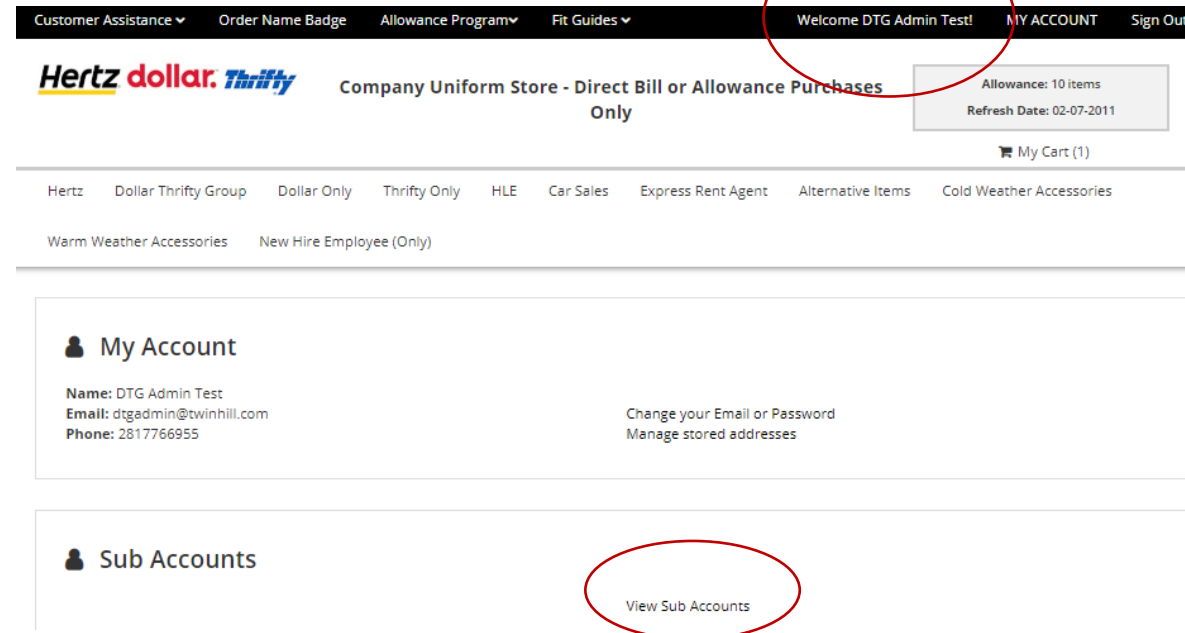
Step 1: Click on Manager Login

Do Not Click on Sign Out, this will take you out of the site



Step 2: Confirm you have returned to the Admin page.

Step 3: Click on View Sub Accounts.



Placing Direct Bill Orders

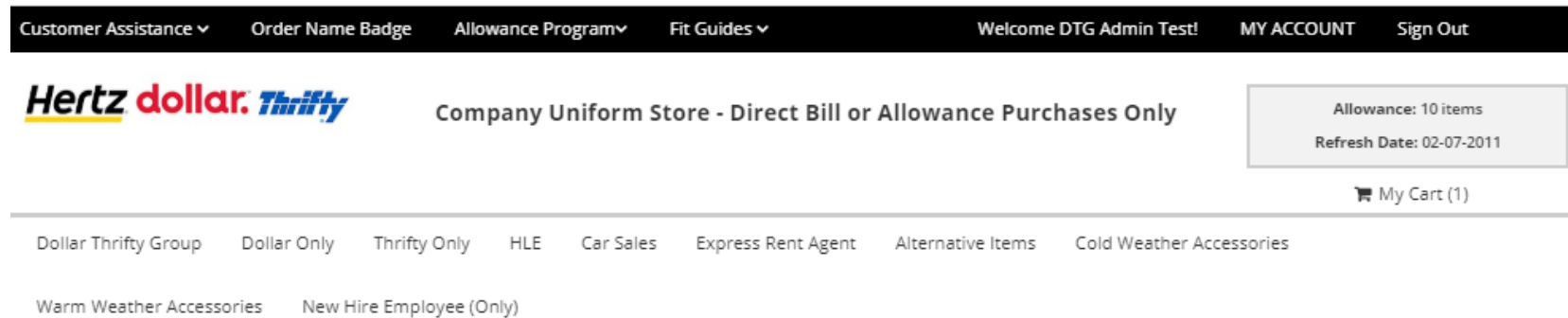
All Direct Bill orders require an approved Oracle PO number.



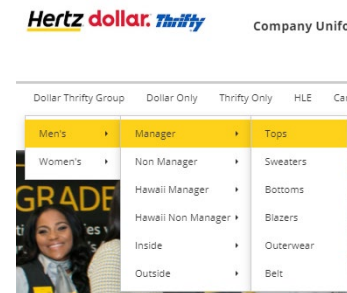
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Selecting the Correct Brand for Direct Bill

- After login, note the selection of brands and workgroups available for ordering
- As an Admin, you may order for any of the workgroups listed. Each has its own specific uniform program available for order specifically for that workgroup.
- There are no quantity restrictions like with Allowance ordering.
- You will need an approved Oracle PO when placing Direct Bill orders.



- Once brand is selected, select gender, work group, then product category
- Follow the same steps as outlined under "Creating the Order".



Returns

All returns are to be initiated online only.



Beginning the Online Return

If you have ordered on behalf of an employee, you must login as the employee in order to access the order history.

- Step 1: Go to My Account
- Step 2: View Sub Accounts
- Step 3: Search for the employee
- Step 4: Go to My Order List and click on View My Order History/Status.
- Step 5: Locate the shipped order
- Step 6: Click View Invoices
- Step 7: Click Invoice ID
- Step 8: Start Return

My Order List
0 Order

[View My Order History/Status](#)
[View My Order List](#)

Order Date ^	Order ^	P.O.#	Status	Total	Amt Due	Reorder	Tracking No	View Invoices	View Returns
Oct 15, 2019	1007466		Shipped	\$210.85 10.0 Pts	\$210.85	Reorder Items	0	View Invoices	View Returns

Order Date	Invoice ID	Order ID	Order Status
Oct 18, 2019	21823260	1007466	Shipped

My Account / Orders / Order Details / Sub Order

Invoice # :21823260

Status : Shipped

Date : 10/18/2019 11:30 AM

Billing Information

Jessica Barnes
HERTZ
PLEASE UPDATE
PLEASE UPDATE, TX 99999
Phone: 999-999-9999
Payment Method : Points

Shipping Information

Jessica Barnes
HERTZ
PLEASE UPDATE
PLEASE UPDATE, TX 99999
Commercial
Phone: 999-999-9999

[Start Return](#)

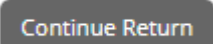
Line #	Product	Quantity	Price	Total
1	Women's Belt FB731-HDT-BLACK-REGULAR-M	1	\$7.75	\$7.75
2	Hertz Women's Sweater Knit Cardigan Inside FK6D1-HDT-DARKCHARCOAL-REGULAR-XXS	1	\$39.95	\$39.95



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Completing the Return

Step 1: Read the Return Steps

Step 2: Locate the style you want to return
Fill in Return Quantity
Select Reason Code
Click on 

Step 3: Confirm the return is correct

Click on 

Once return is submitted, a pop-up message explains the return form has been sent to your default email address. You are also given the option to print or download.

The return form must be included in the return package. Remember to keep a copy.



Return Steps:

1. Complete the online return form
2. Print and enclose the form with your merchandise, pack securely, and use original packaging if possible
3. Mail your package to the address listed below.

Mail To:

Twin Hill
5630 Renwick
Houston TX US 77081

Order Details:

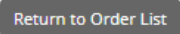
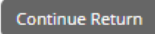
Order Number: 1007466
Order Date: 10/18/2019 11:30 AM
Shipping Status: Shipped

Shipping Address:

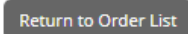
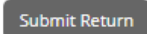
Jessica Barnes
PLEASE UPDATE
PLEASE UPDATE, TX 99999
Shipping Method: Fedex Ground

You must return at least one item in this order

Product	Color	Size	Qty	List Price	Discount Price	Total	Return Qty	Reason Code
Remove (FS4015-OXF-REG-8)			1	15.45	0	15.45	<input type="text" value="0"/>	Select Option ▼
Hertz Women's Button Front Blouse Short Sleeve Inside (FS4035-HDT-GREYCHECK-REGULAR-6)	GREY CHECK	6	1	15.45	0	15.45	<input type="text" value="0"/>	Select Option ▼



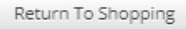
 

Product	Return Quantity	List Price
Hertz Women's Button Front Blouse Short Sleeve Inside (FS4035-HDT-GREYCHECK-REGULAR-6)	1	\$15.45

Return Exchange

A copy of your return/exchange form has been sent to your default e-mail. Please include this form in your package alongside items.

Replacement Order

If Direct Bill

- A replacement order can be placed immediately online

If Allowance

- The return must be received, and credit issued. Once the points have been credited to your account, the replacement order can be placed.

To confirm the credit:

- Sign in as the employee
- Look for Allowance Credit
- View Reward Points History

Reward Points History

Page Size 10 per page Page 1 of 1

Reference	Date	Amount Credited	Amount Debited	Balance
BD59B33C3	Feb 5, 2020	10.00		10.00
1C30C1D47	Jan 17, 2020			0.00
1007466	Oct 15, 2019		-10.00	0.00
41644A773	Oct 15, 2019	10.00		10.00

[Return to Account](#)



Special Order

If a special size is needed for an employee. Please send an email to hertz@twinhill.com. Include the following information in your email:

Employee name

Employee ID

Reason for the request

Style codes, descriptions, size needed and quantity of items

Please note that you may be asked to send a current garment that fits the employee. That garment will then be measured and returned. It will be those measurements that will be used to produce the special.

Specials can take anywhere from 8 to 10 weeks depending on the garment type.



New Hire Allowance Tables – Initial Order



Initial New Hire Allowance by Category

	Manager	Non-Manager	Inside	Outside	Hawaii Manager	Hawaii Non-Manager	
Jacket	1	0	0	0	0	0	0
Tops	4	4	3	3	5	4	4
Bottoms	4	4	3	3	5	3	3
Knits	1	2	2	0	0	0	0
Outerwear	0	0	0	0	1	1	1
Neckwear	1	1	1	0	0	0	0
Belt	1	1	1	1	1	1	1
Accessories	0	0	0	0	2	1	1
Total	12	12	10	7	14	10	



Initial New Hire Allowance by Category

	Manager	Non-Manager	Inside	Outside	Hawaii Manager	Hawaii Non-Manager	
Jacket	1	0	0	0	0	0	0
Tops	4	4	3	3	5	4	4
Bottoms	4	4	3	3	5	3	3
Knits	1	2	2	0	0	0	0
Outerwear	0	0	0	0	1	1	1
Belt	1	1	1	1	1	1	1
Accessories	0	0	0	0	2	1	1
Total	11	11	9	7	14	10	



New Hire Allowance Tables – Post 30 Days



**Post 30 Day
New Hire Allowance by Category**

	Manager	Non-Manager	Inside	Outside	Hawaii Manager	Hawaii Non-Manager	
Jacket		1	1	1	0	0	0
Tops		2	2	2	2	0	0
Bottoms		2	2	2	2	0	0
Knits		1	0	0	0	0	0
Neckwear		1	0	0	0	0	0
Belt		0	0	0	0	0	0
Accessories		0	0	0	0	0	0
Subtotal		7	5	5	4	0	0
Outerwear*		3	3	0	3	0	0
Total		10	8	5	7	0	0

* Place Outerwear orders only during coldweather season



**Post 30 Day
New Hire Allowance by Category**

	Manager	Non-Manager	Inside	Outside	Hawaii Manager	Hawaii Non-Manager	
Jacket		1	0	0	0	0	0
Tops		2	2	2	2	0	0
Bottoms		2	2	2	2	0	0
Knits		1	0	0	0	0	0
Belt		0	0	0	0	0	0
Accessories		0	0	0	0	0	0
Subtotal		6	4	4	4	0	0
Outerwear*		3	3	0	3	0	0
Total		9	7	4	7	0	0

* Place Outerwear orders only during coldweather season



Yearly Refresh Allowance Tables

Hertz

Yearly Refresh Allowance by Category

	Manager	Non-Manager	Inside	Outside	Hawaii Manager	Hawaii Non-Manager	
Jacket	1	1	1	0	0	0	0
Tops	2	2	2	2	3	3	3
Bottoms	4	4	4	4	3	3	3
Knits	2	2	2	0	0	0	0
Neckwear	2	2	2	0	0	0	0
Belt	1	1	1	1	1	1	1
Accessories	0	0	0	0	0	0	0
Subtotal	12	12	12	7	7	7	7
Outerwear*	3	3	0	3	1	1	1
Total	15	15	12	10	8	8	8

* Outerwear allowance will be offered every 2 years beginning 2019.

dollar. **Thrifty**

Yearly Refresh Allowance by Category

	Manager	Non-Manager	Inside	Outside	Hawaii Manager	Hawaii Non-Manager	
Jacket	1	1	1	0	0	0	0
Tops	2	2	2	2	3	3	3
Bottoms	4	4	4	3	3	3	3
Knits	1	1	1	0	0	0	0
Belt	1	1	1	1	1	1	1
Accessories	0	0	0	0	0	0	0
Subtotal	9	9	9	6	7	7	7
Outerwear*	3	3	0	3	1	1	1
Total	12	12	9	9	8	8	8

* Outerwear allowance will be offered every 2 years beginning 2019.



Upcoming Updates

New Hire Allowance

Hertz

- Tailored Jacket will be mandatory
 - Allowance for Managers will be 2 points
 - Allowance for Flex will be 2 points
 - Allowance for Inside will be 2 points
- Neckwear will be mandatory
 - Allowance for Female Managers will be 1 scarf, for Male Managers 1 tie
 - Allowance for Female Flex will be 1 scarf, for Male Flex 1 tie
 - Allowance for Female Inside will be 1 scarf, for Male Inside 1 tie

DTG

- Tailored Jacket will be mandatory
 - Allowance for Managers will be 2 points
 - Allowance for Flex will be 2 points
 - Allowance for Inside will be 2 points

