

# ETD & CarClub FAQ

---

## Table of Contents

- ETD: Information & Help..... 2
  - ETD: Log-In Help..... 3
  - ETD: How do I enter a Start/End Location? ..... 5
  - ETD: How do I use the Mileage Reimbursement option?..... 6
  - ETD: How do I use the Enterprise CarClub/pool car tool? ..... 7
  - ETD: How do I use the Daily Rental tool? ..... 9
  - ETD: How do I add additional locations to my journey?..... 10
  - ETD: What do the Journey Start & End Options mean? ..... 11
  - ETD: How do I add extras to my Daily Rental reservation? ..... 12
  - ETD: Can I book for other drivers?..... 13
  - ETD: Can you add more than 1 driver? ..... 14
  - ETD: What can I amend after making a booking?..... 15
  - ETD: How to cancel a booking ..... 16
  - ETD: How can I contact the Daily Rental branch?..... 17
  - ETD: How do I request the Free Pick Up and Return service when booking a daily rental vehicle? ..... 18
  - ETD: How much fuel should I return the daily rental vehicle with? ..... 19
- CarClub: Information & Help ..... 20
  - CarClub: Take Five Before You Drive ..... 21
  - CarClub: Unlock and Go ..... 22
  - CarClub: What if I’m running late ..... 23
  - CarClub: How to Refuel..... 24
  - CarClub: Accident Checklist ..... 25
  - CarClub: What to do in event of a vehicle breakdown ..... 26
  - CarClub: What do I do if the Car Club space is being used by someone else when I return? ..... 27
  - CarClub: Why Do Enterprise need an address in the Car Club Registration form? ..... 28
  - CarClub: Which email address should I use on the Car Club registration form? ..... 29
  - CarClub: The registration confirmation email mentions licence validation, is this applicable? ..... 30
  - CarClub: Additional Information ..... 31

# ETD: Information & Help

## (Before Log-In)

Please click on the '[Help](#)' link to for assistance with any website/access issues. This will provide contact information for our Application Helpdesk:

- **Call us: 0800 783 9445 Option 3 for 'ETD'**
- **Email us: [applicationhelpdesk@ehi.com](mailto:applicationhelpdesk@ehi.com)**

## (After Log-In)

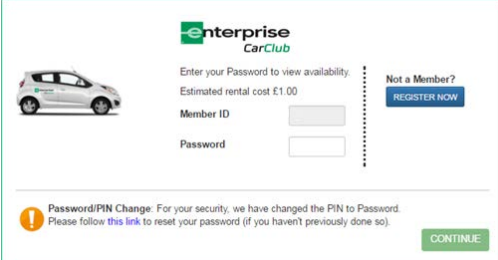
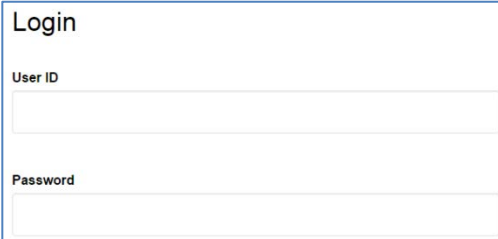
Please click on the '[Help](#)' link for information on the below:

- Your Company Contacts
- Questions regarding your reservation?
- Questions with the booking tool?
- Questions with CarClub processes?
- Other Enterprise links

## Reminder for access ID/passwords

When first logging into the ETD tool, you will need to supply your **ETD user ID** and **ETD password**. After entering this information you will be presented with the main home page of ETD.

After you select your dates, times and location for rental requirements, you will then be presented with the options for which mode of transport to select (CarClub, Daily Rental & Mileage Reimbursement). The CarClub option will require you to enter your **CarClub member ID** and your **CarClub password**. After entering this information you will be presented with the available CarClub vehicle(s) for the location selected.



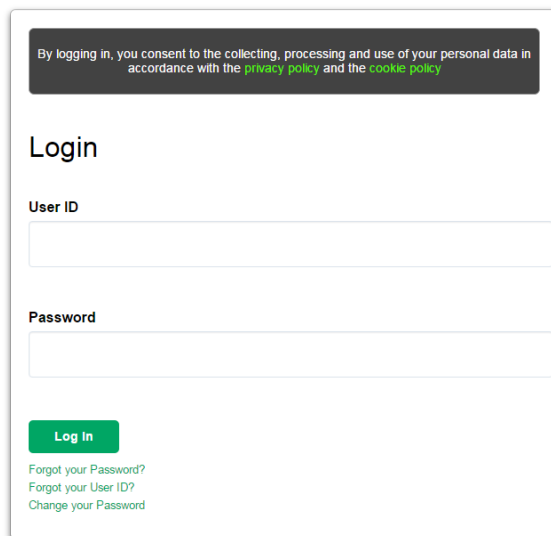
# ETD: Log-In Help

- Once you have been registered on the site, you will shortly receive an email containing:
  - A temporary **password**
  - A **link** to the ETD website

**\*Please ensure to check your junk/spam folder in case the email has been sent there\***

(Your admin person will need to advise you of your **username**)

- Navigate to the **Login** screen
- Enter your **Username**
- **Copy & paste** the temporary **password**
- Press '**Log In**'



You will then be asked to set some answers for **security questions** you may be asked later.

You will then be able to set a new password of your choice but it must fit the below criteria:

## **Your new password**

- must not be longer than '22' characters.
- must be at least '7' characters long.
- must not contain '3' or more repeating characters.
- must contain at least '1' number(s).
- must contain at least '1' letter(s).
- must be unique from your '5' most-recent passwords.
- must not match Logon Id exactly.
- must not contain space characters.
- must not contain special characters (any character not alpha or numeric).

Once you have set your password, the site will take you back to log-in page to enter your new log-in details and once entered it will take you into the ETD site.

### **At any time you can use:**

➤ **Forgot your Password**

You will be asked for your User ID and then answer security questions. From here you can change your password.

➤ **Forgot your User ID**

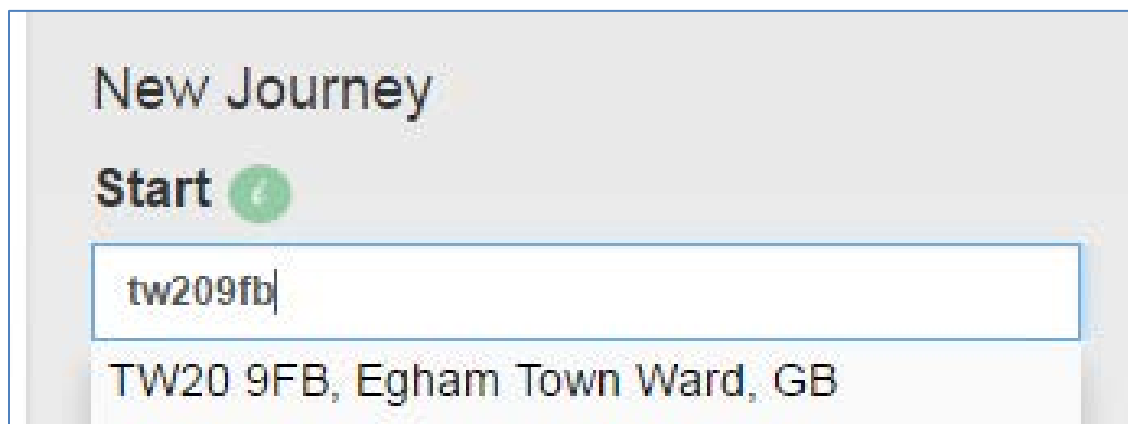
You will be asked for your email address and you will be emailed your User ID for any accounts that you hold on the system.

➤ **Change your password**

You will be asked for your User ID and current password, and then you will be able to change your password to something else.

# ETD: How do I enter a Start/End Location?

Please enter a valid location or post code for the '*start/end location*' of your journey. An address will then populate in a dropdown list for you to select. You must select this address to be able to continue.



The screenshot shows a 'New Journey' form. Under the 'Start' label, there is a text input field containing 'tw209fb'. Below the input field, a dropdown menu is open, displaying the address 'TW20 9FB, Egham Town Ward, GB'.

# ETD: How do I use the Mileage Reimbursement option?

When you have finished entering the details for your journey, please tick the *'I would like to use my own vehicle'* box.

End

TW20 9FB, Egham Town Ward, GB

Start Date: 08/02/2017 Time: 11:15

End Date: 09/02/2017 Time: 12:15

I would like to use my own vehicle

Submit

From here you will be taken to the **Risk Assessment** page and asked for your *vehicle registration* and will be asked *3 risk assessment* questions before you are able to continue.

1. Journey 2. Risk Assessment 3. Product Selection

**Journey Details**

- TW20 9FB, Egham Town Ward, GB  
2.17 miles - 9 mins
- Staines-upon-Thames, GB  
2.09 miles - 8 mins
- TW20 9FB, Egham Town Ward, GB

**Risk Assessment**

**Registration Number**

Please enter required information

**Are the vehicle and the drivers insured for business travel?**

Please Select

**Do all drivers hold a valid license for the class of vehicle selected?** [DVLA License Check](#)

Please Select

**Does the vehicle comply with road traffic regulations?**

Please Select

By selecting Submit I hereby confirm that the information provided by me on this questionnaire regarding the driver's license, business insurance, and the vehicle's conditions is true to the best of my knowledge.

Submit

You will then be taken to a **Product Selection** page. Please select the **Mileage Reimbursement** option. This will record your journey for mileage reimbursement with your company.

MileageReimbursement  
Estimated cost £1.41

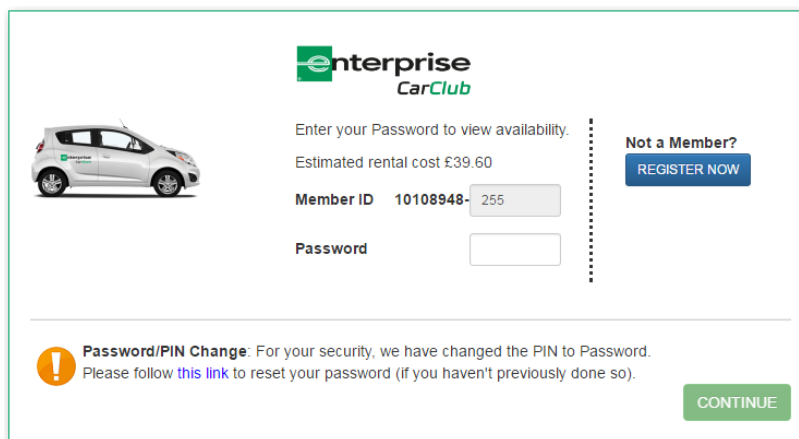
CONTINUE

# ETD: How do I use the Enterprise CarClub/pool car tool?

Please enter your required journey details on the **Home** page and click **'Submit'**.

You will be taken to the **Product Selection** page. If your account and journey is valid for CarClub use then you will need to enter the **last part** of your **Member ID** and your **CarClub Password** to access the CarClub **Vehicle Selection** page.

(If you are not yet a member you can use the **'Register Now'** button to be taken to the CarClub registration site)



**enterprise CarClub**

Enter your Password to view availability.

Estimated rental cost £39.60

Member ID 10108948- 255

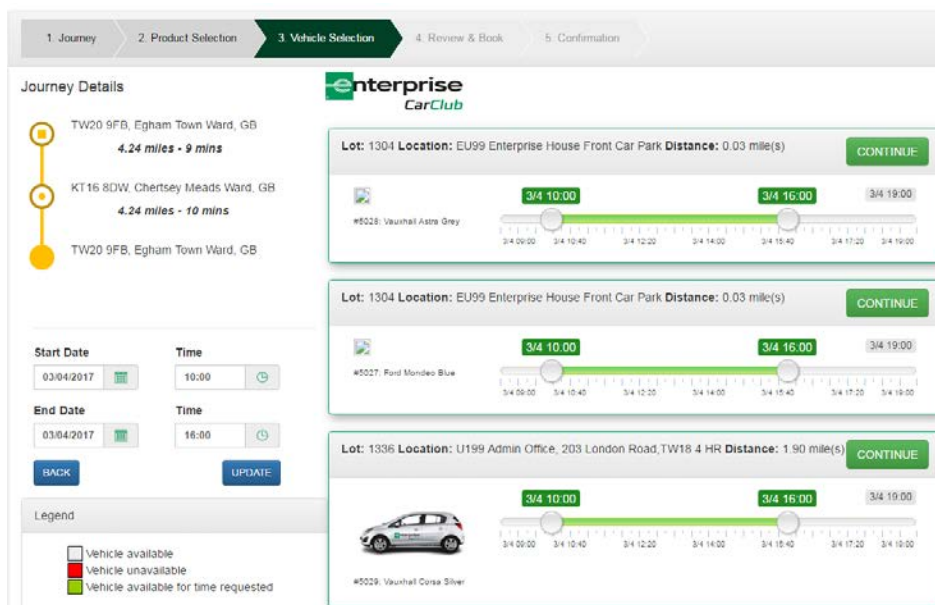
Password

Not a Member?  
REGISTER NOW

! **Password/PIN Change:** For your security, we have changed the PIN to Password. Please follow [this link](#) to reset your password (if you haven't previously done so).

CONTINUE

You will then be able to see vehicle availability based on your journey requirements.



1 Journey 2 Product Selection 3 Vehicle Selection 4 Review & Book 5 Confirmation

**enterprise CarClub**

**Journey Details**

TW20 9FB, Egham Town Ward, GB  
4.24 miles - 9 mins

KT16 8DW, Chertsey Meads Ward, GB  
4.24 miles - 10 mins

TW20 9FB, Egham Town Ward, GB

Start Date: 03/04/2017 10:00

End Date: 03/04/2017 16:00

BACK UPDATE

**Legend**

- Vehicle available
- Vehicle unavailable
- Vehicle available for time requested

Lot: 1304 Location: EU99 Enterprise House Front Car Park Distance: 0.03 mile(s) CONTINUE

#5028: Vauxhall Astra Grey

3/4 10:00 3/4 16:00 3/4 19:00

Lot: 1304 Location: EU99 Enterprise House Front Car Park Distance: 0.03 mile(s) CONTINUE

#0027: Ford Mondeo Blue

3/4 10:00 3/4 16:00 3/4 19:00

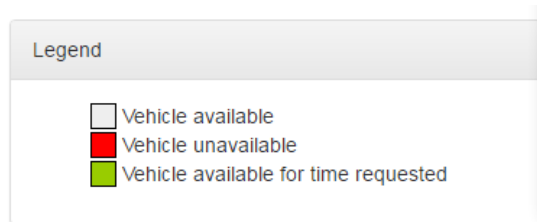
Lot: 1336 Location: U199 Admin Office, 203 London Road, TW18 4 HR Distance: 1.90 mile(s) CONTINUE

#0029: Vauxhall Corsa Silver

3/4 10:00 3/4 16:00 3/4 19:00

You can either use the date selections on the left hand panel (remember to hit '**Update**' after changing) or the sliders on the vehicles to adjust dates and times.

You will see a key for vehicle availability so you may need to adjust your booking times or choose another vehicle.



Press '**Continue**' to review your reservation.

Check the details and you may also want to enter a **Memo Code** for your reference.

Press '**Book Now**'

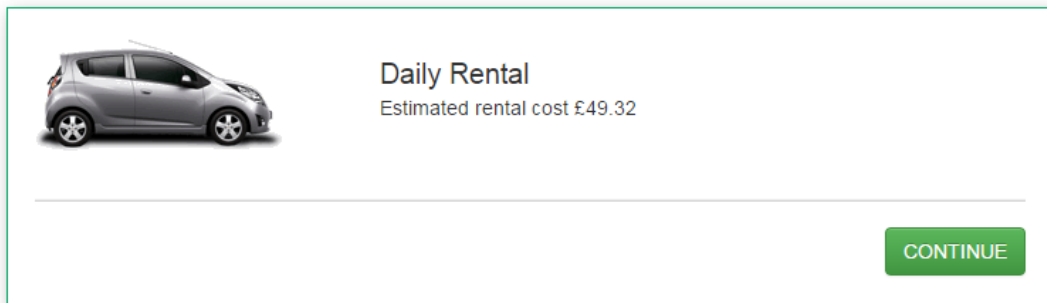
You will receive an email confirmation of your CarClub booking which also includes contact details for the dedicated Enterprise CarClub team should you have any further queries.

**\*Please be aware that to cancel a CarClub reservation you will also need your password\***



# **ETD: How do I use the Daily Rental tool?**

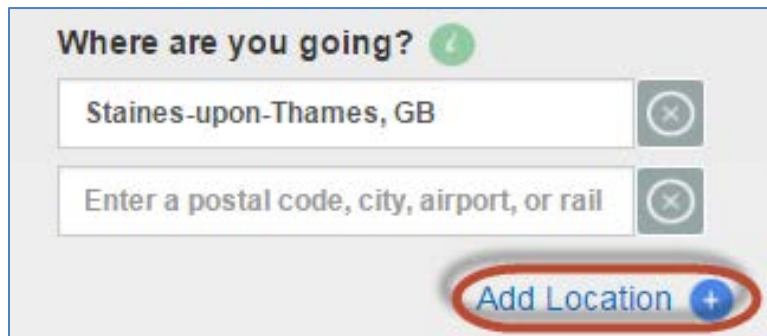
Please enter your required journey details on the **Home** page and click **'Submit'**  
You will be taken to a **Product Selection** page. If your account and journey is valid for Daily Rental use then you will be able to select this option.



Once you click **'Continue'** you will be taken to a **Reservation** page to provide all your rental requirements.  
Once this is complete and you click **'Submit'** you will be taken to a **Booking Confirmation** page. If you are happy, click on **'Confirm Booking'**.  
Your rental will be processed and you will also receive a confirmation email of your booking.

# ETD: How do I add additional locations to my journey?

Press the '**Add Location**' link and enter a valid location or post code. An address will then populate in a dropdown list for you to select. You must select this address to be able to continue.



The image shows a user interface for adding a location. At the top, it says "Where are you going?" with a green location pin icon. Below this are two input fields. The first field contains the text "Staines-upon-Thames, GB" and has a grey 'X' button to its right. The second field contains the placeholder text "Enter a postal code, city, airport, or rail" and also has a grey 'X' button to its right. At the bottom right of the form, there is a blue button with the text "Add Location" and a plus sign icon. This button is circled in red.

# **ETD: What do the Journey Start & End Options mean?**

➤ **Walk In**

If you/the driver would like to walk directly into a local branch to pick up a vehicle.

➤ **Delivery**

If you/the driver would like the vehicle delivered to a business/home address for the beginning of the rental.

➤ **Return to Branch**

If you/the driver would like to drop the vehicle off directly back to the local branch.

➤ **Collection**

If you/the driver would like the vehicle to be collected from a business/home address at the end of the rental.

# ETD: How do I add extras to my Daily Rental reservation?

When you have selected the **Daily Rental** option and are on the **Reservation** page, you will need to select a **vehicle type** and this section is also where you can add extra products. Please ensure to always click the **'Selected'** button for the vehicle required.

From here you can also add extras by clicking the **'EDIT'** button next to *Extras*.

Vehicle			
	<b>MBMR</b> CHEVY SPARK OR SIMILAR Manual	4	 <b>59.47 GBP</b> Estimated Rental Total ⓘ <b>Extras EDIT</b> 0 GBP  <b>Selected</b>
		-	
		2	
		2	

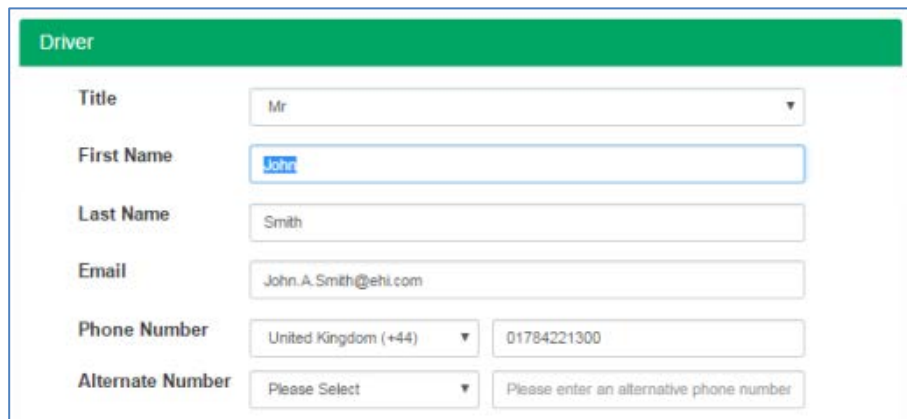
Select Extras		
Carbon Offset	1.25 GBP	<b>ADD</b>
Child toddler seat	24.84 GBP Per Unit	0 ▼
Navigational system	26.08 GBP	<b>ADD</b>
		<b>Clear All</b> <b>DONE</b>

# ETD: Can I book for other drivers?

## Yes

When you are on the **Reservation** page, the driver details are defaulted to the person who has logged in however you can change this information for the relevant driver.

Note: This is effective for daily rental option only. You are not able to book on behalf of others for CarClub as the driver's specific user ID and Password is required to log into their profile via ETD.



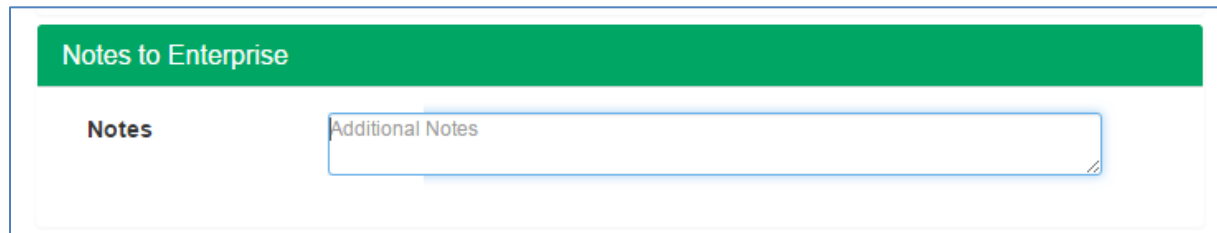
The image shows a screenshot of a web form titled "Driver" with a green header. The form contains the following fields:

Title	Mr
First Name	John
Last Name	Smith
Email	John.A.Smith@ehi.com
Phone Number	United Kingdom (+44) 01784221300
Alternate Number	Please Select Please enter an alternative phone number

# ETD: Can you add more than 1 driver?

**Yes**

Although there is not a specific field for additional driver, you can enter a note in the '**Notes To Enterprise**' section to notify of the additional driver and their name.



The screenshot shows a software interface with a green header bar labeled "Notes to Enterprise". Below the header, there is a section labeled "Notes" which contains a text input field with the placeholder text "Additional Notes".

# **ETD: What can I amend after making a booking?**

Once you have processed a booking you can only change certain information due to branch processes. These items are:

- Start/End – Date/Time
- Vehicle selection
- Extras
- Driver Email Address
- Driver Phone Number
- Driver Alternate Phone Number
- Booking References
- Notes to Enterprise

\*CarClub bookings cannot be amended after booking. Please cancel and re-book or contact the CarClub team (see your confirmation email for CarClub contact details)\*

# ETD: How to cancel a booking

From viewing either your most recent journeys via the ETD **home screen** or by selecting the option for **My Journeys**, from the option in the top right of the home screen, you will be able to see a list of your journeys. To the right of the screen, under the heading Actions, you will see buttons present for actions you can make to future, present and past bookings.

By selecting the red X, this will cancel your booking.



Reference	Start/End Date	Start/End Location	Mid Point(s)	Distance In Miles	Actions
287410328COUNT	06/06/2017 09:00:00 06/06/2017 15:00:00	TW20 9FB, EGHAM TOWN WARD, GB TW20 9FB, Egham Town Ward, GB	TW'15 3AH, Ashford North and Stanwell South Ward, GB	9.19	
MRDDBC7AUH	30/05/2017 09:00:00 30/05/2017 16:00:00	BS1 6HR, LAWRENCE HILL WARD, GB BS1 6HR, Lawrence Hill Ward, GB	Bristol Airport	17.42	

## \*How to cancel bookings for other employees\*

e.g. Employee is away from the business due to unforeseen circumstance

### ➤ If Daily Rental

Please call through to the local branch who can cancel the reservation.

### ➤ If CarClub booking

Please call through to the Clubhouse team (**03452669290**) who will be able to process updates to the system on user's behalf. Once booking cancelled, the system will show as available for other users.



# ETD: How can I contact the Daily Rental branch?

Once you have made a reservation, you will receive an email confirmation that has the branch details including a phone number you can call them on directly.

Dear Customer,

We are hereby confirming your booking request with the following Reservation Number:

Full details of this booking are given below. We thank you for your reservation, and wish you a safe trip!  
Should you have any questions or concerns meanwhile, please contact the rental branch.

Kind Regards,

Enterprise Rent-A-Car Service Centre Team

**Reservation Details:**

**Driver Name:**

**Vehicle Class:**

**Rental Start:**

**Rental End:**

**Enterprise Rent-A-Car Branch Contact Details:**

**Reference:**

**Reason for Hire:**

**Charge Code:**

**Staff Number:**

You can also retrieve branch information from the **My Journeys** page and clicking on the **'View'** button, this will take you inside your booking and you will see all details relating to your rental.

# ETD: How do I request the Free Pick Up and Return service when booking a daily rental vehicle?

Select 'walk in' and in the notes to Enterprise section, please state you would like to be picked up.

Once you have the reservation confirmation, call the local branch (details on the reservation) to arrange when and where to be picked up.

### Journey Start

**Select Method:**

Walk In  
 Delivery

**Your nearest branch is:**  
BRISTOL - BRISLINGTON (U503), Unit 1, Camwal Court, Bristol BS2 0UW

[Change Branch](#)

### Journey End

**Select Method:**

Return To Branch  
 Collection

**Your nearest branch is:**  
BRISTOL - BRISLINGTON (U503), Unit 1, Camwal Court, Bristol BS2 0UW

[Change Branch](#)

### Notes to Enterprise

**Notes**

I would like to arrange to use the free pick-up service. please contact to confirm pick-up location

# **ETD: How much fuel should I return the daily rental vehicle with?**

Please return the car with a full tank of fuel to avoid Enterprise applying a refuelling surcharge.

# CarClub: Information & Help



## *Information Pack*



24/7 CLUBHOUSE TEAM

**0345 266 9290**

[membership@EnterpriseCarClub.co.uk](mailto:membership@EnterpriseCarClub.co.uk)

# CarClub: Take Five Before You Drive

**REPORT PRIOR DAMAGE  
BEFORE YOU DRIVE. YOU WON'T  
BE HELD RESPONSIBLE.**



## **1 Grab the Damage Evaluator.**

Check the interior and then do a quick walk around the outside of the vehicle.

## **2 Report it – we'll fix it.**

Let us know about dents, dings or scratches on the exterior body of the vehicle that are outside the guidance provided on the Damage Evaluator. Please also inform us of the following:

- Any maintenance lights or warning lights
- Any concern that makes you feel unsafe to drive
- Interior damage or odours
- Missing fuel card

## **Call us to make a report**

BEFORE DRIVING AWAY, check for any damage or vehicle issues and report to our Clubhouse team 0345 266 9290 immediately to avoid being held responsible for damages. Additionally, failure to report damage could result in suspension or termination of membership.

# CarClub: Unlock and Go

## How to start and end your car club reservation



### **Enter your PIN and take the keys.**

Remove the keys from the PIN pad inside the glovebox after entering your PIN. Use the vehicle keys to unlock and lock the vehicle during your reservation.

#### **1. Return vehicle.**

Return the vehicle to its designated parking space (where you found it).

#### **2. Return key.**

Turn off the ignition and return the keys to the PIN pad inside the glovebox.

#### **3. End the reservation.**

Exit the vehicle (do not manually lock the doors). Hold your membership card over the reader on the windscreen until the light turns red and the doors lock. Once the doors lock, your reservation has ended.

# CarClub: What if I'm running late

## Cancel/Change Reservation

- We know that plans can change. If you need to cancel or change a reservation, you can do so online, on the Enterprise Car Club app, or by calling the Clubhouse before your reservation begins (booking charge applies).
- You can extend your reservation from within the vehicles by 15 minute increments. To do so, simply press menu on the PIN pad in the glove box and follow the instructions. You can also extend your reservation via our mobile site or app. If in doubt please call the Clubhouse team (free from the PIN pad in the glovebox).
- To avoid extra charges and be considerate to other members, notify us that you are running late or need to extend your reservation.

# CarClub: How to Refuel

How to properly refuel your car club vehicle.



## Fuel card

When the fuel level reaches below 1/4 tank, it's time to refuel the vehicle. Fuel up using the card located in a slot on the back side of the PIN pad inside the glovebox.

- Switch off the ignition and remove the fuel card.
- Hand over the card at the kiosk to pay after filling up.
- Return the card to the slot on the back side of the PIN pad inside the glovebox.



# CarClub: Accident Checklist

**What to do if you are in an accident. Take these steps:**

**1. Call 999 if anyone needs medical attention**

Make sure that your passengers are safe at all times.

**2. Remain at the scene**

If the vehicle is drivable, move off the road and out the way of traffic. Turn the vehicle engine off and turn the hazard lights on if necessary.

**3. Gather third party details**

Record contact details and vehicle registration. You will need to relay this information to the Clubhouse team.

**4. Call Clubhouse from the scene**

Any accident or new damage must be reported to us immediately, before you leave the scene. We are available 24/7 to take your call on 0345 266 9290.

# CarClub: What to do in event of a vehicle breakdown

Should there be a fault with the vehicle, please reach out to the Enterprise ClubHouse team who will be able to troubleshoot the issue with you.

If required, the ClubHouse team will contact the AA on your behalf to assist you.

Please contact our ClubHouse team on **0345 266 9290**.

# **CarClub: What do I do if the Car Club space is being used by someone else when I return?**

Call the Club House from within car using the pin pad in the glove box.

Club House will direct you to the closest available legal parking space.

Enterprise will then instruct one of its mobile team to attend the site, clear the space and replace the Car Club car.

# **CarClub: Why Do Enterprise need an address in the Car Club Registration form?**

Enterprise needs to post you out a membership card to facilitate access to the CarClub vehicles.

Please provide either your Home or business address that the card can be posted to.

# **CarClub: Which email address should I use on the Car Club registration form?**

Please use your company email address for your work CarClub sign up

You should not use a personal (Hotmail/Yahoo) email address for this business access.

# CarClub: The registration confirmation email mentions licence validation, is this applicable?

Yes. This is required due to how the vehicle(s) are covered by your company with Enterprise. The Enterprise ClubHouse team will review your application and will need to validate your driver's license. They will require you to confirm your drivers licence details and provide a current photo of yourself (not stock social media photo from a few years ago) plus a picture of your driver's license.

\*If you do not have a photocard license, it is possible for you to verify in-person at certain agreed Enterprise rental branches.


I currently have a Paper or Temporary Driving Licence

### Verify Your ID


For your security, we must verify your identity – please select an option.

**Verify Now** Secure


Verify Now - Take or upload a photo of yourself and your driving licence. Photos will be deleted once verification is complete. Paper licences must be verified in person.

 By selecting *Verify Now*, I agree to provide new images during this process.

**Photo of Yourself**



**Photo of Your Driving Licence**



**Verify In-Person**

Please bring your driver's license to an authorised location.

[Location Details](#)  
UNIT 1, CAMWAL COURT CHAPEL STREET  
BRISTOL, AVON BS2 0UW

# CarClub: Additional Information

You are required to provide an emergency contact when completing your CarClub application.

To confirm, you will need to provide the details of a work line manager &/or HR dept. representative.

These details will only be used by the Enterprise ClubHouse team in the event of an incident which requires escalation.

**4 Additional Info**

Emergency Contact

<b>First Name</b>	<b>Last Name</b>
<input type="text"/>	<input type="text"/>
<b>Enter a first name</b>	<b>Enter a last name</b>
<b>Phone Number</b>	<b>Relation To You</b>
<input type="text"/>	<input type="text" value="Select Relation"/>
<b>Enter a phone number</b>	<b>Select relation to you</b>