

1. Setting up your account

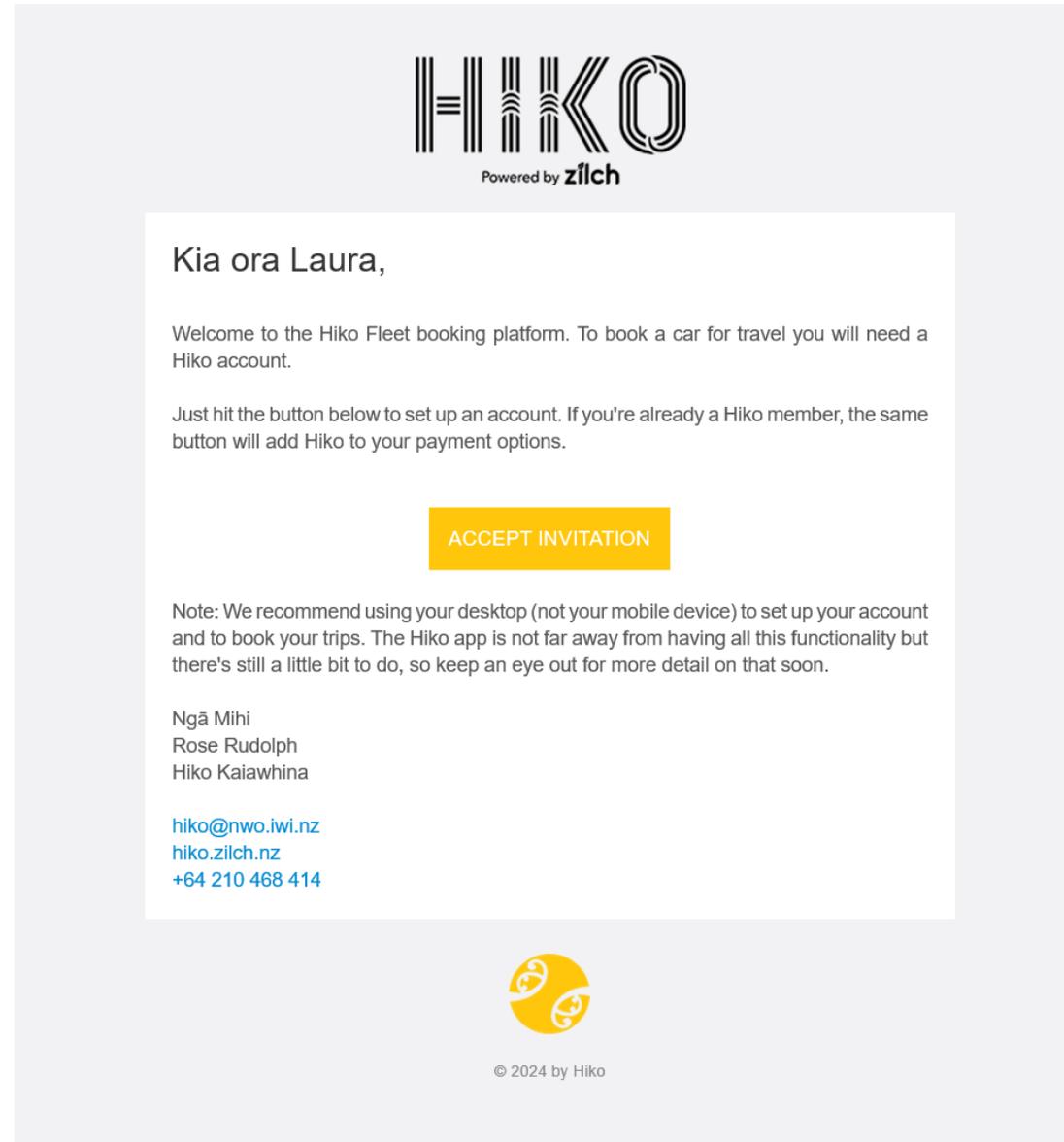
Check your email

You need to be invited to create an account by the Hiko Fleet Manager, Rose Rudolph.

Once you have been invited, you'll receive an invitation email.

Open your email inbox and click the link in the email to complete your Hiko account setup.

You'll be asked to agree to some terms of use, and add a valid driver licence.



The screenshot shows an email invitation from Hiko Fleet Manager, Rose Rudolph. At the top is the Hiko logo, which consists of the letters 'HIKO' in a stylized, blocky font with vertical lines through them, and the text 'Powered by zilch' below it. The main body of the email is white and contains the following text:

Kia ora Laura,

Welcome to the Hiko Fleet booking platform. To book a car for travel you will need a Hiko account.

Just hit the button below to set up an account. If you're already a Hiko member, the same button will add Hiko to your payment options.

Below this text is a prominent yellow button with the text 'ACCEPT INVITATION' in white capital letters.

Below the button is a note: 'Note: We recommend using your desktop (not your mobile device) to set up your account and to book your trips. The Hiko app is not far away from having all this functionality but there's still a little bit to do, so keep an eye out for more detail on that soon.'

At the bottom of the email body, the sender's details are listed: 'Ngā Mihi', 'Rose Rudolph', and 'Hiko Kaiawhina'. Below this are the contact details: 'hiko@nwo.iwi.nz', 'hiko.zilch.nz', and '+64 210 468 414'.

At the bottom of the email, there is a small yellow circular logo with a white stylized 'Z' and a leaf-like shape, and the text '© 2024 by Hiko' below it.

Sign up flow

Once you have created your account, you will receive an email confirmation.

Because the Hiko cars have keyless entry, your next step is to collect your own Hiko card from Rose.



Kia ora Laura,

You've successfully set up your account for the Hiko car fleet!



In order to access the cars you will need to grab a Hiko access card from your reception team. Once you've done that, enter the number shown on the card into your [Hiko profile](#) and you're good to go.

Would you like to know more about Hiko or how-to use the cars? Just visit www.zilch.nz or use the link to the how-to-guides in the portal. Here you will find useful information around each car type, how to book and what other options Hiko has to offer you.



Thank you!

Download the Hiko app to maximize your convenience while booking or using a car.



Ngā Mihi
Rose Rudolph
Hiko Kaiawhina

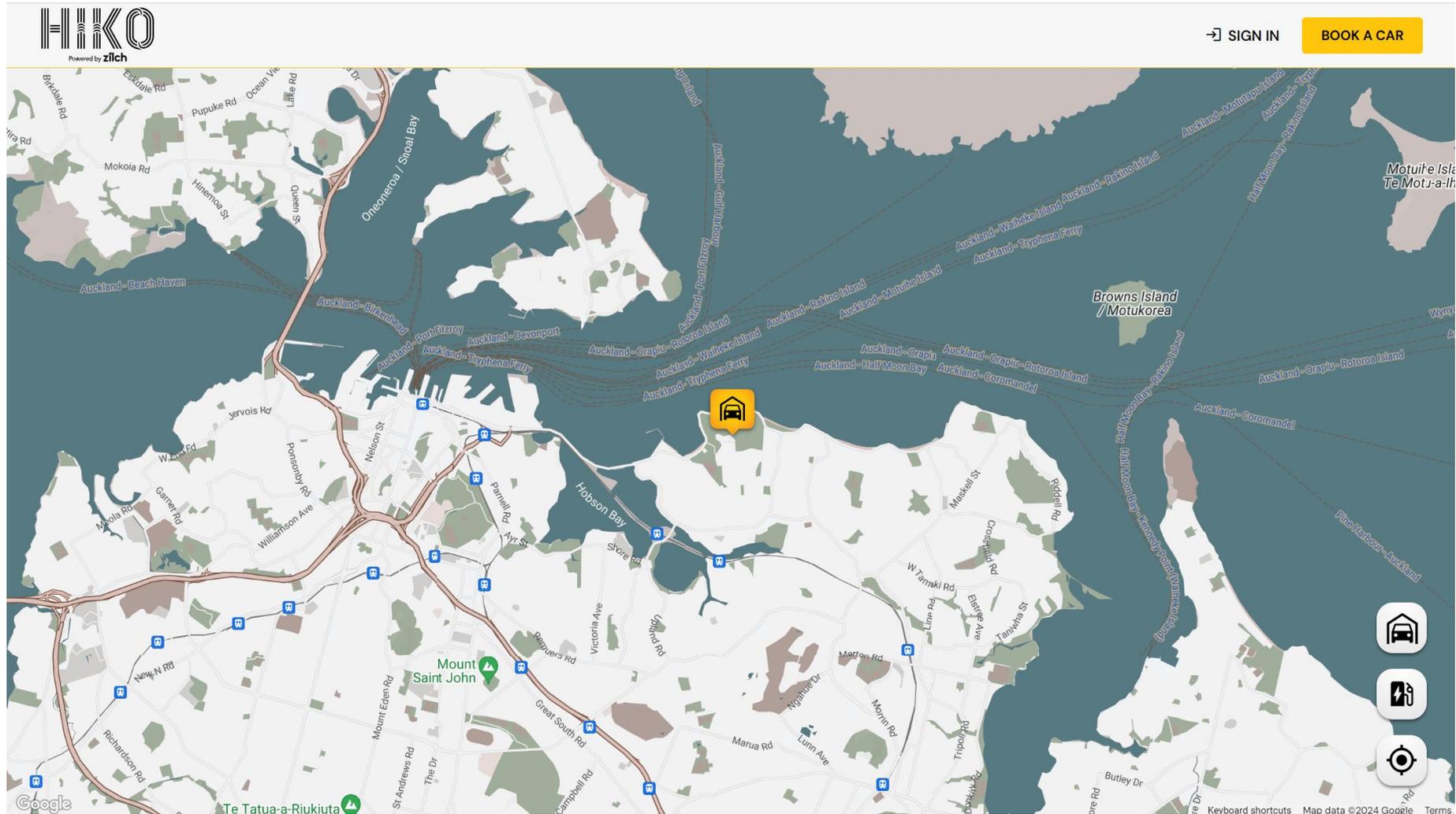
hiko@nwo.iwi.nz
hiko.zilch.nz
+64 210 468 414



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Log in

You're almost ready to go! Go to <https://hiko.zilch.nz/> and log in.



Navigate to 'Profile'

Click on 'Profile' in the menu.

Profile



LOGOUT

Book a car

Bookings

Profile ¹

How To Guide

Feedback



Book a Car

Select Your Pickup Hub

Pickup Hub

Select The Drop-off Hub

Drop-off Hub

Pickup date & time

06/07/2024 08:52



Dropoff date & time

06/07/2024 09:52



FIND AVAILABLE OPTIONS



Update your profile



LOGOUT

Book a car

Bookings

Profile ¹

Payment Method

Driver Licence ¹

How To Guide

Feedback

Profile: Test Account

Personal

First Name

Test

Last Name

Account

Birthdate

01/01/1970

Gender



Access Card Number

00000000

Phone

Code

+64

Number

+64276480177

Type

Private

Email Address

Email

test@zilch.nz

Type

Private

Address

Street

Street

Level, Appartment, etc.

Level, Appartment, etc.

Suburb

Suburb

City

City

Postcode

Postcode

Country

Country

Type

Private



0kg
CO₂ SAVED

0
TRIPS COMPLETED



Ensure your profile has your **first name**, **last name** and **access card number** before making your first booking.



2. Booking a car





Book a Car

Select Your Pickup Hub

Pickup Hub

Öräkei Marae ^{hub}

Drop-off Hub

Pickup date & time

06/07/2024 08:58

Dropoff date & time

06/07/2024 09:58

FIND AVAILABLE OPTIONS

1

Select the Pick-Up Hub



Book a Car

Select Your Pickup Hub

Öräkei Marae

Select The Drop-off Hub

Öräkei Marae

Öräkei Marae

Pickup date & time

06/07/2024 08:58

Dropoff date & time

06/07/2024 09:58

FIND AVAILABLE OPTIONS

2

Select the Drop-Off Hub

Some hubs allow round-trips only. These will not give you additional options, just the source hub.



Book a Car

Select Your Pickup Hub

Select The Drop-off Hub

Pickup date & time

Dropoff date & time

July 2024

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

08 58

09 59

10 00

11

12

13 01

14 02

15 03

Clear Today

3

Select the Pick-Up Time



Book a Car

Select Your Pickup Hub

Select The Drop-off Hub

Pickup date & time

Dropoff date & time

July 2024

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

09 58

10 59

11 00

12

13

14 01

15 02

16 03

Clear Today

4

Select the Drop-Off Time

In most cases the minimum booking time is 1 hour.

Vehicle Type



5

Select a vehicle from available options by clicking on it.



Hyundai Ioniq
240km 28kWh

A

Available at the chosen times.



Hyundai Ioniq II
310km 38.3kWh

B

Not immediately available, but at a later time.



C

Carpooling option available.

1 SET TIMES 2 CHOOSE A VEHICLE 3 CONFIRM DETAILS 4 CHECKOUT



BYD Atto 3
60.48kWh 37h 50m 150kW (204PS)

4 ppl 5 pcs 420km

ROUNDTRIP

Pickup- & Drop-off Hub
Ōrākei Marae

Pickup Date & Time
Saturday 6 July 2024, 08:58

Drop-off Date & Time
Saturday 6 July 2024, 09:58

PAYMENT METHODS ADDITIONAL INFORMATION

Company Account
Ngāti Whātua Ōrākei

PROCEED TO CHECKOUT

Confirm



BYD Atto 3

↑ Saturday 6 July 2024, 08:58
Ōrākei Marae

↓ Saturday 6 July 2024, 09:58
Ōrākei Marae

🏢 Company Account
Ngāti Whātua Ōrākei

CONFIRM BOOKING

7 Booking Summary & Checkout

Once you confirm this screen a booking will be generated.
You will receive a pop-up notification on your screen as well as an email with the booking details.

In addition, an SMS will be sent to your phone number 15 min prior to your booking.

3. Managing a booking



Cancel a booking

UPCOMING

HISTORY

Type	ID	Pickup Hub	Start	Drop-Off Hub	End	Vehicle	Price	State	
	186255	Hamilton Fleet	24.01.2024 - 11:55	Hamilton Fleet	24.01.2024 - 12:55	QGB437		approved	

Cancel Booking

BOOKING REMINDER 🕒

Kia ora, Malte. Your Zilch booking from Maintenance starts in 15min. Jorn is waiting for you **P**.

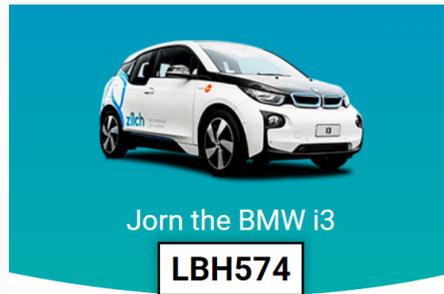
Please use this link to manage your booking: <https://cars.sml.nz?tk=fudBn52o>

Have a great drive!

17:02

A

SMS text with link.



Find your car

The vehicle you are booked into is currently at the following location.

Hub:
Kenehi At Wynyard

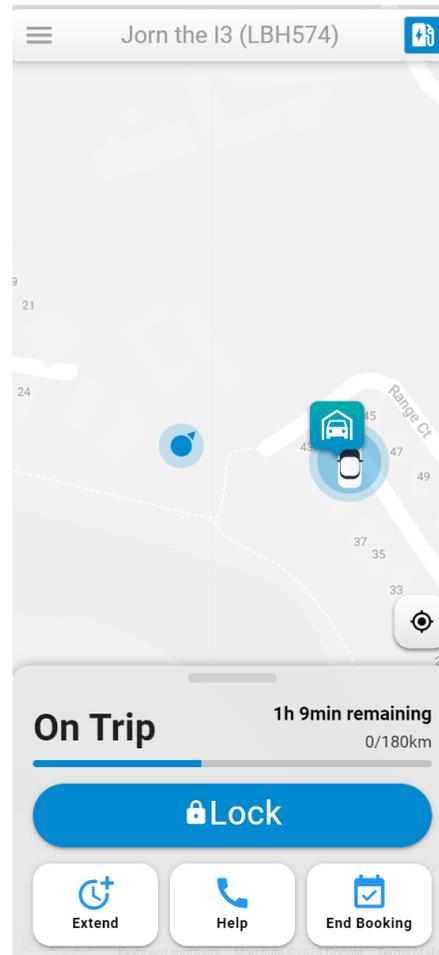
P Bay:
Basement Level B1

× Cancel Booking

▶ Start Booking

B

Start journey



C

On trip.

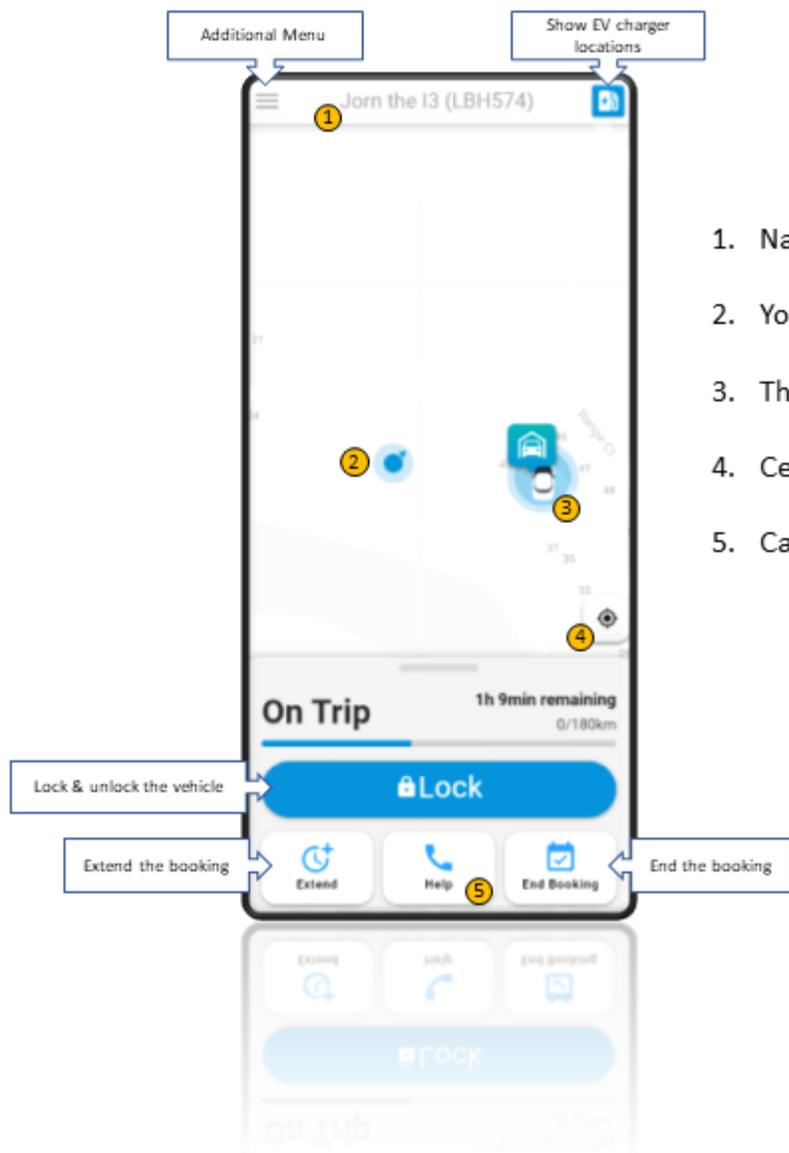
1

Starting your booking

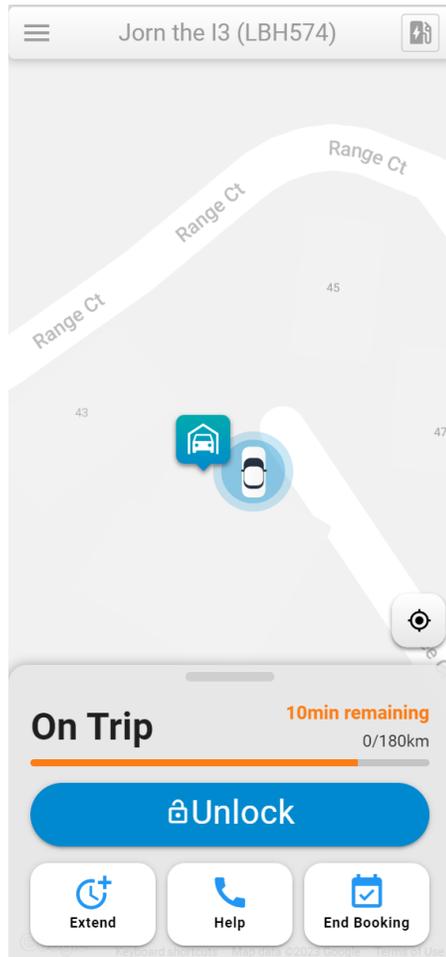
15 minutes before the start of your booking, you'll receive an SMS text that contains a link to your booking. Use this link to start, cancel, extend and end your booking.



PWA (WebApp) - Buttons

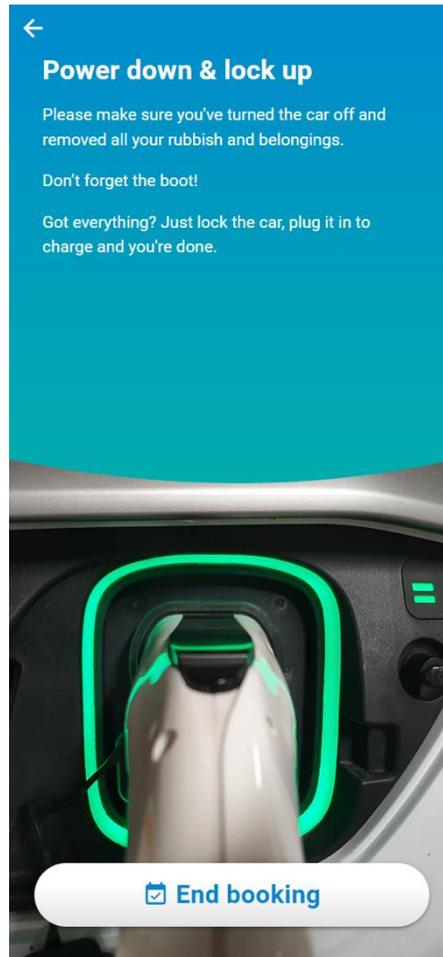


1. Name and registration of your vehicle
2. Your current location
3. The vehicle's location
4. Centre the map on your location
5. Call our hotline (24/7 coverage)



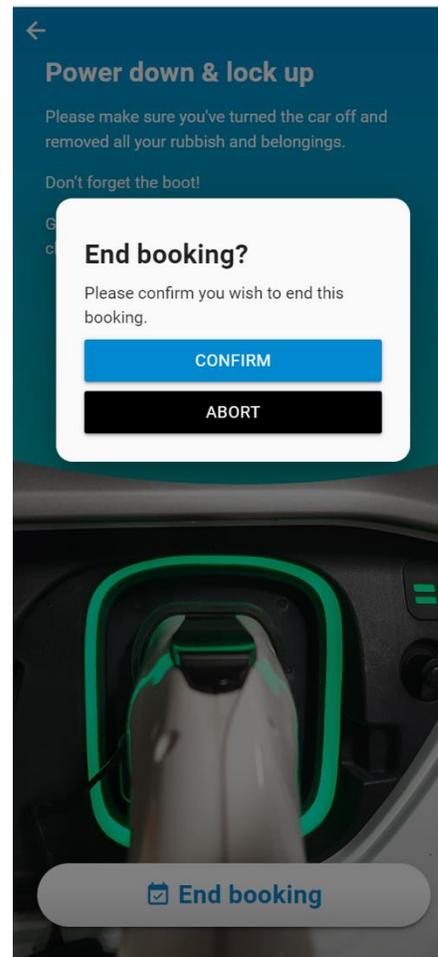
A

Trip complete.



B

End booking.



C

Confirm end booking.

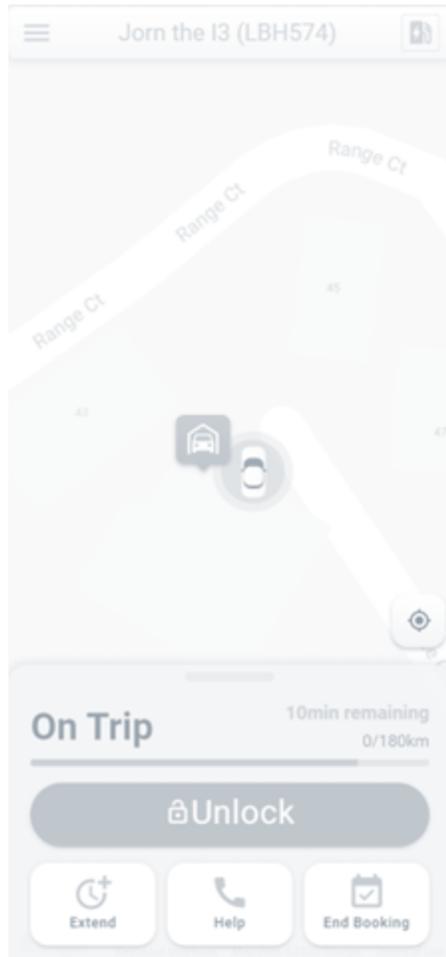
2 End booking

At the end of your trip, end your booking from the PWA screen.

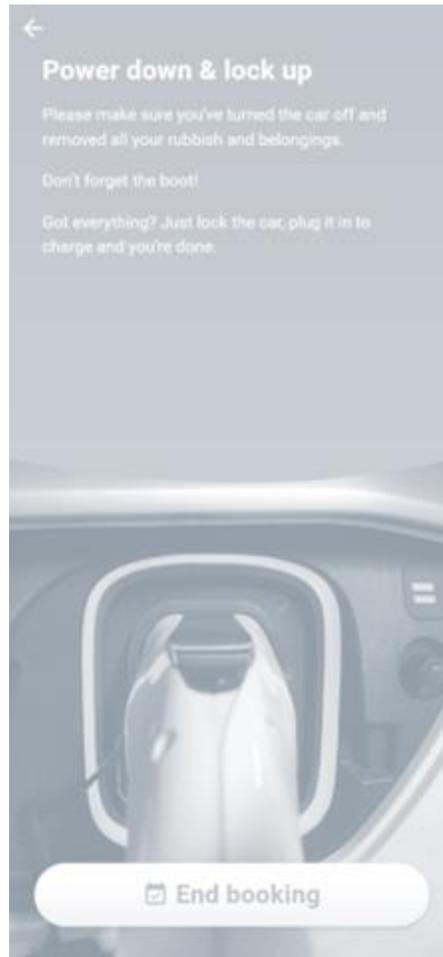
This should be the last thing you do.

Ensure you turn the car off, plug it in to charge, ensure all doors are properly closed and lock up by tapping your card.

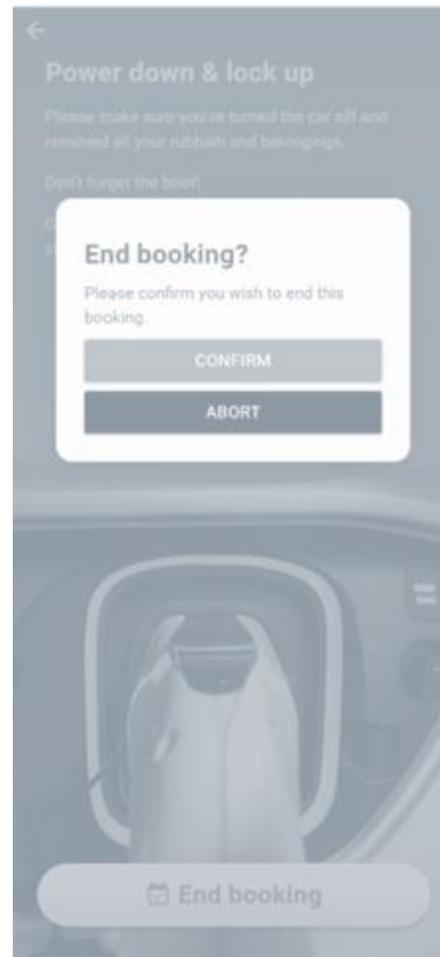
Then end your booking.



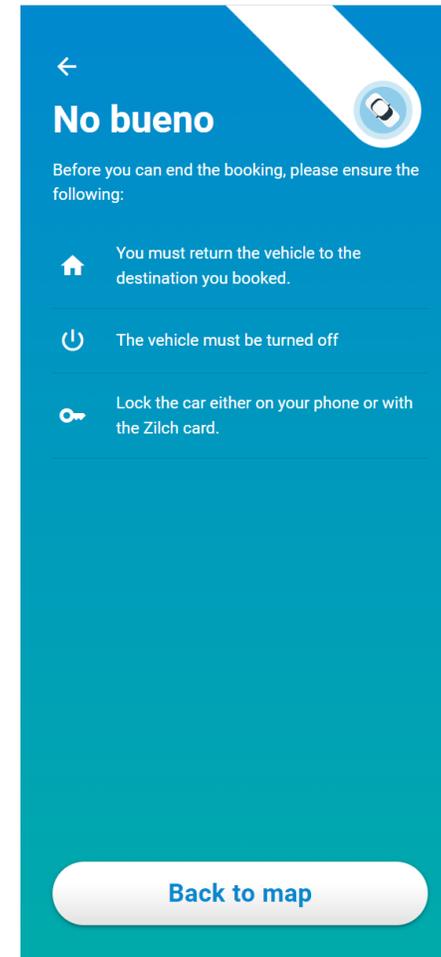
A Trip complete.



B End booking.



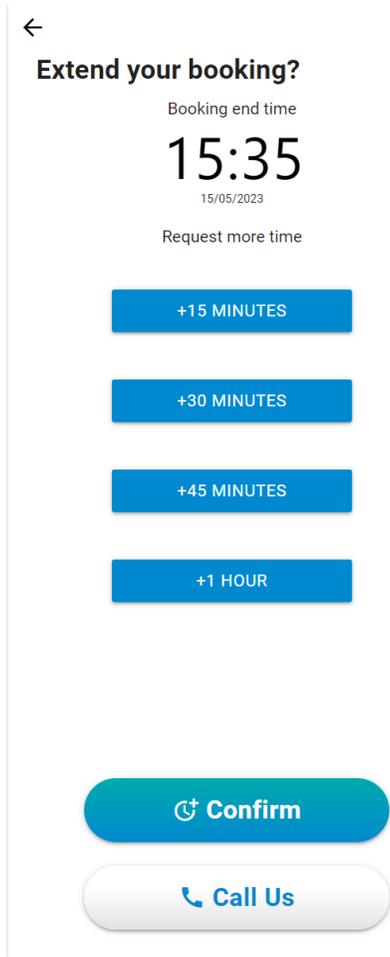
C Confirm end booking.



C Booking not allowed.

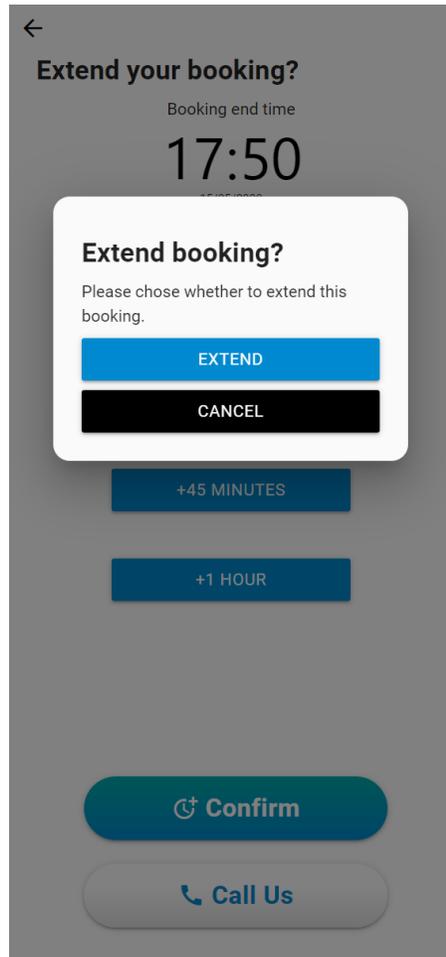
3 Booking not allowed

Bookings can only be ended when a vehicle is where it's meant to be, the vehicle is turned off, and doors are locked.



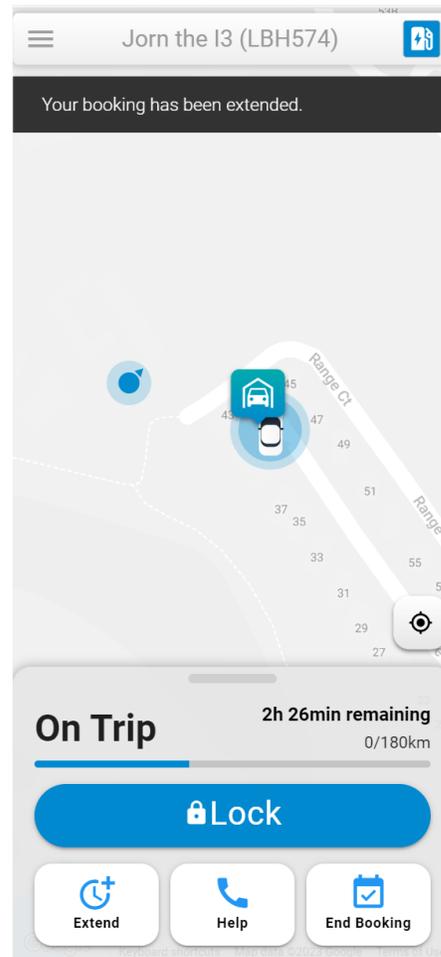
A

Extend booking.



B

Confirm.

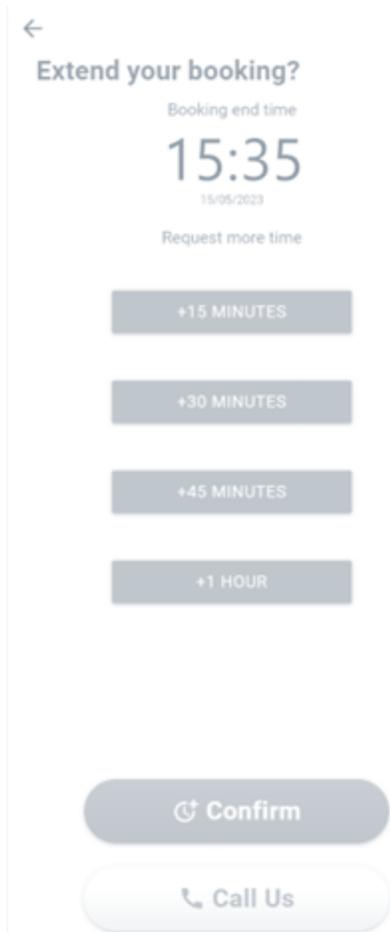


C

Extended booking.

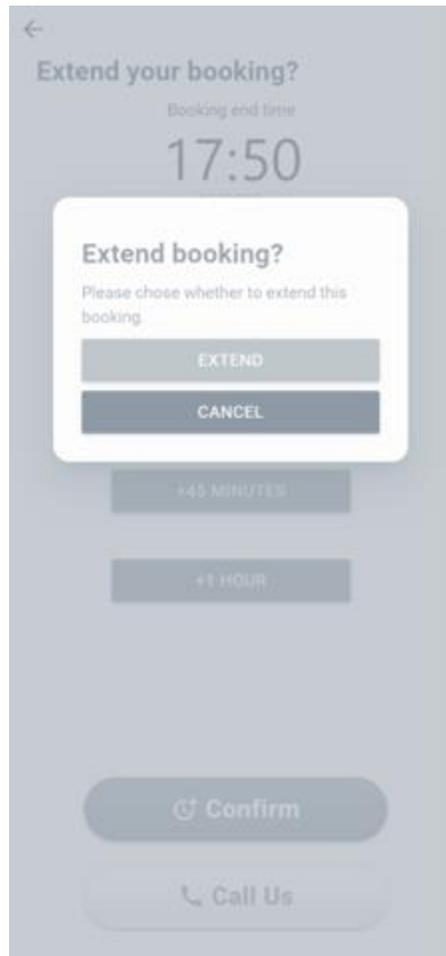
4 Extend your booking

If your trip is going to run over your booking end time, you can extend your booking from the PWA.



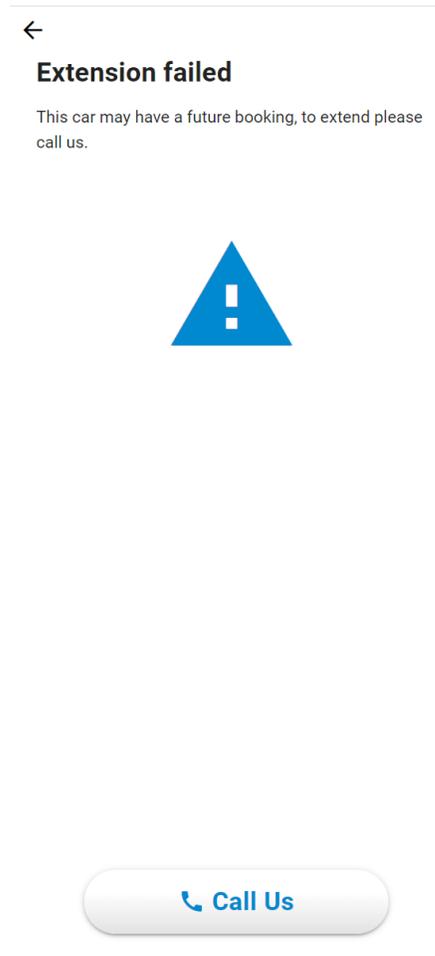
A

Extend booking.



B

Confirm.

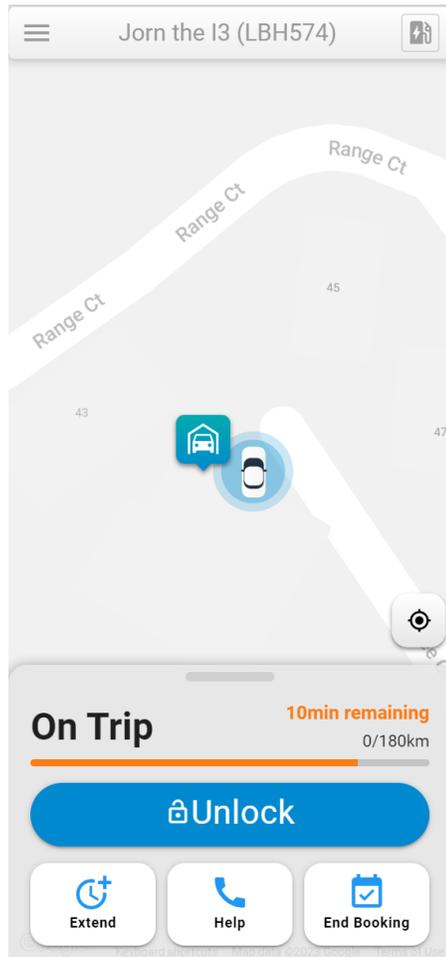


C

Extended booking.

5 Extension not possible

If you try to extend your booking and you get 'extension failed', it is likely because there is a booking after yours. Give our team a call by tapping the button to check your options.

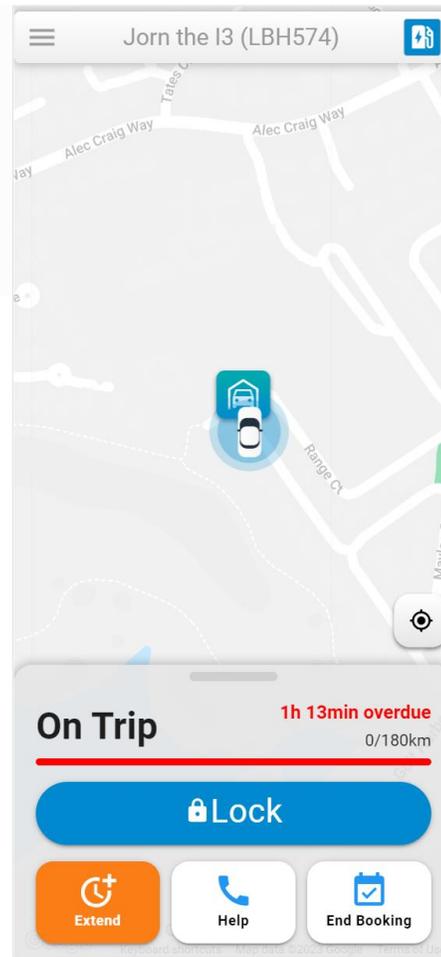


A About to extend.

BOOKING EXTENDING 🕒

Extending bookings may incur additional fees as they impact future bookings. Please use the following link to manage your booking:
<https://cars.sml.nz?tk=lfAb8h7v> 📅 17:02

B Booking extending - SMS.



C Overdue.

6 Booking auto-extending

If a vehicle isn't returned to the destination booked by the time the booking ends, the booking will auto-extend and you will receive a text letting you know.

This has a flow-on effect for future bookings.

Important to note

- 🔗 Use your Hiko card to lock/unlock the vehicles – tap only, do not hold down.
- 🔗 If you forget your card, you can use the text link to lock/unlock, however, anticipate a delay of a few seconds (normally <5s, but can be up to 50s).
- 🔗 Do not download the Zilch app as this is built for public Zilch vehicles only – it won't work for Hiko vehicles.

Questions?

hiko@nwo.iwi.nz



zilch