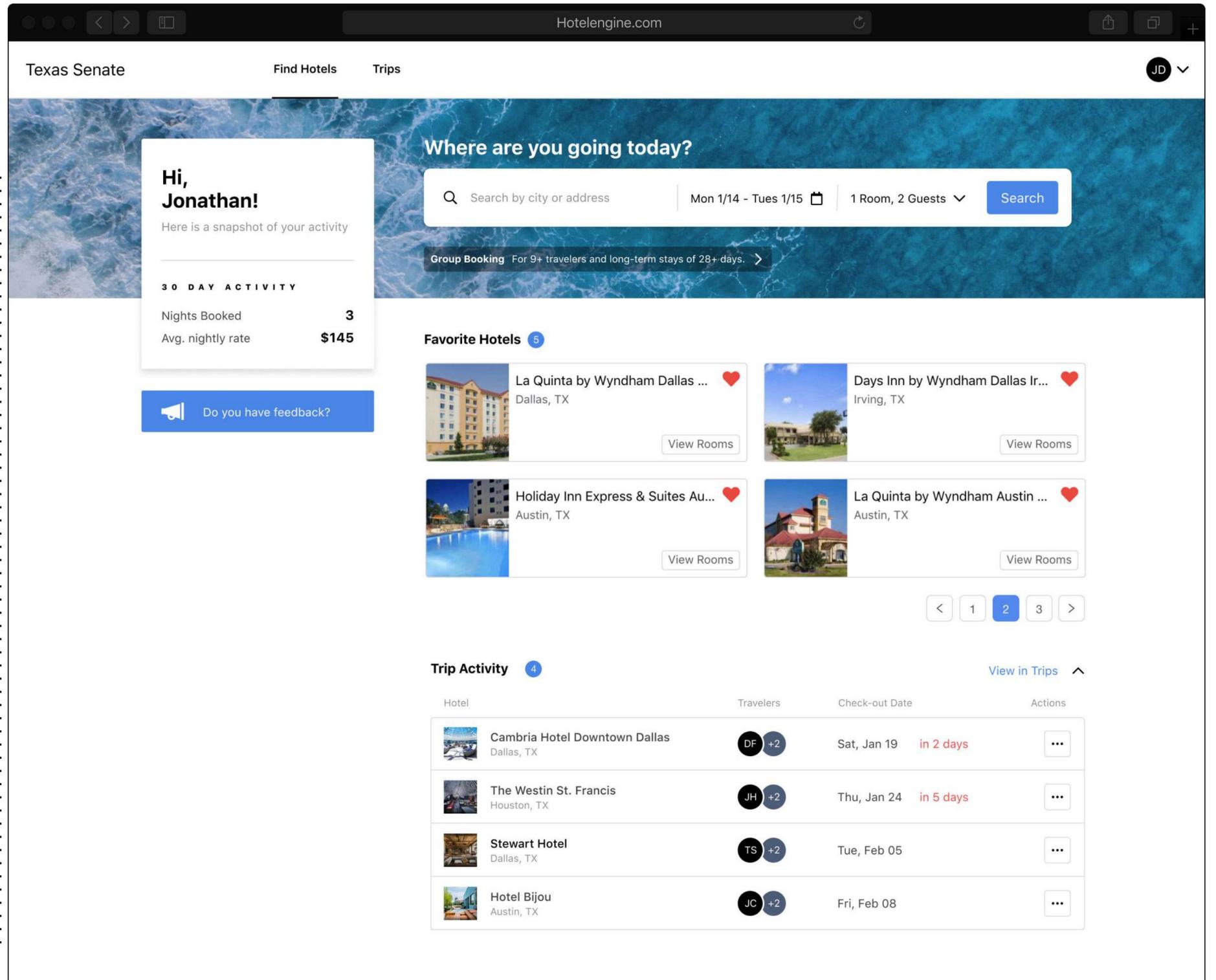


Platform User Guide

Role: User

State of Texas Customer Support
 (800) 803-0452
 Support@hotelengine.com

© 2020



The screenshot shows the HotelEngine website interface. At the top, there are navigation links for "Texas Senate", "Find Hotels", and "Trips", along with a user profile icon "JD". The main header features a search bar with the text "Where are you going today?" and a search button. Below the search bar, there are sections for "Favorite Hotels" and "Trip Activity".

Hi, Jonathan!
 Here is a snapshot of your activity

30 DAY ACTIVITY

Nights Booked	3
Avg. nightly rate	\$145

[Do you have feedback?](#)

Where are you going today?

Search by city or address | Mon 1/14 - Tues 1/15 | 1 Room, 2 Guests | [Search](#)

Favorite Hotels (5)

- La Quinta by Wyndham Dallas ... Dallas, TX [View Rooms](#)
- Days Inn by Wyndham Dallas Ir... Irving, TX [View Rooms](#)
- Holiday Inn Express & Suites Au... Austin, TX [View Rooms](#)
- La Quinta by Wyndham Austin ... Austin, TX [View Rooms](#)

Trip Activity (4) [View in Trips](#)

Hotel	Travelers	Check-out Date	Actions
Cambria Hotel Downtown Dallas Dallas, TX	DF +2	Sat, Jan 19 in 2 days	...
The Westin St. Francis Houston, TX	JH +2	Thu, Jan 24 in 5 days	...
Stewart Hotel Dallas, TX	TS +2	Tue, Feb 05	...
Hotel Bijou Austin, TX	JC +2	Fri, Feb 08	...

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Member Support

1-800-803-0452
 Support@hotelengine.com

Introduction

Hotel Engine is a private hotel booking website that connects its members to rates unavailable to the public. As a State of Texas employee, you now have access to more hotels and lodging rates in Texas and across the United States at or below GSA rates than ever before, as well as other lodging options, if needed.

Admins:

Can view and use all functions on the platform. Can enable Coordinators to see trends reporting and view other traveler trips.

Coordinators:

Can search and book hotels for themselves and other users of the agency account. Can access trends reports and view other traveler trips IF enabled by an Admin.

Users:

Can search and book hotels under set Admin permissions.

This guide walks you through all the functionality on Hotel Engine for the “User” role.

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- 13-14. [Trips & Cancellations](#)
15. [Modify Reservations](#)
16. [Important Reminders](#)
17. [Contact Support](#)

Create Your Account

1 You're Invited to Hotel Engine
You will receive an email asking you to accept your invitation to create your account. Click the "Accept Invitation" button.

2 Create Your Password
Once you click the "Accept Invitation" button, you will be redirected to a page that asks you to create your account. Join using your business email address and set your password.

3 Confirm Your Email
You will receive an email asking you to confirm your email address. Click the "Confirm Email" button and then you're in!
You will be directed to the Hotel Engine member home page.

1 It's official!

You've been invited to the corporate hotel booking program for Department of Family and Protective Services. You now have access to exclusive hotel rates at over 200,000+ hotels.

[Accept Invitation](#)

Please accept this invitation before Friday, June 14 at 11:01 AM (EDT).
Please do not share or forward this email - it contains sensitive account information and is intended only for the original recipient.

2

3 Hello!

Thank you for creating your account with Hotel Engine. Please confirm your email address below to activate your account.

[Confirm Email](#)

Profile Settings

1 Open Settings

Click on your account name in the top-right of the screen and then select “Settings” from the dropdown.

2 My Profile

Under the first tab, “My Profile,” you can update your business contact information and password. This information is privately stored.

Texas Senate Find Hotels Trips 1 JH

Jonathan Davis
User

My Settings

2 My Profile Guest Information Stored Cards

My Settings

Return to classic view

Sign Out

Contact Information

This information is privately stored and used as your personal contact information for hotels you book with. We do not share this information with anyone else.

First Name
Jonathan

Last Name
Davis

Phone Number

Change Password

To update your password, please enter a password at least 8 characters long containing one uppercase letter, one lowercase letter, and one number.

Current Password

New Password

Confirm New Password

Save

Profile Settings

3 Guest Information

Review, add, and modify your saved guests for expedited booking. You can edit a guest's email address, first name, last name, and phone number.

The screenshot displays the 'Texas Senate' user interface. At the top, there are navigation links for 'Find Hotels' and 'Trips', and a user profile icon labeled 'JH'. Below this is the 'My Settings' section, which includes tabs for 'My Profile', 'Guest Information' (the active tab), and 'Stored Cards'. A table lists saved guests with columns for Name, Email, and Phone. Two guests are listed: Nancy Thompson and Jonathan Davis. Each row has edit and delete icons. At the bottom left, there is a blue 'Add Guest' button with a yellow circle containing the number '3' next to it. An arrow points from this button to a 'Create Guest' modal form. The modal form contains input fields for Email Address, First Name, Last Name, and Phone Number, and a blue 'Create Guest' button at the bottom. In the top right corner of the modal, there are pagination options: 10, 25, 50, and 100.

Name	Email	Phone	
Nancy Thompson	nancy.t142@company.com	(123) 555-1234	
Jonathan Davis	J.Davis@company.com	(123) 555-4258	

Profile Settings

4 Stored Cards

Every member must enter a credit card number or have a credit card on file to reserve a hotel room. This credit card information will be sent to the hotel to secure the reservation, but it will not be charged at the time of booking. Need to add one?

1. Click “Add Card” in the bottom-left of the screen.
2. Input the credit card details and optional nickname.
3. Click “Save.”

Guests Will Pay at the Hotel

For every booking, the primary guest will pay for the full reservation with a payment method of choice at the hotel. Credit cards used to secure reservations will still need to be presented to the hotel at the time of check-in if that card is to be used as the method of payment. Guests claiming hotel tax exemption must bring a completed tax exemption certificate (*see next page*).

NOTE: Hotel Engine does not store your full credit card information. Our third-party payment processor will validate your card one time when you set up your account.

The screenshot shows the 'Texas Senate' user profile page with navigation options 'Find Hotels' and 'Trips'. The 'My Settings' section includes 'My Profile', 'Guest Informa', and '4 Stored Cards'. The 'Stored Cards' table lists two cards: a VISA card ending in 5746 and an AMERICAN EXPRESS card ending in 1007, both owned by Jonathan Davis. An 'Add Card' button is located at the bottom left. A modal form titled 'Add Credit Card' is open, containing fields for Cardholder Name, Card Number, Expiration Date (MM/YY), CVV, Nickname (with an example 'Ex: Personal'), Billing Address (Street Address, City/Town, State dropdown, and Zipcode), and 'Cancel' and 'Save' buttons. An arrow points from the 'Add Card' button to the modal form.

Tax Exempt Information

State Government Officials and Employees (exempt from state and local hotel tax)

This exemption category includes only Texas state officials or employees who present a Hotel Tax Exemption Photo Identification Card. State employees without a Hotel Tax Exemption Photo Identification Card and Texas state agencies are not exempt. (The state employee must pay hotel tax, but their state agency can apply for a refund.)

Tax Exemption Form:

<https://comptroller.texas.gov/taxes/hotel/forms/>

Please contact your travel coordinator and/or the STMP if you have questions about your tax-exemptions status. It is the responsibility of the traveler to present their tax exemption certificate at the hotel and handle waiving taxes directly with the hotel.

State Travel Coordinator List:

<https://comptroller.texas.gov/purchasing/programs/travel-management/coordinators.php>

Dashboard Snapshot

The “Snapshot” section consists of dynamically updated data that is highly personalized to your needs. Your “Snapshot” is designed specifically for you, based on your user role, permissions, and account-specific requirements.

1 30 Day Activity

In the “30 Day Activity” section, we highlight savings, nights booked, spend, average nightly rate, and new users added. This data is dynamically updated and may not be visible depending on your needs.

The screenshot shows the Hotel Engine dashboard for a user named Jonathan JD. The dashboard is titled "Texas Senate" and has navigation links for "Find Hotels" and "Trips".

Hi, Jonathan!
Here is a snapshot of your activity

1 30 DAY ACTIVITY

Nights Booked	3
Avg. nightly rate	\$145

Do you have feedback?

Where are you going today?

Search by city or address | Mon 1/14 - Tues 1/15 | 1 Room, 2 Guests | Search

Group Booking For 9+ travelers and long-term stays of 28+ days.

Favorite Hotels

- La Quinta by Wyndham Dallas ... Dallas, TX
- Days Inn by Wyndham Dallas Ir... Irving, TX
- Holiday Inn Express & Suites Au... Austin, TX
- La Quinta by Wyndham Austin ... Austin, TX

Trip Activity

Hotel	Travelers	Check-out Date	Actions
Cambria Hotel Downtown Dallas Dallas, TX	DF +2	Sat, Jan 19 in 2 days	...
The Westin St. Francis Houston, TX	JH +2	Thu, Jan 24 in 5 days	...
Stewart Hotel Dallas, TX	TS +2	Tue, Feb 05	...
Hotel Bijou Austin, TX	JC +2	Fri, Feb 08	...

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Member Support

1-800-803-0452
Support@hotelengine.com

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My Favorite Hotels

1 The “My Favorite Hotels” section gives you the ability to quickly find and go to individual property pages to book rooms.

Click the heart on your favorite hotels to add it to the “My Favorite Hotels” section and get quick access to re-book from your dashboard.

You can sort your favorites on your dashboard by location, hotel name, last booked, and most frequently booked with the “Sort by” drop-down menu in the top-right side of the section.

Country Inn & Suite by Radisson, Dallas-Love Field **\$57**
 2383 Stemmons Trl, Dallas, TX, 75220 [1.2 mi away](#)

You can save this hotel to your dashboard to access later.

Got it

i GSA Max Rate **\$149**

+ [View Details](#)

La Quinta Inn and Suite Dallas Downtown **\$140**
 302 S Houston Street, Dallas, TX, 75202 [0.5 mi away](#)

★★★★★

7.2 Great

i GSA Max Rate **\$149**

Refundable Options

+ [View Details](#)

Texas Senate Find Hotels Trips JD

Where are you going today?
 Search by city or address | Mon 1/14 - Tues 1/15 | 1 Room, 2 Guests | Search

Group Booking For 9+ travelers and long-term stays of 28+ days.

Hi, Jonathan!
 Here is a snapshot of your activity

30 DAY ACTIVITY
 Nights Booked **3**
 Avg. nightly rate **\$145**

Do you have feedback?

1 Favorite Hotels 5

- La Quinta by Wyndham Dallas ... Dallas, TX [View Rooms](#)
- Days Inn by Wyndham Dallas Ir... Irving, TX [View Rooms](#)
- Holiday Inn Express & Suites Au... Austin, TX [View Rooms](#)
- La Quinta by Wyndham Austin ... Austin, TX [View Rooms](#)

4 Trip Activity View in Trips

Hotel	Travelers	Check-out Date	Actions
Cambria Hotel Downtown Dallas Dallas, TX	DF +2	Sat, Jan 19 in 2 days	...
The Westin St. Francis Houston, TX	JH +2	Thu, Jan 24 in 5 days	...
Stewart Hotel Dallas, TX	TS +2	Tue, Feb 05	...
Hotel Bijou Austin, TX	JC +2	Fri, Feb 08	...

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Trip Management

The trips summary section provides a high-level view of relevant trips that you have booked, highlighting active, upcoming, and recently booked.

Each trip row is comprised of the hotel name, hotel location, traveler name(s), and check-in or check-out dates depending on trip status. If you click on an individual row, you will see more details about that trip.

1 Trip Details Menu

You can access this menu by clicking the three-dot button whether the trip row is expanded or not, and it gives you some very handy tools. In this menu, you can view, share, or print the trip itinerary as well as view the property details if you want to verify amenities or book a new trip.

- View Itinerary
- View Property
- Share via email
- Print
- Cancel Reservation**

2

Depending on the trip type and cancellation policy, you may also cancel a trip from this menu. To submit a cancellation request after the cancellation deadline, please call Customer Support at 1-800-803-0452.

Hotel	Travelers	Check-out Date	Actions
Cambria Hotel Downtown Dallas Dallas, TX	DF +2	Sat, Jan 19 in 2 days	⋮
The Westin Houston, TX	JH +2	Thu, Jan 24 in 5 days	⋮
Itinerary #: H61BRG6 Booked by: Hank Davidson Price: \$530.88 Rooms: 1 Check-in: Mon, Jan 22, 2019 Check-out: Tue, Jan 23, 2019 Nights: 3			
Stewart Hotel Dallas, TX	TS +2	Tue, Feb 05	⋮
Hotel Bijou Austin, TX	JC +2	Fri, Feb 08	⋮

Search

1 Search Hotels

In the search bar at the top of the dashboard screen, enter the desired city, travel dates, and number of guests. Click “Search” to see the hotels matching your parameters.

2 Filter & Sort Results

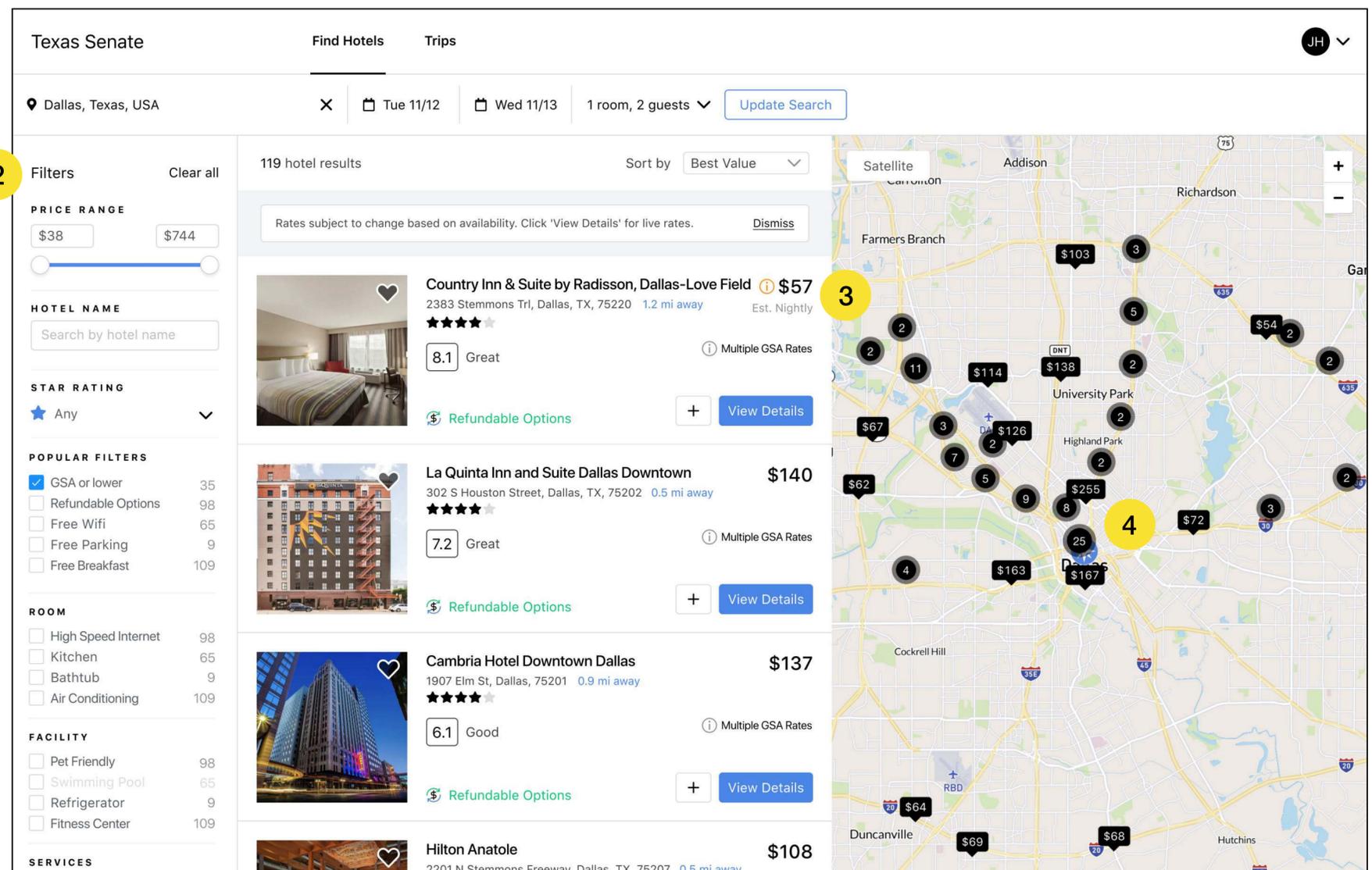
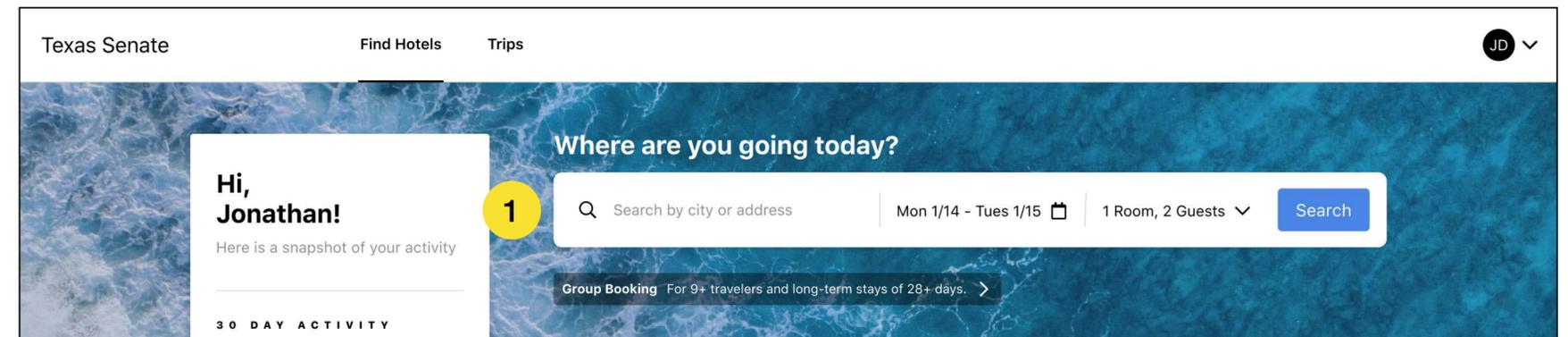
Specialized filters make it fast and easy to book the perfect hotel — modify your results by price, distance, amenities, and more. You can also filter by hotels that are at or below the GSA nightly rate.

3 Estimated Nightly Rate

The message "Est. Nightly" appears when we know that the live hotel inventory availability is subject to change. Most of the time this rate will be consistent with the hotel inventory available to you in the hotel details page, but this rate is subject to change based on the live availability given to Hotel Engine by the hotel’s system.

4 Open Map Clusters

When there is a high volume of hotels available, properties are grouped together into numbered dots on the map. Each number represents how many hotels are in that area. Click on a cluster marker or zoom in to see individual property locations.



Search

5 Compare against GSA Rate

GSA maximum per diem rates will automatically display on the right side of each hotel in the list view over the “View Details” button. You can also filter by hotels that offer rates at or below the GSA nightly rate in the left-hand column of the screen. For most State of Texas agencies, you must book a hotel with a nightly rate that is at or below the listed GSA maximum rate to qualify for full reimbursement.

6

Sometimes, you will see “Multiple GSA Rates” on a hotel listing. This indicates that the zip code in which the hotel is located covers multiple counties. The GSA sets per diem rates for lodging at the county level. It is the traveler's responsibility to know the GSA maximum per diem rate of their duty point.

7 View Property Details

Click on an individual hotel to see its included amenities, description, individual nightly rates, and available room options.

The screenshot displays the Hotel Engine search results for Dallas, TX. It shows a list of hotels with their ratings, prices, and GSA rates. A 'GSA Max Rate' popup is visible, showing rates for Round Rock (\$103) and Austin/Travis (\$145). A 'POPULAR FILTERS' sidebar is also present, with 'GSA or lower' selected. The main view shows the 'Fairfield Inn & Suites Dallas West' with a price of \$103 and a 'Choose a Room' button. The detailed view of this hotel includes a 'Included for free' section with icons for Free Internet, Free Breakfast, and Free Parking. The 'Amenities' section lists various services like Baggage hold, Meeting rooms, and Concierge desk. The 'Description' section provides information about the property location. On the right, the 'Choose a Room' section shows the check-in and check-out dates (10/16/19 - 10/20/19) and the room type (Studio Queen Non-Smoking) with a nightly rate of \$103. A calendar view shows the nightly rates for each day of the stay.

Book a Hotel

1 Primary Guest Info

Select yourself, an existing guest linked to your company's account, or enter information for a new guest by clicking "Add New Guest."

2 Payment

You must have a credit card on file to complete a booking for yourself or another state traveler. Select one of your saved credit cards to continue.

If booking for another traveler, your card will be used to secure the booking with the hotel.

Your credit card will never be charged by Hotel Engine. The credit card information you have on file in the Hotel Engine platform will only be sent to hotels to secure your booking. You will always be required provide a method of payment for your reservation at the hotel upon check-in.

Book securely in less than 2 minutes.

Primary Guest [Add New Guest](#)

Search Existing Guest

1

[Add additional name to room](#)

Receive text alerts about this trip.

Billing Information [Use New Card](#)

2  **Corp Card ending in 4323**
Expires 02/21

Custom Fields

Tax Exempt Stay?

Book now for \$130.38 from this hotel.

- ✓ There are no surprises and no hidden fees. This is your total price.
- ✓ This booking comes with 24/7 customer support.

Terms & Conditions

We understand that sometimes your travel plans change. We do not charge a change or cancel fee. However, this property imposes the following penalty to its customers that we are required to pass on: Cancellations or changes made after 6:00 PM ((GMT-05:00) Eastern Time (US & Canada)) on Feb 2nd, 2019, or no-shows, are subject to a 1 Night Room & Tax penalty.

Hotel Engine will never charge you additional cancellation fees.

Hotel Terms

The room type you've have selected has free cancellation before 48 hours of check-in date. Refunds will be credited to the card used during initial charge. Hotel Engine will never charge you additional



Fairfield Inn & Suites Dallas West
2100 North Cockrell Hill Road, Dallas, TX
★★★★☆

Summary
2 rooms, 2 guests
02/02/19 - 02/03/19 (1 nights)

Room Type [Change](#)
1 King Bed - Superior Rm 1 Double Bed Wifi Internet
Ceiling Fan in Room Safe Non Smk Frette Linens

[Refundable](#)

2 Rooms [Show Details](#) \$111.64

Taxes & Fees \$18.74

Total Charges **\$130.38**
USD

Pay When You Stay: Payment for this booking will be collected at the time of check-in by the hotel.

Terms & Conditions: By choosing to complete this booking I acknowledge I have read and accept the [terms & conditions](#)

Hotel Terms: This hotel has mandatory fees due at check-in. [Please review here.](#)

[Complete Booking](#) >

Book a Hotel

3 Tax-Exempt Dropdown

Select the correct tax-exemption status for the booking. **The default for this option is NO** so make sure to change it to YES for every tax-exempt employee.

4 Taxes & Fees

Please note taxes & fees will always appear on this summary. Taxes are waived for exempt employees by the hotel at check-in. This amount will be removed once the primary guest submits a tax-exemption certificate and pays for the booking at the hotel.

5 Summary

View the individual nightly rate breakout along with a summary of the booking's number of rooms, number of guests, room type, and all fees associated with the booking. Review your selections before you click "Complete Booking."

Book securely in less than 2 minutes.

Primary Guest [Add New Guest](#)

Search Existing Guest

[Add additional name to room](#)

Receive text alerts about this trip.

Billing Information [Use New Card](#)

Corp Card ending in 4323 Expires 02/21

Custom Fields

Tax Exempt Stay?

No

Select Tax Exempt Stay?

No

Yes

There are no surprises and no hidden fees. This is your total price.

This booking comes with 24/7 customer support.

Terms & Conditions

We understand that sometimes your travel plans change. We do not charge a change or cancel fee. However, this property imposes the following penalty to its customers that we are required to pass on: Cancellations or changes made after 6:00 PM ((GMT-05:00) Eastern Time (US & Canada)) on Feb 2nd, 2019, or no-shows, are subject to a 1 Night Room & Tax penalty.

Hotel Engine will never charge you additional cancellation fees.

Hotel Terms

The room type you've have selected has free cancellation before 48 hours of check-in date. Refunds will be credited to the card used during initial charge. Hotel Engine will never charge you additional



Fairfield Inn & Suites Dallas West
2100 North Cockrell Hill Road, Dallas, TX
★★★★☆

5 Summary
2 rooms, 2 guests
02/02/19 - 02/03/19 (1 nights)

Room Type [Change](#)
1 King Bed - Superior Rm 1 Double Bed Wifi Internet Ceiling Fan in Room Safe Non Smk Frette Linens
[Refundable](#)

2 Rooms [Show Details](#) \$111.64

4 Taxes & Fees \$18.74

Total Charges **\$130.38**
USD

Pay When You Stay: Payment for this booking will be collected at the time of check-in by the hotel.

Terms & Conditions: By choosing to complete this booking I acknowledge I have read and accept the [terms & conditions](#)

Hotel Terms: This hotel has mandatory fees due at check-in. [Please review here.](#)

[Complete Booking](#)

Trips

1

Trip Sorting

Advanced trip filters allow you to sort by active, upcoming, and past trips as well as by other filters such as date, price range, location, and more.

2

Hotel Reservation

View all of your upcoming travel under the “Trips” tab. Select individual trips on the interactive map or within the list to expand its details.

Trips

HE HOTEL ENGINE. Find Hotels Trips Billing Tools

1,643 pts JH

List View Map View

All 9 Active 1 **Upcoming 8** Past

Dates Filters Search by name or location

Hotel	Location	Travelers	Check-In	Price
<input type="checkbox"/>	Denver, CO, USA 1725 Champa St	TS +2	Sat, Feb 22 2 Nights	\$89 Refundable
<input type="checkbox"/>	Denver, CO, USA 818 17th St	ES +2	Tue, Dec 10 3 Nights	\$124 Refundable
<input type="checkbox"/>	Denver, CO, USA 1801 Wewatta St	LF +2	Thu, Jan 2 3 Nights	\$87 Refundable
<input type="checkbox"/>	Denver, CO, USA 1600 Wewatta St	CG +2	Sat, Jan 18 7 Nights	\$160 Refundable
<input type="checkbox"/>	Denver, CO, USA 1717 Champa St	JH +2	Mon, Jan 27 2 Nights	\$294 Refundable
<input checked="" type="checkbox"/>	Denver, CO, USA 150 Clayton Lane	RJ +2	Fri, Feb 7 2 nights	\$196 Refundable

2

< 1 2 3 4 5 6 7 8 9 >

10 25 50 100

Econo Lodge Denver Internation...
150 Clayton Lane

View Itinerary

Share via email

Print

More Options

Modify trip Cancel Reservation

Trip Details

Confirmation #: 92628284

Check-In: Tue, Dec 22, 19

Check-Out: Thu, Dec 24, 19

Nights: 1

Guests: 2

Rooms: 1

Booked by: John Smith

Trips

IMPORTANT: All cancellations must be submitted through Hotel Engine. Never contact the hotel directly to cancel a booking.

3 Modify/Cancel Reservations

1. Click on the "Trips" tab.
2. Select the booking you want to cancel.
3. Click either "Modify Reservation" or "Cancel Reservation" and take the appropriate steps within the popup window.
4. You'll receive an email confirmation once it's completed.

Cancel over the Phone

Please call Hotel Engine's customer service line at 855-567-4683. You will need to provide the confirmation or itinerary number to submit a cancellation request over the phone. You may also be asked to verify additional reservation details in order to complete any changes or cancellations.

Trips

List View Map View

All 9 Active 1 Upcoming 8 Past

Dates Filters Search by name or location

2 Active Trips

- 

La Quinta Inn & Suites by Wyndham
Aurora, CO, USA
Sat, Jan 18
- 

Four Seasons Hotel San Francisco
San Francisco, CA, USA
Tue, Dec 22

12 Upcoming Trips

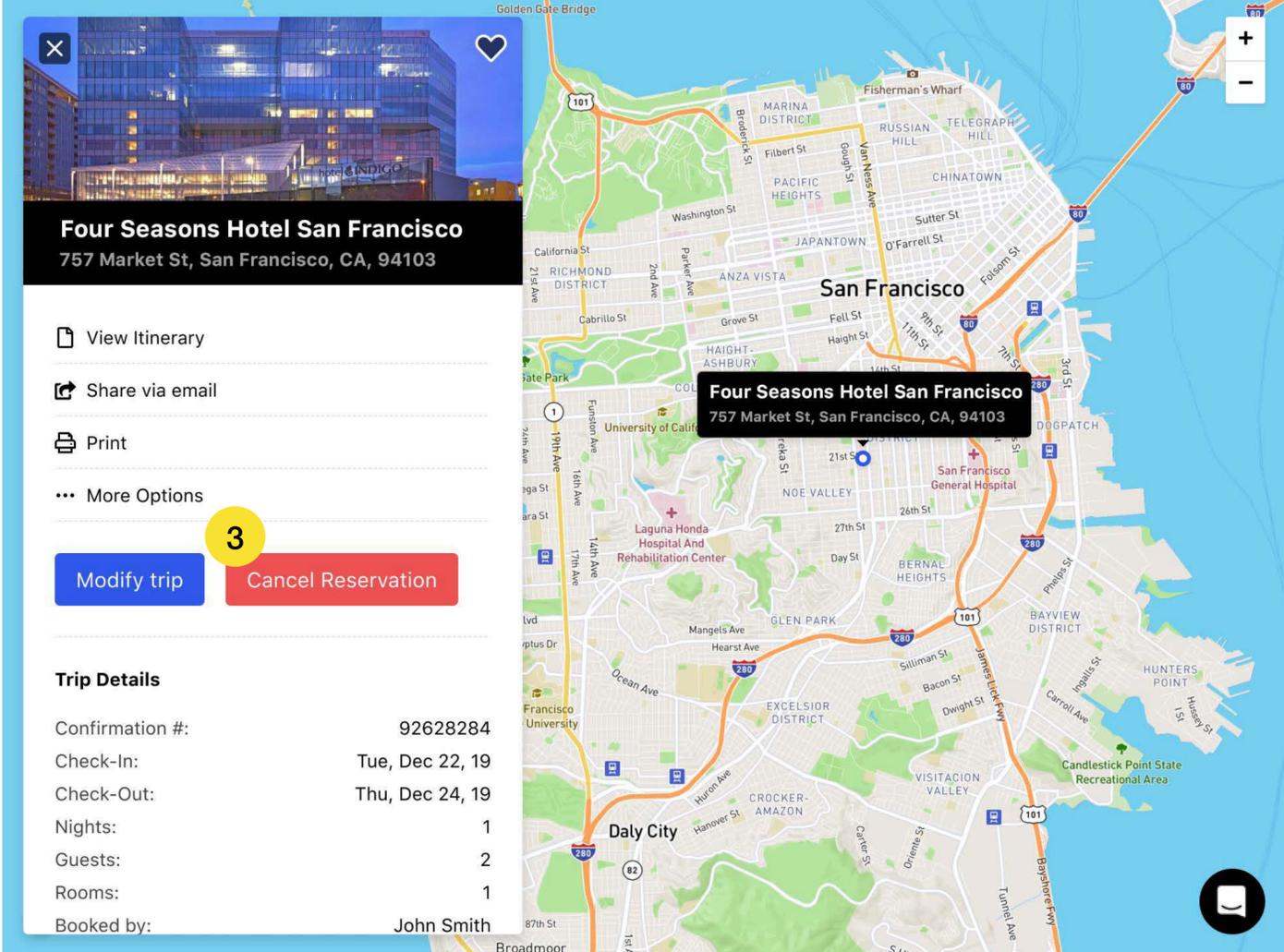
- 

AC Hotel by Marriott Denver Downtown
Denver, CO, USA
Fri, Feb 7
- 

Hotel Indigo Denver Downtown
Aurora, CO, USA
Wed, Feb 19
- 

Renaissance Denver Downtown
Denver, CO, USA
02/04/20
- 

Cambria Hotel Denver International
Denver, CO, USA
Tue, Dec 24



Four Seasons Hotel San Francisco
757 Market St, San Francisco, CA, 94103

- View Itinerary
- Share via email
- Print
- More Options
 - Modify trip
 - Cancel Reservation

Trip Details

Confirmation #: 92628284
 Check-In: Tue, Dec 22, 19
 Check-Out: Thu, Dec 24, 19
 Nights: 1
 Guests: 2
 Rooms: 1
 Booked by: John Smith

Modify Reservation

1 Trip Itinerary
Go to your Trip Itinerary by clicking on the 'View Itinerary' under the 'Trips' tab, then click on the 'Modify Reservation' button.

2 Request Trip Modification
You can either:
- Change 'Guest Information'
- Change 'Reservation Dates'

3 Confirmation
Our Member Experience team will then reach out to you to confirm your modifications or let you know of any other pending issues or changes to your request(s).

4 Trip Updated
The modification(s) will then be updated in your trip itinerary, under the 'Trips' tab.

The screenshot shows the Hotel Engine interface for user J Glock. The top navigation bar includes 'Find Hotels', 'Trips', 'Billing', and 'Tools'. The main content area is divided into three sections: a map, trip information, and room information. The map shows the location of Springhill Suites By Marriott Denver Westminster at 6845 W 103rd Ave, Westminister, CO, 80221. The trip information section shows '2 Rooms, 4 Guests', booked by Jonathan Glock, with check-in on Friday, September 25th, 2020, and check-out on Monday, September 28th, 2020. The room information section shows 'Room 1' with confirmation G-HK9DRXY, primary guest Jonathan Glock, and room details: Suite, 1 King Bed with Sofa bed. A yellow circle with the number '1' highlights the 'Modify Reservation' button in the trip information section.

The 'Request Trip Modification' dialog box is shown. It includes a close button (X) in the top right corner. Below the title, it says 'Submit your requested changes below and we'll get to work for you. It's that simple!'. There are two main sections: 'Guest Information' with the subtext 'Edit or add guest name and contact info' and 'Reservation Dates' with the subtext 'Edit check-in or check-out dates'. Both sections are highlighted with yellow circles and arrows. A 'Cancel' button is located at the bottom right of the dialog box.



Important Reminders

Please make sure to enter a credit card and store it on your account to secure a booking. Remember **this card will not be charged at the time of booking** and the primary guest will pay at the hotel (see Page 4).

The State of Texas requires all travelers who are eligible for reimbursement to select rooms that are **priced at or below the listed GSA rate for your assigned duty point to qualify for full reimbursement** (see Page 11). The State of Texas also requires all travelers to obtain an itemized folio from the hotel upon check out in order to process reimbursement claims. Please review all hotel folios for charge and payment accuracies upon receipt.

Please make sure you **select YES under “Tax-Exempt Stay?” when booking hotels for guests that are tax-exempt**. This will need to happen with every booking because the default setting is NO (see Page 12).

Tax-Exempt Stays cannot apply to bookings paid for with Direct Bill.

**Contact your State of Texas
Support Team 24 hours a day,
7 days a week with any
questions or concerns**

Office

800-803-0452

Email

support@hotelengine.com

Live chat on

[hotelengine.com](https://www.hotelengine.com)

