

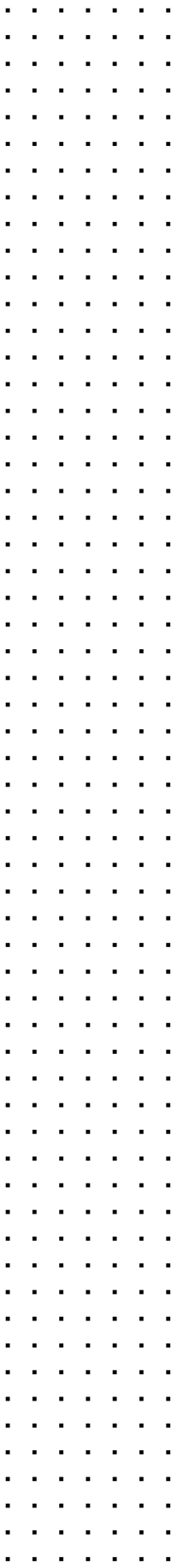


Platform User Guide

Role: User

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

© 2020



Texas Senate

Find Hotels

Trips

JD

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

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

Favorite Hotels

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

<

1

2

3

>

Trip Activity

View in Trips

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

Company

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Group Bookings

Terms & Conditions

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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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

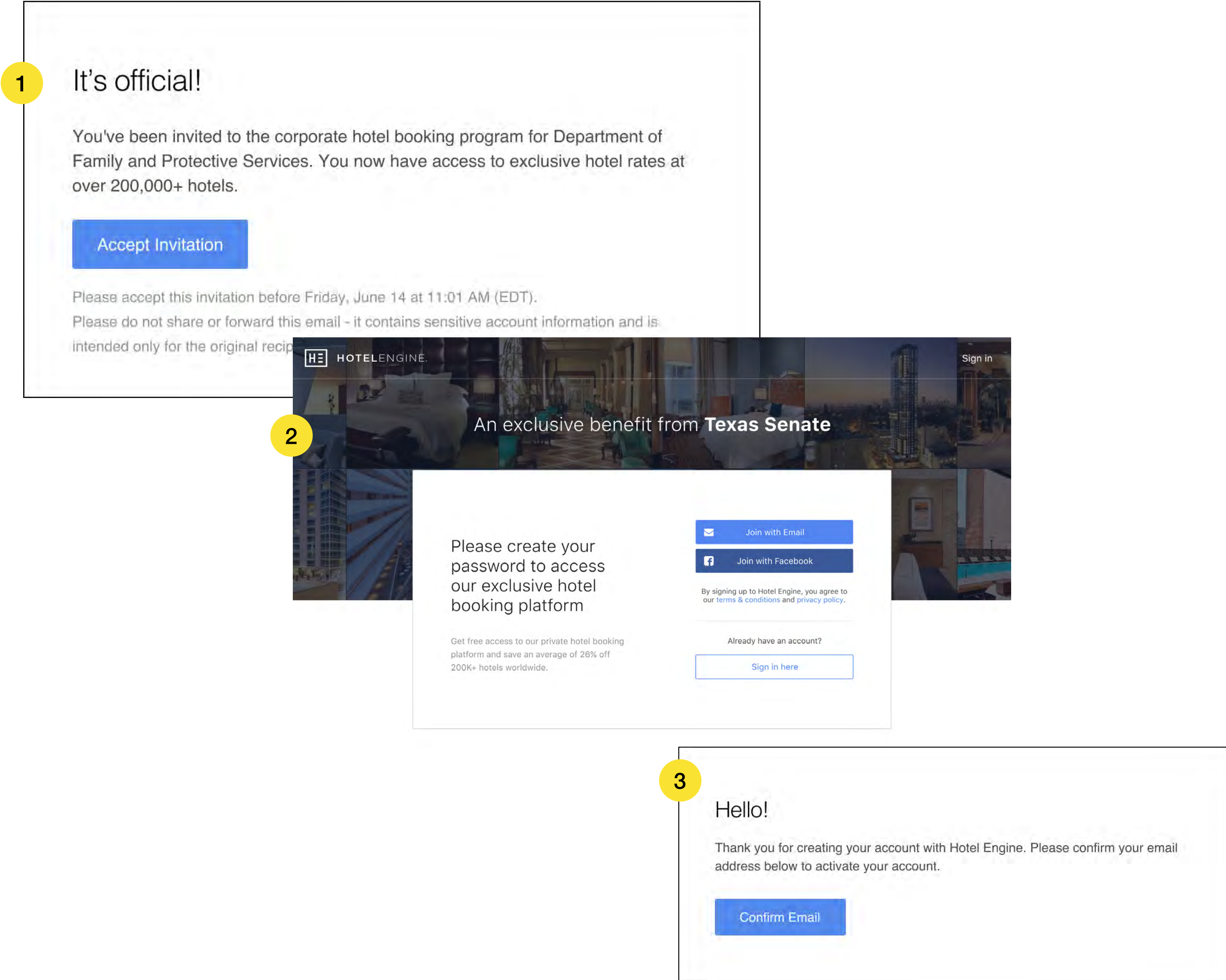
Create Your Password

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.



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.

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Find Hotels

Trips

1 JH

Jonathan Davis

User

My Settings

Return to classic view

Sign Out

My Settings

My Profile

Guest Information

Stored Cards

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.

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Trips

JH

My Settings

My Profile

Guest Information

Stored Cards

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

Add Guest

3

Create Guest

Email Address

Email Address

First Name

First Name

Last Name

Last Name

Phone Number

Phone Number

Create Guest

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 ***unless you are using Direct Bill*** (DB must be approved to use by an admin). 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.

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Find Hotels

Trips

JH

My Settings

My Profile

Guest Informa

4

Stored Cards

Type	Last Four	Name on Card
VISA	Ending in 5746	Jonathan Davis
AMERICAN EXPRESS	Ending in 1007	Jonathan Davis

Add Card

Add Credit Card

Cardholder Name

Cardholder Name

Card Number

Card Number

Experation Date

MM/YY

CVV

CVV

Nickname

Ex: Personal

Billing Address

Street Address

City/Town

State

Select State

Zipcode

Cancel

Save

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.

Texas SenateFind HotelsTripsJD

Hi,
Jonathan!

Here is a snapshot of your activity

30 DAY ACTIVITY

Nights Booked3

Avg. nightly rate\$145

Do you have feedback?

Where are you going today?

Search by city or address

Mon 1/14 - Tues 1/151 Room, 2 Guests

Search

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

Favorite Hotels5

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 Activity4

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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Support@hotelengine.com

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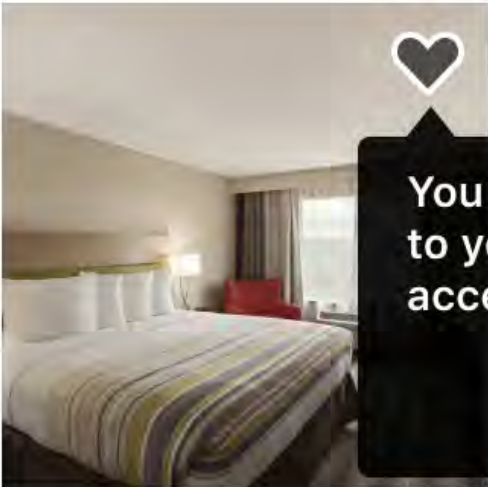
6

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.



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

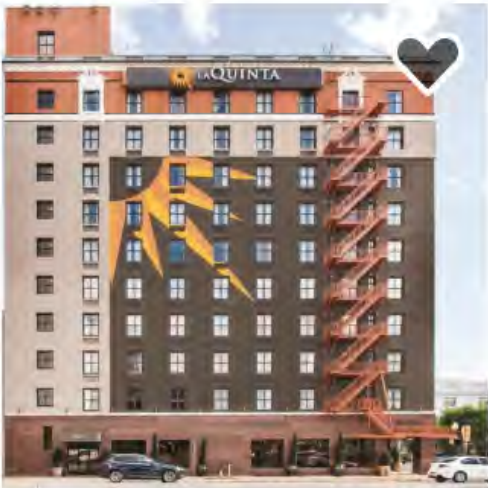
Got it

Country Inn & Suite by Radisson, Dallas-Love Field

2383 Stemmons Trl, Dallas, TX, 75220 1.2 mi away

GSA Max Rate \$149

View Details



7.2 Great

La Quinta Inn and Suite Dallas Downtown

302 S Houston Street, Dallas, TX, 75202 0.5 mi away

GSA Max Rate \$149

View Details

Refundable Options

Texas SenateFind HotelsTripsJD

Hi, Jonathan!

Here is a snapshot of your activity

30 DAY ACTIVITY

Nights Booked3

Avg. nightly rate\$145

Do you have feedback?

Where are you going today?


Search by city or address

Mon 1/14 - Tues 1/151 Room, 2 Guests

Search


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

Favorite Hotels5




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

<123>

Trip Activity4View in Trips

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

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Hotel Engine User Guide for State of Texas Users

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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.

Jonathan!

Here is a snapshot of your activity

30 DAY ACTIVITY

Nights Booked

3

Avg. nightly rate

\$145

Do you have feedback?

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

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

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

...

Stewart Hotel

Dallas, TX

TS +2

Tue, Feb 05

...

Hotel Bijou

Austin, TX

JC +2

Fri, Feb 08

...

Itinerary #:

H61BRG6

Check-in:

Mon, Jan 22, 2019

Booked by:

Hank Davidson

Check-out:

Tue, Jan 23, 2019

Price:

\$530.88

Nights:

3

Rooms:

1

View Itinerary

View Property

Share via email

Print

Cancel Reservation

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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.

Texas Senate

Find Hotels

Trips

JD

Hi,
Jonathan!

Here is a snapshot of your activity

30 DAY ACTIVITY

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.

Texas Senate

Find Hotels

Trips

JH

Dallas, Texas, USA

Tue 11/12

Wed 11/13

1 room, 2 guests

Update Search

Filters

Clear all

PRICE RANGE

\$38

\$744

HOTEL NAME

Search by hotel name

STAR RATING

Any

POPULAR FILTERS

☒ GSA or lower

35

☐ Refundable Options

98

☐ Free Wifi

65

☐ Free Parking

9☐ Free Breakfast

ROOM

☐ High Speed Internet☐ Kitchen☐ Bathtub☐ Air Conditioning

FACILITY

☐ Pet Friendly☐ Swimming Pool☐ Refrigerator☐ Fitness Center

SERVICES

119 hotel results

Sort by Best Value

Rates subject to change based on availability. Click 'View Details' for live rates.

Country Inn & Suite by Radisson, Dallas-Love Field

2383 Stemmons Trl, Dallas, TX, 75220 1.2 mi away

\$57

Est. Nightly

8.1 Great

Multiple GSA Rates

Refundable Options

View Details

La Quinta Inn and Suite Dallas Downtown

302 S Houston Street, Dallas, TX, 75202 0.5 mi away

\$140

Multiple GSA Rates

Refundable Options

View Details

Cambria Hotel Downtown Dallas

1907 Elm St, Dallas, 75201 0.9 mi away

\$137

Multiple GSA Rates

Refundable Options

View Details

Hilton Anatole

2201 N Stemmons Freeway, Dallas, TX, 75207 0.5 mi away

\$108

Multiple GSA Rates

Refundable Options

View Details

Map

Map showing hotel locations in Dallas, Texas, with numbered clusters (1-11) indicating multiple hotels in an area. The map includes major highways (I-35, I-45, I-75, I-20, I-10) and landmarks like the airport (RBD) and downtown area.

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.

Country Inn & Suite by Radisson, Dallas-Love Field ⭐⭐⭐⭐☆ \$57
 2383 Stemmons Trl, Dallas, TX, 75220 1.2 mi away Est. Nightly
 8.1 Great 5 GSA Max Rate \$149
[Refundable Options](#) [View Details](#)

La Quinta Inn and Suite Dallas Downtown \$140
 302 S Houston Street, Dallas, TX, 75202 0.5 mi away
 7.2 Great 6 Multiple GSA Rates
[Refundable Options](#) [View Details](#)

Fairfield Inn & Suites Dallas West ⭐⭐⭐⭐☆
 New York, NY 10282

POPULAR FILTERS

- ☒ GSA or lower 35
- ☐ Refundable Options 98
- ☐ Free Wifi 65
- ☐ Free Parking 9
- ☐ Free Breakfast 109

Included for free

- Free Internet
- Free Breakfast
- Free Parking

Amenities

✓ Baggage hold	✓ Catering services	✓ Exterior corridors
✓ Meeting rooms	✓ Concierge desk	✓ Breakfast
✓ Bell staff/porter	✓ Elevators	✓ Air conditioning
✓ Braided elevators	✓ Fitness center	✓ Cable television
✓ Business center	✗ Express check-out	✓ Bar/lounge

[Show more](#)

Description

Property Location
 With a stay at Millenium Hilton, you'll be centrally located in New York, steps from St. Paul's

GSA Max Rate

The rate shown here is established by the GSA and used to set the maximum domestic Per Diem - allowance for lodging (excluding taxes) - rate for federal travel customers. Many companies use these amounts as a benchmark for their own businesses and client travel costs.

Per Diem rate displays average for multiple nights.

Location	Rate
Round Rock	\$103
Williamson	
Austin	\$145
Travis	

[Close](#)

Choose a Room

Check-In - Check-Out Rooms & Guests
 10/16/19 - 10/20/19 1 rooms, 2 guests

Room Type Nightly Rate

Best Deal \$103
[Hide Nightly](#)
 Studio Queen Non-Smoking
[Refundable](#) [Select Room](#)

Date	Rate
Tue, Oct 16	\$100.00
Wed, Oct 17	\$98.00
Thur, Oct 18	\$100.00
Fri, Oct 19	\$100.00
Sat, Oct 20	\$120.00

Double Occupancy Room \$103
[Refundable](#) [Show Nightly](#) [Select Room](#)

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, **unless you are using Direct Bill** (DB must be approved to use by an admin). 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

Search existing guest or team member

Add additional name to room

☒ Receive text alerts about this trip.

Billing Information

Use New Card

2

VISA

Corp Card ending in 4323

Expires 02/21

☐

DB

Direct Bill

Your company will be invoiced.

Available

\$50,000.00

Custom Fields

Tax Exempt Stay?

Select 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.

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 all of your selections before you click "Complete Booking."

Book securely in less than 2 minutes.

Primary Guest

Add New Guest

Search Existing Guest

Search existing guest or team member

▼

Add additional name to room

☒ Receive text alerts about this trip.

Billing Information

Use New Card

VISA

Corp Card ending in 4323

Expires 02/21

☐

DB

Direct Bill

Your company will be invoiced.

☐

Available

\$50,000.00

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.

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.

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Find Hotels

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Billing

Tools

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Trips

List View

Map View

All 9

Active 1







Upcoming 8

Past

Dates

Filters

Search by name or location

<input type="checkbox"/>	Hotel	Location	Travelers	Check-In	Price	
<input type="checkbox"/>		The Brown Palace Hotel and Spa, ... Confirmation #: N54P6NU	Denver, CO, USA 1725 Champa St	TS +2 Sat, Feb 22 2 Nights	\$89 Refundable	...
<input type="checkbox"/>		Hampton Inn & Suites Denver-Down... Confirmation #: ERTZKIY	Denver, CO, USA 818 17th St	ES +2 Tue, Dec 10 3 Nights	\$124 Refundable	...
<input type="checkbox"/>		Halcyon - a hotel in Cherry Creek Confirmation #: RWU94ZD	Denver, CO, USA 1801 Wewatta St	LF +2 Thu, Jan 2 3 Nights	\$87 Refundable	...
<input type="checkbox"/>		Hilton Garden Inn Denver Downtown Confirmation #: N69PZ50	Denver, CO, USA 1600 Wewatta St	CG +2 Sat, Jan 18 7 Nights	\$160 Refundable	...
<input type="checkbox"/>		The Curtis Denver - a DoubleTree ... Confirmation #: G3504FY	Denver, CO, USA 1717 Champa St	JH +2 Mon, Jan 27 2 Nights	\$294 Refundable	...
<input checked="" type="checkbox"/>		Econo Lodge Denver Internation... Confirmation #: 123GH123	Denver, CO, USA 150 Clayton Lane	RJ +2 Fri, Feb 7 2 nights	\$196 Refundable	...

<

1

2

3

4

5

6

7

8

9

>


10

25

50

100

X



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 Reservations" 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.

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Find HotelsTripsBillingTools

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Trips

List ViewMap View

All 9Active 1Upcoming 8Past

DatesFiltersSearch 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

3Cancel 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

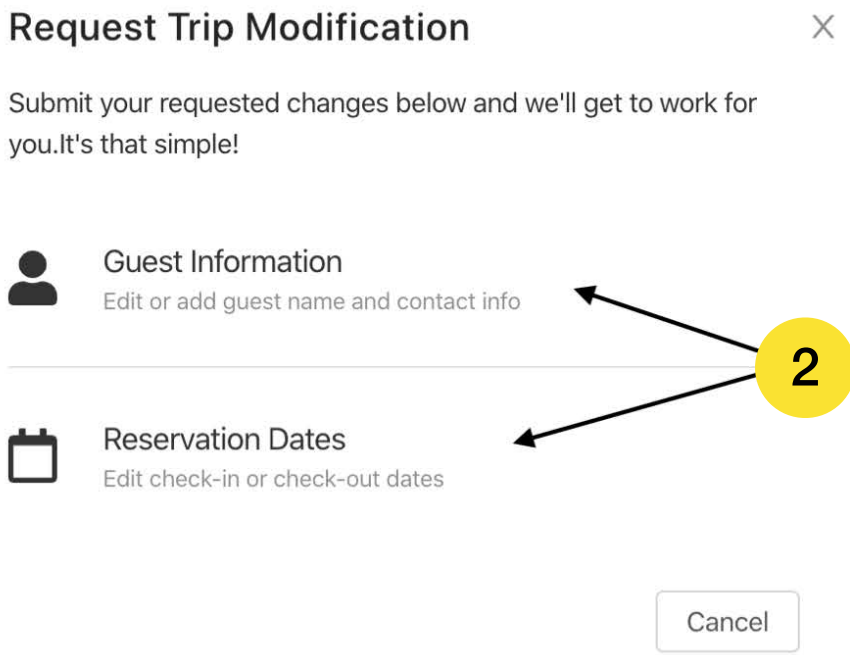
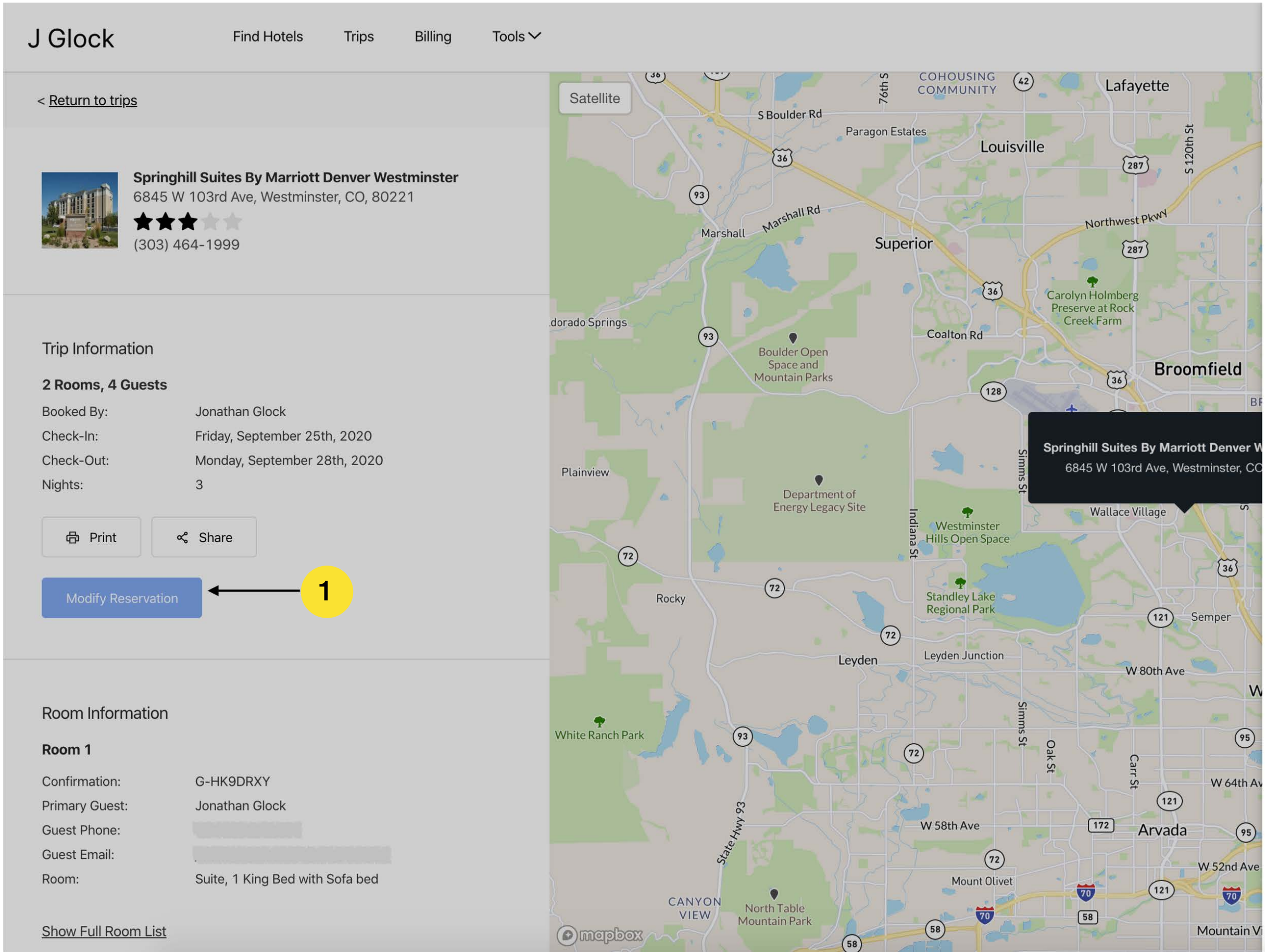
You can either:
 - Change 'Guest Information'
 - Change 'Reservation Dates'
- 3

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.



Billing

Set Up Direct Bill

Ask your Hotel Engine representative for a credit application today.

Billing Options

You will have the choice for two billing options:

- Direct Bill on check-out date
- Direct Bill based on nights consumed

Please select which option you prefer on your credit application:

Direct Bill Based On Check-out Date

Customer will be billed/invoiced for completed stays/reservations that have a check-out date in the current billing period. Note that one stay will only appear on one bill/invoice. That invoice will contain charges for all nights in the stay, regardless of whether some or all of those nights actually occurred within a previous billing period.

Direct Bill Based On Check-out Date

Customer will be billed/invoiced for completed stays/reservations that have a check-out date in the current billing period. Note that one stay will only appear on one bill/invoice. That invoice will contain charges for all nights in the stay, regardless of whether some or all of those nights actually occurred within a previous billing period.

THE CREDIT APPLICATION

Experian BIN: _____ Current Hotel Booking Platform: _____

****Any request for an amount of \$20,000 or more will require you to supply additional financial documents**

COMPANY BILLING INFORMATION

Street: _____ City: _____ State: _____ Zip: _____

Contact Name: _____ Title: _____

ContactPhoneNumber: _____ Email: _____

Bi-Weekly Billing: Day of the Week Preference: _____

Preferred Bill Method: Based on Nights Consumed
(choose one) Based on Checkout Date

COMPANY HEADQUARTERS

Billing

Approval

Once your credit application is approved, you can:

1

View Monthly Statements

Direct Bill makes it convenient to view all your company’s hotel expenses, across all travelers, in one consolidated, monthly statement.

2

Choose a Payment Method

You can pay via check, credit card, or ACH payment. Click “Payment Methods” and then “Add a New Card” to add a credit card for Direct Bill.

What is Direct Bill?

Our monthly invoicing program establishes a direct line of credit between our users and Hotel Engine — not individual hotels. With this option, you can track hotel spend and reduce risk by eliminating the need for multiple transactions and forms of payment.

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JD

Current balance:
\$187,500.00

Available credit:
\$62,500.00

2Payment Methods

1	Status	Statement Period	Invoice	Total	Paid	Balance	Due Date	
	Pending	June 2018	6108-1805-19	\$15,262	\$0	\$15,262	07/15/2018	View
	Due	May 2018	6108-1805-18	\$95,124.12	\$0	\$95,124.12	06/15/2018	Pay NowView
	Due	April 2018	6108-1805-17	\$55,162.00	\$10,200.00	\$44,962.00	05/15/2018	Pay NowView
	Paid	March 2018	6108-1805-16	\$99,123.14	\$99,123.14	\$0	04/15/2018	View
	Paid	February 2018	6108-1805-15	\$23,63.23	\$23,63.23	\$0	03/15/2018	View
	Paid	January 2018	6108-1805-14	\$66,710.50	\$66,710.50	\$0	02/15/2018	View
	Paid	December 2017	6108-1805-13	\$70,704.99	\$70,704.99	\$0	01/15/2018	View
	Paid	November 2017	6108-1805-12	\$92,146.81	\$92,146.81	\$0	12/15/2017	View
	Paid	October 2017	6108-1805-11	\$59,781.47	\$59,781.47	\$0	11/15/2017	View
	Paid	September 2017	6108-1805-10	\$70,551.98	\$70,551.98	\$0	10/15/2017	View
	Paid	August 2017	6108-1805-9	\$81,666.73	\$81,666.73	\$0	09/15/2017	View

Please make checks payable to:
Hotel Engine LLC

Mail to:
720 S. Colorado Blvd.
Suite 1050-S

Billing

- 3

Filter Expenses

We make it easy to organize your company’s hotel expenses. Sort by traveler, hotel, date, price, or any of your custom fields to group expenses together.
- 4

Download Folios & Invoices

Accessing your folios and invoices is as simple as a single click. Within your monthly statement, select folio or invoice and a .pdf will automatically download for your records.

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Month: May 2018

Total: \$7,162.65

Amount Due: \$6,162.65

Due on: 06/15/18

Number: 6108-1606-1

Make Payment

3	Department	Traveler	Location	Hotel	Check-In	Check-Out	Nights	Expense		
	Marketing	Lula Herrera	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
	Marketing	Polly Holt	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
	Marketing	Lula Herrera	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
Paid	Marketing	Janie Rose	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
	Marketing	Lula Herrera	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
	Marketing	Lula Herrera	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
	Marketing	Lula Herrera	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
	Marketing	Lula Herrera	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
	Marketing	Lula Herrera	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
	Marketing	Emily Wolfe	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
	Marketing	Emily Wolfe	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
	Marketing	Emily Wolfe	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio
Paid	Marketing	Joel Day	New York, NY	Grand Hyatt	08.15.16	08.15.16	1	\$500.00	Invoice	Folio

32 invoices in May 2018 statement.

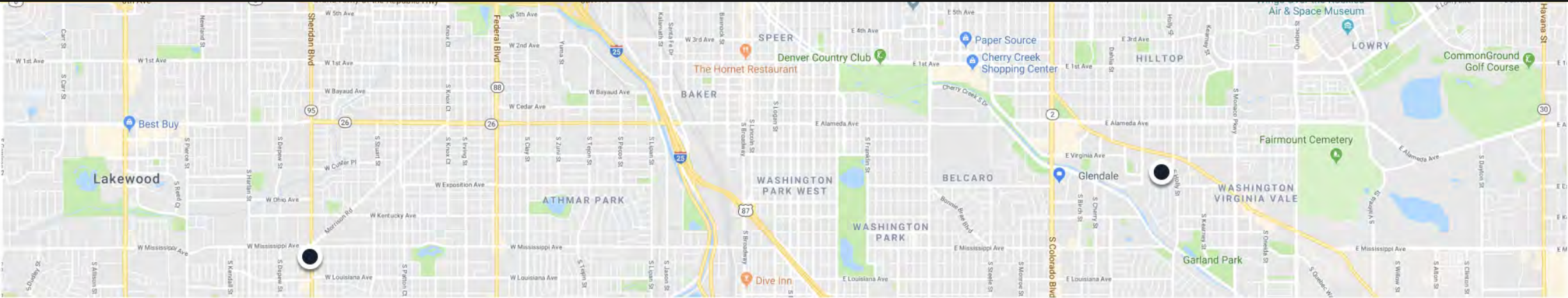
Export

- 1

On the “Trips” page, any reservation made by one of your Users with Direct Bill will be automatically labeled as “Pending” under “Status”. This means it still needs to be approved.
- 2

Bookings paid by credit card do not require approval and carry a N/A status.
- 3

Once an Admin approves a Direct Bill reservation, its status will change to “Approved.”



Hotel/City	Traveler	Trip Dates	Price	Payment	Status	
Extended Stay America Amarillo - West Amarillo, TX	Lina Cortez	07/20/19 - 07/25/19	\$138.00	Direct Bill	<div>1</div> Pending	<div>Folio</div> ▲
<div><div>Booked By: Jack Ryan</div><div>Status: Complete</div><div>Itinerary #: 244734735853562</div><div>Rooms: 1</div></div> <div><div>View Itinerary</div><div>Cancel Reservation</div></div>						
Extended Stay America Santa Rosa Santa Rosa, CA	Victoria Lowe	02/10/19 - 02/15/19	\$633.13	Card ending in	<div>2</div> N/A	<div>Folio</div> ▼
Comfort Suites Lexington Lexington, SC	Cecilia Hunt	02/10/19 - 02/15/19	\$937.69	Direct Bill	<div>3</div> Approved	<div>Folio</div> ▼
Suburban Extended Stay Of Myrtle Bea... Myrtle Beach, SC	Phoebe Buchanan	02/10/19 - 02/15/19	\$838.36	Card ending in 0023	N/A	<div>Folio</div> ▼
Best Western Garden Inn San Francisco, CA	Alberta Hall	02/10/19 - 02/15/19	\$618.56	Direct Bill	Approved	<div>Folio</div> ▼

Direct Bill Approvals

How to Review & Approve

- 1

Open the reservation and click the blue “View Itinerary” button.
- 2

On the Itinerary Page, you can review the trip information to check that the Direct Bill verification code matches the Travel Requisition ID assigned to the User.
- 3

If everything looks good, click “Verify” at the top of the page. This will open a success message and the status of the trip will changed to “Approved”.
- 4

If the trip is unauthorized or inaccurate, you can click the red “Cancel Reservation” button.

(The User will receive a cancellation email).


Preview of Itinerary Page

2

Verify this Trip
Direct Bill Verification: 1342334

Verify

3



Broadway at Times Square Hotel

Broadway, New York, NY, 10036

★★★★☆

Tel: 1 (787) 7215500 Fax: 1 (787) 7511919

Trip Summary

8 Rooms

Booked By: Jack Ryan

Status: Pending

Check-In: Thursday, January 13, 2017

Check-Out: Friday, January 14, 2017

Nights: 1

Print

Share

Cancel Reservation

4

Room Information

All Rooms (1-8)

Confirmation: 3N1VU7K

Primary Guest: Jack Ryan

Guest Phone: (123) 555-1234

Guest Email: JRyan@company.com

Room: 1 King Bed, Nonsmoking, Microwave Refrigerator, Coffeemaker, In Room, Ironing Board

Trip Expenses

Payment: Direct Bill

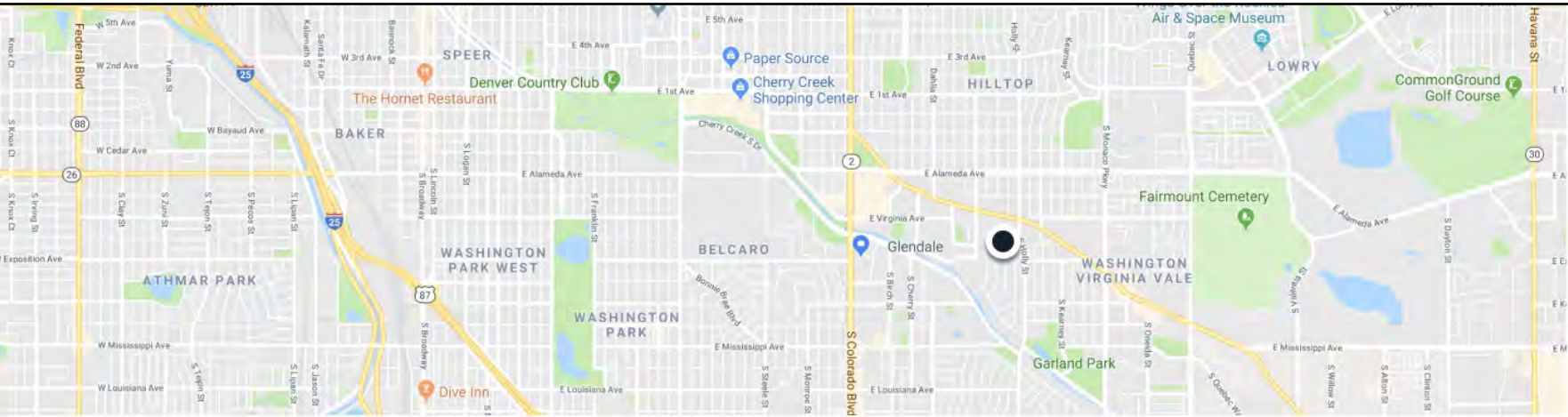
Subtotal: \$1063.50

Taxes and Fees: \$4.00

Total Charges: **\$1067.50**

Payment has been made for the full amount of the reservation; however, the guest must provide a valid credit card upon check in for any incidentals. Please be advised the hotel will place a pre-authorization on this card that will be released upon check-out.

Additional Details



Traveler	Trip Dates	Price	Payment	Status	
Lina Cortez	07/20/19 - 07/25/19	\$138.00	Direct Bill	Pending	<div>Folio</div> <div>1</div> <div>View Itinerary</div> <div>Cancel Reservation</div>
Victoria Lowe	02/10/19 - 02/15/19	\$633.13	Card ending in 1233	N/A	<div>Folio</div>
Cecilia Hunt	02/10/19 - 02/15/19	\$937.69	Direct Bill	Approved	<div>Folio</div>
Phoebe Buchanan	02/10/19 - 02/15/19	\$838.36	Card ending in 0023	N/A	<div>Folio</div>
Alberta Hall	02/10/19 - 02/15/19	\$618.56	Direct Bill	Approved	<div>Folio</div>

Rewards

About Rewards

Rewards FAQs

Rewards Terms

Member Support

1-855-567-4683

Support@hotelengine.com

Hotel Engine User Guide for State of Texas Users

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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

