

Admin Guide: Direct Bill

Role: Coordinator

State of Texas Customer Support

(800) 803-0452

Support@hotelengine.com

The screenshot displays the HotelEngine Admin interface. At the top, there is a navigation bar with the HE logo, 'Texas Senate', and links for 'Find a Stay', 'Trips', 'Billing', 'Members', 'Trends', and 'Company Settings'. On the right side of the navigation bar, there are buttons for 'Demo', a notification bell, and a user profile 'NB'. Below the navigation bar is a large hero section with a background image of a hotel room. The hero section contains the text 'Find a Stay' and 'Save on thousands of places across the globe'. Below this is a search bar with a location pin icon, the text 'Search by city or address', a calendar icon showing 'Mon, Oct 3' and 'Tue, Oct 4', a person icon showing '1 room, 2 guests', and a blue 'Search' button. Below the search bar are two dark buttons: 'My Properties' with a heart icon and 'View favorites and manage properties', and 'Group Bookings' with a group icon and 'Extended stays and large parties'. Below the hero section is a 'Trip Activity' section with a right-pointing arrow. It features two tabs: 'Active (10)' and 'Upcoming (18)'. Below the tabs are three cards, each representing an active trip. Each card has a green 'ACTIVE' badge, a hotel image, the hotel name and location, a clock icon indicating the status (e.g., 'Check-in today', '2 days to check-out'), the dates, and the user's name.

Hotel Name	Location	Status	Check-in/Check-out	User
Tru By Hilton San Antonio Downtown...	San Antonio, TX	ACTIVE	Oct 3 - Oct 4	Neha Bhakta
Hampton Inn & Suites Roseburg	Roseburg, OR	ACTIVE	Sep 26 - Oct 5	John Cash
Tachi Palace Casino Resort	Lemoore, CA	ACTIVE	Sep 29 - Oct 5	Neha Bhakta

Introduction

Hotel Engine is the mandated contract hotel booking and management platform for the State of Texas. 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.

Roles:

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 “Administrator” role.

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Create your account

1 You're invited to Hotel Engine

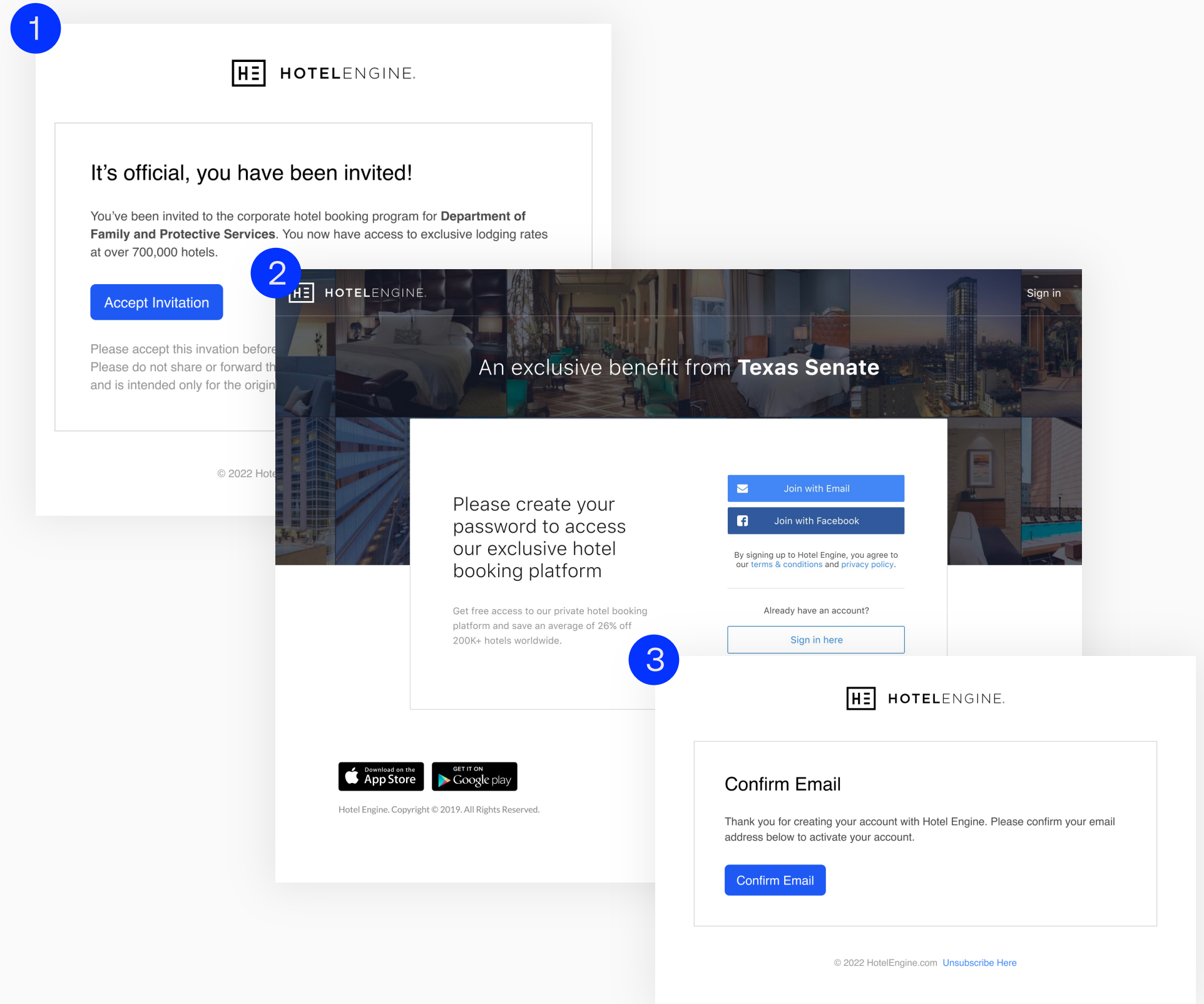
You will receive an email asking you to accept your invitation to create your Admin account. Click the "Accept Invitation" button.

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 state 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.



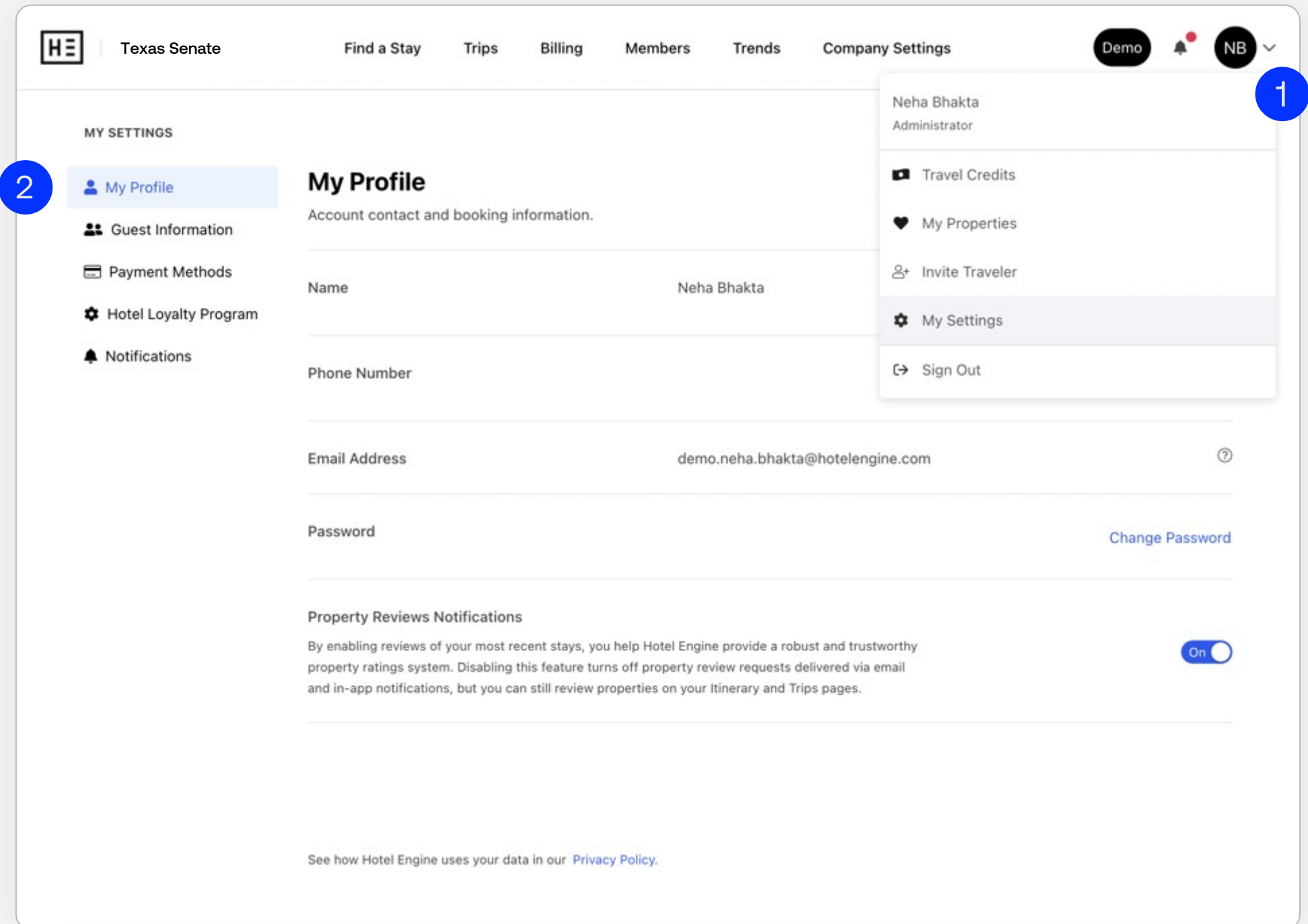
Profile settings

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

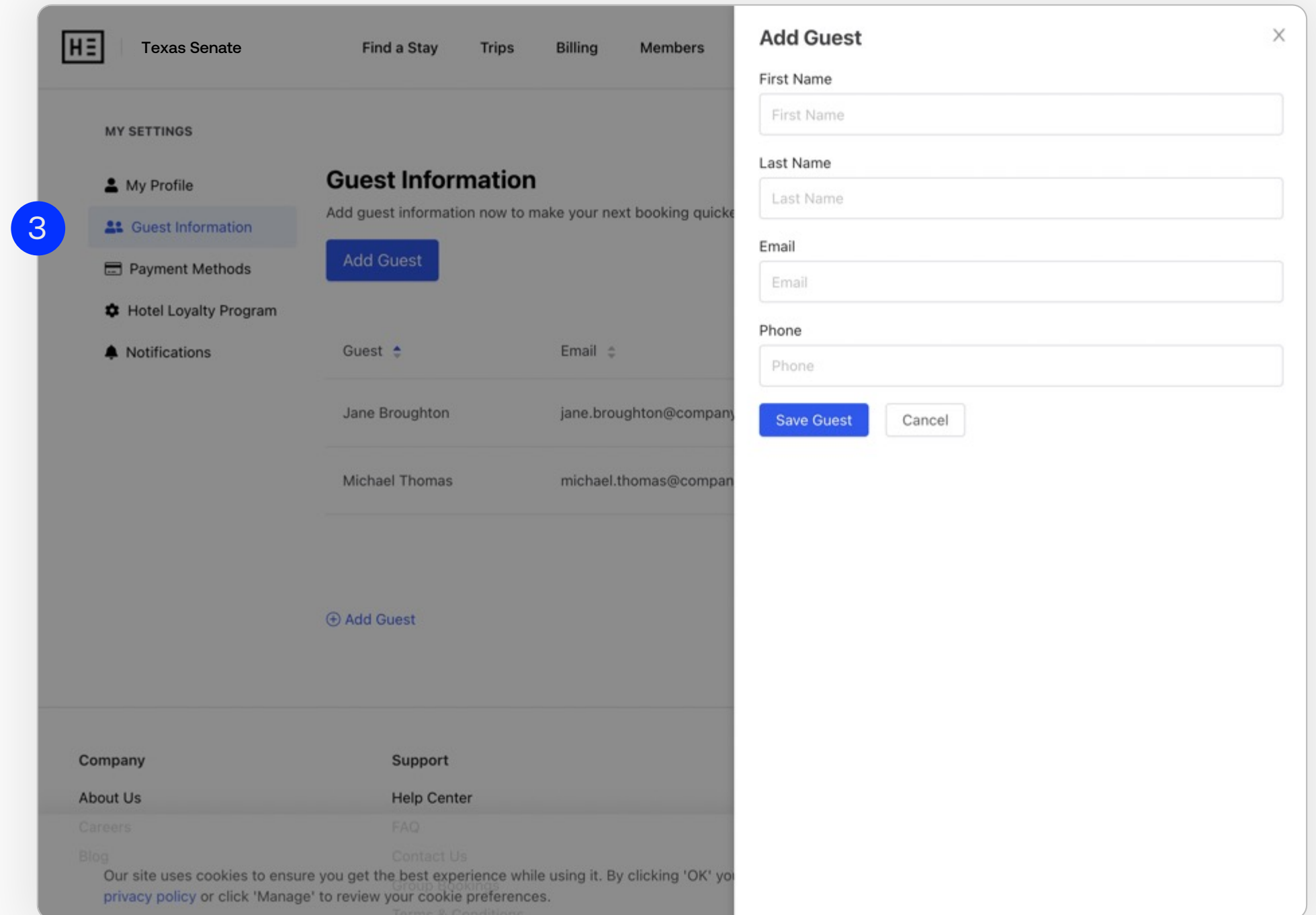
Under the first tab, “My Profile,” you can update your agency contact information and password. This information is privately stored.



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.



Profile settings

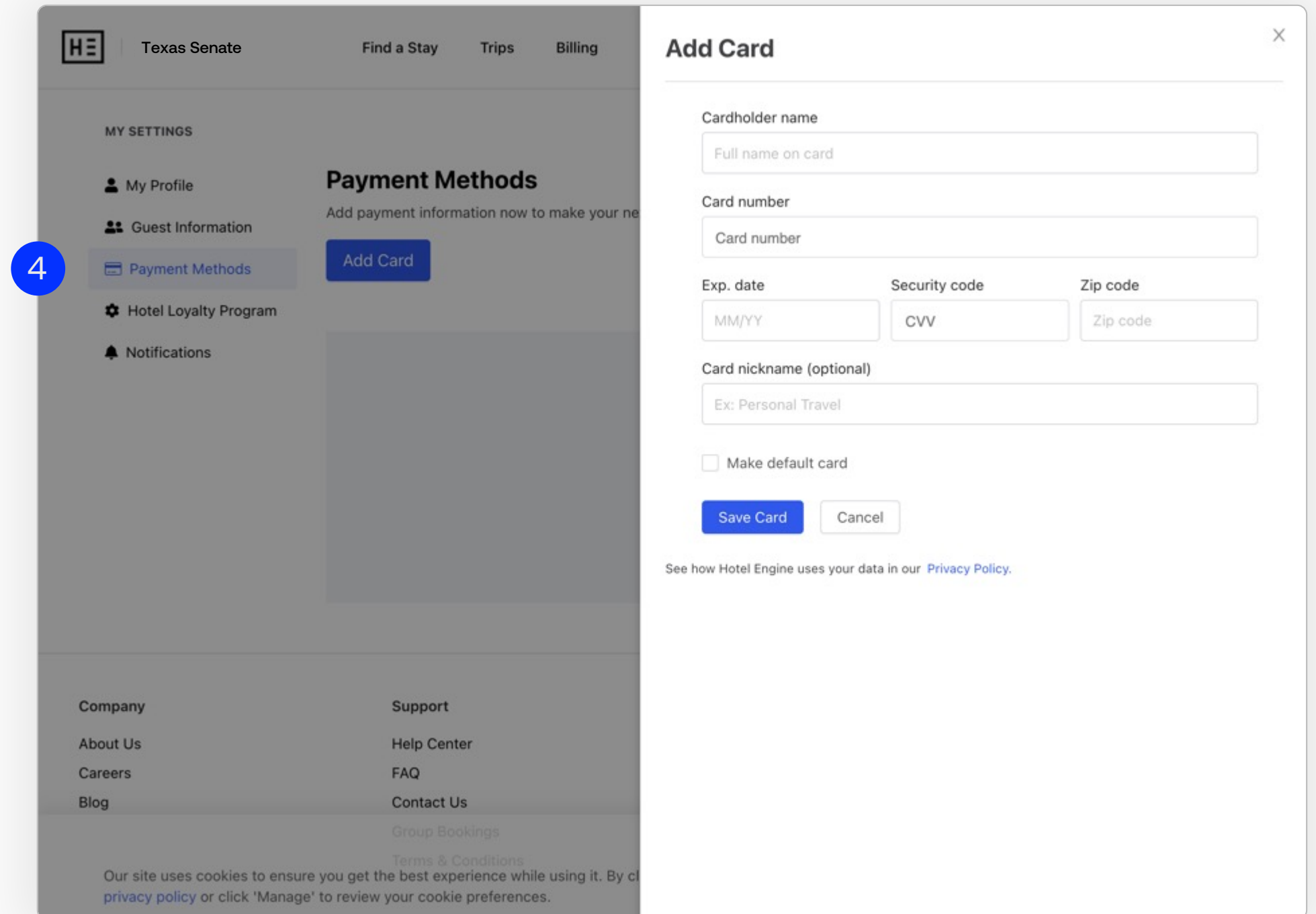
4 Stored cards

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).



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:

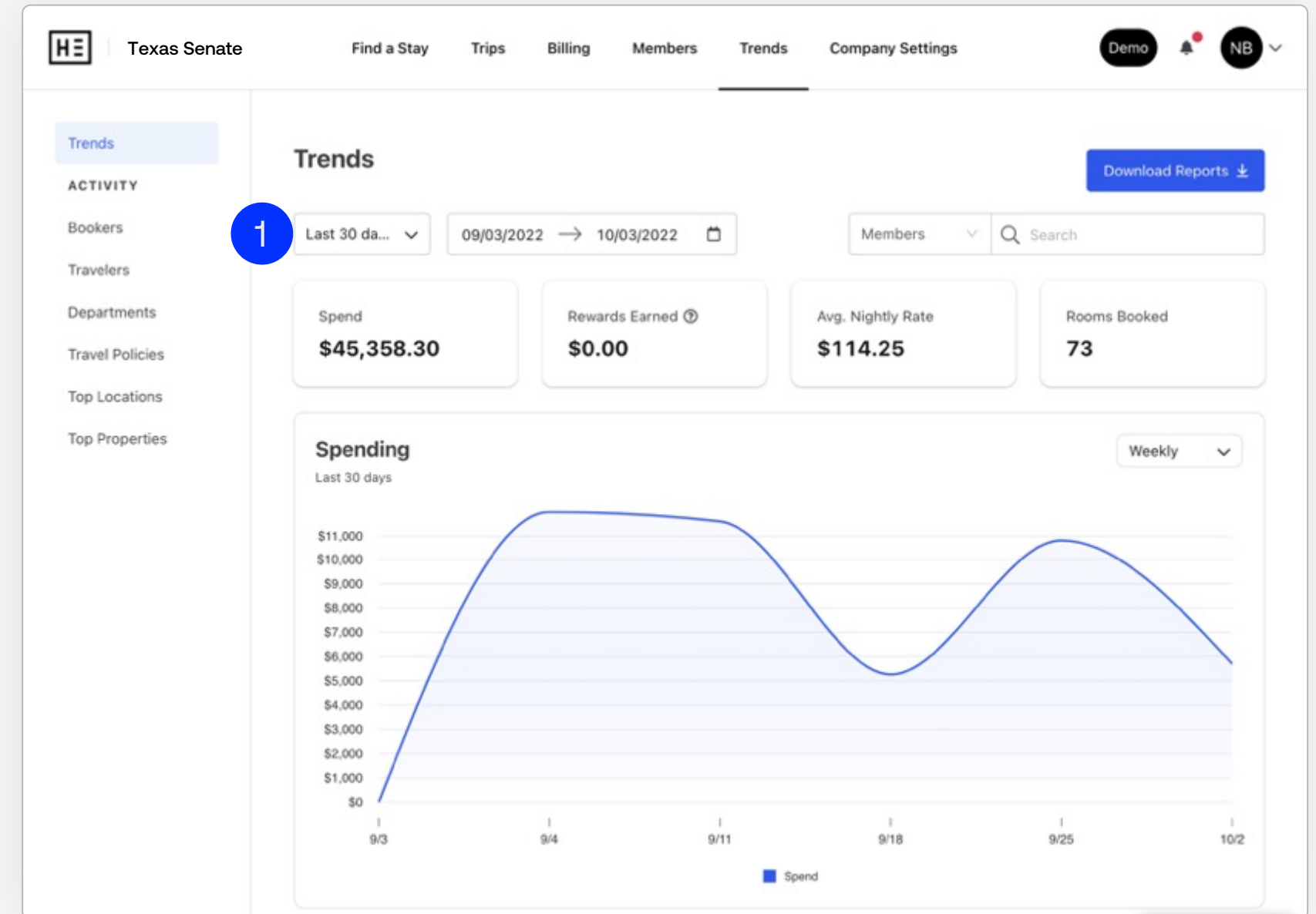
<https://comptroller.texas.gov/purchasing/programs/travel-management/coordinators.php>

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.



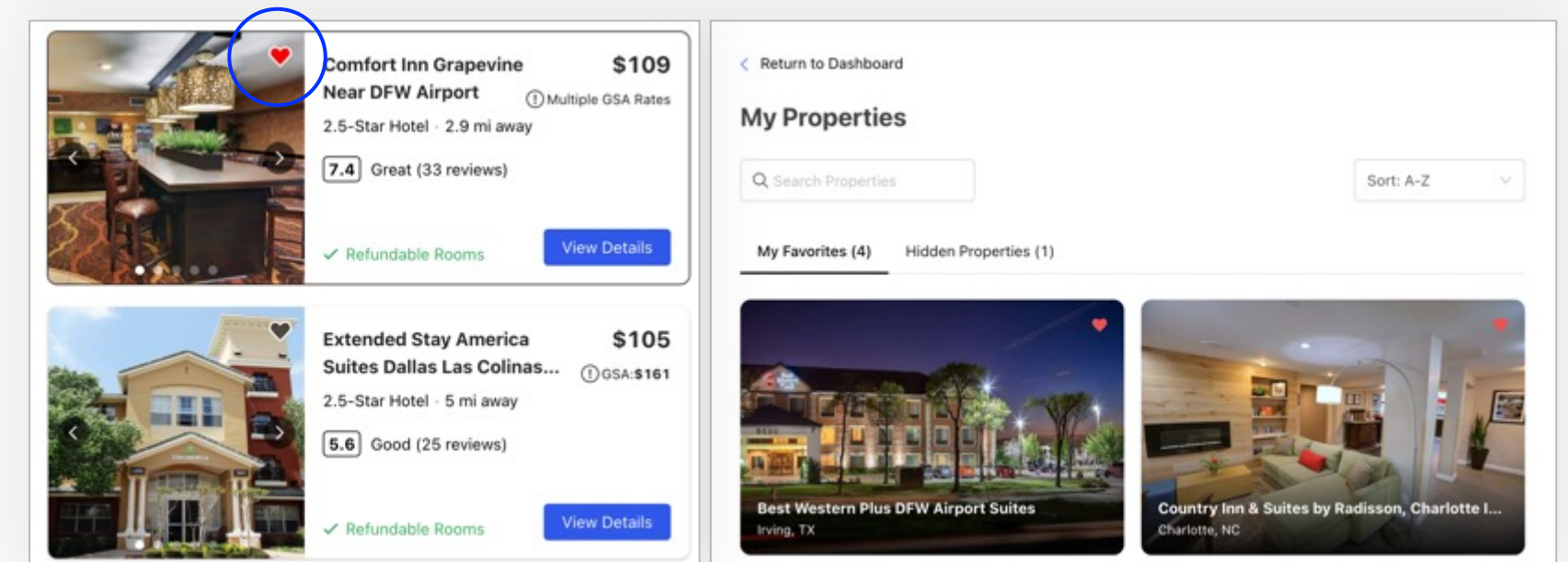
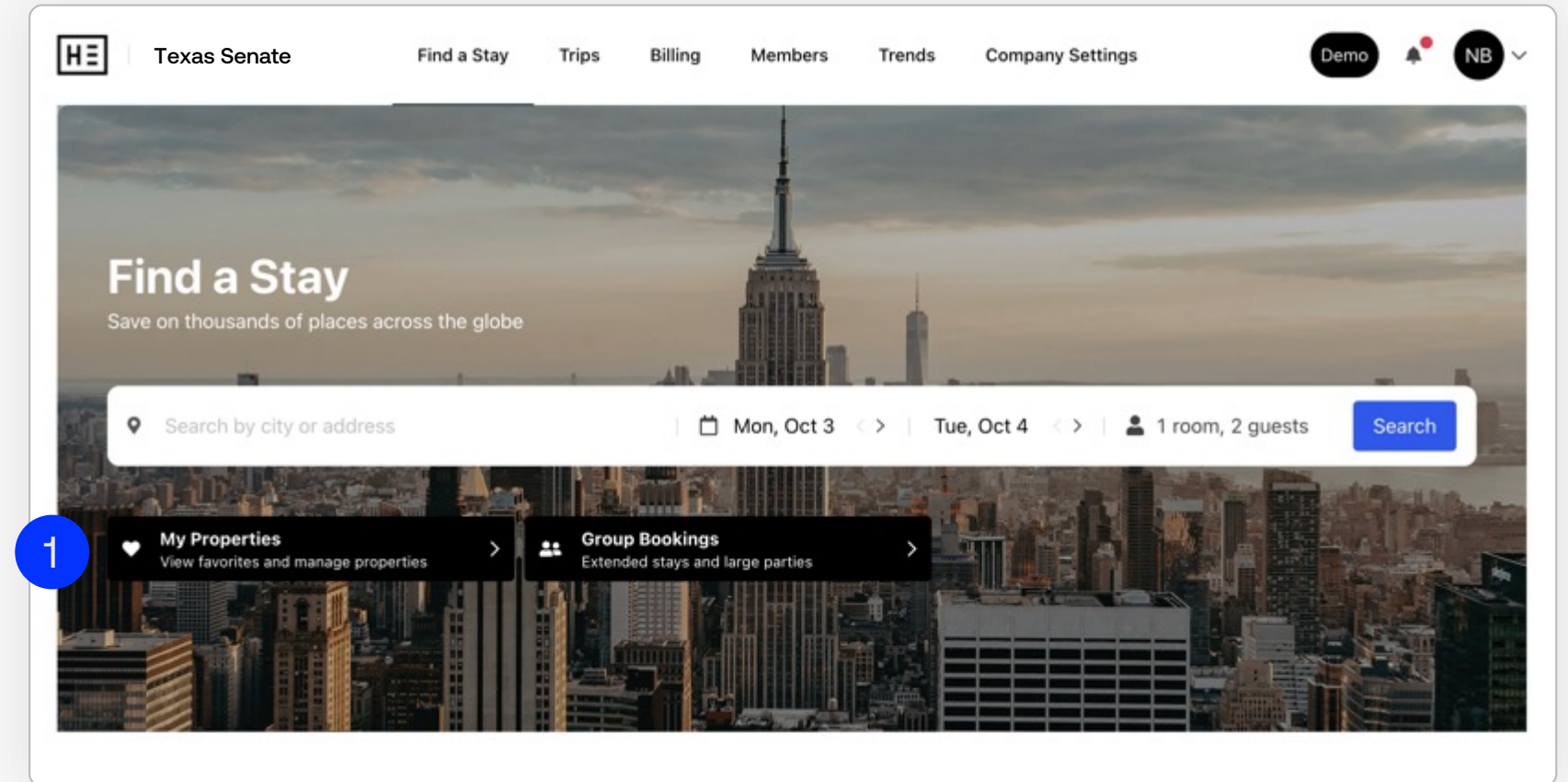
My favorite hotels

1 My favorite hotels

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.



Trip management

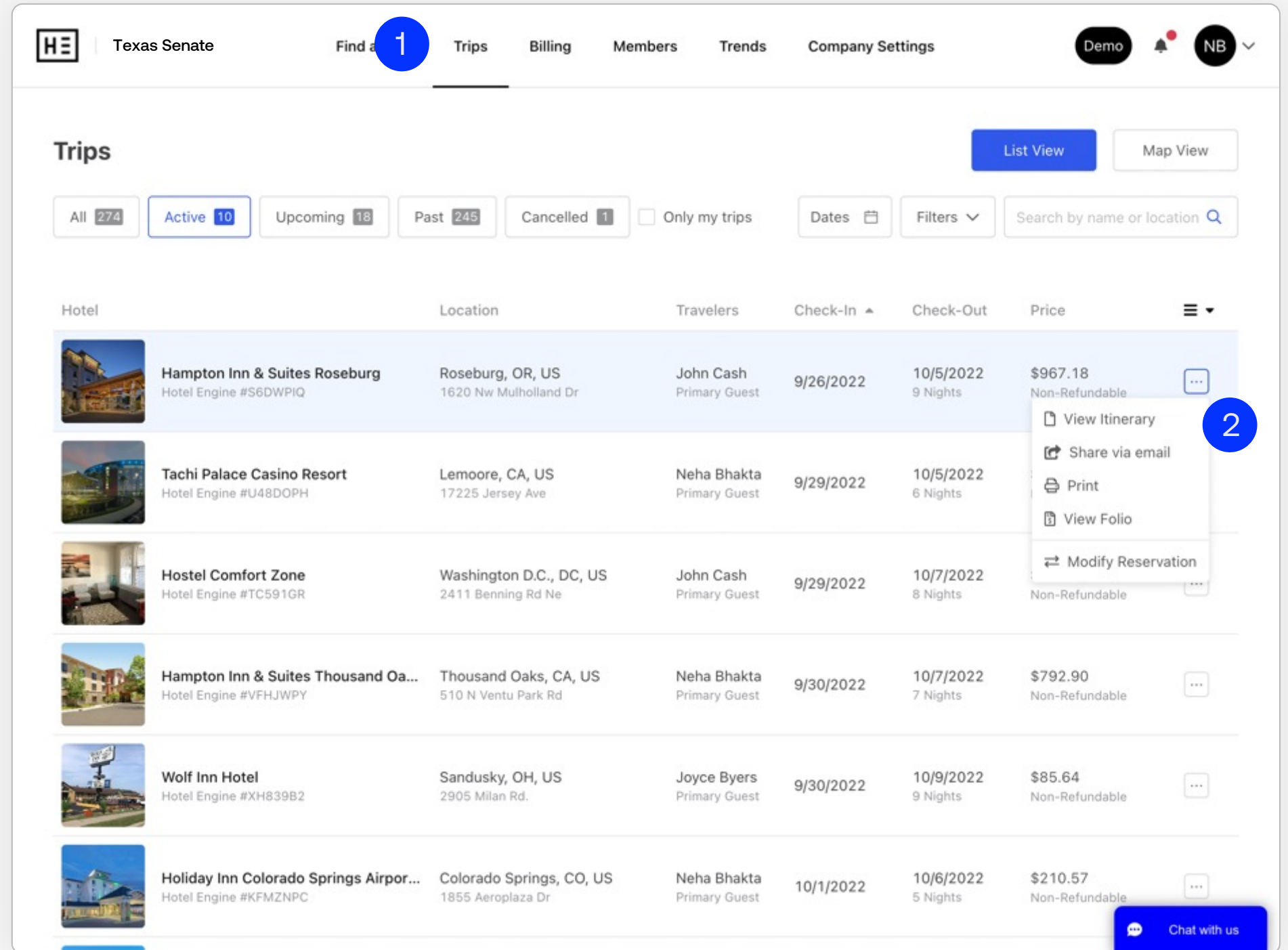
1 Trip summary

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.

2 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.



Trip management

3 Modifying a trip

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.

The screenshot displays the 'Trips' management page in the Hotel Engine system. The top navigation bar includes 'Texas Senate', 'Find a Stay', 'Trips', 'Billing', 'Members', 'Trends', and 'Company Settings'. The 'Trips' section has a 'List View' button and a search bar. Below the search bar are filters for 'All 274', 'Active 10', 'Upcoming 18', 'Past 245', and 'Cancelled 1', along with an 'Only my trips' checkbox. The main table lists several trips with columns for Hotel, Location, Travelers, Check-In, Check-Out, and Price. A dropdown menu is open for the 'Hostel Comfort Zone' trip, showing options like 'View Itinerary', 'Share via email', 'Print', 'View Folio', and 'Modify Reservation'. A red circle with the number '3' highlights the 'Modify Reservation' option. A 'Chat with us' button is visible in the bottom right corner.

Hotel	Location	Travelers	Check-In	Check-Out	Price
Hampton Inn & Suites Roseburg Hotel Engine #S6DWPIQ	Roseburg, OR, US 1620 Nw Mulholland Dr	John Cash Primary Guest	9/26/2022	10/5/2022 9 Nights	\$967.18 Non-Refundable
Tachi Palace Casino Resort Hotel Engine #U48DOPH	Lemoore, CA, US 17225 Jersey Ave	Neha Bhakta Primary Guest	9/29/2022	10/5/2022 6 Nights	
Hostel Comfort Zone Hotel Engine #TC591GR	Washington D.C., DC, US 2411 Benning Rd Ne	John Cash Primary Guest	9/29/2022	10/7/2022 8 Nights	\$967.18 Non-Refundable
Hampton Inn & Suites Thousand Oa... Hotel Engine #VFHJWPY	Thousand Oaks, CA, US 510 N Ventu Park Rd	Neha Bhakta Primary Guest	9/30/2022	10/7/2022 7 Nights	\$792.90 Non-Refundable
Wolf Inn Hotel Hotel Engine #XH839B2	Sandusky, OH, US 2905 Milan Rd.	Joyce Byers Primary Guest	9/30/2022	10/9/2022 9 Nights	\$85.64 Non-Refundable
Holiday Inn Colorado Springs Airpor... Hotel Engine #KFMZNPC	Colorado Springs, CO, US 1855 Aeroplaaza Dr	Neha Bhakta Primary Guest	10/1/2022	10/6/2022 5 Nights	\$210.57 Non-Refundable

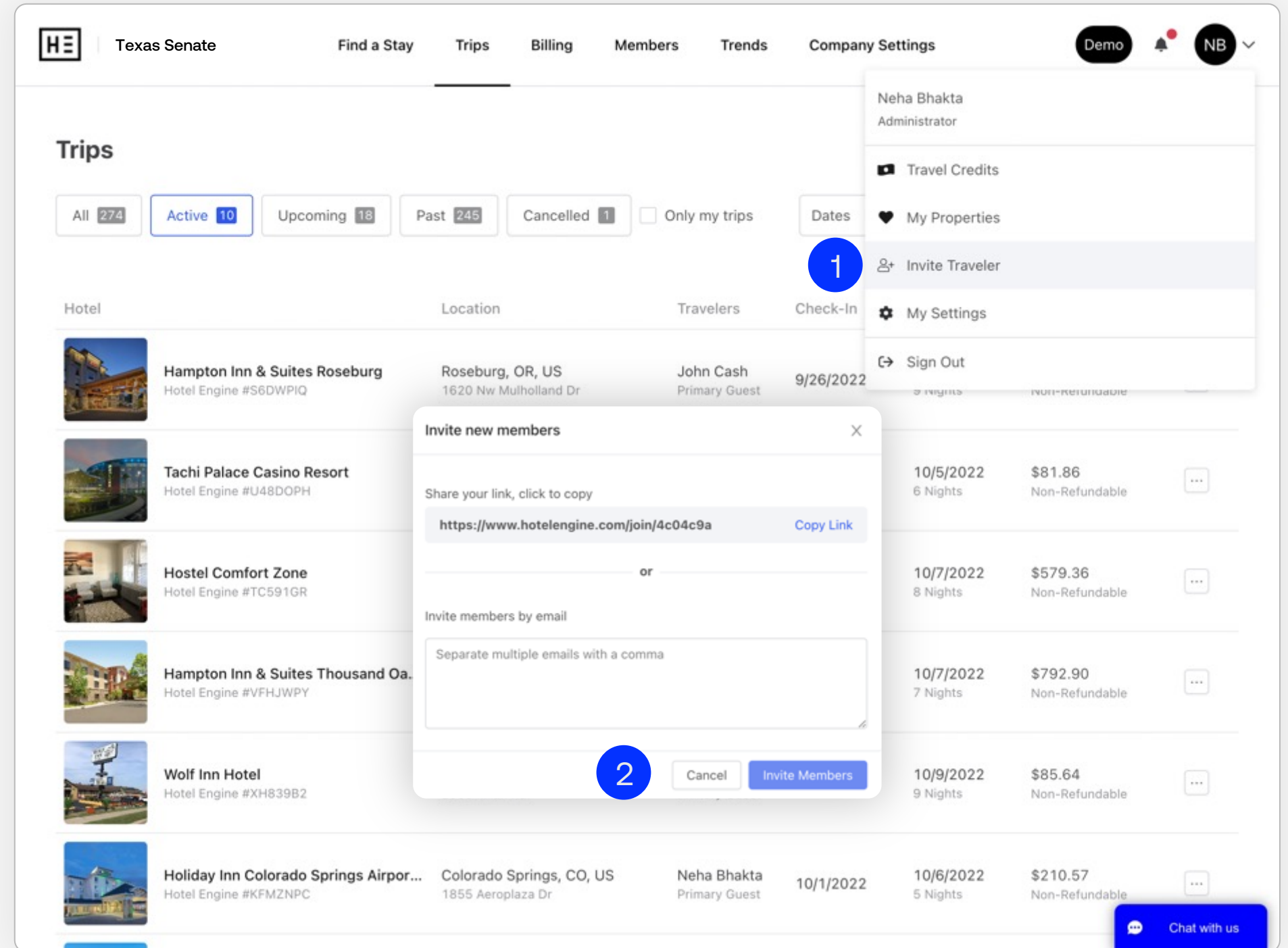
Invite users

1 Invite users

Add employees to your Hotel Engine account by selecting your account name and clicking on the “Invite Traveler” button or the link in the dashboard snapshot.

2 Share your link

By signing up through this unique link, new members will be automatically connected to your agency’s Hotel Engine account for seamless integration.



Search

1 Search hotels

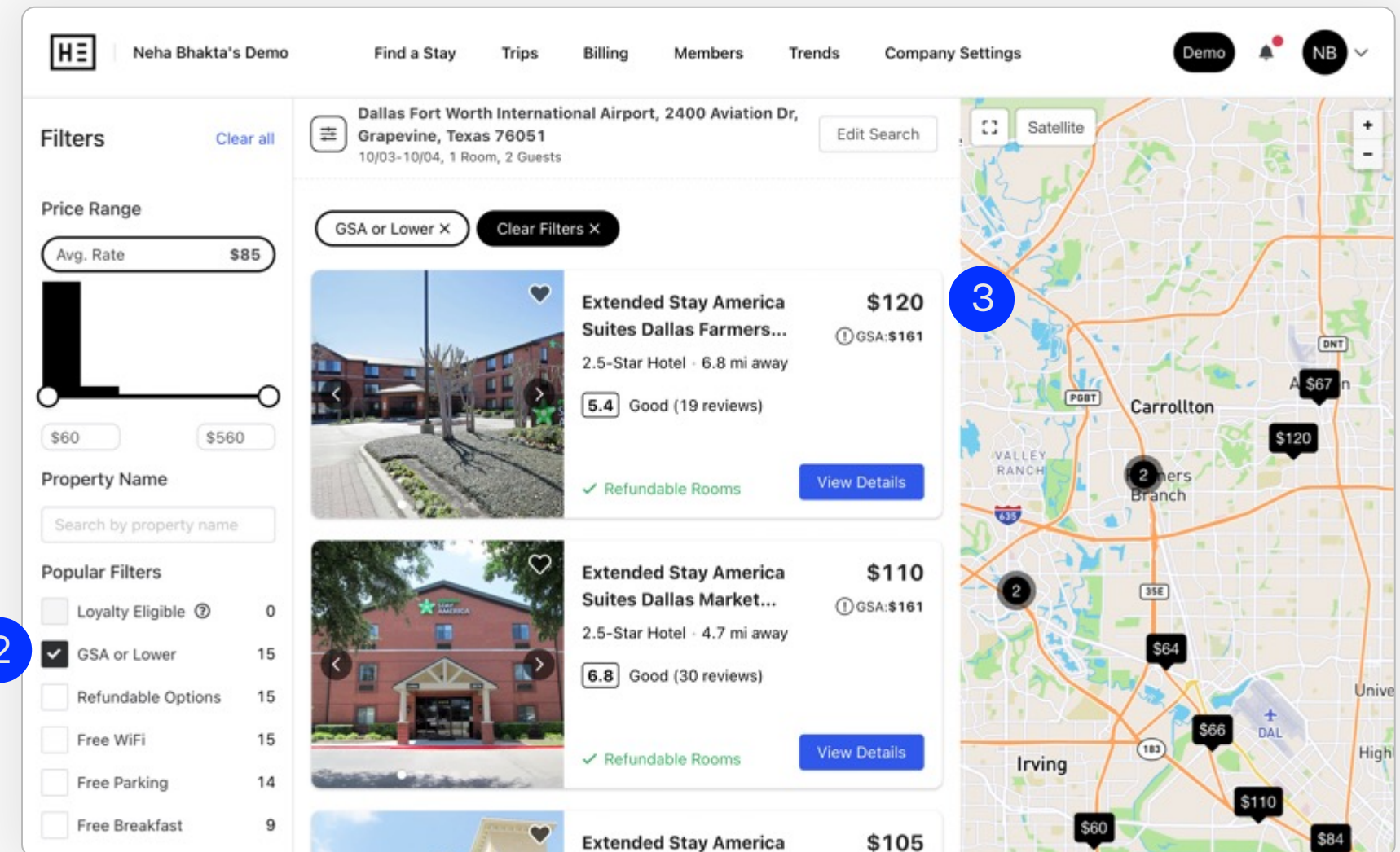
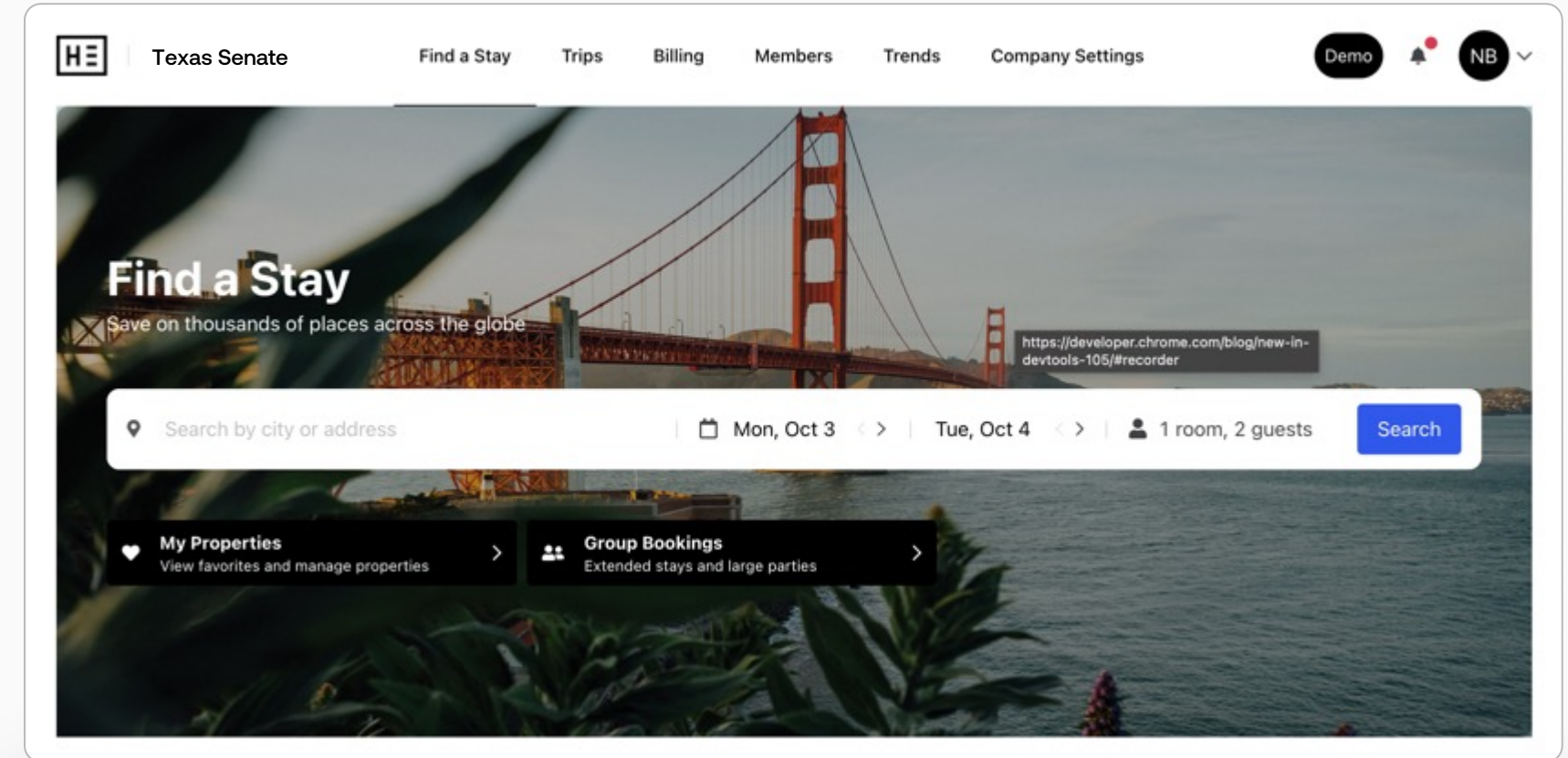
In the search bar at the top of the dashboard screen, enter the desired city, travel dates, and number of guests. Click “Search” to see the hotels matching your parameters.

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.



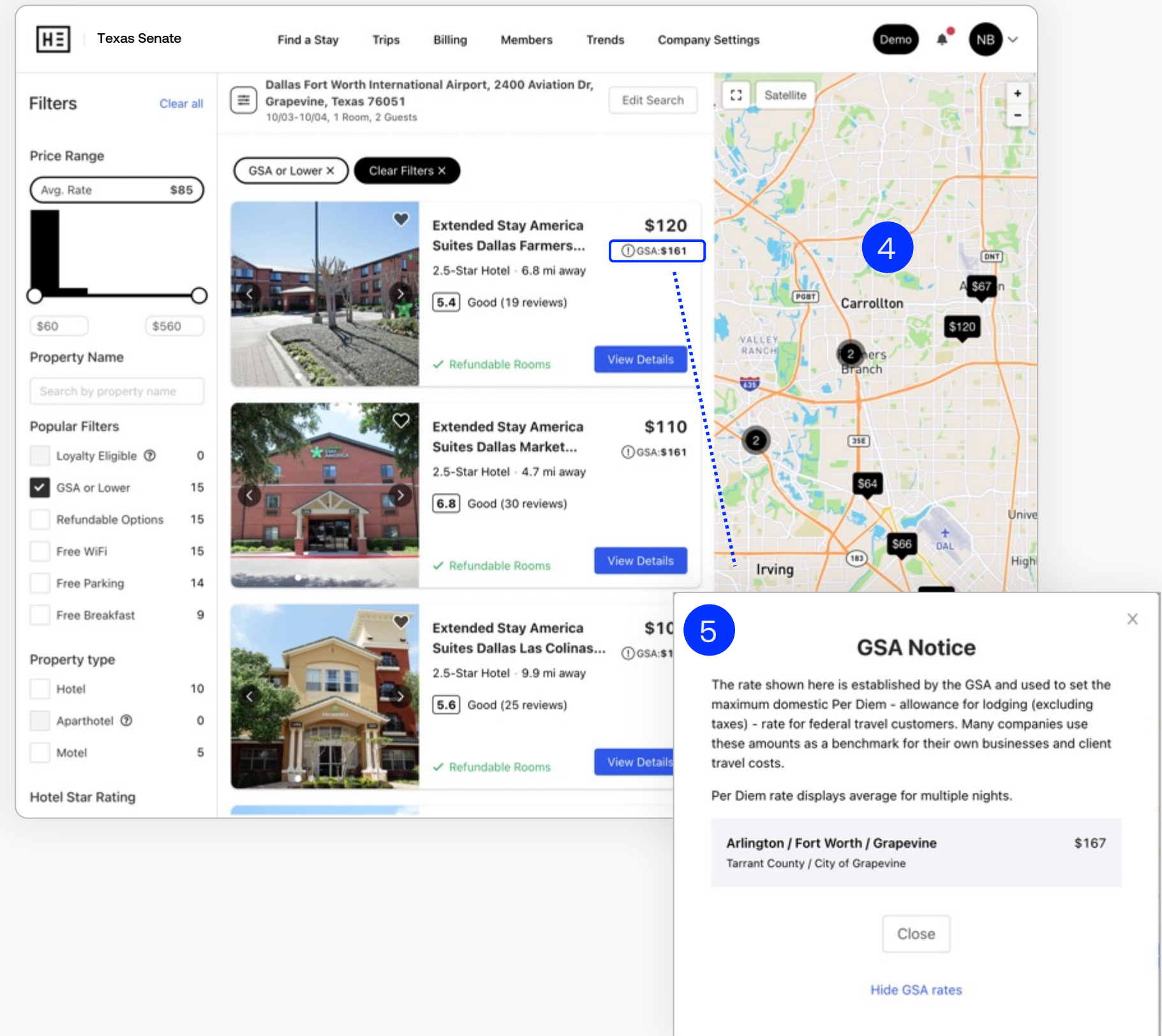
Search

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.

5 Compare against GSA rate

GSA maximum per diem rates will automatically have a banner around them to make them easier to find. You can also filter by hotels that are 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. Please note, Hotel Engine does not visualize county lines on search. You'll need to verify the county of the hotel you wish to book to ensure it's within GSA guidelines.



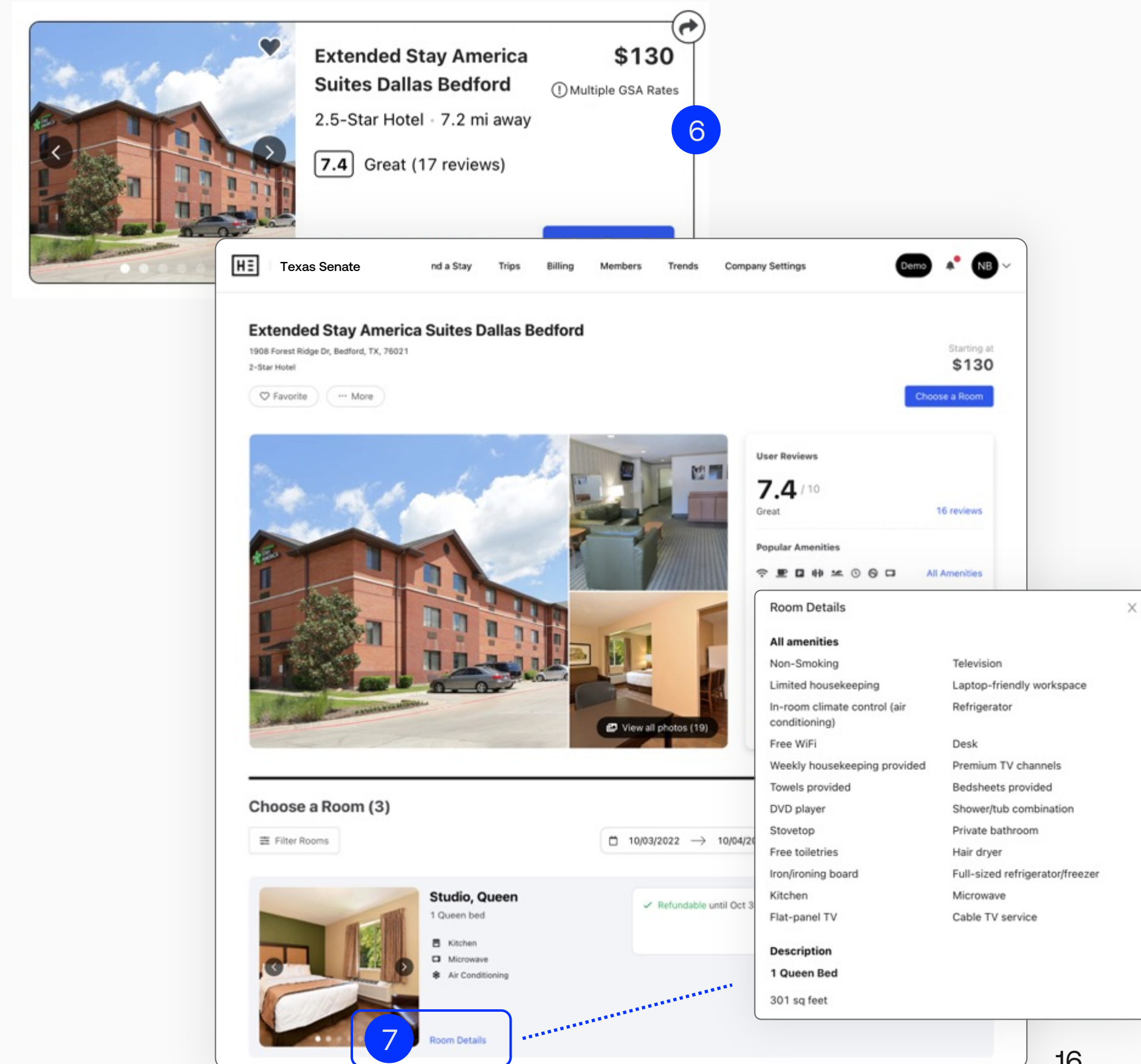
Search

6 Multiple GSA rates

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.



Book a hotel

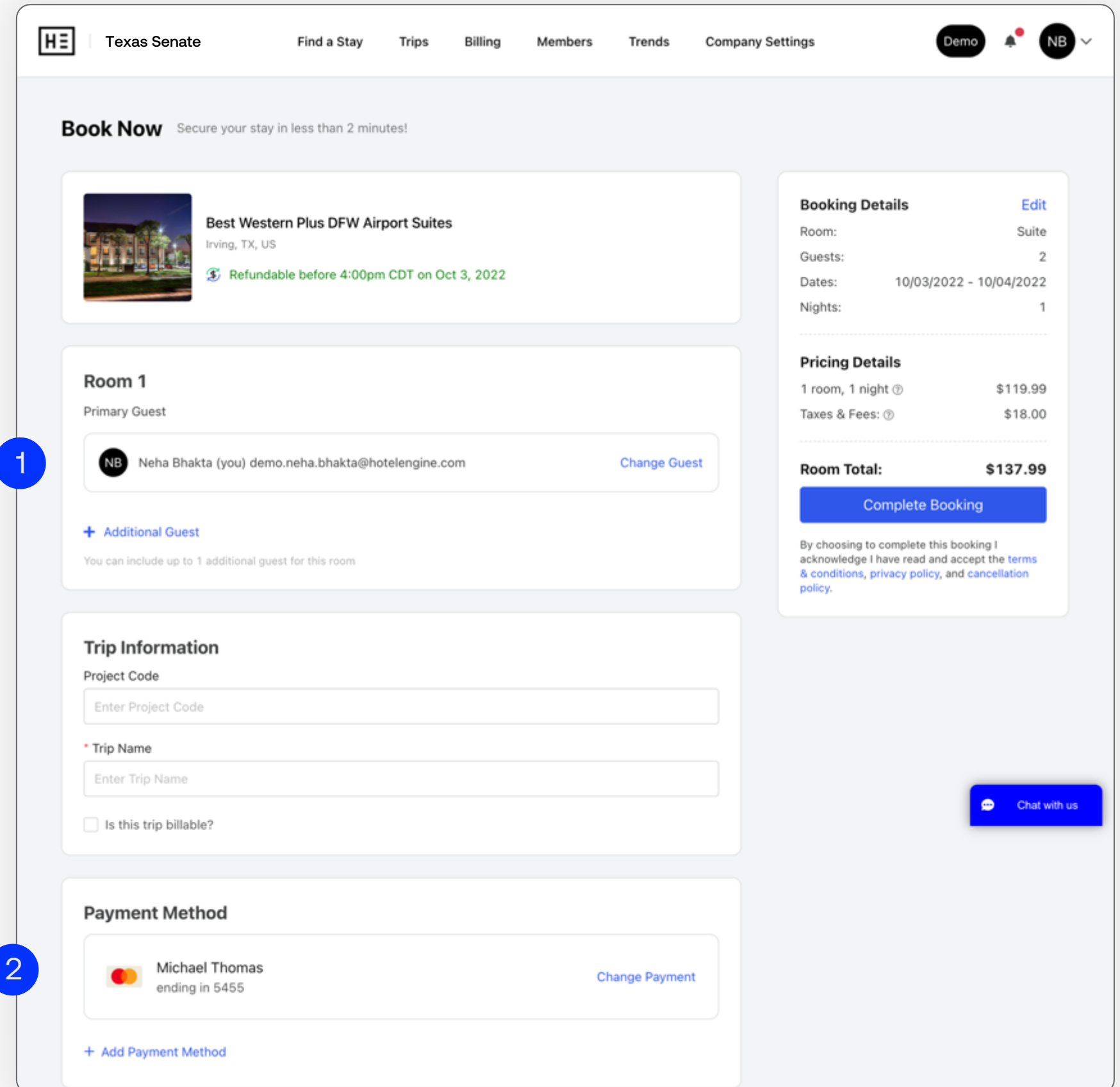
1 Primary guest info

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

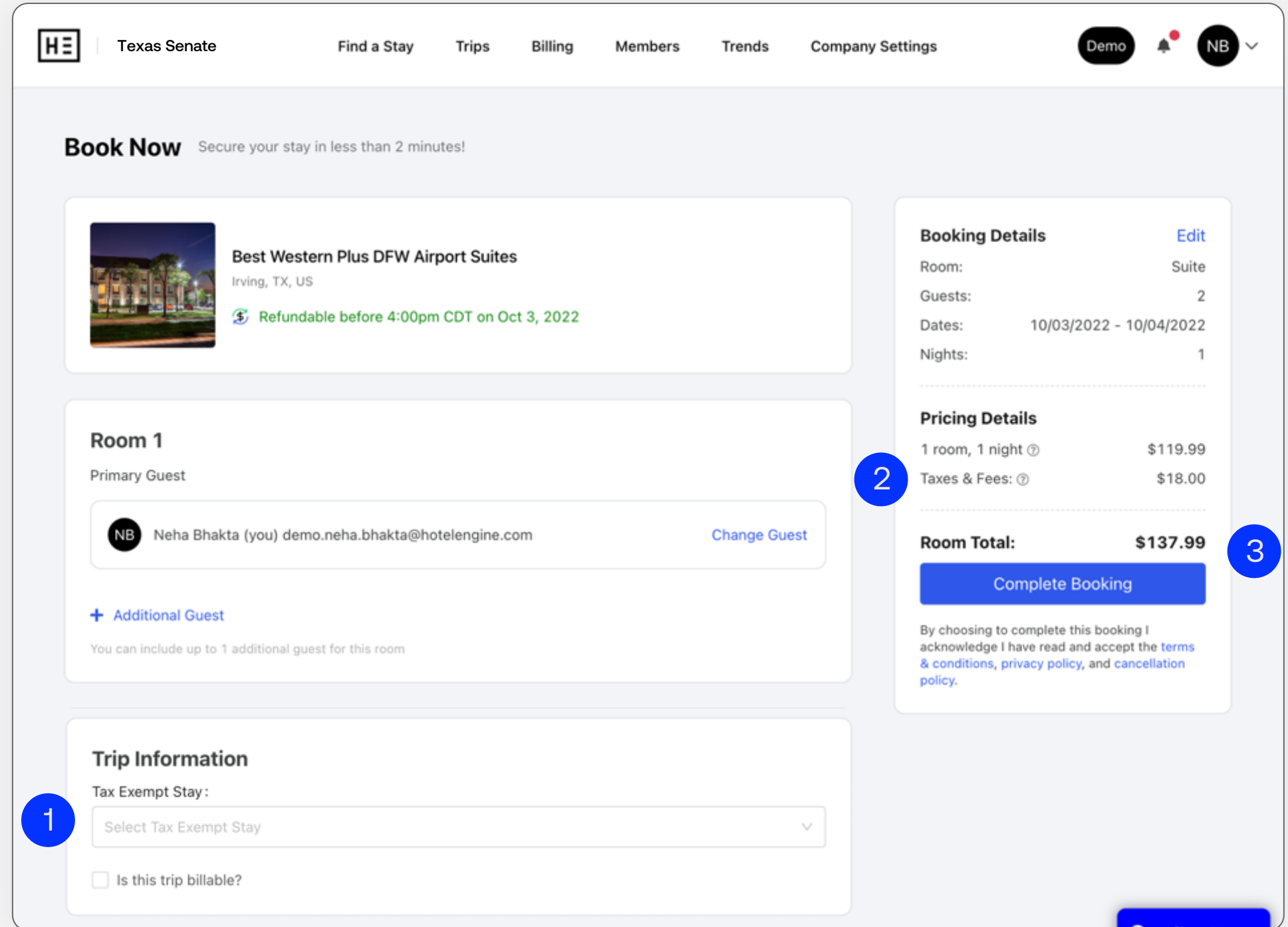
You must have a credit card on file to complete a booking for yourself or another state traveler. Select one of your saved credit cards to continue. If booking for another traveler, your card will be used to secure the booking with the hotel.

Your credit card will not be charged at the time of booking. 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 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.”



Trends

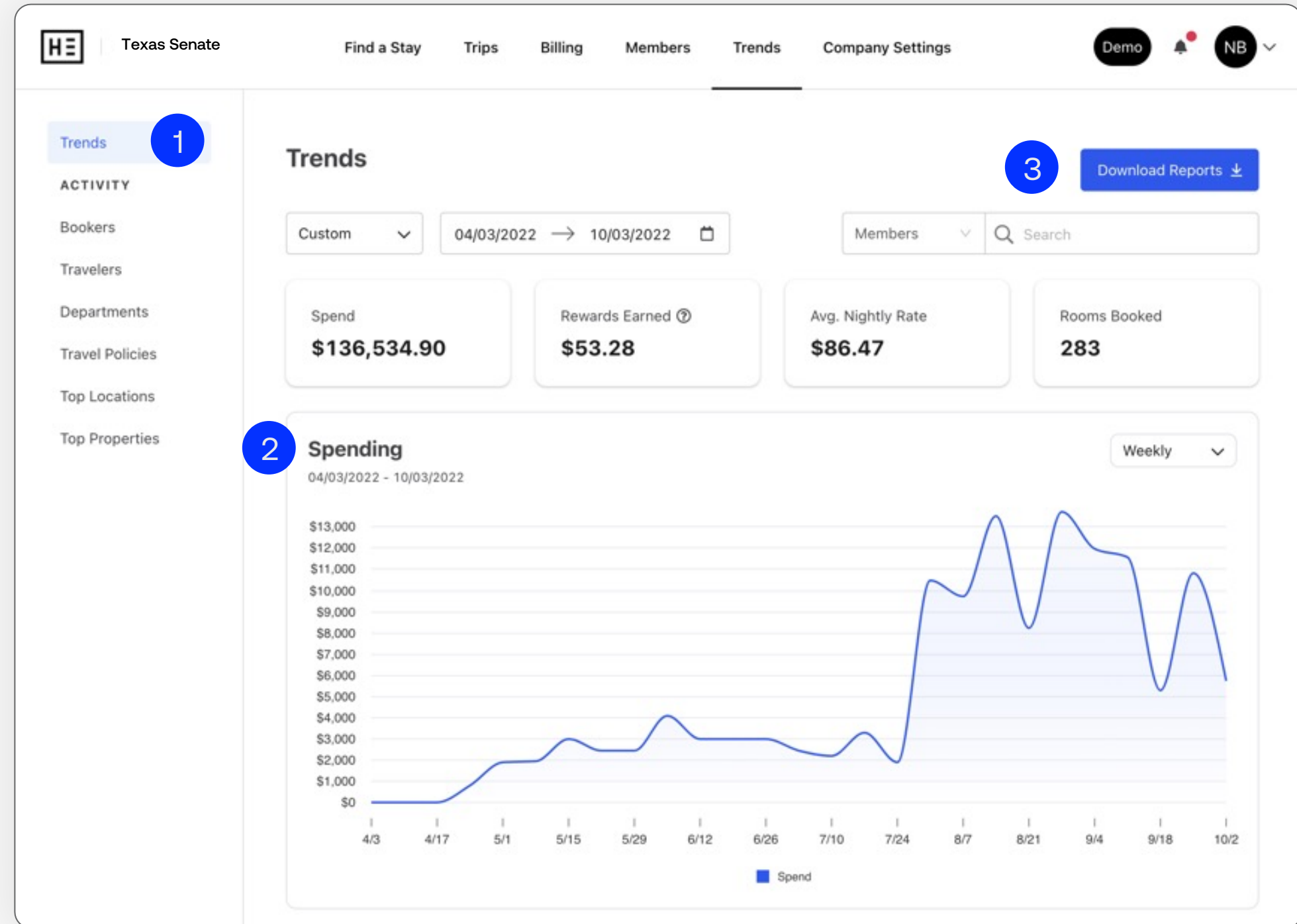
Note: An Admin needs to ENABLE a Coordinator access to view the “Trends” page.

- 1 Account activity overview**

Make informed decisions. Our real-time data displays total spend, savings, and average rate for the time frame selected.
- 2 Monitor travel habits**

Get a holistic view of your company’s travel activity. These graphs let you quickly spot patterns across total usage, spend, and user activity for more effective planning.
- 3 Export reports**

Generate comprehensive hotel activity, city activity, and all bookings reports with the click of a button.



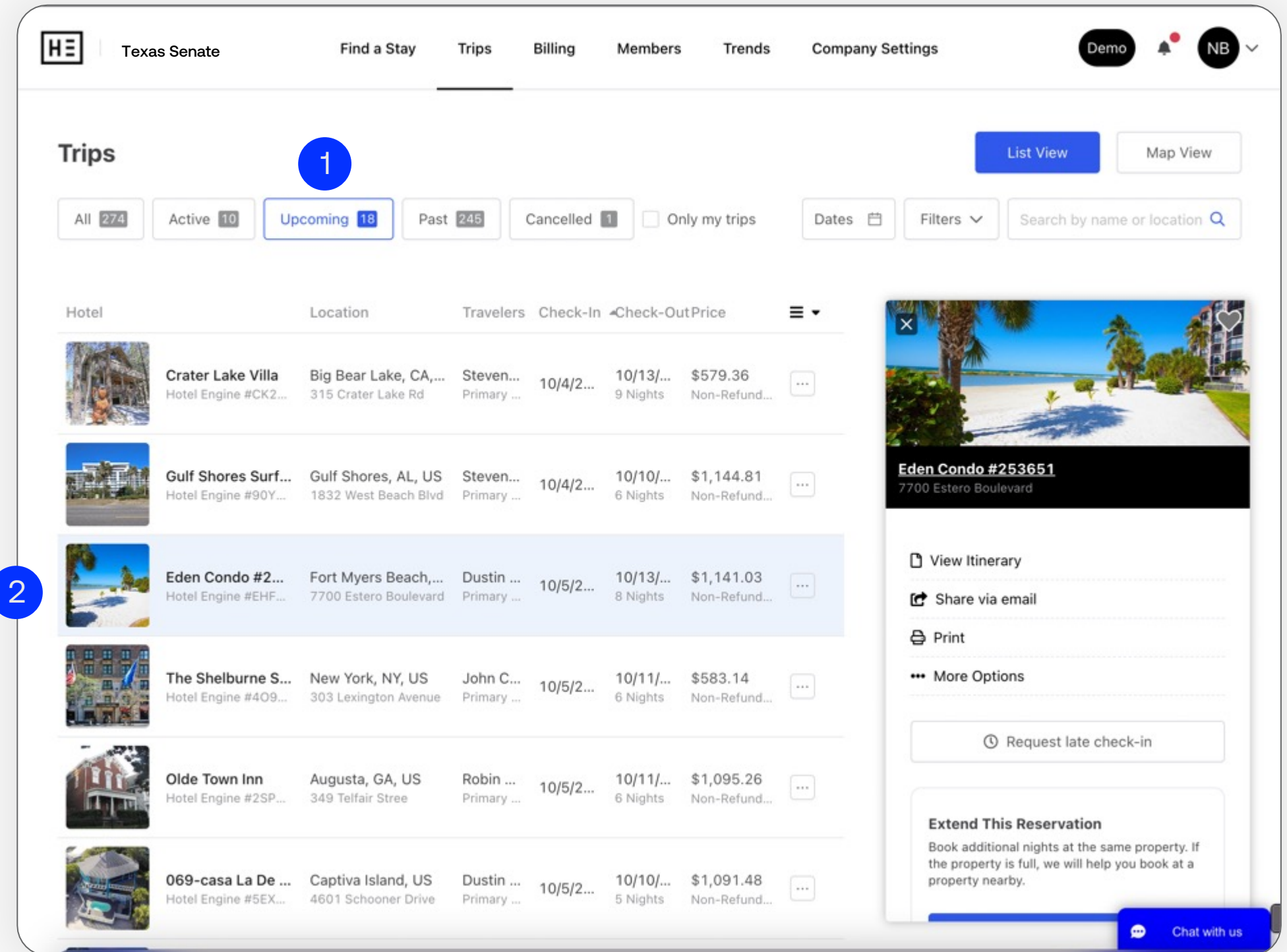
Trips

1 Trip sorting

Advanced trip filters allow you to sort by active, upcoming, and past trips, as well as by location, traveler, and hotel. As an administrator, you can also filter to find “Only my trips” to sort down to your individual travel.

2 Reservations

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



Trips

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

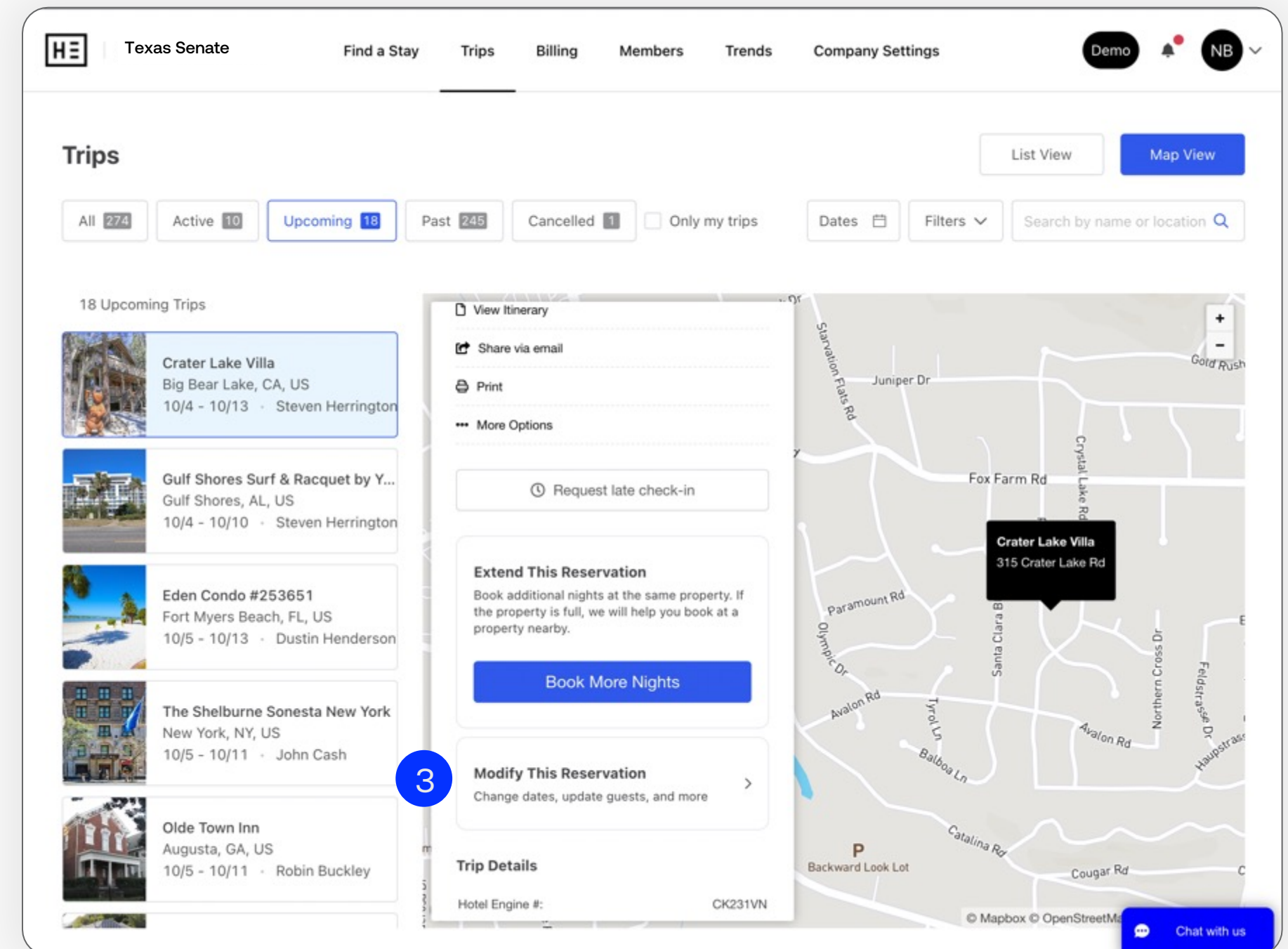
3 Modify / cancel reservations

1. Click on the “Trips” tab.
2. Select the booking you want to cancel.
3. Click “Modify This Reservation” and confirm the request in the popup window.
4. You’ll receive an email confirmation once it’s completed.

Cancel over the phone

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

Note: For same day cancellations, please let the Hotel Engine team know ASAP by calling our member support team. Hotels will likely not provide refunds on same day cancellations.



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

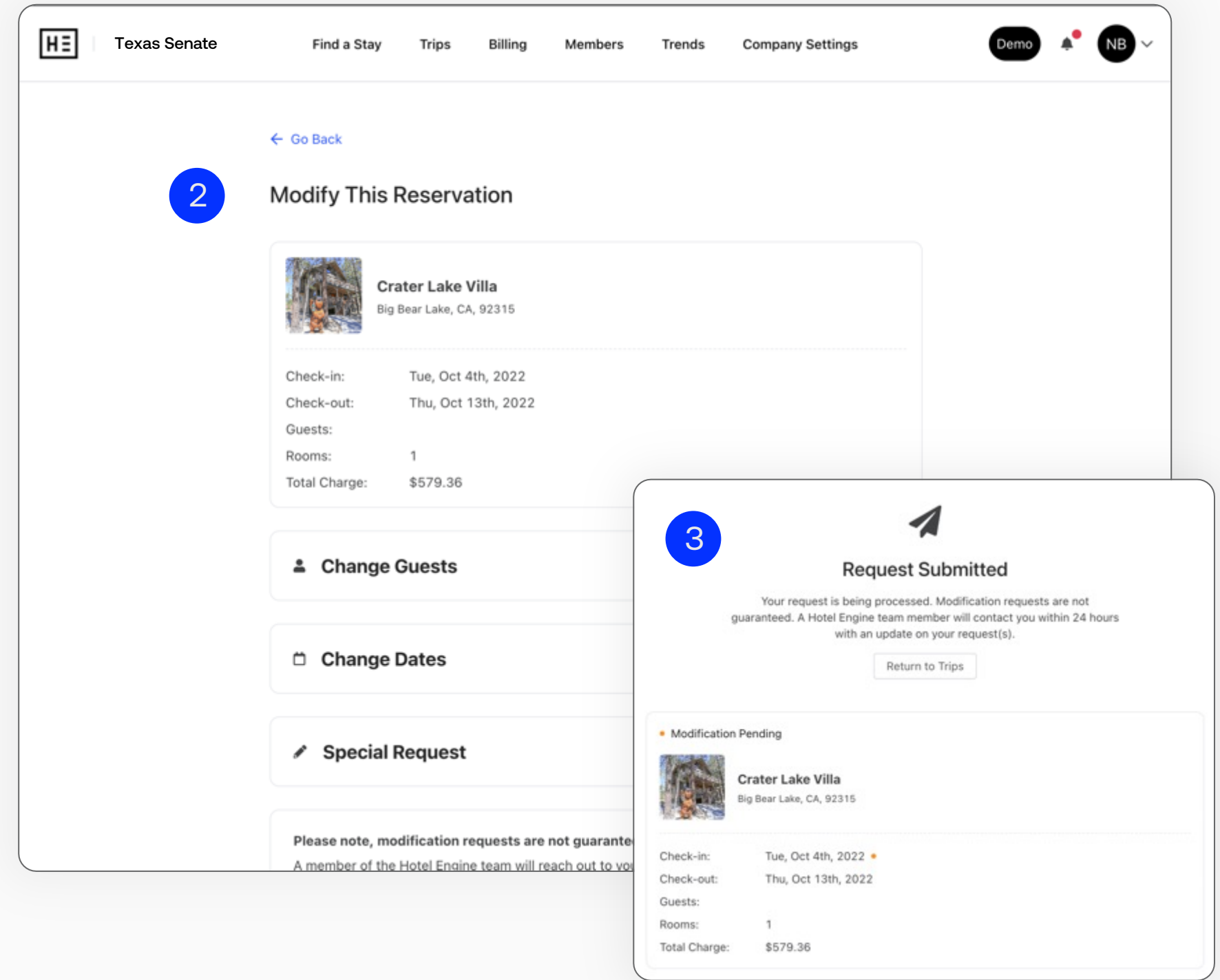
Confirmation

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

① Set up Direct Bill

Ask your Hotel Engine representative for a credit application today.

Billing options

You will have the choice for two billings 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.

Billing

Approval

Once your credit application is approved, you can:

2 View monthly statements

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

3 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.

The screenshot shows the Hotel Engine Billing dashboard for 'Neha Bhakta's Demo'. The top navigation bar includes 'HE', 'Neha Bhakta's Demo', 'Find a Stay', 'Trips', 'Billing', 'Members', 'Trends', and 'Company Settings'. On the right, there are 'Demo', a notification bell, and a user profile 'NB'. The main content area is titled 'Billing' and displays three key metrics: Total Balance (\$12,071.93), Available Credit (\$987,928.07), and Credit Limit (\$1,000,000.00). To the right of these metrics are links for 'View Balance' and 'Payment Methods'. A green callout box promotes 'Make It Easy with Autopay' with a 'Set Up Autopay' link. Below this is a 'Statements' table with columns for Status, Statement Period, Statement #, Invoiced On, Total, Paid, Balance, and Due Date. The table lists several statements, with the most recent one being 'Upcoming' and due on Oct 25, 2022. A 'Pay Now' button is visible next to the 'Due' statement. A 'Chat with us' button is located at the bottom right of the table.

Status	Statement Period	Statement #	Invoiced On	Total	Paid	Balance	Due Date
Upcoming	Oct 6, 2022 - Oct 9, 2022	504910-2210-1	Oct 10, 2022	\$2,851.00	\$0.00	\$2,851.00	Oct 25, 2022
Due	Sep 28, 2022 - Oct 5, 2022	Demo-Statement-504910-2209-28	Oct 6, 2022	\$7,675.33	\$0.00	\$7,675.33	Oct 20, 2022
Paid	Sep 26, 2022 - Oct 3, 2022	Demo-Statement-504910-2209-26	Oct 4, 2022	\$7,335.42	\$7,335.42	\$0.00	Oct 18, 2022
Paid	Sep 23, 2022 - Sep 30, 2022	Demo-Statement-504910-2209-23	Oct 1, 2022	\$5,932.94	\$5,932.94	\$0.00	Oct 15, 2022
Paid	Sep 21, 2022 - Sep 28, 2022	Demo-Statement-504910-2209-21	Sep 29, 2022	\$6,210.69	\$6,210.69	\$0.00	Oct 13, 2022
Paid	Sep 19, 2022 - Sep 26, 2022	Demo-Statement-504910-2209-19	Sep 27, 2022	\$7,975.84	\$7,975.84	\$0.00	Oct 11, 2022
Paid	Sep 16, 2022 - Sep 23, 2022	Demo-Statement-504910-2209-16	Sep 24, 2022	\$11,774.16	\$11,774.16	\$0.00	Oct 8, 2022


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 simple click. Within your monthly statement, select folio or invoice and a PDF will automatically download for your records.

 **Make It Easy with Autopay**
Do away with due dates, late fees and worry when you sign up for Autopay. On your due date we will pull payments directly so you can just set it and forget it.
[Set Up Autopay](#)

Statements

Status	Statement Period	Statement #	Invoiced On	Total	Paid	Balance	Due Date	
Paid	May 2, 2022 - May 9, 2022	Demo-Statement-504910-2205-02	May 10, 2022	\$1,647.99	\$1,647.99	\$0.00	May 24, 2022	...
Paid	May 9, 2022 - May 16, 2022	Demo-Statement-504910-2205-09	May 17, 2022	\$2,122.23	\$2,122.23	\$0.00	May 31, 2022	<div style="border: 1px solid #ccc; padding: 5px; font-size: 0.8em;"> View Statement Export Statement PDF Export Statement CSV Download All Invoices </div>
Paid	May 16, 2022 - May 23, 2022	Demo-Statement-504910-2205-16	May 24, 2022	\$2,183.18	\$2,183.18	\$0.00	Jun 7, 2022	...
Paid	May 23, 2022 - May 30, 2022	Demo-Statement-504910-2205-23	May 31, 2022	\$2,936.84	\$2,936.84	\$0.00	Jun 14, 2022	...
Paid	May 30, 2022 - Jun 6, 2022	Demo-Statement-504910-2205-30	Jun 7, 2022	\$2,335.52	\$2,335.52	\$0.00	Jun 21, 2022	...
Paid	Jun 6, 2022 - Jun 13, 2022	Demo-Statement-504910-2206-06	Jun 14, 2022	\$3,730.93	\$3,730.93	\$0.00	Jun 28, 2022	...
Paid	Jun 13, 2022 - Jun 20, 2022	Demo-Statement-504910-2206-13	Jun 21, 2022	\$3,342.12	\$3,342.12	\$0.00	Jul 5, 2022	...
Paid	Jun 20, 2022 - Jun 27, 2022	Demo-Statement-504910-2206-20	Jun 28, 2022	\$3,018.28	\$3,018.28	\$0.00	Jul 12, 2022	...
Paid	Jun 27, 2022 - Jul 4, 2022	Demo-Statement-504910-2206-27	Jul 5, 2022	\$3,021.91	\$3,021.91	\$0.00	Jul 19, 2022	...
Paid	Jul 4, 2022 - Jul 11, 2022	Demo-Statement-504910-2207-04	Jul 12, 2022	\$2,322.70	\$2,322.70	\$0.00	Jul 26, 2022	<div style="background-color: #007bff; color: white; padding: 2px 5px; font-size: 0.8em;">  Chat with us </div>

1-10 of 42 statements < 1 2 3 4 5 > 10 / page

Direct Bill approvals

3 Approval status

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.

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

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

Make It Easy with Autopay
Do away with due dates, late fees and worry when you sign up for Autopay. On your due date we will pull payments directly so you can just set it and forget it.
[Set Up Autopay](#)

Status	Statement Period	Statement #	Invoiced On	Total	Paid	Balance	Due Date	
> Paid	May 2, 2022 - May 9, 2022	Demo-Statement-504910-2205-02	May 10, 2022	\$1,647.99	\$1,647.99	\$0.00	May 24, 2022	...
> Paid	May 9, 2022 - May 16, 2022	Demo-Statement-504910-2205-09	May 17, 2022	\$2,122.23	\$2,122.23	\$0.00	May 31, 2022	View Statement Export Statement PDF Export Statement CSV Download All Invoices
> Paid	May 16, 2022 - May 23, 2022	Demo-Statement-504910-2205-16	May 24, 2022	\$2,183.18	\$2,183.18	\$0.00	Jun 7, 2022	...
> Paid	May 23, 2022 - May 30, 2022	Demo-Statement-504910-2205-23	May 31, 2022	\$2,936.84	\$2,936.84	\$0.00	Jun 14, 2022	...
> Paid	May 30, 2022 - Jun 6, 2022	Demo-Statement-504910-2205-30	Jun 7, 2022	\$2,335.52	\$2,335.52	\$0.00	Jun 21, 2022	...
> Paid	Jun 6, 2022 - Jun 13, 2022	Demo-Statement-504910-2206-06	Jun 14, 2022	\$3,730.93	\$3,730.93	\$0.00	Jun 28, 2022	...
> Paid	Jun 13, 2022 - Jun 20, 2022	Demo-Statement-504910-2206-13	Jun 21, 2022	\$3,342.12	\$3,342.12	\$0.00	Jul 5, 2022	...
> Paid	Jun 20, 2022 - Jun 27, 2022	Demo-Statement-504910-2206-20	Jun 28, 2022	\$3,018.28	\$3,018.28	\$0.00	Jul 12, 2022	...
> Paid	Jun 27, 2022 - Jul 4, 2022	Demo-Statement-504910-2206-27	Jul 5, 2022	\$3,021.91	\$3,021.91	\$0.00	Jul 19, 2022	...
> Paid	Jul 4, 2022 - Jul 11, 2022	Demo-Statement-504910-2207-04	Jul 12, 2022	\$2,322.70	\$2,322.70	\$0.00	Jul 26, 2022	...

1-10 of 42 statements < 1 2 3 4 5 > 10 / page

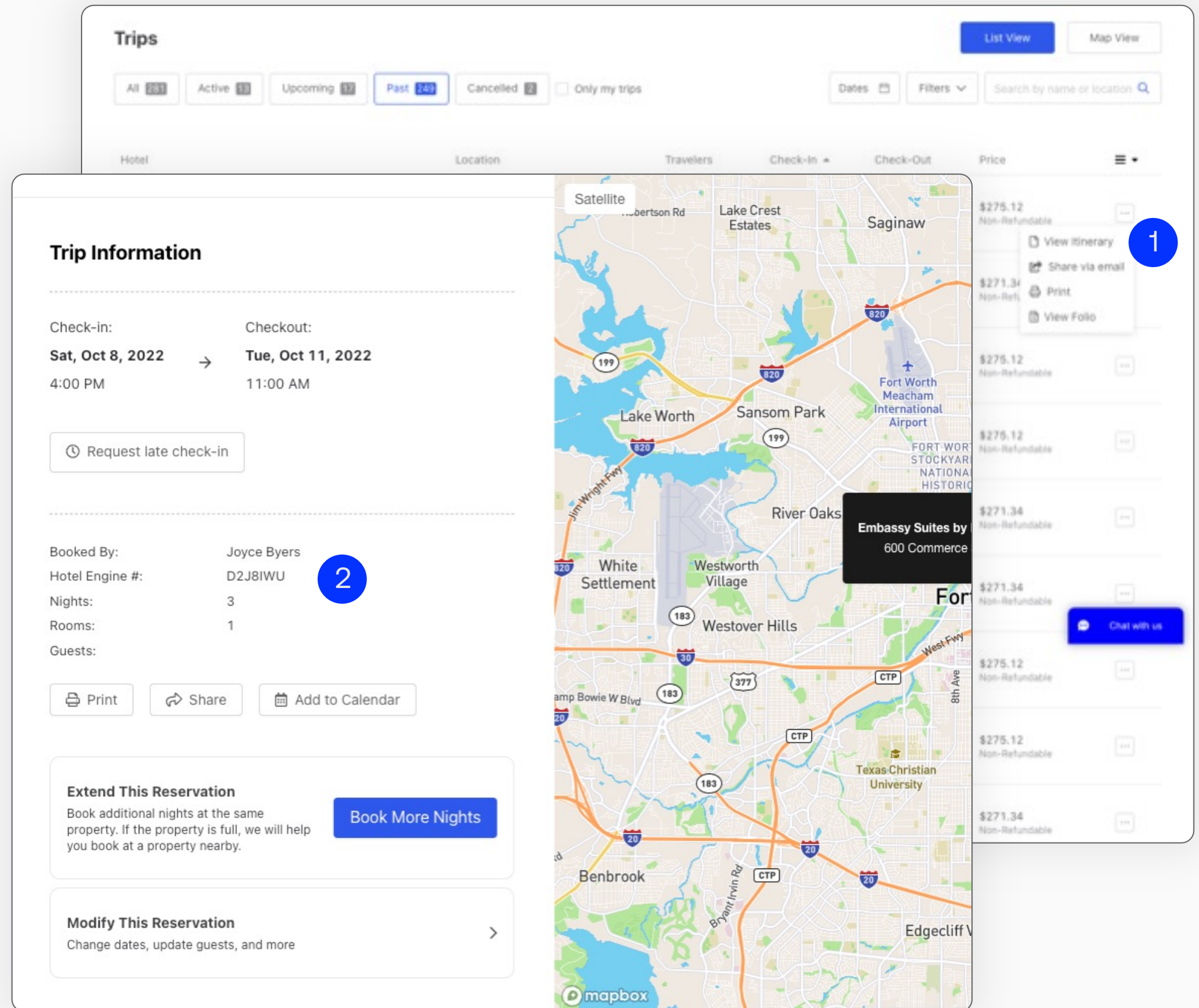
Chat with us

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 change 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).



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 10).

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



State of Texas Support Team

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)