

Administrator User Guide for Pay Upon Arrival Travelers

State of Texas Customer Support

(800) 803-0452

Support@hotelengine.com

The screenshot displays the HotelEngine Administrator User Interface. At the top, a navigation bar includes the HE logo, a user profile 'Texas Senate', and links for 'Find a Stay', 'Trips', 'Billing', 'Members', 'Trends', and 'Company Settings'. On the right of the navigation bar are buttons for 'Demo', a notification bell, and a user icon 'NB' with a dropdown arrow.

The main content area features a large hero image of a person in a hat looking out a window. Overlaid on this is the 'Find a Stay' section with the text 'Save on thousands of places across the globe'. Below this is a search bar with a location pin icon and the text 'Search by city or address'. To the right of the search bar are date selectors for 'Mon, Oct 3' and 'Tue, Oct 4', a guest selector for '1 room, 2 guests', and a blue 'Search' button.

Below the search bar are two dark buttons: 'My Properties' with a heart icon and the text 'View favorites and manage properties', and 'Group Bookings' with a group icon and the text 'Extended stays and large parties'.

The 'Trip Activity' section is located below these buttons, with a right-pointing arrow. It contains two tabs: 'Active (10)' and 'Upcoming (18)'. Below the tabs are three cards representing active trips:

- Tru By Hilton San Antonio Downtown...**
San Antonio, TX
🕒 Check-in today
📅 Oct 3 - Oct 4
👤 Neha Bhakta
- Hampton Inn & Suites Roseburg**
Roseburg, OR
🕒 2 days to check-out
📅 Sep 26 - Oct 5
👤 John Cash
- Tachi Palace Casino Resort**
Lemoore, CA
🕒 2 days to check-out
📅 Sep 29 - Oct 5
👤 Neha Bhakta

A right-pointing arrow is visible on the far right of the trip activity section.

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

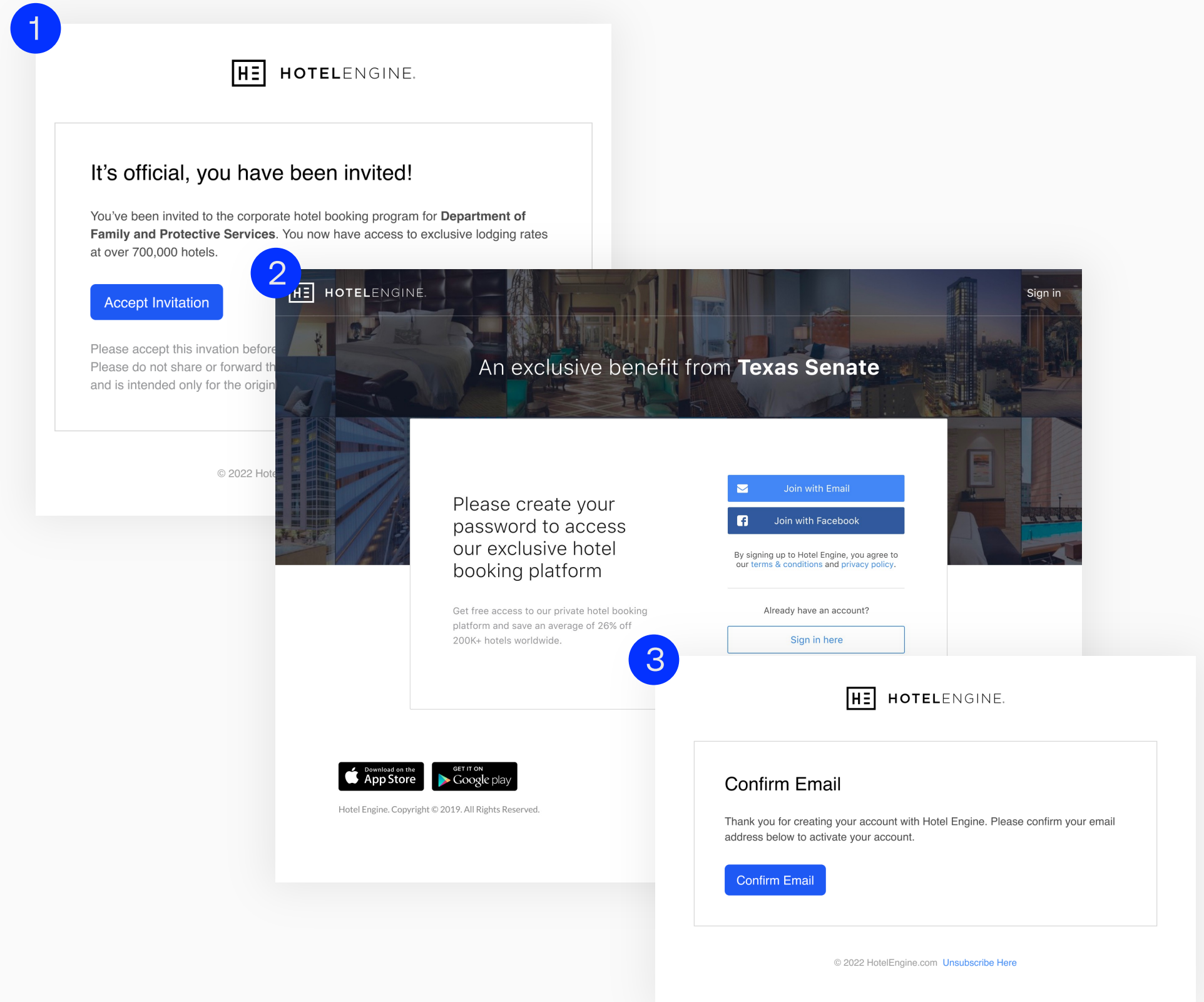
You will receive an email asking you to accept your invitation to create your Admin account. Click the “Accept Invitation” button.

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

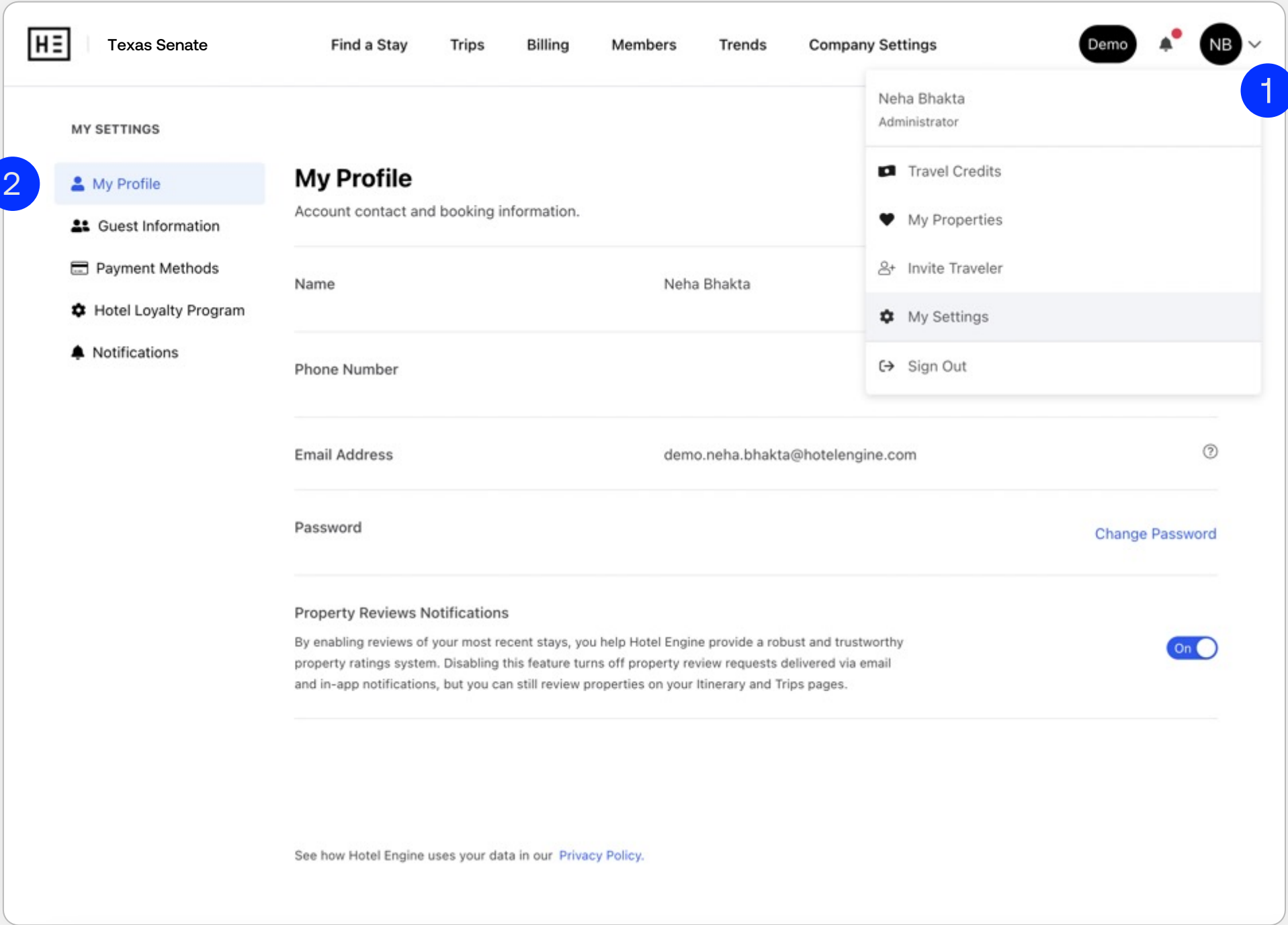
Open settings

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

2

My profile

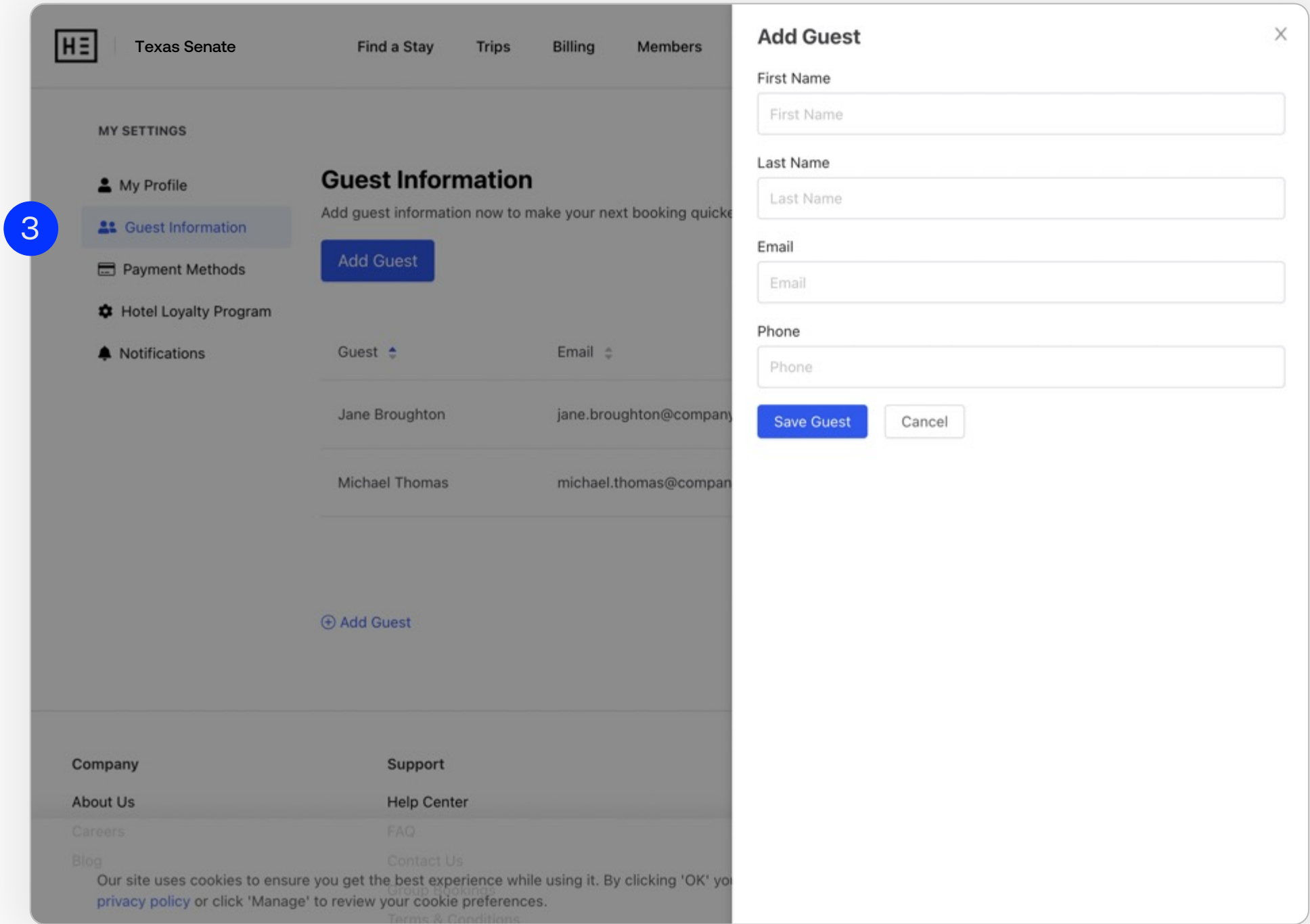
Under the first tab, “My Profile,” you can update your agency contact information and password. This information is privately stored.



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).

The screenshot displays the Hotel Engine user interface for a user named 'Texas Senate'. The top navigation bar includes 'Find a Stay', 'Trips', and 'Billing'. The left sidebar, under 'MY SETTINGS', lists 'My Profile', 'Guest Information', 'Payment Methods' (highlighted with a blue circle and the number 4), 'Hotel Loyalty Program', and 'Notifications'. The main content area shows the 'Payment Methods' section with the heading 'Add payment information now to make your ne' and a blue 'Add Card' button. An 'Add Card' modal is open on the right, containing the following fields: 'Cardholder name' (with placeholder 'Full name on card'), 'Card number', 'Exp. date' (placeholder 'MM/YY'), 'Security code' (placeholder 'CVV'), 'Zip code' (placeholder 'Zip code'), and 'Card nickname (optional)' (with placeholder 'Ex: Personal Travel'). There is a checkbox for 'Make default card' and two buttons: 'Save Card' and 'Cancel'. At the bottom of the modal, it says 'See how Hotel Engine uses your data in our [Privacy Policy](#).' The footer of the page includes links for 'Company' (About Us, Careers, Blog), 'Support' (Help Center, FAQ, Contact Us, Group Bookings, Terms & Conditions), and a cookie notice: 'Our site uses cookies to ensure you get the best experience while using it. By clicking 'Accept', you agree to our [privacy policy](#) or click 'Manage' to review your cookie preferences.'

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.

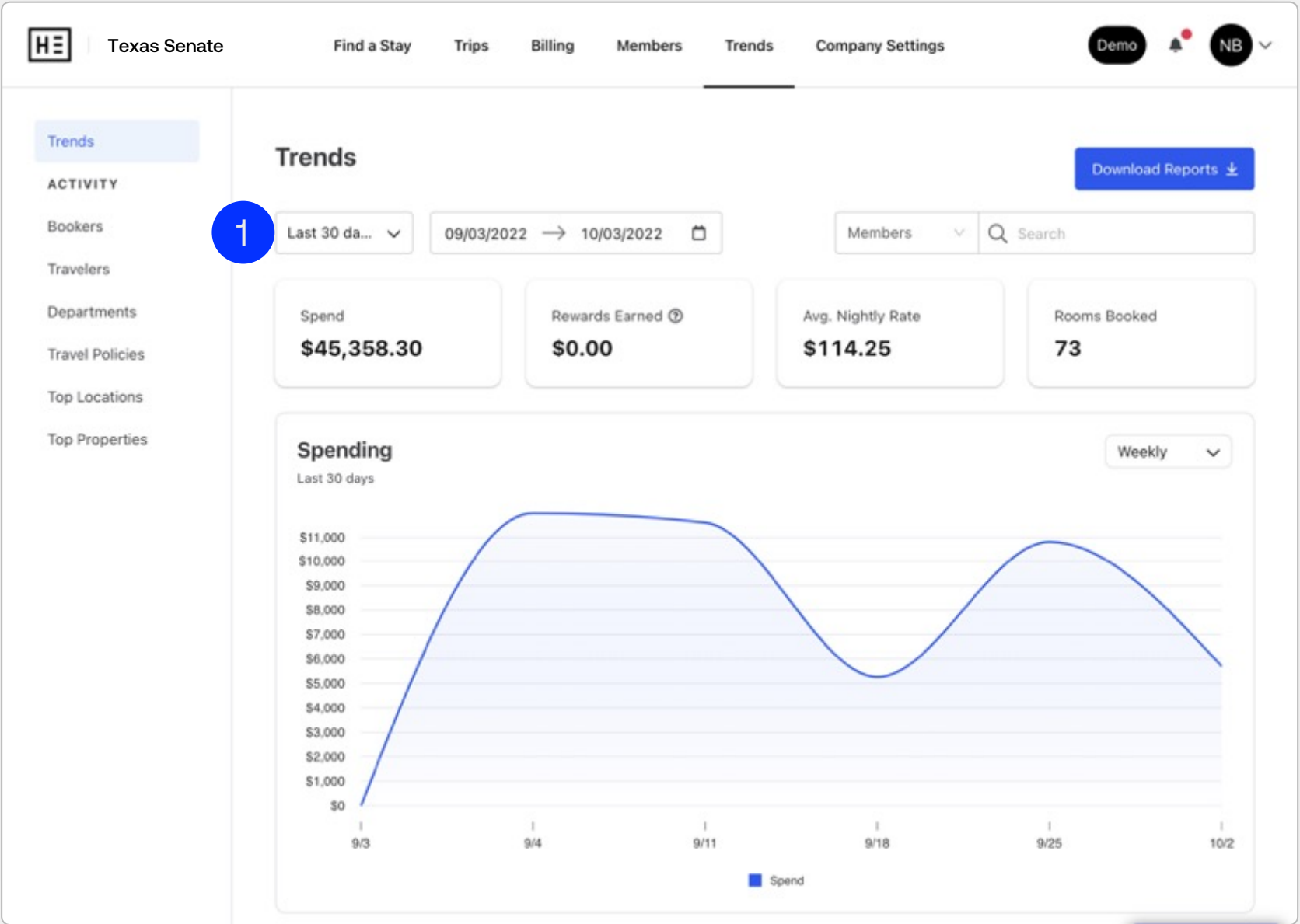
Dashboard snapshot

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.

For example: If direct bill is not enabled for your account, you will not see a direct bill summary.

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.



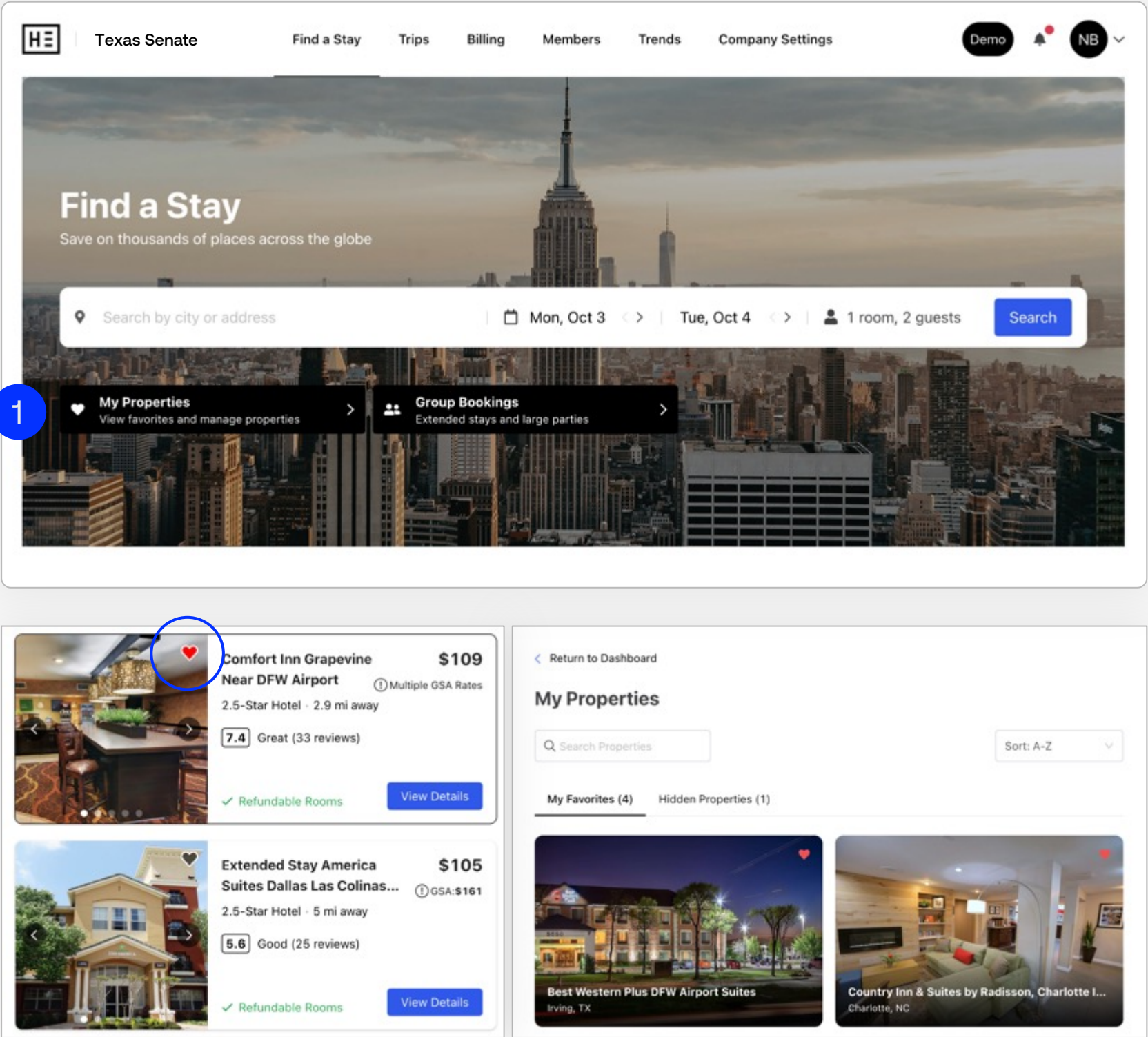
My favorite hotels

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

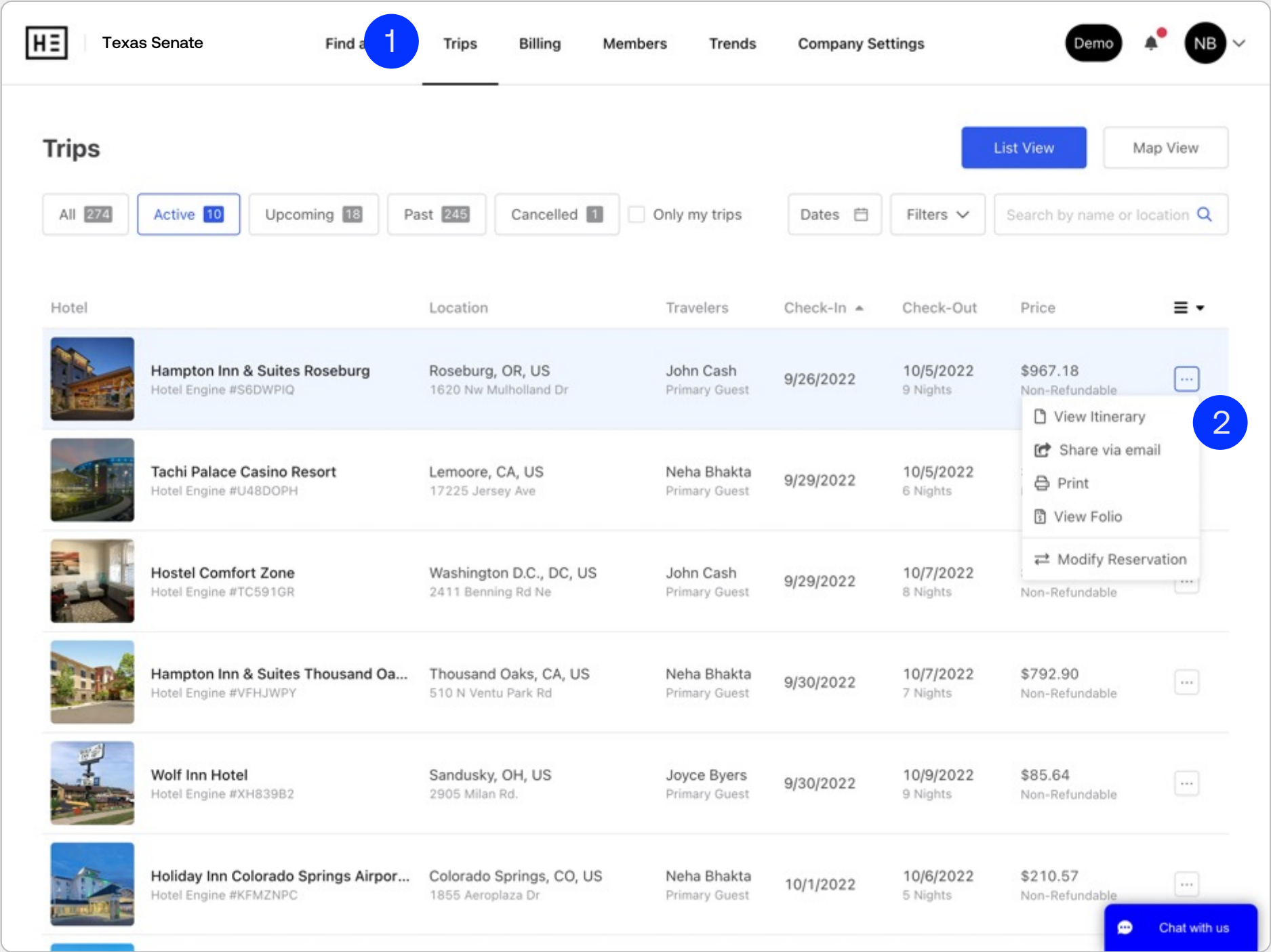
1 Trip summary

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.

HE

Texas Senate

Find a Stay

Trips

Billing

Members

Trends

Company Settings

Demo

NB

Trips

List View

Map View

All 274

Active 10

Upcoming 18

Past 245

Cancelled 1

☐ Only my trips

Dates

Filters

Search by name or location

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	<div><div>...</div><div><div>View Itinerary</div><div>Share via email</div><div>Print</div><div>View Folio</div><div>3 Modify Reservation</div></div></div>
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		<div><div>...</div></div>
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		<div><div>...</div></div>
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	<div><div>...</div></div>
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	<div><div>...</div></div>
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	<div><div>...</div></div>

Chat with us

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.

HE

Texas Senate

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All 274

Active 10

Upcoming 18







Past 245

Cancelled 1

☐ Only my trips

Dates

1

Hotel	Location	Travelers	Check-In
 <div>Hampton Inn & Suites Roseburg Hotel Engine #S6DWPIQ</div>	Roseburg, OR, US 1620 Nw Mulholland Dr	John Cash Primary Guest	9/26/2022
 <div>Tachi Palace Casino Resort Hotel Engine #U48DOPH</div>			
 <div>Hostel Comfort Zone Hotel Engine #TC591GR</div>			
 <div>Hampton Inn & Suites Thousand Oa. Hotel Engine #VFHJWPY</div>			
 <div>Wolf Inn Hotel Hotel Engine #XH839B2</div>			
 <div>Holiday Inn Colorado Springs Airpor... Hotel Engine #KFMZNPC</div>	Colorado Springs, CO, US 1855 Aeroplaaza Dr	Neha Bhakta Primary Guest	10/1/2022

Invite new members

X

Share your link, click to copy

https://www.hotelengine.com/join/4c04c9a

Copy Link

or

Invite members by email

Separate multiple emails with a comma

2

Cancel

Invite Members

Neha Bhakta
Administrator

Travel Credits

My Properties

1 Invite Traveler

My Settings

Sign Out

10/5/2022
6 Nights

\$81.86
Non-Refundable

10/7/2022
8 Nights

\$579.36
Non-Refundable

10/7/2022
7 Nights

\$792.90
Non-Refundable

10/9/2022
9 Nights

\$85.64
Non-Refundable

10/6/2022
5 Nights

\$210.57
Non-Refundable

Chat with us

Search

1 Search hotels

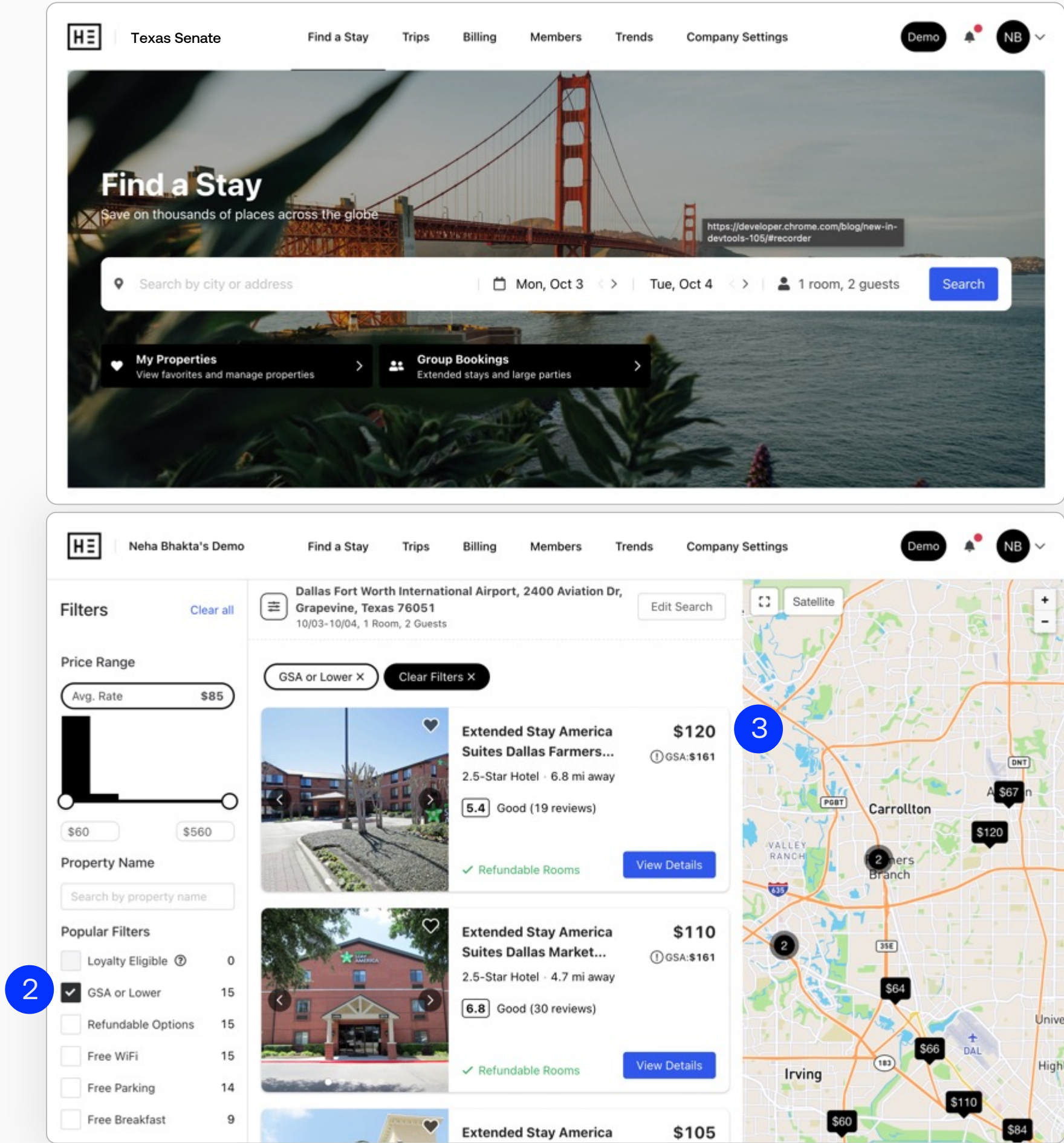
In the search bar at the top of the dashboard screen, enter the desired city, travel dates, and number of guests. Click “Search” to see the hotels matching your parameters.

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.



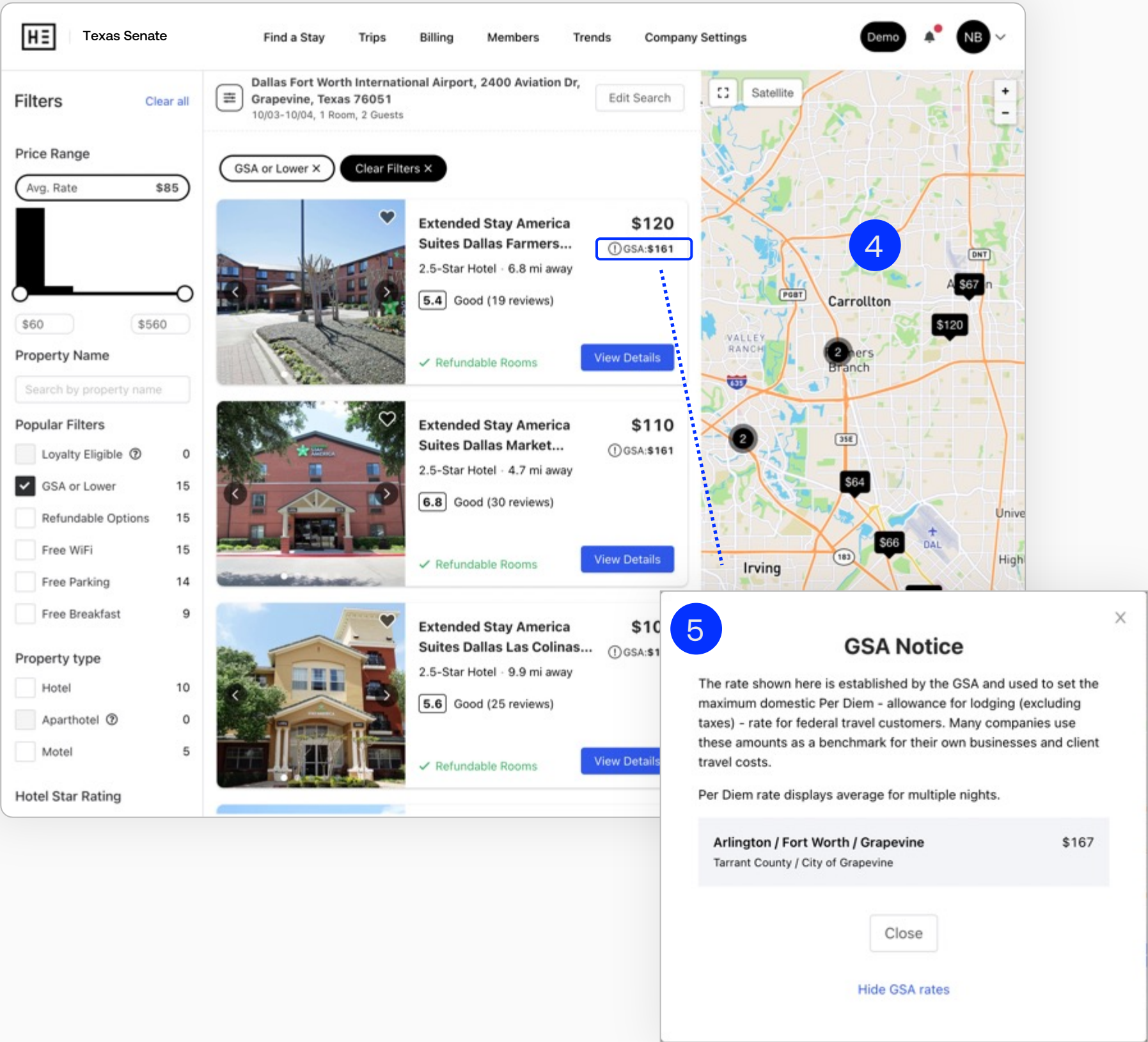
Search

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.



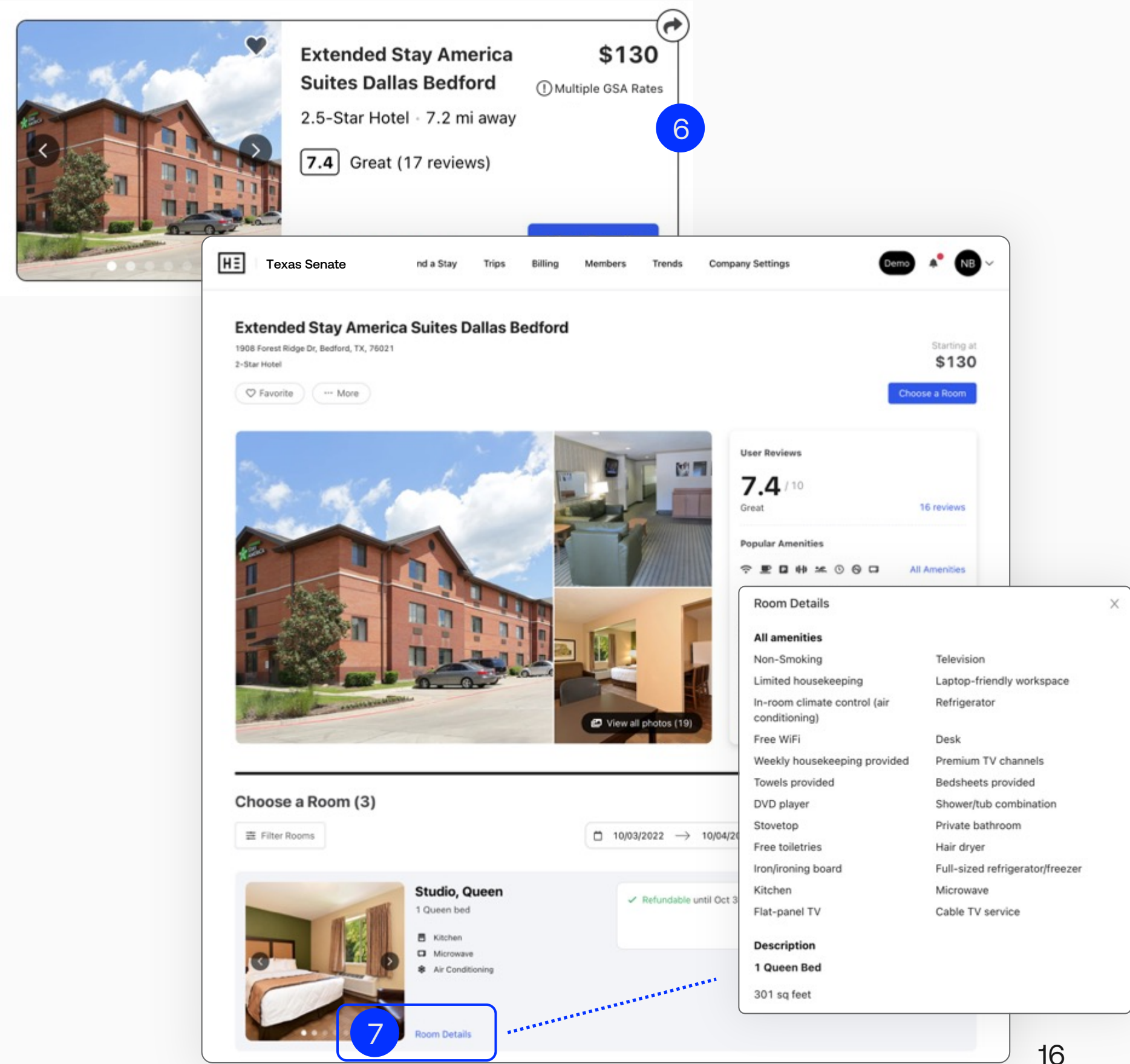
Search

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.

HE | Texas Senate Find a Stay Trips Billing Members Trends Company Settings Demo NB

Book Now Secure your stay in less than 2 minutes!

Best Western Plus DFW Airport Suites
Irving, TX, US
Refundable before 4:00pm CDT on Oct 3, 2022

Booking Details [Edit](#)
Room: Suite
Guests: 2
Dates: 10/03/2022 - 10/04/2022
Nights: 1

Pricing Details
1 room, 1 night ⓘ \$119.99
Taxes & Fees: ⓘ \$18.00

Room Total: \$137.99
[Complete Booking](#)

By choosing to complete this booking I acknowledge I have read and accept the [terms & conditions](#), [privacy policy](#), and [cancellation policy](#).

Room 1
Primary Guest
NB Neha Bhakta (you) demo.neha.bhakta@hotelengine.com [Change Guest](#)
[+ Additional Guest](#)
You can include up to 1 additional guest for this room

Trip Information
Project Code
Enter Project Code
* Trip Name
Enter Trip Name
☐ Is this trip billable?

Payment Method
Michael Thomas ending in 5455 [Change Payment](#)
[+ Add Payment Method](#)

[Chat with us](#)

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.”

HE

Texas Senate

Find a Stay

Trips

Billing

Members

Trends

Company Settings

Demo

NB

Book Now

Secure your stay in less than 2 minutes!

Best Western Plus DFW Airport Suites

Irving, TX, US

Refundable before 4:00pm CDT on Oct 3, 2022

Room 1

Primary Guest

NB

Neha Bhakta (you) demo.neha.bhakta@hotelengine.com

Change Guest

+ Additional Guest

You can include up to 1 additional guest for this room

Trip Information

Tax Exempt Stay :

1

Select Tax Exempt Stay

☐ Is this trip billable?

Booking Details

Edit

Room:

Suite

Guests:

2

Dates:

10/03/2022 - 10/04/2022

Nights:

1

Pricing Details

1 room, 1 night

\$119.99

Taxes & Fees

\$18.00

Room Total:

\$137.99

Complete Booking

By choosing to complete this booking I acknowledge I have read and accept the terms & conditions, privacy policy, and cancellation policy.

2

3

Trends

1

Account activity overview

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

2

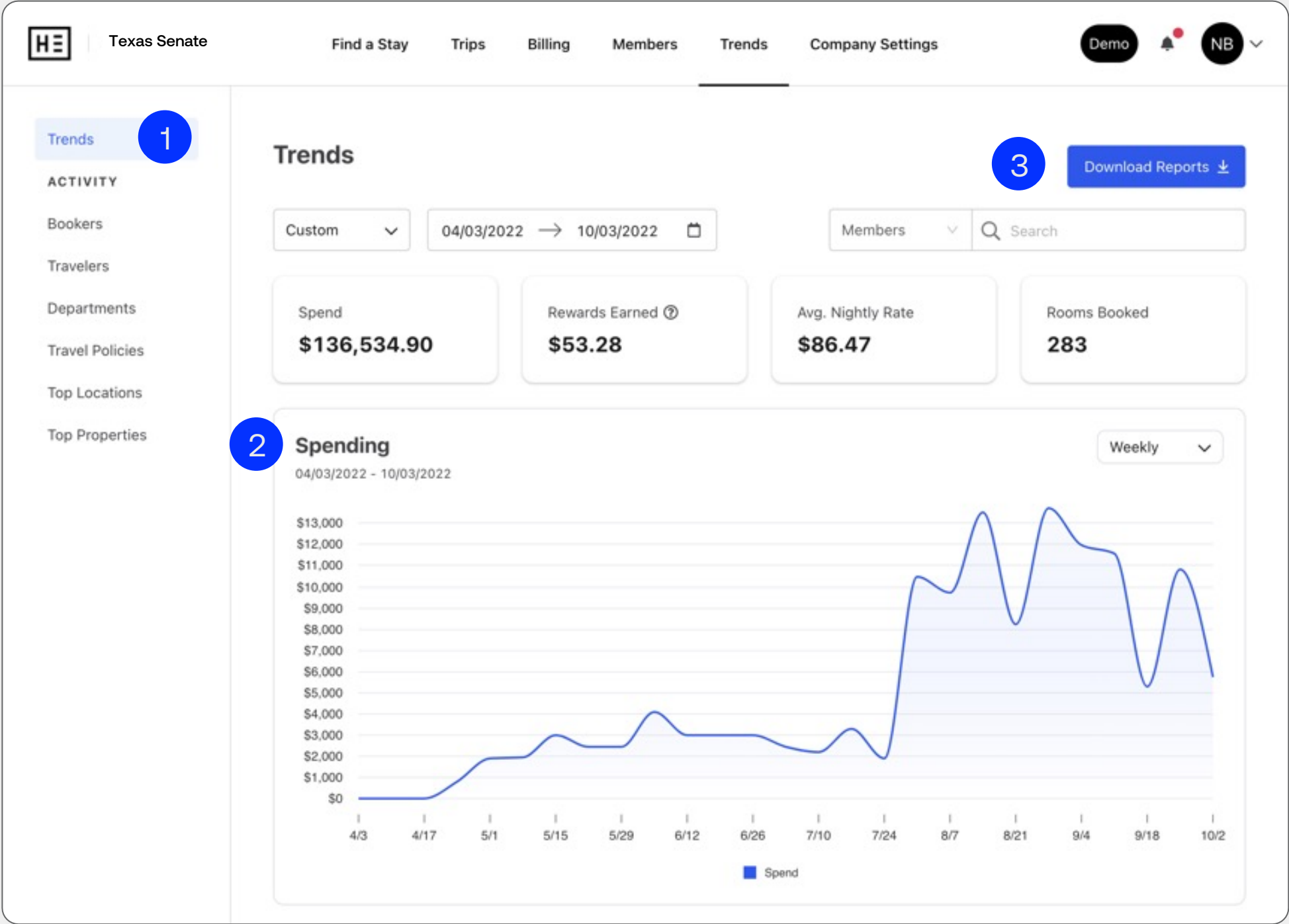
Monitor travel habits

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.



Teams

1

View members

The “Members” tab lets you view and manage every employee under your account.

2

Search

Type in a name or email to quickly find a specific member.

3

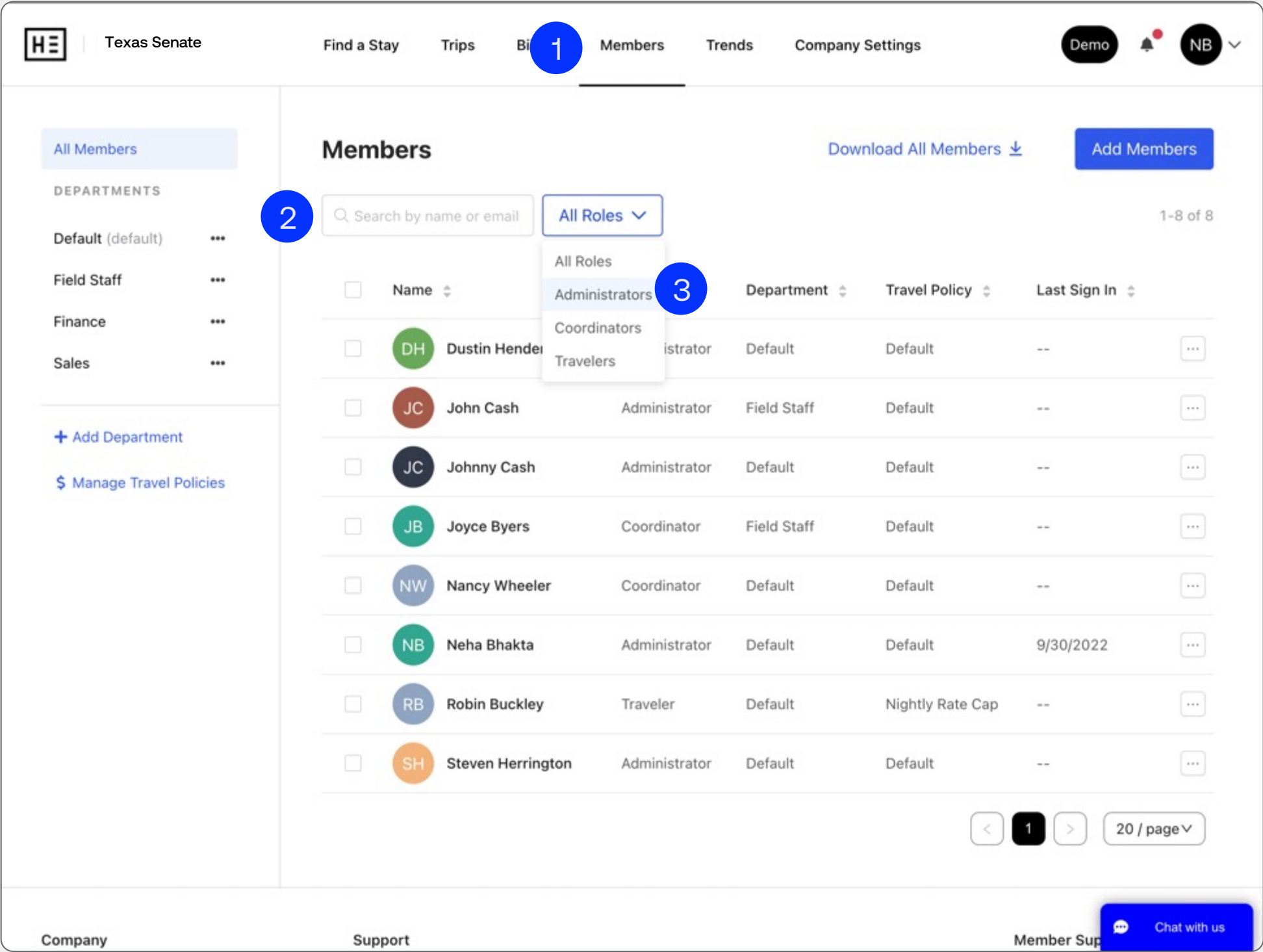
Toggle roles

You can also toggle between the three available roles:

Admins: can view and use all the functions on the platform.

Coordinators: can search and book hotels on behalf of other Users under the account, and access additional reporting features when enabled by an Admin.

Users: can search and book hotels under set permissions.



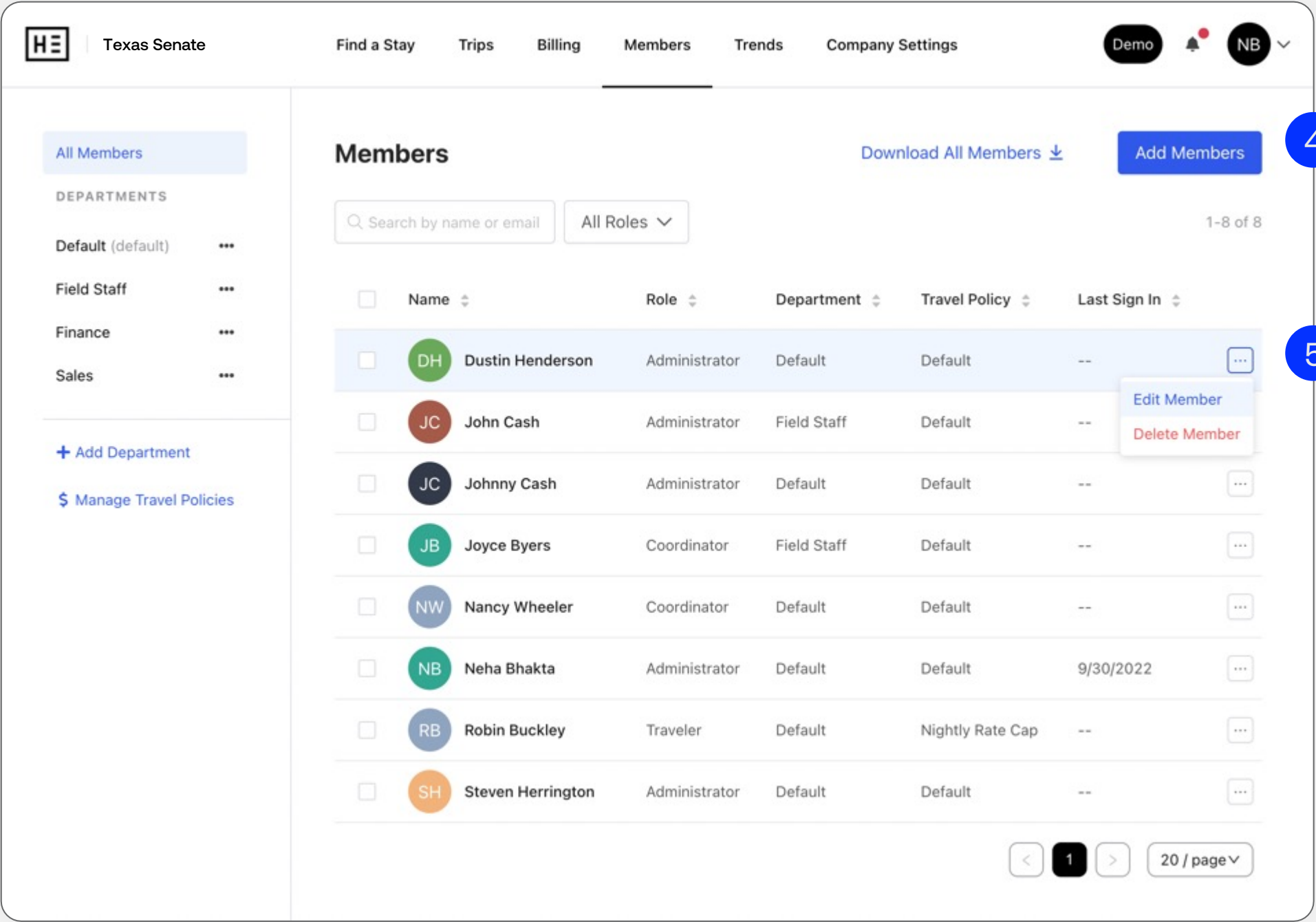
Teams

4 Add members

Click “Add Member” in the top right of the screen to create a new member. To manually create a traveler’s User account, an Admin must input their business email address and set their user role. You can also add their employee ID, department, and whether they are restricted to only refundable rooms.

5 Edit members

We understand circumstances can change. That’s why we make it simple to update a member’s contact details, permissions, assigned department, and role in a single screen.



Teams

6

View departments

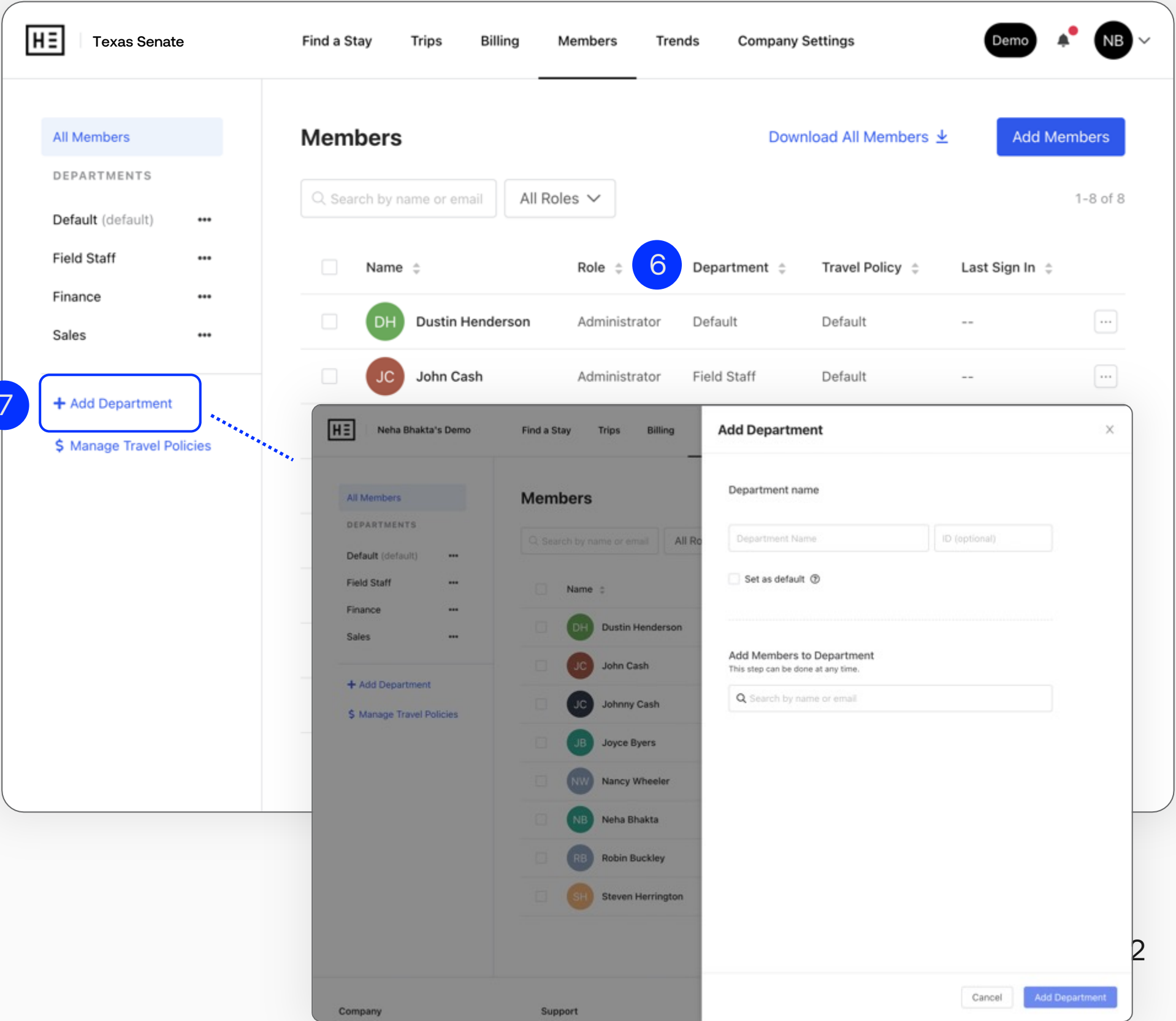
Toggle to “Departments” under “Team Directory” to view departmental groupings.

7

Add a department

Click “Add Department” in the top-right and fill out the department name and optional department ID. You can also cap spending for this department based on maximum daily hotel rate or number of nights per stay. When finished, click “Create Department.”

You can now assign members to this new department back on the “Members” page.



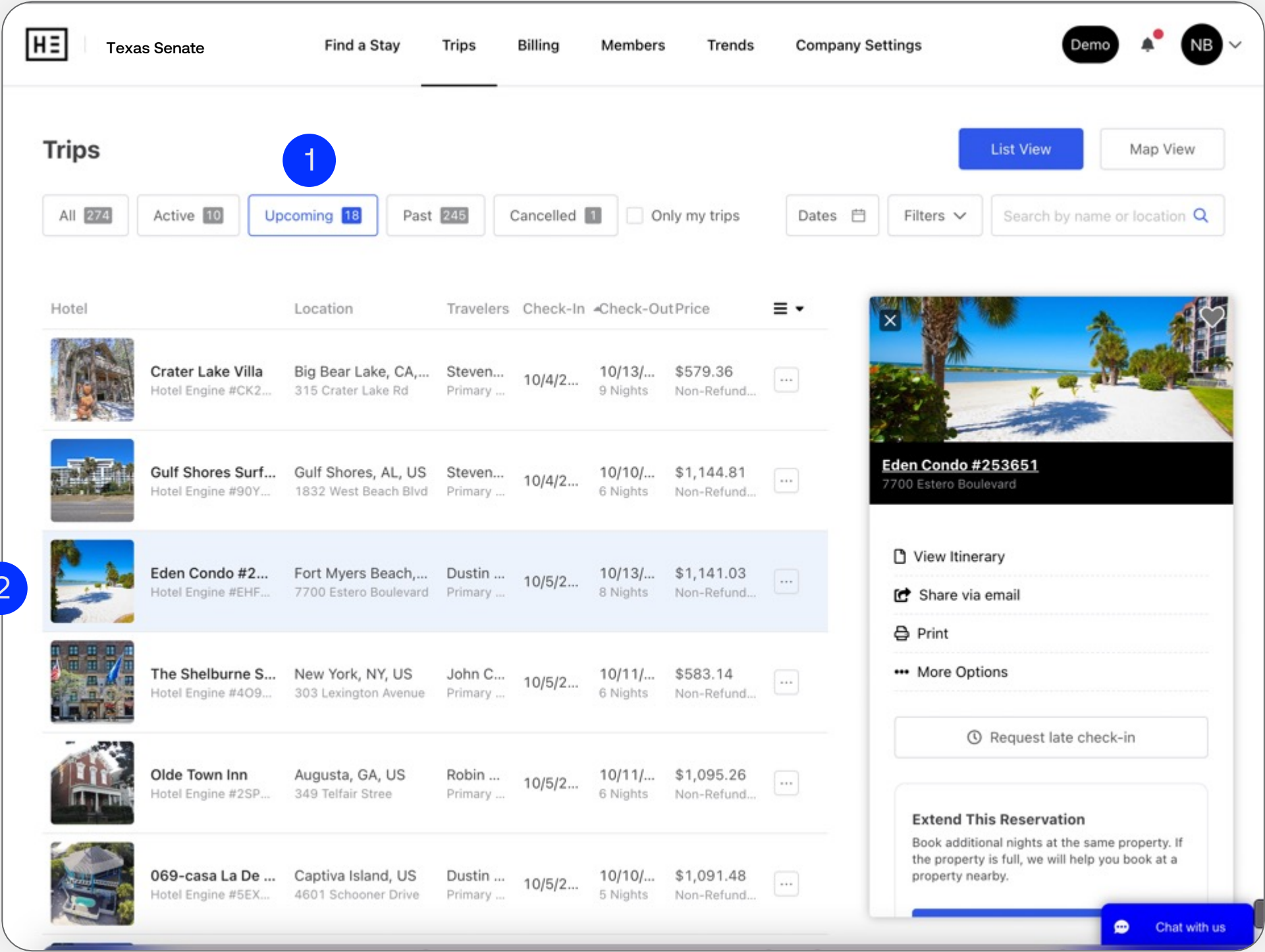
Trips

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.

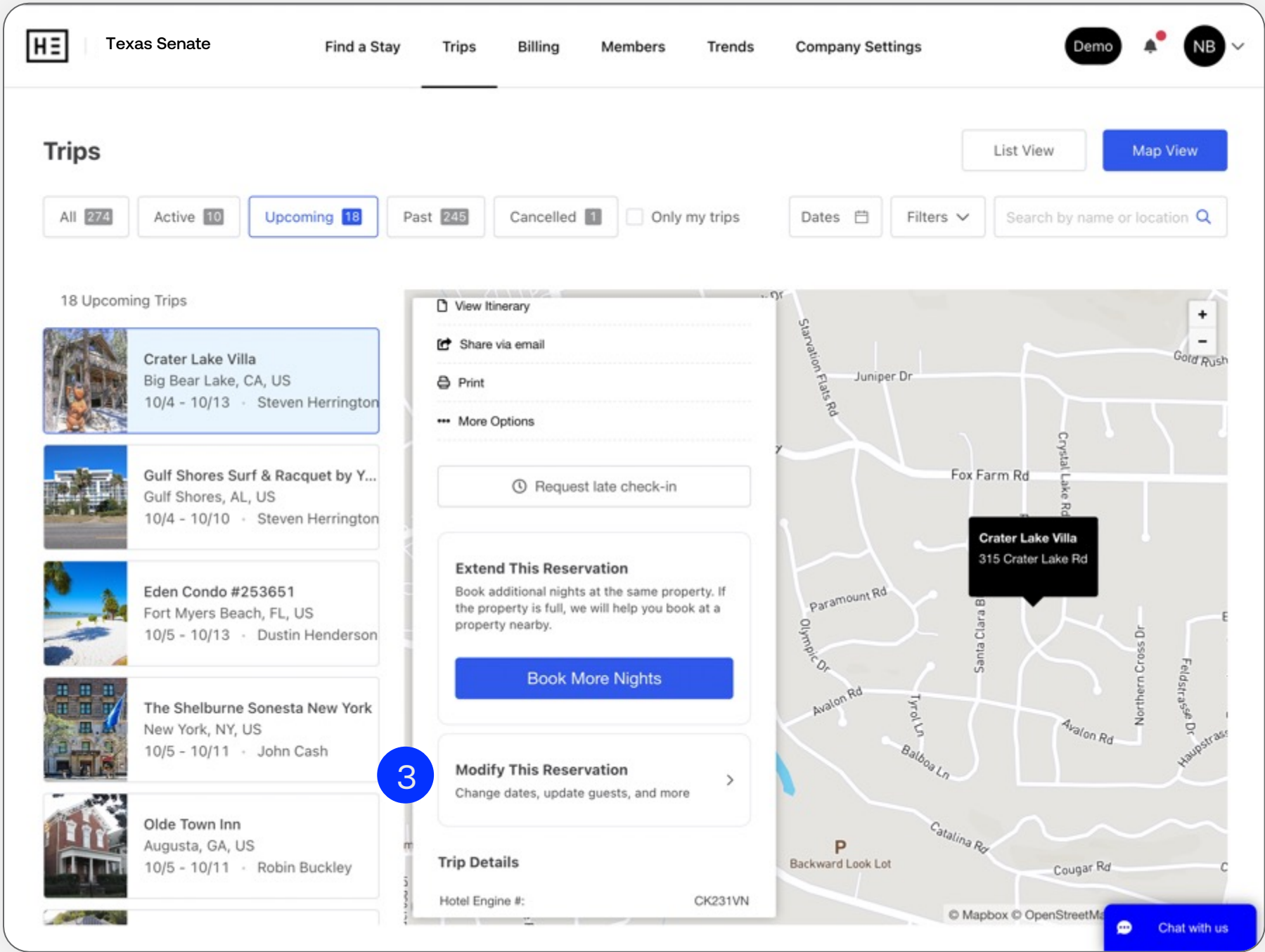
3 Modify / cancel reservations

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"
- Or, extend an active reservation

3

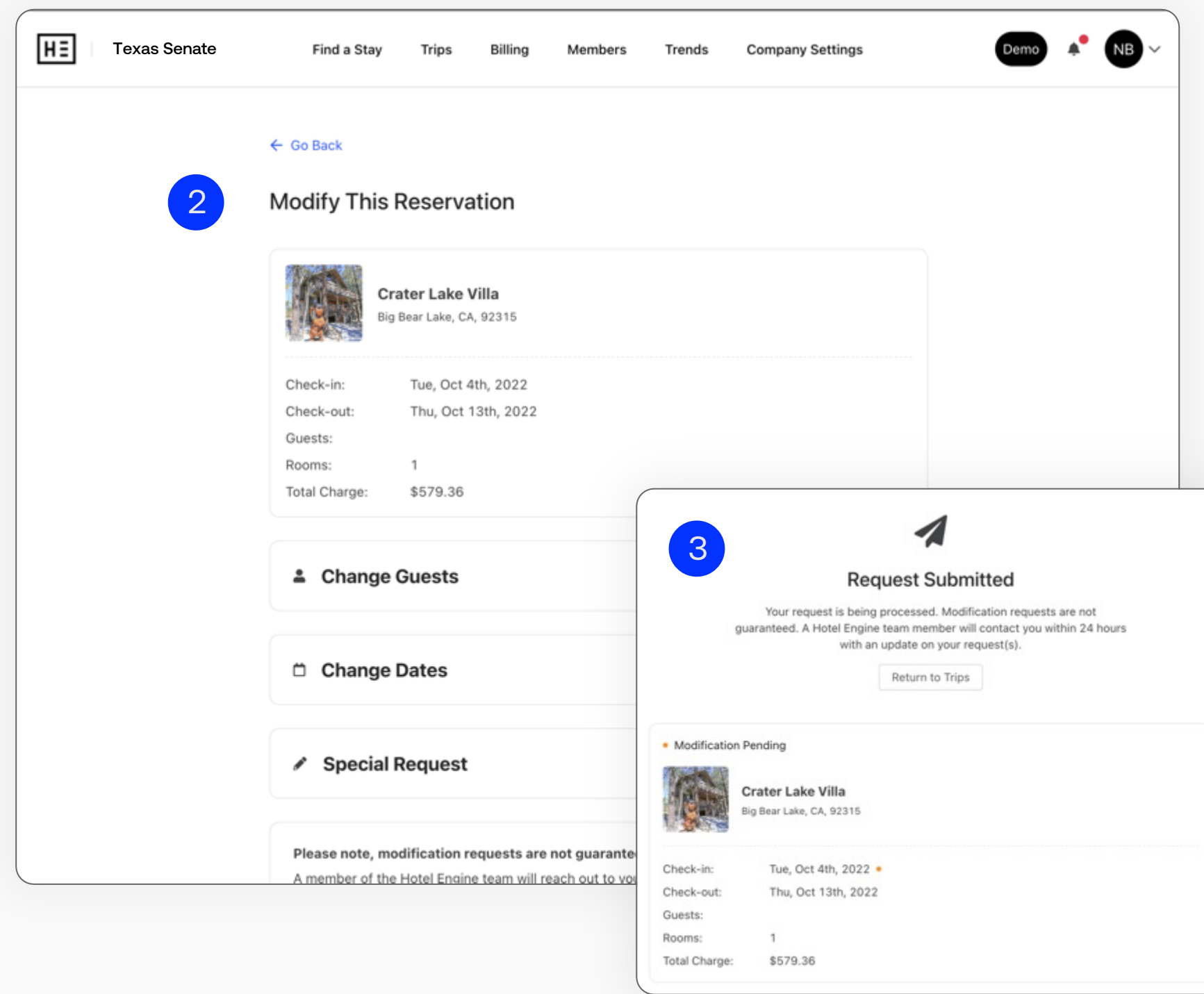
Confirmation

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.



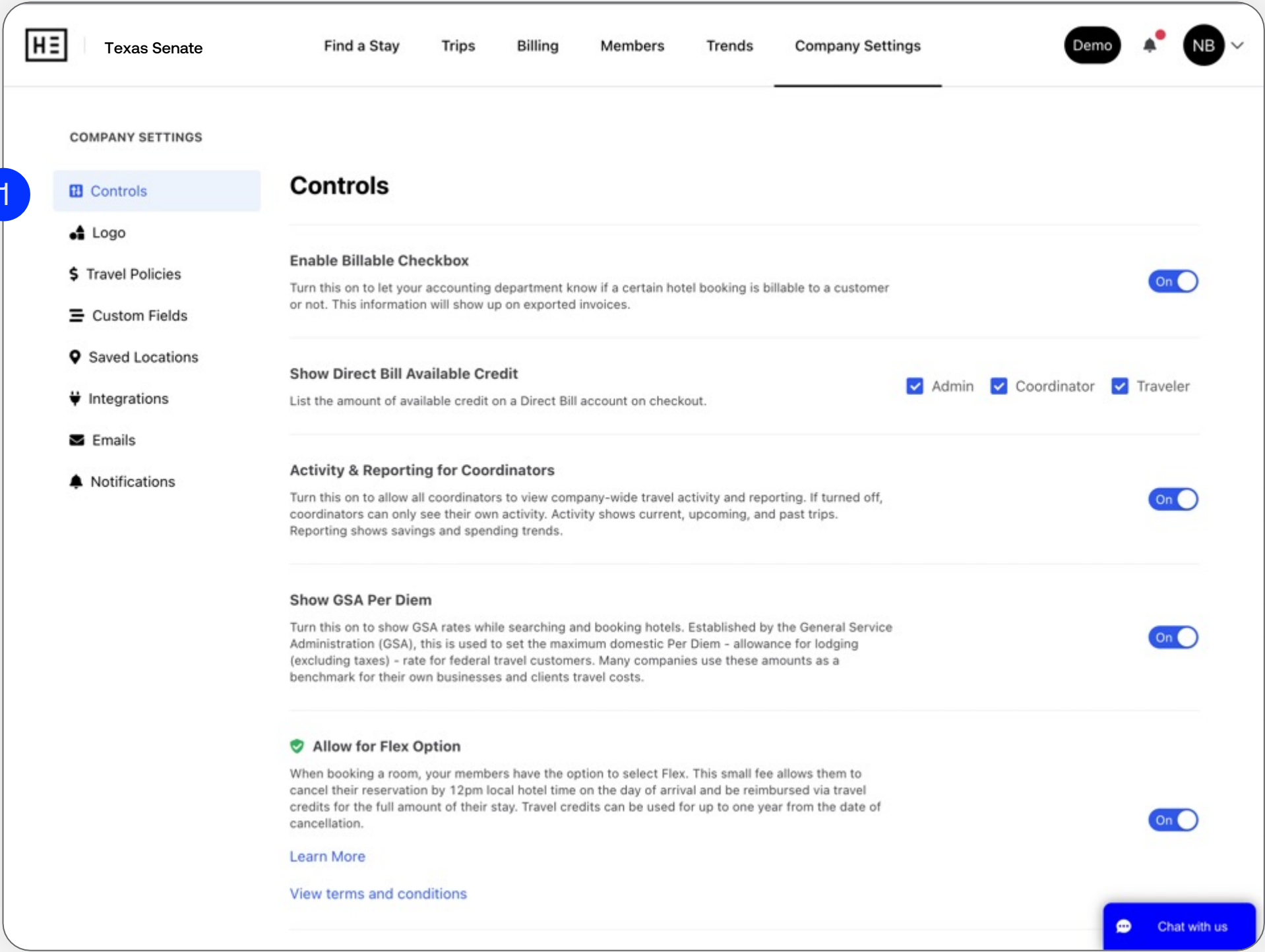
Configuration

1

Controls tab

Go to the “Controls” tab to enable special permissions for your agency’s Coordinators. Do not change other settings in this section.

1



Configuration

2 Logo tab

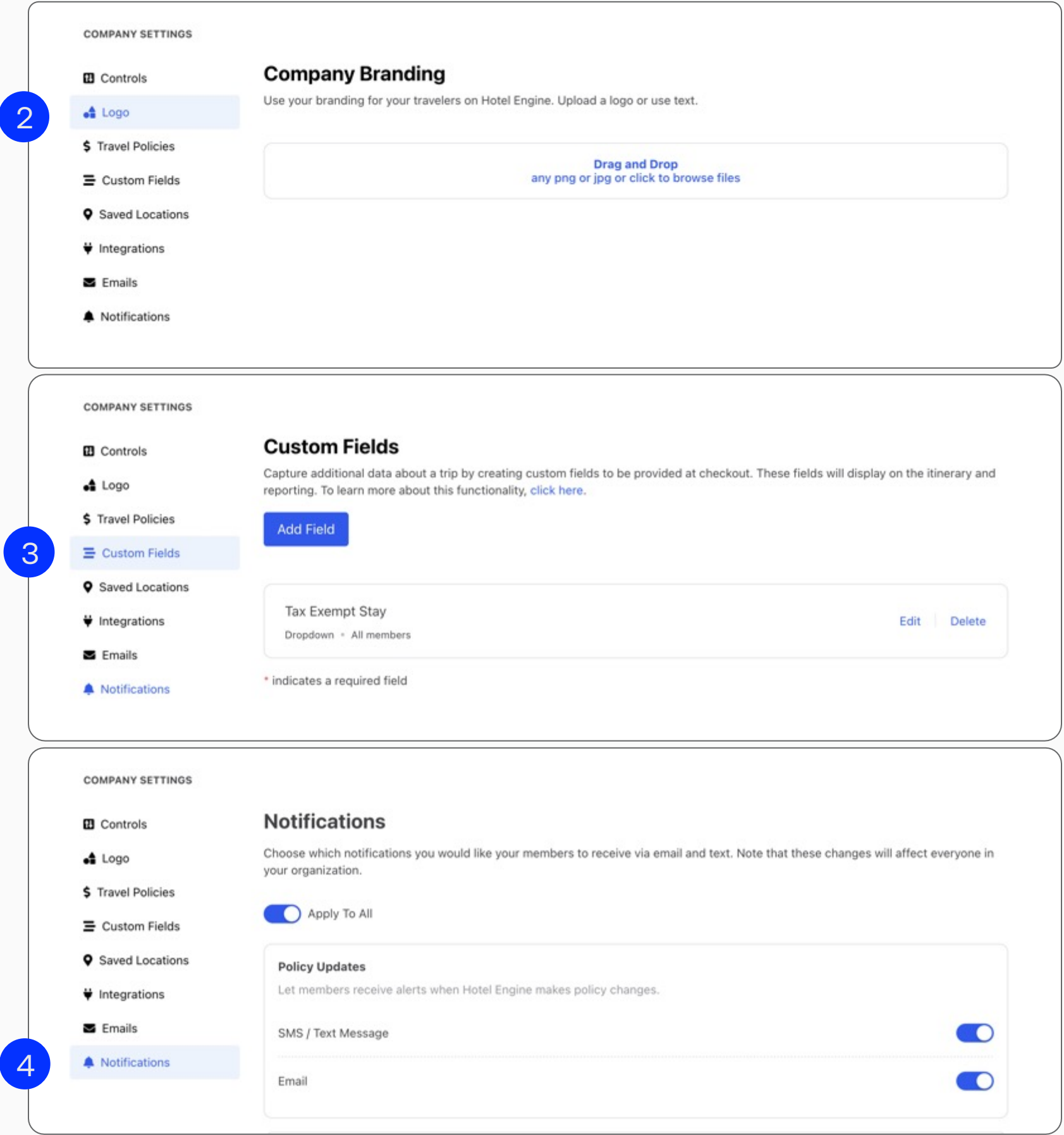
Your dashboard is your space — it should fit your branding. Under the “Logo” tab, you can upload your agency logo.

3 Custom field tab

Under the “Custom Fields” tab, you can create up to four custom fields for reporting, such as job codes.

4 Notifications tab

Navigate to “Notifications” to set preferences on what notifications the platform can send to you and your users.



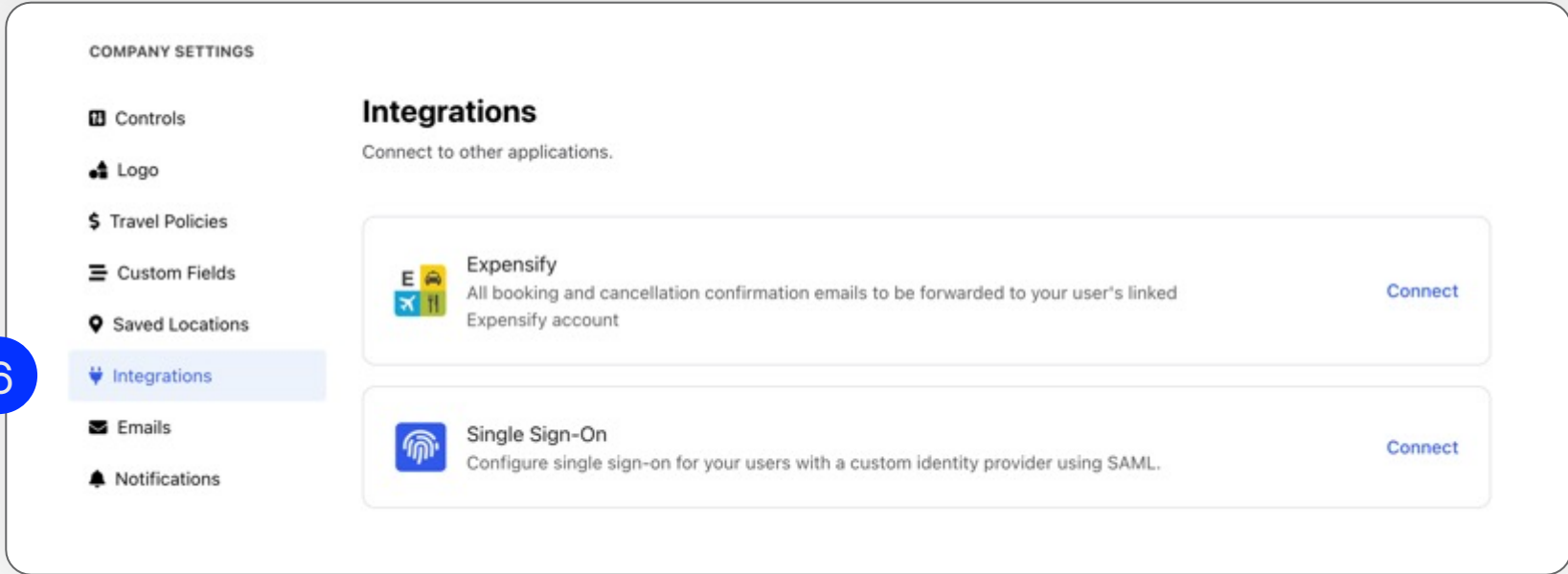
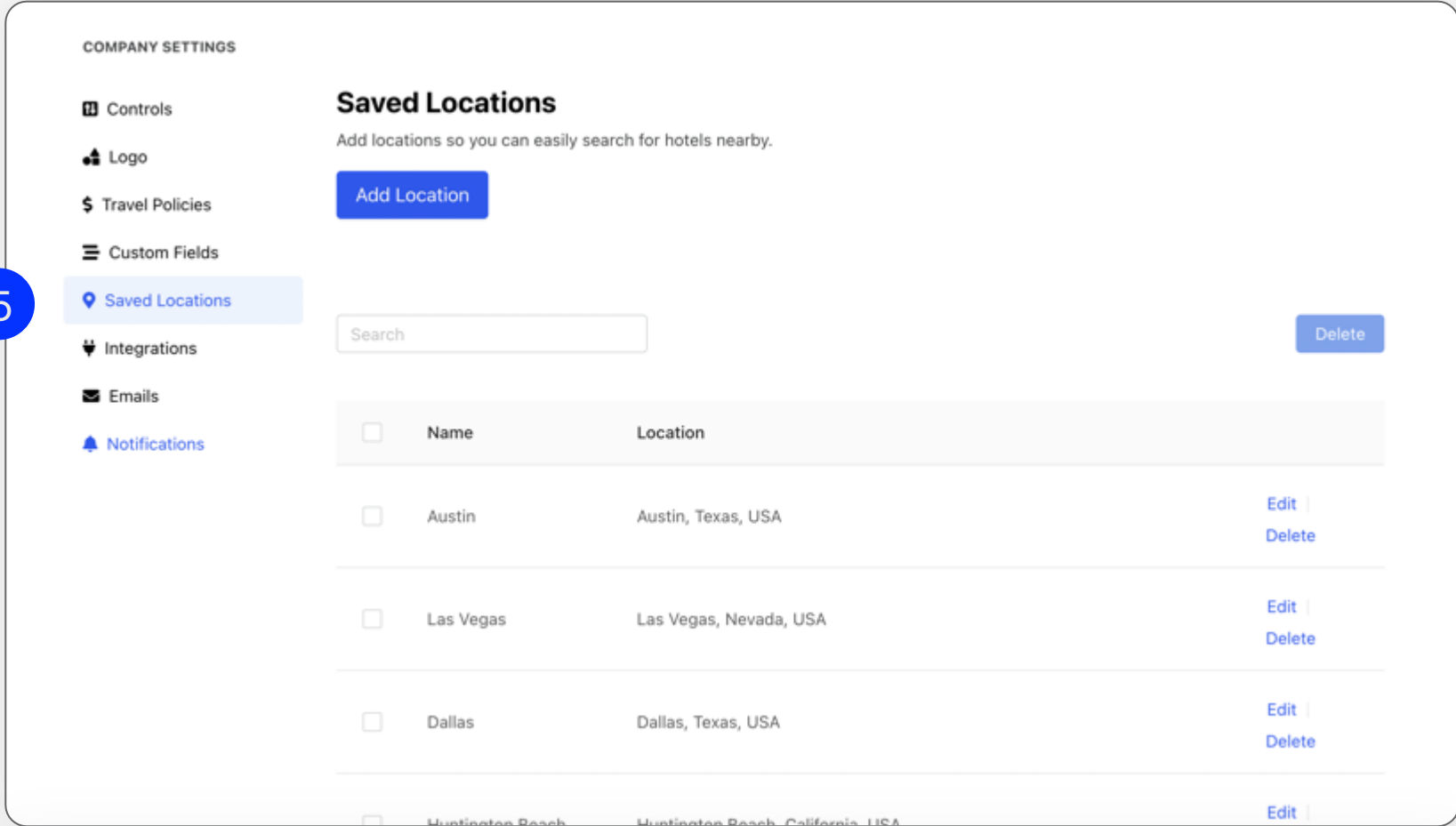
Configuration

5 **Saved locations tab**

Save frequently used locations — such as job sites, frequent travel locations, or conference spaces — so you can quickly search for hotel nearby.

6 **Integrations tab**

Enable Hotel Engine to share select files with your team’s other software tools, such as Expensify.



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).



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)