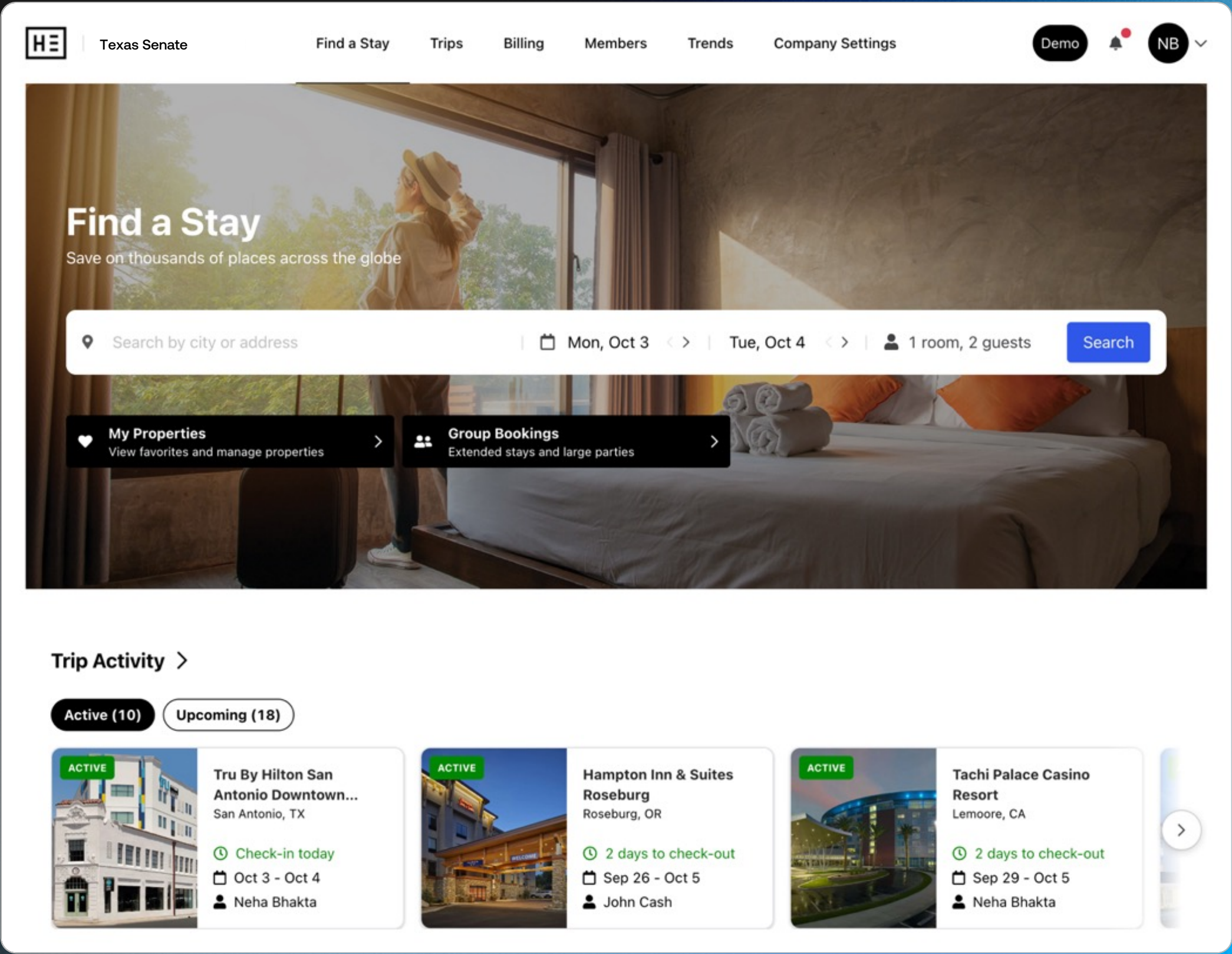


# Traveler's Guide:

Role: User

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



# 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 “User” role.

# Table of Contents

4.	Create your account
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19.	Modify reservations
20.	Important Reminders
21.	Contact Support



# Create your account

## ① You're invited to Hotel Engine

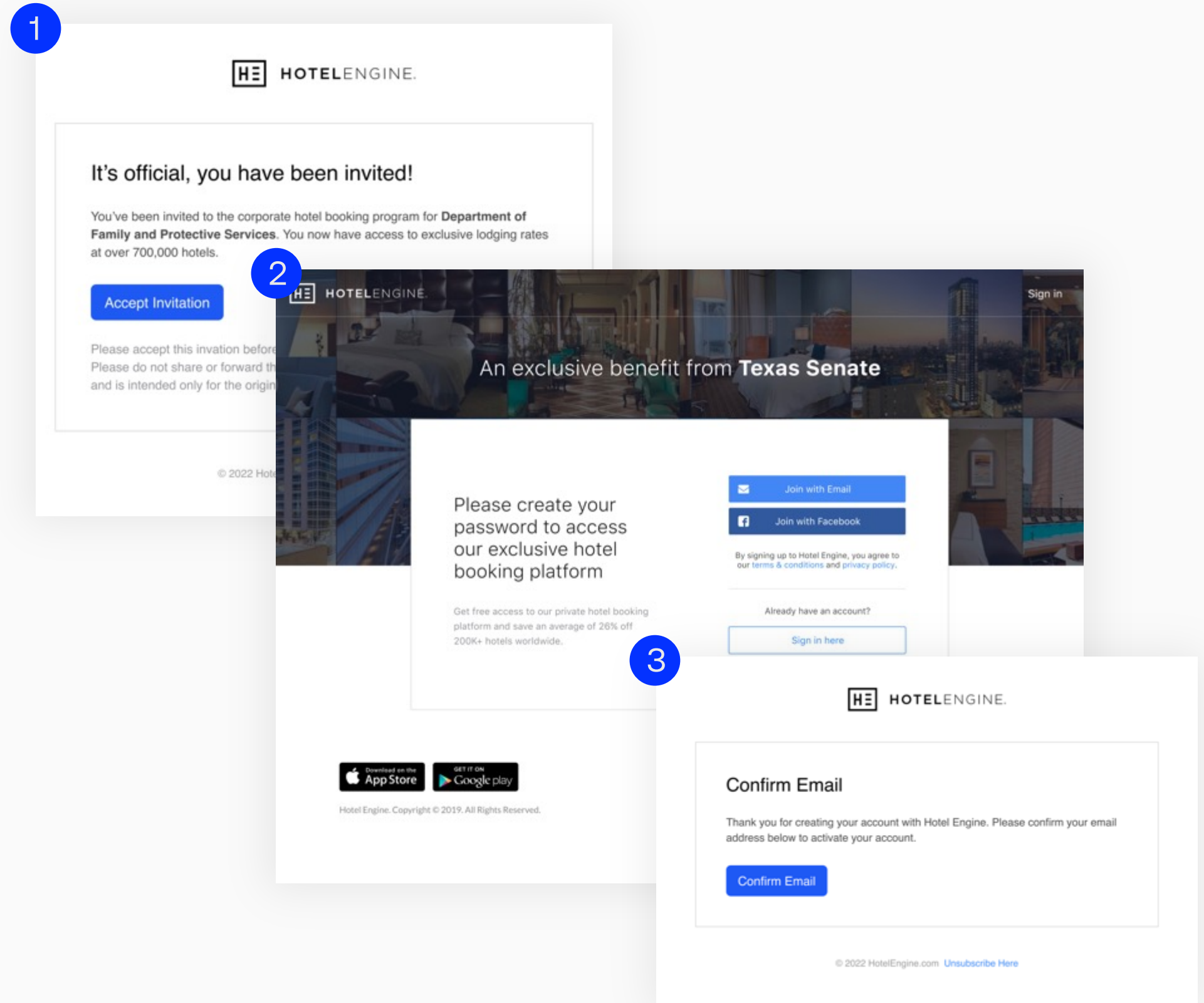
You will receive an email asking you to accept your invitation to create your Admin account. Click the “Accept Invitation” button.

## 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

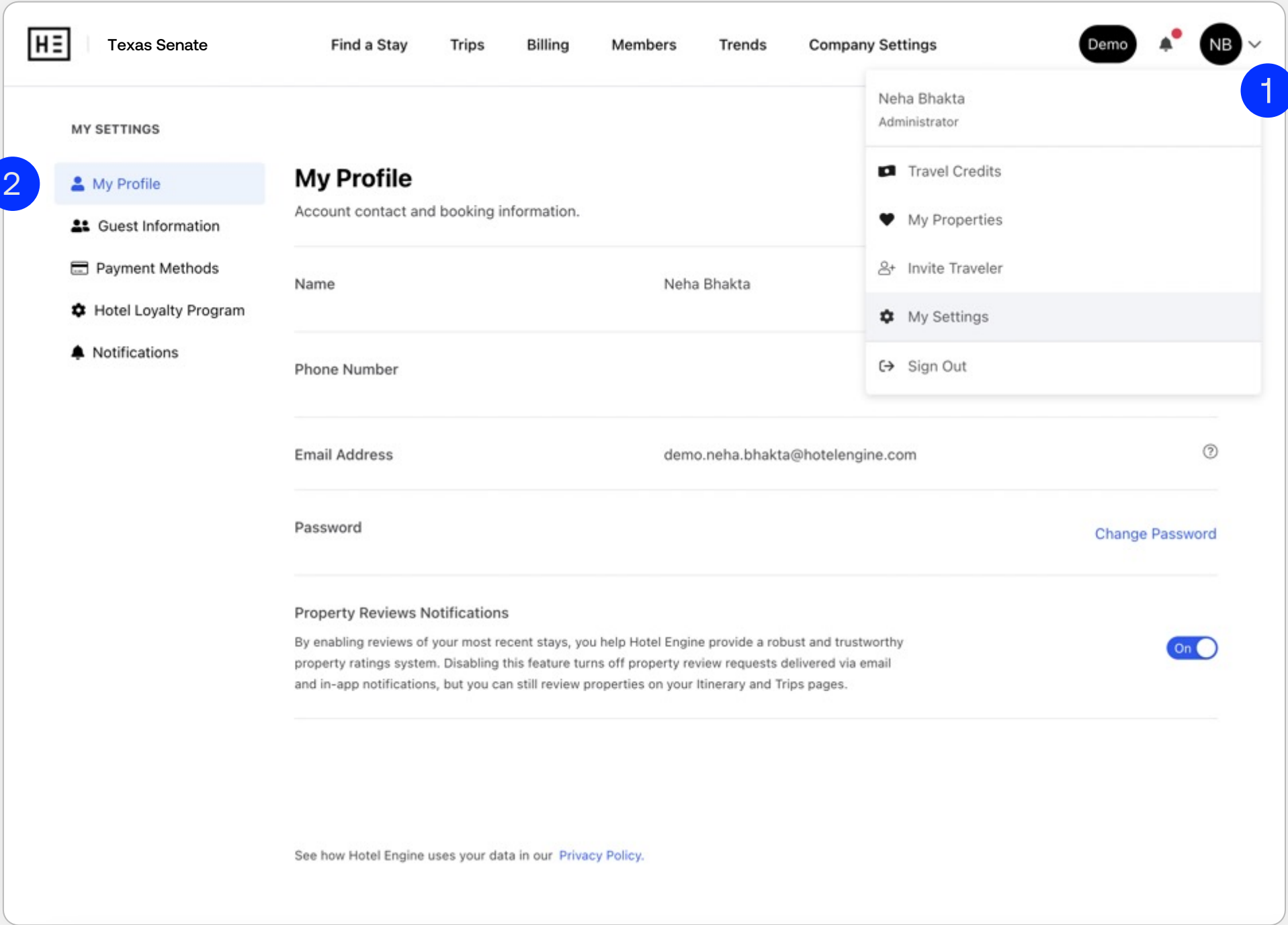
## Open settings

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

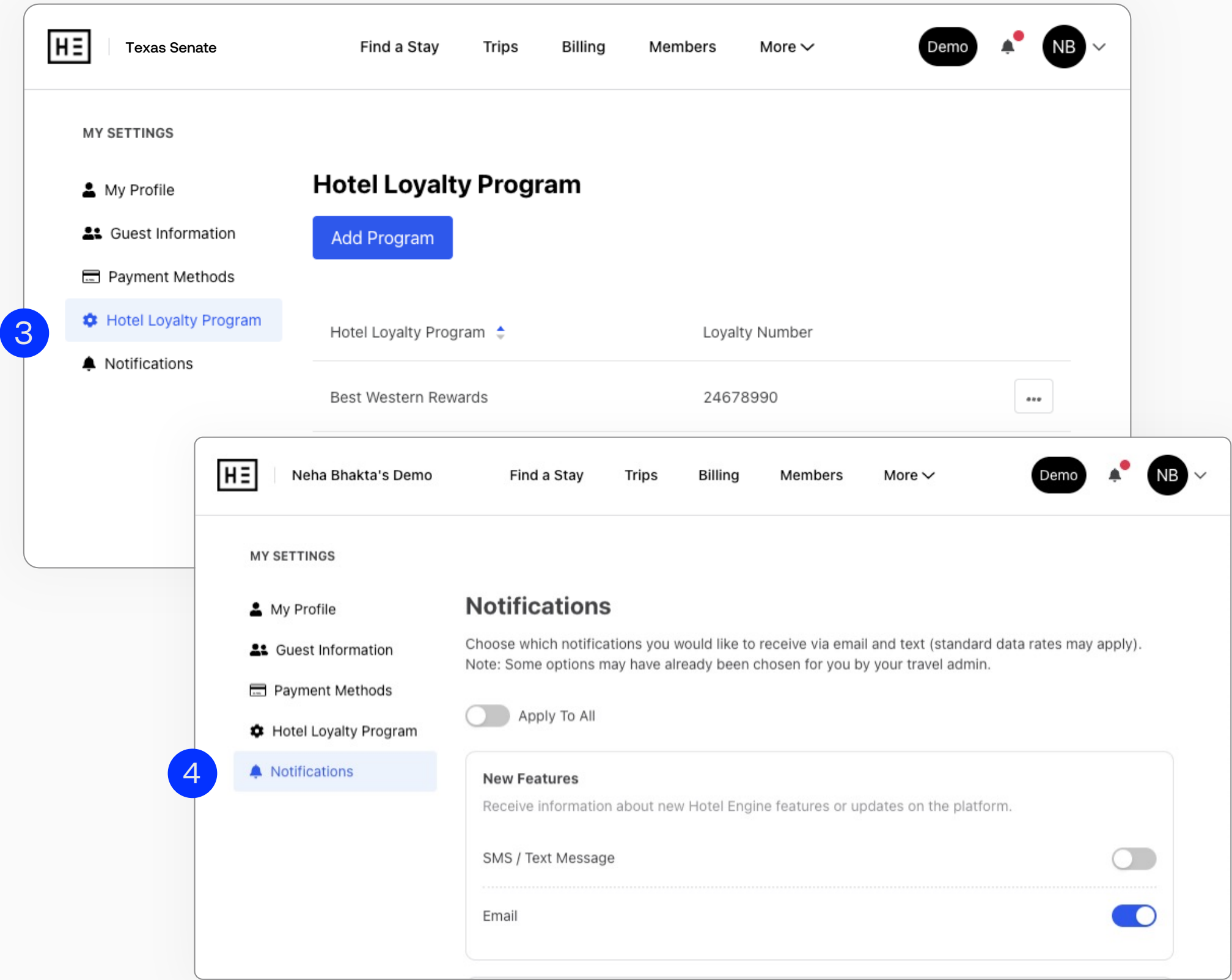
## Add Hotel Loyalty information

Add your favorite hotel loyalty programs so you can continue to earn loyalty points on select rooms when booking with Hotel Engine.

4

## Set your notification preferences

Let us know how you'd like to be notified about upcoming reservations, important announcements and more.



# Profile settings

## 3 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 'Add Card' modal in the Hotel Engine interface. The background shows the 'MY SETTINGS' menu with 'Payment Methods' highlighted. The modal form contains the following fields and elements:

- Cardholder name:** A text input field with placeholder text 'Full name on card'.
- Card number:** A text input field with placeholder text 'Card number'.
- Exp. date:** A text input field with placeholder text 'MM/YY'.
- Security code:** A text input field with placeholder text 'CVV'.
- Zip code:** A text input field with placeholder text 'Zip code'.
- Card nickname (optional):** A text input field with placeholder text 'Ex: Personal Travel'.
- Make default card:** A checkbox.
- Buttons:** 'Save Card' (blue) and 'Cancel' (white).
- Footer:** A link to the 'Privacy Policy'.

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.

# 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>

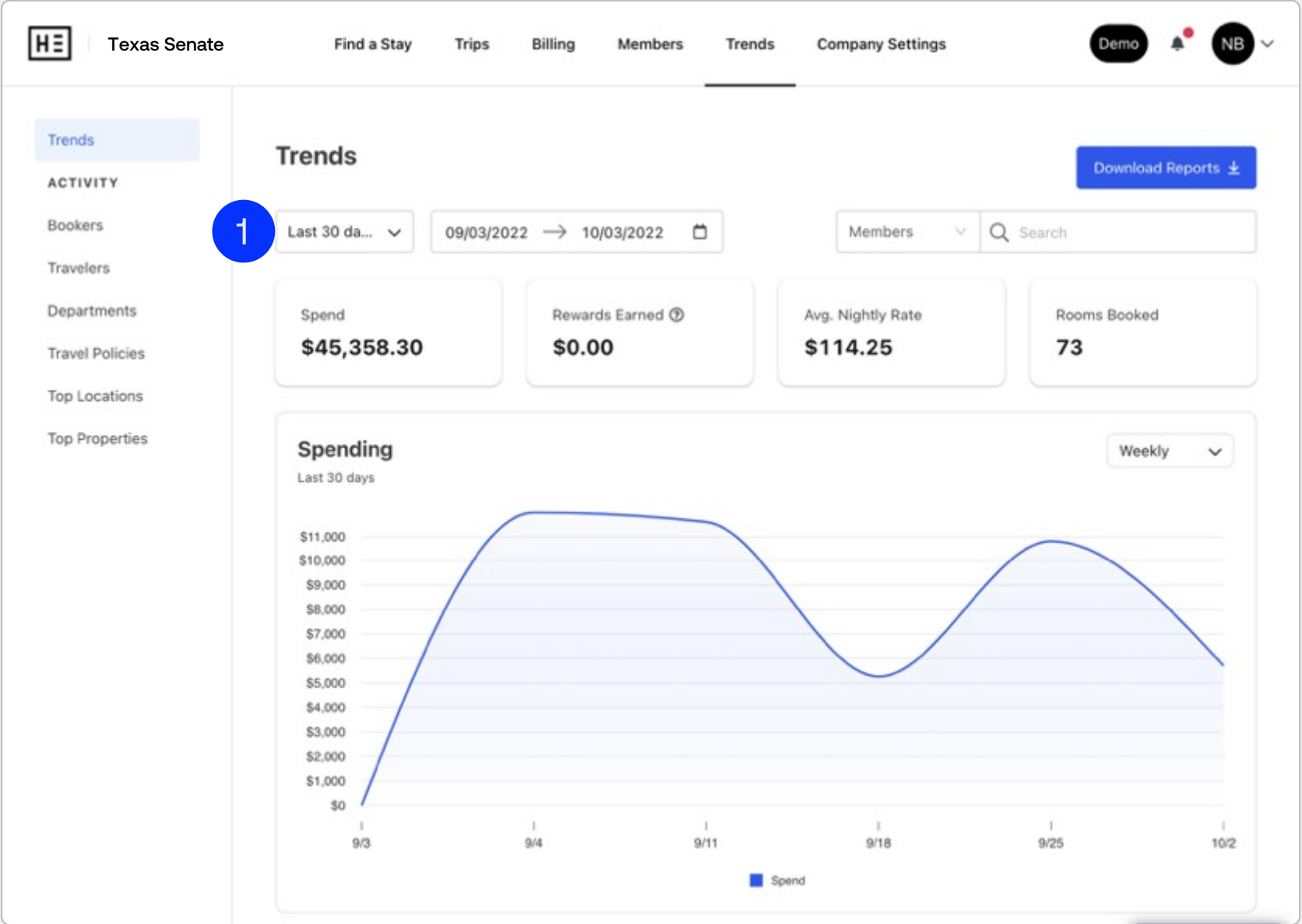


# Dashboard snapshot

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.



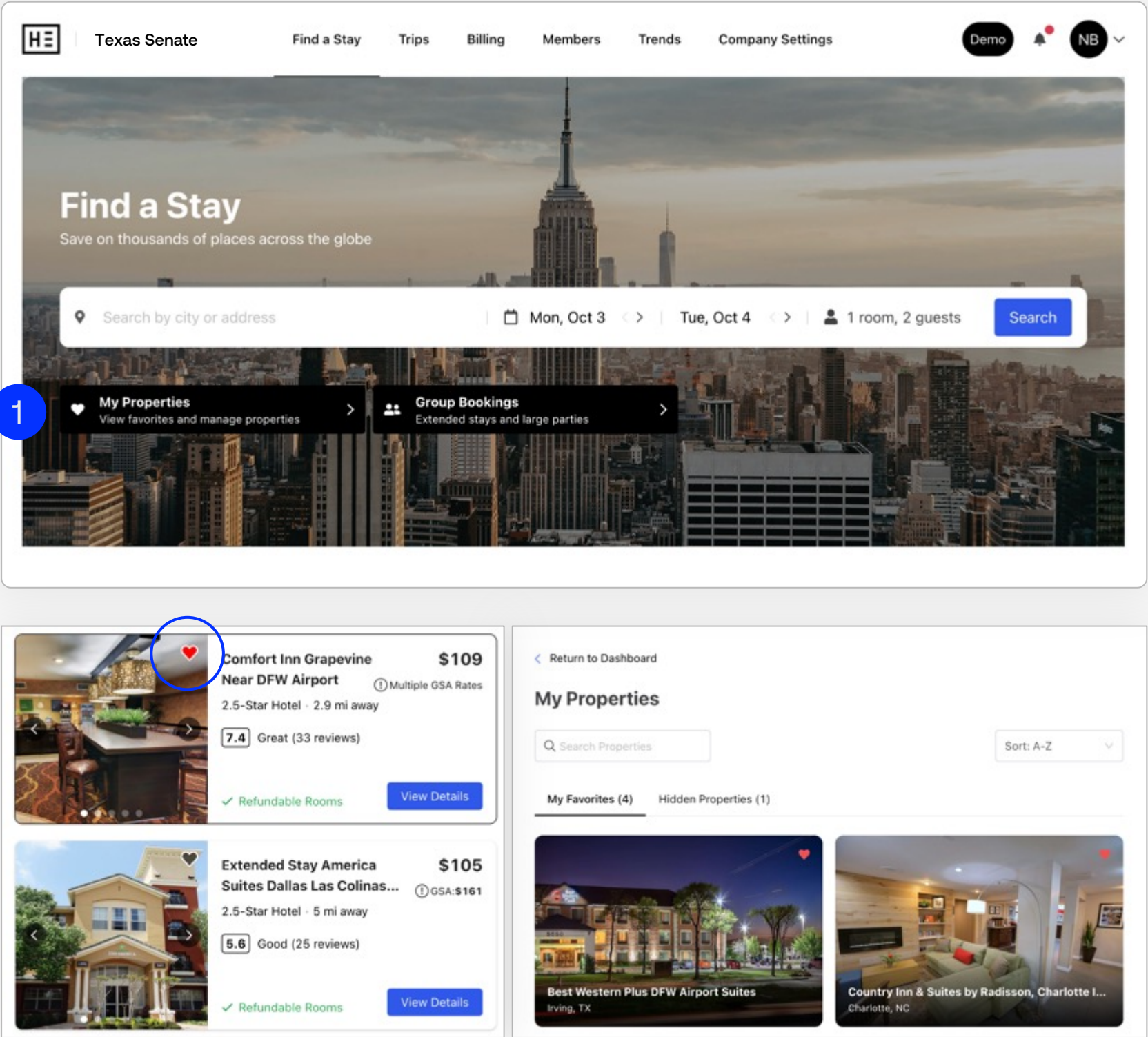
# My favorite hotels

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

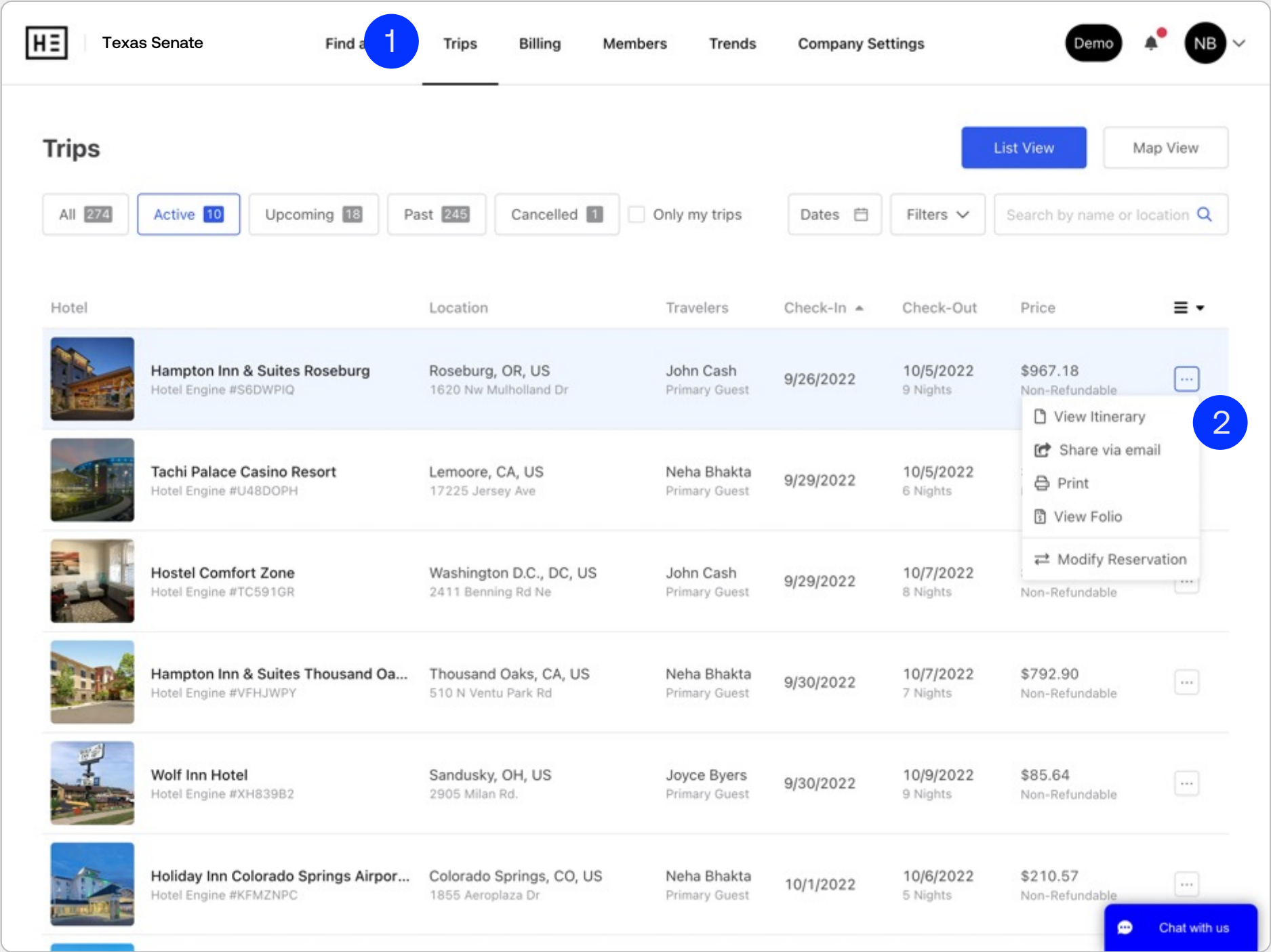
1 Trip summary

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.

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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><b>3</b> 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>
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>
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>
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>
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>

Chat with us



# Search

1 Search hotels

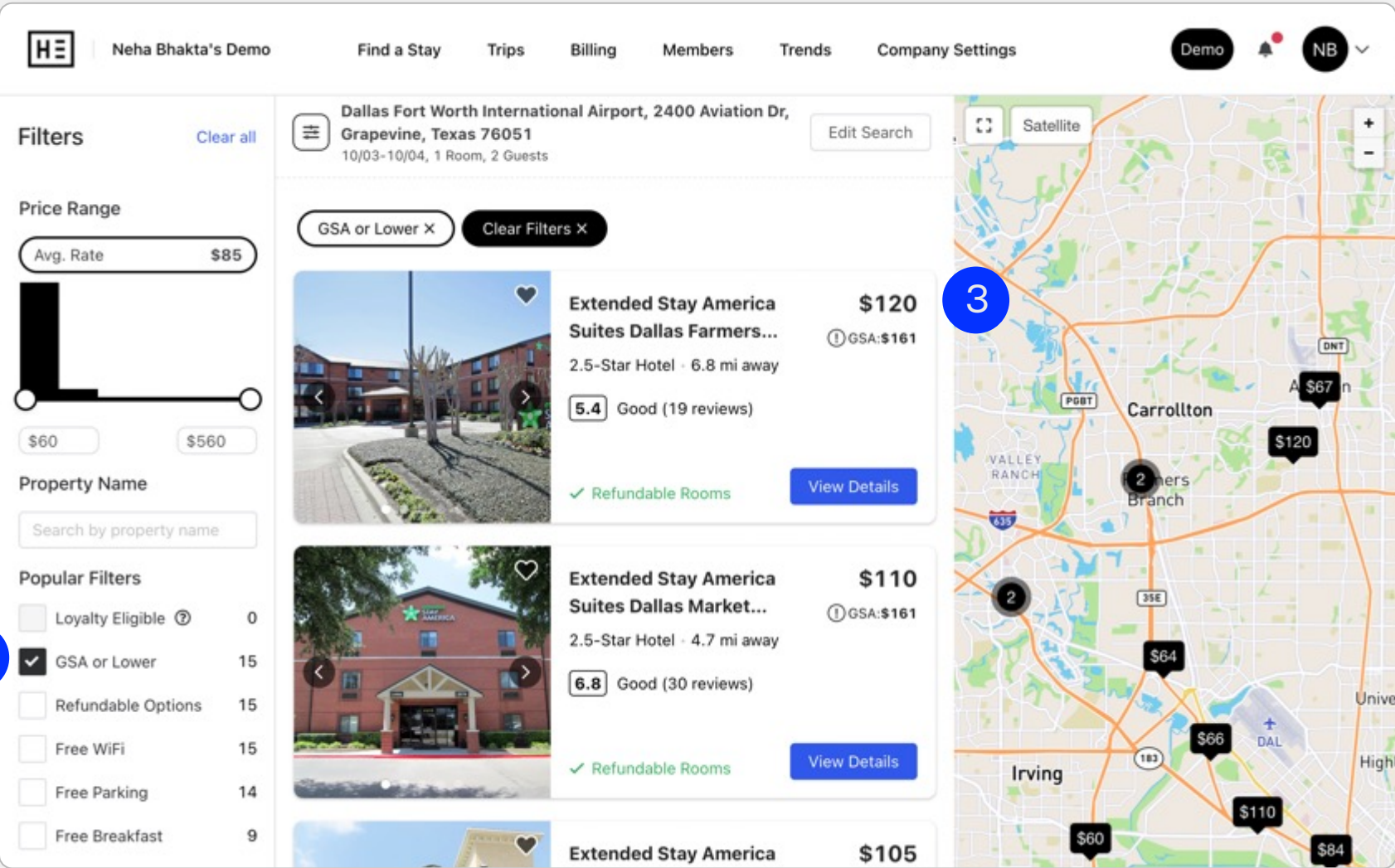
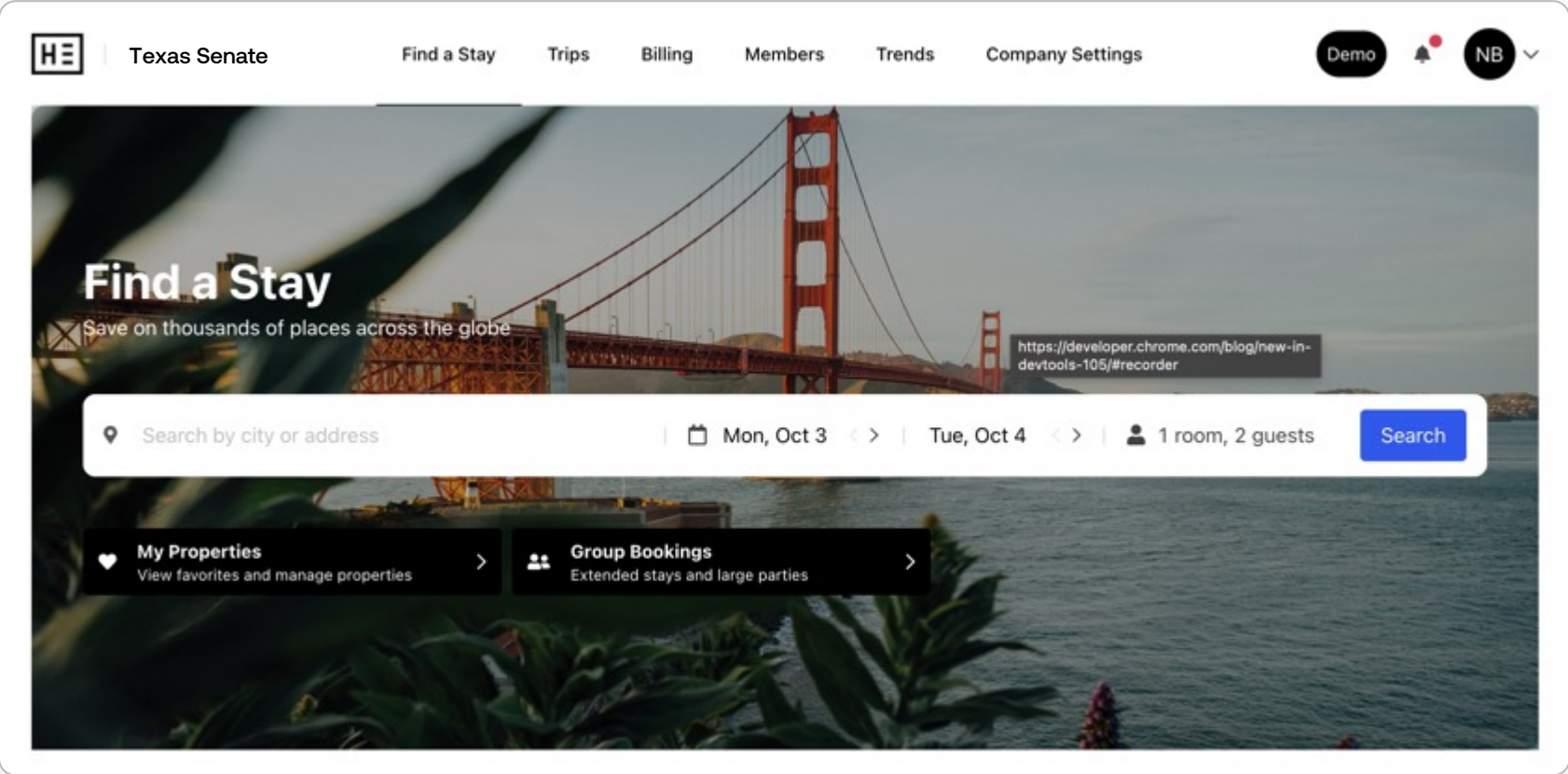
In the search bar at the top of the dashboard screen, enter the desired city, travel dates, and number of guests. Click “Search” to see the hotels matching your parameters.

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.





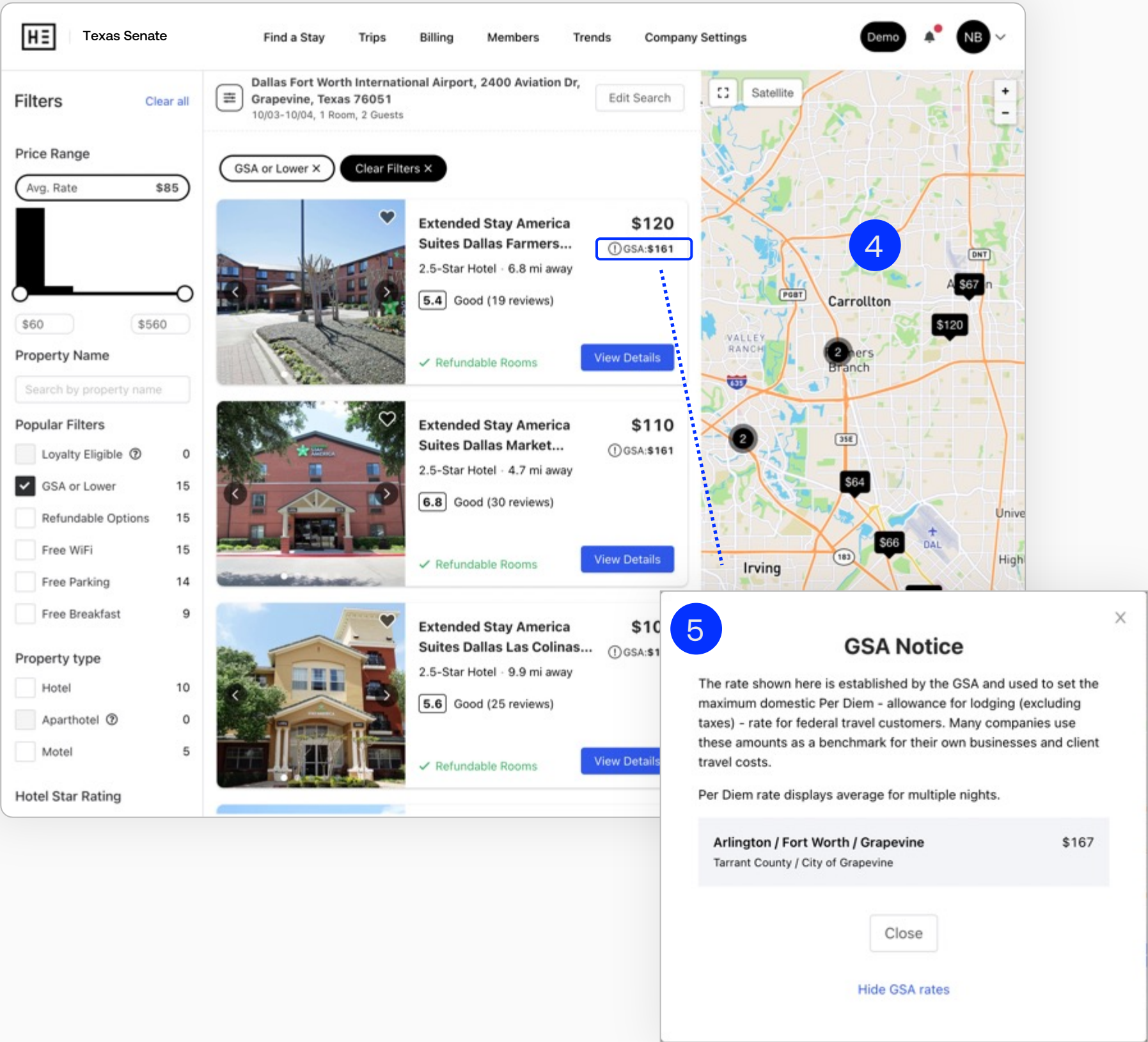
# Search

## 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.



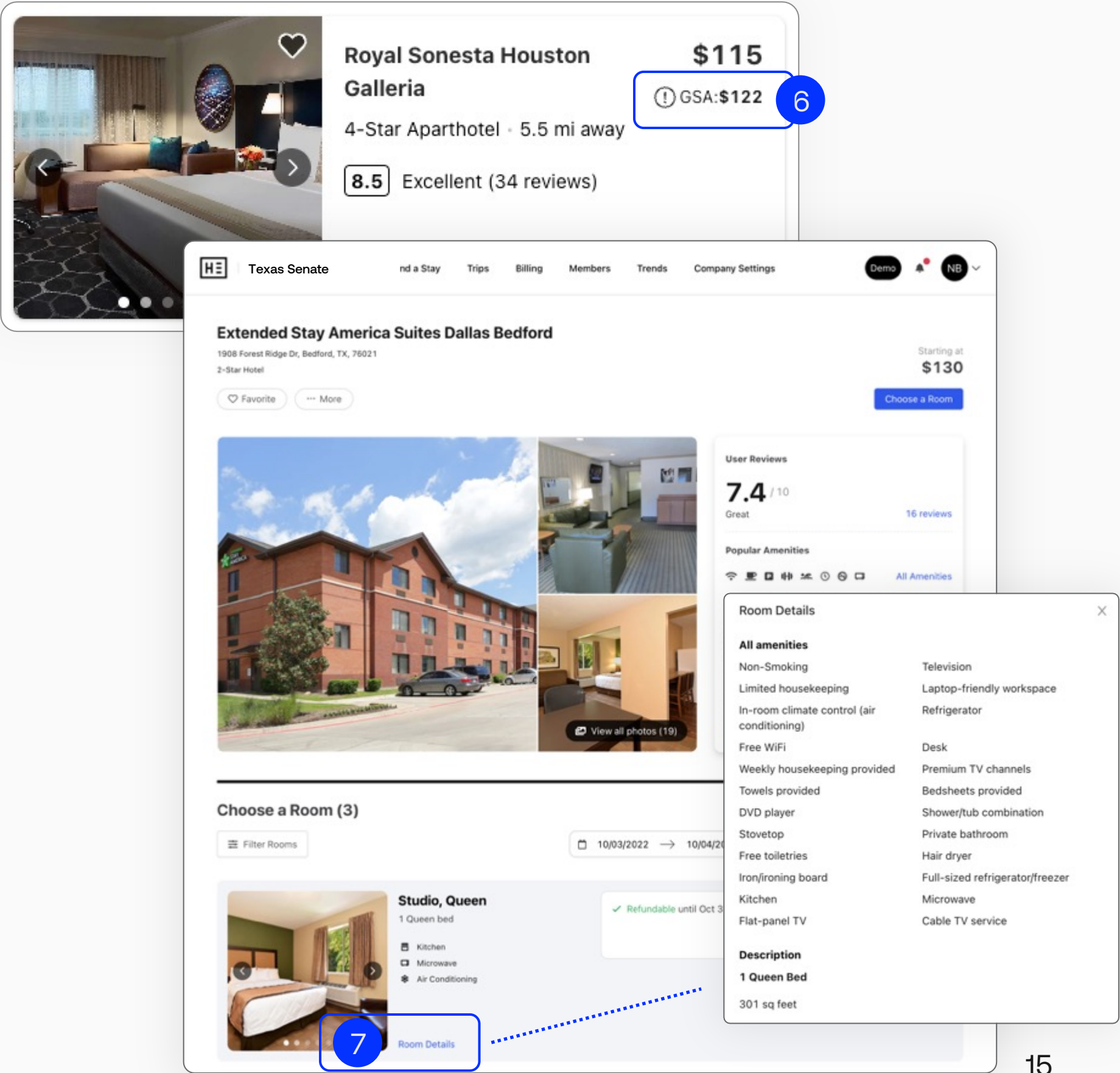
# Search

## 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.

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Find a StayTripsBillingMembersTrendsCompany Settings

DemoNB

Book NowSecure 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

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

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.

Chat with us

12



# 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

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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](#).

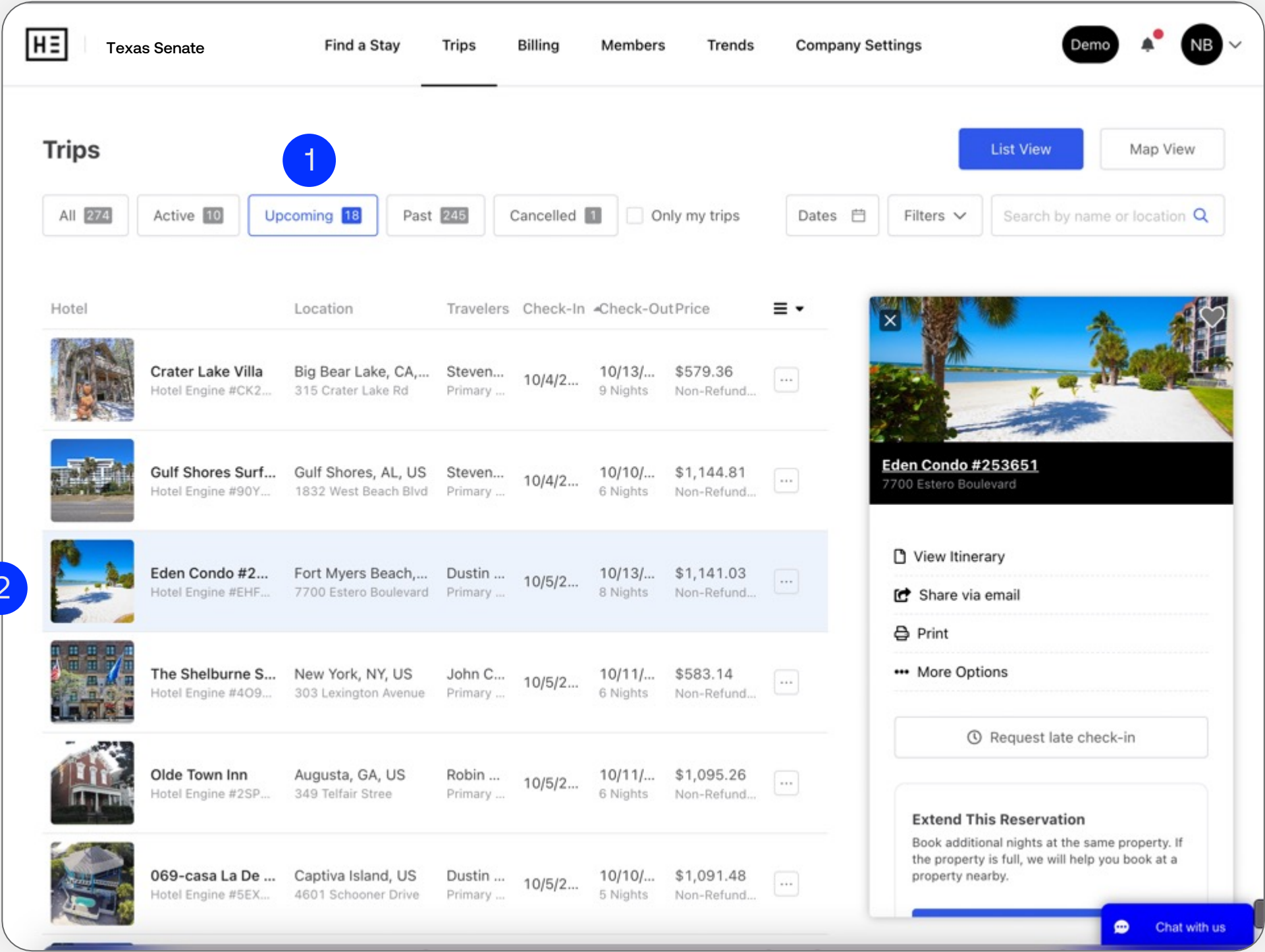
# Trips

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.

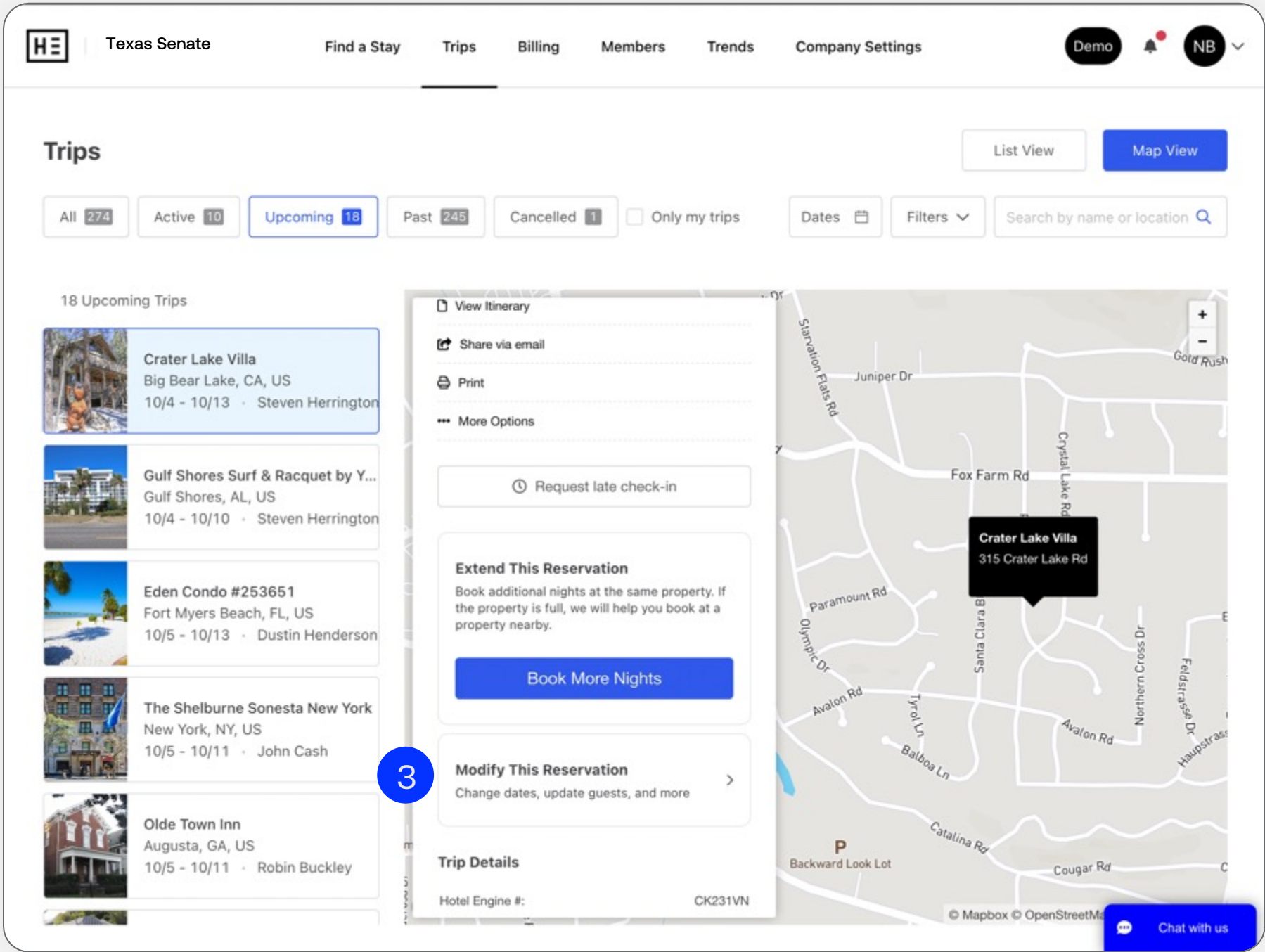
## 3 Modify / cancel reservations

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:

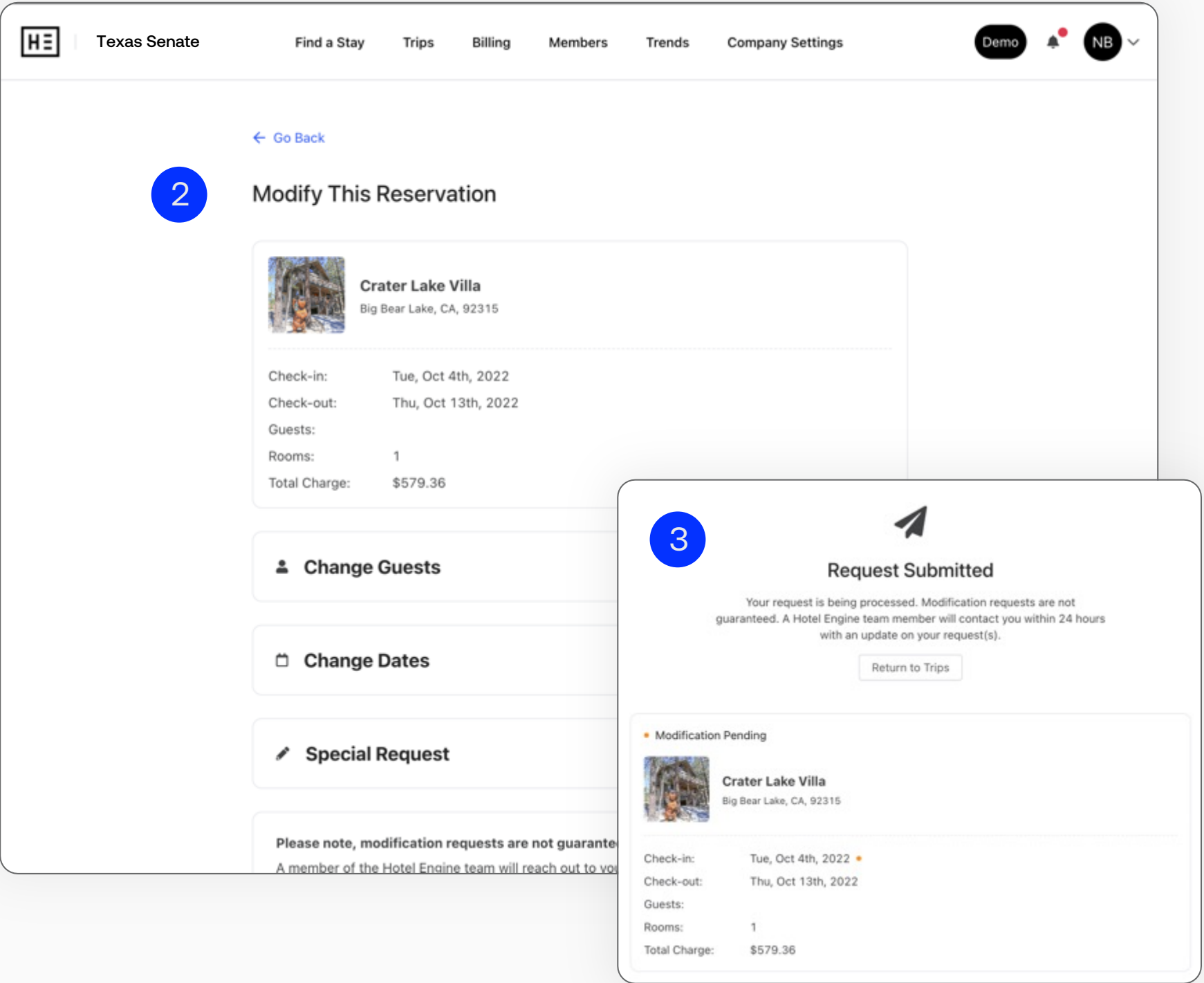
  - Change "Guest Information"
  - Change "Reservation Dates"
- 3

### 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.





# 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 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](mailto:support@hotelengine.com)

## Live chat on

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