



Coordinator Guide: Pay Upon Arrival

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



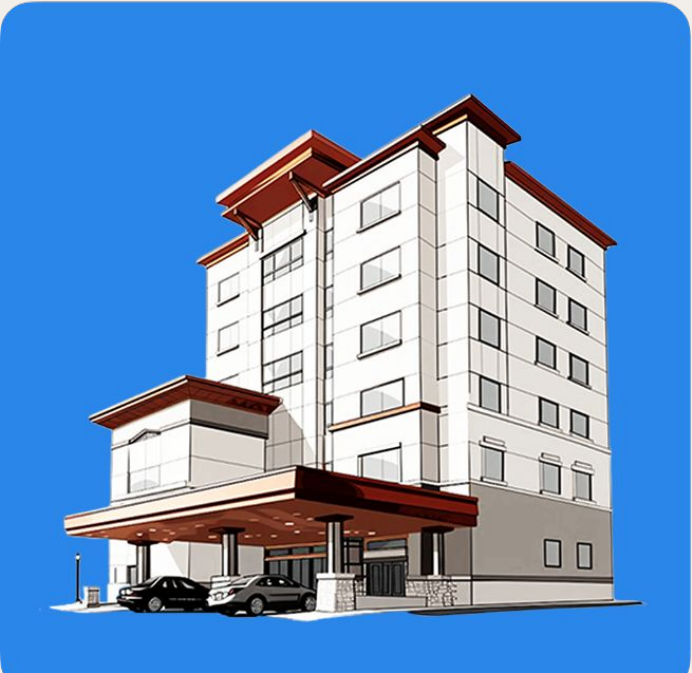
Introduction

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.



Table of Contents

Create your Account	4 - 5	Search	13 - 16
Profile Settings	6 - 7	Book a Hotel	17
Tax Exemption	8	Trips	18 - 19
Dashboard Snapshot	9	Modify Reservations	20
My Favorite Hotels	10	Groups	21 - 25
Trip Management	11 - 12	Reminders + Support	26 - 27



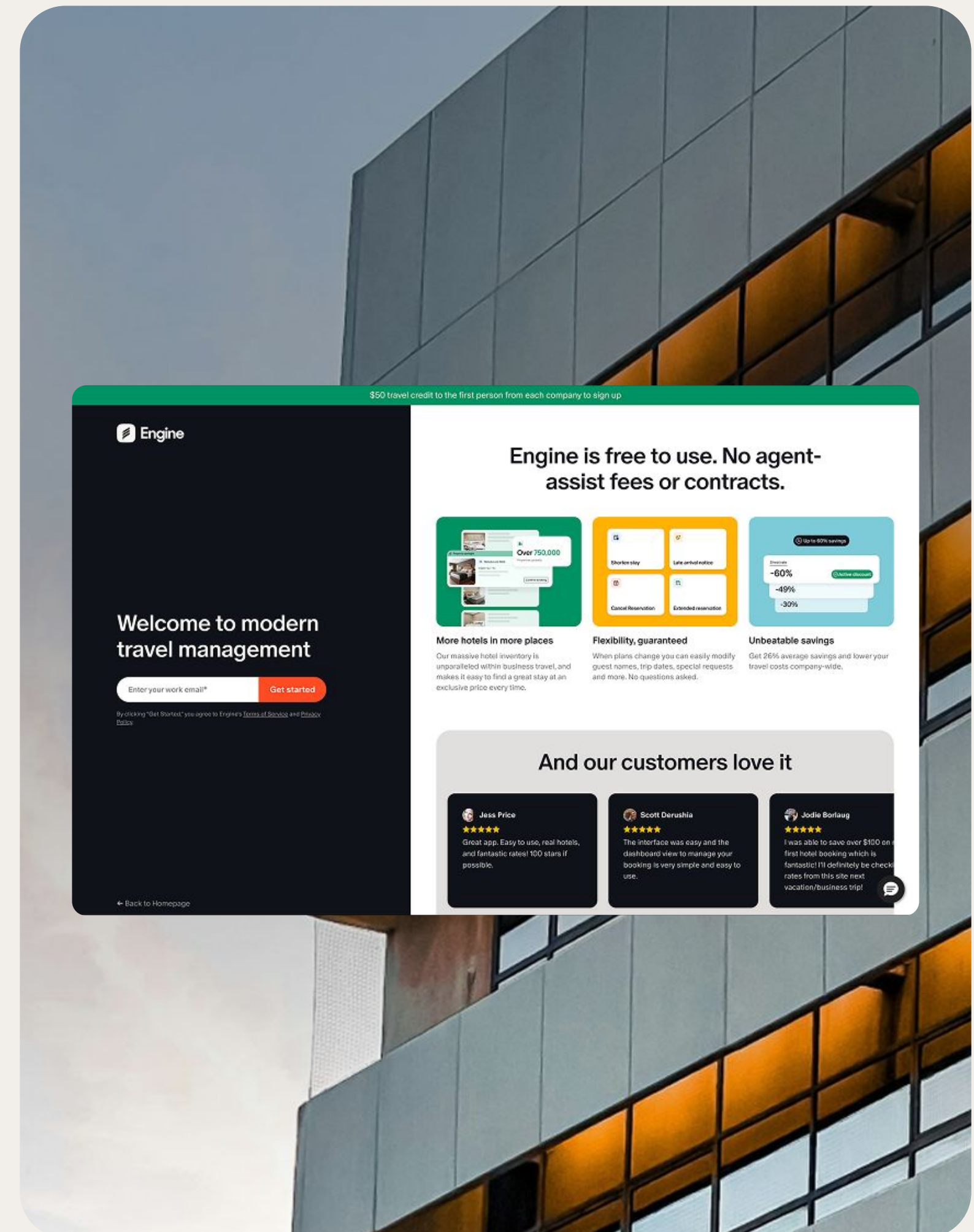
Create your account

You're invited to Engine

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

Create your password

You will be redirected to a page that asks you to create your account. Join using your state email address and set your password.



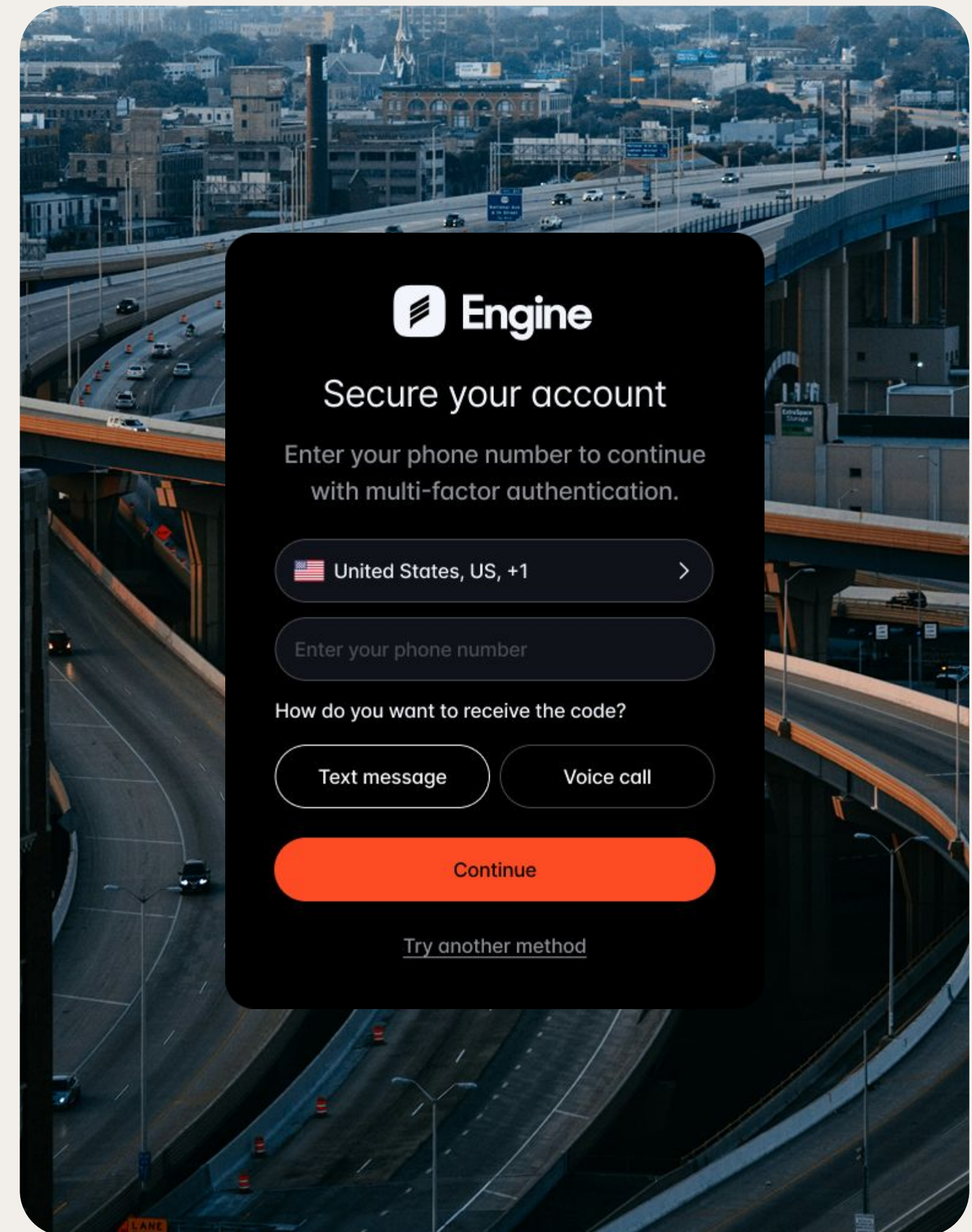
Create your account

Complete 2-step verification

Follow directions to complete 2-step verification using your phone number. This is a required step, but your phone number will only be used to verify your identity.

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 Engine member home page.



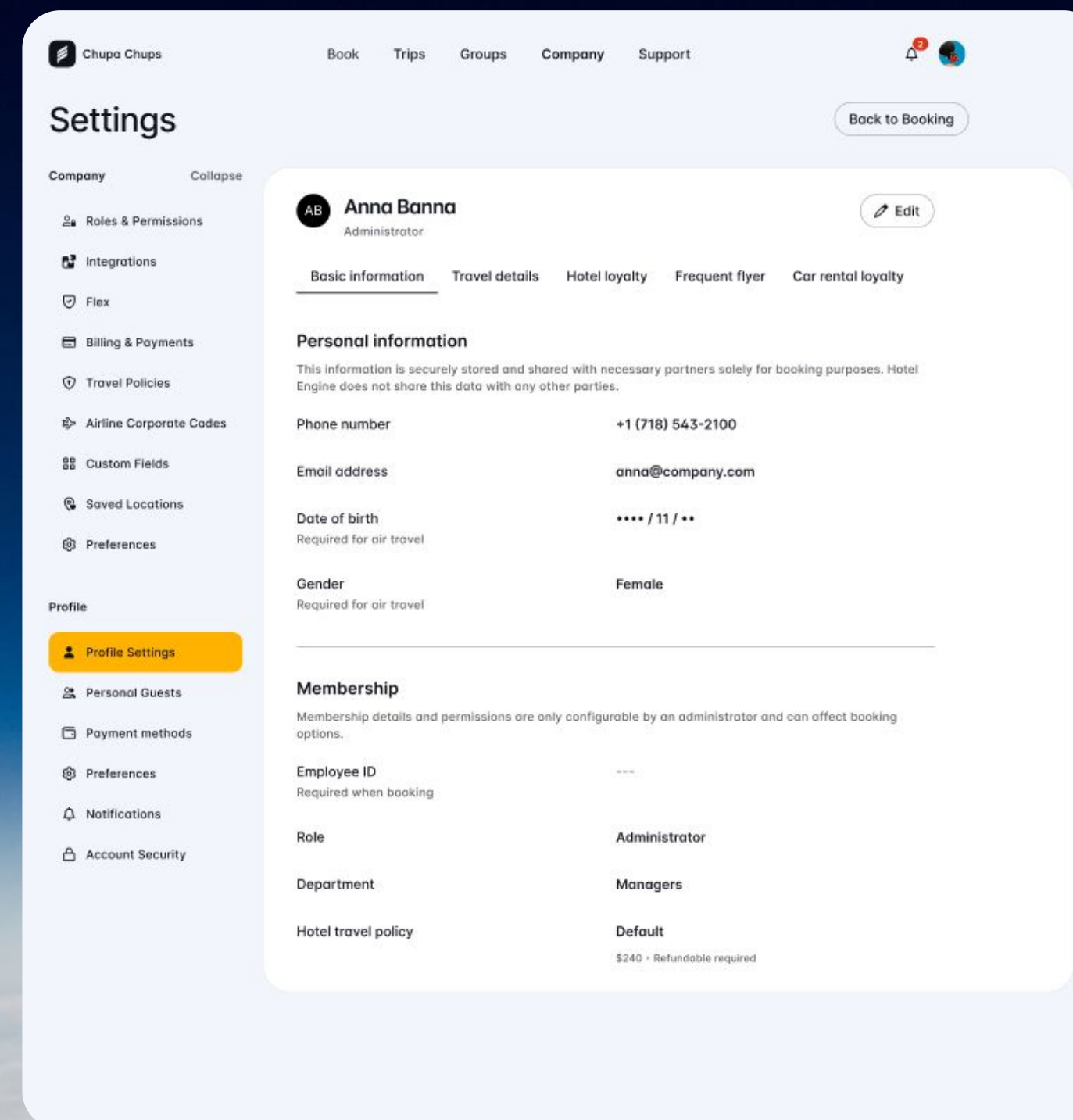
Setup your profile

Open Settings

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

My Profile

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



The screenshot shows the 'Settings' page for a user named Anna Banna, Administrator. The page is divided into two main sections: 'Company' and 'Profile'. The 'Profile' section is currently active, showing various fields for personal information and membership details.

Company Settings:

- Roles & Permissions
- Integrations
- Flex
- Billing & Payments
- Travel Policies
- Airline Corporate Codes
- Custom Fields
- Saved Locations
- Preferences

Profile Settings:

- Profile Settings** (Active)
- Personal Guests
- Payment methods
- Preferences
- Notifications
- Account Security

Personal information

This information is securely stored and shared with necessary partners solely for booking purposes. Hotel Engine does not share this data with any other parties.

Phone number	+1 (718) 543-2100
Email address	anna@company.com
Date of birth Required for air travel	**** / 11 / **
Gender Required for air travel	Female

Membership

Membership details and permissions are only configurable by an administrator and can affect booking options.

Employee ID Required when booking	---
Role	Administrator
Department	Managers
Hotel travel policy	Default \$240 - Refundable required

Setup your profile

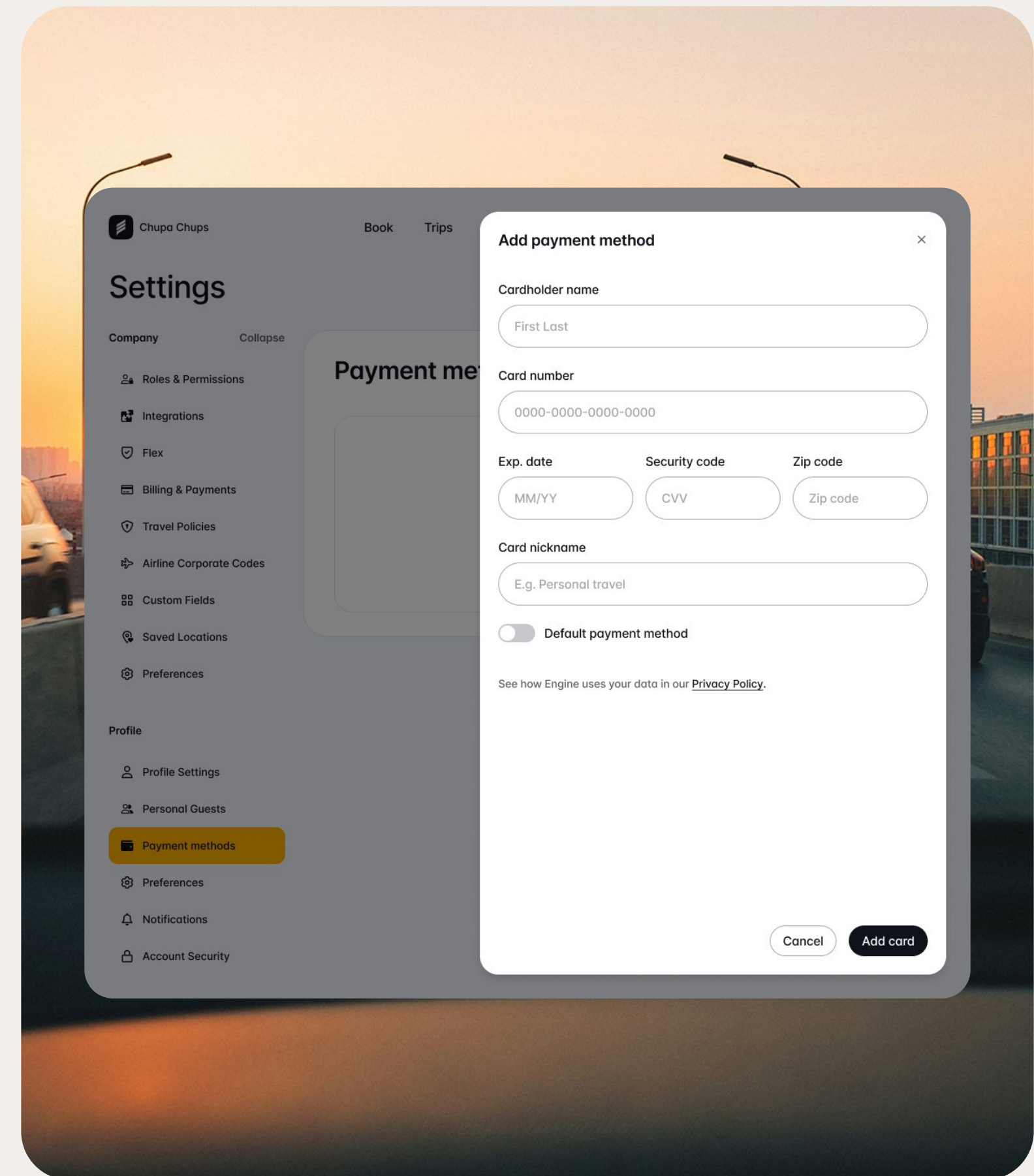
Add payment method

Every member must enter a credit card number or have a credit card on file to reserve a hotel. 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?

- Click Payment Methods
- Input the credit card details and optional nickname.
- Click Add Card

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).



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](#)

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](#)

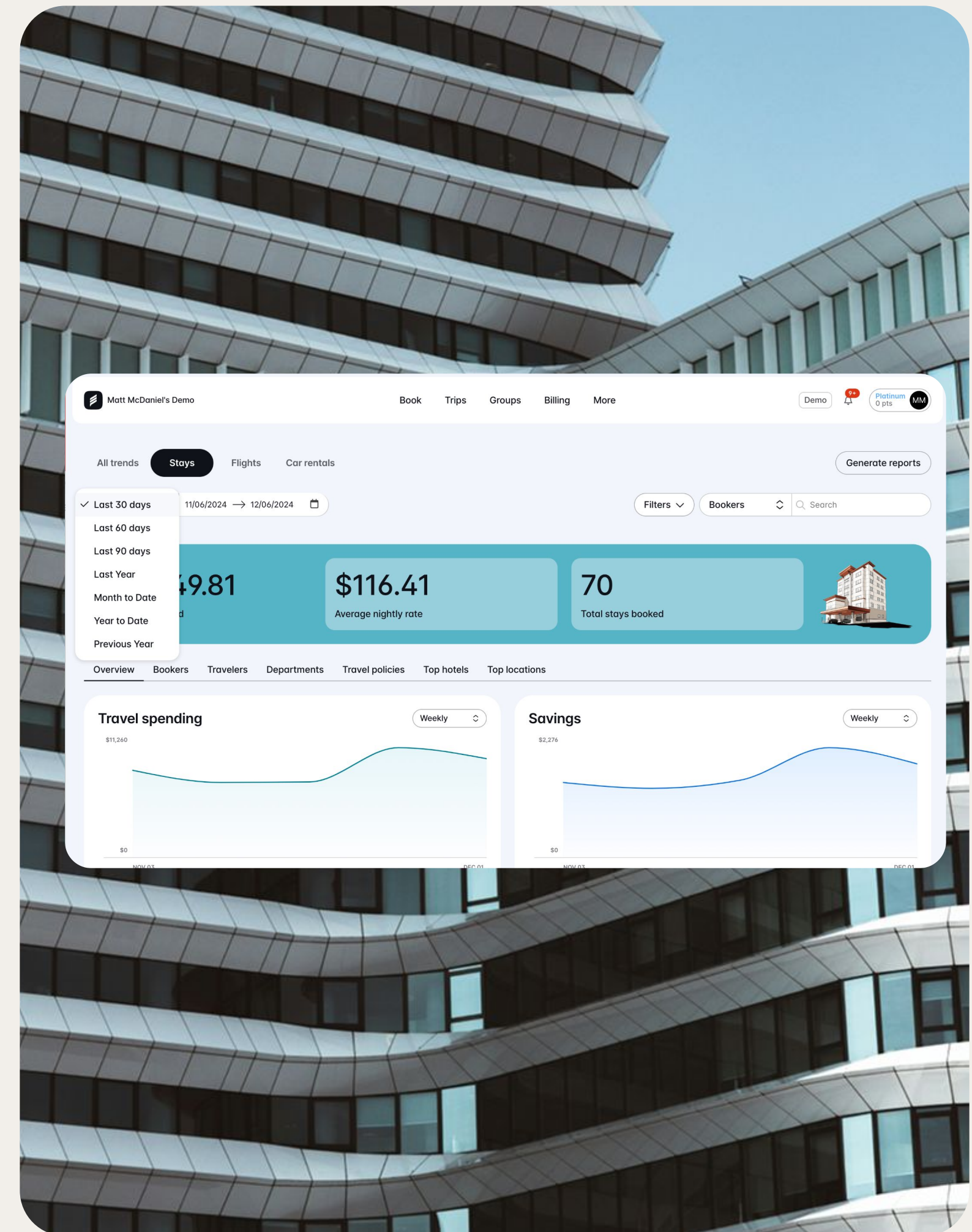


Dashboard Snapshot

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.

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

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.

Engine Book Trips Groups Billing More

♥ Aiden by Best Western Austin City Hotel ×
has been added to your favorites

Trips

Today (3) Upcoming (2) Past (12) All (30) Date range Filters Search

TYPE	TRAVELER	START	END	LOCATION	DETAILS
Hotel	Krystal Farrow	5/8	5/13	Austin, TX	Aiden by Best Western Austin City Hotel #9658SE146968
Car	Leif Horned	4/10	4/16	Sarasota, FL	AVIS Premium car #A28872
Flight	Krystal Farrow	3/25	3/29	AUS ⇄ CHI	Delta DL2322 #24U441
Hotel	Bessie Capulet, Jimmy Pesto, Katryna Jones + 2 others	3/31	4/3	Boston, MA	Super 8 by Marriot Hotels 5 rooms
Flight	Cas Gilray, Mike Pain	5/25	5/29	SRQ ⇄ LAX	American AA110 #HZ48RT
Hotel	Susan Smith	6/3	6/6 Unverified	New York, NY	Public Hotel Manhattan #TA3437283531

< 1 2 3 ... 20 > 25 per page

♥ Aiden by Best Western Austin Ci... ×
has been removed from your favorites

Aiden by Best Western Austin City Hotel
111 East Cesar Chavez Street, Austin, TX 78724

View folio Book again

Confirmation # 9658SE146968

Krystal Farrow

Your booking

CHECK-IN
Mon, May 8, 2024 3:00 pm

CHECKOUT
Sat, May 13, 2024 11:00 am

4 nights

Manage trip
Modifications are covered by Flex

Trip Management

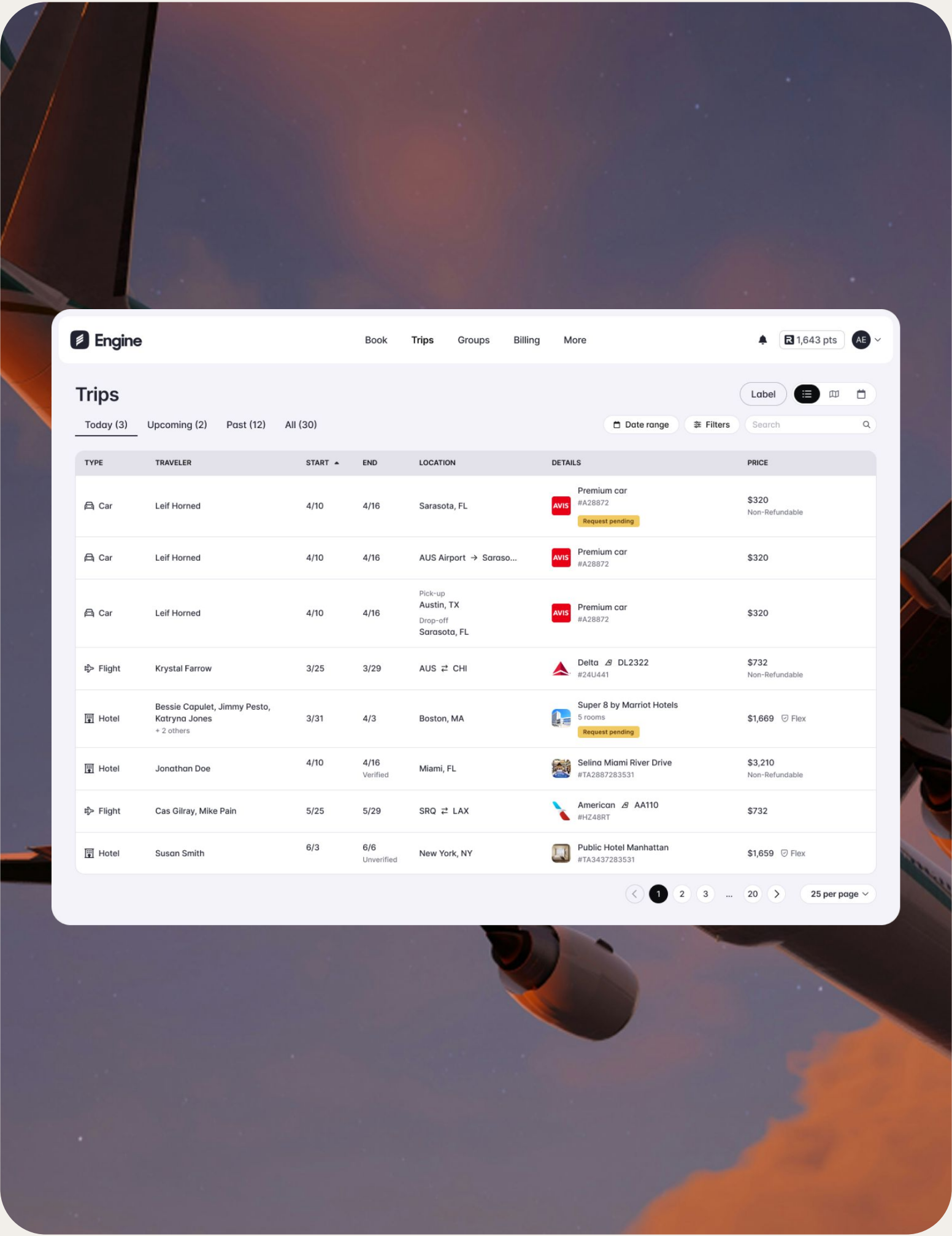
Trip Summary

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 by the type of travel booked, location, traveler name(s), and start or end dates depending on trip status. If you click on an individual row, you will see more details about that trip.

Trip Details View

Click the three dots on the right side to access some 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.



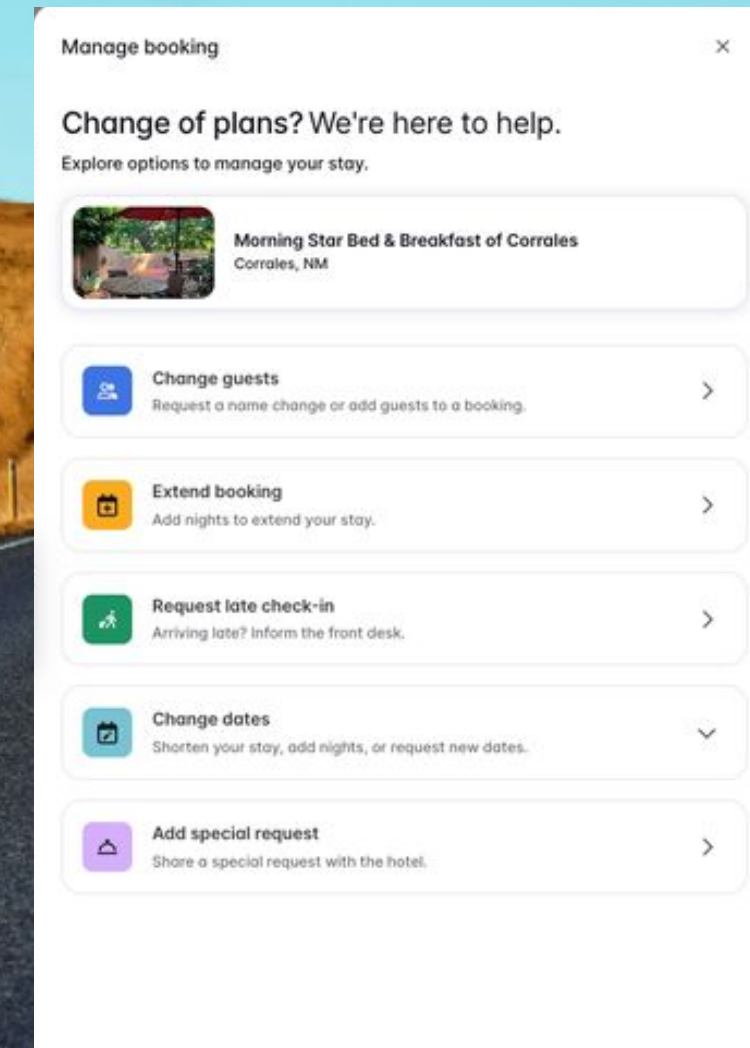
Trip Management

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.

Important

All cancellations must be submitted through Engine. Never contact the hotel directly to cancel a booking. If cancelling a reservation within 24 hours of check-in, call Engine's Member Support.



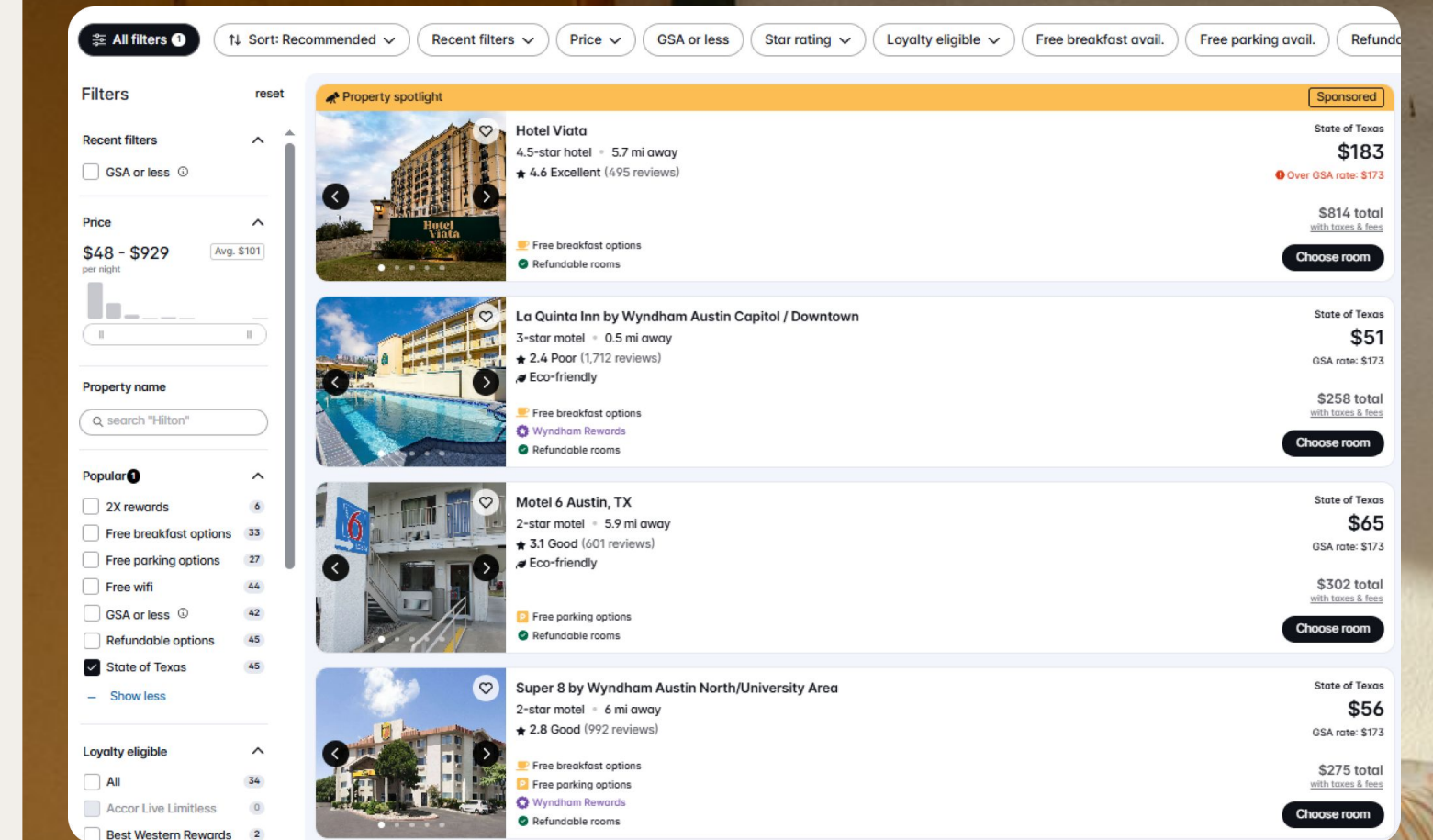
Book: search

Search Hotels

In the search bar at the top of the homepage, enter the desired city, travel dates and number of guests. Click Search to see the hotels matching your parameters. The nightly rate is subject to change. Usually, it will be consistent with the price shown in search, but the rate is not guaranteed until your booking is finalized.

Filter & Sort Results

Modify your results by price, distance, amenities, and more. You can also filter by hotels that are at or below the GSA nightly rate. *Use the State of Texas filter to see only properties with locally negotiated rates.*



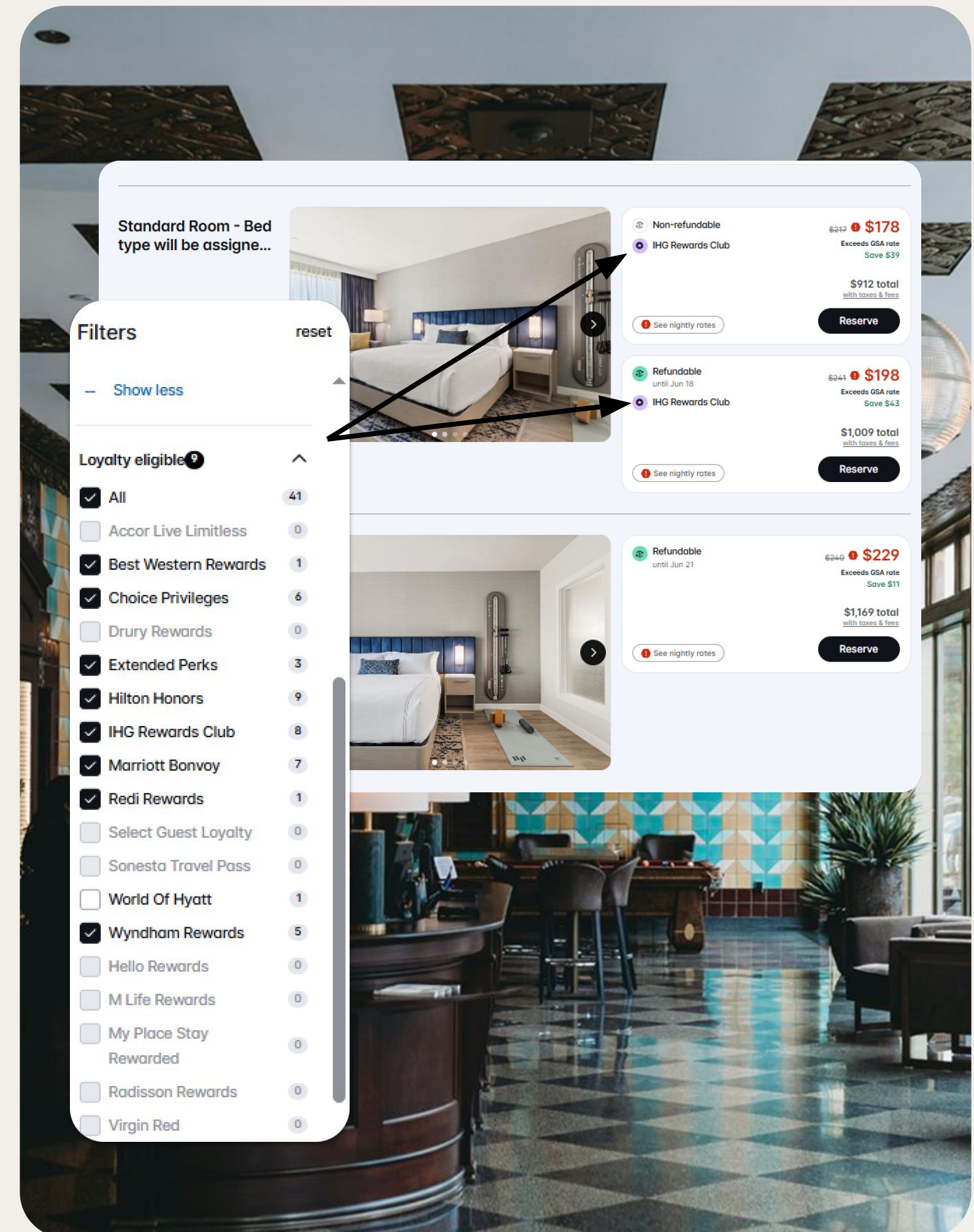
Book: search

Loyalty

To earn brand-specific loyalty points on a booking, the traveler's loyalty information must be saved in their profile. Use the Loyalty Eligible search filter to only see results that are eligible for these points (and filter by specific programs).

When booking, be sure to select a room type that also lists the loyalty program in purple. Not all rooms are loyalty eligible.

Note that the primary guest name on the reservation must match the name on the loyalty account for points to be earned.



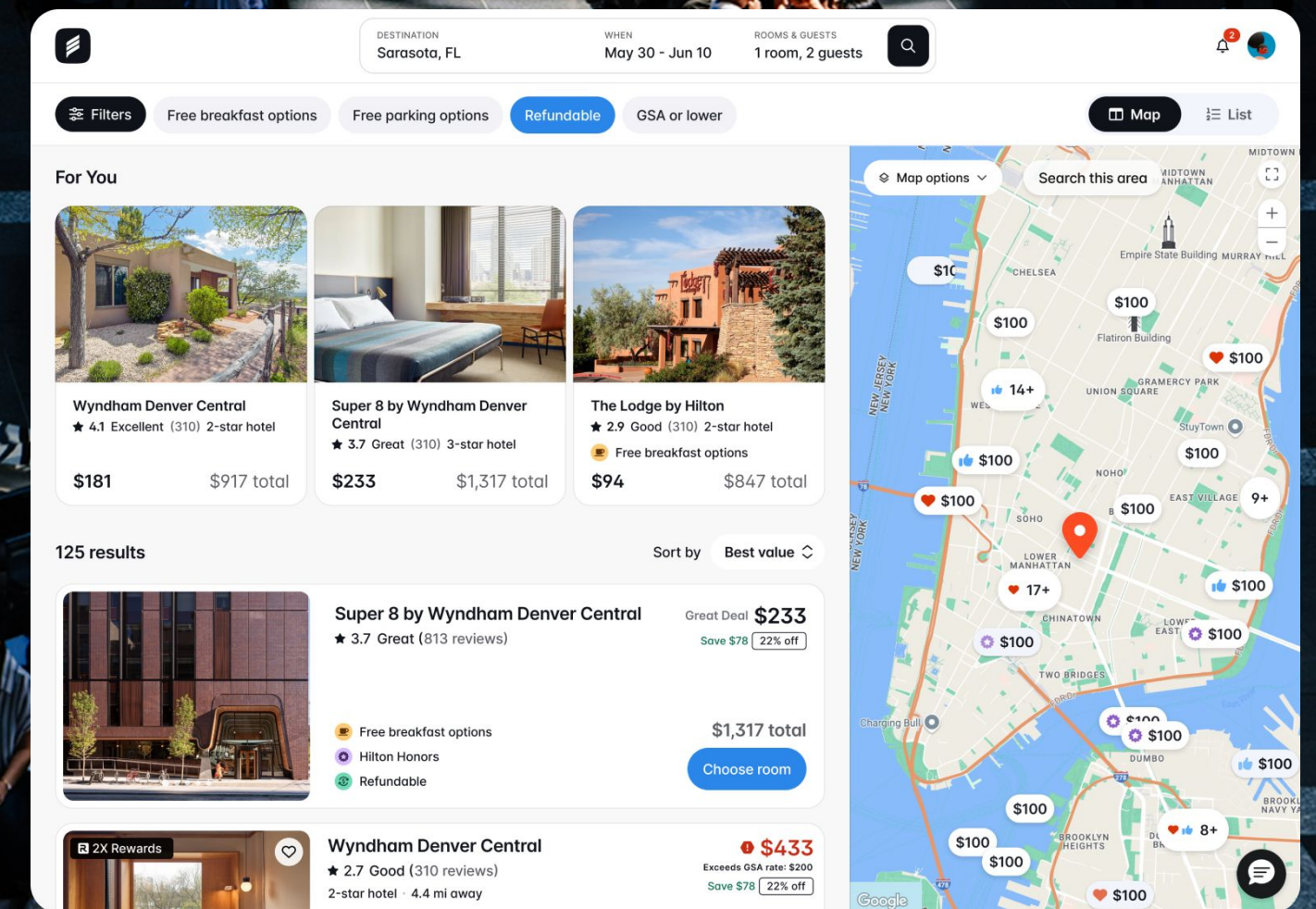
Book: search

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.

View Property Details

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



Book: search

Compare Against GSA Rate

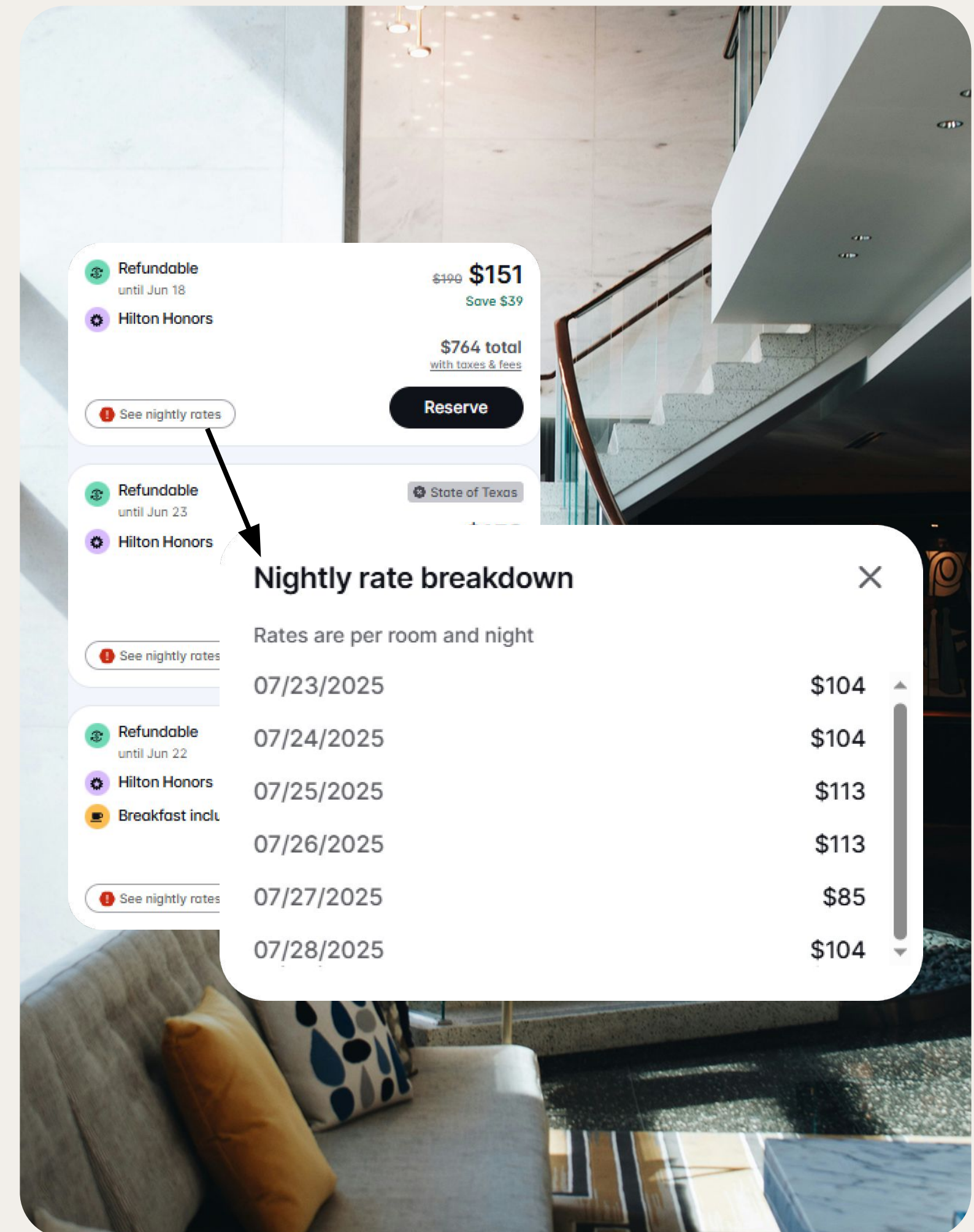
GSA maximum per diem rates will automatically have a banner around them to make them easier to find.

GSA Rate

For most State of Texas agencies, you must book a hotel with a nightly rate that is at or below the listed GSA.

See Nightly Rates

State travelers must click "See Nightly Rates" to confirm each night during their stay meets GSA rate requirements.



Book a Hotel

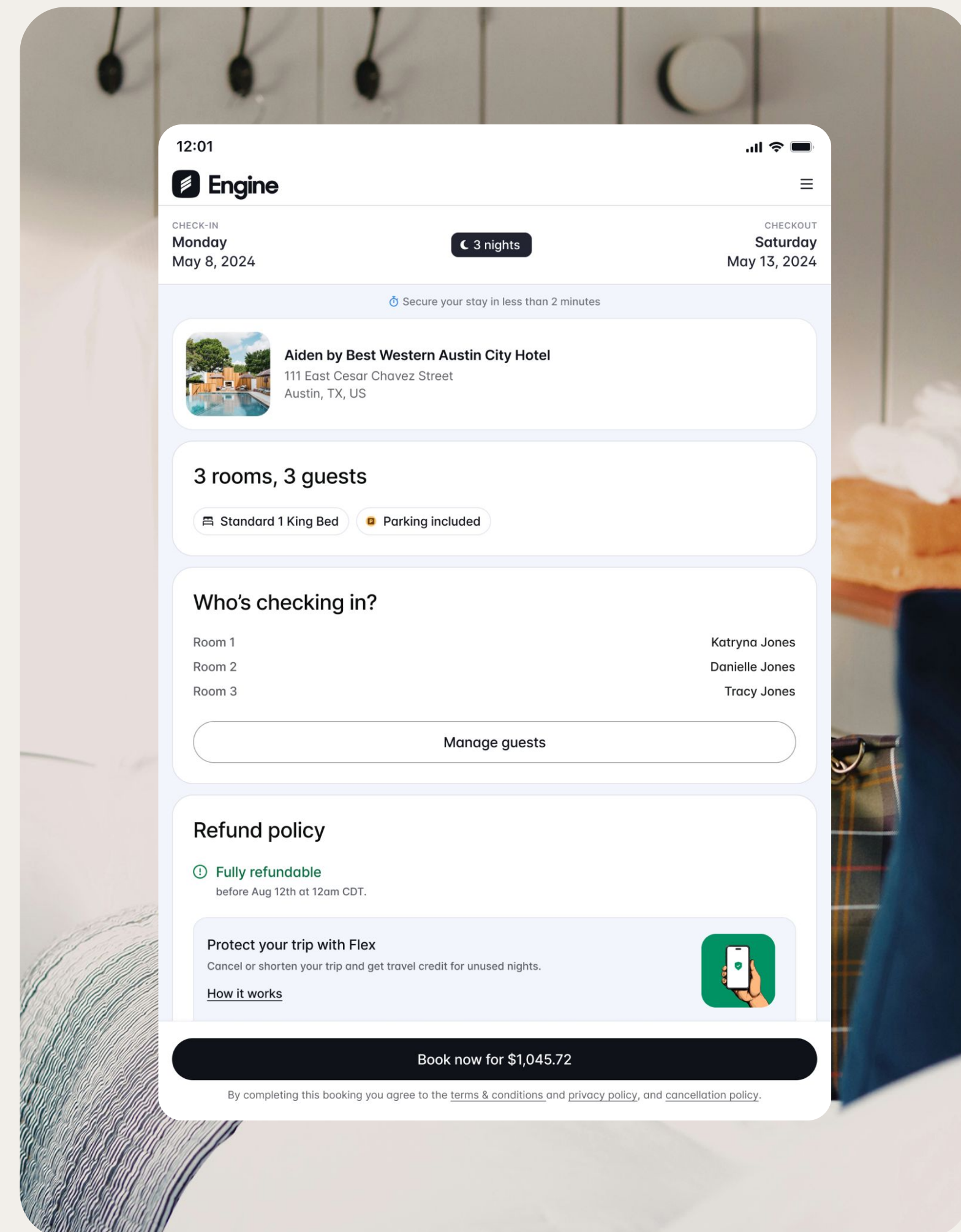
Primary Guest Info

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

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 Engine platform will only be sent to hotels to secure your booking. You will always be required to provide a method of payment for your reservation at the hotel upon check-in.



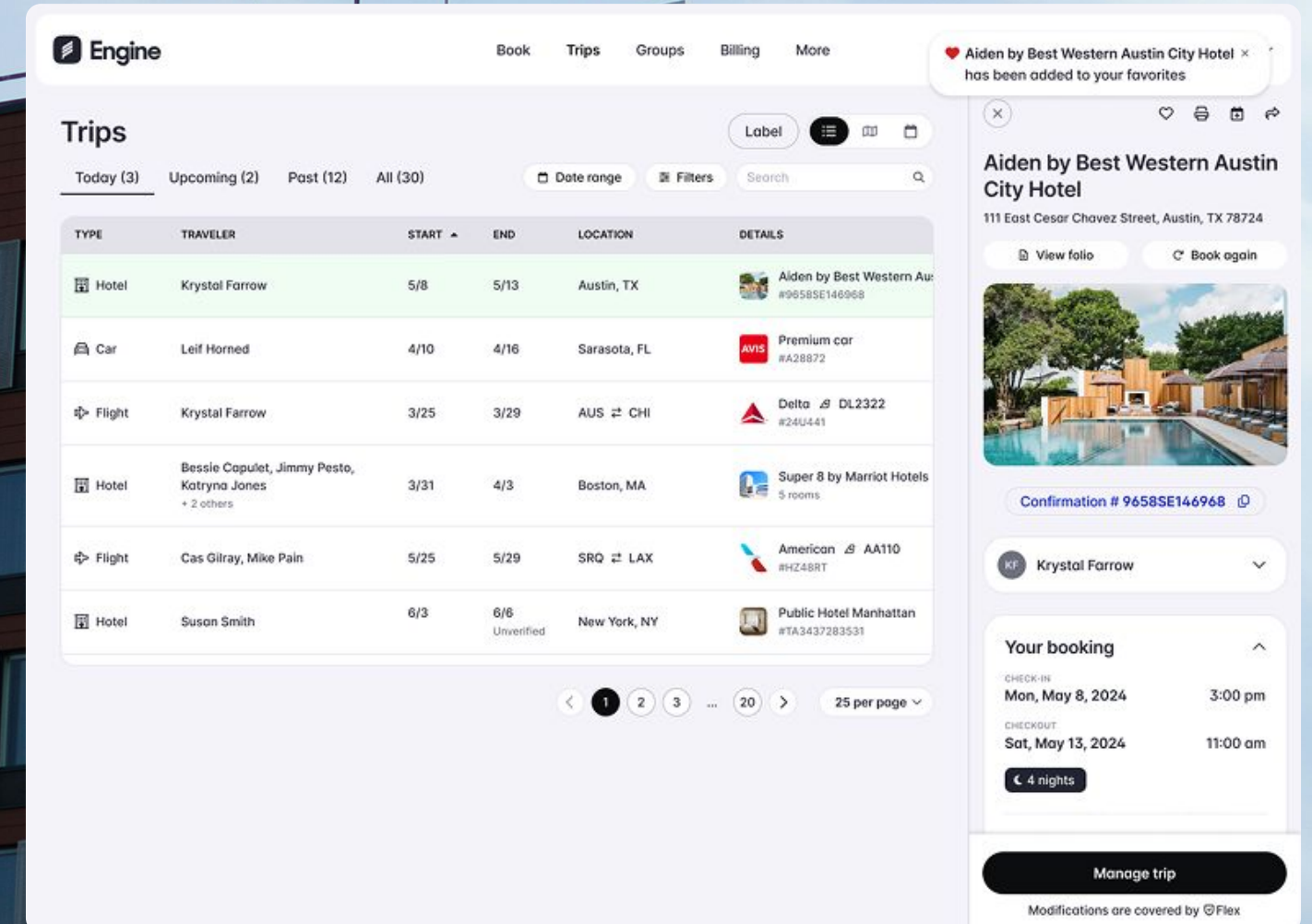
Trips

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.

Reservations

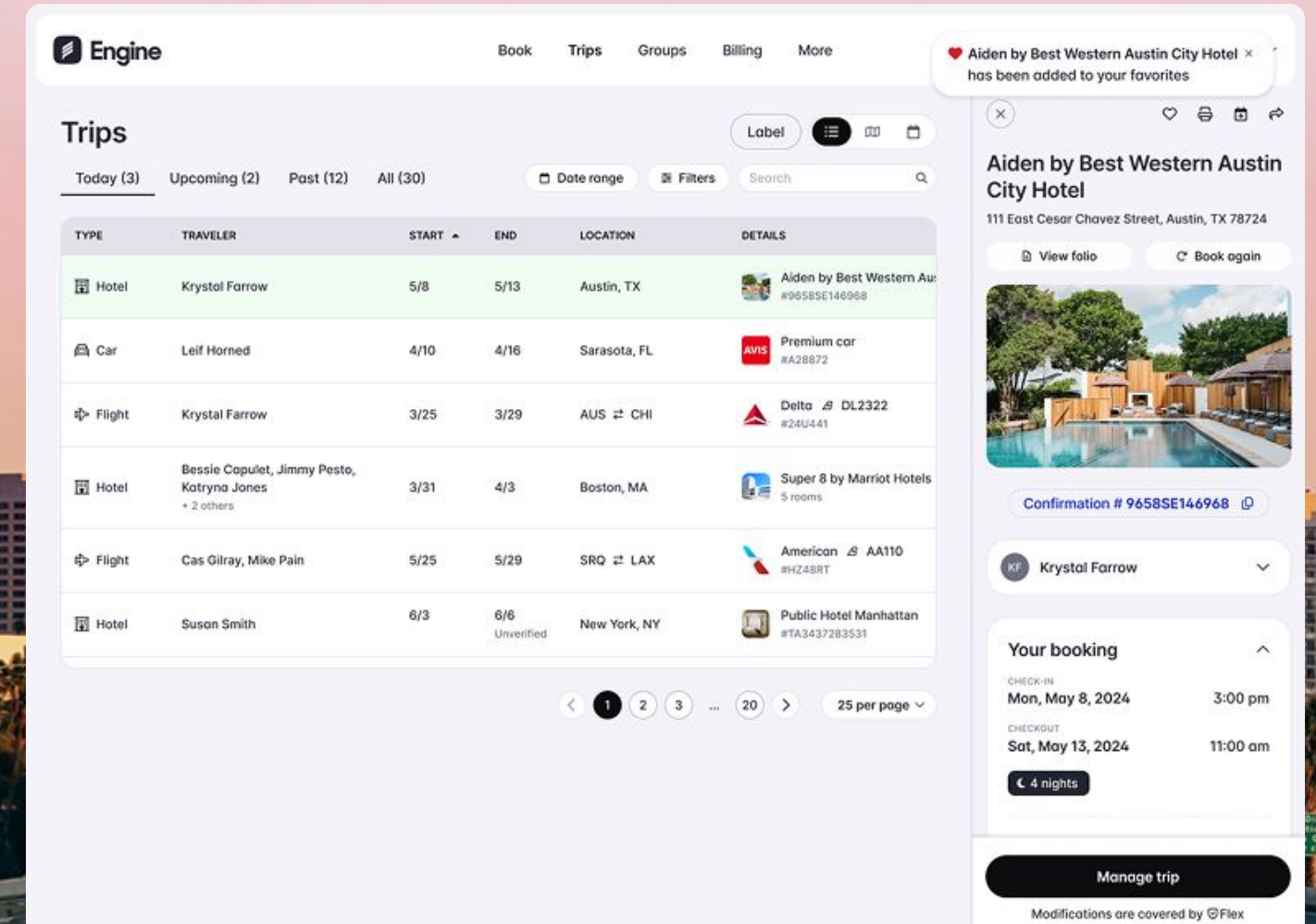
View upcoming travel for all your company’s employees under the “Trips” tab. Select individual trips on the interactive map or within the list to expand its details.



Trips

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.



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

Trip Itinerary

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

Request Trip Modification

You can either:

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

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).

Trip Updated

The modification(s) will then be updated in your trip itinerary, under the "Trips" tab.

Manage booking



Change of plans? We're here to help.

Explore options to manage your stay.



Cambria Hotel Houston Downtown Convention Center
Houston, TX

Standard 2 Queen Beds



Change guests

Request a name change or add guests to a booking.



Extend booking

Add nights to extend your stay.



Request late check-in

Arriving late? Inform the front desk.



Request new dates

We'll do our best to adjust your dates, based on the hotel availability and rates.



Add special request

Share a special request with the hotel.



Cancel booking

Receive a full refund to your payment method before Jun 14 at 1pm CDT.

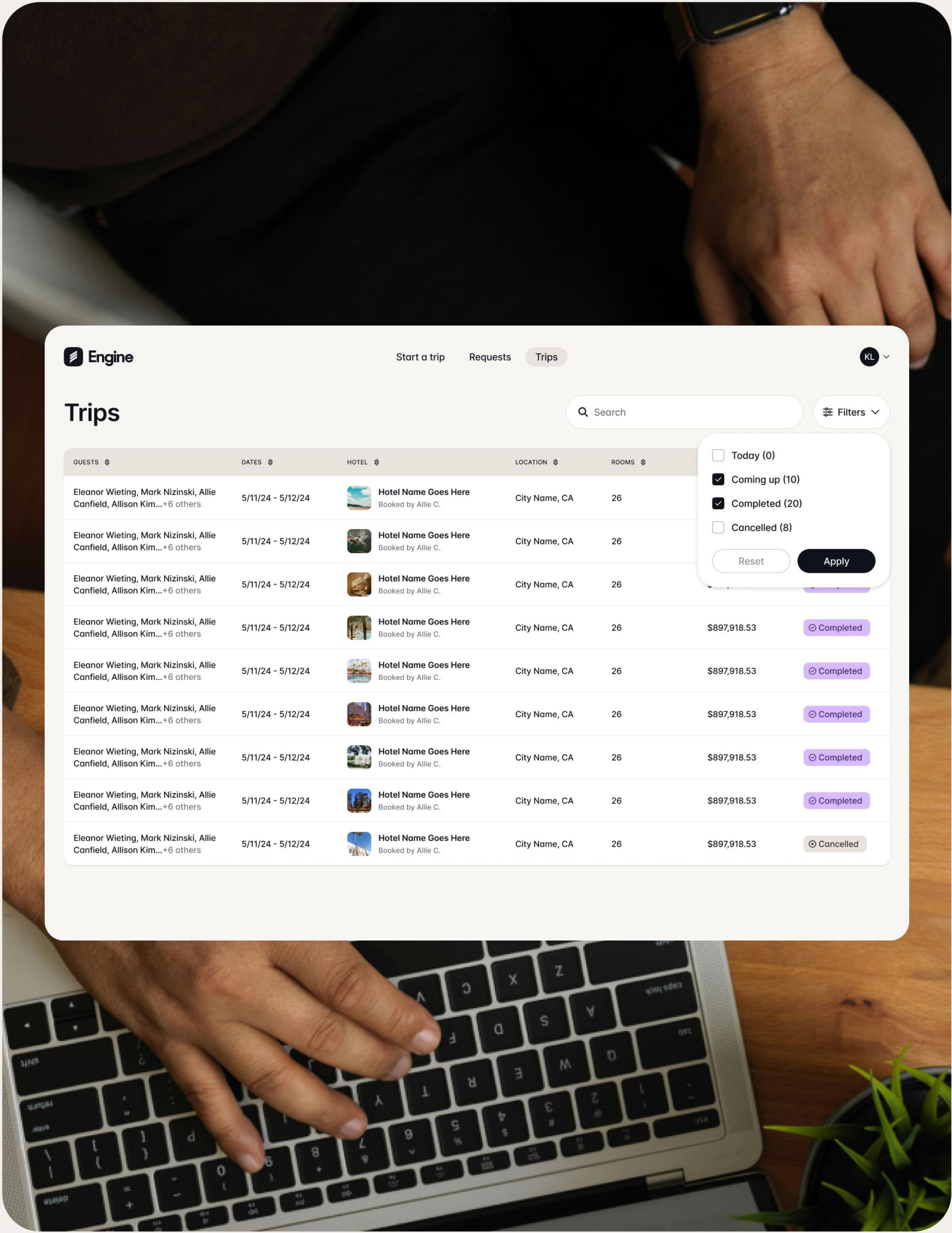


Groups

The Groups tab is your control center for requesting, planning and tracking large or complex bookings that the Engine group team coordinate on your behalf. From this tab, you can:

- Submit a group trip request
- Track status of open requests
- Manage hotel properties
- Access information about group trips

We'll cover each of these actions in the following slides.



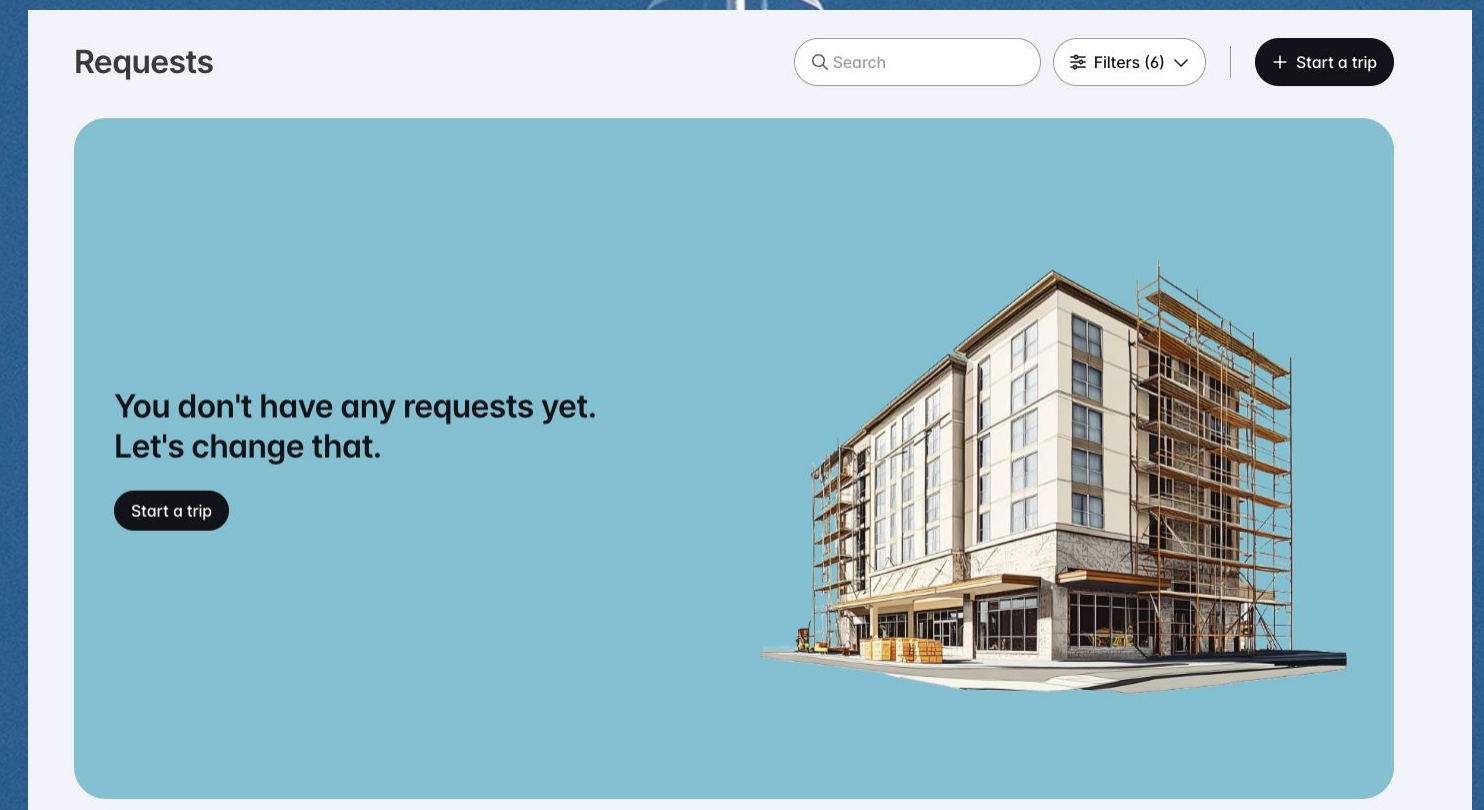
Groups

Submit a trip request

Click New Trip at the top right and follow the prompts to submit information about your group's needs (including any meeting space required). The Engine Groups team will get to work sourcing hotels that meet your requirements and negotiating rates. You'll be contacted by the team when proposals are ready for your review. *The more detailed your request is, the faster the team will be able to find suitable options for you.*

Be sure to select the appropriate payment method in your request:

- Credit Card
- Individual pay at hotel (your Groups Specialist will confirm whether all reservations will be paid individually or on a single card)

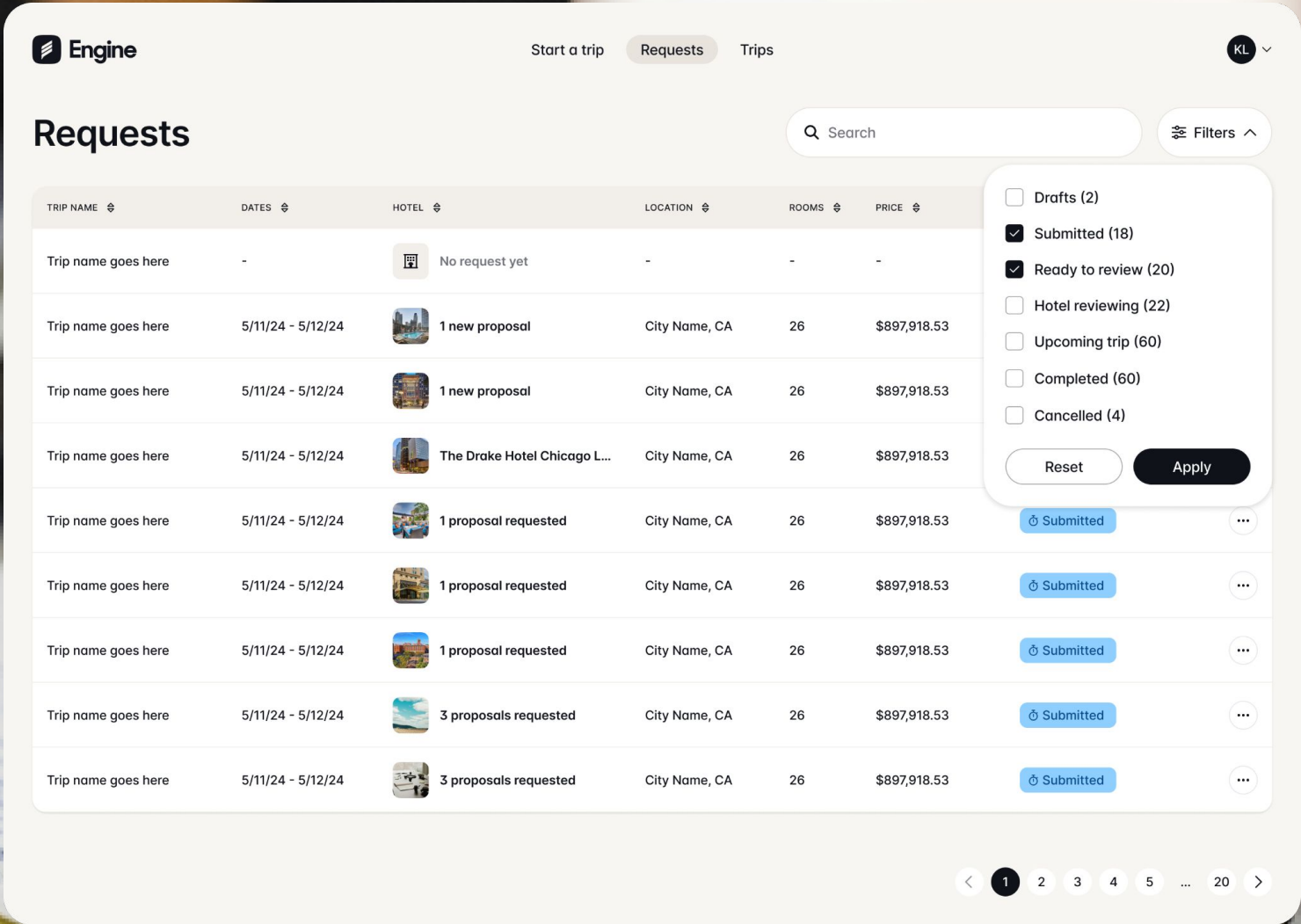


Groups

Track status

Under Open Requests, you'll see each request that has been submitted and the status of the request at the right side. When proposals are ready to review, the status will show New Hotels. Open the trip to review your options.

You can also find information on all active and completed group trips.



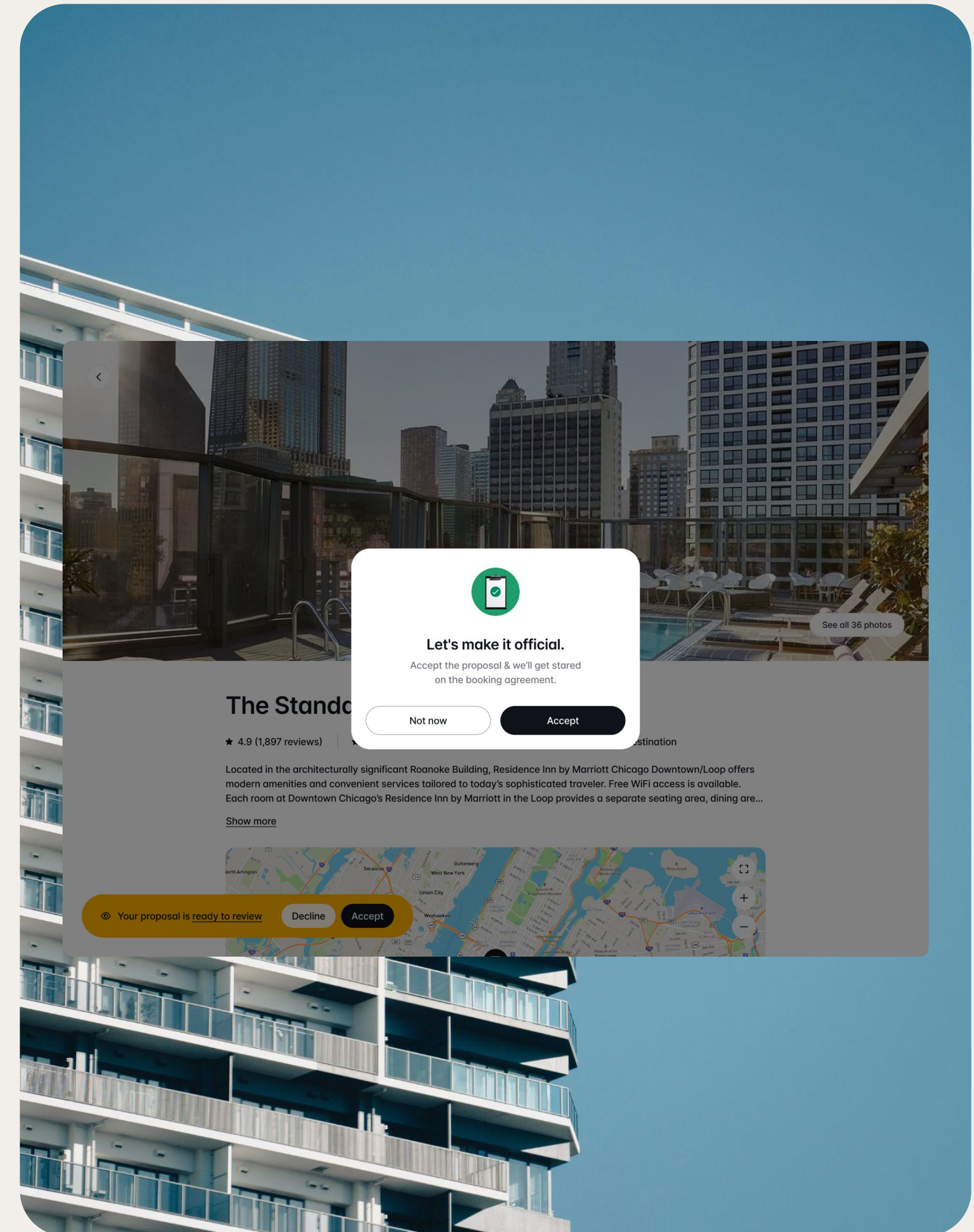
Groups

Review proposals

Open the trip and toggle to **Hotel Proposals**. Review the available hotel options, their nightly rates, notes from your Group Sales Manager, available amenities from your request checklist, location, photos, reviews, and other hotel information.

Accept or decline

To move ahead with the hotel, click the **Accept** button. Your Group Sales Manager will reach out to the hotel and start the paperwork, and you'll be contacted via email with next steps. If the hotel doesn't look like a fit, click the **Decline** button.



Groups

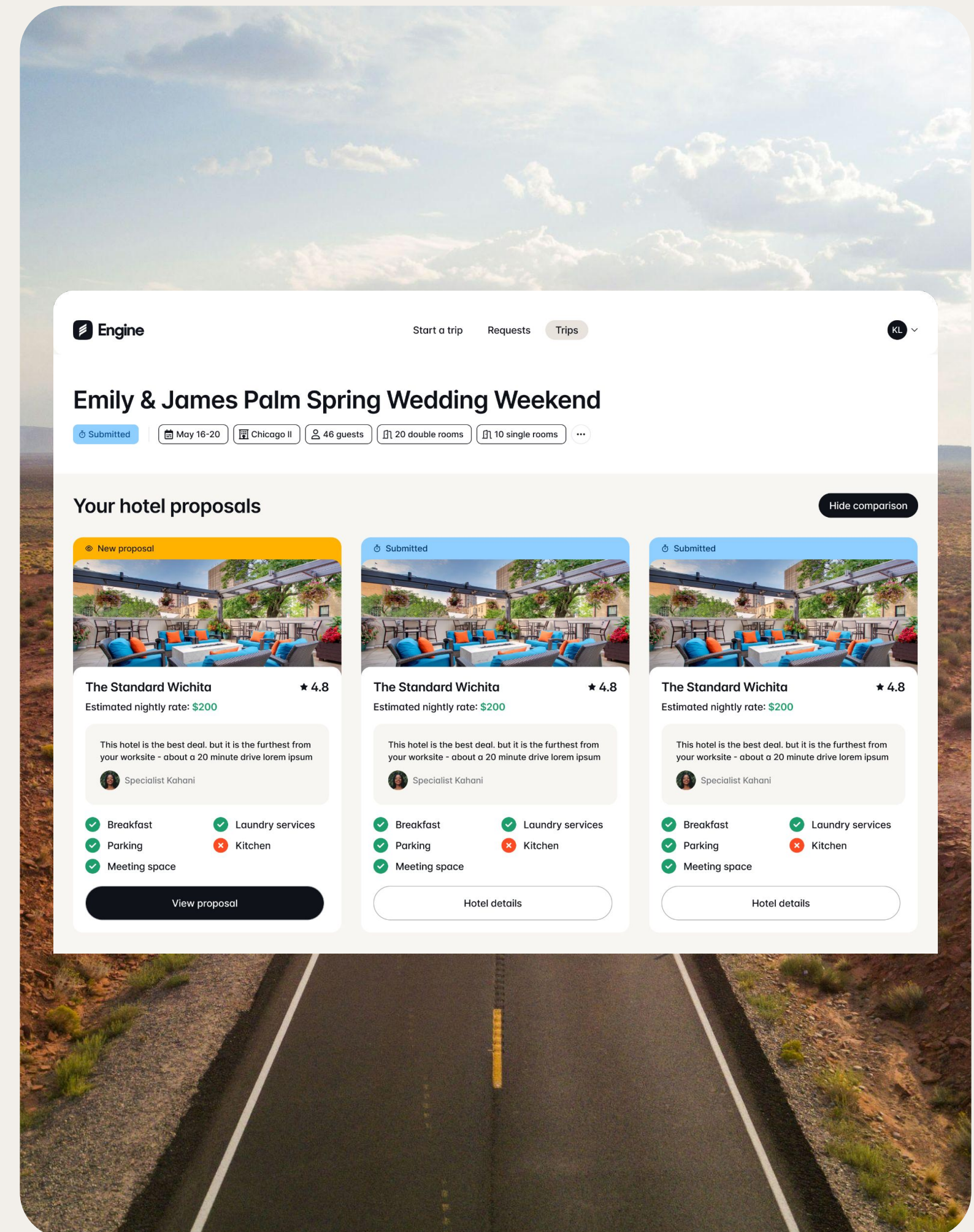
Contracting

Your dedicated Groups Specialist will guide you through the contracting and pre-check-in process, including: finalizing agreements, updating rooming lists and confirmations, and confirming payment.

Canceling or modifying

You can cancel an order at any point in the booking process by clicking the three dots on the right and selecting Cancel.

Your Groups Specialist can help with any trip modifications leading up to check-in. For the fastest turnaround time, include the hotel, confirmation numbers, and guest names if applicable.



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 slide 8).

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 slide 16). 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 slide 19).

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@engine.com

Live chat on
[Engine.com](https://www.engine.com)