



Traveler User Guide: Pay Upon Arrival

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



Introduction: User

Engine is the mandated contract hotel booking and management platform for the State of Texas. As a State of Texas employee, you have access to more hotels and lodging rates in Texas and across the United States at or below GSA rates than ever before.

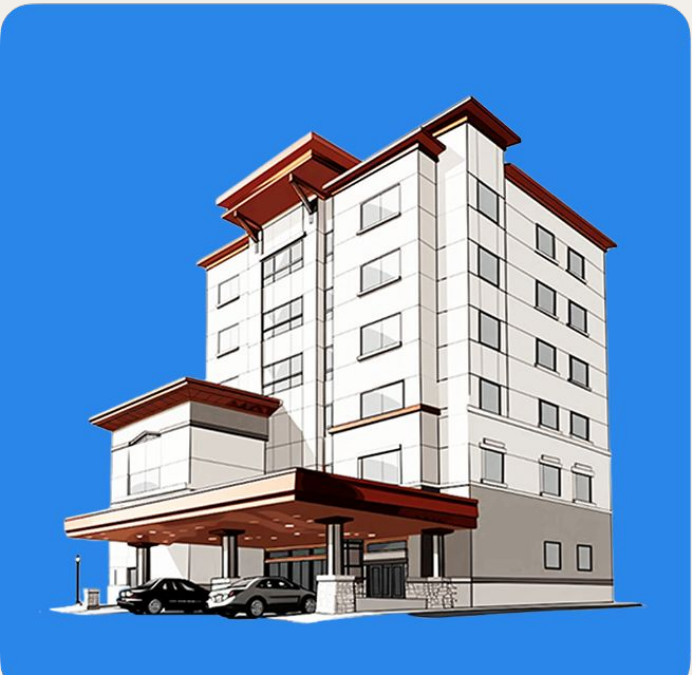
This guide will walk you through all functionality on Engine for the User role.

This guide will cover how to create an account and set up a profile, followed by step-by-step explanations of all platform functionality that is relevant to your needs as a traveler.



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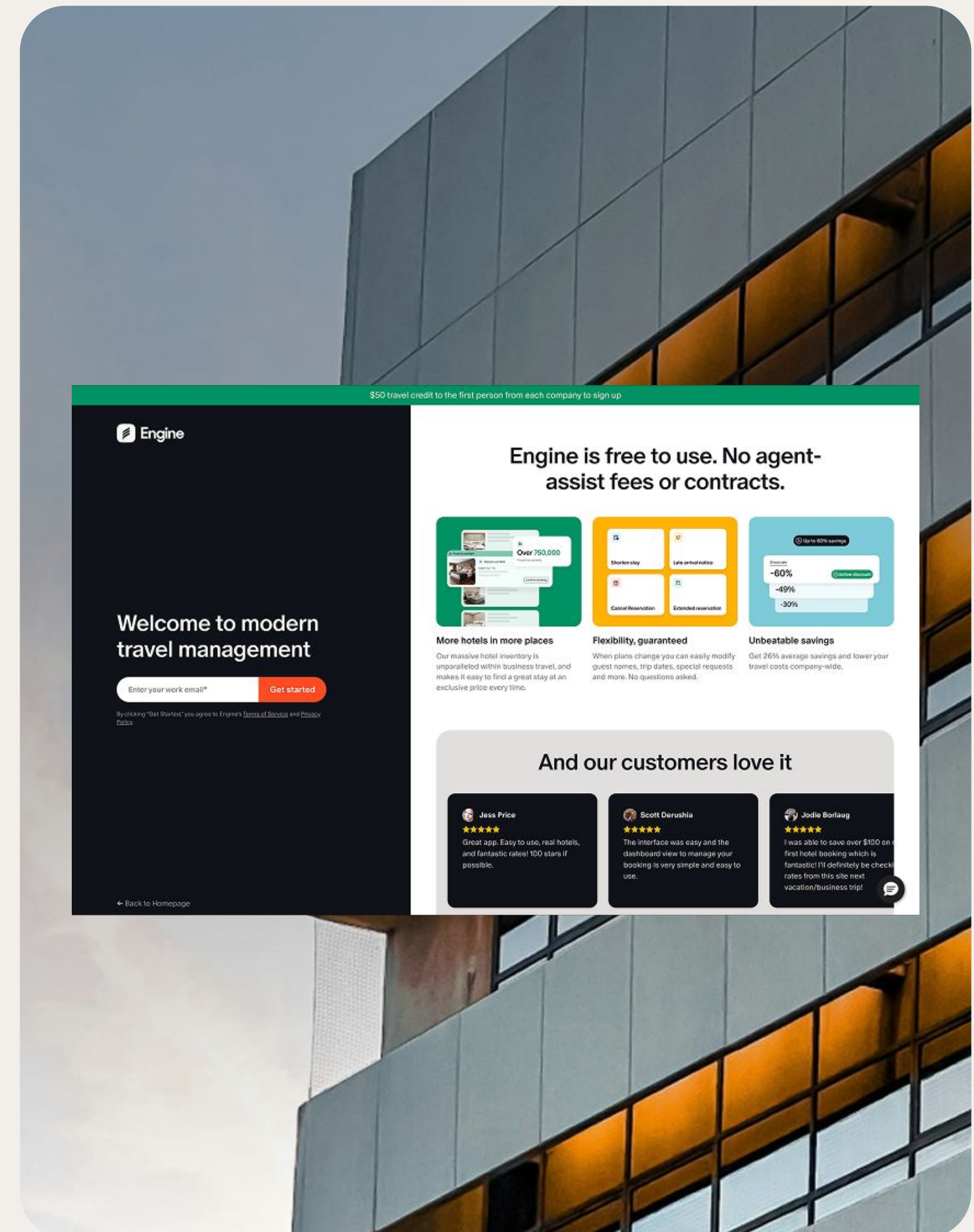
Create your account

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.



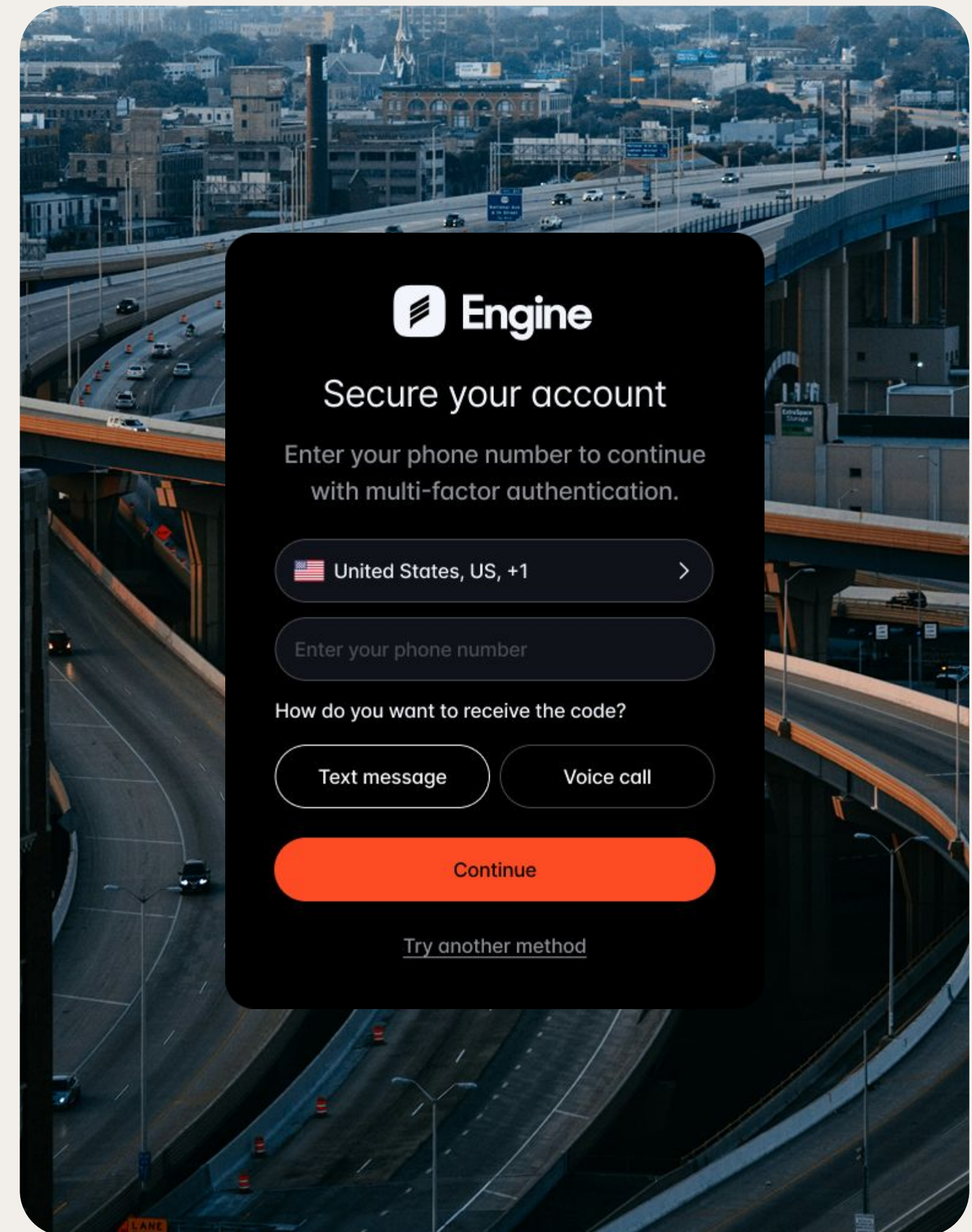
Create your account

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 initials 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.

Profile Settings



Lulu Lemon
Traveler

Edit

Basic information

Travel details

Hotel loyalty

Frequent flyer

Car rental loyalty

Personal information

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

Phone number	+1 (720) 867-5309
Email address	lululemon@hotelengine.com
Country of residence Required for car rentals	United States of America
Date of birth Required for air travel	---
Gender Required for air travel	Female

Membership

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

Employee ID	---
Role	Traveler
Managed departments	---
Department	Florida Flamingos
Travel policy	Default

Setup your profile

Add loyalty account

You can connect your accounts from top hotel loyalty programs including Hilton Honors and Marriott Bonvoy to earn points on eligible stays. Click edit under the Hotel Loyalty Programs tab to link your account.

NOTE: Be sure to look for the purple Loyalty Eligible badge when booking rooms to ensure that you are accruing points.

Profile Settings

 **Lulu Lemon**
Traveler

 Edit

Basic information

Travel details

Hotel loyalty

Frequent flyer

Car rental loyalty

Hotel loyalty programs

Account information is automatically applied to relevant bookings at checkout.

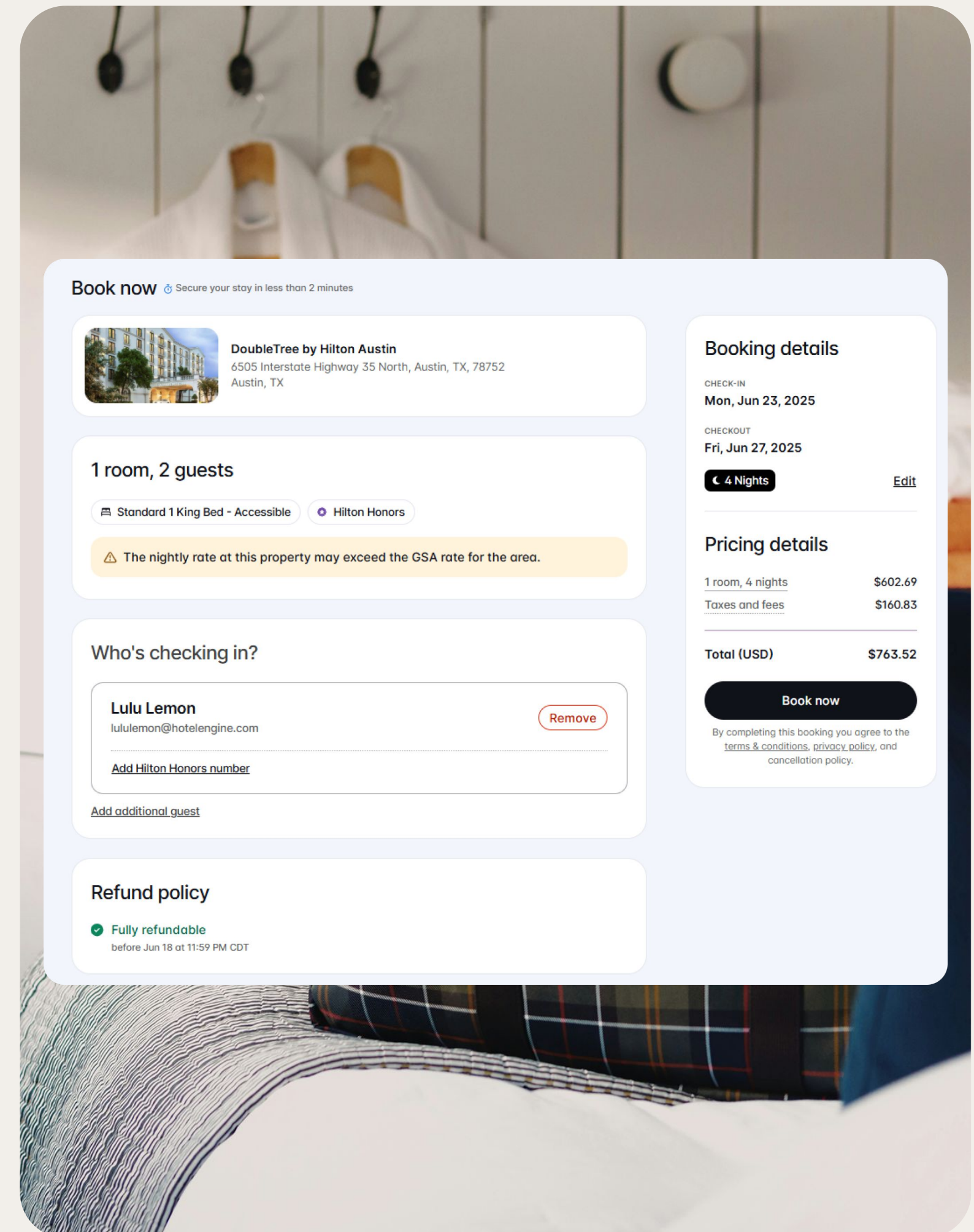
Marriott Bonvoy

9903022

Setup your profile

Guest Information

Add saved guests for expedited booking. You can edit a guest's email address, first name, last name, phone number and loyalty account number. Guests will be linked to your account only.

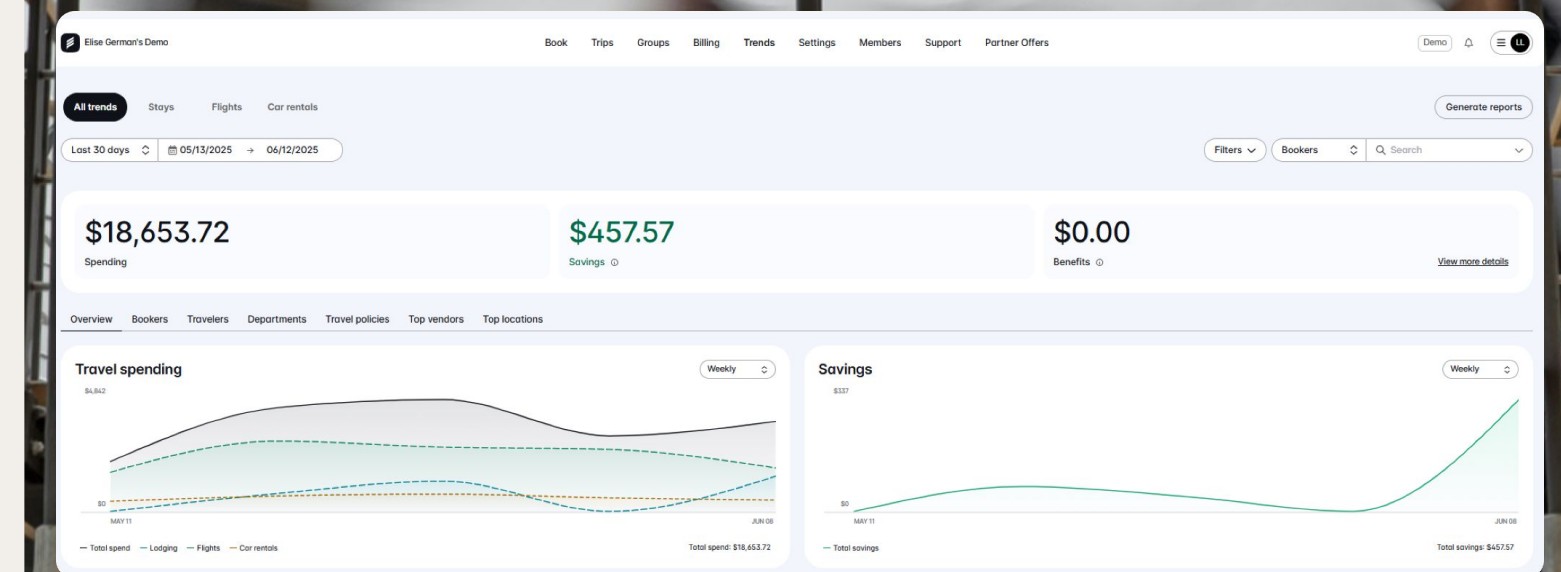


Explore your Dashboard

Now that your account is set up, we're going to explore the platform and its functionality.

Follow along by navigating to each tab at the top of your menu:

- Book
- Groups
- Trips
- Support Center

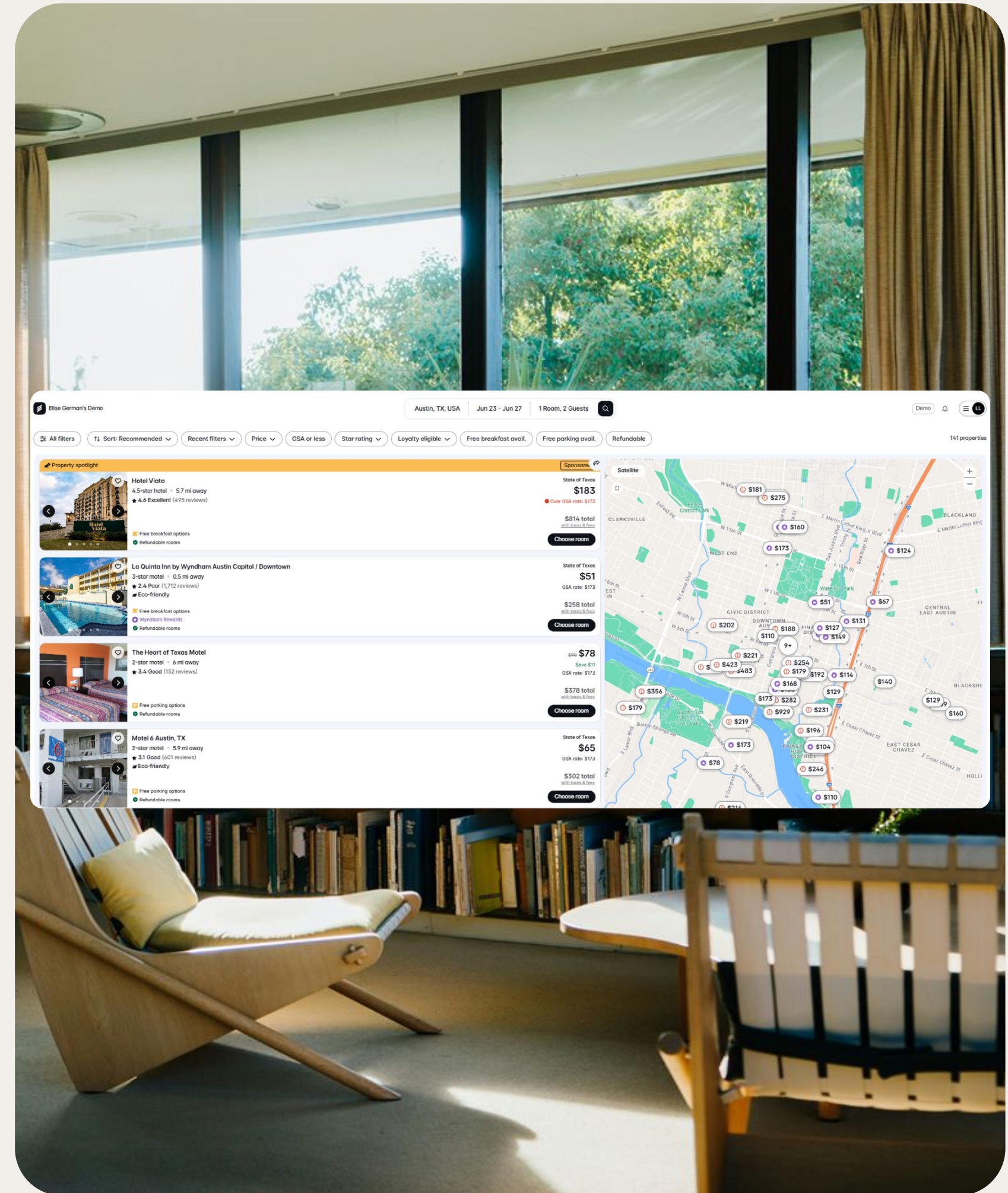


Book

This is where you'll typically start when you access Engine. From here you can:

- Search hotels
- Reserve Rooms
- Customize your search results with property preferences

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



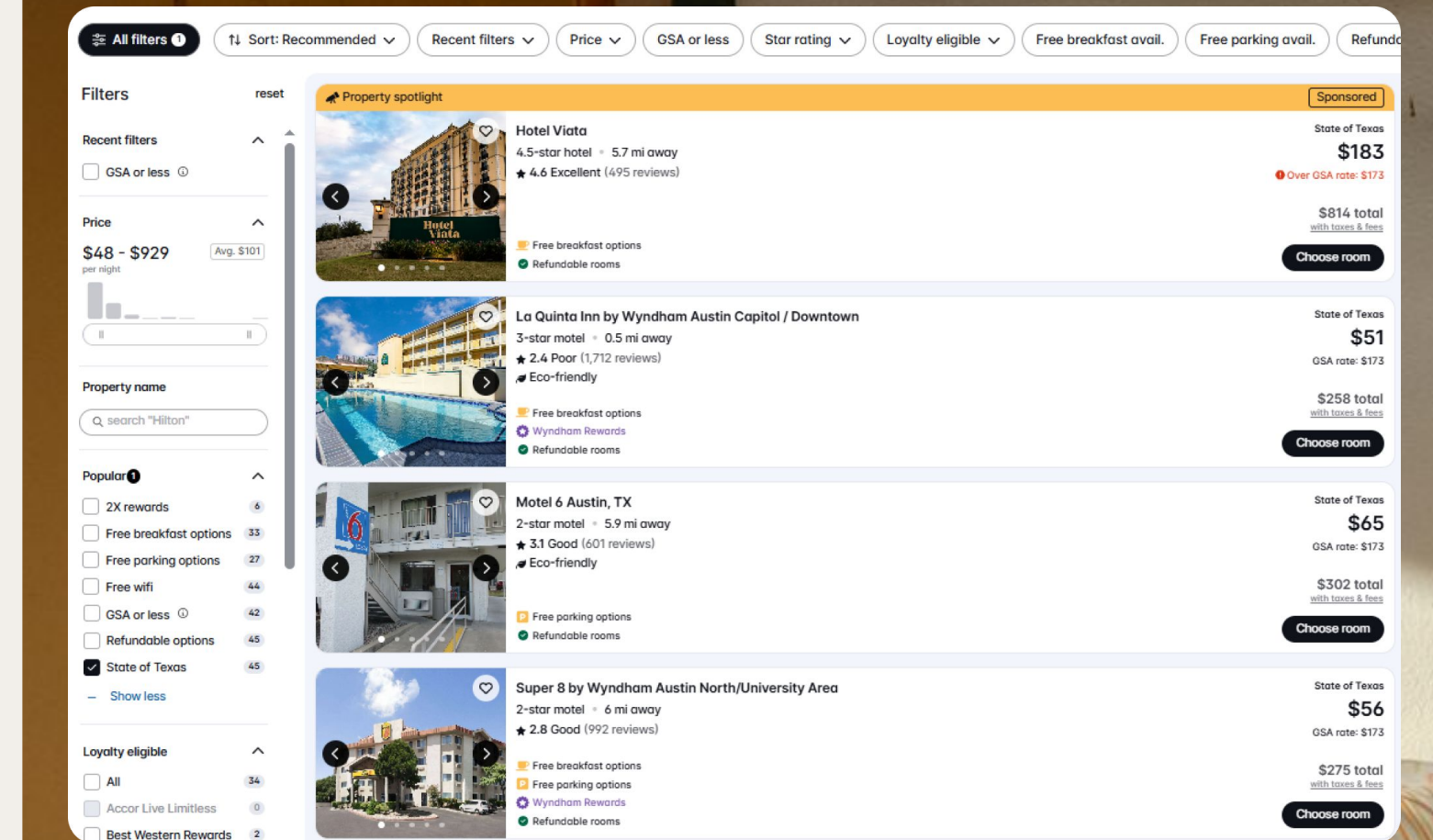
Book: search

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.*



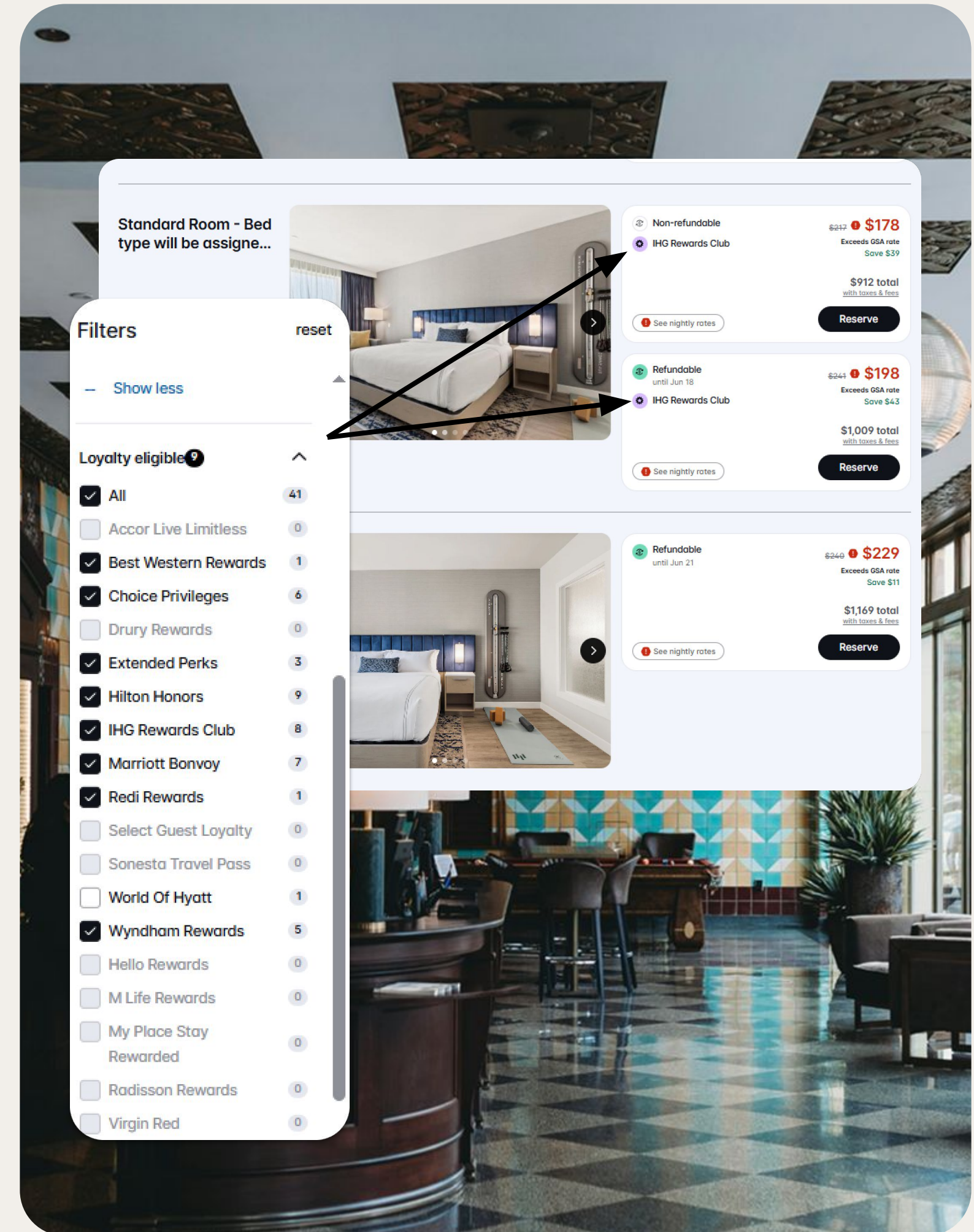
Book: search

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.



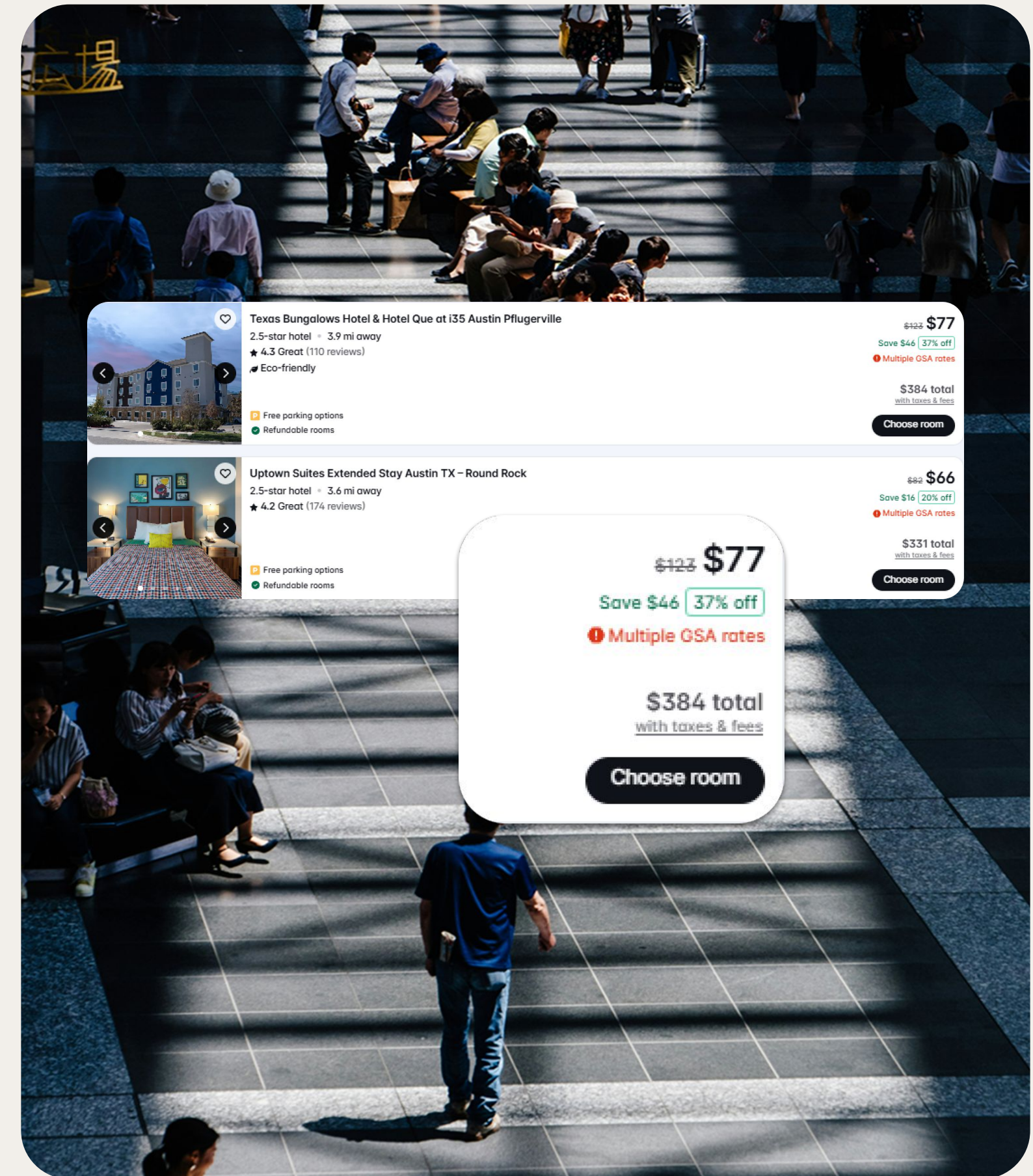
Book: search

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.

GSA or lower

To only see properties that can be booked at GSA rates or lower, use this search filter under **Popular Filters**.



Please note: 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.

Book: search

Compare Against GSA Rate

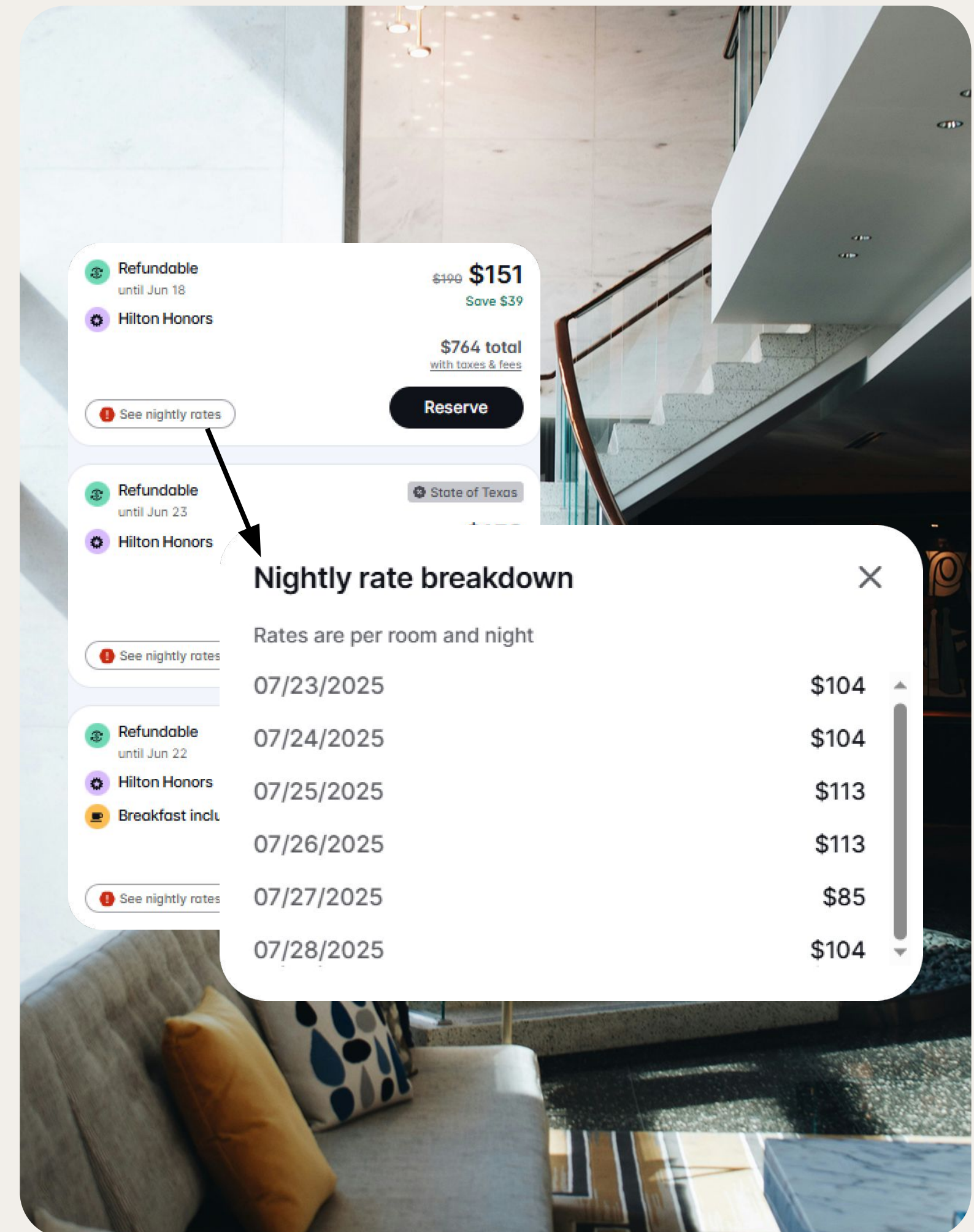
GSA maximum per diem rates will automatically have a banner around them to make them easier to find.

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: reserve

Reserve

When you find a room you like, select the Reserve button.

Primary guest info

Select yourself, a member on your agency's account, an existing guest linked to your individual account, or enter information for a new guest by clicking Add New Guest. *The primary guest is the name that will appear on the folio.*

TIP: If you are adding a guest who is an employee of the agency and will be traveling again in the future, it's best practice to create an account for them. See the Members section to learn how.

Book now Secure your stay in less than 2 minutes



DoubleTree by Hilton Austin

6505 Interstate Highway 35 North, Austin, TX, 78752

Austin, TX

1 room, 2 guests

Standard 1 King Bed - Accessible

Hilton Honors

The nightly rate at this property may exceed the GSA rate for the area.

Who's checking in?

Lulu Lemon

lululemon@hotelengine.com

Add Hilton Honors number

Remove

Add additional guest

Refund policy

Fully refundable

before Jun 18 at 11:59 PM CDT

Booking details

CHECK-IN

Mon, Jun 23, 2025

CHECKOUT

Fri, Jun 27, 2025

4 Nights

Edit

Pricing details

1 room, 4 nights

\$602.69

Taxes and fees

\$160.83

Total (USD)

\$763.52

Book now

By completing this booking you agree to the [terms & conditions](#), [privacy policy](#), and [cancellation policy](#).

Engine™

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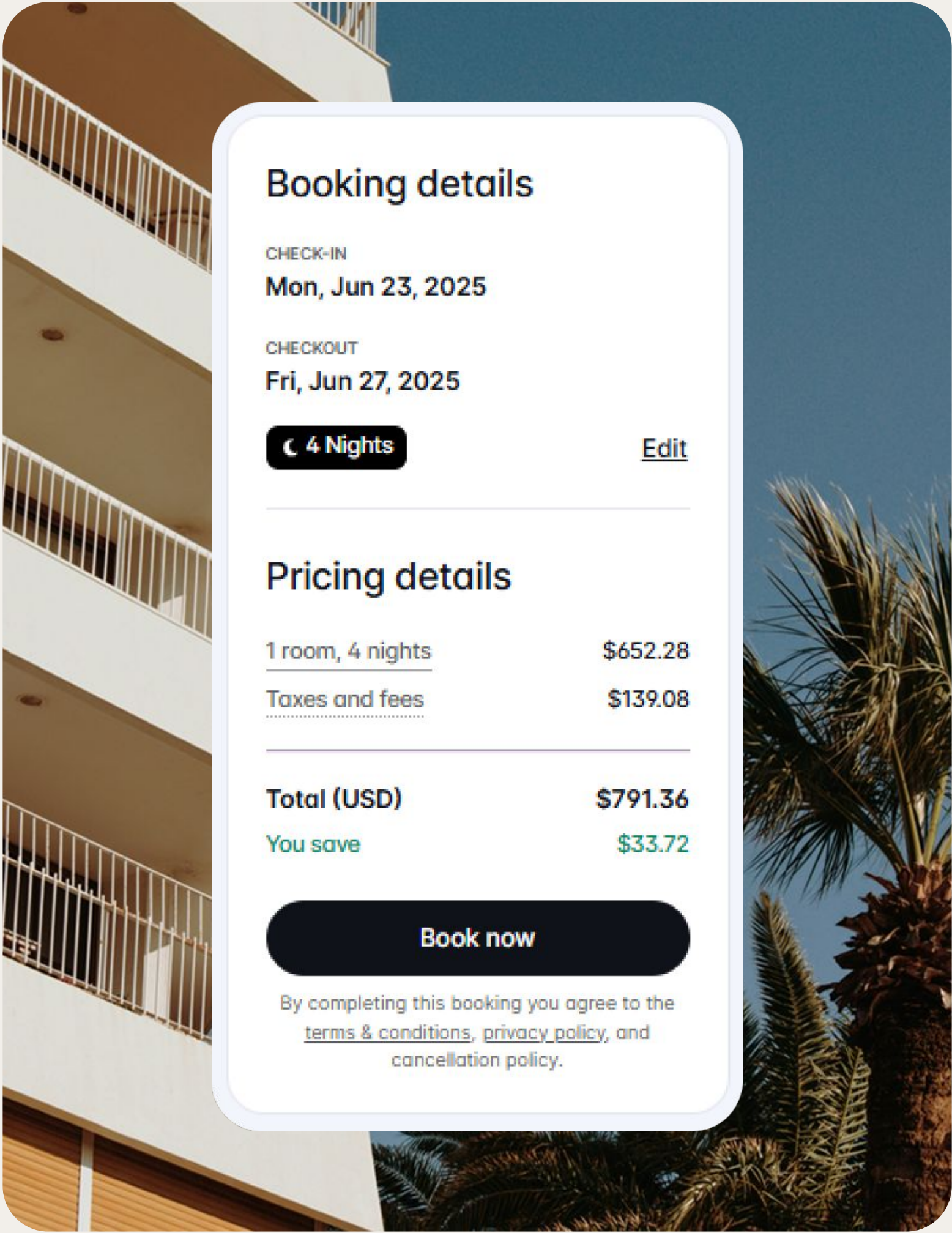
Book: reserve

Payment

Select one of your saved credit cards to continue. It will be used to secure the booking with the hotel, but it will not be charged. The traveler will be required to provide a method of payment for the reservation upon check-in. If your organization uses a group travel card, a credit card authorization will need to be sent to the hotel prior to the traveler's arrival.

Tax-exempt

Taxes & fees will always appear on this summary. Taxes are waived for exempt guests by the hotel at check-in. This amount will be removed once the primary guest submits a tax-exemption certification.



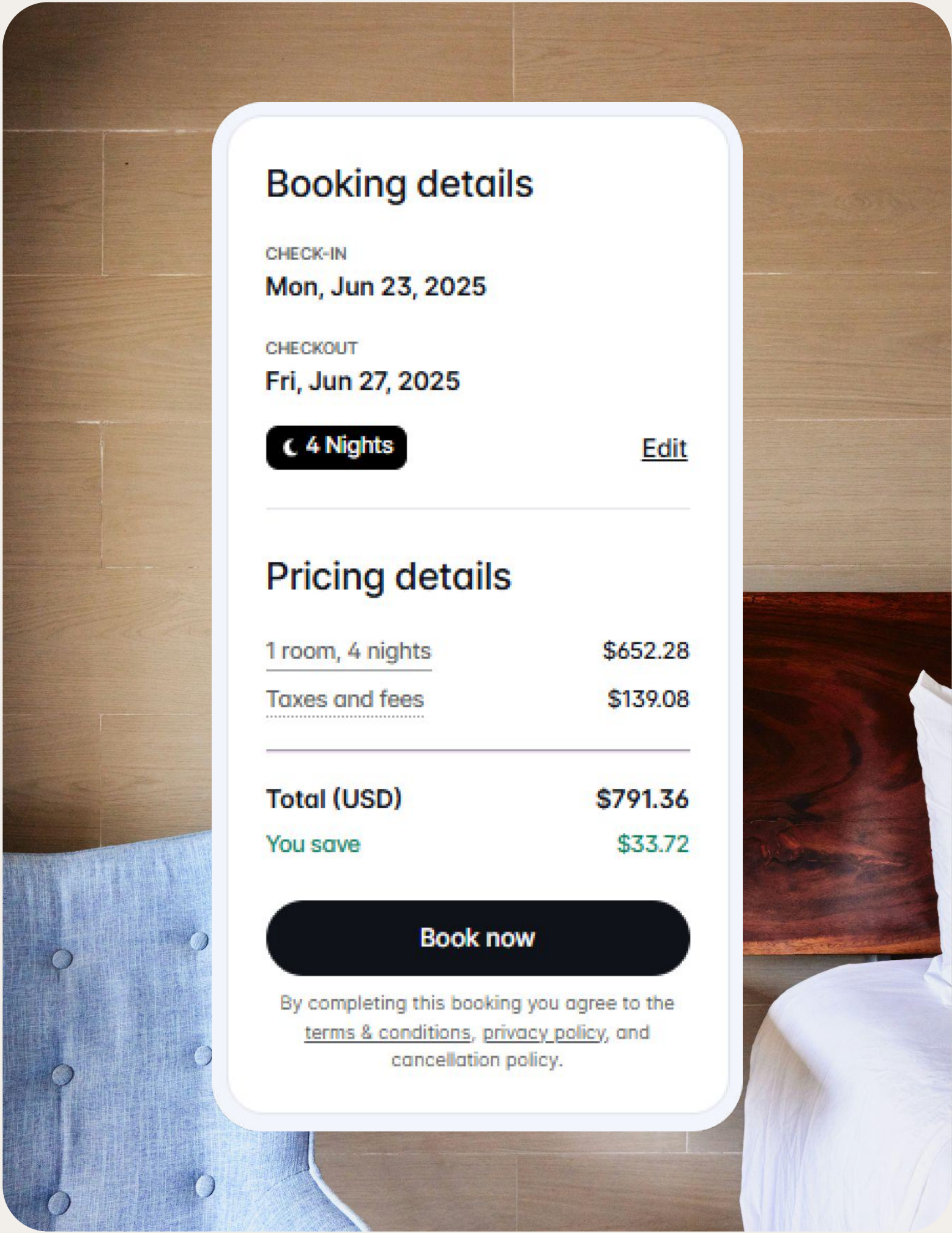
Book: reserve

Taxes and Fees

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 certification and pays for the booking at the hotel.

Summary

Review the individual nightly rate breakout, number of rooms, number of guests, room type and all fees associated with the booking. Click Complete Booking.



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](#)



Book: customize

Favorite Hotels

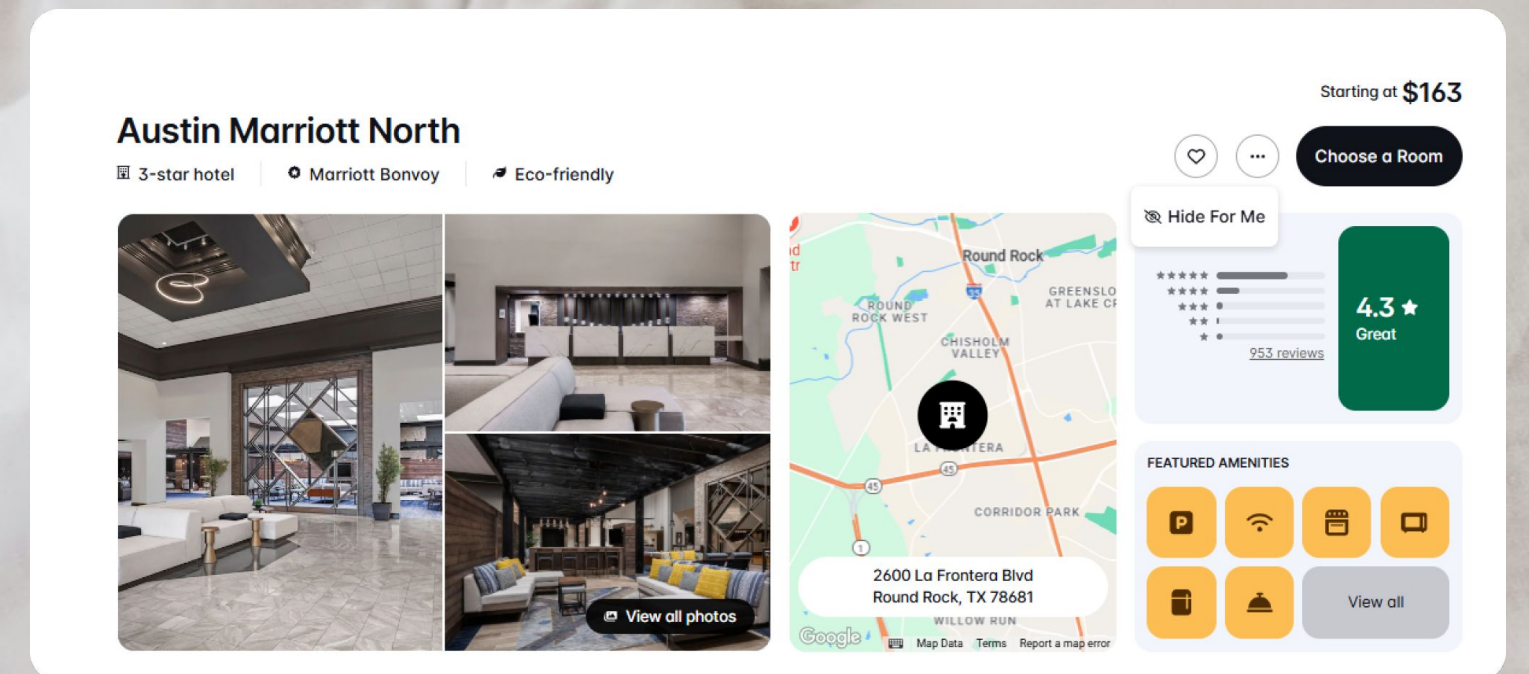
Favoriting hotels gives you the ability to quickly find and rebook properties you like. Click the heart icon to add a hotel to your favorites.

Preferred properties

Preferred properties are pinned to the top of all relevant search results and highlighted on the map. They are set by the administrators on your account. You can also view properties that your company frequently books.

Hide hotels

If there's a hotel you'd rather not book again, you can Hide it for yourself. Access the hotel detail page, click the More button and select Hide for Me.



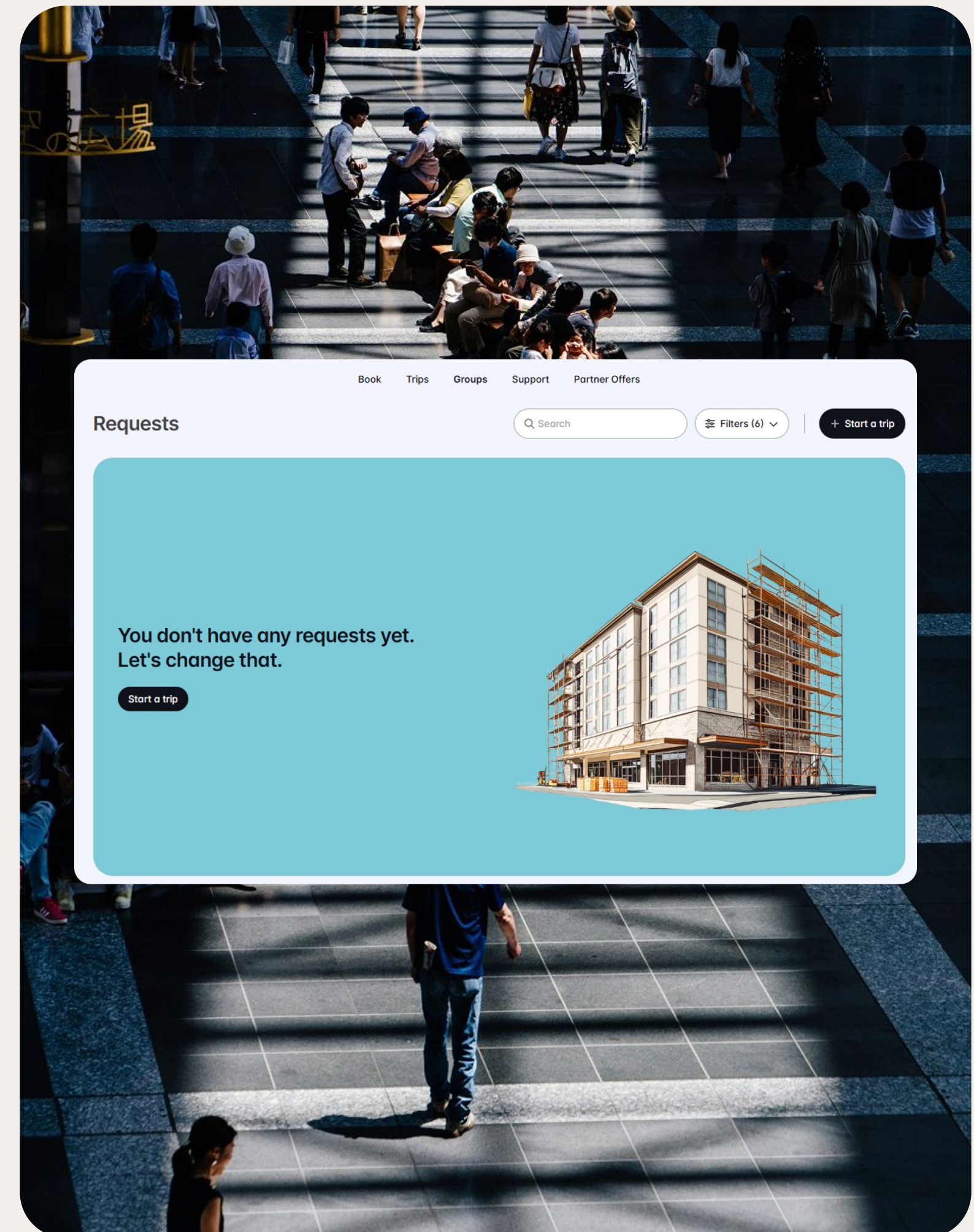
Book: other options

My Properties

Select My Properties below the search bar to view all your agency's saved properties: **Preferred**, **Favorites** and **Hidden**. You can also see property reviews on this page.

Groups

If you need to book more than eight rooms or an extended stay of over 28 days, you'll need to use Engine's Groups service. Click this button to begin your request (more on this when we get to the Groups tab).



Trips

The Trips tab of your dashboard is where you'll go to view and manage your travel. Under Trips, you can:

- View all past, pending and future bookings
- Modify reservation details
- Cancel, shorten or extend bookings

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

The screenshot displays the 'Trips' dashboard with a list of bookings and a detailed view of a specific booking. The background image shows a busy highway with many cars.

TYPE	TRAVELER	START	END	LOCATION	DETAILS	PRICE
Hotel	Lulu Lemon	06/23/25	06/26/25	Orlando, FL, US	Hampton Inn Orlando Near Universal Blvd/International Dr mock-property-code	\$555.62
Hotel	Lulu Lemon, Elise German	06/23/25	06/26/25	Orlando, FL, US	Springhill Suites by Marriott Orlando Airport 2 rooms	\$972.00
Hotel	Elise Driver	06/23/25	06/27/25	Austin, TX, US		\$624.76
Hotel	Julia Roberts	10/06/25	10/13/25	San Antonio, TX, US		\$458.50

PAYMENT INFO

Billing name: Lulu Lemon

Payment method: Direct Bill

Paid on: Jun 11, 2025

1 room, 3 nights: \$465.62

Incidentals coverage: \$5.00

Taxes & fees: \$85.00

Total charges: \$555.62

[Report billing issue](#)

Save money when you're on the go with our mobile app.

Phone number: →

Standard text message rates may apply

Engine for Good

Your booking makes a difference. We support non-profit organizations in the areas of environment, women and children, education, and veterans. Together, with each booking, we can continue making an impact.

[Manage booking](#)

Trips: view

View trips

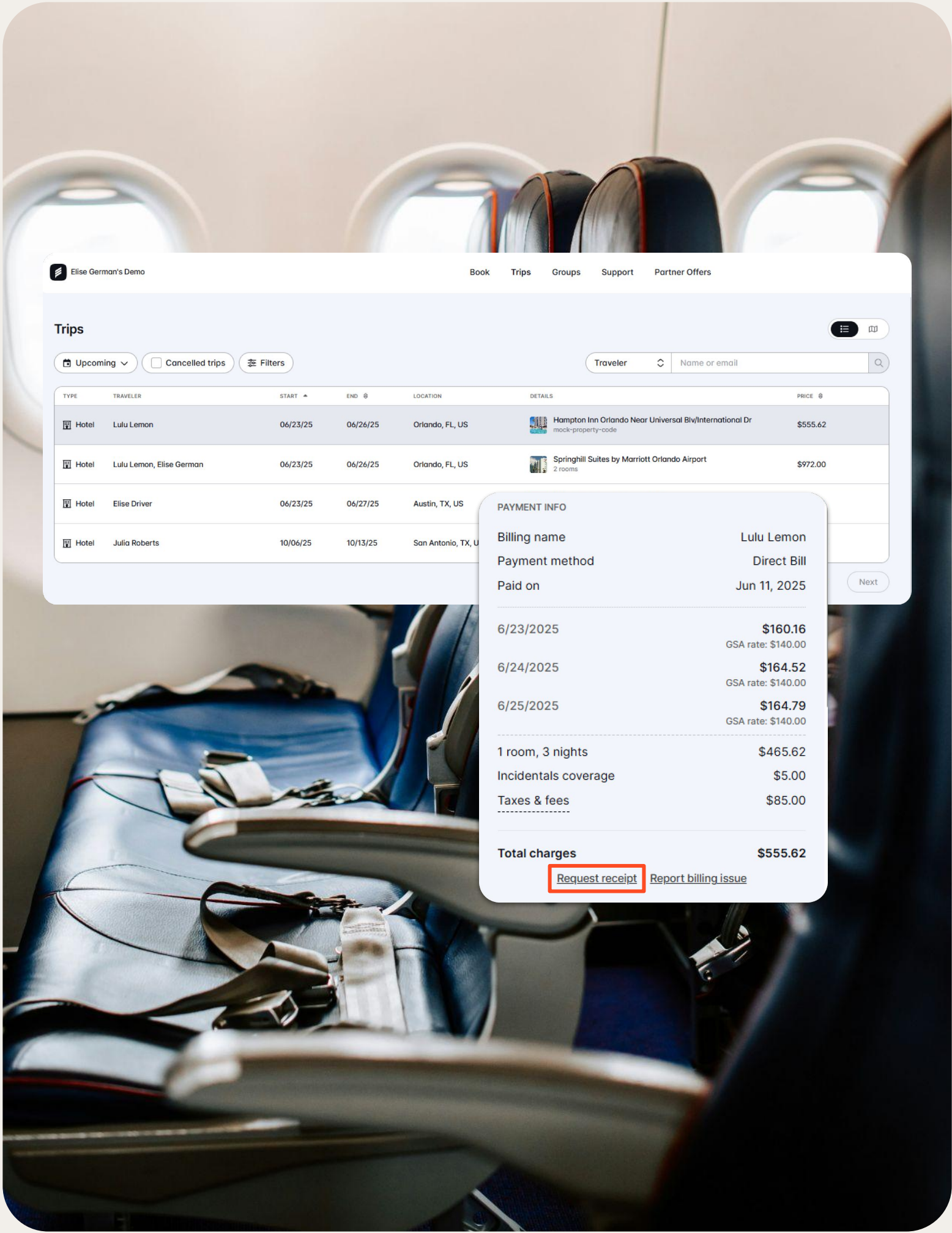
Under the Trips tab, you can view all active, upcoming, past and cancelled trips. Use the buttons at the top of the page to filter your results.

Manage trip

Click on a trip you are interested in. In this menu, you can view, share, or print the trip itinerary. You can also make modifications to the reservation (see next slide).

Request hotel folio

After selecting a trip in the step above, click **Request Receipt** to open a case with our Support Team, who will retrieve one from the hotel on your behalf.



Modify: extending trips

Need a little more time on location? No worries — you don't even have to pick up the phone.

Step 1

Navigate to the **Trips Tab** and click on the trip you want to adjust.

Step 2

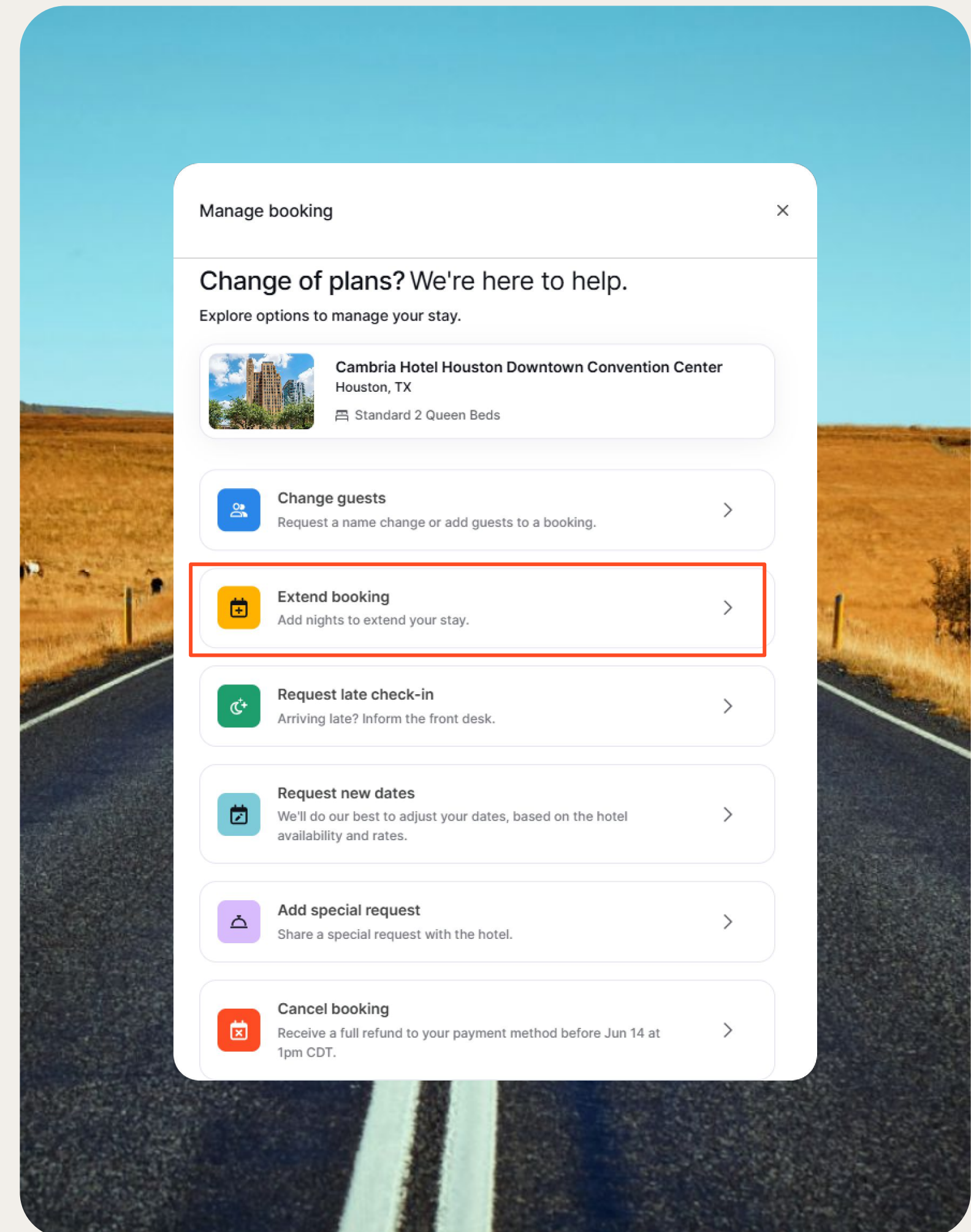
From the trip window on the right side of your screen, select **Extend Booking**.

Step 3

Fill in your new desired checkout date.

Step 4

If possible, we'll extend your stay in the same room, but if not, you'll be informed of your other options. We'll get your new nights confirmed and your itinerary will update automatically.



Modify: shortening trips

Planning to head home early? If you booked a refundable room, you can adjust your checkout date while you are within the 'refundability window' (or any point prior to the deadline set by the property for changes and cancellations to be made).

Step 1

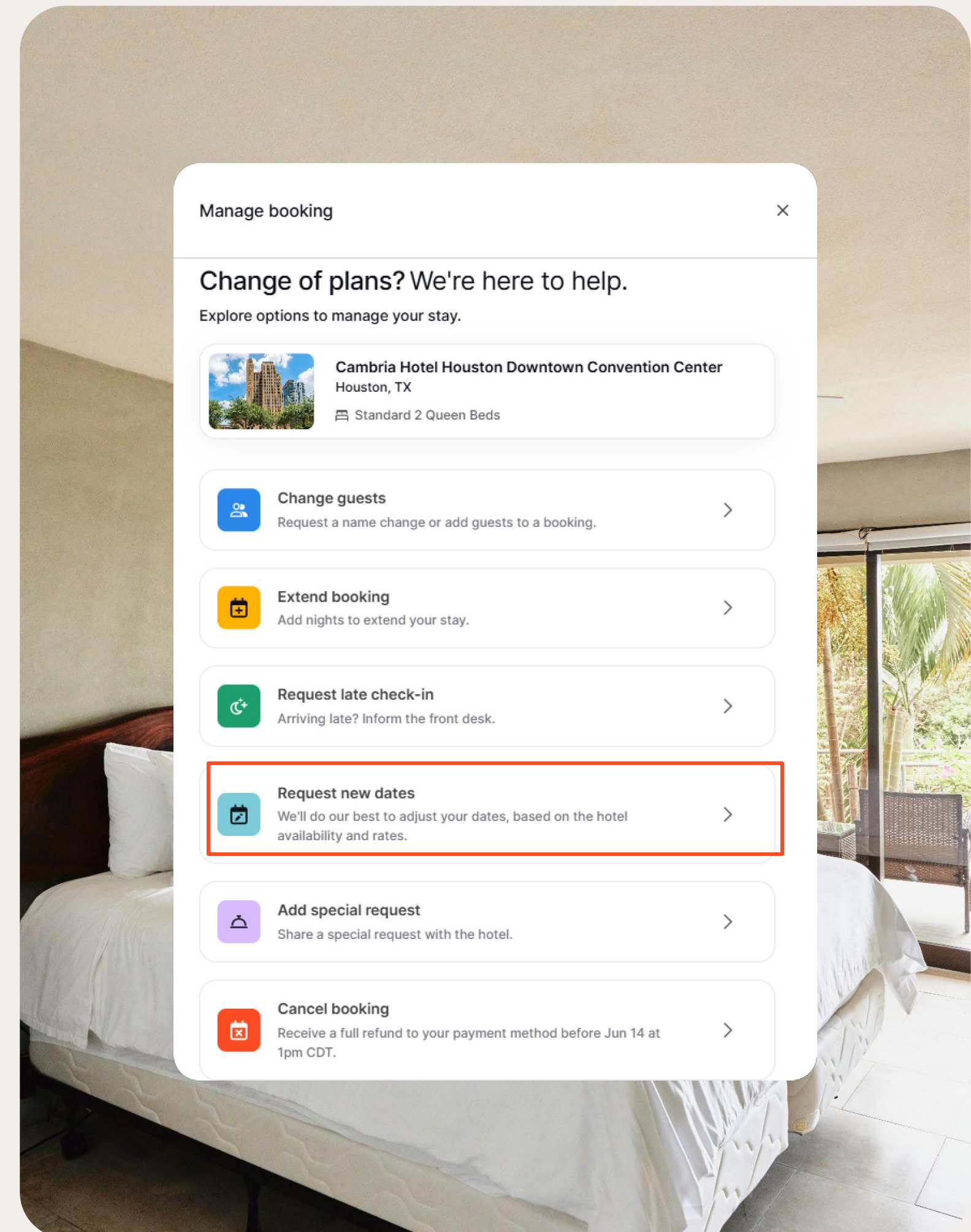
Navigate to the Trips Tab and click on the trip you want to adjust.

Step 2

From the trip window on the right side of your screen, click **Modify Trip**. Locate the Refund Policy box and confirm that you are still within the refundability window. *On mobile, you'll need to scroll to the bottom.*

Step 3

Click "Request new dates," then "shorten trip," and select your new checkout date. Your itinerary will automatically adjust, and you'll receive a refund to your original form of payment.



Modify: canceling your trip

Need to call off your travel completely? If you booked a refundable room, you can cancel within the refundability window and get your money back.

Step 1

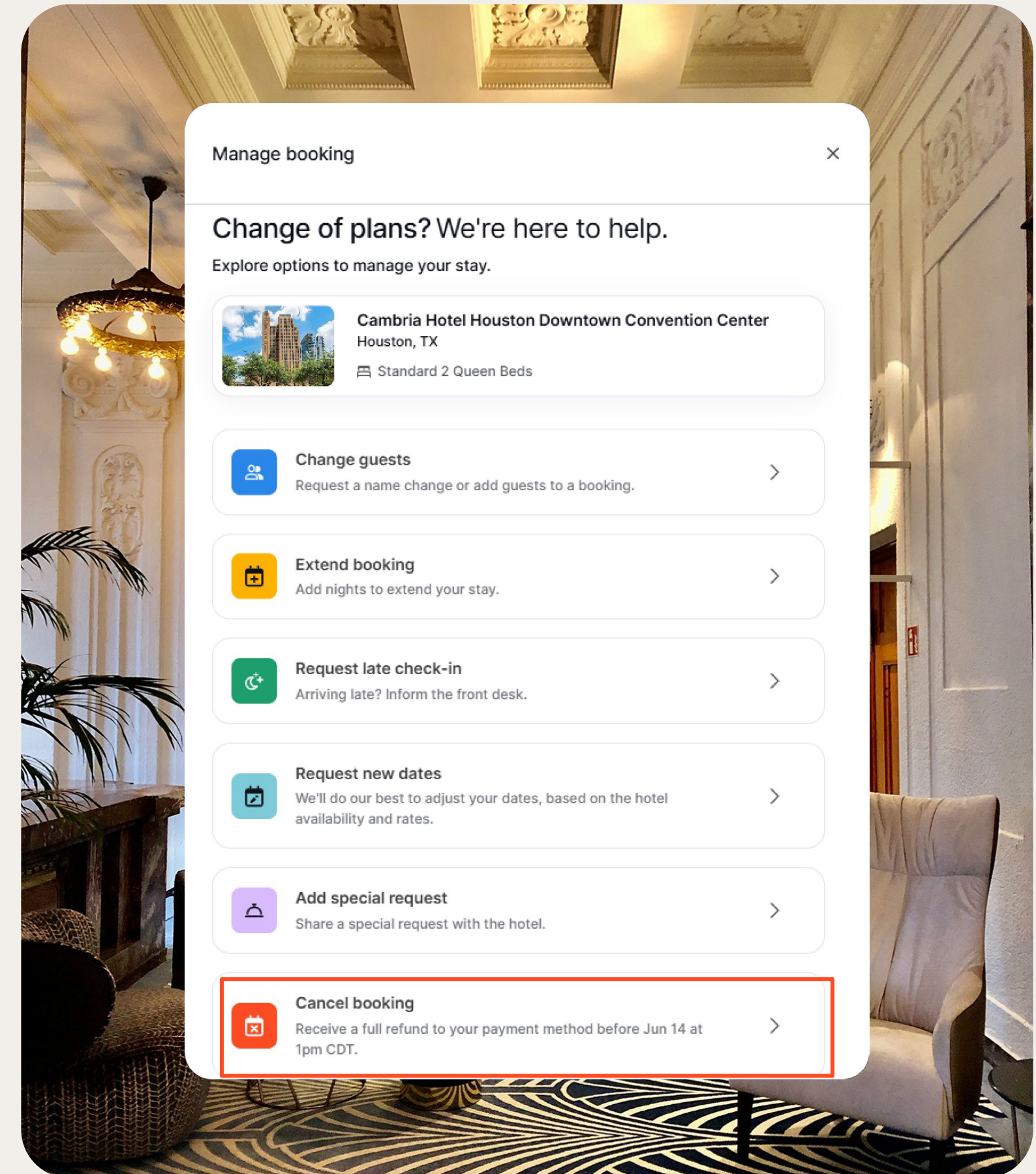
Navigate to the Trips tab and click on the trip you want to cancel.*

Step 2

From the trip window on the right side of your screen, click **Cancel Booking**. *On mobile, you'll need to scroll to the bottom.*

Step 3

Click **Cancel Trip**. We'll cancel the room for you, and you'll receive a refund to your original form of payment.



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 or if the option to cancel does not appear because of the hotel's cancellation policy, call Engine's Member Support.

Modify: request other modifications

Need to make a request (like adding a rollaway bed or another accommodation)?

Step 1

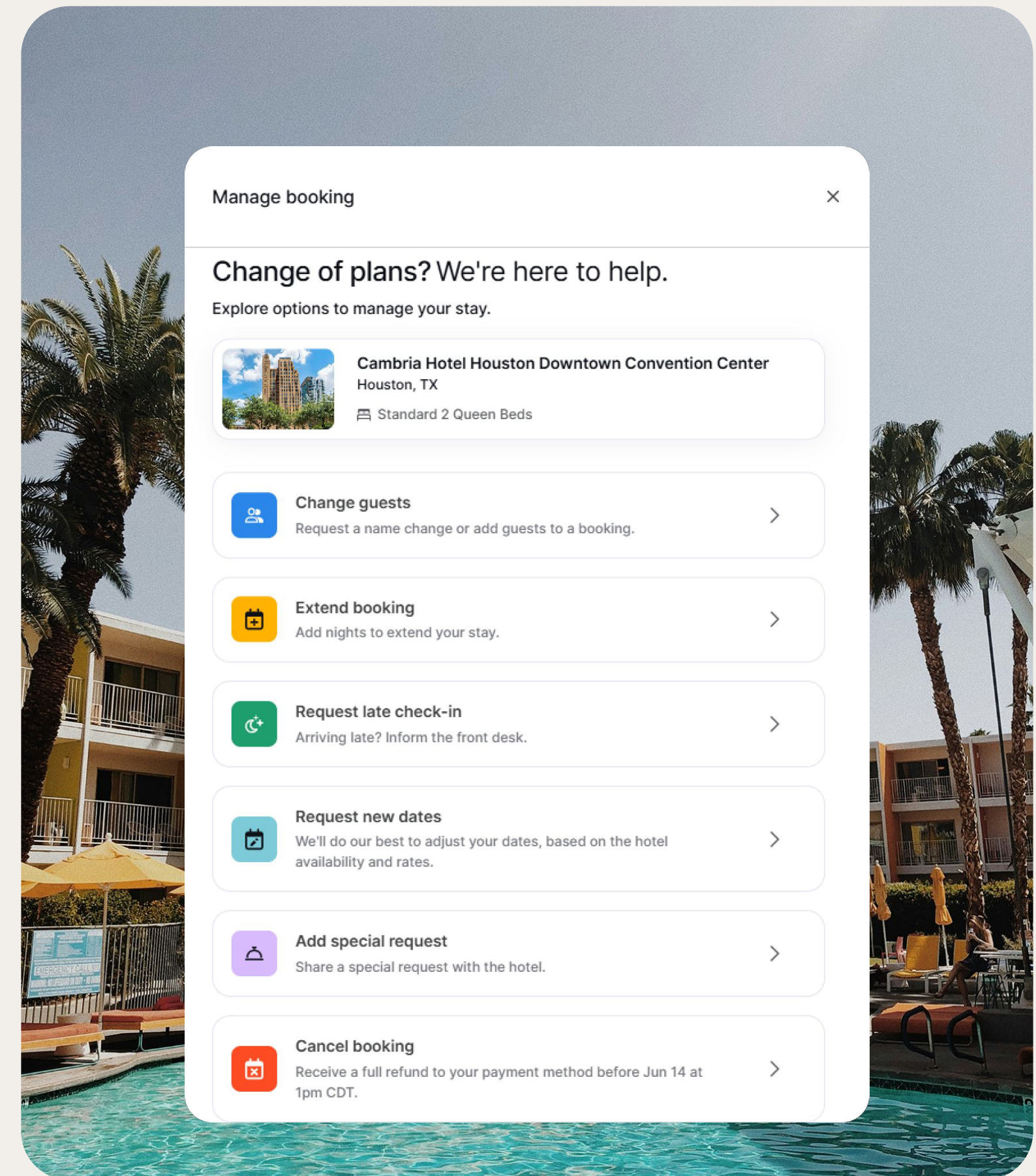
Navigate to the **Trips tab** and click on the trip you want to adjust.

Step 2

From the trip window on the right side of your screen, click **Modify trip** and select **Modify Reservation** if prompted. *On mobile, you'll need to scroll to the bottom.*

Step 3

This will allow you to submit a request to our Member Support team, and they will follow up with the status within 24 hours. Note that requests are up to the hotel's discretion and are not guaranteed.



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 or if the option to cancel does not appear because of the hotel's cancellation policy, call Engine's Member Support.

Modify: Changing guest names

Need to change names?

Step 1

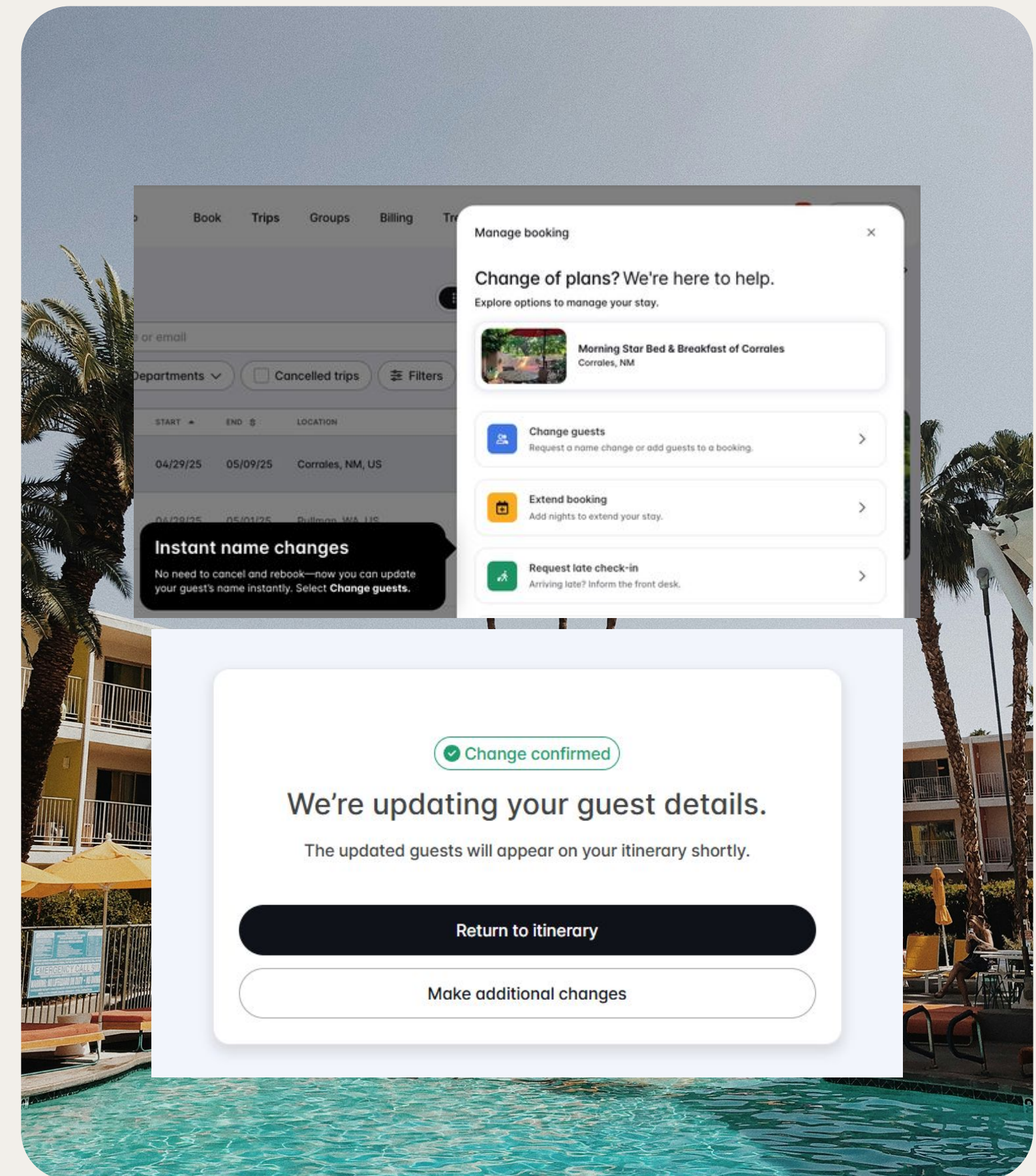
Navigate to the **Trips** tab and click on the trip you want to adjust.

Step 2

From the trip window on the right side of your screen, click **Modify trip** and select **Modify Reservation** if prompted. *On mobile, you'll need to scroll to the bottom.*

Step 3

Users will see an instant "Success!" message instead of waiting for confirmation. Our Member Support team will ensure the changes are reflected directly with the property.



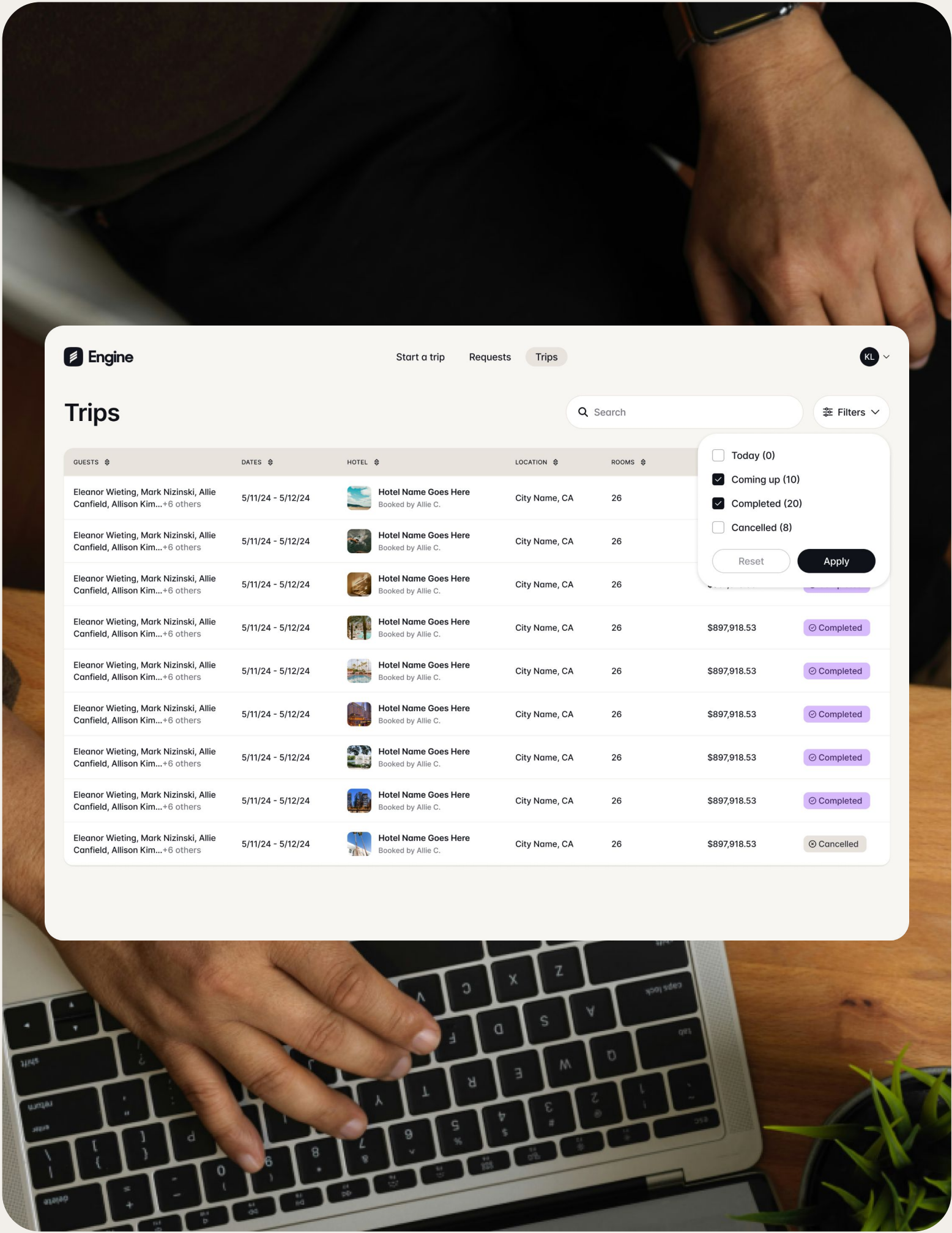
IMPORTANT: All cancellations must be submitted through Engine. Never contact the hotel directly to cancel a booking. If cancelling a reservation within 24 hours of check-in or if the option to cancel does not appear because of the hotel's cancellation policy, call Engine's Member Support.

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.



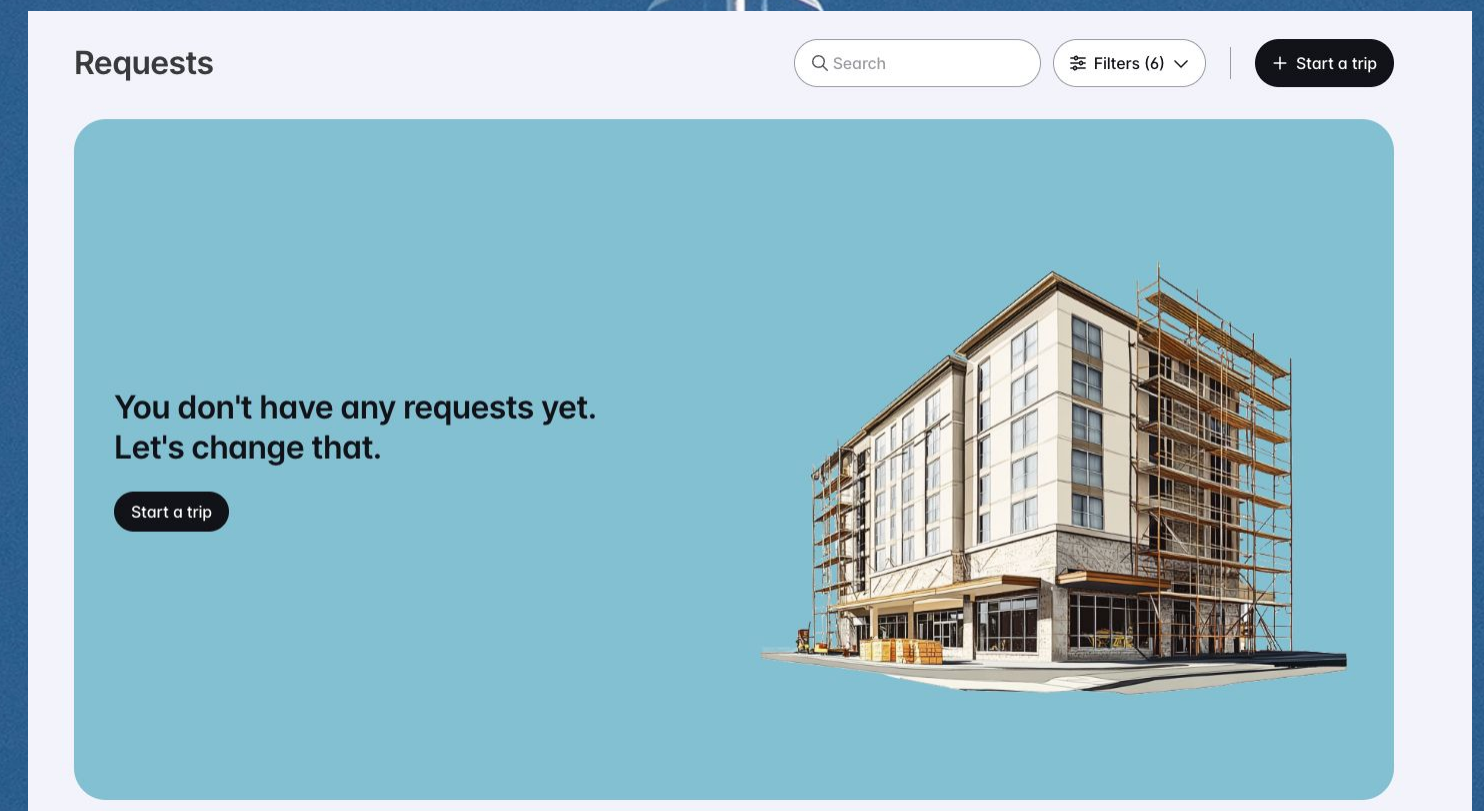
Groups

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)

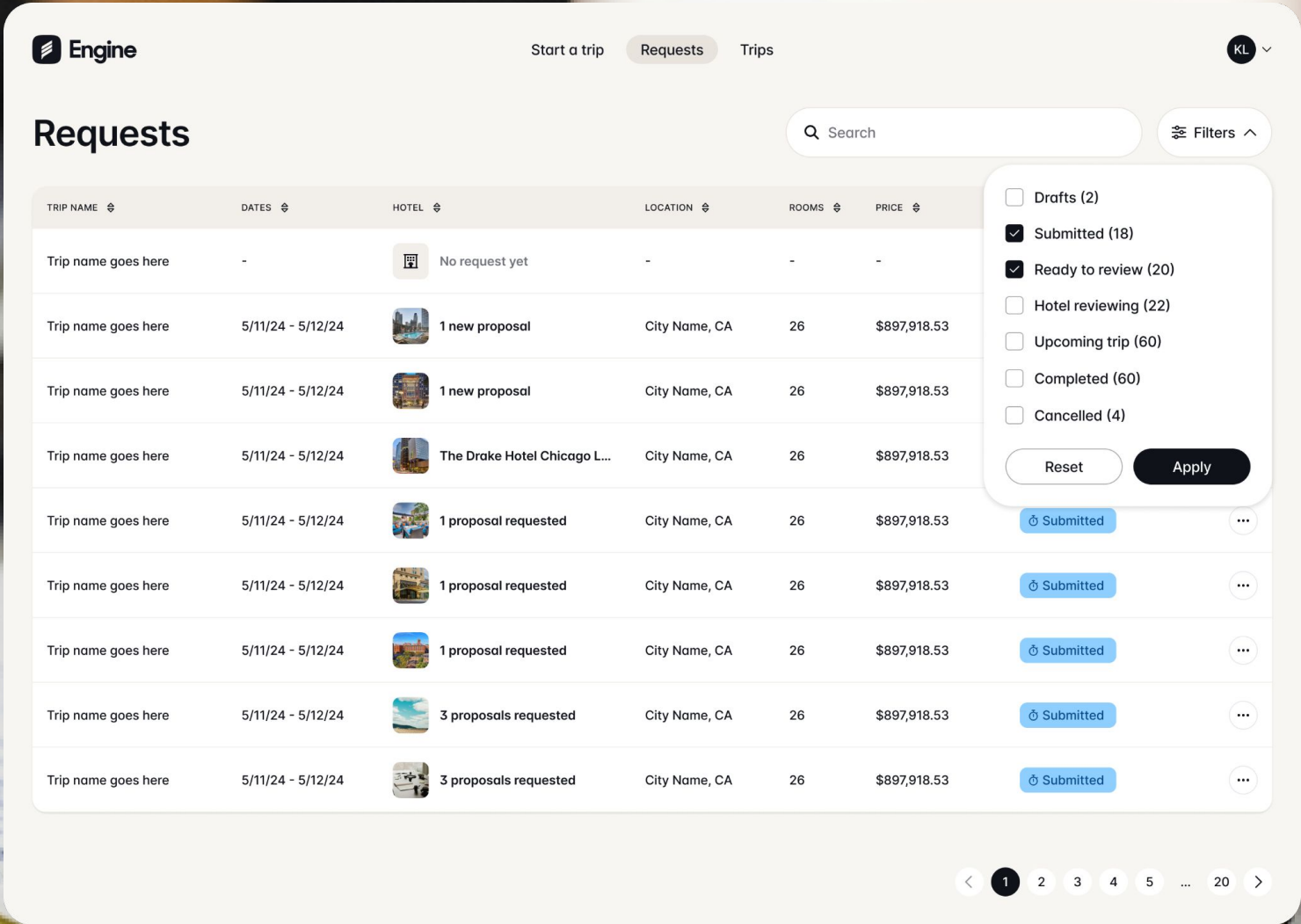


Groups

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.



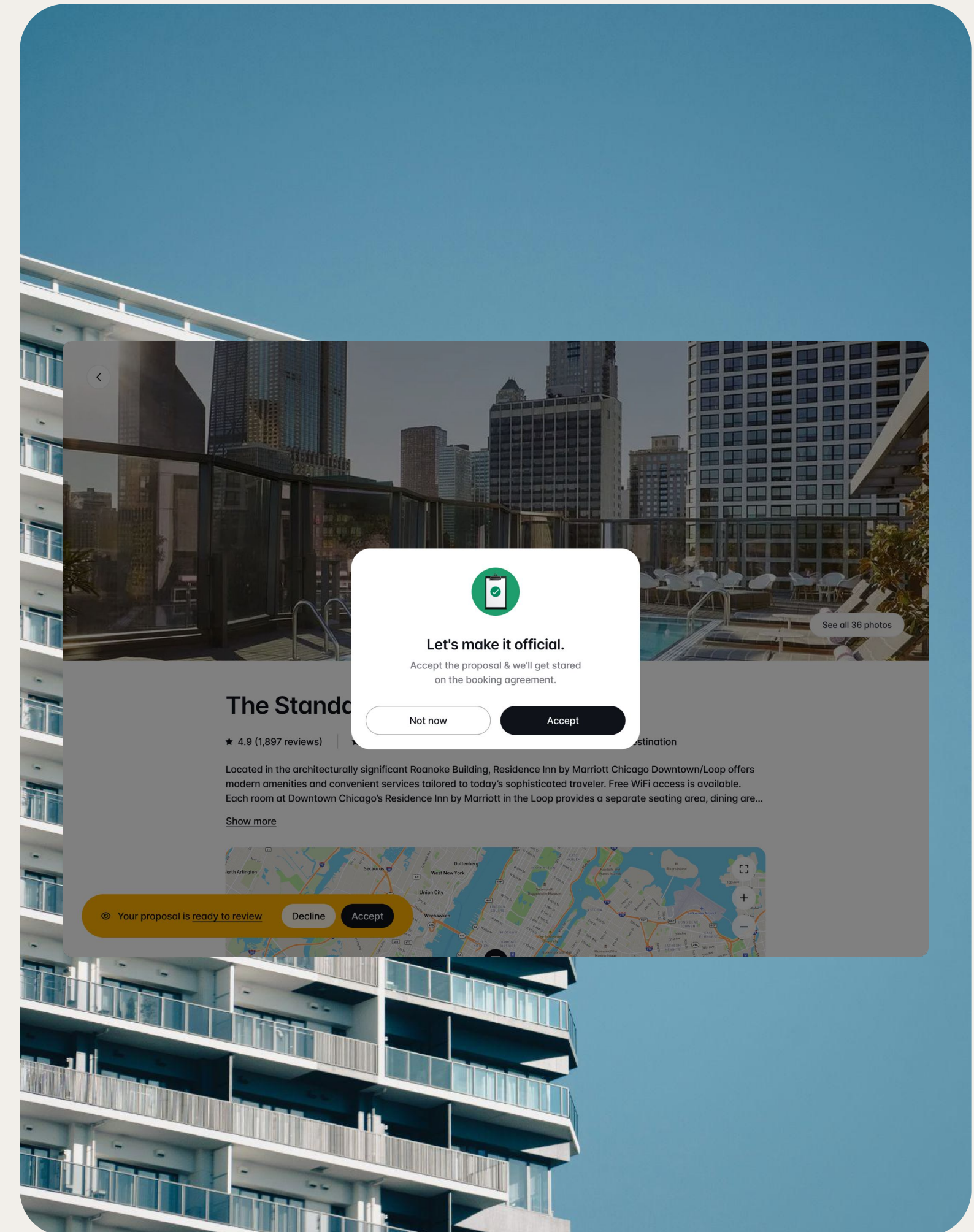
Groups

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

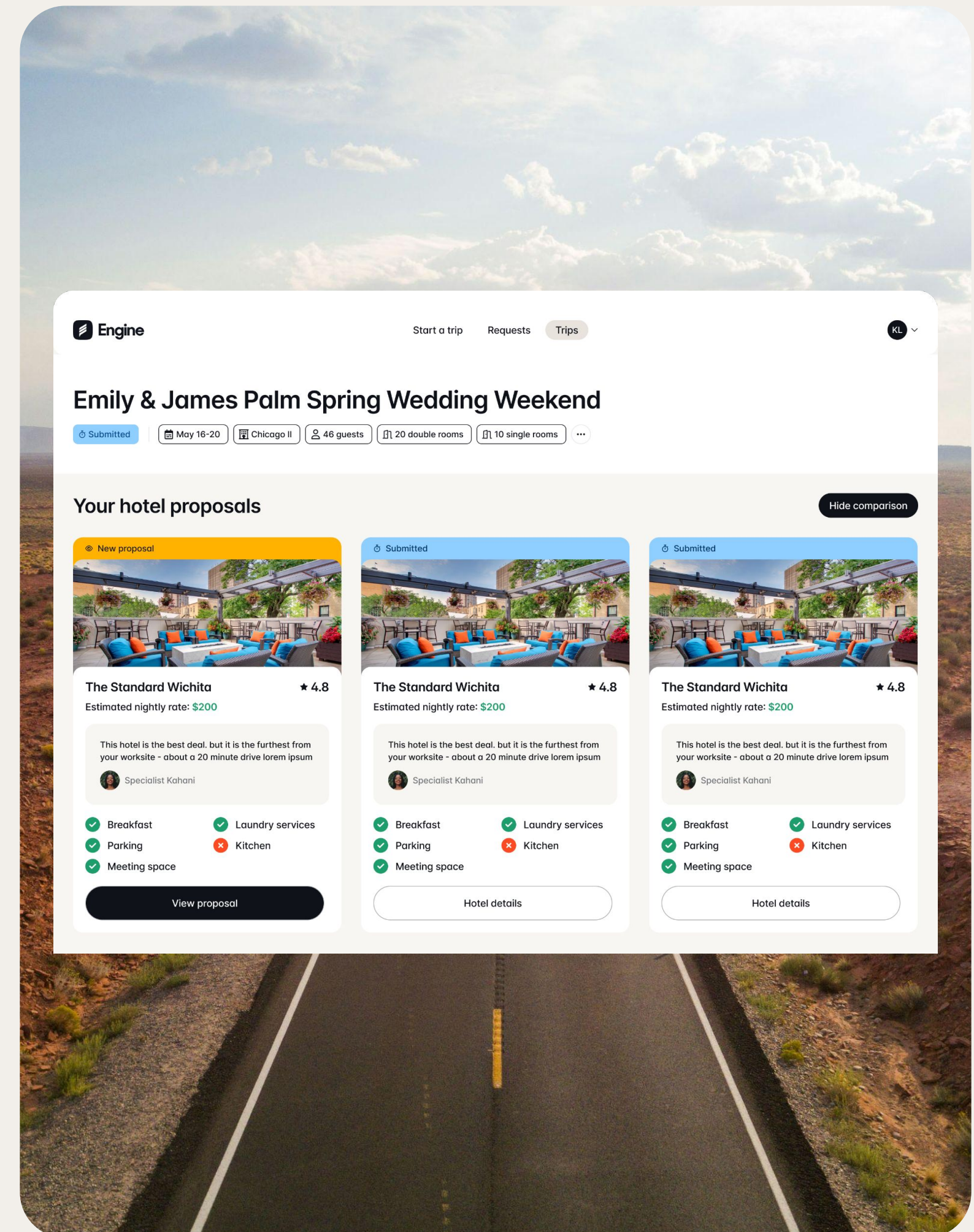
Contracting

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.



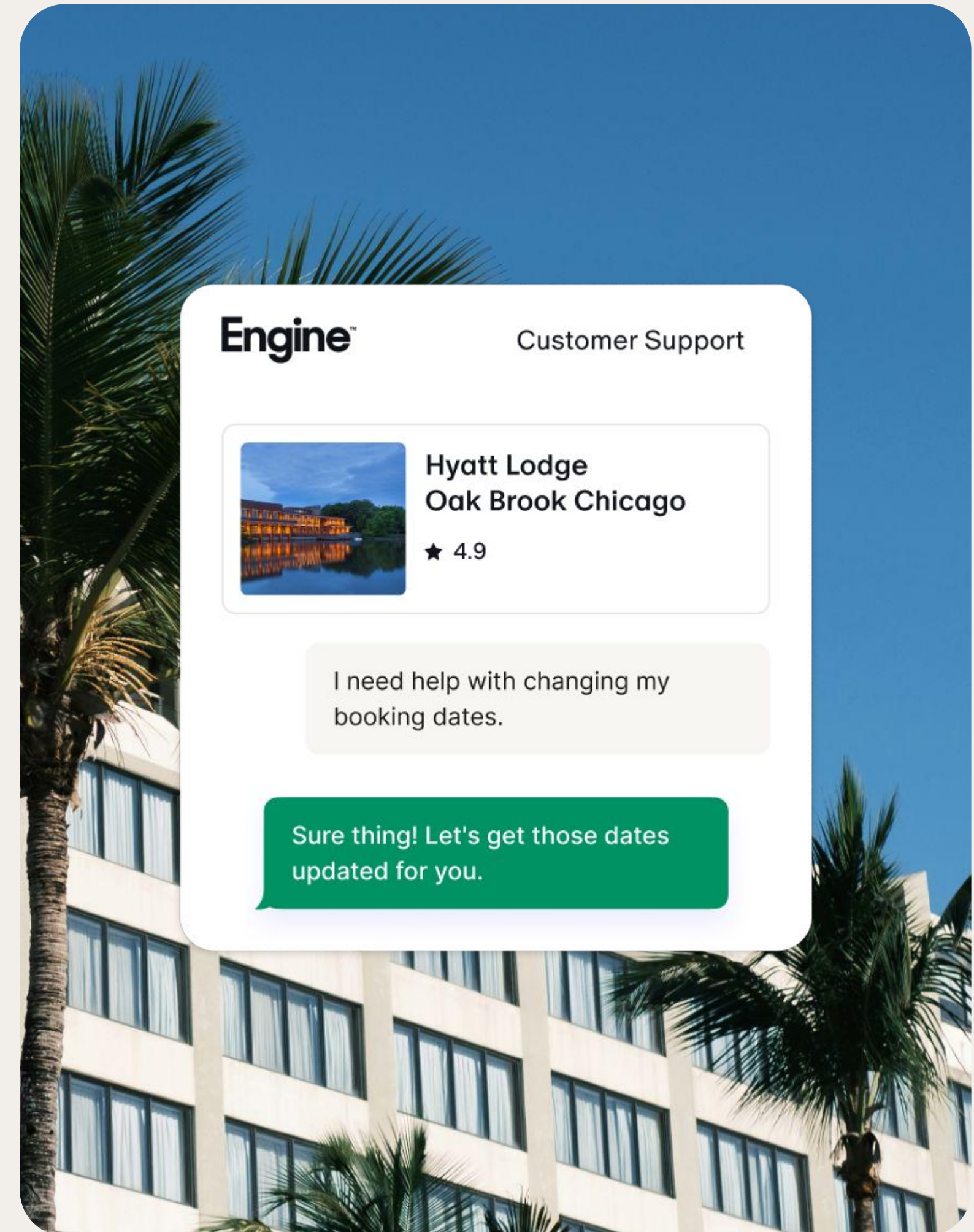
Support Center

Our world-class, 24/7 Member Support team is always here to help — but now we're making it easier to stay on top of requests and get faster, more convenient answers to your questions.

With Support Center, you can take advantage of centralized case management to track and view open support cases, getting real-time updates without needing to wait for a return phone call, email or chat.

To access this information, click **Support Center** on the top navigation bar. Support Center is especially helpful for tracking cases like:

- Cancellations
- Booking modifications
- Special requests for the hotel
- Incorrect or unexpected charges



Final Notes: Important Reminders

Payment: You will not be charged at the time of booking, and the primary guest will pay at the hotel.

If a department card will be used to pay for this reservation, please contact the property directly to obtain the hotel's Credit Card Authorization form. This form will need to be acknowledged by the property at the time of traveler arrival. If this is delayed, the card provided on file may be charged.

GSA: 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 quality for full reimbursement. 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.

Loyalty: If a loyalty eligible room is booked, the folio will show up in the traveler's account as a digital copy.





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