

Engine™

Welcome to Engine

Quickstart guide

Confidential



★ Top Pick



Approved Upgrade 



Meet your account contacts

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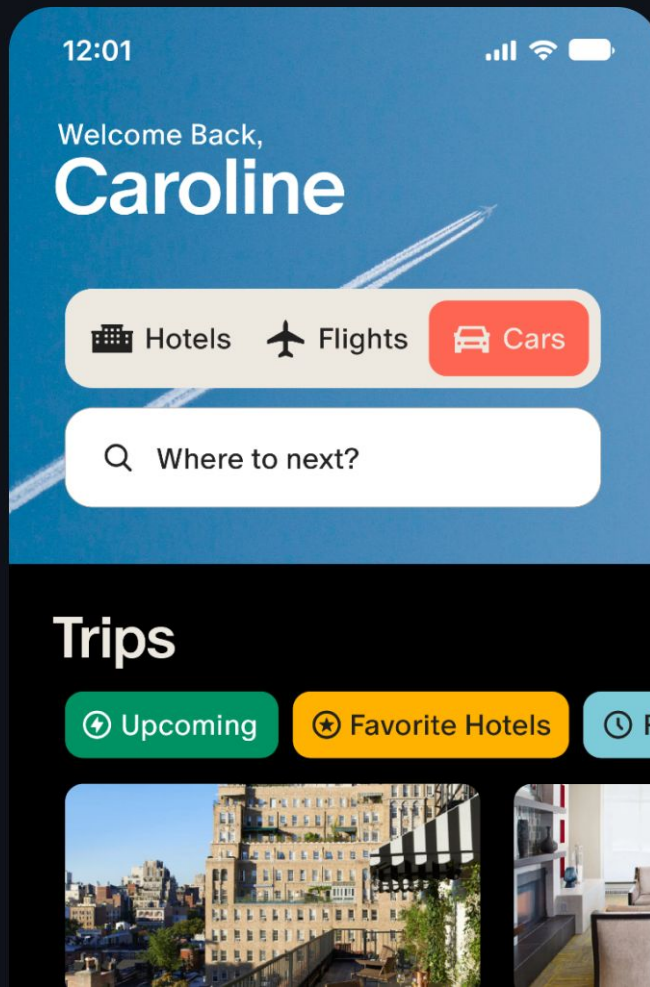
For assistance with booking, please contact
Jimmy Davis or David Brewer
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What is Engine

If you're traveling for work, Engine is here to help you out. **We make finding, booking, and managing hotels, for your business trips easy.**

- You'll get access to over 750k hotels and savings up to 26% off best available public hotel rate.
- If you ever run into delays and need to adjust your trip, our award-winning support team is available 24/7.

Confidential



First steps

You will receive an invitation email from noreply@engine.com to finish setting up your account.

Once complete, navigate to members.engine.com to log in. If you run into any issues, reach out to our **Member Support Team** for help.

Once you've set up your Engine account, getting started is easy. In the following slides we'll explore the platform and learn how to complete your first booking.

Engine

You've been invited to Engine

Engine is where your company books and manages travel — flights, hotels, cars, and more.

Create your account



Getting started with multi-factor authentication (MFA)

We want to ensure your account is secured. When logging in with an email and password for the first time, follow these simple steps to secure your account and access great hotel rates!

Step 1) Enter your email and password

Step 2) Enroll in multi factor authentication through either:

- SMS (default)
- Voice call
- One-time code via authenticator app

Step 3) Receive code through selected MFA method

Step 4) Enter code in Hotel Engine

After initial login, you can select “Keep me signed in” for easier access.

The image displays two screenshots of the Hotel Engine mobile application interface, set against a blue background.

Left Screenshot: Secure Your Account

- Header: Engine logo and "Secure Your Account".
- Text: "Enter your country code and phone number to which we can send a 6-digit code:"
- Form: A dropdown menu showing "United States, US, +1" with a right arrow.
- Form: A text input field labeled "Enter your phone number".
- Text: "How do you want to receive the code?"
- Buttons: Two buttons, "Text message" and "Voice call".
- Button: A large black "Continue" button.
- Link: "[Try another method](#)"

Right Screenshot: Verify Your Identity

- Header: Engine logo and "Verify Your Identity".
- Text: "We've sent a text message to:"
- Form: A text input field showing "+1 7047871564" with an "Edit" link.
- Form: A text input field labeled "Enter the 6-digit code*" with a right arrow and an eye icon.
- Button: A large black "Continue" button.
- Text: "Didn't receive a code? [Resend](#) or [get a call](#)"
- Link: "[Try another method](#)"

Search for hotels

In the search bar at the top of your dashboard, enter your desired destination (even an exact hotel or address!), travel dates and number of rooms. You can also search for saved locations your travel administrator has added, like job sites or other common travel destinations.

Click **Search** to see available properties that meet your needs. To limit your results further, use our specialized filters to modify your results by **price range**, **property type**, **star ratings**, **amenities** and more — or sort your results by price, distance, etc.

The screenshot displays a hotel search interface with a green header. On the left, a 'Filters' sidebar includes sections for Price (range \$52-\$924, avg \$174), Property name (search bar), Popular (checkboxes for breakfast, parking, wifi, refundable), and Loyalty eligible (checkboxes for various programs). The main area shows three hotel listings, each with a photo, name, star rating, guest count, distance, and price details.

Property Name	Star Rating	Guest Count	Distance	Price (per night)	Total Price (with taxes & fees)	Key Amenities
Fairfield Inn & Suites by Marriott Nashville Downtown MetroCenter	3-star	4.5 Excellent (1,001)	2 mi away	\$117	\$276	Free breakfast, Eco-friendly, Marriott Bonvoy, Refundable
Nashville Airport Marriott	3.5-star	4 Great (3,787)	5.1 mi away	\$99	\$237	Free breakfast avail., Marriott Bonvoy, Refundable
Fairlane Hotel	4-star	4.5 Excellent (1,012)	0.2 mi away	\$247	\$636	Refundable

Booking hotels

Select a property to see different room types, with options like refundability and hotel loyalty.

Choose the room that's the right fit for your trip, to be sent to the checkout page.

There, you can add whoever the main traveler is for the trip, plus other options covered in the upcoming slides. **Please be sure to match the room name to the traveler** to avoid any check-in issues upon arrival!



Fairfield Inn & Suites by Marriott
Nashville Downtown MetroCenter ★ 4.6

100 French Landing Dr Nashville, TN

CHECK-IN
Mon, Aug 10, 2026

CHECKOUT
Wed, Aug 12, 2026

2 Nights [Edit](#)

Pricing details

1 room, 2 nights	\$233.00
<u>Taxes and fees</u>	\$42.86
Total (USD)	\$275.86

[Book now](#)

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

Custom fields

Your administrator has added custom fields for you to enter on the checkout page. These fields take just a few seconds to fill out and are extremely helpful for billing and reporting down the road.

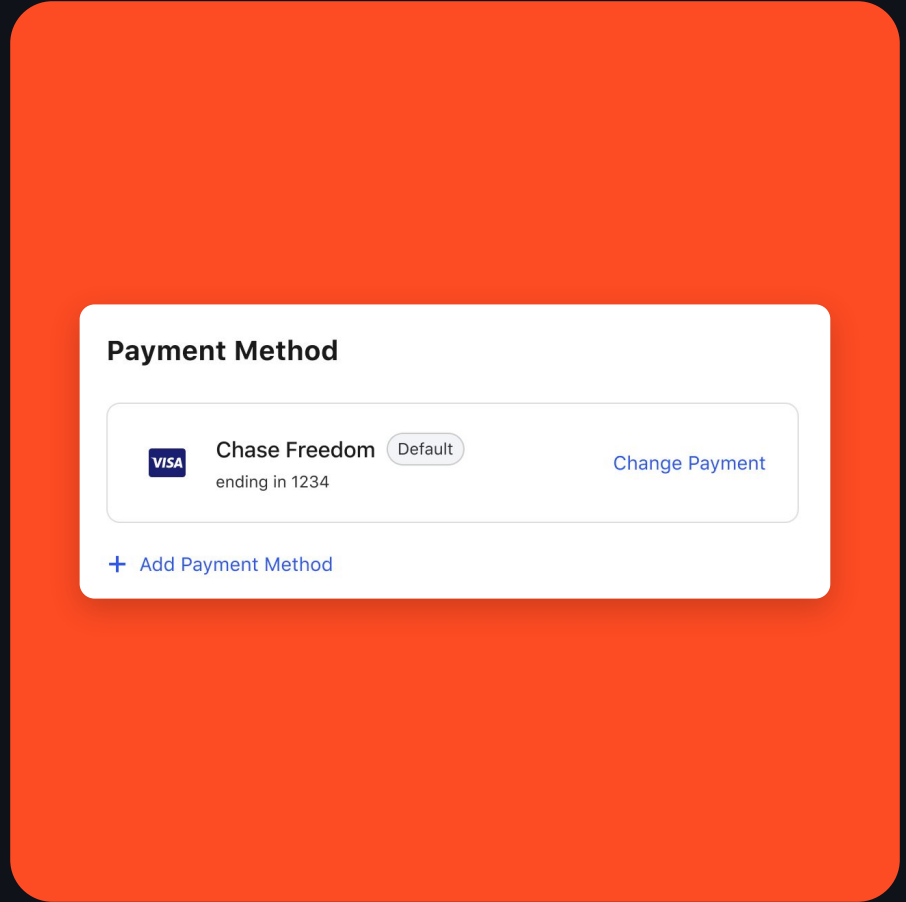


The image shows a screenshot of a checkout page with a green background. A white rounded rectangle contains the text "Trip information". Below this, the label "Budget Organizational Code*" is displayed. Underneath the label is a text input field with the placeholder text "Enter Budget Organizational Code".

Hotel payment methods

Credit Card

Your credit card will be used to hold the room, payment will be required at the time of check in.



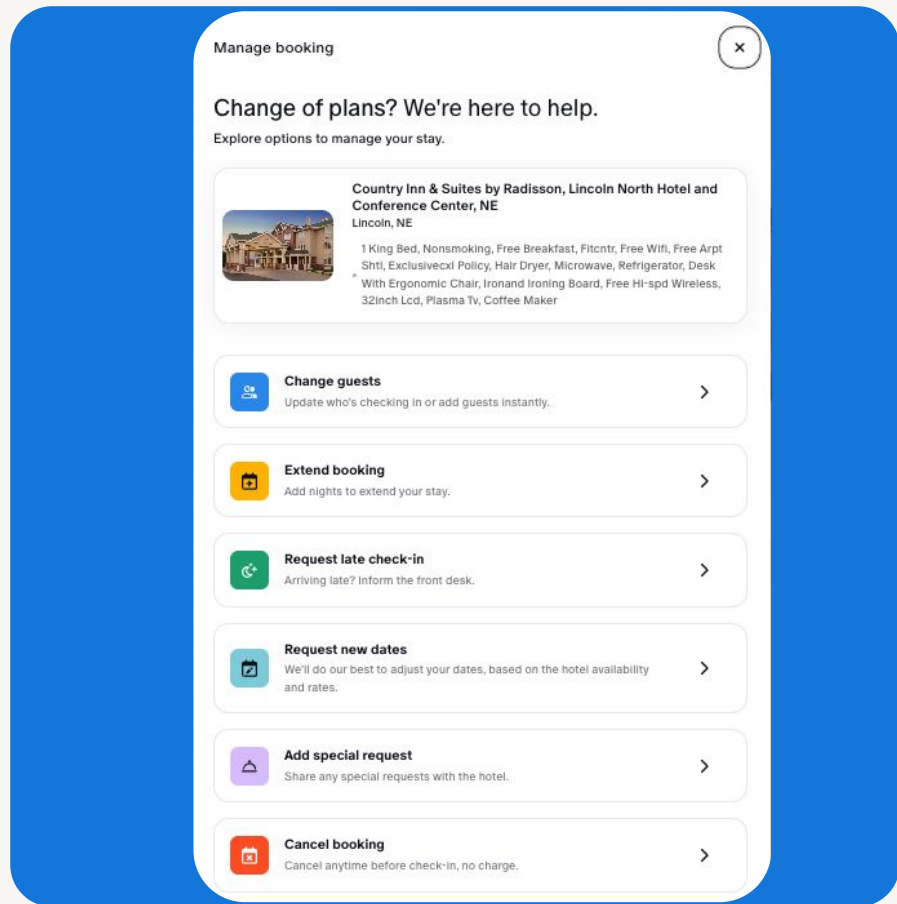
Cancelling your hotel

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. You'll receive confirmation of cancellation via email.



Extending hotel stays

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 hotel reservation you want to adjust.

Step 2) From the trip window on the right side of your screen, select Extend reservation.

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.

Extend booking

Add nights to extend your stay.



Hampton Inn & Suites Columbus-Downtown

Columbus, OH

Standard 1 King Bed

How would you like to extend?



Arrive earlier



Stay longer



Booking summary

1 room

Check-in

Aug 22

Checkout

Aug 24

Requesting other hotel modifications

Need to change guest names or 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.

Change guests

Update who's checking in or add guests instantly.



Hampton Inn & Suites Columbus-Downtown
Columbus, OH

Standard 1 King Bed

1 room

#P4SN301

Search or add new traveler



+ Add guest

Select requests



Early check-in



Late check-in



Rollaway bed



Higher floor



Lower floor



Accessible

Shortening a hotel stay

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 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.

The screenshot shows a mobile app interface for adjusting a hotel stay. It features two main sections at the top: 'Current checkout' and 'New checkout'. The 'Current checkout' section displays 'Mon, Aug 24'. The 'New checkout' section has a text input field labeled 'Enter new date' and a calendar icon. Below these is a 'Booking summary' section containing a table with the following details:

1 room	
Check-in	Aug 22
Checkout	Aug 24

Below the booking summary is a 'Refund details' section. It contains a table with the following information:

Total refund:	-
Refund method	Shown after date selection

Request a late check-in

Ensure your room won't be given away and avoid cancellation fees when there's a late arrival time.

Request a Late Check-in allows travelers to easily alert a property of late arrival, ensuring that the room will be ready and waiting for you.

How it works:

- Click the Request a Late Check-in button on your itinerary to alert the property.
- Select a time window that lets the property know when to expect your arrival.



Hampton Inn & Suites Columbus-Downtown
Columbus, OH

Standard 1 King Bed

When should we expect you? *



Late night

10:00 PM - 2:00 AM



Early morning

2:00 AM - 6:00 AM



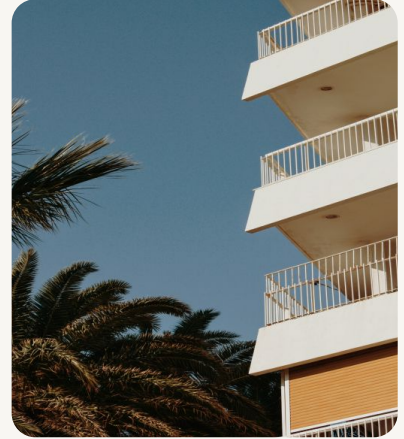
Morning

After 6:00 AM

Checking in to a hotel

When you arrive at the hotel, you can simply check in with an ID and credit card for incidentals and room and tax.

You should let the front desk know when you are checking out. If you are checking out early, inform the front desk and contact Member Support.



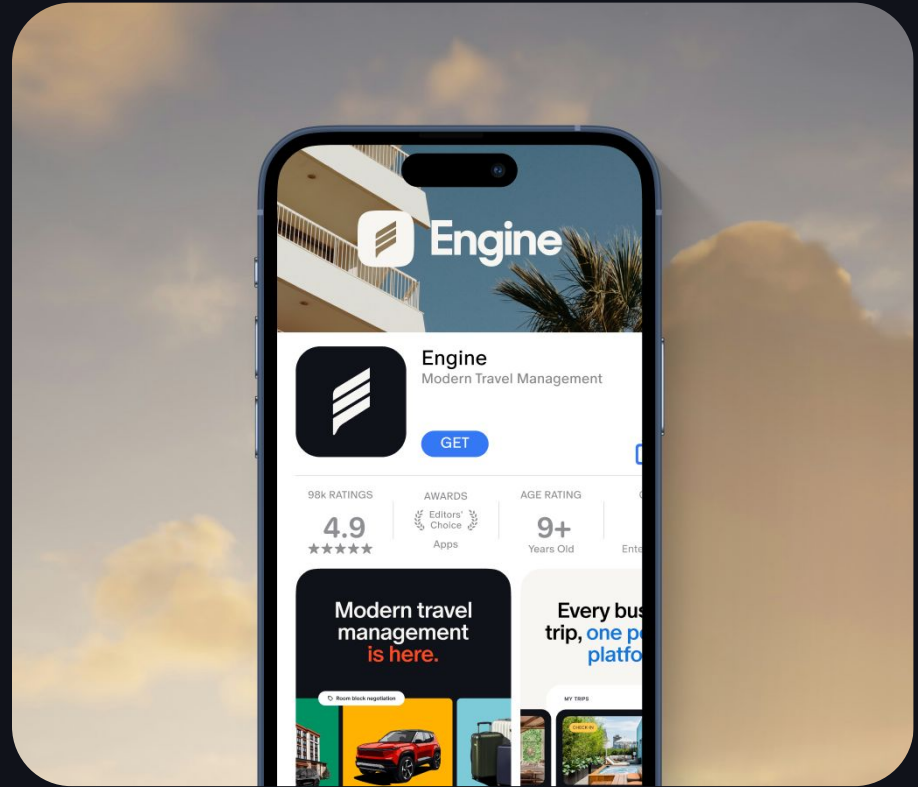
Mobile app

With our mobile app you can quickly search, book and modify your reservations, allowing you access to over 750k hotels all from your phone while you're on the go.

Your login will remain the same, whether you're accessing our platform through our website or app.

Repeat trip? Revisit your favorites with the Previously Booked module right on the homepage.

Suddenly need a hotel nearby? Tap Book near me for instant, real-time rates on local hotels.



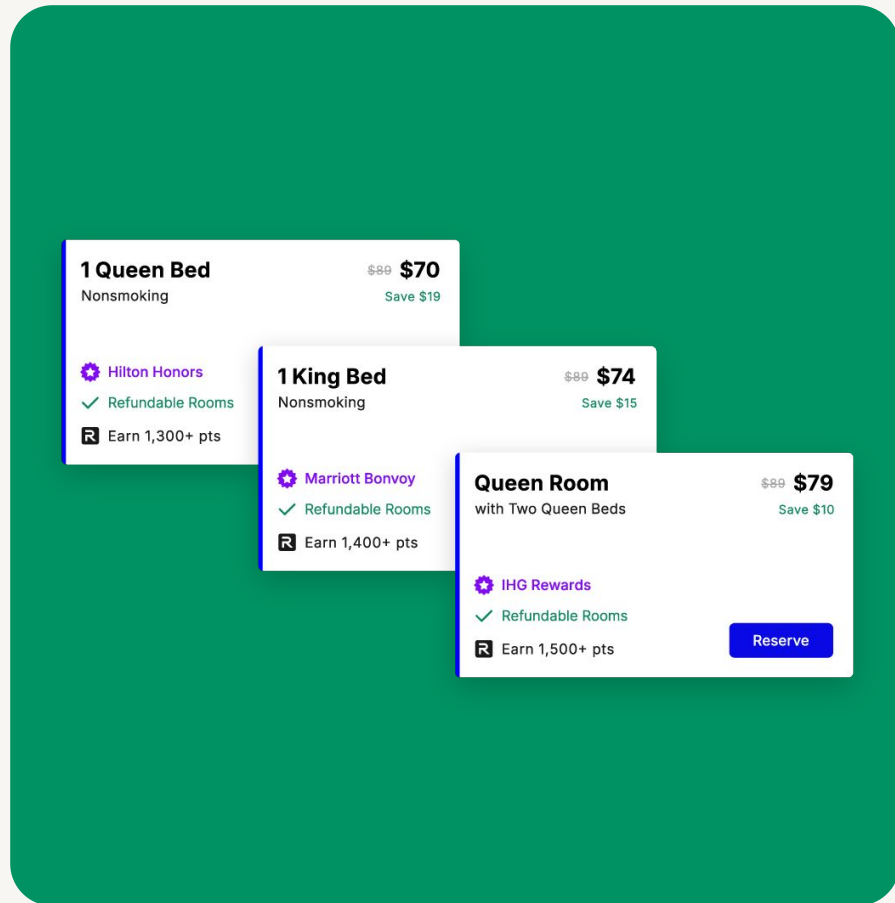
Hotel loyalty

This feature allows you to add your rewards number with various hotel brands like Hilton Honors, Marriott Bonvoy (and many more) to your account and earn points booking eligible rooms.

To get started, go to My Settings in your account to add any relevant loyalty information.

When you search for rooms on Engine, you can filter by loyalty-eligible hotels. The platform will only show properties eligible to earn rewards points from whichever hotel loyalty programs you select.

Once you've selected a property, room types will also be called out as loyalty-eligible — with the name of the hotel loyalty program next to a purple star.



Member support

Support is available 24/7 for reservations, modifications, or cancellations.

You can reach them directly at **855.567.4683**, via chat, or by emailing **support@engine.com**. For urgent or time-sensitive items, please call the Member Support line.

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Report a billing issue

To report a billing issue, navigate to your Trips tab and click on the reservation in question. Scroll down to the right-hand side of the screen and click on the Report billing issue link.

From here, you'll enter additional information about the unexpected charge, and our support team will investigate the issue.

Summary of Charges

Payment Method Visa ending in 1234

Billed by John Smith

Room Total \$109.78

Taxes and Fees \$27.02

Total Charge \$136.80

Due at Check-In \$000.00

Payment has been made for the full amount of the reservation; however, the guest must provide a valid credit card upon check in for any incidentals. Please be advised the hotel may place a pre-authorization on this card that will be released upon checkout.

Download Folio

Report Billing Issue

Groups Team

Groups Form

Have an upcoming event? Room blocks, meeting space, we got it covered.

Navigate to your groups tab , complete the trip form to provide us with some simple details about your destination, duration, travelers and requirements. Our Group experts will work together to curate lodging options tailored to your group's needs and budget within hours.

Book

Lodging Flights Cars Groups

Location

Search by venue, city, or address

Dates

Jul 28 - Jul 29

Rooms

9 rooms

Event

Any



Hotel Selection

Hotel Proposals

Hotel options will be loaded on the groups tab for you to review, compare, confirm or deny. The hotels can be viewed by list, map and side by side to compare amenities and rates as well.

Hotel Selection

Once a hotel is accepted our Group Sales Manager will begin working on the room block with the property and keep you looped in every step of the way.

Summit

Ready for ReviewYessenia CornejoJul 15 - Jul 26, 2025Atlanta, GA\$ \$173.00 Max Nightly Rate11 Standard Rooms2 Double Rooms...

1 Suites

Hotel proposals to review

Show details

You declined



Sheraton Atlanta Perimeter North Hotel ★ 4.2

Estimated total: \$2,114

You're going to love this place, great wifi.

View ProposalReopen

New proposal



Onyx ★ 4.3

Estimated total: \$1,668

You're going to love this place, great wifi.

View Proposal

New proposal



Emeline ★ 4.6

Estimated total: \$2,025

Great central location.

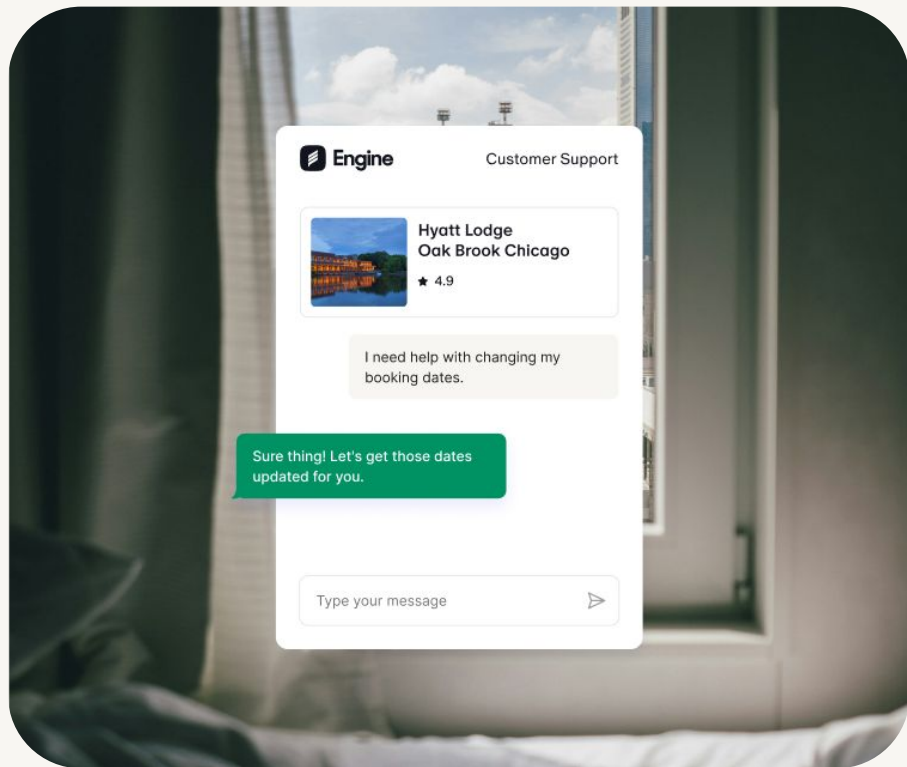
View Proposal

Groups support

For trips booked with Engine Groups, our support team is always on standby to coordinate modifications directly via live chat, phone, or email.

For future-dated requests, expect a complete turnaround within 24-48 hours, depending on the nature of the request. For groups checking-in and urgent requests the same day, we guarantee a turnaround time of 4 hours or less, striving for even quicker resolutions whenever possible.

Support@Engine.com | 855.567.4683



Thank You