ELA.CORPLODGING.COM

Online Account User Guide

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PROGRAM ENROLLMENT

Login

UserName

Password

SUBMIT >>

HOTEL ENROLLMENT
▼ ▼ ▼ ▼ ▼

If you need an ELA Hotel

Account Please Click Here

I forgot my password
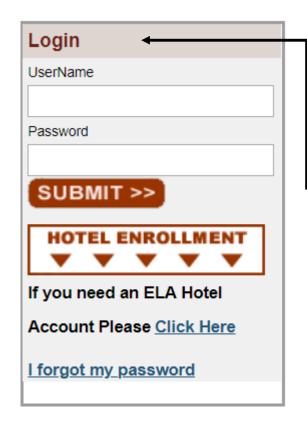
• All hotels/lodging providers wishing to participate in the Emergency Lodging Assistance (ELA) Program must first complete CLC Lodging's (CLC) online enrollment process at the Program website **ela.corplodging.com (NOTE: no www)**
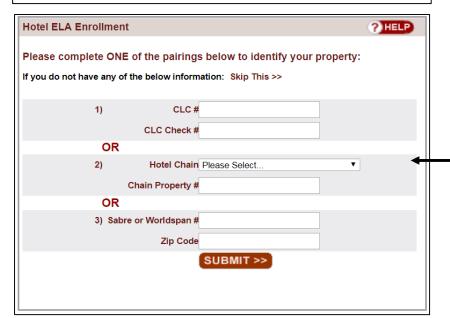
PROGRAM ENROLLMENT (CONTINUED)

If you do not have a current Corporate Lodging user account, please click the 'ENROLL' button to continue on and create a new account.

ENROLL >>

If you have a current Corporate Lodging user account, please login below and we will look up your information to help with your ELA account creation.

Username

Password

LOGIN >>

Hotel ELA Enrollment   ? HELP

Please complete ONE of the pairings below to identify your property:

If you do not have any of the below information: Skip This >>

1)   CLC #
    CLC Check #

OR

2)   Hotel Chain   Please Select...
    Chain Property #

OR

3) Sabre or Worldspan #
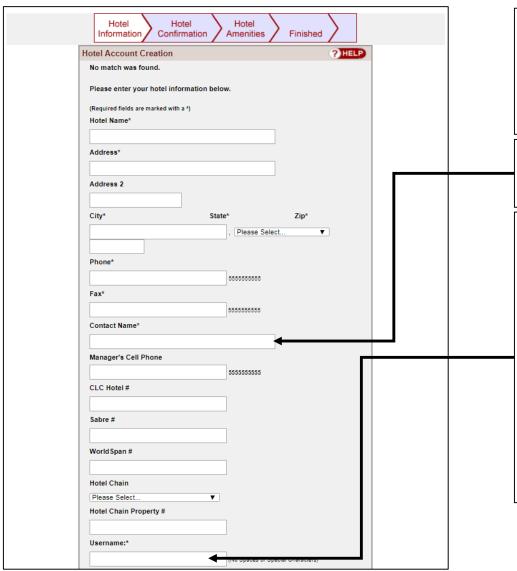   Zip Code

SUBMIT >>

- Click **Enroll** to begin the ELA account enrollment process
- Properties with existing CLC WebCheckINN accounts may enter their respective WebCheckINN usernames and passwords and then click **Login** to pre-populate associated hotel information on the next page

- Hotels/lodging providers can identify their property via one of three convenient options:
- CLC number & CLC Check number
- Hotel Chain & Chain Property number
- Sabre or Worldspan number & Zip Code
- Enter the applicable information in the fields provided
- Click **Submit**

- If you are unable to provide any of the above information, click **Skip This** to manually create your hotel account
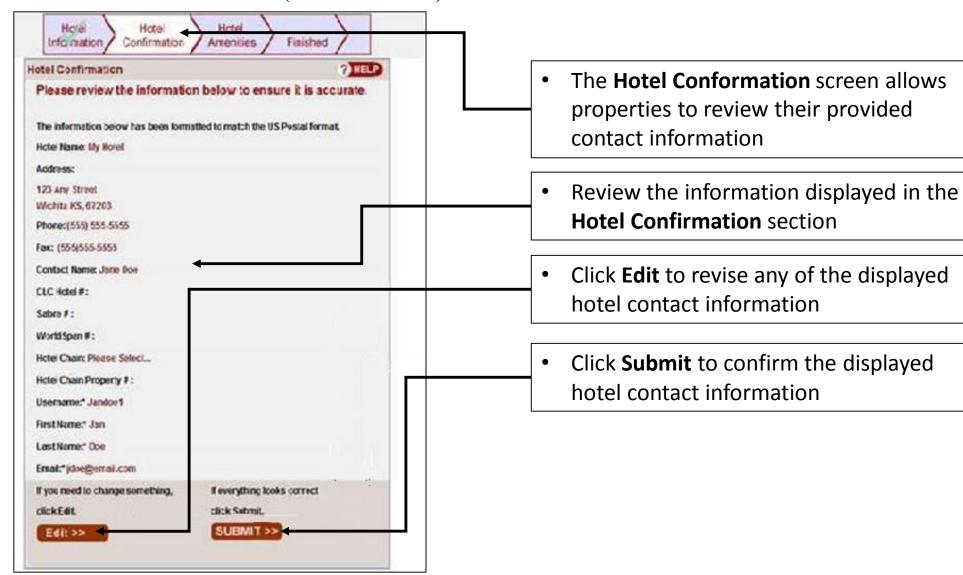
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PROGRAM ENROLLMENT (CONTINUED)

- The **Hotel Account Creation** screen allows prospective ELA program partners to create an ELA account by supplying complete contact information

- Enter your property's contact information in the fields provided

- Create a **Username** for your ELA account
(**NOTE: choose a username that is property-related and easy for you to remember**)
- Enter your **first** and **last** name in the fields provided
- Enter your **email** in the fields provided
        NOTE: accurate email information is essential. CLC delivers your new account password to the email address provided
- Click **Submit**

PROGRAM ENROLLMENT (CONTINUED)

- The **Hotel Conformation** screen allows properties to review their provided contact information

- Review the information displayed in the **Hotel Confirmation** section

- Click **Edit** to revise any of the displayed hotel contact information

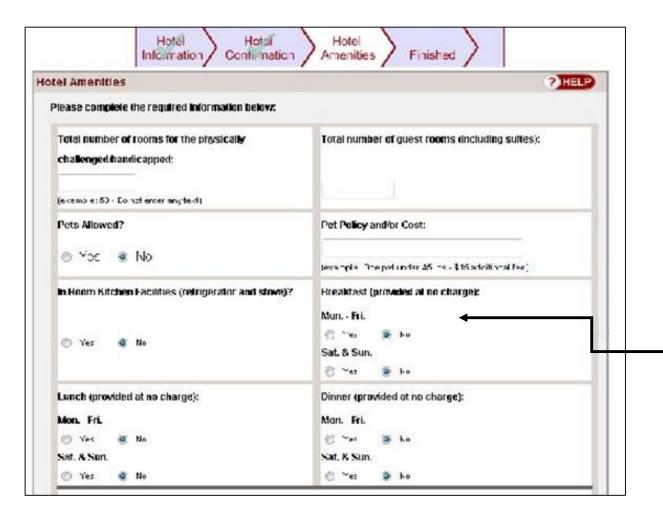- Click **Submit** to confirm the displayed hotel contact information

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PROGRAM ENROLLMENT (CONTINUED)

- The **Hotel Amenities** screen allows lodging partners to identify various facilities and services available at their property

- In the required fields provided, identify the amenities available at your property

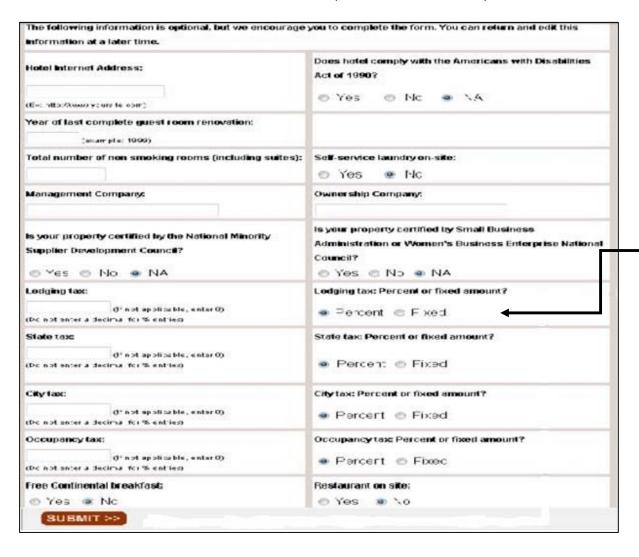**NOTE: please provide as accurate information as possible to assist individuals seeking lodging**

PROGRAM ENROLLMENT (CONTINUED)

- In the optional fields provided in the **Hotel Amenities** screen, identify additional amenities available at your property
- Click **Submit**

PROGRAM ENROLLMENT (CONTINUED)

HOME | PROGRAM INFORMATION | FAQ | CONTACT US

Your account has been created.

You will receive an email shortly. You will be able to access your account immediately with the information provided in the email we have sent you.

Go to the ELA Homepage

- Upon successful enrollment, your ELA account will be activated
- CLC emails your ELA account password to the email address provided during the enrollment process
- Use your username and supplied password to access your ELA account

- It is important to immediately sign into the newly requested ELA account to review the **Emergency Lodging Assistance Payment Contract**
- The system prompts you to initial and agree to the contractual terms provided
- Print a copy of the payment contract for your records prior to initialing and agreeing to the terms electronically

ONLINE ELA ACCOUNT SIGN-IN

Login

UserName

Password

SUBMIT >>

HOTEL ENROLLMENT
▼ ▼ ▼ ▼ ▼

If you need an ELA Hotel

Account Please Click Here

I forgot my password

- Participating lodging partners are required to enter their **Username and Password** to access the **Emergency Lodging Assistance** online billing system

- Enter your **Username** and **Password** in the fields provided

- Click the **SUBMIT** button

- The **Username and Password** is established by each property. If the **Password** is lost, click on the applicable **I forgot my password** retrieval link

MyELA PAGE

- From the *My*ELA page, lodging partners are able to change ELA account passwords

- ELA program partners **Update Room Availability** to remove or publish their properties to the Program lodging directory (www.femaevachotels.com)
- Click on the green/red oval to **Make Rooms Unavailable** or to **Make Rooms Available** (pertaining to additional rooms available and not FEMA guests already in house)

- Updates regarding FEMA guests' qualification periods, including extensions or terminations of assistance, are reviewed in the **Guest Alerts** section of the *My*ELA page

- Program updates can be viewed in the **ELA Program News** section

- You can view and edit contact info on the *My*ELA page
- To make any changes, click the **Edit This Information** link in the **Hotel Information** field

PROPERTY INFORMATION UPDATES

- You can view and edit contact info on the *MyELA* page
- To make any changes, click the **Edit This Information** link in the **Hotel Information** field
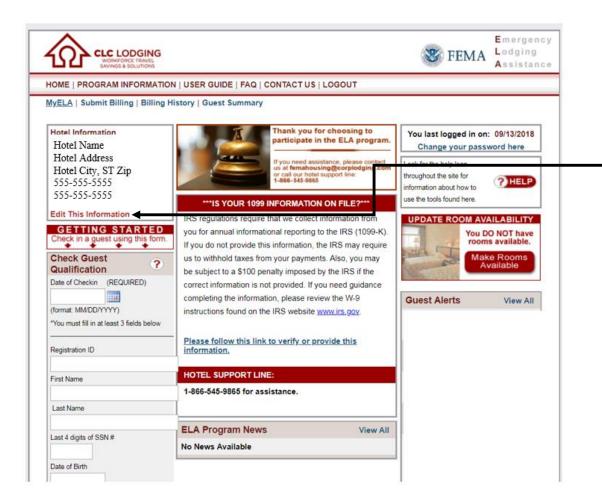
GUEST QUALIFICATION & CHECK-IN

GETTING STARTED
Check in a guest using this form.

Check Guest Qualification ?

Date of Checkin (REQUIRED)

(format: MM/DD/YYYY)

*You must fill in at least 3 fields below

Registration ID

First Name

Last Name

Last 4 digits of SSN #

Date of Birth

(format: MM/DD/YYYY)

SUBMIT >>

CLC provides ELA Program partners with instant guest verification, authorized dates of stay and number of rooms allocated when the **Check Guest Qualification** online form is completed

- Enter or select the guest's **Date of Checkin** in the field provided, followed by 3 of the following fields:
- Guest's Registration ID number
- Guest's First Name
- Guest's Last Name
- Guest's Last 4 digits of Social Security number (SSN#)
- Guest's Date of Birth

(**NOTE: guest registration information must match FEMA's records exactly when submitted or the guest may not be found in the database. For assistance or to confirm guest qualification, please contact the ELA Lodging Support Center at 1-866-545-9865**)

- Click **SUBMIT**

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GUEST QUALIFICATION & CHECK-IN

- All qualified guests requesting lodging must provide a valid, government-issued photo ID (for example, a current state issued driver's license) at check-in
- Make a copy of the guest's photo ID for proof of verification
- Obtain a signed-and-completed **ELA Terms and Conditions Form** from the guest. The form is printed by the property and is found by clicking on the **Program Information** menu **(NOTE: updates regarding FEMA guests' qualification periods are reviewed in the Guest Alerts section of the *My*ELA page)**
- Check the following boxes as appropriate:
- "I have collected identification for this guest…"
- "I have collected a signed and completed (by the guest)…"
- "I agree to comply…"
- Click **Check In** to proceed with the guest's check in process

If the guest is unable to provide a valid, government-issued photo ID, click **Cancel** to end the check-in session

Guest Room Assignment
Guest: ELA986 TEST986

Remove This Guest

The following rooms are approved for this guest:
(You can only check in one room at a time)

Available Rooms	Room Qualification Dates	Options
1	07/31/2007 - 08/15/2007	Check In

Available Rooms	Room Qualification Dates	Options
2	07/31/2007 - 08/15/2007	

- After guest qualification, complete the check in process via the **Guest Room Assignment** screen

The **Guest Room Assignment** screen displays the guest's authorization information (including ELA eligibility period and rooms available)

Guest Room Assignment
Guest: ELA611 TEST611

Remove This Guest

The following rooms are approved for this guest:
(You can only check in one room at a time)

Available Rooms	Room Qualification Dates	Options
1	07/30/2007 - 08/15/2007	Check In

Scroll down to submit this information.
Folio Number*

Room Number*

Check In Date *
07/30/2007
Any Special Needs Requirements (Optional)
☐ Elderly
☐ Health
☐ Disabled
☐ Other _____ Please Specify
Daily Room Rate (Including Occupancy Tax)*
$ 0 (No $ Signs)
Daily Tax Amount
$ 0 (Sales Tax - No $ Signs)
Total Daily Rate:
0.00
SUBMIT >>

- Click **Check In** to assign the guest a room
- Enter the requested room information in the fields provided
- Hotels may enter UP TO the regular RACK room rate and taxes for the assigned room.
- Click **SUBMIT**
- CLC's ELA website immediately alerts hotels of daily room charges that exceed the program's overage threshold as determined by FEMA for the specificdisaster

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The following rooms are approved for this guest:

(You can only check in one room at a time)

Available Rooms	Room Qualification Dates	Options
1	09/28/2013 - 09/28/2013	Check In

The room charges (Daily Room Rate + Daily Tax Amount) entered exceed the maximum allowed under this program by $98.90.

Please adjust your daily rate(s) on the form below and click Submit.

- Qualified guests are responsible for paying any amount exceeding the program's overage threshold

(**NOTE: hotels/lodging providers are responsible for collecting any overage amount from the guest**)

- If this happens, the hotel re-enters the adjusted guest room assignment information when prompted

Guest Room Assignment ? HELP

Guest: ELA986 TEST986

The following rooms are approved for this guest:

(You can only check in one room at a time)

Available Rooms	Room Qualification Dates	Options
1	07/31/2007 - 08/15/2007	Check In

Room 55 Edit This Check In

Status: CHECKED IN	Date In: 07/31/2007
Folio Number: 15a	Date Out: ---
Billed From: ---	Billed Through: ---
Allowed Daily Room Rate: $0.00	Allowed Daily Tax Amount: $0.00
*This is the amount FEMA will pay	Allowed Total Daily Rate: $0.00 *

Cancel Check In

Check Out

- After completing the guest's check- in, the ELA website allows hotels to:
- Edit the guest's Check In
- Cancel the guest's Check In
- Check Out the guest

(**NOTE: refer to the User Guide Guest Summary section for instructions with these options**)

- If applicable, click **Check In** to assign an additional room for the guest or **Cancel Check In** as needed
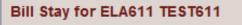
SUBMIT BILLING

Guests Available for Billing ? HELP

Guest Name	Folio #	Room #	Check-in Date	Qualified Through	Billed Thru	Options
ELA611 TEST611	100	1408	07/30/2007	01/31/2008	---	BILL >>

Bill Stay for ELA611 TEST611 ? HELP

Guest

ELA611 TEST611

Folio Number

100

Room Number

1408

Billing From Night Of:

07/31/2007

Billing Through Night Of:

07/31/2007 ▾

○ Check this guest out? (The check out date will be: 08/01/2007)
⊙ Guest is not checking out at this time.

SUBMIT >>

- To begin the billing process, hotels must first qualify and check-in the guest

(**NOTE: refer to the User Guide Guest Qualification & Check-in for further instructions**)

- Click **Submit Billing** on the navigation bar to access the **Guests Available for Billing** screen

- The **Guests Available for Billing** screen displays an overview of all guests checked into the hotel
- Hotels have the flexibility to either partially bill for ELA guest stays or complete final billing at their convenience

NOTE: Each guest stay can only be billed once per day)

- Under **Options**, click the **BILL** button to issue a bill for the guest's stay

- On the **Bill Stay** screen, enter all applicable information in the fields provided, including opting to either check out the guest or leave checked in, based on their in-house status
- Click **Submit**

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GUEST SUMMARY

- **Guest Summary** provides an overview of the guest history for your property

- Click **Guest Summary** on the navigation bar to access a summarized view of guests registered with your property

- The Guest Summary screen offers an assortment of options. To access these options, perform the following:
- Click **DOWNLOAD FILE** to obtain an Excel™ spreadsheet of the property's entire guest summary file
- If applicable, click **VIEW ALERTS** to access guest specific account updates
- Click **DETAILS** under the **Options** column to access a detailed view of the guest's profile

GUEST SUMMARY (CONTINUED)

Guest Detail   **? HELP**

Guest: ELA986 TEST986

The following rooms are approved for this guest:

(You can only check in one room at a time)

Available Rooms	Room Qualification Dates	Options
1	07/31/2007 - 08/15/2007	**Check In**

Room 55 (Edit This Check In)

Status: CHECKED IN   Date In: 07/31/2007

Folio Number: 15a   Date Out: ---

Billed From: ---   Billed Through: ---

Allowed Daily Room Rate: $50.00   Allowed Daily Tax Amount: $1.50

This is the amount FEMA will pay   Allowed Total Daily Rate: $51.50

Cancel Check In

Check Out

- The **Guest Details** screen provides an overview of the guest's check-in information

- If applicable, the **Guest Details** screen displays additional rooms available for the guest
- If necessary, click **Check In** to assign an additional room for the guest.
(NOTE: refer to the User Guide Guest Qualification & Check-in section for further instructions)

- If necessary, click **Edit This Check In** to access the **Edit Room** screen

- If necessary, click **Cancel Check In** to void the guest's check in from your hotel registry

- If necessary, click **Check Out** to access the guest's **Check Out** screen. In most cases, it is best to submit final billing at the same time as checking out guests.

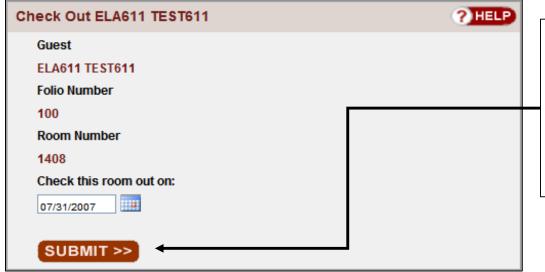**(NOTE: refer to the User Guide Submit Billing section for further instructions)**

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Edit Room
Guest:
ELA986 TEST986
Folio Number*
15a
Room Number*
55
Check In Date *
07/31/2007
Any Special Needs Requirements (Optional)
☐ Elderly
☐ Health
☐ Disabled
☐ Other _____ Please Specify
Daily Room Rate (Including Occupancy Tax)*
$ 65 (No $ Signs)
Total Applicable Daily Tax Amount
$ 5 (Sales Tax - No $ Signs)
Total Daily Rate:
$70
SUBMIT >>

- The **Edit Room** screen allows lodging partners to revise a guest's check-in information
- Enter the revised guest check-in information in the fields provided
- Click **SUBMIT** to complete the revised guest check in process

Check Out ELA611 TEST611 ? HELP

Guest
ELA611 TEST611
Folio Number
100
Room Number
1408
Check this room out on:
07/31/2007

SUBMIT >>

- The **Check Out** screen allows properties to check out a guest
- Enter the check-out date in the field provided
- Click **SUBMIT** to complete the guest check out process.
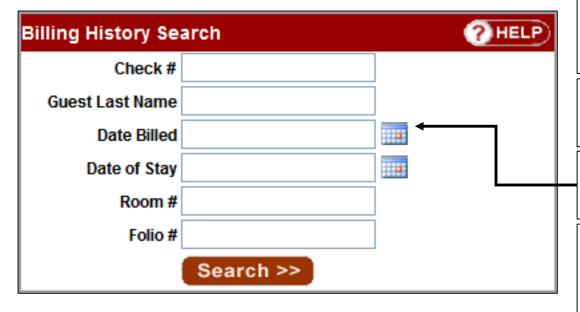- Hotels must submit guest billing in order to receive payment

(NOTE: refer to the User Guide Submit Billing section for further instructions)

BILLING HISTORY

Billing History Search

Check #	
Guest Last Name	
Date Billed	
Date of Stay	
Room #	
Folio #	

Search >>

Billing History

The information below is available for download: **DOWNLOAD FILE**

Guest	Folio #	Room #	Billed Nights of Stay	Total Billed	Total Paid	Billed Date	Check #	Check Date	Status	Actions
ELA611 TEST611	100	1408	7/30/2007 - 7/30/2007 (1 Nights)	$0.00	$0.00	7/31/2007			VOIDED	DETAILS
ELA611 TEST611	100	1408	7/30/2007 - 7/30/2007 (1 Nights)	$82.50	$0.00	7/31/2007			BILL SUBMITTED	DETAILS VOID

- **Billing History** provides an overview of all submitted billings. Detailed views of guest billings and payment inquiries are available for convenient recordkeeping

- Click **Billing History** on the navigation bar to access a summarized view of a property's historical billing record

- The **Billing History Search** dialog box allows user to customize their search

- The **Billing History** screen offers an assortment of options. To access these options, perform the following:
- Click **DOWNLOAD FILE** to obtain an Excel™ spreadsheet of the property's entire guest billing file
- If applicable, click **VOID** under the **Actions** column to cancel the guest billing
- Please contact CLC via the ELA Program Lodging Support Center (1-866-545-9865) for instructions on how to **ADJUST** billing for guest stays which reflect status of PROCESSED
- Click **DETAILS** under the **Actions** column for a detailed view of the guest billing

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BILLING HISTORY

Bill History Detail	? HELP
Guest	**Qualification End Date**
ELA611 TEST611	01/31/2008
Folio Number	**Billed Date**
100	07/31/2007
Room Number	**Billed Period**
1408	07/30/2007 - 07/30/2007
Total Billed	**Total Paid**
$82.50	$82.50

Check Info

Date	Amt Billed	Amt Paid	Check #	Check Date
07/31/2007	$82.50	$82.50	85476	08/02/2007

<< Back

- The **Bill History Detail** screen displays:
- The guest's qualification end date, room information, and cumulative rates
- Complete itemized history of all billings submitted for the guest
- Click **Back** to return to the **Billing History** screen

- Thank you for your participation with the Emergency Lodging Assistance (ELA)Program
- For additional questions, the ELA Program Lodging Support Center can be reached by phone at **1-866-545-9865** (Monday through Friday, 8 a.m. to 5 p.m. CST) or by email at **femahousing@clclodging.com**

HOTEL PAYMENT PROCESSIONG INSTRUCTIONS

ELA Virtual Card Payment Program!

- You will receive a remittance advice and a MasterCard account number via email each time we have approved a payment to you.

- You will be issued a 6-digit prefix you will need to retain for all future payments.

- You will receive an email notification of payment for listed invoices with a unique 10-digit number.

- Combine the 6-digit prefix with the unique 10-digit number to create your complete Mastercard account number. You will process this payment like any other credit card transaction.

- Your funds settlement will be received within 24-48 hours through your merchant processor.

- Your remittance advice will be emailed from our payment processor, Comdata. Please make sure your email system will accept messages from the following email addresses:

  payment.advisory@comdata.com, vendorenrollment@comdata.com and iconnectdata@comdata.com.

- The "Billing History" tab on your ela.corplodging.com account will have all of the details for this payment.
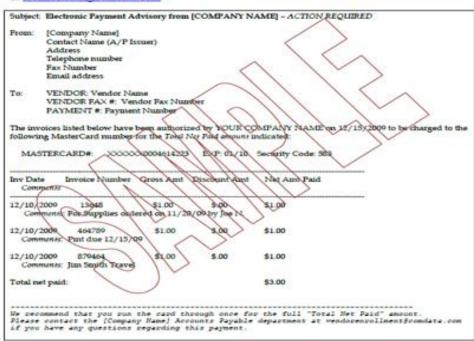
HOTEL PAYMENT PROCESSIONG INSTRUCTIONS

Example of an actual payment email notification

Note: The remittance advice will be delivered by our payment processor Comdata from the following email addresses: payment.advisory@comdata.com, vendorenrollment@comdata.com or iconnectdata@comdata.com

Subject: Electronic Payment Advisory from [COMPANY NAME] – ACTION REQUIRED

From: [Company Name]
Contact Name (A/P Issuer)
Address
Telephone number
Fax Number
Email address

To: VENDOR: Vendor Name
VENDOR FAX #: Vendor Fax Number
PAYMENT #: Payment Number

The invoices listed below have been authorized by YOUR COMPANY NAME on 12/15/2000 to be charged to the following MasterCard number for the Total Net Paid amount indicated:

MASTERCARD#: XXXXXXX0004614223   EXP: 01/10   Security Code: 589

Inv Date	Invoice Number	Gross Amt	Discount Amt	Net Amt Paid
12/10/2000	13048	$1.00	$.00	$1.00
Comments: For Supplies ordered on 11/20/09 by Joe N.				
12/10/2000	464789	$1.00	$.00	$1.00
Comments: Pmt due 12/15/09				
12/10/2000	870464	$1.00	$.00	$1.00
Comments: Jim Smith Travel				
Total net paid:				$3.00

We recommend that you run the card through once for the full "Total Net Paid" amount. Please contact the [Company Name] Accounts Payable department at vendorenrollment@comdata.com if you have any questions regarding this payment.

MasterCard Acceptance Rules: Please note that if you currently accept payments via MasterCard from any other commercial (non-consumer) customers, you are required to accept card payments from all customers who wish to pay via MasterCard, regardless of invoice size or frequency. Accepting MasterCard payments from some customers and not others is a direct violation of the "Honor All Cards" rule in your MasterCard agreement. See sections 5.10.1 and 5.11.3 or contact your card processor for details. For additional information on processing Comdata MasterCard payments, visit www.comdata.com/vendors.