Online Account User Guide

ELA.CORPLODGING.COM

As of today, January 16, 2012, all ELA activations have been completed and all guests have been checked out of their hotels. A final review of all data was completed by USA-USA, and the final report has been delivered to FEMA.

If you need assistance with your hotel stay, please contact FEMA at 1-866-545-9865 or visit ELA.CORPLODGING.COM. Contact details are available on the website.

Thank you for choosing to participate in the ELA program.

FEMA
Emergency Lodging Assistance
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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)
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.
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.
The Hotel Confirmation 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.
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)**

The following information is optional, but we encourage you to complete the form. You can return and edit this information at a later time.

<table>
<thead>
<tr>
<th>Hotel Internet Address:</th>
<th>Does hotel comply with the Americans with Disabilities Act of 1990?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>○ Yes ○ No ○ NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year of last complete guest room renovation:</th>
<th>Self-service laundry on-site:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>○ Yes ○ No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total number of non smoking rooms (including suites):</th>
<th>Ownership Company:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
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<table>
<thead>
<tr>
<th>Management Company:</th>
<th>Is your property certified by the National Minority Supplier Development Council?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>○ Yes ○ No ○ NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lodging tax: (If not applicable, enter 0)</th>
<th>Lodging tax: Percent or fixed amount?</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Do not enter a decimal for % entries)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State tax: (If not applicable, enter 0)</th>
<th>State tax: Percent or fixed amount?</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Do not enter a decimal for % entries)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City tax: (If not applicable, enter 0)</th>
<th>City tax: Percent or fixed amount?</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Do not enter a decimal for % entries)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Occupancy tax: (If not applicable, enter 0)</th>
<th>Occupancy tax: Percent or fixed amount?</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Do not enter a decimal for % entries)</td>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Free Continental breakfast:</th>
<th>Restaurant on site:</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ Yes ○ No</td>
<td>○ Yes ○ No</td>
</tr>
</tbody>
</table>

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

- 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
- From the MyELA 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).

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

- Updates regarding FEMA guests’ qualification periods, including extensions or terminations of assistance, are reviewed in the Guest Alerts section of the MyELA page.

- 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.
PROPERTY INFORMATION UPDATES

The Hotel Edit Information screen allows participating lodging providers to make any necessary changes to their contact information.

- Review the contact information and revise as needed.
- Click SUBMIT to confirm the changes.
GUEST QUALIFICATION & CHECK-IN

- 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**
GUEST QUALIFICATION & CHECK-IN (CONTINUED)

- 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 MyELA 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 QUALIFICATION & CHECK-IN (CONTINUED)

- 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).

- 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 specific disaster.
GUEST QUALIFICATION & CHECK-IN (CONTINUED)

- 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

- 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

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
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)

- 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.)
GUEST SUMMARY (CONTINUED)

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.

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 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.
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