

## Engine FAQs

### 1) [Who is Engine?](#)

Engine, formerly HotelEngine (HE), is a Wyndham GSO partner who attracts and services over 30,000 small to mid-size corporate and other project related accounts. These accounts are typically unmanaged travel accounts whose needs fit well within our portfolio of hotels, especially in the economy and mid-market segments. The Engine booking platform is used by 700,000+ travelers to book business, leisure & group travel.

### 2) [Who are Engine's customers?](#)

Some of Engine's largest accounts include: local governments such as the State of Texas; infrastructure accounts such as construction companies, transportation, crew accounts; long-term-stay customers such as traveling nurses, etc.

### 3) [Why do these customers work with Engine?](#)

Engine offers:

- Support for unmanaged travel (they only handle hotel bookings)
- Easy booking tools, company consolidated reporting and manage travel spend
- Discounted rates and rewards which can help their customers save money
- Extended stay and group booking support
- **Direct Bill Solutions:** one invoice, line of credit, central folio access, expense reconciliation

### 4) [How can I work with Engine?](#)

**[Mandatory Programs:](#) Hotels are automatically enrolled – no action required**

<u>Rate Plan Name</u>	<u>Rate Plan</u>	<u>Discount</u>	<u>Commission</u>	<u>Notes</u>
Brandwide Discount	SCN6	-20%	No	Mandatory GSO Program
Extended Stay Rates	SM1	-15%	SM1/SM3: 10%	Bookings must meet the minimum length-of-stay requirements.
	SM2	-18%	SM2/SM4: No	
	SM3	-20%		
	SM4	-22%		
TMC Consortia Rate	SVC2	-5%	10%	Price Compare Functionality

**[Optional Programs:](#) Hotels must take action if they wish to participate in the following programs:**

<u>Rate Plan Name</u>	<u>Rate Plan</u>	<u>Discount</u>	<u>Commission</u>	<u>Notes</u>
Engine Negotiated Rate	LFY4	Variable, -21%+	No	Activate through GSO Account Director. See details below.
State of Texas Rate Program	LF01	Flat Rate at/below Government Per Diem	10%	Annual RFP for hotels located in Texas must be completed/approved
TMC Consortia Promo Rate	SVCP	Variable, -10% to -20%	10%	Activate through MyRequest. See details below.

**\*Engine Negotiated Rate (LFY4):** If you want to offer a deeper discount to help attract more business and/or shift share, you can offer a customized discount via the Engine Negotiated rate plan **LFY4**. If you want this rate plan enabled, you or your Revenue Manager must send an email to [hubert.tupay@wyndhamhotels.com](mailto:hubert.tupay@wyndhamhotels.com) with the discount level, and if it should be loaded at LRA or NLRA. Rates will be loaded ROH (against all room types) unless specified differently.

Engine market managers are known to contact hotels directly to discuss the various marketing opportunities they offer and how you could earn more business by discounting your rates. Some of our closest competitors, participate with Engine at higher discount levels (around 25%). It is at your discretion if you would like to participate in this **LFY4** rate program. Rates can be fully yielded as needed.

**\*\*TMC Consortia Promo Rate (SVCP):** You have the option to load the SVCP Promo rate plan to utilize as part of your strategy to attract more TMC Consortia business during need periods. As part of the ABC/CCRA consortia, Engine would have access to this rate plan when you make it available. Click [here](#) for more information on TMC Consortia (navigate to applicable section). If you would like to have the SVCP rate plan loaded, please open a ticket with MyRequest. SVCP is part of the Price Compare functionality and therefore will display the lowest available promotional rate when promotional rates are open/available.

## 5) [How does Engine book my hotel?](#)

- Engine books directly via the GDS under the rate plans listed above.
- Engine may book via an OTA site if they find a rate lower than what is provided under the rate plans listed above. We therefore recommend you do not offer any special/exclusive rates to these third parties, as it is a more expensive channel for hotels.
- All bookings are paid via a VCC (Virtual Credit Card). VCC payments are virtually risk-free, and you will get paid following your hotel's standard credit card procedure. You will receive a fax with the appropriate VCC and guest information. Please charge Room and Tax (and Incidentals if specified) to the Virtual Card listed on the reservation. Contact Engine Member Support Service at 1-855-567-4683 or [support@engine.com](mailto:support@engine.com) with any questions regarding a VCC.
- Rates booked via the GDS are Wyndham Rewards points eligible.

For further questions please contact Hubert Tupay (Strategic Account Director) Wyndham Global Sales at [Hubert.tupay@wyndham.com](mailto:Hubert.tupay@wyndham.com).