Troubleshooting: Room Rate Changes Not Always Imported Correctly Into E2

Issue

Users who select some non-FedRooms hotel options, where the room rate changes during the stay, are not seeing the changing room rate accurately reflected in the Lodging Expenses window when the reservation is associated with a trip.

Cause

This issue will occur when a user selects a hotel room from the online booking tool that includes an asterisk (*) to the right of the room rate.
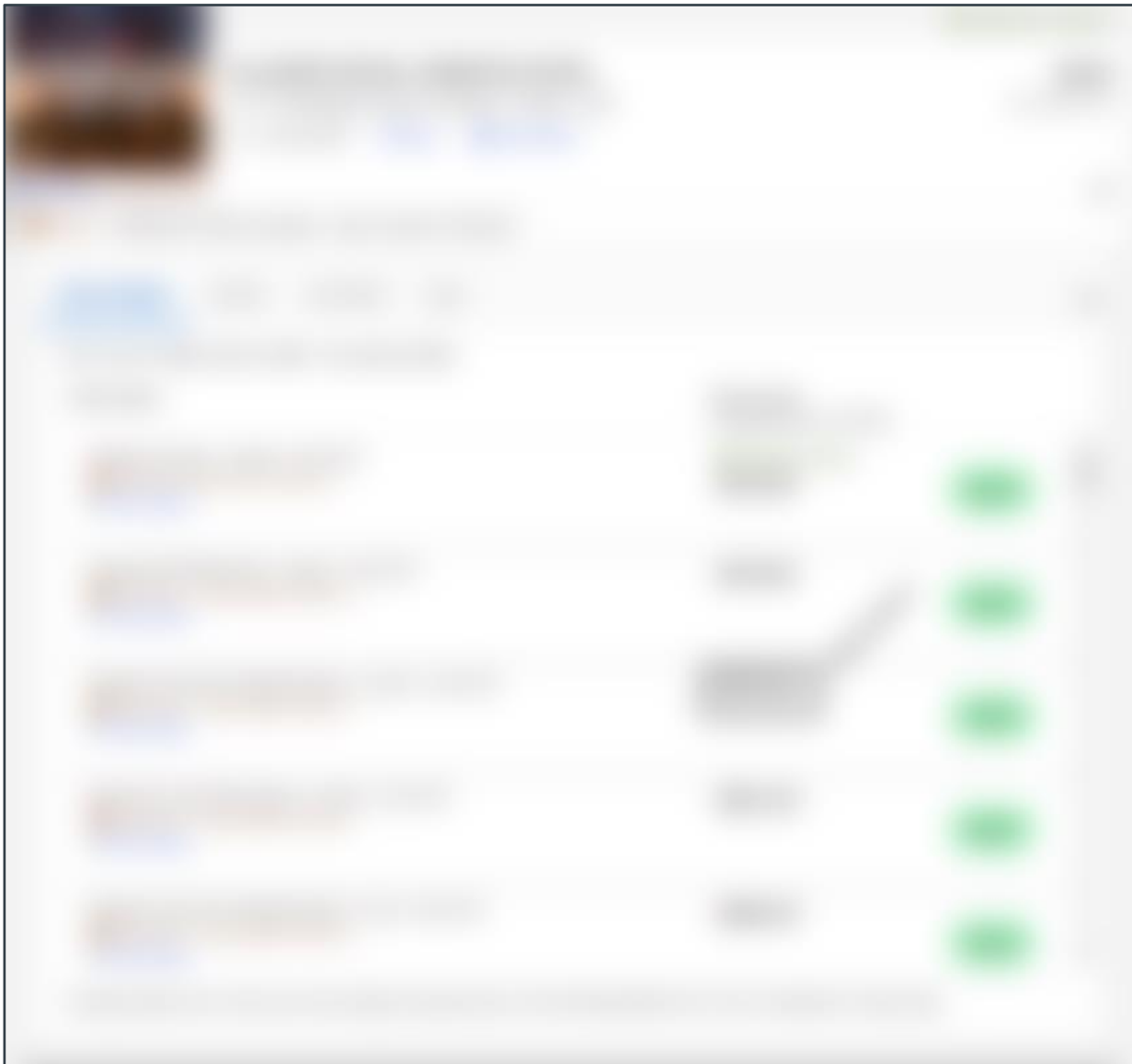

Figure 1: E2 Online Booking Tool — Room Rate with Asterisk

The asterisk (*), as explained at the bottom of the **Room Rates** tab, indicates the rate displayed for the room is only an average nightly rate and the room rate changes at least once over the duration of the traveler's anticipated stay.

Clicking the **+ Rate details** link for the room displays the "Rate details and cancellation policy" window, which provides a full breakdown of the different rates the traveler will be charged for each night.

Figure 2: Rate Details and Cancellation Policy window

When the reservation is booked and associated with a trip in E2 Solutions, the differing room rates are not reflected correctly in the Lodging Expenses window. Instead, E2 applies one of the rates from the booking to all days of the trip, which results in inaccurate lodging expenses that do not match the reservation.

In the following figure, E2 has applied the most expensive room rate from the "Rate details and cancellation policy" window (*Sep 13 – Sep 14 : 323.73 USD per night*) to the **Amount** field for each trip day.

NOTE: *The rate chosen seems to differ by agency. Some offices have seen the most expensive rate selected, while others have reported the system selecting the rate from the first night of the trip.*

Figure 3: E2 Solutions — Lodging Expenses window

Resolution

E2 recognizes the difficulty that can arise when lodging expenses are not accurately reported, and offers the following recommendations for troubleshooting this issue as further research is performed.

1: Book FedRooms

As the government's preferred hotel program, FedRooms properties and rates should always be the first choice when making hotel reservations. FedRooms offers:

- Competitive rates at or below per diem
- Cancellation policy of 4:00 p.m. or later on the day of arrival for the U.S. and 24 hours or less for international locations
- No additional fees
- FEMA-certified and ADA-compliant properties within the U.S. and U.S. territories

FedRooms properties are identified at the top of each hotel card on the "Select a hotel" page in the online booking tool, and FedRooms rates are typically the first listed on the **Room Rates** tab when the drawer is expanded.
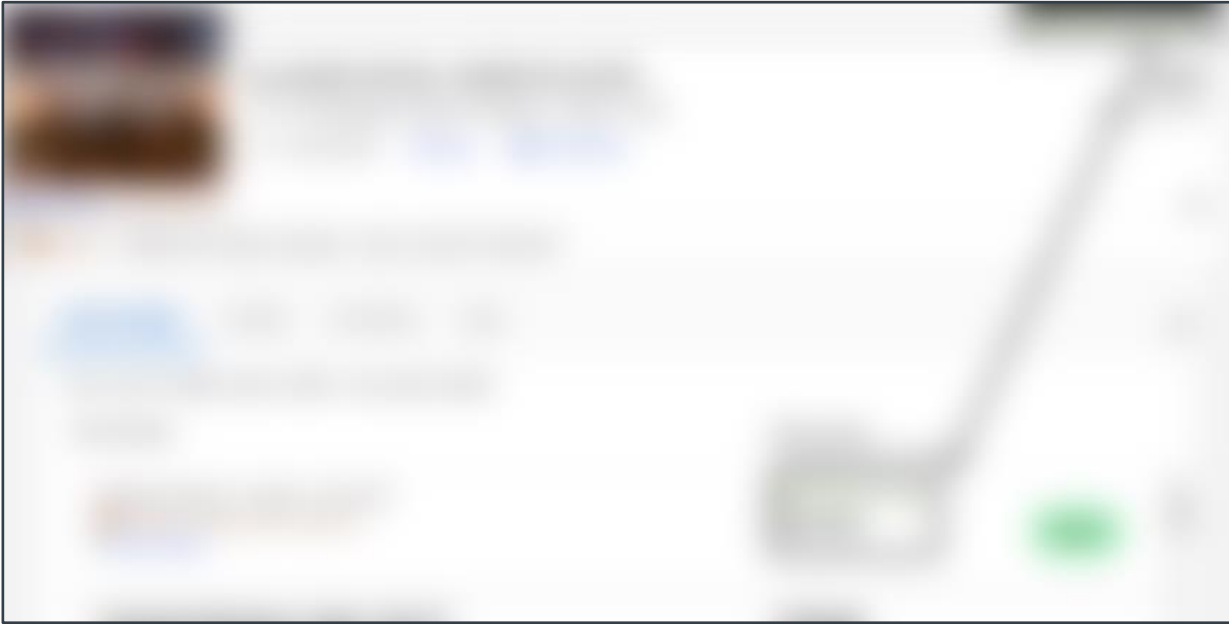
Figure 4: E2 Online Booking Tool — Identified FedRooms property and rates

2: Look for Other CWTSato or Published Rates

The **Room Rates** tab for each hotel lists all available rooms and rates that meet your travel criteria at the location. If a FedRooms property and/or rate is unavailable or does not meet the traveler's needs, look for other CWTSato-negotiated rates or rates published by the property specifically for government travelers.

These rates will not have the FedRooms identifier above them, but they will also not have an asterisk to the right of the amount, indicating you can be sure of the displayed rate for the duration of the traveler's stay.
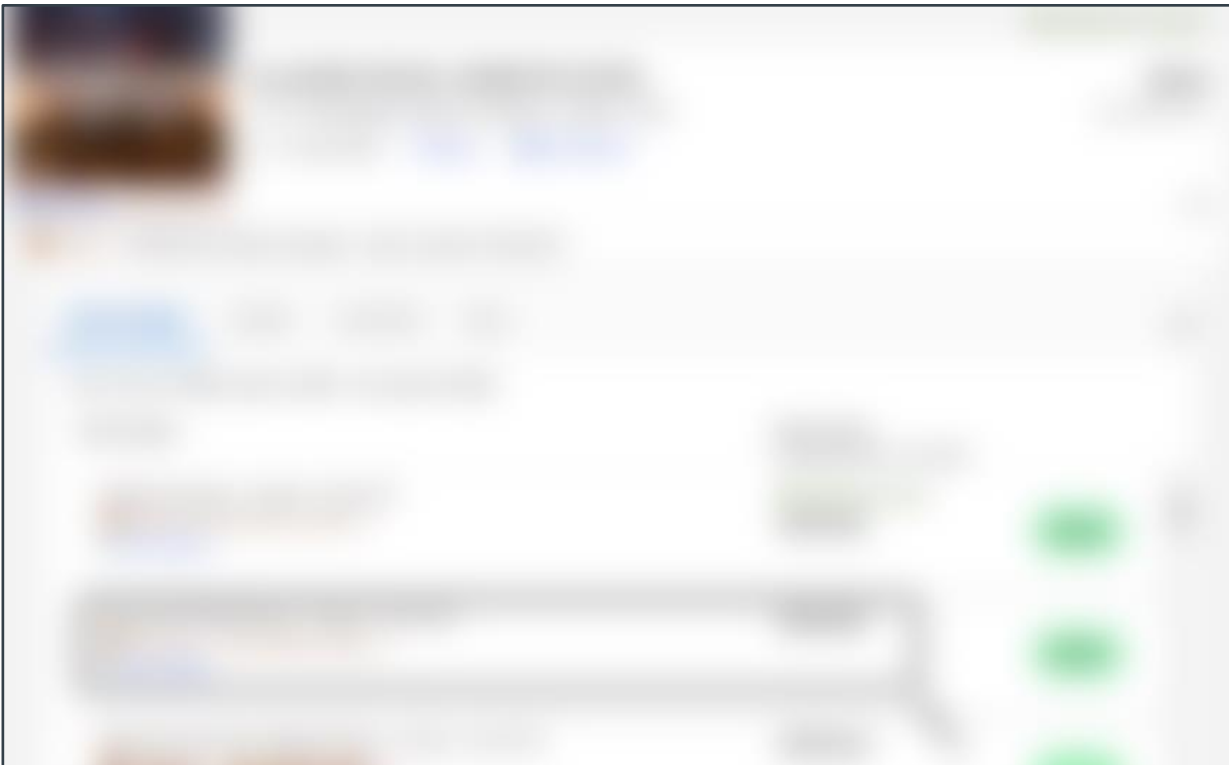

Figure 5: E2 Online Booking Tool — Non-FedRooms rate, no asterisk

3: Record the Changing Rates in E2 Solutions

If you must select a hotel room that includes an asterisk to the right of the rate, indicating the rate changes during the traveler's stay, complete the following steps — during and after the booking process — to be certain the accurate rates are included in E2 Solutions.

1. <u>Before</u> selecting the room in the online booking tool, click the **+ Rate details** link for that room.
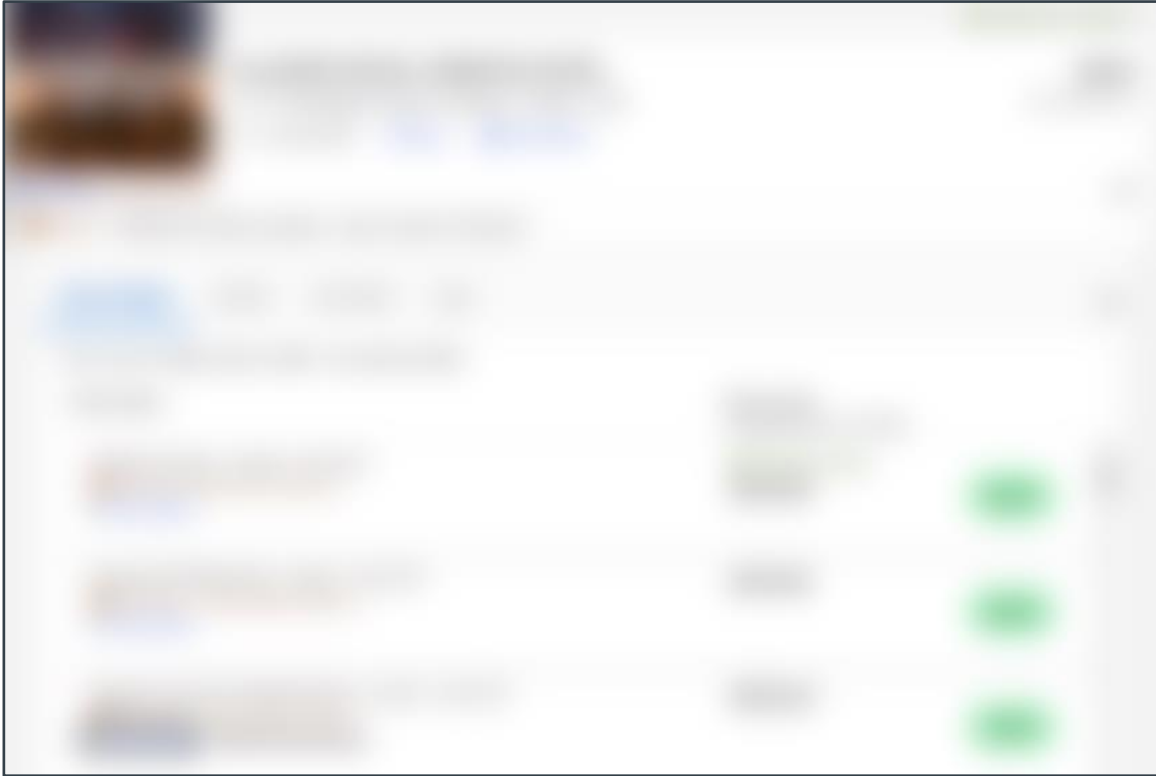

Figure 6: E2 Online Booking Tool — "+ Rate details" link

2. When the "Rate details and cancellation policy" window displays, make note of the full rate breakdown for the trip (e.g., write it down, take a screen shot, etc.).

Figure 7: E2 Online Booking Tool — Rate breakdown

3. Close the "Rate details and cancellation policy" window, click the **Select** button, and continue with the reservation.
4. When you return to E2, create an authorization for the reservation or add it to an existing trip.
5. Access the authorization's Expenses page and click the **Modify** link for the Lodging expense. This displays the Lodging Expenses window.
6. Using the rate breakdown from the online booking tool, enter the different rates in the Lodging Expenses window for the appropriate days.
    a. If the actual hotel rate will exceed the per diem rate, change the **Reimbursement Type** field for each impacted day to *Actual*.
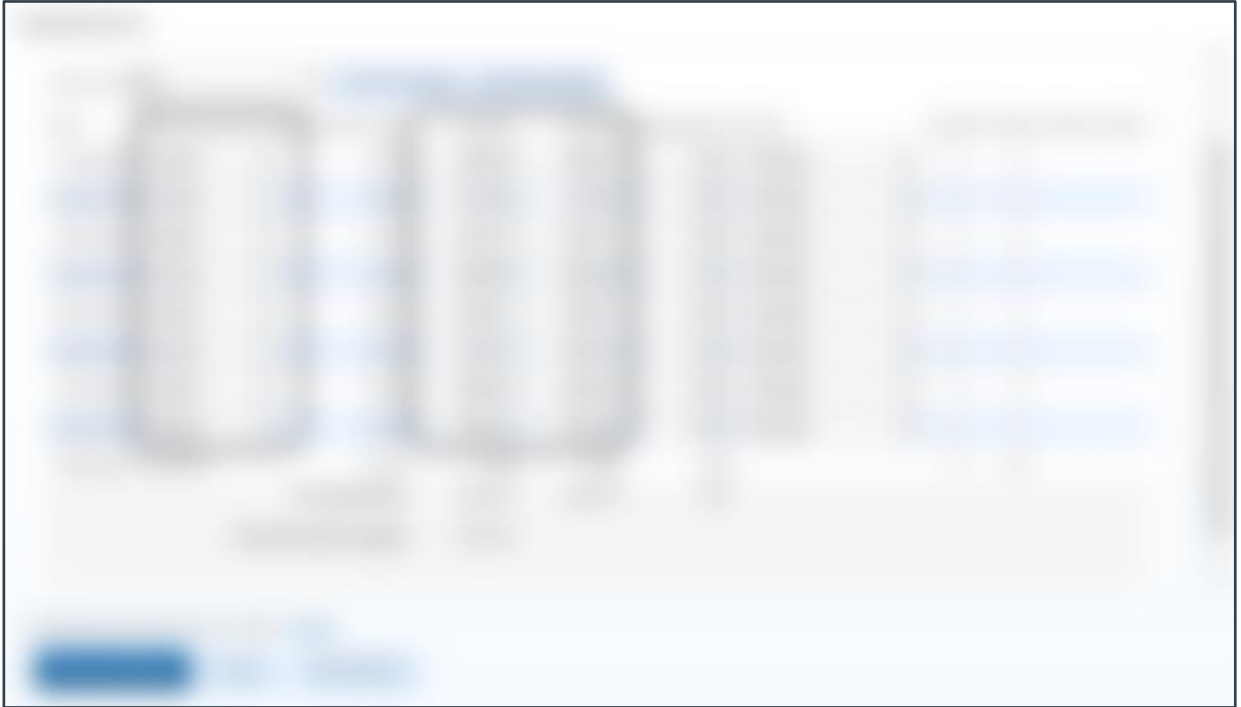   b. Enter the rate for each day in the **Amount** and **Allowed** fields.

Figure 8: E2 Solutions — Updated Lodging Expenses window

7. Click the **Save and Close** button to save your changes.