Comdata Hotel Network Program Frequently Asked Questions (FAQ)

1. **What is the Comdata Hotel Network Program?**

   By partnering with sister company CLC Lodging, Comdata has developed a new program that allows Comdata Proprietary customers to use their fuel cards for hotel stays. As part of the partnership, customers are guaranteed a minimum of 20% savings off network hotels' lowest published rates. Currently, the Comdata Hotel Network contains over 12,000 hotels in the U.S. and Canada. This program is intended to ease the hotel booking and payment process for customers by providing discounted rates and the ability to pay hotel expenses from existing Comdata fuel cards.

2. **What exactly are the benefits to me and my company?**

   By enrolling in the program, your company can enjoy a number of benefits, including:

   - Reduced hotel spend with a guaranteed minimum of 20% off hotels' Lowest Published Rates, backed by a lowest rate guarantee

   - Ability to pay for hotel stays using existing Comdata fuel cards, alleviating the need to carry cash or reimburse personal credit cards

   - A convenient Comdata mobile app that locates nearby hotels and network rates

   - Improved management of hotel spend, with visibility through standard reporting in iConnectData's reportQ and the convenience of charges displayed on existing invoices

   - 24/7 driver travel support

3. **How many hotels are included in the Comdata Hotel Network?**

   The Comdata Hotel Network contains over 12,000 hotel chains nationwide, such as Holiday Inn, Hampton Inn, EconoLodge, Best Western, Super 8, and many more. Over 70% of these locations contain truck and trailer parking for over-the-road vehicles. Hotels range from independently owned, to midscale, upper midscale, and economy sizes.

4. **How do I enroll?**

   To enroll in the Comdata Hotel Network program, you must abide by the terms and conditions sent to you through either standard mail or email. Upon enrollment, you will also receive a CLC merchant location code (CL101), which can be used to identify hotel transactions on your invoices.

5. **How does the program work?**

   Once enrolled in the program, instruct your cardholders to download the Comdata Hotel Network mobile app on either their iPhone or Android smartphone. To use the app, they must enter the last 5-digits of their Comdata card number and their full employee number/driver ID on file with Comdata. The app contains three options: **Hotel Search**, **Favorites**, and **CLC ID Card.**

   - **Hotel Search** allows cardholders to search for all hotels in the Comdata Hotel Network. Cardholders can filter their search by hotel amenities, such as truck parking, high-speed internet, breakfast, and CheckINN Certified hotels. Cardholders can also sort their search results by distance from their current location and cheapest rates.

   - **Favorites** contains all of the cardholder's favorite hotels. Each hotel located by the app's Search feature can be favorited, which helps cardholders quickly find their preferred hotels without searching.

   - **CLC ID Card** is a card image that the cardholder can present to the hotel clerk at check-in if the clerk does not immediately recognize the Comdata card as a form of payment.

6. **How does the cardholder check in and check out of the hotel?**

   - **Check-in**
     Cardholders can make reservations before checking in by calling hotels directly using the **Call Hotel** button in the mobile app. Reservations are recommended to ensure room availability, but not required.

     When making reservations, cardholders should inform the hotel they are booking with the Comdata Hotel Network program. If the hotel does not recognize the program, cardholders can state that the program is backed by CLC Lodging and the CLC Lodging rate. This will ensure they receive the correct discounted rate. Also, cardholders should ask for a reservation confirmation number and keep it secure.

     At check-in, the cardholder presents their Comdata card and the CLC ID Card image (**optional**). If the hotel clerk is unsure how to process a Comdata card, the cardholder can instruct them to swipe the card as they would a CLC Lodging CheckINN Card into their WebCheckINN system. Hotel clerks can also enter the card number under Guest Check-In on the CLC Lodging hotel web portal in cases where the card swipe is not working.

   - **Check-out**
     The cardholder should check out at the front desk and obtain a Length of Stay folio (receipt) if they have not done so. If they leave early without checking out, your account will be billed for the entire planned stay.

   - **Billing**
     Lodging cost and fees will be deducted from your account's purchase limits and your company will be billed according to your standard invoice cycle.

7. **Can the Comdata card be used to pay for amenities or any additional costs to the hotel room?**

    No, the Comdata Hotel Network program's discounts apply to only room charges and taxes. Additional costs (pets, room beverages, movies, etc.) must be paid by another form of payment other than the Comdata card.

8. **What is a CheckINN Certified hotel?**

    CheckINN Certified hotels are hotels designated and recognized as being in compliance with and utilizing best practices in servicing Comdata guests. Examples include timeliness and accuracy of billing, as well as use of the electronic billing portal for billing eligible stays and room rate data.

9. **What is the Lowest Rate Guarantee program?**

    The Comdata Lowest Rate Guarantee is a feature of the Comdata Hotel Network program available to all participants using their Comdata card. If a cardholder uses their card for a stay and finds a qualifying rate lower than the Comdata discounted rate for the same hotel, dates of travel, number of guests, standard room, and currency type, you will receive a credit to your account for the difference between the two rates. You will also receive a $30.00 credit for bringing the lower rate to Comdata's attention.

10. **What if the hotel is in a blackout period for the requested reservation dates?**

    In rare instances, some network hotels may have blackout dates (times of the year when a hotel does not offer discounted rates to Comdata guests). Hotels will inform cardholders if they are in a blackout period or not. In this event, cardholders will need to search for another hotel.

11. **What if my cardholder does not have a smartphone?**

    Cardholders can call Comdata Customer Service at 1-800-741-2777, 24 hours a day for hotel directory and rate assistance. Select the "Hotel" menu option when calling this number.

12. **Where can I see charges billed for Comdata Hotel Network hotels?**

    All hotel transactions will display on your existing Daily Fuel Invoice. The transaction can be identified by your CLC merchant location code (CL101). ***Note that Comdata's existing hotel product code fee of $1.00 will be applied per transaction. The fee will be visible on the invoice.***

13. **What if a hotel does not accept the Comdata card, even though I participate in the program? Or what happens if a card is declined at the swipe?**

    We understand that some hotels may not be familiar with the Comdata Hotel Network program. Ensure that the cardholder does not pay for the hotel directly, and inform them to contact Comdata Customer Service at 1-800-741-2777 and select the "Hotel" menu option. We will speak with the hotel on your behalf to help the cardholder get checked in.

    Customer Service can also validate a card's status if the card is declined at the swipe.

14. **What if the rate does not match the amount quoted over the phone and/or on the folio?**

    The rate displayed in the mobile app is always the amount your cardholder will pay. Typically, hotels will not have access to negotiated rates in the Comdata Hotel Network, therefore there can be a different rate on the folio or quoted by a hotel staff member. As stated, the rate displayed in the app will always be the final amount invoiced, and Comdata will ensure this amount is accurate.

15. **Can I limit the hotels in the Comdata Hotel Network for my cardholders?**

    No, your cardholders can access any hotel in the Comdata Hotel network. If there are hotels you wish not to do business with, please communicate this information directly with your cardholders.

    However, you can place limits on cardholder hotel spending at the product level.

16. **Who can I contact for issues or more information on the program?**

    You and your cardholders can always contact a Comdata Customer Service Representative at 1-800-741-2777 (select the "Hotel" menu option) for any issues, such as, but not limited to:

    - Billing and invoice errors
    - Card declines
    - Check-in assistance
    - Check-out assistance
    - Additional program information