

Comdata Hotel Network Best Practices

Welcome to the Comdata Hotel Network program! As a participant, you are taking steps to save at least 20% on company expenses for hotel stays using your existing Comdata Card. Follow these best practices to take full advantage of the program.

- **Getting Started**

- Open your smartphone's app store (Apple App Store for iPhone and Google Play Store for Android). Then search for and download the Comdata Hotel Network mobile app.
- Open the mobile app and enter the last 5-digits of your card number and your full employee number/driver ID. Contact your program administrator if you do not know your employee ID/driver ID.
- Search for hotels in the app and filter your results by hotels with truck parking amenities.

- **Making Reservations**

- Call the hotel from the mobile app (**Call Hotel** button) to make reservations. Inform the hotel you are booking with the Comdata Hotel Network (or CLC Lodging rate if Comdata is not recognized). Obtain a confirmation number and keep it secure.
- Use the mobile app's **Total Charge Summary** feature to see the price charged for your length of stay. The hotel may quote a different price, but the Total Charge Summary is the actual price. *Note that Total Charge Summary does not electronically book a room!*

- **Checking In**

- If the hotel clerk does not recognize your Comdata Card as a form of payment, present the **CLC ID Card** image located in the mobile app to identify you are participating in the Comdata Hotel Network program.
- If the clerk does not understand how to swipe a Comdata card, instruct them to swipe the card as a CLC Lodging CheckINN card in the CLC terminal (not a traditional credit card terminal).
- The clerk can also enter your card number into CLC's Web CheckINN portal.

- **Checking Out**

- At the end of your stay, check out at the front desk and obtain a Length of Stay folio (receipt) if you have not done so. Hotels will not have access to negotiated prices in the Comdata Hotel Network, but will have access to negotiated CLC discounts. Therefore, the folio can be higher or lower than the Total Charge Summary in the mobile app. Always refer to the Total Charge Summary for the amount you will be billed, which will be a minimum of 20% or more below the hotel's lowest published rates.
- Lodging costs and fees will be deducted from your purchase limits.
- All charges other than room and taxes must be paid by another form of payment other than your Comdata Card.