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PROGRAM ENROLLMENT
BEFORE ENROLLING, PLEASE CALL 1-866-545-9865 TO VERIFY IF YOUR PROPERTY ALREADY HAS AN EMERGENCY LODGING ASSISTANCE ACCOUNT.

• 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 lodging provider information on the next page.

Hotels/lodging providers can identify their property via one of three convenient options:

- CLC number & CLC Check number
- Lodging provider Chain & Chain Property number
- Sabre or Worldspan number & Zip Code

Enter the applicable information in the fields provided and click Submit.

If you are unable to provide any of the above information, click Skip This to manually create your lodging provider account.
• The **Lodging Provider 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 Lodging Provider Confirmation screen allows properties to review their provided contact information.

- Review the information displayed in the Lodging Provider Confirmation section.
- Click Edit to revise any of the displayed lodging provider contact information.
- Click Submit to confirm the displayed lodging provider contact information.
• The **Lodging Provider 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.
In the optional fields provided in the Lodging Provider 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 can 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 survivors already in house).

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

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

You can view and edit contact info on the MyELA page.

To make any changes, click the Edit This Information link in the Lodging provider Information field.
• You can view and edit contact info on the MyELA page
• To make any changes, click the Edit This Information link in the Lodging Provider Information field
CLC provides ELA Program partners with instant survivor verification, authorized dates of stay and number of rooms allocated when the Check Survivor Qualification online form is completed.

- Enter or select the survivor’s Date of Checkin in the field provided, followed by 3 of the following fields:
  - Survivor’s Registration ID number
  - Survivor’s First Name
  - Survivor’s Last Name
  - Survivor’s Last 4 digits of Social Security number (SSN#)
  - Survivor’s Date of Birth

(NOTE: survivor registration information must match FEMA’s records exactly when submitted or the survivor may not be found in the database. For assistance or to confirm survivor qualification, please contact the ELA Lodging Support Center at 1-866-545-9865)

- Click SUBMIT
All qualified survivors requesting lodging must present a valid, government-issued photo ID (for example, a current state issued driver’s license) at check-in.

Obtain a signed-and-completed ELA Terms and Conditions Form from the survivor. The form is printed by the property and is found by clicking on the Program Information menu (NOTE: updates regarding FEMA survivors’ qualification periods are reviewed in the Survivor Alerts section of the MyELA page).

Check the following boxes as appropriate:

- “I have verified identification for this survivor…”
- “I have collected a signed and completed (by the survivor)…”
- “I agree to comply…”

Click Check In to proceed with the survivor’s check in process.

If the survivor is unable to present a valid, government-issued photo ID, click Cancel to end the check-in session.
After survivor qualification, complete the check in process via the **Survivor Room Assignment** screen

The **Survivor Room Assignment** screen displays the survivor’s authorization information (including ELA eligibility period and rooms available).

Click **Check In** to assign the survivor a room.

- Enter the requested room information in the fields provided.
- Lodging providers may enter UP TO the regular RACK room rate and taxes for the assigned room.
  - Lodging Providers can allocate their daily room rate and various taxes.
  - See next page for a breakdown of how for an example using the allocations for daily rate and taxes.

**CLC’s ELA website immediately alerts lodging providers of daily room charges that exceed the program’s overage threshold as determined by FEMA for the specific disaster.**
Here is an Example with the check in rate fields filled out.

This property is checking in the survivor for **Room 123** using a **Daily Rate** of **$90** Before tax.

- $5.55 for **State tax**
- $4.44 for **County tax**
- $3.33 for **City tax**
- $2.22 for **Occupancy tax**
- $0.00 for **Convention/Tourism Tax**
- $1.11 for **Misc tax** labeled as **Arena Tax**

Automatically calculated the Total Daily Taxes as **$16.65**

- **Add a Nightly Pet Fee** (If applicable).

- Automatically added nightly rate, taxes and pet fees to give the **Total Requested Daily Rate**.

- When finished click **Submit**.
CLC’s ELA website immediately alerts lodging providers of daily room charges that exceed the program’s overage threshold as determined by FEMA for the specific disaster

- Here is an example where the total requested daily rate was Over FEMA’s cap amount for the program.

Qualified survivors are responsible for paying any amount exceeding the program’s overage threshold (NOTE: Lodging providers are responsible for collecting any overage amount from the survivor)

- If this happens, the lodging provider MUST re-enter the adjusted survivor room assignment information to continue.

- Once the adjustment is accepted a confirmation pop-up will need to be accepted, by clicking I agree.
• Click on the tab **Guest Summary** to view the survivors that are currently staying / or stayed at the property.

• View a brief overview of the survivors stay, including the survivors name, qualification period, room number, folio number, daily room rate and status of the stay.

• Click **Details** next to the survivors information for more details or to edit the information.

*Please note the Daily Room Rate listed here is the **Daily Room rate without Taxes**.*
• View more details about the survivors stay.
• If there is any information that was entered incorrectly click Edit this Check in.
• Edit the fields needed and when finished click Submit.
To begin the billing process, hotels must first qualify and check-in the survivor (NOTE: refer to the User Guide Survivor Qualification & Check-in for further instructions)

Click Submit Billing on the navigation bar to access the Survivors Available for Billing screen

The Survivors Available for Billing screen displays an overview of all survivors checked into the lodging provider

Lodging providers have the flexibility to either partially bill for ELA survivor stays or complete final billing at their convenience

NOTE: Each survivor stay can only be billed once per day

Under Options, click the BILL button to issue a bill for the survivor’s stay

On the Bill Stay screen, enter all applicable information in the fields provided, including opting to either check out the survivor or leave checked in, based on their in-house status

Click Submit
LODGING PROVIDER SUMMARY

<table>
<thead>
<tr>
<th>Guest Name</th>
<th>Qualification Period</th>
<th>Room #</th>
<th>Folio #</th>
<th>Daily Room Rate</th>
<th>Status</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELA61 TEST11</td>
<td>07/31/2007 - 01/31/2008</td>
<td>1496</td>
<td>132</td>
<td>$92.10</td>
<td>CHECKED IN (07/31/2007)</td>
<td>DETAILS</td>
</tr>
<tr>
<td>ELA60 TEST90</td>
<td>07/31/2007 - 01/31/2008</td>
<td>222</td>
<td>124</td>
<td>90.00</td>
<td>CHECKED IN (07/31/2007)</td>
<td>DETAILS</td>
</tr>
<tr>
<td>ELA96 TEST906</td>
<td>07/31/2007 - 01/31/2008</td>
<td>65</td>
<td>15a</td>
<td>$91.50</td>
<td>CHECKED IN (07/31/2007)</td>
<td>DETAILS</td>
</tr>
</tbody>
</table>

• **Survivor Summary** provides an overview of the survivor history for your property

• Click **Survivor Summary** on the navigation bar to access a summarized view of survivors registered with your property

• The Survivor 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 survivor summary file
  - If applicable, click **VIEW ALERTS** to access survivor specific account updates
  - Click **DETAILS** under the **Options** column to access a detailed view of the survivor’s profile
• The **Survivor Details** screen provides an overview of the survivor’s check-in information.

• If applicable, the **Survivor Details** screen displays additional rooms available for the survivor.
• If necessary, click **Check In** to assign an additional room for the survivor.

(NOTE: refer to the User Guide Survivor 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 survivor’s check in from your lodging provider registry.

• If necessary, click **Check Out** to access the survivor’s **Check Out** screen. In most cases, it is best to submit final billing at the same time as checking out survivors.

(NOTE: refer to the User Guide Submit Billing section for further instructions)
The Edit Room screen allows lodging partners to revise a survivor’s check-in information.
- Enter the revised survivor check-in information in the fields provided.
- Click SUBMIT to complete the revised survivor check-in process.

The Check Out screen allows properties to check out a survivor.
- Enter the check-out date in the field provided.
- Click SUBMIT to complete the survivor check-out process.
- Lodging providers must submit survivor 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 survivor 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 survivor billing file.
  - If applicable, click VOID under the Actions column to cancel the survivor billing.
  - Please contact CLC via the ELA Program Lodging Support Center (1-866-545-9865) for instructions on how to ADJUST billing for survivor stays which reflect status of PROCESSED.
  - Click DETAILS under the Actions column for a detailed view of the survivor billing.
The Bill History Detail screen displays:
- The survivor’s qualification end date, room information, and cumulative rates
- Complete itemized history of all billings submitted for the survivor
- 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
LODGING PROVIDER PAYMENT PROCESSING INSTRUCTIONS

ELA Virtual Card Payment Program!

- You will receive a remittance advice and a MasterCard account number via email each time we have approved a payment to you.

- You will be issued a 6-digit prefix you will need to retain for all future payments.

- You will receive an email notification of payment for listed invoices with a unique 10-digit number.

- Combine the 6-digit prefix with the unique 10-digit number to create your complete Mastercard account number. You will process this payment like any other credit card transaction.

- Your funds settlement will be received within 24-48 hours through your merchant processor.

- Your remittance advice will be emailed from our payment processor, Comdata. Please make sure your email system will accept messages from the following email addresses:

  payment.advisory@comdata.com, vendorenrollment@comdata.com and iconnectdata@comdata.com.

- The “Billing History” tab on your ela.corplodging.com account will have all of the details for this payment.
Example of an actual payment email notification