



EMERGENCY
LODGING
ASSISTANCE



ELA.CORPLODGING.COM

Online Account User Guide

CLC LODGING WORKFORCE TRAVEL SAVINGS & SOLUTIONS

FEMA Emergency Lodging Assistance

HOME | PROGRAM INFORMATION | USER GUIDE | FAQ | CONTACT US | LOGOUT

MyELA | Submit Billing | Billing History | Guest Summary

ADMIN MODE
This area will not show any hotel information until you have selected a hotel to view with the admin toolbar above.

GETTING STARTED
Check in a guest using this form.

Check Guest Qualification

Date of Checkin (REQUIRED)
(format: MM/DD/YYYY)

*You must fill in at least 3 fields below

Registration ID

First Name

Last Name

Last 4 digits of SSN #

Date of Birth
(format: MM/DD/YYYY)

Thank you for choosing to participate in the ELA program.

If you need assistance, please contact us at femahousing@corp lodging.com or call our hotel support line: 1-866-545-9865

HOTEL SUPPORT LINE:
1-866-545-9865 for assistance.

ELA Program News [View All](#)

(January 10, 2012) All ELA Activations Complete

As of hotel check out time on January 10th, 2012 all ELA activations will complete. No more extension periods for assistance have been granted and all guests should be checked out of your hotel as their eligibility has ended. Please complete billing for all remaining guests checked into your system and complete your transactions by checking them out of the system. As always our Support Center Representatives are available to assist you with any questions you may have while completing your final billing submissions. Thank you to all the lodging partners assisting in this effort.

You last logged in on: 01/16/2012
[Change your password here](#)

Look for the help icon throughout the site for information about how to use the tools found here.

[? HELP](#)

UPDATE ROOM AVAILABILITY

You have rooms available.

[Make Rooms Unavailable](#)

Guest Alerts [View All](#)

No New Alerts Available



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PROGRAM ENROLLMENT

Login

UserName

Password

SUBMIT >>

HOTEL ENROLLMENT
▼ ▼ ▼ ▼ ▼

If you need an ELA Hotel
Account Please [Click Here](#)

[I forgot my password](#)

- 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)



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PROGRAM ENROLLMENT (CONTINUED)

If you do not have a current Corporate Lodging user account, please click the 'ENROLL' button to continue on and create a new account.

ENROLL >>

If you have a current Corporate Lodging user account, please login below and we will look up your information to help with your ELA account creation.

Username

Password

LOGIN >>

- 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 hotel information on the next page



Hotel ELA Enrollment ? HELP

Please complete ONE of the pairings below to identify your property:

If you do not have any of the below information: [Skip This >>](#)

1) CLC #
CLC Check #

OR

2) Hotel Chain Please Select...
Chain Property #

OR

3) Sabre or Worldspan #
Zip Code

SUBMIT >>

- Hotels/lodging providers can identify their property via one of three convenient options:
 - **CLC number & CLC Check number**
 - **Hotel Chain & Chain Property number**
 - **Sabre or Worldspan number & Zip Code**
- Enter the applicable information in the fields provided
- Click **Submit**

- If you are unable to provide any of the above information, click **Skip This** to manually create your hotel account



PROGRAM ENROLLMENT (CONTINUED)

- The **Hotel 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**



PROGRAM ENROLLMENT (CONTINUED)

Hotel Information Hotel Confirmation Hotel Amenities Finished

Hotel Confirmation HELP

Please review the information below to ensure it is accurate.

The information below has been formatted to match the US Postal format.

Hotel Name: My Hotel

Address:
123 Any Street
Wichita KS, 67203
Phone: (555) 555-5555
Fax: (555)555-5555

Contact Name: Jane Doe

CLC Hotel # :
Sabre # :
WorldSpan # :
Hotel Chain: Please Select...
Hotel Chain Property # :
Username:* Jandoe1
First Name:* Jan
Last Name:* Doe
Email:* jdoe@email.com

If you need to change something, click Edit. If everything looks correct click Submit.

Edit >> **SUBMIT >>**

- The **Hotel Confirmation** screen allows properties to review their provided contact information

- Review the information displayed in the **Hotel Confirmation** section

- Click **Edit** to revise any of the displayed hotel contact information
-

- Click **Submit** to confirm the displayed hotel contact information
-

PROGRAM ENROLLMENT (CONTINUED)



Hotel Amenities ? HELP

Please complete the required information below:

<p>Total number of rooms for the physically challenged/handicapped:</p> <input type="text"/> <small>(example: 50 - Do not enter any text)</small>	<p>Total number of guest rooms (including suites):</p> <input type="text"/>
<p>Pets Allowed?</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>	<p>Pet Policy and/or Cost:</p> <input type="text"/> <small>(example: One pet under 45 lbs - \$15 additional fee)</small>
<p>In Room Kitchen Facilities (refrigerator and stove)?</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>	<p>Breakfast (provided at no charge):</p> <p>Mon. - Fri. <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Sat. & Sun. <input type="radio"/> Yes <input checked="" type="radio"/> No</p>
<p>Lunch (provided at no charge):</p> <p>Mon. - Fri. <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Sat. & Sun. <input type="radio"/> Yes <input checked="" type="radio"/> No</p>	<p>Dinner (provided at no charge):</p> <p>Mon. - Fri. <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Sat. & Sun. <input type="radio"/> Yes <input checked="" type="radio"/> No</p>

- The **Hotel 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**)





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PROGRAM ENROLLMENT (CONTINUED)

The following information is optional, but we encourage you to complete the form. You can return and edit this information at a later time.

Hotel Internet Address: <input type="text"/> <small>(Ex: http://www.yoursite.com)</small>	Does hotel comply with the Americans with Disabilities Act of 1990? <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA
Year of last complete guest room renovation: <input type="text"/> <small>(example: 1999)</small>	
Total number of non smoking rooms (including suites): <input type="text"/>	Self-service laundry on-site: <input type="radio"/> Yes <input checked="" type="radio"/> No
Management Company: <input type="text"/>	Ownership Company: <input type="text"/>
Is your property certified by the National Minority Supplier Development Council? <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA	Is your property certified by Small Business Administration or Women's Business Enterprise National Council? <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> NA
Lodging tax: <input type="text"/> <small>(If not applicable, enter 0) (Do not enter a decimal for % entries)</small>	Lodging tax: Percent or fixed amount? <input checked="" type="radio"/> Percent <input type="radio"/> Fixed
State tax: <input type="text"/> <small>(If not applicable, enter 0) (Do not enter a decimal for % entries)</small>	State tax: Percent or fixed amount? <input checked="" type="radio"/> Percent <input type="radio"/> Fixed
City tax: <input type="text"/> <small>(If not applicable, enter 0) (Do not enter a decimal for % entries)</small>	City tax: Percent or fixed amount? <input checked="" type="radio"/> Percent <input type="radio"/> Fixed
Occupancy tax: <input type="text"/> <small>(If not applicable, enter 0) (Do not enter a decimal for % entries)</small>	Occupancy tax: Percent or fixed amount? <input checked="" type="radio"/> Percent <input type="radio"/> Fixed
Free Continental breakfast: <input type="radio"/> Yes <input checked="" type="radio"/> No	Restaurant on site: <input type="radio"/> Yes <input checked="" type="radio"/> No
SUBMIT >> ←	

- In the **optional** fields provided in the **Hotel Amenities** screen, identify additional amenities available at your property
- Click **Submit**



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PROGRAM ENROLLMENT (CONTINUED)

[HOME](#) | [PROGRAM INFORMATION](#) | [FAQ](#) | [CONTACT US](#)

Your account has been created.

You will receive an email shortly. You will be able to access your account immediately with the information provided in the email we have sent you.

[Go to the ELA Homepage](#)

- 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

Login

UserName

Password

SUBMIT >>

HOTEL ENROLLMENT
▼ ▼ ▼ ▼ ▼

If you need an ELA Hotel
Account Please [Click Here](#)

[I forgot my password](#)

- 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



MyELA PAGE

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[MyELA](#) | [Submit Billing](#) | [Billing History](#) | [Guest Summary](#)

Hotel Information

CLCTEST HOTEL (22222)
540 S BROADWAY ST
WICHITA, KS 67202-3912
Contact: Homer Newguy
P: (222)000-0002
F: (222)555-5552
[Edit This Information](#)

Thank you for choosing to participate in the ELA program.

If you need assistance, please contact us at femahousing@corp lodging.com or call our hotel support line: 1-866-545-9865

You last logged in on: 01/12/2012
[Change your password here](#)

Look for the help icon throughout the site for information about how to use the tools found here.

[? HELP](#)

GETTING STARTED
Check in a guest using this form.

HOTEL SUPPORT LINE:
1-866-545-9865 for assistance.

UPDATE ROOM AVAILABILITY
You DO NOT have rooms available.
[Make Rooms Available](#)

ELA Program News [View All](#)

(January 10, 2012) All ELA Activations Complete

As of hotel check out time on January 10th, 2012 all ELA activations will complete. No more extension periods for assistance have been granted and all guests should be checked out of your hotel as their eligibility has ended. Please complete billing for all remaining guests checked into your system and complete your transactions by checking them out of the system. As always our Support Center Representatives are available to assist you with any questions you may have while completing your final billing submissions. Thank you to all the lodging partners assisting in this effort.

Check Guest Qualification [?](#)

Date of Checkin (REQUIRED)

(format: MM/DD/YYYY)

*You must fill in at least 3 fields below

Registration ID

First Name

Last Name

Last 4 digits of SSN #

Date of Birth

(format: MM/DD/YYYY)

[SUBMIT >>](#)

Guest Alerts [View All](#)

No New Alerts Available

- From the **MyELA** page, lodging partners are able to change ELA account passwords

- ELA program partners **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 guests already in house)

- Program updates can be viewed in the **ELA Program News** section

- Updates regarding FEMA guests' qualification periods, including extensions or terminations of assistance, are reviewed in the **Guest Alerts** section of the **MyELA** page

- You can view and edit contact info on the **MyELA** page
- To make any changes, click the **Edit This Information** link in the **Hotel Information** field



PROPERTY INFORMATION UPDATES

Hotel Edit Information HELP

Please make any changes to the information below and click submit.

Hotel Name*

Address*

Address 2

City* **State*** **Zip***

Phone*
 (555)555-5555

Fax*
 (555)555-5555

Contact Name*

CLC Hotel #

Sabre #

WorldSpan #

Hotel Chain

Hotel Chain Property #

SUBMIT >> **Cancel >>**


- The **Hotel Edit Information** screen allows participating lodging providers to make any necessary changes to their contact information
- Review the contact information and revise as needed
- Click **SUBMIT** to confirm the changes



GUEST QUALIFICATION & CHECK-IN

GETTING STARTED
Check in a guest using this form.

Check Guest Qualification ?

Date of Checkin (REQUIRED)
 
(format: MM/DD/YYYY)

*You must fill in at least 3 fields below

Registration ID

First Name

Last Name

Last 4 digits of SSN #

Date of Birth

(format: MM/DD/YYYY)

SUBMIT >>

- CLC provides ELA Program partners with instant guest verification, authorized dates of stay and number of rooms allocated when the **Check Guest Qualification** online form is completed

- Enter or select the guest's **Date of Checkin** in the field provided, followed by 3 of the following fields:
 - Guest's Registration ID number
 - Guest's First Name
 - Guest's Last Name
 - Guest's Last 4 digits of Social Security number (SSN#)
 - Guest's Date of Birth (**NOTE: guest registration information must match FEMA's records exactly when submitted or the guest may not be found in the database. For assistance or to confirm guest qualification, please contact the ELA Lodging Support Center at 1-866-545-9865**)
- Click **SUBMIT**



GUEST QUALIFICATION & CHECK-IN (CONTINUED)



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Lodging
Assistance

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MyELA | Submit Billing | Billing History | Guest Summary

is qualified through 09/28/2013 .

Please fill out the following form to verify you have collected some form of valid government issued identification.

you will need to collect a valid government issued photo ID of this guest and keep it on record. You will also need to collect a completed and signed "U.S. Department of Homeland Security's ELA Terms and Conditions" from this guest before initial check in and a new form following every extension should the guest be granted one. Payments will not be made for any guest that has not turned in a signed "U.S. Department of Homeland Security's ELA Terms and Conditions". Once you have done this, please check the box below and click continue. If you do not wish to check the guest into your hotel at this time click cancel.

Click Check In below to Start the Check In process. You MUST complete the room assignment form on the next screen to complete checking this guest in.

Check In >>
Cancel >>

- All qualified guests requesting lodging must provide a valid, government-issued photo ID (for example, a current state-issued driver's license) at check-in
- Make a copy of the guest's photo ID for proof of verification
- Obtain a signed-and-completed **ELA Terms and Conditions Form** from the guest. The form is printed by the property and is found by clicking on the **Program Information** menu (**NOTE: updates regarding FEMA guests' qualification periods are reviewed in the Guest Alerts section of the MyELA page**)
- Check the following boxes as appropriate:
 - "I have collected identification for this guest..."
 - "I have collected a signed and completed (by the guest)..."
 - "I agree to comply..."
- Click **Check In** to proceed with the guest's check in process

- If the guest is unable to provide a valid, government-issued photo ID, click **Cancel** to end the check-in session



GUEST QUALIFICATION & CHECK-IN (CONTINUED)

Guest Room Assignment ? HELP

Guest: ELA986 TEST986

[Remove This Guest](#)

The following rooms are approved for this guest:
(You can only check in one room at a time)

Available Rooms	Room Qualification Dates	Options
1	07/31/2007 - 08/15/2007	Check In
2	07/31/2007 - 08/15/2007	

- After guest qualification, complete the check in process via the **Guest Room Assignment** screen

- The **Guest Room Assignment** screen displays the guest's authorization information (including ELA eligibility period and rooms available)

Guest Room Assignment ? HELP

Guest: ELA611 TEST611

[Remove This Guest](#)

The following rooms are approved for this guest:
(You can only check in one room at a time)

Available Rooms	Room Qualification Dates	Options
1	07/30/2007 - 08/15/2007	Check In

Scroll down to submit this information.

Folio Number*

Room Number*

Check In Date *
 07/30/2007

Any Special Needs Requirements (Optional)

Elderly
 Health
 Disabled
 Other Please Specify

Daily Room Rate (Including Occupancy Tax)*
 \$ (No \$ Signs)

Daily Tax Amount
 \$ (Sales Tax - No \$ Signs)

Total Daily Rate:
 0.00

SUBMIT >>>

- Click **Check In** to assign the guest a room
- Enter the requested room information in the fields provided
- Hotels may enter UP TO the regular RACK room rate and taxes for the assigned room.
- Click **SUBMIT**
- CLC's ELA website immediately alerts hotels of daily room charges that exceed the program's overage threshold as determined by FEMA for the specific disaster

GUEST QUALIFICATION & CHECK-IN (CONTINUED)

The following rooms are approved for this guest:

(You can only check in one room at a time)

Available Rooms	Room Qualification Dates	Options
1	09/28/2013 - 09/28/2013	Check In

The room charges (Daily Room Rate + Daily Tax Amount) entered exceed the maximum allowed under this program by \$98.90.

Please adjust your daily rate(s) on the form below and click Submit.

- Qualified guests are responsible for paying any amount exceeding the program's overage threshold (**NOTE: hotels/lodging providers are responsible for collecting any overage amount from the guest**)
- If this happens, the hotel re-enters the adjusted guest room assignment information when prompted

Guest Room Assignment HELP

Guest: ELA986 TEST986

The following rooms are approved for this guest:
(You can only check in one room at a time)

Available Rooms	Room Qualification Dates	Options
1	07/31/2007 - 08/15/2007	Check In

Room 55 [Edit This Check In](#)

Status: CHECKED IN	Date In: 07/31/2007
Folio Number: 15a	Date Out: ---
Billed From: ---	Billed Through: ---
Allowed Daily Room Rate: \$0.00	Allowed Daily Tax Amount: \$0.00
*This is the amount FEMA will pay	Allowed Total Daily Rate: \$0.00 *

Cancel Check In

Check Out

- After completing the guest's check-in, the ELA website allows hotels to:
 - Edit the guest's Check In
 - Cancel the guest's Check In
 - Check Out the guest (**NOTE: refer to the User Guide Guest Summary section for instructions with these options**)

- If applicable, click **Check In** to assign an additional room for the guest or **Cancel Check In** as needed



SUBMIT BILLING

Guests Available for Billing ? HELP						
Guest Name	Folio #	Room #	Check-in Date	Qualified Through	Billed Thru	Options
ELA611 TEST611	100	1408	07/30/2007	01/31/2008		BILL >>

- To begin the billing process, hotels must first qualify and check-in the guest (**NOTE: refer to the User Guide Guest Qualification & Check-in for further instructions**)

- Click **Submit Billing** on the navigation bar to access the **Guests Available for Billing** screen

Bill Stay for ELA611 TEST611 ? HELP
Guest ELA611 TEST611
Folio Number 100
Room Number 1408
Billing From Night Of: 07/31/2007
Billing Through Night Of: 07/31/2007 <input type="text"/>
<input type="radio"/> Check this guest out? (The check out date will be: 08/01/2007) <input checked="" type="radio"/> Guest is not checking out at this time.
SUBMIT >>

- The **Guests Available for Billing** screen displays an overview of all guests checked into the hotel
- Hotels have the flexibility to either partially bill for ELA guest stays or complete final billing at their convenience (**NOTE: Each guest stay can only be billed once per day**)
- Under **Options**, click the **BILL** button to issue a bill for the guest's stay

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



GUEST SUMMARY

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Guests Summary HELP

The information below is available for download: [DOWNLOAD FILE](#)

Guest Name	Qualification Period	Room #	Folio #	Daily Room Rate	Status	Options
ELA611 TEST611	07/30/2007 - 01/31/2008	1408	100	\$82.50	CHECKED IN (07/30/2007)	VIEW ALERTS DETAILS
ELA690 TEST690	07/31/2007 - 01/31/2008	222	12A	\$0.00	CHECKED IN (07/31/2007)	DETAILS
ELA986 TEST986	07/31/2007 - 12/01/2007	55	15a	\$61.50	CHECKED IN (07/31/2007)	DETAILS

- **Guest Summary** provides an overview of the guest history for your property

- Click **Guest Summary** on the navigation bar to access a summarized view of guests registered with your property

- The Guest 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 guest summary file
 - If applicable, click **VIEW ALERTS** to access guest specific account updates
 - Click **DETAILS** under the **Options** column to access a detailed view of the guest's profile



GUEST SUMMARY (CONTINUED)

Guest Detail ? HELP

Guest: ELA986 TEST986

The following rooms are approved for this guest:

(You can only check in one room at a time)

Available Rooms	Room Qualification Dates	Options
1	07/31/2007 - 08/15/2007	Check In

Room 55 [Edit This Check In](#)

<p>Status: CHECKED IN</p> <p>Folio Number: 15a</p> <p>Billed From: ---</p> <p>Allowed Daily Room Rate: \$50.00</p> <p><small>*This is the amount FEMA will pay</small></p>	<p>Date In: 07/31/2007</p> <p>Date Out: ---</p> <p>Billed Through: ---</p> <p>Allowed Daily Tax Amount: \$1.50</p> <p>Allowed Total Daily Rate: \$51.50*</p>
<p>Cancel Check In</p>	
<p>Check Out</p>	

- The **Guest Details** screen provides an overview of the guest's check-in information

- If applicable, the **Guest Details** screen displays additional rooms available for the guest
- If necessary, click **Check In** to assign an additional room for the guest. (**NOTE: refer to the User Guide Guest 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 guest's check in from your hotel registry

If necessary, click **Check Out** to access the guest's **Check Out** screen. In most cases, it is best to submit final billing at the same time as checking out guests. (**NOTE: refer to the User Guide Submit Billing section for further instructions**)



GUEST SUMMARY (CONTINUED)

Edit Room

Guest:
ELA986 TEST986

Folio Number*
15a

Room Number*
55

Check In Date *
07/31/2007

Any Special Needs Requirements (Optional)

Elderly
 Health
 Disabled
 Other Please Specify

Daily Room Rate (including Occupancy Tax)*
\$ 65 (No \$ Signs)

Total Applicable Daily Tax Amount
\$ 5 (Sales Tax - No \$ Signs)

Total Daily Rate:
\$70

SUBMIT >>

- The **Edit Room** screen allows lodging partners to revise a guest's check-in information
- Enter the revised guest check-in information in the fields provided
- Click **SUBMIT** to complete the revised guest check in process

Check Out ELA611 TEST611 ? HELP

Guest
ELA611 TEST611

Folio Number
100

Room Number
1408

Check this room out on:
07/31/2007

SUBMIT >>

- The **Check Out** screen allows properties to check out a guest
- Enter the check-out date in the field provided
- Click **SUBMIT** to complete the guest check out process.
- Hotels must submit guest billing in order to receive payment (**NOTE: refer to the User Guide Submit Billing section for further instructions**)



BILLING HISTORY

Billing History Search HELP

Check #

Guest Last Name

Date Billed

Date of Stay

Room #

Folio #

Search >>

- **Billing History** provides an overview of all submitted billings. Detailed views of guest 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

Billing History HELP

The information below is available for download: [DOWNLOAD FILE](#)

Guest	Folio #	Room #	Billed Nights of Stay	Total Billed	Total Paid	Billed Date	Check #	Check Date	Status	Actions
ELA811 TEST811	100	1408	7/30/2007 - 7/30/2007 (1 Nights)	\$0.00	\$0.00	7/31/2007			VOIDED	DETAILS
ELA811 TEST811	100	1408	7/30/2007 - 7/30/2007 (1 Nights)	\$82.50	\$0.00	7/31/2007			BILL SUBMITTED	DETAILS VOID

- 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 guest billing file
- If applicable, click **VOID** under the **Actions** column to cancel the guest billing
- Please contact CLC via the ELA Program Lodging Support Center (1-866-545-9865) for instructions on how to **ADJUST** billing for guest stays which reflect status of **PROCESSED**
- Click **DETAILS** under the **Actions** column for a detailed view of the guest billing



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BILLING HISTORY (CONTINUED)

Bill History Detail HELP

Guest	Qualification End Date
ELA611 TEST611	01/31/2008
Folio Number	Billed Date
100	07/31/2007
Room Number	Billed Period
1408	07/30/2007 - 07/30/2007
Total Billed	Total Paid
\$82.50	\$82.50

Check Info				
Date	Amt Billed	Amt Paid	Check #	Check Date
07/31/2007	\$82.50	\$82.50	85476	08/02/2007

<< Back

- The **Bill History Detail** screen displays:
 - The guest's qualification end date, room information, and cumulative rates
 - Complete itemized history of all billings submitted for the guest
- 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