



## DEFENSE TRAVEL MANAGEMENT OFFICE

# Integrated Lodging Program Pilot Frequently Asked Questions for Travel Administrators

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## I. FAQs

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### Policy and Program Information

#### 1. What is the pilot start date?

The Integrated Lodging Program Pilot officially started in June 2015; however, new pilot sites continue to be added. To determine the start dates for each pilot site, see [ILPP Start Dates](#).

#### 2. Where can I find a complete list of pilot locations?

The complete listing of Integrated Lodging Program Pilot sites is available at:  
[http://www.defensetravel.dod.mil/Docs/ILP\\_Pilot\\_Start\\_Dates.pdf](http://www.defensetravel.dod.mil/Docs/ILP_Pilot_Start_Dates.pdf).

#### 3. Does it matter if the authorization lists the city/town or military installation?

Yes, Approving officials should verify that the TDY location is correct. When TDY is to a military location then the authorization must reflect that. A nearby city/town should not be included on the authorization if TDY is to the installation but only if TDY is to the city/town. Failure to properly reflect the actual TDY location is not in adherence with the JTR.

#### 4. Are civilians affected by this pilot?

Yes. Civilians (as well as service members) going TDY to a pilot site are directed to use Government (DoD), Privatized Army Lodging (PAL), or DoD Preferred commercial lodging.

- ***If the traveler's orders list the TDY location as a U.S. military installation:*** If the orders list the TDY location as a U.S. installation at a pilot site, the traveler is directed to book government (DoD) lodging, if available. If available, and the traveler chooses other accommodations, the lodging reimbursement is limited to the cost of available DoD lodging facilities (see [ILPP Rates](#)). If DoD lodging facilities are not available, the traveler is directed to privatized lodging, if available. In this case, if privatized lodging is available and the traveler selects other lodging, the lodging reimbursement is limited to the cost of the privatized lodging facilities. Users can book lodging at most Air Force Inns, Navy Gateway Inns and Suites, Navy Lodge, as well as some Army lodging at foreign locations directly in DTS (see [DTS DoD Lodging Listing](#)). DoD civilians are not required to use government quarters when TDY to U.S. military installations (at a pilot site), when DoD lodging at that location is not available in DTS. Service members must check government quarters availability.
- ***If the traveler's orders list the TDY location as pilot site city or metropolitan area:*** If the orders list the TDY location as a pilot site city or surrounding metropolitan area, the traveler is directed to book DoD Preferred commercial lodging if available. If DoD Preferred commercial lodging is available and

the traveler selects other lodging, the lodging reimbursement is limited to the amount the government would have paid if used (see [ILPP Rates](#)).

**5. If DTS is not available, should travelers contact their Travel Management Company (TMC) to book lodging?**

If travelers are directed to book privatized or DoD Preferred commercial lodging, they should contact their TMC for assistance. If booking DoD lodging facilities, travelers should not contact their TMC for assistance and instead book through [www.DoDLodging.net](http://www.DoDLodging.net) or contact the lodging facility or reservation center directly.

**6. Are high-ranking officers and SESs required to use the program?**

Yes. They are directed to use Preferred commercial lodging when TDY to a pilot site; however, the Joint Travel Regulations permits flag officers (O7-O10) and SESs that are TDY to a military installation to determine the availability of government quarters.

Please note that reservations in VIP lodging quarters managed by protocol offices are not available through DTS, therefore there is no requirement to use DTS to make those reservations. VIP travelers should continue to make arrangements through the protocol offices when applicable. When DTS flags the travel authorization for non-use of appropriate lodging, enter the appropriate reason code and state lodging was arranged through the protocol office.

**7. Are one night stays exempt?**

As of October 1, 2015, one night stays while in a TDY status are no longer exempt. Travelers are now required to use government lodging at the pilot locations during TDYs of only 1 night at the location (par. 1265-E, par. 2565).

**8. Are travelers that are part of a union required to participate?**

Yes. According to the National Defense Authorization Act for FY15 (PL 113-291), the Integrated Lodging Program Pilot is not subject to collective bargaining by the approximately 1500 local bargaining units. This means that travelers that are part of a union are not excluded from participating in the Integrated Lodging Program Pilot.

**9. Should travelers amend travel orders that are created before a new pilot location start date, if travel takes place after the pilot location start date?**

The Integrated Lodging Program Pilot policy, Joint Travel Regulations par. 1265, is effective for new authorizations approved on or after a pilot site start date. If the authorization was created but not approved prior to pilot site start date, travelers will need to modify their authorizations. If the authorization was approved prior to the pilot site start date, the traveler is not subject to the new policy requiring Integrated Lodging Program Pilot use.

**10. Are travelers TDY to a U.S. installation at a pilot site required to use DoD Lodging if it does not display in DTS?**

DoD civilians are not required to use government quarters when TDY to U.S. military installations (at a pilot site) when the DoD lodging facility at that location is not available in DTS. Service members must check government quarters availability.

**11. If a traveler is directed to the “DoD Preferred Commercial Lodging” section, does he/she have to select the lowest price option?**

No, although the hotels in this section are displayed (by default) from lowest rate to highest, the JTR does not require travelers to book the least expensive hotel or the first hotel on the list. Travelers should scroll through the entire list and select a hotel that best meets mission needs and is below per diem.

**12. How is a traveler’s reimbursement affected when he/she declines DoD or Privatized lodging at a pilot site?**

Unless a traveler qualifies for an exception, in accordance with the JTR, any traveler (both service members and civilians) that declines available DoD or Privatized lodging will have his/her lodging reimbursement limited to the cost of the DoD or Privatized lodging as appropriate.

**13. Will a Service member’s reimbursement be limited when declining available DoD lodging at a non-pilot site?**

Yes. The Joint Travel Regulations (JTR 020303.B and Table 2-14, Items #1, #6, and #7) requires uniformed members to use available adequate government quarters when TDY to a U.S. Installation. DTS is designed to limit a member’s reimbursement for declining available government quarters (DoD Lodging) at military installations.

**14. Will a civilian’s reimbursement be limited when declining available DoD lodging at a non-pilot site?**

Yes. DTS will display available DoD lodging, but the JTR does not require civilians to use it at non-pilot sites. DTS will display a pre-audit and limit the traveler’s lodging reimbursement when use is declined. An Authorizing Official may authorize full reimbursement after the traveler properly justifies the lodging choice, selects an appropriate reason code for non-use, and adjusts the lodging per diem allowance on the Per Diem Entitlement Detail screen. To claim proper lodging reimbursement, the traveler should select Reason Code L10 (Not required, IAW JTR) and enter “JTR does not require DoD Lodging use when not TDY to an ILPP location” as a justification on the Pre-Audit Trip screen and adjust the lodging per diem allowance on the Per Diem Entitlement Detail screen.

**15. Will a traveler’s reimbursement be limited when declining privatized lodging that is listed in the “Government Privatized Lodging” section?**

Yes. All privatized lodging facilities available in the “Government Privatized Lodging” section are considered Integrated Lodging Program Pilot sites. If a traveler declines use, the lodging reimbursement will be limited to the amount the government would have paid if used. See [ILPP Rates](#)

**16. Are civilians required to secure a non-availability confirmation number for DoD Lodging (like Service members)?**

Yes. The Joint Travel Regulations par. 1265 requires travelers (both Service members and civilians) to secure a non-availability confirmation number (commonly referred to as a certificate of non-availability or CNA) when directed government quarters is not available. When booking in DTS, the system will display a non-availability confirmation number in an advisory message and also in the DTS Preview Trip screen. Please note that DoD civilians are not required to use government lodging when TDY to U.S. military installations (at a pilot site) when government lodging at that location is not available in DTS. In this instance, civilians are not required to obtain a non-availability confirmation number.

**17. If DTS provides a non-availability confirmation number, do travelers need to call the DoD lodging facility directly to also get an official certificate of non-availability letter?**

No. The non-availability confirmation number provided by DTS is sufficient.

**18. If DTS provides a non-availability confirmation number, do travelers need to double check availability directly with the DoD lodging facility or check back at a later time to see if they have availability?**

No. According to the JTR, travelers are only required to check DoD lodging availability one time. If they receive a non-availability confirmation number, they are not required to recheck availability.

**19. What constitutes a metro area for a pilot location?**

Metro area includes areas surrounding a military installation. For a complete listing of current zip codes associated with each pilot location, go to: [www.defensetravel.dod.mil/Docs/ILP\\_Sites\\_List.pdf](http://www.defensetravel.dod.mil/Docs/ILP_Sites_List.pdf).

**20. In reference to the reason codes, for non-use in DTS, what constitutes "Too Far Away?" If a facility is too far away, can the traveler get a rental car?**

No specific mileage limit has been set; it is up to the Authorizing Official to determine given the traveler's mission, local commuting parameters, and other factors. Use of a rental car is also determined by the Authorizing Official given the specific TDY mission.

**21. How does this program work with the Flat-Rate Per Diem policy for long-term TDY?**

The two do not overlap at all. The Integrated Lodging Program Pilot only applies to transient stays (those up to 30 days). The flat-rate per diem policy only applies to TDYs over 30 days. However, when you are on a long-term TDY to a metro area (not an installation) at a pilot location, you must use care when selecting lodging. When DoD Preferred commercial lodging is available, but all available rooms are priced higher than the authorized flat rate per diem limit, you must decline DoD Preferred commercial lodging. If you don't, you may pay more for the room than DoD will reimburse you. Declining available DoD Preferred commercial lodging makes it possible to search for lodging at or under your authorized per diem limit, but also generates a pre-audit flag. On the DTS Pre-Audit Trip screen, justify why you declined available DoD Preferred commercial lodging (e.g., "Long-term TDY" or "Available hotel cost more than authorized per diem rate").

*\*The flat rate per diem policy states that for TDYs lasting between 31 to 180 days at a single location, the lodging per diem is paid at 75% of the locality limit; for TDYs over 180 days at a single location, the lodging per diem is paid at 55% of the locality limit.*

**22. Will a traveler be able to use a personal credit card to reserve DoD lodging as you can today?**

For travelers that have been issued a government travel charge card (GTCC), the Travel and Transportation Reform Act of 1998 mandates use of the card for all official travel-related expenses. Travelers that do not have a GTCC must enter personal credit card information in order to reserve a room.

## DTS Functionality

### 23. Are all commercial lodging properties available in DTS considered “DoD Preferred Commercial” and subject to the same quality, safety, and security standards?

No. Only those properties listed in the “DoD Preferred Commercial Lodging” section are subject to standards of this program. DoD Preferred commercial lodging will only display in DTS when the traveler is TDY to a pilot site. The “Alternative Options” section first displays commercial facilities that are part of the FedRooms program, some of which may also be part of the DoD Preferred commercial program, but some of which are not. These hotels comply with the Fire Safety Act and meet Federal Emergency Management Agency (FEMA) safety requirements, but those properties in this section that are not part of the ILPP are not monitored by DoD and are not required to comply with DoD quality, safety, and security requirements. Hotels in this section are displayed (by default) by lowest rate to highest, but the JTR does not require travelers to book the least expensive hotel or the first hotel on the list. Travelers should scroll through the entire list and select a hotel that best meets mission needs and is below per diem; however, when circumstances warrant, the Approving Official may approve actual expense following JTR guidance. Properties marked as “Fire & Safety Compliant” in the “Alternative Options” section may or may not meet the criteria for any of the above options. These properties are not monitored by DoD and do not have to comply with DoD quality, safety, and security requirements or with FEMA or Fire Safety Act requirements. These properties should only be considered when no other accommodations are available.

### 24. Are all lodging brands available on DoDLodging.net also available in DTS?

No. Users can book lodging at most Air Force Inns, Navy Gateway Inns and Suites, Navy Lodge, as well as, some Army lodging at foreign locations directly in DTS (see [DTS DoD Lodging Listing](#)). If a traveler wishes to book DoD Lodging outside of the system, they must input the lodging information into the authorization. The room cost must be provided on the Per Diem Entitlements detail screen and the property information provided in the lodging pre-audit. Please note that if the traveler is TDY to a military installation at a pilot location with DoD lodging, but that lodging is not available in DTS, he/she will be provided either a non-availability number or a non-connection error notice. Upon selection of the “Decline DoD Lodging” button, the traveler will be directed to Privatized lodging if available or DoD Preferred commercial lodging within the metro area of the TDY location.

**For those traveling to Marine Corps installations:** Marine Corps lodging is only available at Twentynine Palms, CA. All other Marine Corps lodging is not yet available in DTS. Travelers wishing to stay at those properties are not required to use DTS to book lodging. Reservations can be made by going to: [www.dodlodging.com/html/MB-locations.html](http://www.dodlodging.com/html/MB-locations.html).

**For those traveling to Army installations:** The majority of on-base Army lodging facilities (CONUS, AK, HI, and Puerto Rico) have been privatized through the Privatized Army Lodging (PAL) program and are now managed by InterContinental Hotels Group. PAL facilities that meet specific DoD quality, safety, and security standards can be booked through DTS in the “Government Privatized Lodging” section. Others may also appear in the “Alternative Options” section; however, travelers are not required to book them if they appear in this section. Travelers can book Army lodging that is not part of the PAL program by calling 800-462-7691 (800 GO ARMY1). To book PAL properties not available in DTS, go to [www.ihgarmyhotels.com](http://www.ihgarmyhotels.com) or 877-771-TEAM (8326) to make reservations.

**25. When a Service member is traveling to a non-pilot site and directed to use DoD lodging, will the system automatically limit reimbursement if available and not used?**

Yes. When DTS is used to book DoD lodging, it will automatically limit reimbursement to CONUS standard rate if DoD lodging is available and not used.

**26. Can the Authorizing Official override the cost limitation?**

Yes. DTS will initially limit reimbursement. The traveler must go to the Per Diem Entitlements detail screen and enter the actual room cost by selecting the edit function and scroll down to the bottom portion of the screen and request actual expenses approval. When travelers get the pre-audit, they will have to justify why they stayed in a hotel at a cost higher than the lodging limit. If the request is approved by the approving official, the travelers will be fully reimbursed.

**27. Will the Authorizing Official be notified that the member declined the directed lodging?**

Yes. The AO will be notified when they view the Preview Trip and the Pre-Audit Trip screens.

**28. Are there pre-audits for every time a traveler declines directed lodging?**

Yes. A traveler that does not use available Government, privatized, or DoD Preferred lodging will receive a pre-audit flag for each time they declined to book lodging that will require a reason code and justification.

**29. If DoD lodging is not available, where will the non-availability confirmation number appear in a document?**

DTS will document the non-availability confirmation number in an advisory message on the Pre Audit Trip screen and in the DTS Preview Trip screen.

**30. Will DTS provide a non-availability confirmation number for privatized lodging?**

No. there is no requirement in the JTR for travelers to secure a non-availability confirmation number. Authorizing Officials can review the pre-audit advisories and the Preview Trip screen for documented evidence that you attempted to book and that at the time of booking there was no availability.

**31. I'm hosting a large event at a pilot site where an overnight stay is required. Does this program apply to group travel?**

No. This program is intended for individual transits (less than 31 days), not group travel. There is no requirement or expectation that participating DoD Preferred commercial lodging hotels will support group travel, but it does not preclude you from asking if they can accommodate your group and extend the ILPP rate and benefits. Arranging this must be completed outside of DTS by calling the hotel directly. Travelers should be told not to book lodging in DTS if group arrangements are made and to choose the appropriate reason code for declined lodging and enter the information for the property where they are staying.

**32. How are group authorizations affected?**

DTS sends a reservation request to the DoD lodging system but the lodging system does not know that it is for more than one room. As a result, a single room may be reserved or a single non-availability number issued. Until DTS can be modified to correct this issue the group point of contact must coordinate with the lodging facility to ensure the proper number of rooms are reserved or non-availability numbers issued.

**33. Will the group organizer need to get a Group ID from the DoD lodging facility prior to the traveler processing the authorization, and if so, will that be through DTS?**

The group organizer will need to get the Group ID outside of DTS before the traveler can put it into the authorization, but the authorization can be processed without lodging and updated later.

**34. When making group orders, if DoD lodging is not available for all members, will DTS generate a non-availability confirmation number for each member in the group or can I use just one number?**

DTS sends a reservation request to the DoD lodging system but the lodging system does not know that it is for more than one room. As a result, a single room may be reserved or a single non-availability number issued. Until DTS can be modified to correct this issue the group point of contact must coordinate with the lodging facility to ensure the proper number of rooms are reserved or non-availability numbers issued.

**35. Will DTS be pre-populated with all the hotels that have been separately contracted to provide lodging for large conferences?**

No. Hotels contracted by the sponsoring organization may include some of the ones we have selected for the Integrated Lodging Program Pilot but the rates may be different. DTS will not be able to book these event contracted properties. Travelers should follow the guidance for making reservations from the event sponsor (typically through a third party event coordinator) and then decline lodging when creating their DTS authorization. Reason code L7 - Conference or Event should then be used for the pre-audit and the name and address of the property used added to the comment field.

**36. If DoD lodging is available, will the other lodging sections also be available?**

Not initially. If TDY to a military installation, and DoD lodging is available, the "DoD Lodging" section will be the only active section. To view other lodging options outside of DoD lodging, the user must decline DoD lodging, which will enable other options.

**37. If the TDY location is to a pilot site metro area and there is DoD or Privatized lodging nearby, will DTS show it or will it only display DoD Preferred lodging?**

If the orders do not list a U.S. military installation as the TDY location, only the "Government Privatized Lodging" (if available at the location) or the "DoD Preferred Commercial Lodging" section will be displayed. At this time, there is no way to select DoD lodging if TDY to a pilot site city or metro area in DTS. This functionality is slated for a future software release. If the traveler prefers to use DoD lodging, they would need to book outside the system.

**38. When a traveler's TDY location is near a military installation, how does DTS select the DoD Preferred commercial properties it displays for that location?**

When travelers enter their TDY location near a military installation, DTS recognizes it as a Preferred lodging area and lists commercial properties that have been accepted by the DTMO into our Preferred program and are within a close commuting distance of the nearest military installation. If the actual TDY location is too far away from the offered Preferred commercial lodging, the travelers should decline lodging and indicate within the pre-audit message L1 - Too Far Away. In addition, they should include a statement about why they are staying in that particular location. This information will assist in identifying trends for TDY locations and be included in future program enhancements.

**39. How will this work for travelers (i.e., pilots) that get called out on a mission before their orders are cut and they do not do an authorization before they leave?**

The program policy still applies and current processes hold true. The NDEA would need to select lodging based on the TDY location listed in the orders. The list of accepted properties is available for reference when reserving lodging outside DTS.

- DoD and Privatized Lodging available in DTS:  
[http://www.defensetravel.dod.mil/Docs/DoDLodging\\_List.pdf](http://www.defensetravel.dod.mil/Docs/DoDLodging_List.pdf)
- DoD Preferred Commercial Lodging:  
[http://www.defensetravel.dod.mil/Docs/ILP\\_PREFERRED\\_List.pdf](http://www.defensetravel.dod.mil/Docs/ILP_PREFERRED_List.pdf)

**40. What are the reason codes that will limit a traveler's lodging reimbursement?**

The selection of specific reason codes does not affect the limiting of reimbursement. Travelers and authorizing officials are responsible for ensuring requests for reimbursement are accurate. The following situations do limit a traveler's reimbursement:

- **Personal choice/limited reimbursement:** traveler voluntarily declined to use all required lodging options, and will accept a limited lodging reimbursement.
- **Lodging with family or friends:** for military travelers no lodging costs are incurred, so reimbursement is not provided. For civilian travelers, only documented extra costs incurred by the host can be reimbursed.
- **Contract Lodging:** a Government organization is paying all your lodging costs. No lodging costs are personally incurred, so reimbursement is not provided.

**41. I noticed that a pre-audit flag is displaying on all documents with travel regardless of whether it is a pilot site or not. What guidance should I give my travelers?**

As part of the requirement to use DTS for all travel functions, a pre-audit flag "Lodging Not Used" is being applied to all documents without lodging reservations regardless of TDY location and travel dates. For documents created before June 15, 2015, a pre-audit will display initially when any change is made to documents (authorization or voucher) that do not contain lodging. The pre-audit flag will also appear for any authorization. When the pre-audit appears, select the reason code that most closely represents the lodging requirements at the time in order to continue processing the document. Travelers are encouraged (but not required) to provide the location of where they stayed or the Authorizing Official can provide a reason in the pre-audit box. Once the pre-audit flag has been addressed, it will be part of the document and will not appear again. The pre-audit flag does not mean that a traveler's reimbursement will be limited.

**42. When will travelers be directed to Privatized lodging in DTS?**

Travelers will be directed to Privatized lodging when TDY to a U.S. installation where the Privatized facilities meet the DoD adequacy standards. Currently there are no U.S. installations that have both DoD lodging and Privatized lodging available in DTS.

**43. What Privatized lodging properties are available in DTS in the "Government Privatized Lodging" section?**

The Army's Privatized Army Lodging (PAL) program is DoD's largest Public-Private Venture program and will be integrated first into the Defense Travel System. Other Public-Private Venture options may be

added to the Defense Travel System in the future. A list of which privatized lodging facilities are available in DTS is available at: <http://www.defensetravel.dod.mil/site/lodging.cfm>.

**44. I noticed that a Privatized lodging property is not listed in the “Government Privatized Lodging” section, but is listed in the “Alternative Options” section. Why is this?**

Properties in the “Alternative Options” section are only required to meet Fire Safety Act requirements and are not subject to DoD’s quality, safety, and security requirements as are those that appear in the “Government Privatized Lodging” section. For this reason, it is possible that some of the Privatized Army Lodging properties may appear in the “Alternative Options” section and not the “Government Privatized Lodging” section. To start, only some Privatized Army Lodging properties are available in the “Government Privatized Lodging” section. As PAL properties are renovated, they will be available in the “Government Privatized Lodging” section. Use of PAL properties in the “Alternative Options” section is not required.

**45. Will DTS issue a non-availability confirmation number (also referred to as a CNA) for privatized lodging as it does for DoD lodging?**

No. there is no requirement in the JTR for travelers to secure a non-availability confirmation number. Authorizing Officials should review the pre-audit advisories for documented evidence that the traveler attempted to book and at the time of booking there was no availability.

## Other

**46. If a traveler walks into a DoD Preferred commercial hotel, will they be able to get the negotiated rate by using a government travel charge card?**

Use of the government travel charge card will not automatically guarantee they will be charged the proper rate. The traveler will have to ask for the DoD Preferred rate and the hotel representative can verify the individual is indeed a DoD traveler. The hotel can then honor the rate if available.

**47. When will the pilot end?**

The authority for the pilot expires on December 31, 2019, but the guiding authorities can terminate the pilot early if deemed appropriate.

**48. Where can I find a complete list of pilot locations?**

A complete list of pilot locations is provided on the Defense Travel Management Office website at: [www.defensetravel.dod.mil/Docs/ILP\\_Sites\\_List.pdf](http://www.defensetravel.dod.mil/Docs/ILP_Sites_List.pdf).

**49. At one TDY location can a traveler stay in DoD or privatized lodging for part of the trip and then DoD Preferred or other commercial lodging for another portion of the same trip?**

Yes, but lodging reimbursement limitations would still apply for inappropriate use.

**50. Are there any resources for travel administrators to help us understand more about this Integrated Lodging Program Pilot and how it will work in DTS?**

Yes. The Defense Travel Management Office offers resources including:

- **DoD Integrated Lodging Program Pilot Guide:** Comprehensive guide that presents information to increase your understanding of the pilot, as well as its effect on the Joint Travel Regulations (JTR), online reservation selection options, and the Defense Travel System (DTS). This guide is available

on the Integrated Lodging Program Pilot webpage and at:

[http://www.defensetravel.dod.mil/Docs/ILP\\_Pilot\\_Guide.pdf](http://www.defensetravel.dod.mil/Docs/ILP_Pilot_Guide.pdf).

- **Integrated Lodging Program Pilot webpage** (<http://www.defensetravel.dod.mil/site/lodging.cfm>): The webpage provides information about the program and DTS modifications, and includes several items in the Quick Links and Resources box to assist with your understanding.

**51. Are the monthly rates effective on the first of each month?**

Yes. Rates are effective on the first day of each month (see [ILPP Rates](#)).

**52. How often are rates updated?**

Rates are updated throughout the year; it is always best to go to [ILPP Rates](#) to view the current rates. Privatized Lodging and most DoD Lodging maximum reimbursable rates are updated on a fiscal year basis, while a few DoD Lodging rates are updated on a calendar year basis. DoD Preferred rates are updated on a calendar year basis but, while not common, can change throughout the year. In some locations there may also be seasonal rates at the Preferred properties.

**53. In DTS, DoD and Privatized lodging facilities at pilot sites often show different types of rooms available, some with rates above what is listed on the official [ILPP Rates](#) document. Are travelers allowed to book rooms with rates above the [ILPP Rates](#) and still receive full reimbursement?**

Yes. As long as travelers are staying at the directed lodging facility (DoD, Privatized, or DoD Preferred), and do not decline directed lodging (user must select “decline” in the DTS pop-up), they are entitled to full reimbursement. The ILPP Rates document only lists the amount that the traveler would be reimbursed if directed lodging was declined.

**54. How can travelers submit feedback on the lodging facilities that are part of the program?**

Travelers that stayed in DoD Preferred commercial lodging will receive a customer satisfaction survey upon voucher submission. Information provided through these surveys will help shape future enhancements to the program. Travelers wishing to submit feedback on DoD lodging (government) or privatized lodging should submit a Travel Assistance Center help ticket (via [TraX](#)). We also encourage travelers to share their feedback or concerns with the management of the lodging facilities.

**55. I have a traveler that requires an Americans with Disabilities Act (ADA) compliant lodging facility. Can they book this type of room in DTS?**

If the traveler has ADA indicated in the DTS profile, they will get a pop-up message telling them to contact the property with their specific needs. While DoD Lodging, privatized, and Preferred commercial properties have to comply with ADA, there are usually a limited number of rooms that may be available at any given time. If the traveler booked DoD Lodging in DTS and then, after contacting the property, learned that the property cannot accommodate their needs, they should cancel their reservation in DTS, book a DoD Preferred commercial property, and manually enter the CNA issued by the property as part of the pre-audit justification. If they booked a Privatized or commercial lodging property in DTS and the property cannot accommodate them, they should cancel their reservation and book a different Preferred commercial property.