I. FAQs

Policy

1. What is the pilot start date?

   The pilot start date is June 15, 2015 or when the Integrated Lodging Program Pilot site is activated, whichever is later. See ILPP Start Dates for site-specific dates.

2. Will civilians be affected by this pilot?

   Yes. Civilians (as well as service members) going TDY to a pilot site are directed to use government or preferred commercial lodging and book their stay in DTS.

   - **If the traveler’s orders list the TDY location as a U.S. military installation:** If the orders list the TDY location as an U.S. installation at a pilot site for more than one night, the traveler is directed to book government quarters if available. If available and the traveler chooses other accommodations, the lodging reimbursement is limited to the cost of available DoD lodging facilities. If DoD lodging facilities are not available, the traveler is directed to book preferred commercial lodging if available. In this case, if preferred commercial lodging is available and the traveler selects other lodging, the lodging reimbursement is limited to the highest negotiated rate for preferred lodging in that area (see ILPP Rates). Users can book lodging at most Air Force Inns, Navy Gateways 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, if directed by an Authorizing Official, must check government quarters availability. See ILPP Start Dates for dates when DoD Lodging will be available in DTS.

   - **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 preferred commercial lodging if available. If preferred commercial lodging is available and the traveler selects other lodging, the lodging reimbursement is limited to highest negotiated rate for preferred lodging in that area (see ILPP Rates).

3. If DTS is not available, should travelers contact their Commercial Travel Office (CTO) to book lodging?

   If a traveler is directed to book preferred commercial lodging, they should contact their CTO for assistance. If booking DoD lodging facilities, travelers should not contact their CTO for assistance.
Travelers should book through DoDLodging.net or contact the lodging facility or reservation center directly.

4. **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.

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

   Travelers are not required to use government quarters at the pilot locations during enroute travel periods and TDYs of only 1 night at the location (par. 1265-E, par. 2565). Please note that in this instance, travelers will be directed to the DoD Lodging tab but are not required to select it nor will their reimbursement be limited for non-use of government quarters. This one night stay exception does not apply to preferred commercial lodging at Integrated Lodging Program Pilot sites (para 1265-F).

6. **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.

7. **Should travelers amend travel orders that are created before the pilot start date, if travel takes place after the pilot begins?**

   The Integrated Lodging Program pilot policy, Joint Travel Regulations par. 1265 is effective for new authorizations approved on or after June 15, 2015. If the authorization was created but not approved prior to 15 June, the traveler will need to modify their authorization. If the authorization was approved prior to 15 June, the traveler is not subject to the new policy requiring Integrated Lodging Program pilot use.

8. **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 DoD lodging facilities at that location is not available in DTS. Service members, if directed by an Authorizing Official, must check government quarters availability.

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

   Unless they qualify for an exception in accordance with the JTR, a traveler (both service members and civilians) that decline available DoD lodging will have his/her lodging reimbursement limited to the cost of the DoD lodging.
10. Will a service member’s reimbursement be limited when declining available and directed DoD lodging at a non-pilot site?

Yes. The Joint Travel Regulations (JTR) Chapter 2, Part H is requires uniformed members, when directed, 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.

11. Are civilians required to secure a non-availability confirmation number (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.

12. What constitutes a metro area for a pilot location?

Metro area includes areas surrounding a military installation. For a complete listing of zip codes associated with each pilot location, go to: www.defensetravel.dod.mil/Docs/ILP_Sites_List.pdf.

13. 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.

14. How will 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 well 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.

15. 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

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

No. Only those properties listed on tab 2, “DoD Preferred”, are subject to standards of this program. Tab 3, “Other Safety-Compliant,” consists of commercial facilities that meet Federal Emergency Management Agency (FEMA) safety standards and tab 4, “Other,” may or may not meet the criteria for any of the above options.

17. Are all lodging brands available on DoDLodging.net available in DTS?

No. Users can book lodging at most Air Force Inns, Navy Gateways 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 your 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 travelers 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 “Continue with other Types of Lodging” button the traveler will be directed to preferred commercial lodging within the metro area of the TDY location.

For those traveling to Army installations: Be aware that the majority of on-base Army lodging facilities (39 locations in 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 are not yet bookable through DTS and therefore, travelers are not required to use DTS to book lodging when staying at a PAL facility. To book lodging at PAL locations, travelers should continue to contact InterContinental Hotels Group directly at www.ihgarmyhotels.com or 877-771-TEAM (8326) to make reservations. Note that Army lodging at Fort Benning and Fort Lee will be added to the PAL program as of 1 October 2015. Until that time, travelers can book reservations at those locations by calling 800-462-7691 (800 GO ARMY1).

For those traveling to Marine Corps installations: Marine Corps billeting 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.

18. 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 used to book DoD lodging, DTS will automatically limit reimbursement if DoD lodging is available and not used. However, to view DoD lodging, the member will not be automatically routed to the lodging reservations module but instead must check the “Lodging” checkbox to display available DoD lodging.

19. 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 you get the pre-audit, you will have to
justify why you stayed in a hotel at a cost higher than the lodging limit. If your request is approved by your approving official, you will be fully reimbursed.

20. Will the Authorizing Official be notified that the member declined the preferred lodging?
   Yes. The AO will be notified when they view the Trip Preview and the Pre-Audit screens.

21. Are there pre-audits for every time a traveler declines directed lodging?
   Yes. A traveler that does not use available government or preferred lodging will receive a pre-audit flag that will require a reason code and justification.

22. 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 screen and in the DTS Preview Trip screen.

23. 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 preferred 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.

24. How are group authorizations affected?
   There has been no change to the group authorization process. No reservation requests are sent from DTS but the military lodging information is included in the CTO email that is generated. The group point of contact will have to contact the lodging facility outside DTS and provide any CNA information to travelers for manual input to the DTS authorization.

25. Will the group organizer need to get Group ID from the DoD lodging facility prior to traveler processing the authorization, and if so, will be that be though 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.

26. 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?
   There has been no change to the group authorization process. No reservation requests are sent from DTS but the military lodging information is included in the CTO email that is generated. The group point of contact will have to contact the lodging facility outside DTS and provide any CNA information to travelers for manual input to the DTS authorization.

27. 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.

28. **If DoD lodging is available, will the other tabs also be available?**

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

29. **If the TDY location is to a pilot site metro area and there is DoD Lodging nearby, will DTS show the
available DoD lodging or will it only display DoD preferred lodging?**

If the orders do not list a U.S. military installation as the TDY location, the DoD lodging tab will be disabled
and the preferred lodging tab 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.

30. **When a traveler’s TDY location is near a military installation, how does DTS select the preferred
commercial properties it displays for that location?**

When a traveler enters their TDY location near a military installation, DTS recognizes it as a metro area
and lists commercial properties that are within ~ 20 miles of the nearest military installation. If the actual
TDY location is too far away from the offered preferred commercial lodging, the traveler 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.

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

The program policy still applies and current processes still hold true. The NDEA would need to select
lodging based on the TDY location listed in the orders.

32. **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.

33. **I noticed that a pre-audit flag is displaying on all documents with travel regardless of if 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 created after June 15. 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.

Other

34. If a traveler walks into a 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.

35. Why is privatized government lodging not included in the Integrated Lodging Program pilot?

The ability to book privatized lodging is planned for an upcoming software release.

36. 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.

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

A complete list of pilot locations is listed on the Defense Travel Management Office website at: www.defensetravel.dod.mil/Docs/ILP_Sites_List.pdf.

38. Can a traveler split lodging between government and preferred commercial in one trip?

Yes, but lodging limitations would still apply for inappropriate use. For example, a multi-stop TDY to a pilot site installation (directed to DoD lodging) followed by a pilot site metro area (directed to Preferred commercial lodging).

39. Will these changes appear in EWTS?

Yes. The new system functionality was implemented in EWTS on May 22, 2015.

40. Are Commercial Travel Offices (CTOs) being trained on this pilot program?

Yes. Commercial Travel Offices are aware of the program.

41. 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 several resources including:
• **DoD Integrated Lodging Program Pilot distance learning class:** Hosted online with a live instructor, this course explains the policy and the new DTS functionality that supports the Integrated Lodging Program Pilot. To participate, log into TraX and go to the Training section to register for the L200 – DoD Integrated Lodging Program Pilot class. Instructor resources are also available for those who want to host their own training for their organizations.


• **Integrated Lodging Program Pilot webpage** ([http://www.defensetravel.dod.mil/site/lodging.cfm](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.

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

Yes. Rates are effective on the first day each month (see ILPP Rates).

**43. 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 after completion of their trip where they can submit feedback on their lodging stay. Information provided through these surveys will help shape future enhancements to the program. Travelers wishing to submit feedback on DoD lodging (government) facilities should submit a Travel Assistance Center help ticket (via TraX). We also encourage travelers share their feedback or concerns with the management of the DoD lodging facility.