Integrated Lodging Program Pilot
Frequently Asked Questions for Travelers

I. Frequently Asked Questions

1. As a civilian, am I required to stay in government (DoD) lodging when traveling to a pilot site?
   Yes. As of June 15, 2015, under the authority of the FY2015 National Defense Authorization Act (NDAA) (PL 113-291), the Joint Travel Regulations (JTR), par. 1265 requires DoD civilians that are TDY to a military installation at an Integrated Lodging Program Pilot site to book government quarters (if available) unless an exemption (as outlined in the JTR) applies. The FY15 NDAA also states that the Integrated Lodging Program Pilot is not subject to collective bargaining, which means that travelers that are part of a union are not excluded from participating.

2. What happens if I do not stay in DoD lodging or DoD preferred lodging when it is available?
   When traveling to an Integrated Lodging Program Pilot site and you decline available DoD lodging or DoD preferred lodging, your lodging reimbursement will be limited to the amount the government would have paid if you stayed in DoD lodging (if available) or preferred lodging.

3. Where can I find a complete list of pilot locations?
   As of June 15, 2015, the pilot sites are:
   - Charleston, SC - Joint Base Charleston
   - Dayton, OH - Wright-Patterson Air Force Base
   - Norfolk, VA – Select area U.S. military installations
   - Saratoga Springs, NY - Naval Support Activity Saratoga Springs
   - Seattle-Tacoma Airport area, WA
   - Tampa, FL - MacDill Air Force Base
   - Twentynine Palms, CA - Marine Corps Air Ground Combat Center

   As the pilot progresses, additional pilot sites may be added. For an up-to-date list, go to: www.defensetravel.dod.mil/Docs/ILP_Sites_List.pdf.

4. Do I have to participate in the pilot if I am part of a union?
   Yes. According to the National Defense Authorization Act for FY15, the Integrated Lodging Program Pilot is not subject to collective bargaining. This means that travelers that are part of a union are not excluded from participating in the Integrated Lodging Program Pilot.

5. If DTS is not available, should I contact my Commercial Travel Office (CTO) to book lodging?
   If you are directed to book preferred commercial lodging and do not have access to DTS, contact your
CTO for assistance in booking commercial lodging. If booking government lodging, do not contact your CTO. Instead, book through DoDLodging.net or contact the lodging facility or reservation center directly.

6. **What is DoD Lodging?**

DoD Lodging is a subset of government quarters and are those lodging properties owned by the government. DoD Lodging facilities are being implemented in DTS in a phased approach. As of July 8, 2015, Air Force Inns, Navy Gateway Inns and Suites, Navy Lodge (non-recreational) and Army lodging are available in DTS. Marine Corps lodging will be available at a later date.

7. **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 you wish to book DoD Lodging outside of the system, you 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 you are TDY to a military installation at a pilot location with DoD lodging but that lodging is not available in DTS, you 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 you 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.

8. **What constitutes a metro area of 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.

9. **Is there a list of all approved preferred commercial lodging properties for each pilot site?**

Yes. The list is available on the Defense Travel Management Office website at: www.defensetravel.dod.mil/Docs/ILP_Preferred_List.pdf. Please note that properties must have availability to display in DTS during your search.

10. **My authorization for travel to a pilot site that will occur after June 15, 2015 is already approved; do I need to modify it to change my lodging?**

No. The Integrated Lodging Program pilot policy, Joint Travel Regulations, par. 1261 is effective for new authorizations approved on or after June 15, 2015. If your authorization was created but not approved...
prior to 15 June, you will need to modify your authorization. If your authorization was approved prior to 15 June, you are not subject to the new policy requiring Integrated Lodging Program pilot use.

11. What is a non-availability confirmation number?

A non-availability confirmation number, sometimes referred to as a certificate of non-availability or CNA, is a number provided when government lodging is located at a directed TDY location but is not available. It is used to justify reimbursement for commercial lodging.

12. Am I still required to secure a non-availability confirmation number since I can now book government (DoD) lodging in DTS?

Yes. The Joint Travel Regulations, par. 1265 requires travelers to secure a non-availability confirmation number (commonly referred to as a certificate of non-availability or CNA) when directed government lodging is not available. When booking in DTS, the system will display the non-availability confirmation number in an advisory message and on 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.

13. If my TDY location is near a pilot city, but my orders don’t specifically state one of the pilot cities listed as a pilot site in the JTR, will I be directed to DoD preferred lodging?

Maybe. You must be TDY to one of the cities listed as a pilot site in the JTR or the surrounding metro area, to be directed to preferred commercial lodging. For a complete listing of zip codes that are included in a pilot site metro area, go to: www.defensetravel.dod.mil/Docs/ILP_Sites_List.pdf.

14. Are one night stays exempt?

Travelers are not required to use government lodging 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 government lodging tab but are not required to select it nor will their reimbursement be limited for non-use of government lodging. This one night stay exception does not apply to preferred commercial lodging at Integrated Lodging Program Pilot sites (para 1265-F).

15. What if the DoD preferred commercial lodging available is too far from my TDY location?

If all of the preferred commercial lodging options available are too far from your TDY location, you can select the “Decline Preferred Lodging” button at the top of the Lodging screen. Declining preferred lodging generates a pre-audit flag, so you will need to justify why you declined available DoD Preferred commercial lodging (e.g., “Too far away”) and enter the property name and address in the pre-audit justification. Since DTS will initially limit reimbursement, you 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. While no specific mileage limit has been set, it is up to your Authorizing Official to approve given your mission, local commuting parameters, and other factors. If your request is approved by your Approving Official, you will be fully reimbursed.
16. **What if I can find a hotel that is cheaper than the directed DoD preferred commercial lodging?**

   If you are able to find a lower cost commercial lodging option close to your TDY location, you are able to utilize that option. In DTS, select the “Decline Preferred Lodging” button at the top of the Lodging screen. Declining preferred lodging generates a pre-audit flag, so you will need to select a reason code to justify why you declined available DoD Preferred commercial lodging and enter the property name and address where you plan to stay in the pre-audit justification.

17. **If I’m staying with friends or family when TDY to a pilot site, do I still need to check government/DoD or Preferred Lodging?**

   No, but you must justify why you are not using either government or preferred commercial lodging. If you are TDY to a pilot site, DTS will automatically route you to the lodging reservation module in DTS. You can decline government and/or preferred lodging and select “Lodging with family or friends” from the reason Code selection on the DTS Pre-Audit Trip screen as the justification.

18. **What happens if I stayed with family or friends and then decide halfway through to go to a hotel?**

   If you choose to secure lodging at a pilot site, you are still subject to the JTR policy requiring use of government (if orders state TDY location as military installation) or preferred commercial lodging. Since no lodging costs were obligated, check with your Authorizing Official prior to booking. You will be reimbursed for lodging for only the time you spent at the hotel.

19. **How will this program work with the Flat-Rate Per diem policy***?

   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.*

20. **Why is my lodging reimbursement less than per diem?**

   On June 15, 2015, DoD launched an Integrated Lodging Program Pilot that directs travelers to use government or preferred commercial lodging before other lodging accommodations when TDY to a pilot site. When government or preferred commercial lodging is available at a pilot site, but the traveler does not use it (and the traveler is not authorized to declare quarters not available), lodging reimbursement is limited to the amount the Government would have paid if used. Both government and preferred commercial lodging offer rates below per diem, which explains why your reimbursement is less than per diem.
diem. By selecting lodging accommodations outside of the program, you are accepting the responsibility to pay the difference in lodging costs.

21. Why can I only access some of the lodging tabs?

The Lodging screen has four tabs, each of which displays a different type of lodging facility. Initially, only one tab is active, but selecting certain options may result in up to three tabs being active at one time. Here is a matrix to explain which tabs are open under which conditions:

<table>
<thead>
<tr>
<th>Lodging Screen Tabs</th>
<th>Tab enabled if you requested lodging and all of the following criteria apply</th>
<th>Mandatory use of lodging type?</th>
</tr>
</thead>
</table>
| **1. DoD Lodging**  | 1. TDY to an installation  
2. DoD lodging facility is interfaced with DTS | Yes, unless a civilian is TDY to a non-ILP pilot location or a JTR exemption applies |
| **2. DoD Preferred** | 1. TDY to a metro area at an ILP pilot location -OR-  
2. DoD lodging declined or has no available rooms  
2. DoD Preferred property has available rooms | Yes, if no DoD lodging is available, and no JTR exemptions apply |
| **3. Other Safety Compliant Lodging** | 1. Tab 1 & 2 lodging declined or no available rooms  
2. Compliant facility has available rooms | Use is never mandatory |
| **4. Other Published Rates** | 1. Tab 1 & 2 lodging declined or no available rooms  
2. No compliant facility has any available rooms | |

22. Why Is DTS directing me to book government Lodging?

On June 15, 2015, DoD launched an Integrated Lodging Program Pilot that directs travelers to use government or preferred commercial lodging before other lodging accommodations when TDY to a pilot site. This program is supported in the Joint Travel Regulations, par.1265, which directs all DoD travelers to use government lodging (if available) when TDY to a military installation at a pilot location. You may decline government lodging; however, you must provide justification and accept a reduced lodging reimbursement unless your approving official grants an exception.

23. Why is DoD limiting the selection of hotels where I can stay?

Like any purchase of a product or service, the more you buy, the better the price and the more extras you receive. Limiting the hotels in the program enables the Department to select safe and secure properties while increasing competition for both rates and amenities. By focusing where DoD travelers stay into a limited number of lodging establishments, DTMO is testing how much DoD can save on lodging spend, along with ensuring that hotels meet certain safety criteria above the simple requirement to be on a list of fire safe hotels, and obtain perks such as free WiFi, breakfasts, parking, etc. which also saves the Department travel spend. Concentrating where our travelers stay into a limited number of hotels delivers higher volume to those hotels bolstering their occupancy while it increases the competitive nature of the market place, which improves rates, quality of hotels in the program and amenities included with the rate.
24. How can I submit feedback on the lodging facilities that are part of the program?

If you stayed in DoD preferred commercial lodging, you will receive a customer satisfaction survey after your trip. We encourage you to complete this survey as information provided will help shape the future enhancements to the program. If you would like to submit feedback on DoD lodging (government) facilities, please submit a Travel Assistance Center help ticket (via TraX). We also encourage you to share your feedback or concerns with the management of the DoD lodging facility.