



DEFENSE TRAVEL MANAGEMENT OFFICE

Integrated Lodging Program Pilot Frequently Asked Questions for Travelers

I. Overview

In 2015, the Department of Defense (DoD) launched an Integrated Lodging Program Pilot that provides quality government (DoD) and commercial lodging, with greater safety and security and better services at reduced rates. Travelers who are TDY (for 30 days or fewer) to select DoD locations are directed to book lodging in the Defense Travel System (DTS) and use DoD, privatized, or Preferred commercial lodging before other lodging accommodations. This program ensures that travelers are staying in quality lodging facilities that are close to TDY locations, are protected from certain fees, and are offered amenities at no additional cost, all while staying in rooms that are below per diem.

The effort to develop an enterprise-wide program was facilitated by the National Defense Authorization Act 2015, which authorizes the Secretary of Defense to institute a government lodging program to provide quality government or commercial lodging for civilians or members of the Military Services performing duty on official travel.

II. Frequently Asked Questions

1. Does it matter if I use the City or the DoD Installation name when creating my authorization?

Yes, travelers 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.

2. As a civilian, am I required to stay in government (DoD) lodging when traveling to a pilot site?

Yes. As of 2015, under the authority of the FY2015 National Defense Authorization Act (NDAA) (PL 113-291), the Joint Travel Regulations (JTR), par. 020303 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.

3. What happens if I do not stay in DoD, privatized, or DoD Preferred lodging when it is available at a pilot site?

If you decline available DoD, privatized, or DoD Preferred commercial lodging, your lodging reimbursement will be limited to the amount the government would have paid if used, unless an exception applies and is approved by your Authorizing Official. When you select the "decline" button, DTS

will display a pre-audit and limit your lodging reimbursement. If you have an exception to use, justify your choice by selecting an appropriate reason code for non-use, and adjust your lodging per diem allowances on the Per Diem Entitlement Detail screen.

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

The complete listing of Integrated Lodging Program Pilot sites is available at:

www.defensetravel.dod.mil/Docs/ILP_Pilot_Start_Dates.pdf.

5. 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.

6. 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).

7. 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.

8. What is DoD Lodging?

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

9. If DTS is not available, should I contact my Travel Management Company (TMC) to book lodging?

If you do not have access to DTS:

- **DoD Lodging:** Do not contact your TMC, as they are unable to book these properties. Instead, book through DoDLodging.net or contact the lodging facility or reservation center directly.
- **Privatized Lodging:** Contact your TMC for assistance. Please note that TMCs can only book Privatized Lodging that is available through their booking GDS system. Depending on the privatized lodging property you are trying to book, it is possible that you may have to book on your own by contacting the facility directly.
- **DoD Preferred commercial lodging:** Contact your TMC for assistance.

10. 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, Marine Corps lodging at Twentynine Palms, CA, 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 that is not available in DTS, you will be provided either a non-availability number or a non-connection error notice. Upon selection of the “Get More Options” button, you will be directed to DoD Preferred commercial lodging within the metro area of the TDY location, if applicable.

For those traveling to Army installations: The majority of on-base Army lodging facilities have been privatized through the Privatized Army Lodging (PAL) program and are now managed by InterContinental Hotels Group (IHG). 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 you are not required to book them if they appear there. You 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 or 877-771-TEAM (8326) to make reservations.

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

11. What is Public-Private Venture lodging?

Public-Private Venture lodging properties, also referred to as “privatized,” is lodging that is located on or near military installations that was once owned and operated by the government, and is now operated by a commercial lodging company.

12. When will I be directed to Public-Private Venture lodging?

In DTS, travelers are routed to available privatized lodging when DoD lodging is not available at the TDY location. At this time, there are no locations with both DoD lodging and privatized lodging, so users will be directed to one or the other if available.

13. What privatized lodging is currently available in DTS?

Select Privatized Army Lodging will be available in the “Government Privatized Lodging” section (for a complete list, see [DoD Lodging Available in DTS listing](#)). Additional Privatized Army Lodging properties will be available as properties are renovated to comply with DoD adequacy standards.

14. What is the policy on use of privatized lodging?

Per the JTR, travelers are directed to use privatized lodging when TDY to an Integrated Lodging Program Pilot location. Note that as of March 19, 2016, all locations with privatized lodging that meet DoD standards and appear in the “Government Privatized Lodging” section are now considered Integrated Lodging Program Pilot sites.

15. Is there a list of all approved DoD 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 lodging availability on your travel dates to display in DTS during your search.

16. 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 exists at a directed TDY location but has no availability. It is used to justify reimbursement for commercial lodging. The non-availability confirmation number will appear as part of the authorization. If you receive one, you are not required to contact the lodging facility directly to double check availability.

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

Maybe. 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.

18. 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.

19. If DTS provides a non-availability confirmation number, do I 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.

20. If DTS provides a non-availability confirmation number, do I 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 you receive a non-availability confirmation number, you are not required to recheck availability.

21. 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 for documented evidence that you attempted to book and at the time of booking there was no availability.

22. If my TDY location is near a pilot city, but my orders don't specifically state one of the pilot cities listed 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 DoD Preferred commercial lodging. For a current listing of zip codes that are included in a pilot site metro area, go to: www.defensetravel.dod.mil/Docs/ILP_Sites_List.pdf.

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

If all of the DoD Preferred commercial lodging options available are too far from your TDY location, you can select the “Decline DoD Preferred Commercial Lodging” button at the bottom of the DoD Preferred Commercial 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 where you plan to stay 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.

24. What if I can find a hotel that is less expensive than the directed privatized lodging or 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 use that option. In DTS, select the “Decline” button at the bottom of the DoD Preferred Commercial Lodging screen. Declining directed lodging generates a pre-audit flag, so you will need to select a reason code to justify why you declined available directed lodging and enter the property name and address where you plan to stay in the pre-audit justification.

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

No, but you must justify why you are not using government, privatized, or DoD 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 directed lodging and select “Lodging with family or friends” from the reason code selection on the DTS Pre-Audit Trip screen as the justification.

26. 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 DoD 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.

27. 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 29 nights/30 days). The flat-rate per diem policy only applies to TDYs lasting 31 days or more. 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.*

28. Why is my lodging reimbursement less than per diem?

In 2015, DoD launched an Integrated Lodging Program Pilot that directs travelers to use government or DoD Preferred commercial lodging before other lodging accommodations when TDY to a pilot site. When government, privatized, or DoD 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. Government, privatized, and DoD Preferred commercial lodging offer rates below per diem, which explains why your reimbursement is less than per diem. By selecting lodging accommodations outside of the program, you are accepting the responsibility to pay the difference in lodging costs.

29. How does DTS display the available lodging?

The lodging screen will display available lodging for your specific TDY location. If you are TDY to a Pilot Site, you will be directed to lodging that meets the requirements, displayed in a tiered format. Initially, only one section displays, but selecting certain options may result in additional sections being displayed. Here is a matrix to explain which sections display under which conditions:

Lodging Screen Sections		
Selection order and Section name	Section displays if you requested lodging and all of the following criteria apply	Mandatory use of lodging type?
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. Government Privatized Lodging	1. TDY to an installation -OR- DoD lodging declined or has no available rooms 2. Privatized property is interfaced with DTS and has rooms available	Yes, unless a JTR exemption applies
3. DoD Preferred Commercial Lodging	1. TDY to a metro area at an ILP pilot location -AND- DoD lodging/privatized declined or has no available rooms 2. DoD Preferred property has available rooms	Yes, if no DoD lodging/privatized is available, and no JTR exemptions apply
4. Alternative Options, including: a. Commercial – Fire Safety Act Compliant b. Commercial - Other	1. Sections 1 & 2 lodging declined or no available rooms 2. Compliant facility has available rooms	Use is never mandatory

30. 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, while ensuring that hotels meet certain safety criteria above the simple requirement to be on a list of fire safe hotels, and obtain amenities such as free Wi-Fi, breakfast, 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.

31. 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 privatized or 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 lodging facility.

32. I require an Americans with Disability Act (ADA) compliant lodging facility. Can I book this type of room in DTS?

If you have ADA indicated in your DTS profile, you will get a pop-up message telling you to contact the property with your specific needs. While DoD Lodging facilities and commercial properties have to comply with ADA, there are usually a limited number of rooms that may be available at any given time. If you booked DoD Lodging in DTS and then, after contacting the property, learn that the property cannot accommodate you, cancel your 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 you booked a commercial lodging property in DTS and the property cannot accommodate you, cancel your reservation and book a different commercial property.

33. Are there any resources to help me understand more about this Integrated Lodging Program Pilot and how it works 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.
- **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.