DoD Integrated Lodging Program Guide

January 28, 2021
# Table of Contents

1 Introduction .............................................................................................................................................. 5  
1.1 Introduction to the DoD Lodging Program ....................................................................................... 5  
1.2 DoD Preferred Commercial Lodging Locations ................................................................................. 7  
2 ILP Travel Regulations ............................................................................................................................... 8  
3 Booking DoD and DoD Privatized Lodging in DTS ................................................................................... 11  
4 DTS Functionality .................................................................................................................................... 13  
4.1 Trip Duration Options ..................................................................................................................... 13  
4.2 Select Lodging ................................................................................................................................. 14  
4.2.1 Select Room ............................................................................................................................ 16  
4.2.2 No Availability ......................................................................................................................... 16  
4.3 Lodging, Select Room ...................................................................................................................... 16  
4.3.1 Booking Error .......................................................................................................................... 17  
4.4 Confirm Lodging .............................................................................................................................. 18  
4.5 ADA Requests for DoD Lodging....................................................................................................... 20  
4.6 DTS Review Reservation Selections Screen .................................................................................... 20  
4.7 DTS Review Trip Authorization Screen ........................................................................................... 21  
4.8 DTS Other Auths and Pre Audits Screen ......................................................................................... 22  
4.8.1 Pre-Audit Flags ........................................................................................................................ 22  
4.8.2 Advisories ................................................................................................................................ 24  
4.9 Lodging-Related Reports ................................................................................................................. 25  
5 Notes for the Authorizing Official ........................................................................................................... 26  
6 Cautions .................................................................................................................................................. 28  
6.1 CNA Numbers.................................................................................................................................. 28  
6.2 DoD Preferred Lodging Property Website Links in DTS .................................................................. 28  
6.3 Authorization Created After Travel Begins ..................................................................................... 28  
6.4 Changing TDY Dates when Using Required Lodging Types ............................................................. 29  
6.5 Changing Lodging when TDY to an ILPP Location .......................................................................... 29  
6.6 Using a DoD Lodging Group ID Number on a Group Authorization .................................................. 30  
6.7 Invalid Fire and Safety Compliance Pre-Audit ................................................................................ 31  
Appendix A: Overriding Automatic Lodging Reimbursement Limits .............................................................. 32  
Appendix B: Travel Management Company Interaction ................................................................................ 33
<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
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<th>Revision/Change Description</th>
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<td>Updated Message Center on Dashboard screen</td>
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1 Introduction

This guide presents information about the DoD’s Integrated Lodging Program (ILP), to include how the Joint Travel Regulations (JTR) and the Defense Travel System (DTS) support the program.

Notes:
1. Throughout the majority of this guide, “you” are the traveler, regardless of your actual DTS role.
2. Lodging rates seen in this guide are for illustrative purposes only. They do not reflect actual lodging rates.

1.1 Introduction to the DoD Lodging Program

DoD’s lodging program has three major components. Each governs several types of lodging facilities, not all of which are involved in the ILP. The list below contains a short definition of each, and addresses whether it is part of the ILP and/or is available through DTS. Unless noted otherwise, all facilities that appear in DTS are certified to meet all DoD quality standards.

Key to the items listed below:

1. These lodging facilities ARE part of the ILP and most are available in DTS.
2. These lodging facilities ARE NOT part of the ILP, but many are available in DTS.
3. These lodging facilities ARE NOT part of the ILP, and unless stated otherwise, do not display in DTS. They are only included to provide a more complete list of lodging types.

- **DoD Lodging**: Government lodging facilities that are owned/leased and operated by the DoD. DoD lodging includes:
  - **DoD Lodging Facilities**(1): Temporary lodging for official travelers and their families. Facilities that meet adequacy standards display in DTS as DoD Lodging.
  - **Recreational Lodging Facilities**(3): Resort lodging such as Morale, Welfare, and Recreation facilities and Armed Forces Recreation Centers.
  - **Military Treatment Facilities**(3): Lodging that supports Military medical centers (e.g., Fisher Houses).

- **Privatized Army Lodging (PAL) Facilities**(1): Commercially operated and managed lodging facilities that are available at many U.S. Army installations
in CONUS and non-foreign OCONUS locations. PAL brands include Intercontinental Hotels Group (“IHG”) Army Hotels and IHG Army Hotels Historica, which typically display as Candlewood Suites, Holiday Inn Express, or Staybridge Suites. Eventually, the ILP and DTS will include these facilities. See Section 1.1 for more information. Those listed in DTS display as Government Privatized Lodging.

• Commercial Lodging: Facilities are typically located off installations. They are owned and managed by commercial entities. Commercial lodging categories are listed below. Except as noted otherwise, those that appear in DTS are all listed under Available Options:
  o DoD Preferred Commercial Lodging Facilities \(^{(1)}\) are selected to participate in the ILP for the calendar year. They meet strict DoD safety, security, service, and adequacy standards, and offer room rates below per diem limits. All are part of the ILP and display in DTS as DoD Preferred Commercial Lodging.
  o Enhanced Use Lease (EUL) Lodging Facilities \(^{(3)}\) were acquired via the Department of Defense EUL program and are located on or near some CONUS installations.
    Note: EUL facilities that participate in the DoD Preferred Commercial Lodging Program \(^{(1)}\) appear in DTS as DoD Preferred Commercial Lodging
  o Other Federal Programs: Lodging provided by vendors that have contracts or agreements with other Government organizations. Of them, only GSA FedRooms properties \(^{(2)}\) display in DTS.
  o Fire Safety Act Compliant Lodging Facilities \(^{(2)}\) are not part of the ILP, but meet all Federal Emergency Management Agency (FEMA) safety requirements. Otherwise, they are not monitored for rates, quality, safety, or security.
  o Other Lodging Facilities \(^{(2)}\) do not meet the criteria for any of the above options. All foreign OCONUS facilities apply under this option, as FEMA requirements do not apply to them.

Notes:
1. Follow the links to view:
   a. DoD and DoD Privatized lodging facilities that are accessible through DTS.
   b. DoD Preferred Commercial lodging facilities that are accessible through DTS.

2. Some installations have multiple facility types.
   Example: Ft. Bragg, NC has both PAL and DoD Preferred Commercial Lodging facilities.
3. Different facilities at the same installation, even if they are of the same type, may appear in DTS as different lodging types (see Section 4 for more on lodging types in DTS). Similarly, a single base may have some facilities that are available in DTS and others that are not.

**Example:** A PAL facility could appear as a DoD Lodging option because it meets all defined adequacy standards, while another PAL facility at the same installation could appear under Available Options because it does not meet those standards.

### 1.2 DoD Preferred Commercial Lodging Locations

DoD Preferred Commercial Lodging exists near many installations in metro areas* within 26 states:

- Alabama
- Arizona
- California
- Connecticut
- Florida
- Georgia
- Illinois/Iowa
- Indiana
- Kentucky/Tennessee
- Louisiana
- Maine/New Hampshire
- Maryland
- Missouri
- New Mexico
- New York
- North Carolina
- Ohio
- Pennsylvania
- South Carolina
- Texas
- Utah
- Virginia
- Washington

On the DTMO website, the listing identifies every DoD Preferred Commercial ILP location by metro area, county, city/town/state, and installation.

*In this guide, a “metro area” is a geographical construct comprised of one or more municipal locations (cities, towns, etc.) that are not considered part of an installation.
2 ILP Travel Regulations

The ILP is a DoD program with regulations applying to all DoD travelers. If you belong to a non-DoD uniformed service – the U.S. Coast Guard (USCG), National Oceanographic and Atmospheric Administration (NOAA), or the U.S. Public Health Service (PHS) – it does not apply to you.

The JTR particularly pars. 020303 and 020303-B, and the definition of the DoD Lodging Program in Appendix A, contains the regulations that govern the ILP. In brief, they state that:

- If you are TDY to an installation at an ILP location, you must use the following lodging types, in priority order, based on availability: #1 = DoD Lodging, #2 = DoD Privatized Lodging, #3 = DoD Preferred Commercial Lodging, #4 = Available options (all other commercial lodging).
  - If you are a Military member who is required to use a DoD or DoD Privatized Lodging type, and the lodging facility is on the TDY installation, your Authorizing Official (AO) may direct you to use a Government dining facility.

  **Note:** For DoD Lodging or DoD Privatized Lodging types to be considered available, the facility must be listed in DTS as DoD Lodging or Government Privatized Lodging (for more information on lodging types in DTS, see Section 4).

- If you are TDY to a metro area at an ILP location, you must use DoD Preferred Commercial Lodging, if it is available. If it is not available, you may stay in any lodging you choose. Even if DoD Preferred Commercial Lodging is available, you may still voluntarily stay in DoD or DoD Privatized Lodging instead; however, your lodging reimbursement will be limited to the amount the Government would have paid.

- If you decline to use an available, directed lodging type, DTS limits your lodging and meal reimbursements as shown in Table 3-1.
  - If the mission demands that you do not use an available, directed lodging type, the AO may authorize full lodging and meal reimbursement instead (see Appendix A for instructions).
Examples of exemptions from directed use:

- DoD lodging: The AO determines that using a required lodging type would have a negative impact on the mission.
- DoD Preferred Commercial lodging: Any situation that requires you to select a reason code (except L 4) mentioned in Section 4.8.1 and shown in Appendix C.

Table 3-1

<table>
<thead>
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<th>ILP LODGING AND MEAL REIMBURSEMENT LIMITS</th>
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<td>When on a qualifying TDY to an ILP location’s ...</td>
</tr>
<tr>
<td>Installation</td>
</tr>
<tr>
<td>Metro area</td>
</tr>
</tbody>
</table>

*Or the lodging per diem limit – whichever is lower. For more details on this, see Section 4.

Warnings pertaining to all lodging, including ILP lodging:

1. In CONUS and non-foreign OCONUS areas, when you spend more for lodging than your reimbursable allowance, you may only claim taxes on the reimbursable portion of your lodging cost (JTR, par. 020303-A1).

   **Example:** You are TDY to an ILP location’s metro area, so you must stay at a DoD Preferred Commercial Lodging facility. The negotiated rate is $80, plus $8 tax. You choose instead to stay at a hotel that is not a DoD Preferred Commercial Lodging provider, and pay $120, plus $12 tax. Your lodging reimbursement will be limited to the negotiated rate ($80, plus $8 tax).

2. If you voluntarily lodge somewhere besides the TDY location, your lodging requirements and limits are determined by your TDY location, not the location you choose to sleep (JTR, par. 0203).

   **Example:** You are TDY to Quincy, MA but decide to stay in nearby Boston. You will receive per diem at the rate for Quincy, not the rate for Boston.

3. When a Travel Management Company (TMC; formerly Commercial Travel Office [CTO]) representative states that a required lodging type is not
available, you should always identify in the authorization the person who provided the information, as well as the date/time the communication took place.
3 Booking DoD and DoD Privatized Lodging in DTS

You should use DTS to make DoD and DoD Privatized Lodging reservations on many installations around the world, not only at ILP locations. View the link to determine which installations have DoD or DoD Privatized Lodging facilities that are accessible through DTS. A more general list follows:

- **DoD Lodging:**
  - Air Force Inns on most Air Force installations worldwide
  - Navy Gateway Inns & Suites and Navy Lodge on most Navy installations worldwide
  - Army Lodging on Army installations in foreign OCONUS areas and in Charlottesville, VA
  - Marine Corps transient housing on selected installations

- **DoD Privatized Lodging:**
  - PAL facilities on many Army installations in CONUS and non-foreign OCONUS.

**Note:** Per the JTR, par. 010205, if you have access to DTS, you must use the system to make your lodging reservations. If you cannot find suitable DoD Lodging or Government Privatized Lodging in DTS, you should:

- Contact your TMC if you need help booking Privatized Lodging.
  - Navy personnel can also contact the TMC to help book DoD Lodging.
- Phone* or email* the lodging provider.
- Book online*.
- Contact your supporting transportation officer.

*Contact information is available below the lodging facilities list at the link above.

If you are TDY to an installation and DoD Lodging or Government Privatized Lodging rooms are available in DTS, system functionality and automatic lodging reimbursement limits vary (see Table 4-1) depending on the following factors:

- Whether the installation is at a designated location or not in the ILP
- Whether or not the lodging facility is available in DTS
- Whether you are a Military member or civilian employee
Table 4-1

<table>
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<tr>
<th>Is the Installation at an ILP Location?</th>
<th>Is the Directed Lodging Type Available in DTS?</th>
<th>DTS Functionality</th>
<th>DTS’ Automatic Lodging Reimbursement Limit If You Decline Available DoD or DoD Privatized Lodging</th>
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<tr>
<td>Yes</td>
<td>Yes</td>
<td>As described in Section 5.2.2</td>
<td>DoD Lodging or Government Privatized(^1) Lodging is required for all DoD travelers.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>If you decline either lodging type, DTS limits your lodging reimbursement.(^2,3)</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>To use DoD or DoD Privatized Lodging, you must book outside DTS.(^5)</td>
<td>DoD Lodging (but not DoD Privatized Lodging) is required for Military members.</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
<td>DTS should not automatically limit the lodging reimbursement for any traveler, but may enter a lodging cost(^4).</td>
</tr>
</tbody>
</table>

\(^1\)Only applies to DoD Lodging in DTS.

\(^2\)Limit is the cost of the declined lodging.

**Note:** If you initially decline a required lodging type, but later reserve the same type of accommodation at a higher rate, you may be reimbursed at the higher rate.

**Example:** You declined a DoD Privatized Lodging room at $90/night, but later reserved a DoD privatized lodging room at $95/night. You may be reimbursed at the $95 rate. See note \(^4\).

\(^3\)If you can’t use a directed lodging type for mission reasons, see note \(^4\).

\(^4\)To receive the correct reimbursement for lodging ensure the DTS Per Diem module reflects the correct lodging cost. See Appendix A for more detail on how to update lodging costs in DTS.

\(^5\)See Section 4 for options to contact lodging providers.
4 DTS Functionality

This section contains a brief summary of the DTS functionality that supports the Integrated Lodging Program. For a flowchart showing the basic lodging reservations process in DTS, see Appendix D.

ILP-related support to DTS includes:
- Itinerary creation screens (Trip Overview section): Dropdown fields that identify your trip duration and provide automatic access to the lodging screens (see Section 4.1).
- Lodging screens (see Section 4.2):
  - DTS organizes lodging by type (i.e., DoD Lodging, Government Privatized Lodging, DoD Preferred Commercial Lodging, and Available Options).
  - Initially, only one type of lodging (the most JTR-compliant one) is active.
  - Buttons and links allow you to decline directed lodging or skip reservations.
  - Special tools for DoD Lodging help you:
    - Find lodging when up to 13 family members travel together.
    - Find lodging when attending a group event.
  - Pop-up warnings appear when you decline directed, available lodging types.
  - A pop-up warning appears when DTS sends a request for an ADA-compliant room to a DoD Lodging facility (see Section 4.4).
- Review Trip Authorization screen: A field (see Section 4.5) shows if you have:
  - Declined available, directed lodging types.
  - Received a non-availability number.
- Other Auths and Pre Audits screen: Pre-audit flags and advisories appear when you do not use available, directed lodging types (see Section 4.6).
- Reports: Reports monitor non-use of directed lodging types (see Section 4.7).

4.1 Trip Duration Options

When you create your itinerary in DTS, and enter the Arriving and Departing dates, DTS sets the Trip Duration to Multi-Day if the dates are greater than 24 hours (Figure 4-1a). However, when you enter the Arriving and Departing dates as the same day, then you have the option under Trip Duration to select the appropriate travel time with or without lodging (Figure 4-1b).
The **Trip Duration** triggers the DTS Lodging reservations for **Multi-Day** and **12-24 Hours – With Lodging**. If DTS displays a lodging screen, but you do not need lodging on this trip, you may decline to use it or skip lodging reservations (Section 4.2).

### 4.2 Select Lodging

The **Select Lodging** screen (Figure 4-2), displays the following:

1. DTS searches for and displays lodging based upon the TDY Location – the one that the JTR identifies as the most appropriate for your trip (Indicator 1). For example, if you are TDY to an ILP Military TDY Location, the JTR requires you to use DoD Lodging or Government Privatized Lodging. If the hotel is preferred, it’s flagged in **green** with **Recommended** indicator.

   Depending on the TDY Location and lodging availability, DTS can display facilities under as many as four headings. Although all four will rarely be available at the same location, DTS lists those that do appear in the following order:

   a. **DoD Lodging**
   b. **Government Privatized Lodging** (i.e., Privatized lodging)
   c. **DoD Preferred Commercial Lodging**
   d. **Available Options** (includes all other commercial lodging options)

2. DTS flags any hotel rates over per diem as **red**. Per diem at the TDY location is also flagged in **red** (not shown) with the over per hotel. **Note:** Choosing a hotel over per diem will require justification.
3. At the bottom of the page is a link to Request TMC Assistance in finding appropriate lodging (Indicator 2). Note: Once the comment box appears, you may add to the TMC message, but don’t override the wording to the TMC.

4. At the top of the page, the Search By option (Indicator 3). Note: The options are by TDY Location, Location, and Airport. If you need to switch the category, then be sure to select the Search option (Indicator 4) to see your results.

5. For each hotel, there is a Select option to choose the hotel (Indicator 5).

6. There is a View Map Feature, which allows you to use google tools to determine lodging facilities in relation to the TDY Location, Location, or Airport (Indicator 6).

7. Another hotel search option is by Filters (Indicator 7). This option allows you to refine further the search for a lodging property.

Figure 4-2: Select Lodging Screen: Government Privatized Lodging

Note: If you decline to use an available, directed lodging type then DTS provides a pop-up warning. The message explains the possible consequences of this action (e.g., limited lodging reimbursement). You must acknowledge that warning before proceeding.
4.2.1 Select Room

To select your preferred lodging facility, use the Select button. The Select Room screen opens (see Section 4.3).

4.2.2 No Availability

If a directed lodging type has no rooms available (Figure 4-3), DTS provides:

1. A message with a certificate of non-availability (CNA) number (Indicator 1).
2. More lodging options to help you find a lodging provider (Indicator 2)

**Note:** You can also use the Request TMC Assistance link (Figure 4-2, Indicator 2) to ask for TMC help. (Caution: See Section 4, Note)

![Select Lodging Screen: DoD Lodging Unavailable](image)

Figure 4-3: Select Lodging Screen: DoD Lodging Unavailable

4.3 Lodging, Select Room

Once you have selected a lodging facility, DTS displays room rates available at that facility (see Figure 4-4). Choose Select (Caution: see Section 6.2) to pick a room rate.
4.3.1 Booking Error

If an error prevents DTS from booking directed lodging, the system does not issue a CNA number or limit your lodging reimbursement. Here is what you should know:

1. **Connection error**: If DTS cannot establish a connection with a DoD or DoD Privatized Lodging provider, DTS provides:
   a. A message (Indicator 1) letting you know the connection failed (Figure 4-5).
   b. Additional lodging types (Indicator 2) with availabilities.
   c. A Request TMC Assistance link, which is available at the bottom of the page. **Note**: This link is not visible in Figure 4-5. (Caution: See Section 4, Note)
   d. For DoD Lodging, an advisory on the Pre-Audit screen that documents the error as the reason you did not use the directed lodging (See Section 4.8).

You have three possible ways to proceed:
   a. For DoD Lodging, contact the lodging provider directly to make reservations (See Section 4 for details).
   b. For any lodging type, wait and try again later.
   c. Select a different lodging type.
4.4 Confirm Lodging

After choosing a room, review your lodging selection (Figure 4-6) before booking the reservation. Key data fields on this screen include:

1. **Hotel Property** information (Indicator 1).

2. **Rewards Program** information (Indicator 2).

3. **Special Requests** fields to enter special requests (e.g., ADA needs) (Indicator 3).

4. **Payment Summary** to confirm or change your method of payment (Indicator 4).
Figure 4-6: Confirm Lodging Screen
4.5 ADA Requests for DoD Lodging

If you have reservations at a DoD lodging facility and need ADA-compliant accommodations, DTS communicates your needs to the lodging facility in one of two ways:

1. Identify your needs in your DTS profile (Figure 4-7). DTS sends them to the lodging facility every time you make reservations for DoD Lodging. See the DTMO information paper for more information on how to Update Your DTS Profile.

2. Open the Special Requests section on the Confirm Lodging screen (Figure 4-6, Indicator 4) to request accommodations for the current trip.

After DTS sends your request, you must follow up with the lodging facility to see whether they can meet your needs. If no ADA-compliant rooms are available, get a CNA number from the lodging provider, cancel your DoD Lodging room, book ADA-compliant lodging, and enter your CNA number in your authorization following your local procedures.

![Figure 4-7: Traveler’s Profile – ADA Requirements](image)

4.6 DTS Review Reservation Selections Screen

The Review Reservation Selections screen (Figure 4-8) displays a Lodging Cancellation History link (Figure 1). Select it to open a list of cancelled lodging reservations, including applicable cancellation confirmations (Figure 4-9).
4.7 DTS Review Trip Authorization Screen

The Review Trip Authorization screen includes (among much other information) a listing of lodging reservations in the Itinerary section (Figure 4-10). Select Show Details in the TDY Location section to see whether the traveler received a CNA number (Section 6.1).
4.8 DTS Other Auths and Pre Audits Screen

DTS includes several lodging-related pre-audit flags and advisories. Pre-audit flags require a justification to the AO, to help determine whether to authorize full reimbursement for the chosen lodging type. Advisories are informational reminders that require no justification.

4.8.1 Pre-Audit Flags

The following pre-audit flags address ILP and other lodging issues:

1. **AVAIL DOD LDG NOT USED**: You did not use available, required DoD lodging.

2. **AVAIL PRIVATIZED LDG NOT USED**: You did not use available, required DoD privatized lodging.

3. **AVAIL PREFERRED LDG NOT USED**: You did not use available, required DoD Preferred commercial lodging.

4. **LODGING NOT USED**: You did not select any available lodging.

5. **GOVT SAFETY REG NON-COMPLIANT**: You chose lodging that is not fire and safety compliant. **Note:** All DoD, DoD Privatized, and DoD Preferred Commercial Lodging is fire and safety compliant. For the **Available Options**, fire and safety compliance reflects for each facility on the Lodging screen, Step 1 of 1, if applicable.

On the **Other Auths and Pre Audits** screen (Figure 4-11), add a **Reason Code** (where required) (Figure 1) and a **Justification** (Figure 2) for all Pre-Audit flags. Those flags could trigger on any document; they are not unique to the ILP.
Below are the available lodging Reason Codes and a brief explanation of each. See Appendix C for more information about them.

L1 **Too far away**: Available properties are an unacceptable distance from the TDY location.

L2 **Mission requirements**: Using an available property would be detrimental to the mission.

L3 **Lower rate available**: You found cheaper lodging elsewhere.

L4 **Personal choice/limited reimbursement**: You chose to decline a required lodging option and will accept a limited lodging reimbursement.

L5 **Military Lodging**: You will use lodging such as Military barracks or medical facility.

L6 **Lodging with family or friends**: Self-explanatory.

L7 **Conference or Event**: You will attend an event that requires the use of specific lodging.

L8 **Contract Lodging**: A Government organization is paying all your lodging costs.

L9 **Rental/leased housing**: You will lease or rent housing at the TDY location.
L10 **Not required, in accordance with JTR:** The JTR does not require use of the lodging type.

L11 **CTO lodging assistance requested:** You asked the TMC to find appropriate lodging for you (DTS calls the TMC a CTO).

L12 **Group lodging required:** You are traveling in a group that must lodge together.

**Note:** The **Per Diem** module must reflect your actual lodging cost. For some of the above options (e.g., **Contract Lodging**) that cost is $0.00. See the DTMO information paper for more information on how to [Update Your Reservation Expenses](https://www.defensetravel.dod.mil).

### 4.8.2 Advisories

DTS also has a few advisories specific to the ILP. They are:

1. **DOD LODGING NOT AVAILABLE:** Triggered when DoD lodging is not available. This advisory also displays the CNA number.

2. **DOD LODGING CONNECTION ERROR:** Triggered by a transmission error that prevented DTS from receiving information from the DoD lodging facility (Figure 4-12).

3. **PRIVATIZED LODGING NOT AVIAL:** Triggered when DoD privatized lodging is not available.

4. **PREFERRED LDG NOT AVAIL:** Triggered when there is no availability in any DoD Preferred commercial lodging property that supports the TDY location.
5. **CERTIFICATION OF MEALS UPDATE**: Triggered when you change the DTS default meal rate, which is based on lodging selections as directed by the JTR.

### 4.9 Lodging-Related Reports

You can run the following two lodging-related reports if you have organization access, which is a requirement to use the DTS Report Scheduler. No other DTS permission levels or accesses are required.

1. The **Unavailability Report for Government Lodging Programs**: Extracts details from DTS documents that belong to travelers who were required to stay in DoD or DoD privatized lodging, but it was unavailable. This is a good place to find a list of CNA numbers. *(Caution: See Section 6.1)*

2. The **Non-Use Lodging Reason Justification Report**: Provides details from documents belonging to travelers who did not use directed, available lodging types. Details include the travelers’ **Reason Codes** and justifications.

For more information on how to run reports in DTS, see the DTMO information paper *Reports in the Report Scheduler* and the *DTA Manual, Chapter 10: Reports*. 
5 Notes for the Authorizing Official

The purpose of this section is to provide a quick reference to aspects of the ILP that are most pertinent to the AO. For this section only, “you” are the AO.

1. Arguably, the most important information for ILP is whether the traveler declined to use available, directed lodging types. You can find that data in:
   a. The Itinerary section (if you select Show Details) of the Review Trip Authorization screen (Figure 4-10)
   b. The Pre Audits and Advisories on the Other Auths and Pre Audits screen (Figure 4-11)
   c. The Unavailability Report for Government Lodging Programs (see Section 4.9), if you are able to run DTS reports

2. If the traveler declined available, directed lodging, DTS automatically limits the traveler’s lodging and meal reimbursement as described in Section 3. You must decide whether to let that limitation to stand or to allow the traveler to receive full lodging reimbursement. Use the traveler’s pre-audit justifications to help you make that decision. You can find that information in:
   a. The Pre Audits on the Other Auths and Pre Audits screen (Figure 4-11).
   b. The Non-Use Lodging – Reason Justification Report (see Section 4.9).

3. If the traveler’s justification isn’t sufficient, you don’t need to do anything. However, if the traveler’s reason for using alternate lodging was sufficient, you can override the reimbursement limitation by following the steps in Appendix A*. 

*Important Note: The JTR encourages civilians, who are TDY to installations at non-ILP locations to check for DoD lodging, but does not require them to use it, and doesn’t allow you to limit their lodging reimbursement if they don’t. Although DTS does automatically limit the reimbursement, following the steps in Appendix A will help you set things right.
4. If you need to verify the traveler’s CNA, you can find* it in:
   a. The **Itinerary** section (if you select **Show Details**) of the **Review Trip Authorization** screen (Figure 4-10)
   b. The **Pre Audits** and **Advisories** on the Other Auths and Pre Audits screen (Figure 4-11)
   c. The **Unavailability Report for Government Lodging Programs** (see Section 4.9)

*This is only true if lodging facility provided the CNA to DTS. If the traveler obtained a CNA directly from the lodging provider, see Section 6.1.
6 Cautions

6.1 CNA Numbers

**Situation:** When you request DoD lodging reservations through DTS if no rooms are available the lodging facility issues a CNA number to DTS. DTS adds the 2-digit fiscal year and a lodging program code, and posts it to the Itinerary area of the Review Trip Authorization screen (Figure 4-10).

**Caution:** If you book DoD lodging outside DTS by contacting the lodging facility directly (See Section 4, Note), follow your Component or local guidance.

6.2 DoD Preferred Lodging Property Website Links in DTS

**Situation:** You can find links in DTS that take you to DoD Preferred Commercial Lodging property websites. These links are useful for gathering information about the property.

**Caution:** JTR, par. 010205 states that you must use DTS to make commercial lodging reservations through the TMC whenever possible. Using the links on a commercial lodging vendor’s website to make reservations before using DTS or contacting the TMC is a violation of that regulation. What’s more, vendor websites are unlikely to offer the low, negotiated DoD Preferred Lodging rates, which could leave you paying more for your room than DoD will reimburse you. You may also be subject to cancellation policies different from those that apply to DoD Preferred Commercial Lodging facilities.

6.3 Authorization Created After Travel Begins

**Situation:** When you have short-notice travel (A.K.A., “verbal orders of the commanding officer” or VOCO orders), you usually have to create your DTS authorization after the trip has started – and in a worst-case scenario, after it has ended.

**Solution:** You cannot create any lodging reservations for days that have passed; you can only enter lodging costs. That being the case, the following sequence of events occurs when you create your authorization:

1. DTS recognizes the requirement to use DoD Lodging, Government Privatized Lodging, or DoD Preferred commercial lodging, but...
Section 6: Cautions

2. Without reservations, DTS cannot verify that you used the required lodging type, so...

3. DTS generates a pre-audit flag and limits your lodging reimbursement (see Section 3).

When you enter the justification for the pre-audit flag, include the comment that VOCO orders were in effect. Also, keep in mind that:

1. If you actually did use the directed lodging type, the reimbursement limitation isn’t likely to adversely affect you. Since required lodging rates are routinely set lower than the per diem rate, DTS will set the limit at the amount you paid, once you enter it into the system.

2. If you did not use the directed lodging type, you must adequately justify your use of the alternate lodging type or accept the reimbursement limitation.

6.4 Changing TDY Dates when Using Required Lodging Types

**Situation:** You made lodging reservations for an upcoming trip, but then the trip dates changed. Because you booked a DoD Lodging, Government Privatized Lodging, or DoD Preferred Commercial Lodging type, the Check-In and Check-Out dates on the Select Lodging screen are not editable.

**Solution:** Use the following steps to change your itinerary, then search for new reservation dates:

1. Cancel all the lodging reservations that you need to change.
2. Change your TDY Arriving and Departing dates and TDY location (for more information, see: *Adjusting/Amending an Itinerary and Reservations in an Authorization*).
3. Follow the steps described in Section 5 to make lodging reservations for the new dates.

6.5 Changing Lodging when TDY to an ILP Location

**Situation:** You are going TDY to an ILP location, and need to book two different lodging types on your authorization (e.g., you won’t need lodging while on leave, or are relocating for mission reasons). As stated in Section 6.4, in DTS if you are using DoD Lodging, Government Privatized Lodging, or DoD Preferred
Commercial Lodging, you can’t change the **Check-In** or **Check-Out** dates on the **Select Lodging** screen.

**Solution:** Enter a TDY location for each period that requires a different lodging type.

**Example:** You are going TDY to MacDill Air Force Base, FL. While you’re there, you will do some field duty. Your trip dates and TDY locations might be:

1. **Arriving Date:** March 10

2. **TDY Location 1:** MacDill AFB, arriving on March 10, departing on March 17.

3. **TDY Location 2:** Gibsonton, FL*, arriving on March 17, departing on March 19.
   a. Remember to update the **Per Diem** module, if necessary. In this example, you must indicate that you will be on **Field Duty**.

4. **TDY location 3:** MacDill AFB, arriving on March 19, departing on March 20.

5. **Departing Date** is June 20.

*Notes:
1. If the field duty location in this example were also an ILP location (e.g., Tampa, FL), you would have had to decline all DoD, DoD Privatized, and DoD Preferred commercial lodging that was offered and justify all resulting pre-audit flags (see Section 4.8).
2. If you are taking leave, but your local business rules do not allow you to list leave locations on an authorization, follow your local business rules.

### 6.6 Using a DoD Lodging Group ID Number on a Group Authorization

**Situation:** For group travel, when a Primary Traveler or Non-DTS Entry Agent (NDEA) signs a group authorization that contains a **DoD Lodging Group ID** number, DTS only sends one reservation request, so it only receives one confirmation number or CNA number. When DTS creates the individual authorizations, a copy of that number record onto the individual authorization for every traveler in the group.

1. Duplicating a CNA number isn’t really a problem. The number is still valid,
even if multiple travelers use the number.

2. Duplicating a confirmation number is a huge issue. Why? Because each room has a unique confirmation number. The lodging facility will release all reserved rooms that do not receive its confirmation number for resell to other travelers. This would result in only one room being available for the entire group.

**Solution:** The Primary Traveler or NDEA must:

1. Contact the lodging facility prior to creating the group authorization to obtain a different confirmation or CNA number for each traveler.

2. Manually enter all confirmation or CNA numbers into the group authorization and distribute them to the travelers.

### 6.7 Invalid Fire and Safety Compliance Pre-Audit

**Background:** An intermittent database problem may trigger a DTS pre-audit that indicates a lodging property does not meet fire and safety compliance standards.

**Solution:** There is need to be worried. All of the following lodging types meet fire and safety compliance standards, even if you do get that pre-audit:

1. **DoD Lodging**

2. **DoD Privatized Lodging**

3. **DoD Preferred Commercial Lodging**

4. **Available Options** that contain the statement, “Fire and Safety Compliant”

**Note:** If you want to check the safety compliance of your hotel, you can check the property’s fire and safety compliance status online for CONUS and non-foreign OCONUS properties.
Appendix A: Overriding Automatic Lodging Reimbursement Limits

If you are TDY to an ILP location, and you decline to use the recommended lodging per JTR, then DTS limits your lodging or meal reimbursement as described in Section 3. With proper justification, the AO can approve reimbursement for the full lodging cost (up to the per diem limit) or the appropriate meal rate. The process in DTS is as follows:

1. Log onto DTS and open the travel document.

2. Open the Per Diem module (select Per Diem from the Progress Bar).

3. Select Adjust Per Diem Amounts; the Adjust Per Diem Amounts screen opens.

4. Use the calendar tool to select the Adjustment Date Range.

5. Under Meals, select the appropriate radio button (usually Receive Full Meal Rate, Meals Available at TDY Location, or Government Meals Provided at TDY Location) and any applicable meal boxes (Breakfast, Lunch, Dinner).

6. Under Other Entitlements, select the Actual Lodging Cost radio button.

7. Under Lodging Cost, enter the full locality lodging limit or the actual lodging cost, whichever is lower.

8. Select Save Adjustments.

For the AO: If you want to authorize/approve the reimbursement request as the traveler entered it, apply the APPROVED stamp (assuming the rest of the document is correct, of course). If you want to retain the lodging or meal reimbursement limit, apply the RETURNED stamp and have the traveler remove the Actual Lodging or meal rate request.

Notes:
1. For screenshots and an in-depth look at claiming actual lodging, see the DTS Guide 2: Authorizations and DTS Guide 3: Vouchers.
2. To request full reimbursement for a lodging cost that is over the locality per diem rate, follow the standard procedures for claiming actual lodging.
3. Be careful not to erase any other special per diem indicators (e.g., leave, field duty, meals provided) when you change the lodging cost. Remember that if different per diem allowances apply on different days, you must make entries on the Adjust Per Diem Amounts screen multiple times.
Appendix B: Travel Management Company Interaction

The TMC can help book DoD privatized or DoD Preferred commercial lodging at ILP locations. Travelers usually request lodging reservations in one of four ways. Each appears below, followed by TMC and traveler actions.

1. **In DTS** by selecting lodging
   - TMC only performs electronic quality control; DTS does the rest

2. **Through DTS** by using the **Request TMC Assistance** function
   - If the traveler made a specific request, the TMC books it if it’s available; otherwise, the TMC notifies the traveler per local policy
   - If the traveler did not make a specific request, the TMC books per DoD policy, as room availability allows
   - TMC updates the travel record, which updates reservations in DTS

3. **Outside DTS** by contacting the TMC after selecting non-lodging reservations in DTS
   - Identical process to #2 above

4. **Outside DTS** by contacting the TMC without selecting any reservations in DTS
   - If the traveler made a specific request that is IAW DoD policy, the TMC books it; otherwise, the TMC books per DoD policy, as room availability allows, then notifies the traveler per local policy
   - If traveler made a specific request that is not IAW DoD policy, the TMC informs the traveler of the policy
     - If the traveler still wants it, the TMC books it
   - If traveler did not make a specific request, the TMC books per DoD policy, as room availability allows
   - The TMC provides an itinerary (including lodging information) to the traveler
   - The traveler enters the reservation costs into DTS and may have to justify their choice
Appendix C: Pre-Audit Reason Codes

In addition to an actual justification, many **Reason Codes** require the traveler to enter specific information in the **Justification** field on the DTS Pre-Audit screen, if it is not already available in DTS (e.g., via a reservation made through the system). You can see the additional information requirements when selecting a **Reason Code**. Figures C-1 and C-2 show that text, with the additional information requirements highlighted in blue.

### Figure C-1: DTS Reason Codes L1-L6 for Non-Use of Required Lodging

<table>
<thead>
<tr>
<th>Reason Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1 - Too far away</td>
<td>Available properties are too far away from TDY work location. Provide the name and address of the property where you stayed in the comments field if you made reservations outside of DTS.</td>
</tr>
<tr>
<td>L2 - Mission requirements</td>
<td>Available properties do not meet mission requirements. Cite your reason AND provide the name and address of the property where you stayed in the comments field if you confirmed reservations outside of DTS.</td>
</tr>
<tr>
<td>L3 - Lower rate available</td>
<td>A lower hotel rate was available at another property. Provide the name and address of the property where you stayed in the comments field if you confirmed reservations outside of DTS.</td>
</tr>
<tr>
<td>L4 - Personal choice/limited reimbursement</td>
<td>In accordance with the JTR, the reimbursement for a traveler that declines available government or preferred commercial lodging is limited to the rate that the government would have paid if used. Provide the name and address of the property where you stayed in the comments field if you confirmed reservations outside of DTS.</td>
</tr>
<tr>
<td>L5 - Military Lodging</td>
<td>Military lodging was NOT booked in DTS. Military lodging includes, but is not limited to, government lodging, military barracks, and medical treatment facilities (DoD, VA, or Fisher House). You must adjust the cost on the Per Diem Entitlements screen to reflect the amount you actually paid for the room.</td>
</tr>
<tr>
<td>L6 - Lodging with family or friends</td>
<td>In accordance with the JTR, a military traveler staying with family or friends is not authorized lodging reimbursement. Civilian travelers are only authorized reimbursement for documented extra costs incurred by the host. You must adjust the authorized lodging rate on the Per Diem Entitlements screen to zero or the documented extra costs incurred by the host.</td>
</tr>
</tbody>
</table>

**Important!** See notes #1, 2, 3

**Important!** See notes #2, 3

**Important!** See notes #2, 3

**Important!** See notes #2, 3

**Important!** See notes #2, 3

**Note:** The specific information codes listed above satisfies several purposes:
1. Helps validate the traveler’s claims about certain costs or situations.
2. Provides emergency contact information for the traveler.
3. Provides information that can be used during future lodging contract negotiations.
Appendix C: Pre-Audit Reason Codes

**Figure C-2: DTS Reason Codes L7-L12 for Non-Use of Required Lodging**

**Note:** The specific information listed above satisfies several purposes:
1. Helps validate the traveler’s claims about certain costs or situations.
2. Provides emergency contact information for the traveler.
3. Provides information useful for future lodging contract negotiations.

<table>
<thead>
<tr>
<th>Reason Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>L7 - Conference or Event</td>
<td>Attending a conference or event with specified lodging. You must provide the conference or event name in the comments field if you selected “Other” or “N/A” for conference attendance when you created the authorization. Also, provide the name and address of the property where you stayed in the comments field if you confirmed reservations outside of DTS.</td>
</tr>
<tr>
<td>L8 - Contract Lodging</td>
<td>Lodging has been contracted by a government organization. Costs will be billed to that office and you will not be reimbursed. Provide the name and address of the property where you stayed in the comments field if you confirmed reservations outside of DTS.</td>
</tr>
<tr>
<td>L9 - Rental/leased Housing</td>
<td>Reimbursable rental/leased housing was used. You must adjust the cost paid on the Per Diem Entitlements screen to the amount you actually paid. Monthly payments must be prorated per day. Do not enter rental housing costs as a non-mileage expense. Provide the name and address of the property where you stayed in the comments field if you confirmed reservations outside of DTS.</td>
</tr>
<tr>
<td>L10 - Not required, in accordance with JTR</td>
<td>You must cite the applicable JTR reference. And provide the name and address of the property where you stayed in the comments field if you confirmed reservations outside of DTS.</td>
</tr>
<tr>
<td>L11 - CTO lodging assistance requested</td>
<td>You asked the CTO to find appropriate lodging.</td>
</tr>
<tr>
<td>L12 - Group lodging required</td>
<td>Requires the group to be lodged together to maintain group integrity (e.g., airmen, school, or team). Provide the name and address of property where you stayed in the comments field, if you confirmed reservations outside of DTS.</td>
</tr>
</tbody>
</table>
Appendix D: Lodging Process Flow in DTS

The flowchart below (Figure D-1) summarizes the information detailed in Section 5.

Figure D-1 – The Lodging Process Flow in DTS
Appendix E: Acronyms and References

**ACRONYMS**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADA</td>
<td>Americans with Disabilities Act</td>
</tr>
<tr>
<td>AFB</td>
<td>Air Force Base</td>
</tr>
<tr>
<td>AO</td>
<td>Authorizing Official</td>
</tr>
<tr>
<td>CNA</td>
<td>Certificate of Non-Availability</td>
</tr>
<tr>
<td>CONUS</td>
<td>Contiguous United States</td>
</tr>
<tr>
<td>CTO</td>
<td>Commercial Travel Office (now TMC; though CTO is still used in DTS)</td>
</tr>
<tr>
<td>DoD</td>
<td>Department of Defense</td>
</tr>
<tr>
<td>DTS</td>
<td>Defense Travel System</td>
</tr>
<tr>
<td>e.g.</td>
<td>exempli gratia (Latin for “for example”)</td>
</tr>
<tr>
<td>EUL</td>
<td>Enhanced Use Lease</td>
</tr>
<tr>
<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
</tr>
<tr>
<td>GMR</td>
<td>Government Meal Rate</td>
</tr>
<tr>
<td>Gov’t</td>
<td>Government</td>
</tr>
<tr>
<td>GSA</td>
<td>Government Services Administration</td>
</tr>
<tr>
<td>ID</td>
<td>Identification</td>
</tr>
<tr>
<td>IHG</td>
<td>InterContinental Hotels Group</td>
</tr>
<tr>
<td>ILP</td>
<td>Integrated Lodging Program (replaced Integrated Lodging Pilot Program - ILPP)</td>
</tr>
<tr>
<td>ISE</td>
<td>Internal system error</td>
</tr>
<tr>
<td>JTR</td>
<td>Joint Travel Regulations</td>
</tr>
<tr>
<td>NDEA</td>
<td>Non-DTS Entry Agent</td>
</tr>
<tr>
<td>NOAA</td>
<td>National Oceanographic and Atmospheric Administration</td>
</tr>
<tr>
<td>OCONUS</td>
<td>Outside the Contiguous United States</td>
</tr>
<tr>
<td>PAL</td>
<td>Privatized Army Lodging</td>
</tr>
<tr>
<td>PMR</td>
<td>Proportional Meal Rate</td>
</tr>
<tr>
<td>PPV</td>
<td>Public-Private Venture</td>
</tr>
<tr>
<td>TAC</td>
<td>Travel Assistance Center</td>
</tr>
<tr>
<td>TDY</td>
<td>Temporary Duty</td>
</tr>
<tr>
<td>TMC</td>
<td>Travel Management Company (formerly known as the CTO)</td>
</tr>
<tr>
<td>U.S.</td>
<td>United States</td>
</tr>
<tr>
<td>USCG</td>
<td>U.S. Coast Guard</td>
</tr>
<tr>
<td>USPHS</td>
<td>U.S. Public Health Service</td>
</tr>
<tr>
<td>VOCO</td>
<td>Verbal orders of the commanding officer</td>
</tr>
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</table>

In addition, many state abbreviations appear, though they are not on this list.
## REFERENCES

<table>
<thead>
<tr>
<th>Reference</th>
<th>Hyperlink</th>
</tr>
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<tr>
<td>Integrated Lodging Program (main link)</td>
<td><a href="https://www.defensetravel.dod.mil/site/lodging.cfm">https://www.defensetravel.dod.mil/site/lodging.cfm</a></td>
</tr>
<tr>
<td>Per diem rates at ILP location</td>
<td><a href="https://secure.defensetravel.dod.mil/cacdocs/ILP_Rates.pdf">https://secure.defensetravel.dod.mil/cacdocs/ILP_Rates.pdf</a></td>
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<tr>
<td>DoD lodging reservations site</td>
<td><a href="https://www.dodlodging.net/">https://www.dodlodging.net/</a></td>
</tr>
<tr>
<td>Marine Corps reservation site</td>
<td><a href="http://marines.dodlodging.net/">http://marines.dodlodging.net/</a></td>
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<tr>
<td>Army PAL hotel reservations site</td>
<td><a href="https://www.ihgarmyhotels.com">https://www.ihgarmyhotels.com</a></td>
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<tr>
<td>Army reservations site* if DTS is not available</td>
<td><a href="http://army.dodlodging.net/">http://army.dodlodging.net/</a></td>
</tr>
<tr>
<td>AirForce reservations site* if DTS is not available</td>
<td><a href="http://af.dodlodging.net/">http://af.dodlodging.net/</a></td>
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<tr>
<td>Privatized lodging</td>
<td><a href="https://www.defensetravel.dod.mil/site/lodgingPPV.cfm">https://www.defensetravel.dod.mil/site/lodgingPPV.cfm</a></td>
</tr>
<tr>
<td>FEMA-approved lodging facilities</td>
<td><a href="https://apps.usfa.fema.gov/hotel/">https://apps.usfa.fema.gov/hotel/</a></td>
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