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1 Introduction

This Guide presents information about the DoD’s Integrated Lodging Program Pilot (ILPP), to include how the program is treated in the Joint Travel Regulations (JTR) and the Defense Travel System (DTS).

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 ILPP. The list below contains a short definition of each, and addresses whether it is part of the ILPP 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:

These lodging facilities are part of the ILPP, and most are available in DTS.
These lodging facilities are not part of the ILPP, but many are available in DTS.
These lodging facilities are not part of the ILPP, 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:
  o **DoD Lodging Facilities**: Temporary lodging for official travelers and their families. Facilities that meet adequacy standards are listed in DTS as **DoD Lodging**.
  o **Recreational Lodging Facilities**: Resort lodging such as Morale, Welfare, and Recreation facilities and Armed Forces Recreation Centers.
  o **Military Treatment Facilities**: Lodging that supports military medical centers (e.g., Fisher Houses).
• **Privatized Army Lodging (PAL) Facilities:** 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 are typically branded as Candlewood Suites, Holiday Inn Express, or Staybridge Suites. These facilities are gradually being added to the ILPP and DTS. 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** are selected to participate in the ILPP 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 ILPP and display in DTS as *DoD Preferred Commercial Lodging*.
  o **Enhanced Use Lease (EUL) Lodging Facilities** 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 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* display in DTS.
  o **Fire Safety Act Compliant Lodging Facilities** are not part of the ILPP, 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** do not meet the criteria for any of the above options. All foreign OCONUS facilities are listed here, as FEMA requirements do not apply to them.
Notes:

1. Follow the links to see:
   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 5 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 dozens of installations in metro areas* in 22 states:

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

For more detail, refer to the full list, which identifies every DoD Preferred commercial ILPP 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 DoD Preferred Commercial Lodging Properties

So what does the average DoD Preferred commercial lodging property look like in 2018? All properties meet specific quality, safety, and security standards, and provide amenities and traveler conveniences at no additional cost, with rates below per diem. Here are some useful facts:

- Average nightly rate . . . 86% of the locality per diem rate
- FEMA approved . . . 100%
- AAA Diamond/Industry ratings . 81% – 3-4 Diamonds
  (2-Diamond minimum requirement)
- Cancel with no fee on day of arrival . 100% – until 4pm
  40% – after 4pm
- Distance from installation/location . 64% – under 5 miles
  26% – 5-10 miles
- Free in-room high speed internet service 100%
- In-room coffee maker, iron/ironing board, 100%
  clock radio, satellite/cable TV, thermostat,
  and hair dryer
- On-site washer/dryer . . . 91%
- Free fitness center privileges . 100%
- Free parking . . . 96%
  (Pay parking only in limited locations)
- Interior access rooms . . . 100%
- In-room refrigerator . . . 86%
- Same-day dry cleaning . . . 95%
- Free breakfast . . . 78%
- In-room microwaves . . . 85%
- Extended stay facilities . . 15%
3 ILPP Travel Regulations

The ILPP is a DoD program. The regulations that govern it apply 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. 020203 and 020303-B, and the definition of the Government Lodging Program in Appendix A, contains the regulations that govern the ILPP. In brief, they state that:

- If you are TDY to an installation at an ILPP 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 = other options.
  - 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 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 5).

- If you are TDY to a metro area at an ILPP 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 L4) mentioned in Section 5.8.1 and shown in Appendix C.

### Table 3-1

<table>
<thead>
<tr>
<th>When on a qualifying TDY to an ILPP location’s …</th>
<th>… If you aren’t exempt and decline to use …</th>
<th>… Your lodging or meal reimbursement is limited to …</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation</td>
<td>Available DoD or DoD privatized lodging</td>
<td>The cost of the DoD or DoD privatized lodging*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Also, members are limited to the Gov’t Meal Rate (GMR) or Proportional Meal Rate (PMR), as applicable. See JTR, par. 020304-A for specifics.</td>
</tr>
<tr>
<td>Metro area</td>
<td>Available DoD Preferred commercial lodging</td>
<td>The amount the Gov’t would have paid for the DoD Preferred commercial lodging room*.</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 ILPP lodging:

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

**Example:** You are TDY to an ILPP 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 someplace 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.
4 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 pilot locations. Follow the link to see which specific 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 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 or DoD 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 or DoD 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 pilot location or non-pilot location
- Whether or not the lodging facility is available in DTS
- Whether you are a military member or civilian employee
### Table 4-1

<table>
<thead>
<tr>
<th>Is the Installation at an ILPP 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>
</tr>
</thead>
</table>
| Yes                                    | Yes                                           | As described in Section 5.2.2 | DoD or DoD privatized\(^1\) lodging is required for all DoD travelers.  
If you decline either lodging type, DTS limits your lodging reimbursement.\(^2,3\) |
| Yes                                    | No                                            | To use DoD or DoD privatized lodging, you must book outside DTS.\(^5\) | DoD lodging (but not DoD privatized lodging) is required for military members.  
DTS should not automatically limit the lodging reimbursement for any traveler, but may enter a lodging cost\(^4\). |
| No                                     |                                               |                   |                                                                                  |

\(^1\)Only applies to DoD privatized lodging labeled as **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.
5 DTS Functionality
This section contains a brief summary of the DTS functionality that supports the ILPP. For a flowchart showing the basic lodging reservations process in DTS, see Appendix D.

ILPP-related support to DTS includes:

- Itinerary creation screens (Trip Overview or My Itinerary): Radio buttons that identify your trip length provide automatic access to the lodging screens (see Section 5.1).

- Lodging screens (see Section 5.2):
  - 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 5.4).

- Review Trip Authorization screen: A field (see Section 5.5) 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 5.6).

- Reports: Reports monitor non-use of directed lodging types (see Section 5.7).
5.1 Trip Duration Options

When you create your itinerary in DTS, if you select a Trip Duration option that typically requires overnight lodging (Figures 5-1a and 5-1b), the DTS reservations flow process includes the Lodging screens. If DTS displays any Lodging screen, but you don’t need lodging on this trip, you may decline to use it or skip lodging reservations (Section 5.2).

Figure 5-1a: Trip Duration Options With Lodging (Most Itineraries)

Figure 5-1b: Trip Duration Options With Lodging (Special Circumstances Travel)
5.2 Lodging, Step 1 – Select a Lodging Facility

The Select Your Lodging screen (Figure 5-2), displays the following:

1. Initially, DTS presents available lodging options under one lodging type – the one that the JTR identifies as the most appropriate for your trip. For example, if you are TDY to an ILPP metro area, the JTR requires you to use DoD Preferred commercial lodging, so DTS displays that lodging type.

Depending on your actions, DTS can display lodging 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. A button that lets you decline to use a directed lodging type. Selecting it makes other available lodging types visible.

3. A button to Request TMC Assistance in finding lodging.

4. A link that tells DTS that you do not need to make this lodging reservation at this time.

5. Buttons (1 per hotel) that let you select a lodging facility.

6. Tools that let you enter a Group ID number or request accommodations for up to 13 family members (4 adults and 9 children) who are traveling together. Note: These options always appear, but only function when searching for DoD Lodging.

Note: When you search for DoD Lodging, Government Privatized Lodging, or DoD Preferred Commercial Lodging, the dates and locations in the Search area are read-only. If you need to adjust that information, follow the instructions provided in Section 7.4.
Note: If you select the Get More Options button, you are declining to use an available, directed lodging type. DTS provides a pop-up warning that explains the possible repercussions of this action (e.g., limited lodging reimbursement). You must acknowledge that warning before proceeding.

5.2.1 Select a Lodging Facility

To select your preferred lodging facility, use the Select Lodging button. The Select a Room screen opens (see Section 5.3).
5.2.2 No Availability

If a directed lodging type has no rooms available (Figure 5-3), DTS provides:

1. An explanation.

2. If the unavailable lodging is DoD lodging, a certificate of non-availability (CNA) number.

3. More lodging options to help you find a lodging provider.

Note: You can also use the Request TMC Assistance link (Figure 5-2, indicator #3) to ask for TMC help. (Caution: See Section 4, Note)
5.3 Lodging, Step 2 – Select a Room

Once you have selected a lodging facility, DTS displays room rates available at that facility (see Figure 5-4). Choose Select Room (Caution: see Section 7.2) to select a room rate.

![Figure 5-4: Select a Room Screen](image)
5.3.1 Booking Errors

If an error prevents DTS from booking directed lodging, the system does not issue a CNA number or limit your lodging reimbursement. Your actions depend on the type of failure. The two general categories of error are:

1. **Connection error**: If DTS cannot establish a connection with a DoD or DoD privatized lodging provider, DTS provides:
   a. A message to let you know the connection failed (Figure 5-5).
   b. Additional lodging types with availabilities.
   c. A **Request TMC Assistance** link. This link is not visible in Figure 5-5. *(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 5.6.2).

You have 3 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.

![Figure 5-5: Select Your Lodging Screen: Can’t Connect to DoD Lodging System](image-url)
2. **Internal system error (ISE):** If DTS establishes a connection but then experiences an ISE, the system displays an error message and closes the document. You should try to troubleshoot the error (e.g., call the Travel Assistance Center [TAC] at 1-888-HELP-1-GO [1-888-435-7146] or follow other local processes) before continuing. When you reopen the document, navigate back to the lodging screen to continue from where you left off.

5.4 **Lodging, Step 3 – Confirm your Selection**

After choosing a room, review your lodging selection (Figure 5-6) before you book it. Key data fields on this screen include:

1. If DoD lodging was unavailable, your CNA number.

2. Fields to enter rewards information.

3. Fields to enter special requests (e.g., ADA needs).

4. A field to confirm or change your method of payment.
Figure 5-6: Confirm Your Lodging Screen
5.5 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 5-7). 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 Your Lodging screen (Figure 5-6, highlight #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.

5.6 DTS Review Reservation Selections Screen

The Review Reservation Selections screen (Figure 5-8) displays a Lodging Cancellation History link. Select it to open a list of cancelled lodging reservations, including applicable cancellation confirmations (Figure 5-9).
5.7 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 5-10). Select Show Details in the TDY Location section to see whether the traveler received a CNA number (Section 7.1).
5.8  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.

5.8.1 Pre-Audit Flags

The following pre-audit flags address ILPP 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 is noted for each facility on Lodging screen, Step 1 of 1, if applicable.

On the Other Auths and Pre Audits screen (Figure 5-11), add a Reason Code (where required) and a Justification for all pre-audit flags. Those flags could trigger on any document; they are not unique to the ILPP.
Section 5: DTS Functionality

Pre-Audit
Below are any items that were “flagged” for this trip. You must provide justification to the Approving Official. Constructed Travel Worksheet

2 PRE AUDITS

AVAIL PREFERRED LDG NOT USED
WRIGHT-PATTERSON AFB, OH: Available preferred lodging was not used for 09/16/2018 to 09/22/2018.

Reason Codes * 1
Justification to Approving Official * 2

Add Reason Code
Add Justification

LODGING NOT USED
WRIGHT-PATTERSON AFB, OH: No lodging reservations exist from 09/16/2018 to 09/22/2018.

Reason Codes *
Add Reason Code

Justification to Approving Official *
Add Justification

Figure 5-11: Other Auths and Pre Audits Screen – Justification Area
The available lodging **Reason Codes** and a brief explanation of each are below. 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).
5.8.2 Advisories

DTS also has a few advisories specific to the ILPP. 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.

3. **PRIVATIZED LODGING NOT AVAIL**: 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.
5.9 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 7.1)

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.
6 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 ILPP 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 5-10)
   b. The Pre Audits and Advisories on the Other Auths and Pre Audits screen (Figure 5-11)
   c. The Unavailability Report for Government Lodging Programs (see Section 5.9), 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 5-11).
   b. The Non-Use Lodging – Reason Justification Report (see Section 5.9).

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-ILPP pilot 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 5-10)
   b. The **Pre Audits** and **Advisories** on the Other Auths and Pre Audits screen (Figure 5-11)
   c. The **Unavailability Report for Government Lodging Programs** (see Section 5.9)

*This is only true if the CNA was provided through DTS. If the traveler obtained a CNA directly from the lodging provider, see Section 7.1.
7 Cautions

7.1 CNA Numbers

**BACKGROUND:** 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 5-10).

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

7.2 DoD Preferred Lodging Property Website Links in DTS

**BACKGROUND:** 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 than those that apply to DoD Preferred commercial lodging facilities.
7.3 Authorization Created After Travel Begins

BACKGROUND: 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.

ISSUE: 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, DoD privatized, or DoD Preferred commercial lodging, but...

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.
7.4 Changing TDY Dates when Using Required Lodging Types

**ISSUE:** You made lodging reservations for an upcoming trip, then the trip dates changed. Because you booked a DoD, DoD privatized, or DoD Preferred commercial lodging type, the Check-In and Check-Out dates on the Select Your Lodging 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 depart/return dates and TDY location arrive/depart dates (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.

7.5 Changing Lodging when TDY to an ILPP Location

**ISSUE:** You are going TDY to an ILPP 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 7.4, if you are using DoD, DoD Privatized, or DoD Preferred commercial lodging, you can’t change the Check-In or Check-Out dates on the Select Your 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. Trip start date: June 10
2. TDY location 1: MacDill AFB, arriving on June 10, departing on June 17.
3. TDY location 2: Gibsonton, FL*, arriving on June 17, departing on June 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 June 19, departing on June 20.
5. Trip end date is June 20.

*Notes:

1. If the field duty location in this example were also an ILPP 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 5.9).
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.

7.6 Using a DoD Lodging Group ID Number on a Group Authorization

**BACKGROUND:** 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, that number is duplicated 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 it is used by multiple travelers.

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 to be resold 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.
7.7 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:** Don’t panic. 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 ILPP location, and you decline to use available DoD, DoD Privatized, or DoD Preferred commercial lodging option or an available, directed meal option, DTS limits your lodging or meal reimbursement as described in Section 3. However, if you adequately justify your choice, the AO can approve reimbursement for the full lodging cost (up to the per diem limit) or the appropriate meal rate. The process for overriding these limitations in DTS is as follows:

1. Log onto DTS and open the travel document.

2. Open the Per Diem module (select Per Diem on 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.
Appendix A: Overriding Automatic Lodging Reimbursement Limits

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: Commercial Travel Office Interaction

The TMC can help book DoD privatized or DoD Preferred commercial lodging at ILPP 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.

<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. <strong>Provide the name and address of the property where you stayed</strong> 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. <strong>Cite your reason AND provide the name and address of the property where you stayed</strong> 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. <strong>Provide the name and address of the property where you stayed</strong> 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. <strong>Provide the name and address of the property where you stayed</strong> 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>

**Figure C-1: DTS Reason Codes L1-L6 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 that can be used during future lodging contract negotiations.
### 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 that can be used during future lodging contract negotiations.
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>Definition</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>A.K.A.</td>
<td>Also known as</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>
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<td>Ft.</td>
<td>Fort</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>IAW</td>
<td>In Accordance With</td>
</tr>
<tr>
<td>ID</td>
<td>Identification</td>
</tr>
<tr>
<td>IHG</td>
<td>InterContinental Hotels Group</td>
</tr>
<tr>
<td>ILPP</td>
<td>Integrated Lodging Program Pilot</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>
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<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>
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</tbody>
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Also, many state abbreviations appear, though they are not on this list.
# REFERENCES

<table>
<thead>
<tr>
<th>Section (first appearance)</th>
<th>Reference</th>
<th>Hyperlink</th>
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<td>1.2</td>
<td>ILPP locations</td>
<td><a href="https://www.defensetravel.dod.mil/Docs/ILP_Sites_List.pdf">https://www.defensetravel.dod.mil/Docs/ILP_Sites_List.pdf</a></td>
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<td>3</td>
<td>Per diem rates at ILPP 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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<td>4</td>
<td>DoD lodging reservations site</td>
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<td>4</td>
<td>Army PAL hotel reservations site</td>
<td><a href="https://www.ihgarmyhotels.com">https://www.ihgarmyhotels.com</a></td>
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<td>5.2.7</td>
<td>Privatized lodging &amp; flat rate per diem information paper</td>
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<td>7.7</td>
<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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