

Integrated Lodging Program Traveler Fact Sheet

February 2021

I. Overview

The Integrated Lodging Program directs travelers to quality lodging facilities worldwide, streamlining the hotel booking process for DoD employees traveling on official business (TDY/TAD travel). The program includes DoD Preferred Commercial Lodging providers and integrated the ability to book government (DoD Lodging) and privatized Public-Private Venture (PPV Lodging) properties through the DoD booking tools.

The Integrated Lodging Program ensures that travelers are staying in quality lodging facilities that are close to TDY/TAD locations, are protected from certain fees, are offered amenities at no additional cost, and are charged room rates that are below per diem.

The program began as a pilot program in 2015 and was made permanent as of January 2021 with the 2021 National Defense Authorization Act (NDAA).

The Joint Travel Regulations (JTR) (par. 020303) requires that travelers who are TDY/TAD to program sites (see [DefenseTravel.dod.mil/Docs/Official_ILPP_Site_Listing.pdf](https://www.defensetravel.dod.mil/Docs/Official_ILPP_Site_Listing.pdf)) stay in Government (DoD), Public-Private Venture (also known as “privatized” and “PPV”), or DoD Preferred commercial lodging facilities.

Travelers at organizations booking through the Defense Travel Modernization prototype (DTM) should use the DTM Travel Bot to determine whether to use DTM or the Defense Travel System (DTS). **Travelers with access to DTS (or DTM when applicable) are required to make lodging arrangements through the system** and should contact the Travel Management Company to assist with commercial and privatized lodging only when DTS or DTM are not available.

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Booking:

1. I think I'm required to book in the Defense Travel Modernization prototype (DTM). How does that affect me?

In 2018, the DoD began the DTM program which is currently being evaluated at select DoD organizations. If you are a traveler at one of those organizations, the following applies to you.

First, you need to use the DTM Travel Bot to determine if your trip qualifies for booking in DTM: (DefenseTravel.dod.mil/Community/se/251137451E1CAE46).

If you are TDY/TAD to an Integrated Lodging Program site and are also required to book in DTM, you must follow a series of steps to identify the correct limitation amount on your request and expense report.

These steps are outlined here: DefenseTravel.dod.mil/Docs/DTM_Tips_Tricks_3.pdf

NOTE: At present, DoD Lodging is not bookable in DTM. If you are TDY/TAD to a military installation with DoD Lodging, the DTM Travel Bot will direct you to the Defense Travel System (DTS) and you will not make your booking through DTM.

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

Yes, travelers should verify that the TDY/TAD location is correct. When TDY/TAD is to a military installation or location then the authorization must reflect that. A nearby city/town should not be included on the authorization if TDY/TAD is to the installation. Only list a city/town as your TDY/TAD location if you are TDY/TAD to a non-installation location in that city/town. Failure to properly reflect the actual TDY/TAD location is not in adherence with the JTR.

3. As a civilian, am I required to stay in government (DoD) lodging when traveling to an Integrated Lodging Program site?

Yes, the Joint Travel Regulations (JTR), par. 020303 requires DoD civilians that are TDY/TAD to a military installation at an Integrated Lodging Program location to book government quarters (if available) unless an exemption (as outlined in the JTR) applies. What happens if I do not stay in DoD, PPV, or DoD Preferred lodging when it is available at an Integrated Lodging Program location?

If you decline available DoD, PPV, or DoD Preferred commercial lodging, your lodging reimbursement will be limited to the amount the government would have paid if used unless an approved exception is made. Your Authorizing Official may approve exceptions based on distance and lower rate, as well as other exceptions outlined in the JTR. DTS will direct you to the lodging you should book automatically. If you decline to use the lodging to which you are directed, DTS will display a pre-audit and limit your lodging reimbursement. If you have an exception to use, justify your choice by selecting an appropriate reason code for non-use, and adjust your lodging per diem allowances on the Per Diem Entitlement Detail screen. If using DTM please see the link for instructions to identify the correct limitation amount on your request and expense report. These steps are outlined here: DefenseTravel.dod.mil/Docs/DTM_Tips_Tricks_3.pdf

4. What is a non-availability confirmation number?

A non-availability confirmation number, sometimes referred to as a certificate of non-availability, or CNA, is a number provided when government lodging exists at a directed TDY/TAD location but has no availability. It is used to justify reimbursement for commercial lodging. The non-availability confirmation number will appear as part of the authorization. If you receive one, you are not required to contact the lodging facility directly to double check availability. You do not need any additional documentation if you made your booking in DTS.

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

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

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

No. The following types of DoD Lodging are booked in DTS: most Air Force Inns, Navy Gateway Inns and Suites, Navy Lodges, the Marine Corps lodging at Twentynine Palms, CA, and some Army lodging at foreign locations (see DefenseTravel.dod.mil/Docs/Official_ILPP_Site_Listing.pdf). If you book DoD Lodging outside of the system, you must input the lodging information into your authorization. The room cost must be provided on the Per Diem Entitlements detail screen and the property information provided in the lodging pre-audit. Please note that if you are TDY/TAD to a military installation at an Integrated Lodging Program location with DoD lodging that is not available in DTS, you will be provided either a non-availability number or a non-connection error notice.

7. How does a traveler know which available lodging types are mandatory?

The lodging screen will display mandatory available lodging for your specific TDY/TAD location.

If you are TDY/TAD to a program site that requires lodging, DTS will automatically route you to the reservation module to book lodging.

List View: In the List view, the hotels that meet the criteria are displayed in order of daily room rate. Click the "Details" link under a hotel name to view a map and other information about the hotel.

Map View: In the Map view, the hotels that meet the criteria are called out on the map with flags indicating their rates. Flags may be obscured if hotels are located in close proximity to one another – zoom in to enlarge the map and the flags will separate. Click on the rate flag to view a description of the hotel, including the hotel name.

This matrix details which lodging displays under which conditions:

Lodging Screen Display		
Selection order	Displays if you requested lodging and all of the following criteria apply	Mandatory use of lodging type?
1. DoD Lodging	<ol style="list-style-type: none"> 1. TDY/TAD to an installation 2. DoD lodging facility is interfaced with DTS and has rooms available 	Yes, unless a civilian is TDY/TAD to a non-program location or a JTR exemption applies
2. Government Privatized Lodging	<ol style="list-style-type: none"> 1. TDY/TAD to an installation 2. Privatized property is interfaced with DTS and has rooms available 	Yes, if TDY/TAD to an program location, unless a JTR exemption applies
3. DoD Preferred Commercial Lodging	<ol style="list-style-type: none"> 1. TDY/TAD to a metro area at a program location -and- DoD lodging/privatized declined or has no available rooms 2. DoD Preferred property has available rooms 	Yes, if no DoD lodging/privatized is available, and no JTR exemptions apply
3. Commercial Lodging: a. Commercial – Fire Safety Act Compliant b. Commercial - Other	Non-Integrated Lodging Program location: <ol style="list-style-type: none"> 1. Sections 1 & 2 lodging declined or no available rooms 2. Compliant facility has available rooms Integrated Lodging Program location: <ol style="list-style-type: none"> 1. Sections 1, 2 & 3 lodging declined or no available rooms 2. Compliant facility has available rooms 	Use is never mandatory

DTM does not display DoD Lodging and any travel to a military installation must be booked using DTS. For Travel to areas other than military installations, DTM displays all available lodging types with an indicator for each type of lodging. If a non-compliant option is chosen, a justification is required and must be approved.

Integrated Lodging Program Locations:

8. Where can I find a complete list of Integrated Lodging Program locations?

The complete listing of Integrated Lodging Program locations is available at:
DefenseTravel.dod.mil/Docs/Official_ILPP_Site_Listing.pdf

9. What constitutes a metro area of an Integrated Lodging Program location?

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

Exceptions:

10. Do I have to participate in Integrated Lodging Program if I am part of a union?

Maybe. Travelers who are part of a union who are TDY/TAD to shipbuilding sites in the Integrated Lodging Program may request an exception to the program from the Office of the Secretary of Defense. Exceptions may be requested for travel through FY2023. Travelers who are part of a union who travel to other sites or who travel to shipbuilding sites after FY2023 are not excluded from the Integrated Lodging Program.

11. What if I can find a hotel that is less expensive than the directed lodging?

If you are able to find a lower cost commercial lodging option close to your TDY/TAD location, you are able to use that option. Declining directed lodging generates a pop-up that requires a reason code to justify why you declined available directed lodging and that you enter the property name and address where you plan to stay in the justification.

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

If all of the DoD Preferred commercial lodging options available are too far from your TDY/TAD location, you can select the “Decline DoD Preferred Commercial Lodging” button at the bottom of the DoD Preferred Commercial Lodging screen. Declining Preferred lodging generates a pre-audit flag, so you will need to justify why you declined available DoD Preferred commercial lodging (e.g., “Too far away”) and enter the property name and address where you plan to stay in the pre-audit justification. Since DTS will initially limit reimbursement, you must go to the Per Diem Entitlements detail screen and enter the actual room cost by selecting the edit function and scroll down to the bottom portion of the screen and request actual expenses approval. When you get the pre-audit, you will have to justify why you stayed in a hotel at a cost higher than the lodging limit. While no specific mileage limit has been set, it is up to your Authorizing Official to approve given your mission, local commuting parameters, the April 27, 2018 P&R memorandum “Maximum Use of DoD Lodging Facilities on DoD Installations,” and other factors. If your request is approved by your Approving Official, you will be fully reimbursed.

13. If I’m staying with friends or family when TDY/TAD to an Integrated Lodging Program site, do I still need to check DoD, PPV, or DoD Preferred lodging?

No, but you must justify why you are not using government, privatized, or DoD Preferred commercial lodging. If you are TDY/TAD to an Integrated Lodging Program location, DTS will automatically route you to the lodging reservation module in DTS. You can decline directed lodging and select “Lodging with family or friends” from the reason code selection on the DTS Pre-Audit Trip screen as the justification.

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

If you choose to secure lodging at an Integrated Lodging Program location, you are still subject to the JTR policy requiring use of government, privatized, (if orders state TDY/TAD location as military

installation) or DoD Preferred commercial lodging. Since no lodging costs were obligated, check with your Authorizing Official prior to booking. You will be reimbursed for lodging for only the time you spent at the hotel as approved by your Authorizing Official.

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

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

Government (DoD) Lodging:

16. What is DoD Lodging?

DoD Lodging is a subset of government quarters and are those lodging properties owned and operated by the government. DoD Lodging facilities are being implemented in DTS in a phased approach. Today, Air Force Inns, Navy Gateway Inns and Suites, Navy Lodges (non-recreational), Army lodging, and Marine Corps lodging at Twentynine Palms, CA are available in DTS. Additional Marine Corps lodging will be deployed at a later date. DoD Lodging is not currently available in DTM.

17. Are travelers TDY/TAD to a U.S. installation at an Integrated Lodging Program site required to use DoD Lodging if it does not display in DTS?

DoD civilians are not required to use government quarters when TDY/TAD to U.S. military installations (at a program site) when the DoD lodging facility at that location is not available in DTS. Service members traveling to Marine Corps installations must check Inns of the Corps availability.

18. If DTS provides a non-availability confirmation number, do I need to call the DoD lodging facility directly to also get an official certificate of non-availability letter?

No. The non-availability confirmation number provided by DTS is sufficient.

19. If DTS provides a non-availability confirmation number, do I need to double check availability directly with the DoD lodging facility or check back at a later time to see if they have availability?

No. According to the JTR, travelers are only required to check DoD lodging availability one time. If you receive a non-availability confirmation number, you are not required to recheck availability.

Public-Private Venture (PPV) Lodging:

20. What is PPV lodging?

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

21. When will I be directed to PPV lodging?

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

22. What privatized lodging is currently available in DTS and DTM?

Select Privatized Army Lodging (PAL) is be available in the “Government Privatized Lodging” section of DTS and displays in DTM selections (for a complete list, see DefenseTravel.dod.mil/Docs/Official_ILPP_Site_Listing.pdf). Additional PAL properties will be available as properties are renovated to comply with DoD adequacy standards.

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

Per the JTR, travelers are directed to use privatized lodging when TDY/TAD to an Integrated Lodging Program location. All locations with privatized lodging that meet DoD standards and appear in the “Government Privatized Lodging” section are considered Integrated Lodging Program locations.

24. Will DTS provide a non-availability confirmation number for privatized lodging?

No. There is no requirement in the JTR for travelers to secure a non-availability confirmation number. Authorizing Officials can review the pre-audit advisories for documented evidence that you attempted to book and at the time of booking there was no availability.

DoD Preferred Commercial Lodging:

25. Is there a list of all approved DoD Preferred commercial lodging properties for each location?



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

26. If my TDY/TAD location is near an Integrated Lodging Program city, but my orders don't specifically state one of the sites listed in the Official ILP Site Listing, will I be directed to DoD Preferred lodging?

Maybe. You must be TDY/TAD to one of the cities listed as an Integrated Lodging Program location in the JTR or the surrounding metro area, to be directed to DoD Preferred commercial lodging. For a current

listing of zip codes that are included in each metro area, go to:

DefenseTravel.dod.mil/Docs/ILP_Sites_List.pdf

27. How can I submit feedback on the lodging facilities that are part of the program?

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

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

The Integrated Lodging Program, which began as a pilot program in 2015, was made permanent as of January 2021 with the 2021 National Defense Authorization Act (NDAA). The program directs travelers to use government, privatized, or DoD Preferred commercial lodging before other lodging accommodations when TDY/TAD to a program location. When government, privatized, or DoD Preferred commercial lodging is available, but the traveler does not use it (and the traveler is not authorized to declare quarters not available), lodging reimbursement is limited to the amount the government would have paid if used. Government, privatized, and DoD Preferred commercial lodging offer rates below per diem, which explains why your reimbursement is less than per diem. By selecting lodging accommodations outside of the program, you are accepting the responsibility to pay the difference in lodging costs.

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

Like any purchase of a product or service, the more you buy, the better the price, and the more extras you receive. Limiting the hotels in the program enables the Department to select safe and secure properties while increasing competition for both rates and amenities. By directing DoD travelers to stay in a limited number of lodging establishments, DoD is providing cost avoidance on lodging spend and allowing more official travel trips while ensuring that hotels meet certain safety criteria, and obtain amenities such as free Wi-Fi, breakfast, parking, etc., which also saves the Department travel spend. Concentrating our travelers into a limited number of hotels delivers higher volume to those hotels, bolstering their occupancy while it increases the competitive nature of the market place, which improves rates, quality of hotels in the program, and amenities included with the rate.

Troubleshooting:

30. If DTS (or DTM, if applicable) are not available, should I contact my Travel Management Company (TMC) to book lodging?

If you do not have access to DTS (or DTM), you should contact your TMC to make privatized and commercial lodging reservations.

31. Are there any resources to help me understand more about this Integrated Lodging Program and how it works?

Yes. The Defense Travel Management Office offers resources including:

- DoD Integrated Lodging Program Guide: Comprehensive guide that presents information to increase your understanding of the program, as well as its effect on the Joint Travel Regulations (JTR), online reservation selection options, and the Defense Travel System (DTS) and Defense Travel Modernization prototype (DTM). This guide is available on the Integrated Lodging Program webpage and at: http://www.defensetravel.dod.mil/Docs/ILP_Pilot_Guide.pdf
- Integrated Lodging Program webpage (<http://www.defensetravel.dod.mil/site/lodging.cfm>): The webpage provides information about the program and DTS modifications and includes several items in the Quick Links and Resources box to assist with your understanding.