

**BY ORDER OF THE COMMANDER
443D AIRLIFT WING**



**AIR FORCE MANUAL 34-135
433 AIRLIFT WING
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WING LODGING PROCEDURES

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This instruction implements Air Force Manual (AFMAN)34-135, *Air Force Lodging and Air Force Laundry and Linen Exchange Programs*. It provides guidance that defines and implements specific procedures and policies applicable to all members assigned to the 433d Airlift Wing (AW) who are located at Joint Base San Antonio, Lackland AFB, TX. This manual does not apply to members of the 960th Cyber Wing or Geographically Separated Units (GSU) normally serviced by the 433d Airlift Wing (AW). These units should follow the guidance of their local servicing lodging program manager. Failure to comply with the publication is punishable as a violation of Article 92, of the Uniform Code of Military Justice (UCMJ). This publication may not be supplemented or further implemented/extended. The authorities to waive wing/unit level requirements in this publication are identified with a Tier T-3 requirement. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the publication Office of Professional Responsibility (OPR) for non-tiered compliance items. The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the Air Force Information Management Tool (AFIMT) 847, *Recommendation for Change of Publication*; route AF IMTs 847 from the field through the appropriate functional's chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Department of the Air Force Instruction 33-360, *Publications and Forms Management*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located at <https://afrims.amc.af.mil/>.

1. RESPONSIBILITIES.

1.1. The 433d Airlift Wing (433 AW) Commander oversees the Wing Lodging Program and has delegated the program oversight responsibility to the 433d Force Support Squadron (433 FSS) Commander.

1.2. The 433 FSS Commander administers this instruction and coordinates this program between 433 AW units and the 502d Force Support Squadron (502 FSS), designating the 433d Force Support Squadron's Services Flight (433 FSS/FSV) as the 433 AW Lodging Representatives. The 433 FSS Commander authorizes and mandates the use of the Automated Lodging Reservation System (ALRS), accessible through mobile application, for all 433 AW members who are authorized and require lodging on designated Unit Training Assembly (UTA) periods.

1.3. For the safety of the member, Commanders may request a waiver to authorize unit paid lodging in conjunction with a UTA period by sending a request to 433 FSS/CC. This request must be authorized by the unit Commander and endorsed by the applicable Group Commander, see [Attachment 2](#) for format. The request is then submitted to the 433 FSS Lodging Office through the vFSS ticketing system for execution. Authorizations of this nature are to be utilized for verifiable safety concerns and not merely for personal convenience, must be approved prior to reservation date, and can utilize formatted email for approvals.

1.4. 433 AW Squadron Commanders will appoint a Unit Lodging Monitor (ULM) and ensure new members receive the Wing in processing briefing on Lodging Policy and ALRS Program. The ULM will notify the 433 Lodging Representative of annual tour schedules or UTA changes for members. Commanders may also approve or disapprove commuting area waivers and can take disciplinary action against unit members who abuse lodging privileges. In addition, commanders will verify the reason or cause for a "no-show" (a unit member who did not check into Lodging after making a confirmed reservation) or a "walk-in" (a unit member who arrives at lodging office without a reservation).

1.4.1. Squadron ULMs should be a fulltime member of the unit and notify the 433 AW Lodging Representatives of any squadron level lodging requirement issues, problems, and/or concerns for their members and serve as unit POC on all lodging reservation issues.

1.4.2. Squadron ULMs ensure members are fully briefed on the ALRS process and initial login procedures. ULMs are also required to provide the 433 AW Lodging Representative the names of all new members who are authorized and require lodging so they can be entered into the ALRS data base.

1.5. The 433 AW Lodging Representative, or designated representative, will be available on UTAs to assist wing members. Representatives will also provide monthly wing lodging briefings for the Newcomers Flight and provide monthly ALRS user training.

1.6. Wing Lodging Representative forwards reservation reports from the ALRS to the 502 FSS Lodging Office and to the Contract Quarters reservations office in accordance with AFMAN 34-135. The final changes will be presented to the Lodging Office NLT 1400 hours on the Friday before the UTA weekend.

1.7. The 433 AW Lodging Representative validates the no-show/no reservation list provided by the

Contract Hotel management and the 502 FSS Lodging Office and will post a report to 433 FSS Commander's UTA Tool Kit on SharePoint no later than two weeks after each UTA.

1.8. All Unit members must coordinate changes in their lodging requirements through ALRS and/or their ULMs. In addition, unit members must follow lodging procedures, as directed. If unit members do not follow established guidelines, they will be listed as non-compliant and are at risk for losing their lodging privileges.

2. RESERVATIONS PROCESS.

2.1. All unit members will make lodging reservations for upcoming UTA duty periods by utilizing ALRS. Reservations may be made up to one year in advance, if inventory is available. It is the 433 AW/CC policy that reservations are made a minimum of 3 months in advance. Unit members requiring lodging for additional days in conjunction with the UTA will make the UTA reservation through the ALRS and then contact the 433 AW Lodging Representatives to add the additional nights for other duty statuses to their current reservation. This will prevent the member from having to relocate to another room when their duty status changes. Any lodging requirements other than established UTA weekends must be coordinated directly with the 502 FSS Lodging Office, giving as much advance notice as possible.

2.2. ULMs will act as the focal point between the member and the 433 AW Lodging Representatives with regard to UTA lodging issues and/or concerns.

2.3. Unit members who need to review, change or make UTA lodging reservations can do so via the ALRS application or by contacting the 433 AW Lodging Representative at any time. The wing/unit of assignment will not pay for lodging of members who fail to comply with this directive.

2.4. The 433 AW Lodging Representatives will provide 502 FSS Lodging Office/Reservations with the changes in [paragraph 2.3](#) (above) as they occur, up to 1400 hours on the Friday before the UTA.

2.5. Unit members must make reservations NLT 1400 hours on the Wednesday before the UTA by utilizing ALRS; inventory permitting. After 1400 hours, the remaining hotel inventory will be released back to the hotels. Unit members may still be able to make changes as late as 1400 hours on the Friday before the UTA, depending on room availability, by calling 433 AW Lodging Representative. However, if the member waits until the week of the UTA to make their reservation, they assume the risk of having all local accommodations being full and they may be sent to hotels of lesser desirability or location. The ALRS system is designed to make reservations in advance through the entire Fiscal Year (FY). If the member makes a reservation after 1400 hours on the Wednesday before the UTA, they will be listed as non-compliant with Wing policy and their name will be provided to Group and Squadron Commanders. Members may make changes or cancellations (deletions) up to 1400 hours of the day they are scheduled to check in. After 1400 hours on the Friday of the UTA, the member must contact the 433 AW Lodging Representative to cancel/change existing reservations.

2.5.1. The 433 AW Lodging Representative will monitor all lodging inventory to ensure that unused rooms are released back to the 502 FSS Lodging and contracted hotels in a timely manner. Most un-obligated inventory will be released on Tuesday of the UTA week. Member will not contact 502 FSS Lodging Office directly to attempt to procure UTA accommodations. The ALRS is the only source utilized to make UTA lodging reservations. Failure to use ALRS for UTA

lodging reservations could result in the member being required to pay for their own lodging accommodations, without reimbursement.

2.5.2. To make, change or cancel a reservation after 1400 hours Friday before a UTA, members must call the 433 AW Lodging Representative. If they attempt to utilize ALRS after 1400, they will be redirected to the 433 AW Lodging Representative for assistance.

2.5.3. Unit members should, when speaking to any Lodging Representative, record the name, rank, and duty title of that employee, as well as the date and time the contact was made.

2.6. Unit members should check in after 1400 hours the Friday before a UTA weekend. Members who reschedule their UTA to an alternate date are required to provide the 433 FSS Lodging Representative with copies of applicable orders or an AF Form 40a (Record of Inactive Duty Training) prior to arrival, in order to ensure proper payment of accommodations.

2.7. It is the member's responsibility to contact the 502 FSS Lodging Office or contracted hotel if he or she will be arriving after 2100 hours the day of scheduled check-in to provide payment information. Otherwise, the reservation could be cancelled and the member listed as a no-show. Reservists who have reservations for both nights and do not check in on Friday before midnight, or call to confirm late check-in, will automatically be cancelled as of 0800 on Saturday morning. Member will be listed as a walk-in on Saturday and will receive whatever lodging accommodations are available (at their own expense). See [paragraph 2.8](#).

2.8. IAW AFMAN34-135, A2.5, Air Reserve Component members are required to make advanced lodging reservations. Members who walk-in without making reservations may still utilize government lodging, but it may be at the member's expense. Therefore, reservations and/or cancellations should be made as far in advance as possible.

2.9. All members lodged in government lodging or a contracted hotel must physically check-out at the front desk prior to the stated check out time on the morning after the last night of their stay. At check-out time, unit members will turn in their building/room keys, pay all applicable charges including in-room snack, beverage, telephone and other charges, and completely vacate the room. Unit members can request a later checkout time through the assigned hotel, however any related incurred expenses are not reimbursable by the unit. An extra day's lodging fee may be charged for failure to vacate and check-out of a room by the required check-out time. All fees related to a member not checking out or vacating a room in a timely manner will be at the member's expense and are not reimbursable by the unit.

2.10. Members changing duty status while still lodged as guests must notify the applicable lodging facility front desk staff before 1100 hours on the last day of that duty status. This includes paying all applicable charges and, if necessary, turning in room keys and vacating the room. To avoid this, members should verify length of stay, notify clerk of dual status and pay applicable charges at check-in. The most common duty status changes are those from UTA to active duty status, or vice-versa.

3. ABUSE OF LODGING PRIVILEGES.

3.1. The 433 AW will not tolerate improper lodging use or abuse. Violations could result in disciplinary action and/or loss of lodging privileges.

3.2. Types of violations.

3.2.1. Member refuses an assigned room without just cause.

3.2.2. Member fails to change or cancel a reservation by not checking in as scheduled, or informing lodging of late arrival. Member will be considered a “No Show”.

3.2.3. Member fails to make a reservation as required in accordance with this instruction. Member will be considered a “Walk-in”.

3.2.4. Member fails to move from one room to another in conjunction with a “change in status” and a move to another room was requested by the 502 FSS Lodging Office (see [paragraph 2.10](#) above).

3.2.5. Member violates the 502 FSS Lodging Office’s or an off-base contract quarter’s rules and regulations or damages property.

3.2.6. Member fails to check-out by the specified check-out time, unless an exception is granted. An incomplete check-out can include the member failing to return the room/building key, failing to pay all applicable room charges (in full) and/or failing to clear personal possessions out of the room.

3.2.7. Member engages in inappropriate behavior or violates other applicable military rules and regulations.

3.2.8. Member allows unauthorized guests to use lodging facilities.

3.3. Penalties for Violations for validated no-shows/walk-ins:

3.3.1. First no-show: Referral to Squadron Commander for appropriate action within the unit.

3.3.2. Second no-show within a 12-month period: Referral to Group Commander by the 433 AW Lodging Representative for appropriate action.

3.3.3. Third no-show within a 12-month period: loss of UTA lodging privileges for the next six months. In coordination with the affected member’s Commander and ULM, the member will be notified of their loss of privilege in an official capacity by the 433 AW Lodging Representative.

3.3.4. Fourth no-show within a 2-year period: loss of UTA lodging privileges for two years. In coordination with the affected member’s Commander and ULM, the member will be notified of their loss of privilege in an official capacity by the 433 AW Lodging Representative.

3.3.5. Any offense: Members who walk-in on a UTA weekend (either Friday or Saturday night) without an existing reservation will be authorized government quarters at their own expense. Reimbursement is not authorized. Refer to [paragraph 2.8](#).

3.3.6. On and off-base lodging facilities retain the right to charge a member for damages, stolen property, unpaid expenses, etc. These expenses will not be paid by the unit.

4. COMPLAINT PROCEDURES.

4.1. Purpose. To address lodging complaints from 433 AW members.

4.2. Procedures for Resolving Complaints:

4.2.1. When problems occur that pertain to situations unique to duty status, members should try to resolve problems at the lowest possible level by using the chain-of-command below:

4.2.1.1. Contact the Unit Lodging Representative.

4.2.1.2. Contact the unit commander or first sergeant.

4.2.1.3. Contact the 433 AW Lodging Representative.

4.2.1.4. Contact the 433 MSG Commander.

4.2.2. All complaints which require further consideration and/or follow-up must be in writing. Written complaints can be documented on a Memorandum for Record and submitted utilizing the vFSS ticketing system. The Wing Lodging Representative will brief the unit commander or first sergeant of the person who filed the complaint on its disposition. The 433 MSG Commander will see that complaints are followed up and answered promptly.

4.2.3. Health and Safety Conditions in Contract Quarters: Complaints regarding health and/or safety involving off-base contract quarters should be reported to the 433 AW Lodging Representative, who will in-turn notify the 502d Force Support Squadron, Lodging Office Manager.

TERRY W. MCCLAIN, JR., Colonel, USAF
Commander, 433d Airlift Wing

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 34-1, *Air Force Services*, 10 October 2018

AFMAN34-135, *Air Force Lodging and Air Force Laundry and Linen Exchange Programs*, 1 July 2019

AFI 33-322, *Records Management and Information Governance Program*, 23 March 2020

DAFI 33-360, *Publications and Forms Management*, 1 December 2015

Adopted Forms

AF Form 40A, *Record of Individual Inactive Duty Training*, 29 April 2012

AF IMT 847, *Recommendation for Change of Publication*, 22 September 2009

Abbreviations and Acronyms

AFI—Air Force Instruction

AFPD—Air Force Policy Directive

AF IMT—Air Force Information Management Tool

AFMAN—Air Force Manual

ALRS—Automated Lodging Reservation System

ALRS APP—Cellular Mobil Application

ART—Air Reserve Technician

AW—Airlift Wing

CC—Commander

DAFI—Department of the Air Force Instruction

FSS—Force Support Squadron

FY—Fiscal Year

IAW—In Accordance With

MAS—Memorial Affairs Squadron

MSG—Mission Support Group

NLT—No Later Than

OPR—Office of Primary

POC—Point of Contact

RDS—Records Disposition Schedule

ULM—Unit Lodging Monitor

UTA—Unit Training Assembly

Attachment 2

LODGING AUTHORIZATION MEMORANDUM TEMPLATE

Figure A2.1. Example of MEMORANDUM FOR 433 FSS/CC.

DATE

MEMORANDUM FOR 433 FSS/CC

FROM: (Squadron)/CC

SUBJECT: Authorization for Unit Paid Lodging – (Member’s Rank/Name)

1. For safety reasons, I request that the above listed member be authorized unit-billed lodging for Unit

Training Assembly attendance. The member will check in on _____(date) and check out on _____(date).

2. My POC for this action is _____(ULM Rank/Name), and they can be contacted at _____(phone) or _____(email).

Full Name, Rank, USAF
Commander

1st Ind: Unit Paid Lodging – (Member’s Rank/Name)
(Date)
To: 433 FSS/FSV

1. The member identified in this memorandum is / is not authorized unit-billed for the dates indicated.

2. This correspondence is to be maintained with all billing documentation and available for inspection.

Full Name, Rank, USAF
(Group) Commander