

**BY ORDER OF THE COMMANDER
916TH AIR REFUELING WING**

**916TH AIR REFUELING WING
MANUAL 34-135**



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Services

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 military and civilian members assigned to the 916th Air Refueling Wing (ARW) who are located at Seymour Johnson AFB, NC. This manual does not apply to members of the Air National Guard. These units should follow the guidance of their local servicing lodging program manager. This publication may not be supplemented or further implemented/extended. 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 Department of the Air Force Form (DAF) 847, *Recommendation for Change of Publication*; route DAF847 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 (IAW) 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 916th Air Refueling Wing (916 ARW) Commander oversees the Wing Lodging Program and has delegated the program oversight responsibility to the 916th Force Support Squadron (916 FSS) Commander.

1.2. The 916 FSS Commander administers this instruction and coordinates this program between 916 ARW units and the 4th Fighter Wing (4 FW), designating the 916th Force Support Squadron's Services Flight (916 FSS/FSV) as the 916 ARW Lodging Representatives. The 916 FSS Commander authorizes and mandates the use of the Automated Lodging Reservation System (ALRS), accessible through mobile application, for all 916 ARW members who are authorized and require lodging on designated Unit Training Assembly (UTA) periods.

1.3. The 916 ARW Lodging Representative or designated representative, will be available on UTAs to assist wing members. Representatives will also provide recurring lodging briefings for the Newcomers Orientation and provide Unit Lodging Monitor (ULM) training as needed.

1.3.1. The 916 ARW Lodging Representative forwards reservation reports from the ALRS to the Contract Quarters reservations office in accordance with AFMAN34-135. The final changes will be presented to the Lodging Office on the Friday before the UTA weekend.

1.3.2. The 916 ARW Lodging Representative acts as the central point of contact for all 916 ARW lodging matters, and coordinates reservations for all Individual Training (IDT) status reservations, to include standard UTAs and UTA reschedules.

1.3.3. The 916 ARW Lodging Representative manages and operates ALRS and its inventory, ensuring UTA reservations are assigned on a first come, first serve basis according to inventory and member profile.

1.3.4. The 916 ARW Lodging Representative arranges off-base commercial contract lodging and ensures availability at all on-base quarters is exhausted before utilizing commercial contract lodging.

1.3.5. The 916 ARW Lodging Representative manages all post-UTA billing and invoices, reporting no-shows and financial data to wing leadership.

1.3.6. The 916 ARW Lodging Representative provides the 4th Force Support Squadron Lodging Office (4 FSS/FSVL) and commercial contracted hotels with the next fiscal year's Unit Training Assembly (UTA) schedule no later than September of each year.

1.3.7. The 916 ARW Lodging Representative liaise with Air Reserve Component tenant organizations as necessary to de-conflict lodging arrangements and support training or resources.

1.3.8. The 916 ARW Lodging Representative maintains a 916 ARW Lodging continuity binder and ensures compliance with this instruction.

1.3.9. The 916 ARW Lodging Representative enters required inventory into the ALRS.

1.3.10. The 916 ARW Lodging Representative forwards reservation reports from the ALRS to Southern Pines Lodging Office and Contract Hotels in accordance with this instruction.

1.3.11. The 916 ARW Lodging Representative forwards final changes to the ALRS reservation report to Southern Pines and Contract Hotels prior to 1600 hours on the Friday before the UTA.

1.3.12. The 916 ARW Lodging Representative validates the no-show/no reservation list provided by Southern Pines and Contract Hotel management and will post a report to 916 FSS SharePoint.

1.3.13. The 916 ARW Lodging Representative ensures ULMs provide a copy of members AF Form 40A, *Record of Individual Inactive Duty Training*, to 916FSS.FSV.LodgingRequest@us.af.mil.

1.4. 916 ARW Squadron Commanders will appoint a ULM and at least one alternate ULM in writing, one of which must be a full-time member of the unit.

1.4.1. Commanders may also approve or disapprove commuting area waivers and can take disciplinary action against unit members who abuse lodging privileges.

1.4.2. 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).

1.4.3. Lastly, commanders will enforce accountability actions for members who do not follow procedures as outlined in this instruction, to include lodging no-shows.

1.5. ULMs, one of which must be a full-time member of the unit, will serve as the unit POC on all lodging reservation issues and will notify the appointed 916 ARW Lodging Representative of any squadron level lodging requirements and/or issues.

1.5.1. ULMs ensure members are fully briefed on the ALRS process and initial login procedures. ULMs are also required to provide the 916 ARW Lodging Representative the names of all new members who are authorized and require lodging so they can be entered into the ALRS data base.

1.5.2. The ULM will inform the 916 ARW Lodging Representative of any change to unit UTA lodging requirements as soon as known but not later than 10 days prior to a scheduled UTA.

1.5.3. The ULM coordinates lodging reservations for non-standard IDT/UTA periods and provides AF Form 40A, *Record of Individual Inactive Duty Training*, or other documentation to the 916 ARW Lodging Representative when requesting reservations.

1.5.4. ULMs provide 916 ARW Lodging Representative with any member waiver letters for commuting distance, “on-base only” reservations, special needs letters, etc.

1.5.5. ULMs assist newcomers with initial lodging requests through 916 ARW Lodging Representative and provides newcomers with all ALRS login and PIN information.

1.5.6. ULMs ensure unit members are fully briefed on the ALRS and mobile application process.

1.5.7. ULMs ensure all members are aware of the Reservation Deadline Schedule.

1.5.8. ULMs email 916 ARW Lodging Representative at 916FSS.FSV.LodgingRequest@us.af.mil to coordinate all additions, removals, issues, concerns, questions, complaints, etc. regarding lodging.

1.6. 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.

1.6.1. Members must know the status they will be in prior to making all reservations.

1.6.2. Members utilize the ALRS phone line or mobile application to schedule, modify or cancel lodging reservations for main/alternate UTA weekends and AF Form 40A, *Record of Individual Inactive Duty Training*, (i.e., EQT and rescheduled UTAs).

1.6.3. Members make all ALRS reservations in a timely manner and before the specified reservations deadline prior to each UTA.

1.6.4. UTA reservations via ALRS cannot be reserved after 2359 hours 10 days prior to the UTA. If lodging is needed after this deadline, members should contact their ULM or First Sergeant who will contact the 916 ARW Lodging Representative to assist in finding lodging accommodations, which are not guaranteed.

1.6.5. Members direct any problems with ALRS or PIN resets to the ULM.

1.6.6. Members are responsible for payment of personal charges (e.g., telephone, in-room resale items, late checkout fees, etc.).

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 two months in advance if inventory is available. Unit members requiring lodging for additional days in conjunction with the UTA will make the UTA reservation through the ALRS and then contact the 916 ARW Lodging Representative 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 916 ARW Lodging Representatives, giving as much advance notice as possible.

2.2. ULMs will act as the focal point between the member and the 916 ARW Lodging Representatives regarding 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 their ULM 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 916 ARW Lodging Representatives will provide 4 FSS Lodging Office/ Reservations with the changes in **paragraph 1.3.11** (above) as they occur, on the Friday before the UTA.

2.5. Unit members must make reservations NLT 2359 hours 10 days before the UTA by utilizing ALRS, inventory permitting. After 2359 hours, the remaining hotel inventory will be released back to the hotels. However, if the member waits until the cutoff date for reservations 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.

2.5.1. The 916 ARW Lodging Representative will monitor all lodging inventory to ensure that unused rooms are released back to the 4 FW Lodging and contracted hotels in a timely manner. Most obligated inventory will be released on Tuesday of the UTA week. Member will not contact 4 FW 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 change or cancel reservations, members must call the hotel and also request via the ALRS phone line or mobile application as far in advance as possible but NLT 2359 hours the Thursday prior to a UTA, to avoid being a no-show.

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.

2.5.4. Unit members should check in after 1400 hours the Friday before a UTA weekend.

2.5.5. Members who reschedule their UTA to an alternate date are required to provide the 916 FSS Lodging Representative with a copy of AF Form 40A (*Record of Inactive Duty Training*) prior to arrival to ensure proper payment of accommodations.

2.5.6. It is the member's responsibility to contact the 4 FW Lodging Office or contracted hotel if he or she will be arriving after 2100 hours the day of scheduled check-in. Otherwise, the reservation could be cancelled and the member listed as a no-show. Members 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 2.5.7](#).

2.5.7. 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.

2.5.8. 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.

2.5.9. 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.

2.5.10. Ensure the orderly room or ULM emails the AF Form 40A, *Record of Individual Inactive Duty Training*, for all IDT lodging needs to the 916 ARW Lodging Representative at least three days prior to member's stay. Sections I-III of AF Form 40A must be completely filled out and must have the authorizing official's signature "ONLY." As a reminder, emails containing personally identifiable information (PII), such as social

security numbers, home address, etc., cannot be emailed from a .mil email account to a .com (or commercial) email address under current DoD IT security policy.

3. ROOM ASSIGNMENT.

3.1. Enlisted members, E-5 and below, will be assigned two (2) in a room, in contract quarters. E-6 and above will have single occupancy rooms. 916 ARW Commander may change/adjust this rule as he/she sees fit.

3.2. Rooms that are direct billed to the 916 ARW are for the 916 ARW members only.

3.3. 916 ARW members may be accompanied by family only on occasions directed by the 916 ARW Commander. On these occasions, the member will be responsible for all additional expenses incurred.

4. NEWCOMERS.

4.1. Newcomers residing outside the commuting distance must contact Southern Pines once they receive the first UTA date, providing contact information and lodging request.

4.2. Newcomers will be lodged on base for their first UTA unless inventory is not available. 916 ARW Lodging Representative will contact member's ULM with reservation details. After the first UTA, members are responsible for ensuring access to and making their own reservation in ALRS with the ULM.

4.3. The 916 ARW Lodging Representative will provide ULMs with a new User ID and PIN for each approved member. This information will be passed on to the member by the ULMs upon arrival to the unit along with a copy of this policy and all lodging procedures.

5. ABUSE OF LODGING PRIVILEGES.

5.1. The 916 ARW will not tolerate improper lodging use or abuse. Violations could result in disciplinary action and/or loss of lodging privileges.

5.2. Types of violations.

5.2.1. Member refuses an assigned room without just cause.

5.2.2. 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."

5.2.3. Member fails to make a reservation as required in accordance with this instruction. Member will be considered a "walk-in."

5.2.4. 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 4 FW Lodging Office (see [paragraph 2.5.9](#) above).

5.2.5. Member violates the 4 FW Lodging Office's or an off-base contract quarter's rules and regulations or damages property.

5.2.6. 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.

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

5.2.8. Member allows unauthorized guests to use lodging facilities.

5.3. Penalties for violations for validated no-shows/walk-ins:

5.3.1. First no-show: Member receives a Letter of Warning from member's unit Senior Enlisted Leader or Commander. This Letter of Warning must be provided to 916 FSS/FSVL at 916FSS.FSV.LodgingRequest@us.af.mil. The 916 ARW Lodging Representative will provide a post UTA list of no-shows to ULMs, First Sergeants, and FSS SharePoint.

5.3.2. Second no-show in a 12-month period: Member will receive a "Denial of Lodging Letter" from 916 FSS/FSVL, which will make the member responsible for lodging during the member's next UTA, without reimbursement from the 916 ARW. Members receiving such a letter will need to contact their Unit Lodging Monitor for this reservation. After being denied unit-paid lodging for one UTA, the member will be eligible to receive unit-paid lodging for following UTAs.

5.3.3. Third no-show within a 12-month period: The member will be responsible for paying for lodging associated with the third no-show and for any lodging within the next 12 months.

5.3.4. Fourth no-show within a 2-year period: Member will lose lodging privileges for the entirety of their assignment with the 916 ARW.

5.3.5. 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 2.5.7](#).

5.3.6. 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.

6. COMPLAINT PROCEDURES.

6.1. Purpose. To address lodging complaints from 916 ARW members.

6.2. Procedures for Resolving Complaints:

6.2.1. Start with the hotel front desk to resolve any issues or complaints that are hotel room-related before contacting the ULM.

6.2.2. 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:

6.2.3. Contact the ULM.

6.2.4. Contact the unit Commander or First Sergeant.

6.2.5. Contact the 916 ARW Lodging Representative.

6.2.6. Contact the 916 FSS Commander.

6.3. All complaints which require further consideration and/or follow-up must be in writing. The unit Commander or First Sergeant and appointed ULM, as appropriate, will ensure that complaints are followed-up and answered promptly.

6.4. Health and Safety Conditions in Contract Quarters: Complaints regarding health and/or safety involving off-base contract quarters should be reported to the appointed ULM immediately.

6.5. All comments, suggestions, problems, and complaints should be reported first to the ULM, then the unit Senior Enlisted Leader, as soon as possible for correction, resolution and future improvements.

STEPHEN L. LANIER, Colonel, USAF
Commander

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

AFI33-322, Records Management and Information Governance Program, 28 July 2021

DAFMAN 90-161, Publishing Processes and Procedures, 15 April 2022

Adopted Forms

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

DAF847, Recommendation for Change of Publication, 15 April 2022

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

ARW—Air Refueling Wing

CC—Commander

FSS—Force Support Squadron

IAW—In Accordance With

NLT—No Later Than

OPR—Office of Primary

POC—Point of Contact

RDS—Records Disposition Schedule

ULM—Unit Lodging Monitor

UTA—Unit Training Assemble