



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION NEW RIVER
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CO

MAY 18 2021

COMMANDING OFFICER'S POLICY LETTER 04-21

From: Commanding Officer, Marine Corps Air Station New River
To: Distribution List

Subj: DEFENSE TRAVEL SYSTEM AND AGENCY PROGRAM COORDINATOR
ORGANIZATION STRUCTURE

Ref: (a) MCO 4650.39A
(b) MCO 4600.40B

1. Purpose. Station Headquarters (HQ), Marine Corps Air Station (MCAS) New River and its subordinate command conduct Defense Travel System (DTS) and Government Travel Charge Card Program (GTCCP) Agency Program Coordinator (APC) functions in accordance with the references. This policy clearly defines the responsibilities within our organizational structure.

2. Cancellation. Commanding Officer's Policy Letter 01-19.

3. Mission. Station HQ and Headquarters and Headquarters Squadron (HQHQRON) are efficiently and effectively organized to manage DTS functions and the GTCCP in order to establish a tiered help desk system while maximizing support to the traveler.

4. Execution

a. Commander's Intent. Leaders at all levels will ensure responsive and proactive management of a tiered help desk support system between Station HQ and HQHQRON.

b. Concept of Operations. The Tier I Help Desk will be the first point of contact for all Station HQ and HQHQRON Marines and civilian employees seeking mission travel support (e.g. checking in/out, requesting a new travel card, creating an authorization, or settling a voucher). The Tier II Help Desk is responsible to support elevated trouble tickets from HQHQRON and area-tenant Tier I Help Desks, and to elevate issues to the Tier III Help Desk when needed.

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c. Tasks

(1) HQHQRON. HQHQRON will establish a Tier I Help Desk by appointing and training an Organizational Defense Travel Administrator. The Tier I Help Desk will support both HQHQRON and Station HQ travelers per the references.

(2) Station Comptroller

(a) The Station Comptroller shall maintain a Lead Defense Travel Administrator (LDTA) to serve as the Tier II Help Desk per the references. Maintain appropriate training certificates and permissions in order to provide depth for the Tier II Help Desk in the absence of the LDTA.

(b) The Station Comptroller will appoint a Debt Management Monitor and GTCCP APC. The Department will also maintain appropriate training certificates and permissions to support Financial Defense Training Administrator responsibilities per the references.

(3) Departments. Identify an Authorizing Official (AO) and a Routing Official (RO) to be appointed and trained in their duties per reference (a). The RO cannot be an AO.

d. Coordinating Instructions

(1) Commanding Officers and Departments are to ensure each appointee is familiar with his or her individual roles and responsibilities.

(2) The location of the Tier I Help Desk will be selected by the HQHQRON CO to maximize effectiveness and supportability.

(3) The Tier II Help Desk is located on the third deck of AS-211 in order to maximize their effectiveness and supportability.

(4) The LDTA will coordinate with all tenant squadrons aboard MCAS New River to host DTS training site assist visits as needed.


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5. Administration and Logistics. Questions concerning the contents of this Policy Letter can be directed to the Station Executive Officer.

6. Command and Signal

a. Command. This Policy Letter is applicable to all military and civilian personnel within the Station Headquarters, MCAS New River.

b. Signal. This Policy Letter is effective the date signed.


C. V. EBITZ

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