

U.S. General Services Administration

Interact

GSA Federal Acquisition Training Symposium

April 25 – 26, 2017 Huntsville, AL

Learn > Discuss > Connect

Easy Ordering with GSA Global Supply™ for DoD

Presenter: John Barnicle FAS, GSA Global SupplyTM

Training Agenda

- GSA Overview
- GSA and the National Supply System
- The GSA Global Supply[™] Program
 - Product Availability
 - Supply Transformation
 - Order Placement & Special Order Program
 - GSA Retail Stores
 - Customer Service



General Services Administration

- **Creation:** Established by President Truman on **July 1, 1949**, to streamline the administrative work of the federal government. GSA consolidated the National Archives and multiple supply and facility functions.
- **Original Mission**: To dispose of war surplus goods, manage and store government records, manage emergency preparedness, and stockpile strategic supplies for wartime.
- An Evolving Mission: Through its two largest offices the <u>Public</u> <u>Buildings Service</u> and the <u>Federal Acquisition Service</u> - and various staff offices, GSA provides workspace to more than 1 million federal civilian workers, oversees more than 480 historic buildings, and facilitates the purchase of goods and services from quality commercial vendors.

Interact

GSA - Federal Acquisition Service (FAS) – Procuring Products and Services for the Government

- The <u>Federal Acquisition Service</u> was established to provide an economical and efficient system for the procurement, supply, and eventual disposal of property. Intent was to eliminate duplication and maximize the government's leverage.
- On July 1, 1952, the Defense Cataloging and Standardization Act was approved, establishing a single catalog system leading to the National Supply System. Section 11 includes:

"The Administrator of General Services and the Secretary of Defense shall coordinate the cataloging and standardization activities of the General Services Administration and the Department of Defense so as to avoid unnecessary duplication."

GSA -- FAS --- GSA Global Supply™ Working in partnership with DOD to furnish supplies

- In 1971, GSA and DoD entered into an agreement to eliminate avoidable overlap between their respective supply systems. This agreement divided the management of consumable items between GSA and the Defense Supply Agency (DSA, now Defense Logistics Agency). It assigned to GSA those Federal Supply Classes (FSCs), or commodities commonly used by federal agencies, which are commercially available and not predominantly of a military nature.
- GSA Global Supply[™] is a part of the Federal Acquisition Service and is the Government to Government Supply source for commodities that GSA is assigned under the 1971 Agreement. GSA Global Supply[™] is now a strategic partner with DoD on full-service supply solutions in CONUS and OCONUS environments.

Inite relet

Interact

GSA Global Supply[™] – A Government to Government Wholesale Supply Source

FAR 8.002 Priorities for use of Government supply sources.

(a) Except as required by 8.003, or as otherwise provided by law, agencies shall satisfy requirements for supplies and services from or through the sources and publications listed below in descending order of priority—

- i. Agency inventories
- ii. Excess from other agencies
- iii. Federal Prison Industries, Inc. (UNICOR)
- iv. Supplies which are on the Procurement List maintained by the Committee for Purchase from People who are Blind or Severely Disabled
- v. <u>Wholesale supply sources, such as stock programs of the GSA</u> (GSA Global Supply[™]), DLA or VA

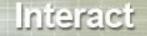
GSA Global Supply[™] – A Government to Government Wholesale Supply Source

- GSA Global Supply[™] has already procured the most in-demand products on the government's behalf, meaning that your order is a simple requisition between agencies.
- Requisitions satisfy all Federal Acquisition Regulation (FAR) requirements, including trade agreement policies, socioeconomic goals, AbilityOne mandates, and executive orders.
- Place a requisition via DoD Activity Address Code, Civilian Activity Address Code, and/or Government Purchase Card.
- GSA is integrated with Department of Defense (DoD) financial systems.

Interact

GSA Global Supply[™] – Integrated into the National Supply System

- GSA-managed National Stock Numbers are available directly through DoD, service-specific internal supply systems for requisitioning.
 - SARSS (Army)
 - SBSS (Air Force)
 - Navy-ERP (Evolving Transition)
 - GCSS (Marine Corps)
- As requisitions are placed via internal supply systems for GSA managed items, orders route through DLA Transaction Services and to GSA for fulfillment
- Status updates on your requisition route back through to internal supply systems.
- GSA transactions conform to specified format and performance criteria (i.e., packing, marking).
- Military regulations cite GSA policy & procedures as a part of DOD logistics guidance.



GSA Global Supply™ - Support to DoD & More

- FY2016 Business Volume: \$526M
 - Department of Defense (90%)
 - Federal civilian agencies (10%)
- Your Supply / Logistics Partner
 - Mission support to the Warfighter
 - Disaster Relief / Emergency Response
 - Supply Chain Solutions
- Worldwide Reach
 - GSA Retail Stores CONUS and OCONUS

Interact

GSA Global Supply™

PRODUCT AVAILABILITY

Interact

GSA Products to Support Your Mission

- Management of Consumable items within the National Supply System are split between DLA and GSA
 - GSA manages ~ 50,000 National Stock Numbers
 - DLA manages ~ 3.9 Million National Stock Numbers
- National Stock Numbers
 - FSCs assigned to GSA include:
 - Tools and Hardware
 - Shipping and Packaging Supplies
 - Office Products
 - Housewares, Food Service, Cleaning
 - To learn more about the NSN creation process, visit <u>http://www.dlis.dla.mil</u>, and click on Cataloging. The Supply Support Request (SSR) process is contained in DOD 4140.26-M (vol. 6).

Interact

GSA Products to Support Your Mission

- Part Numbers
 - Close to 400,000 in Office Supplies, Tools and Hardware and more
 - Expanded product offering to provide easy access to commercially available items
- Special Order Program
 - Provides the ability to requisition a product not available in the GSA Global Supply[™] offering
 - Limited to products and ancillary services for commodity classes that GSA Global Supply[™] manages
 - MILSTRIP and MIPR accepted
 - GSA Global Supply[™] handles all acquisition, administration, logistics and payment issues for the customer

GSA Products to Support Your Mission

AbilityOne Products

- GSA is a partner in supporting the National Industries for the Blind (NIB) and SourceAmerica - Creating Employment Opportunities for People with Significant Disabilities.
- All mandatory procurement list items are available in GSA Global Supply[™] product offering.
 - ~ 3,000 AbilityOne items available
- No "essentially the same" commercial items
- "Green" Product Offering
 - GSA is committed to "greening" its product line by continuously increasing access to sustainable product offerings.
 - Approximately 3,000 National Stock Number (NSNs) with green attributes, plus more part numbered items
 - Partner with DoD to meet service-specific environmental goals

Interset

GSA Products to Support Your Mission Strategic Sourcing Initiative

- FSSI Multiple BPAs and IDIQ contracts to leverage savings

 Cross-agency strategic sourcing initiative helps the
 government leverage data, dollars and good business
 sense in meeting acquisition goals.
- GSA Global Supply[™] is leveraging strategic sourcing vehicles to drive down pricing and delivery timeframes on NSNs
 o Office Supplies - FY2016
 - o Janitorial/Sanitation (JanSan) Q1 FY2017
 - o Maintenance, Repair and Operations (MRO) Q1 FY2017

Office Supplies from GSA Global SupplyTM

- Use of Strategic Sourcing via FSSI to source Office Supply NSNs went live in October 2015
- Results in standardized delivery timeframes (CONUS and OCONUS), lower pricing, and improved order tracking
- ➤Customers order as they have, via MILSTRIP, online via GSA Advantage![®] or GSA Global Supply[™] sites, or phone/fax
- >~ 1,000 NSNs are shipped by FSSI vendor partners, with additional part numbers available too
- Visit gsa.gov/globalsupply for updates and training opportunities

Interact

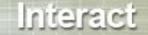
GSA Global SupplyTM

SUPPLY TRANSFORMATION

What is Supply Transformation?

GSA is transforming its wholesale and retail supply programs to offer customers lower prices and faster delivery, worldwide. This modernization process includes our acquisition, distribution, information technology and customer service functions.





Elements of Supply Transformation -Wholesale

- Transitioned to commercial partners for storage and shipping (2014)
- Debuted FSSI for Office Supplies (FY 16)
- FY 17 expansion to MRO and JanSan products
- Standardizes language on marking, labels, delivery times and electronic interaction with GSA for greater visibility
- Goals: faster delivery and lower customer cost

Interact

Elements of Supply Transformation - IT Enhancements

- Order Management Service (OMS) is an IBM, cloudbased system
 ŸIncremental releases planned
- OMS replaces key functions of certain legacy systems and facilitates the shift to vendor partner delivery
 - All purchase orders issued for GGS products will flow through OMS
- Goals: modernize IT, increase visibility to GSA users and customers, lower IT costs



What Changes for GSA Global Supply™ Customers

- Likely faster delivery as new contract vehicles standardize requirements across large segments of the product line
- Lower cost as we leverage strategic sourcing and market pressure to get competitive prices
- Simplified data collection and enhanced transparency to better manage spending and measure savings



What Does Not Change for GSA Global Supply[™] Customers

- Simple requisitions for GSA items no need to comparison shop or document 3 sources
- Ordering options: online, phone, fax, FEDSTRIP/MILSTRIP
- Customer service (800) 488-3111 for any issue
- Special Order support for large, complex items

Interact

GSA Global Supply[™] ORDER PLACEMENT

Interact

GSA Global Supply™ – Placing an Order via DoDAAC

- Place orders via DoDAAC using the following ordering options: <u>MILSTRIP</u>, <u>Web</u>, <u>Phone</u>, and <u>Fax</u>
- Integration with your Agency's financial systems
- Inter-fund billing via DoDAAC/AAC/UIC/RUC
 - Billing cycle 1st and 15th of each month
 - Tens of thousands of DoDAAC transactions processed per month
- Need to apply for a DoDAAC? Visit <u>www.gsa.gov/globalsupply</u> or email <u>OrderMgmt@gsa.gov</u> to ask questions.



GSA Global Supply[™] – Placing an Order via Government Purchase Card

- Place orders via Government Purchase Card using the following ordering options: <u>Web</u>, <u>Phone</u>, and <u>Fax</u>
- Government to Government Bill
 - Billing is from "GSA," not multiple vendors
- Pre authorization credit card purchasing
 - Process ~ tens of thousands credit card billings monthly
- Consolidated and line-item billing options
- One central point in GSA for all shipping, billing questions National Customer Service Center (NCSC)

Interact

GSA Global Supply™ – Placing an Order

- MILSTRIP
 - Internal Supply System
 - Manual Transmission via DD1348-6
- Web:
 - http://www.GSAglobalsupply.gsa.gov
 - <u>http://www.gsaAdvantage.gov</u>
 - https://dod.emall.dla.mil
- Phone: 800-525-8027
 DSN: 465-1416
- Fax: 800-856-7057

Interact

GSA Global Supply™ – Ordering Methods

MILSTRIP

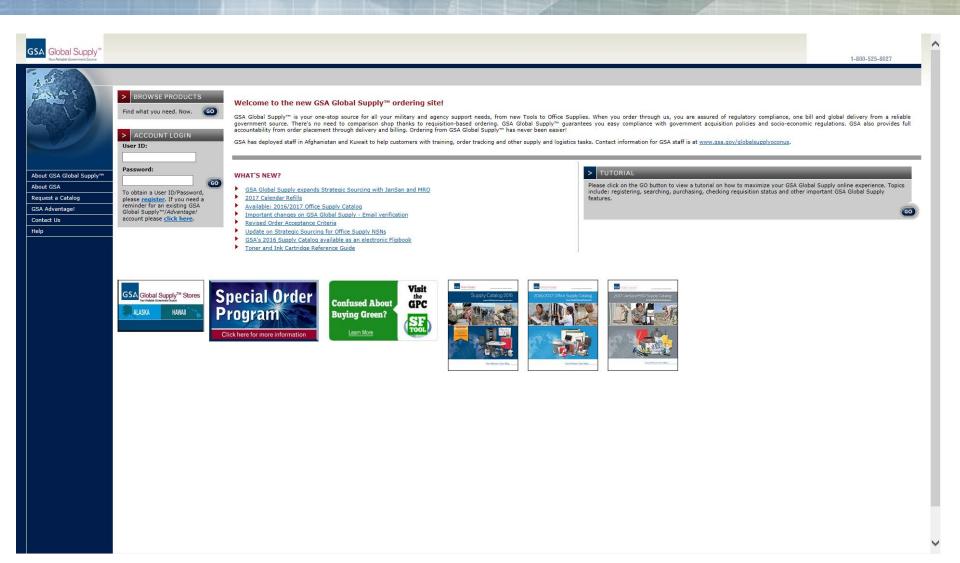
- Requisition NSN or part-numbered items
- System to System Ordering Routes through DLA Transaction Services
- Manual Entry (DD1348-6) by Email / Fax via DoDAAC
 - Useful for requisitions that require exception data, such as orders for part-numbered items
 - Office Products: (212) 264-6829
 - Cleaning, Safety, General Products: (817) 574-2551
 - Tools, Hardware: (816) 926-7971
- GSA Global Supply[™] or GSA Advantage![®] websites via DoDAAC utilizing an electronic version of a DD1348-6

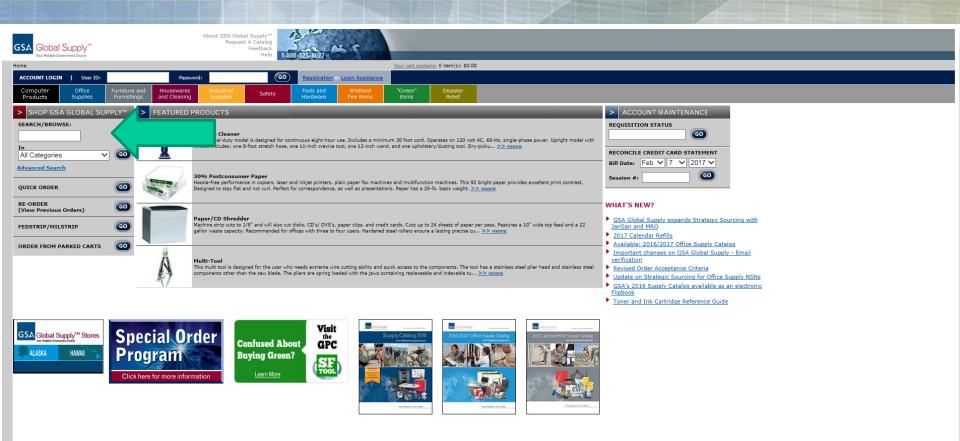
Interact

GSA Global Supply™ – Ordering Methods

Website Ordering

- GSA Global Supply™ Ordering site
 - <u>http://www.gsaglobalsupply.gsa.gov</u>
 - Research and order thousands of GSA Global Supply™ items
 - Order via DoDAAC / AAC and Government Purchase Card
 - One site to access <u>all</u> requisition-based items from GSA Global Supply[™]
 - Site does not contain acquisition-based items from GSA Multiple Award Schedule vendors
 - User-friendly tools that allow you to check requisition status, and reconcile against your Government Purchase Card





GSA Global Supply [™] About GSA Global Supply [™]	Catalog edback	AC	
Your Reliable Government Source Home > Search Results	Help 1-800-525-8027		Your cart contains: 0 item(s): \$0.00
ACCOUNT LOGIN User ID: Password:	(GO) Registration	n or Login Assistance	Your care contains, o nempsy pro-
Computer Office Eurpiture and Housewares Industrial	Tools and	Wildland	"Green" Disaster items Relief
	haroware	Fire items	
Adva	RCH/BROWSE anced Search	In All Cate	egories 🗸 📀
Search Results			
Found 66 products for copier paper		Sort By: Most rele	levant V Sort It
> SUGGESTED CATEGORIES			
 Office Paper - Multi-use Copy Paper (26) Copy Holders (1) Office Paper and Boards (4) Labels (3) Sheet Protectors (1) 	<u>er - Colors</u> (16) <u>iture</u> (4) <u>inting</u> (1)		
Search within results (all words)	It	More "Re	tefine" Options Page: 1 2 3
> SEARCH RESULTS			
NSN/Mfr Part #/Product	Price/Delivery	Qty	Photo
7530-01-085-5225 Copier Paper	♦ ♦ \$64.54 <u>BX</u> 7 days	Add to Cart	
White, 11 x 17", Sheets are not hole punched. This quality paper can be used in high-speed dry toner copiers and on offset duplicating equipment. Has a 20-lb. basis weight.			13-3-2
Dasis Weight. [More product details] Manufacturer: NIB			
Contractor: GSA Global Supply provided by [PACIFIC INK, INC.]			
7530-01-200-2207 Copier Paper	♥♥ \$73.60 <u>BX</u> 7 days	Add to Cart	
White, 8-1/2 x 11", Long-grain, 20-lb. basis weight paper, is suitable for use in wet toner liquid process copiers. 84 bright.	A FSSI		No.
[More product details] Manufacturer: NIB GSA Global Supply provided by [DOCUMENT IMAGING			
Contractor: GSA Global Supply provided by [DOCUMENT IMAGING DIMENSIONS INC.]			
7530-01-562-3259 Convenience Pack Copy Paper	♦ ♦ \$25.68 <u>BX</u>	Add to Cart	
White, 8-1/2 x 11", Ream wrapped 2,500 sheets. Convenience pack copy paper has a 20-lb basis weight, is 92 bright, and acid free. At 25-lbs it is half the	7 days		
weight of traditional cop [<u>Hore product details</u>] Manufacturer: NIB	One 🖬 🏎 🖉		
Manufacturer: NIB Contractor: <u>GSA Global Supply provided by [PACIFIC INK, INC.]</u>			
7530-01-147-6811 Copier Paper	� � \$76.31 <u>BX</u> [Add to Cart	and the second se
Yellow, 8-1/2 x 11", Sheets are not hole punched. This quality paper can be used in high-speed dry toner copiers and on offset duplicating equipment. Has a	7 days		S. C. The
20-lb. basis weight. [More product details]	One 🖈 🏠 FSSI		
Manufacturer: NIB Contractor: <u>GSA Global Supply provided by [PACIFIC INK, INC.]</u>			
7530-01-033-8891	� � \$55.23 <u>BX</u> [Add to Cart	
Copier Paper White, 8-1/2 x 11", Sheets are three-hole punched. This quality paper can be used in high-speed dry toner copiers and on offset duplicating equipment. Has a	7 days		*
20-lb. basis weight. [More product details]			Care in
Manufacture: NIB Contractor: GSA Global Supply provided by [PACIFIC INK, INC.]			
7530-01-147-6812	♦ ♥ \$76.31 BX	Add to Cart	
Carlie Barry	V \$70.31 DA		

Interact

GSA Global Supply™ – Ordering Methods

Website Ordering

- GSA Advantage![®]
 - <u>http://www.gsaadvantage.gov</u>
 - Research and order all GSA Global Supply[™] items
 - Order via DoDAAC / AAC and Government Purchase Card
 - Site contains all requisition-based GSA Global Supply[™] items and acquisition-based items available from GSA Multiple Award Schedule vendors

Interact

GSA Advantage![®] Home Page

GSA Advantage!	My Ac		Get Quotes - Help Register Login U.S. General Services Administration
Shop by Category - Search Prod	ucts 🔻	Go Advanced	\ <u>0</u>
Products			
Building & Industrial			Important changes
Electronics & Technology		coming	g to GSA Advantage
Facilities & Supplies			
Furniture & Furnishings		F	Email Verification
Law Enforcement, Fire & Security			
Office Equipment			
Office Supplies	GSA Advantage!	sa <mark>eBuy</mark>	Learn More »
Office Supplies & Equipment FSSI	Online Shopping	eduy	
Scientific & Medical			1 2 3 4 5
Tools, Paint & Recreational			
Vehicles & Equipment	Special Programs		Strategic Sourcing
Services	Environmental Products	GSA AdvantageSelect	Leveraging Government buying power to get you the
About Buying Services	· ·		best value and price.
Energy Services	Disaster Relief	Security Related	Duchate
Environmental Services	Products	Products	Products V
Facility Management Services	Complete Daycare, Preschool and Classroom Solutions		Services 🗸
Furniture Services	Comprehensive Furniture Management Services	es?	
Human Capital Services	Office Design/Layout Services	• • • • • • • • • • • • • • • • • • • •	View All Strategic Sourcing Offerings »
Office Services	Office Furniture Installation Services	1	
Professional Services	Project Management (Furniture Related)		
Security & Law Enforcement	Reconfiguration and Relocation Services		

		RULER [RULER	,NONMETALLIC]					
E	large/More Views >>	Mfr Part No.: NSN: Manufacturer: Stock Status: ↓ 999999 \$5.82 ↓ 999999 \$5.82 ↓ Usem is subject to a m ↓ Item is subject to a m					Desc Rosewood, 12", Wooden ruler. Come: sleeve.	s in a protective velvet
	\$5.82 EA sold and shipped by SA GLOBAL SUPPLY	•						
ompa	re Available Sources							
antity	Add to Cart	Instructions: Select price Features	below, enter qty at left, then Add to Cart. To view another contractor description, s Contractor \$	•	· ·	tes when volume discounts are offered. Deliv Days \$	Min \$	FOB/Shipping \$
	\$5.82 EA	Teatures	GSA Global Supply 🖉 (Gov Requisition)	Socio	Photo	17 days	\$28.75	D
	\$5.07 EA 1	•	WECsys LLC	sd		10 days delivered ARO	\$100.00	D-CONUS/O-AK,PR,HI
	\$6.09 EA		IBUYOFFICESUPPLY.COM	s w		2 days shipped ARO	\$100.00	D-CONUS ND-AK,PR,HI
	\$6.21 EA	◈ ♦	STERLING BUSINESS MACHINES, INC	s w		2 days shipped ARO	\$100.00	D-CONUS ND-AK,PR,HI
	\$6.43 EA	FSSI 🕎	DOCUMENT IMAGING DIMENSIONS, INC.	s d w wo		4 days shipped ARO	\$100.00	D-CONUS/O-AK,PR,HI
)	\$6.58 EA	\$	CARTRIDGE SAVERS (OFFICE SAVERS)	s d 8a	_	3 days delivered ARO	\$100.00	D-CONUS/O-AK,PR,HI
	\$6.82 EA		LAZER CARTRIDGES PLUS, LLC.	s w wo	-	4 days delivered ARO	\$125.00	D-CONUS/O-AK,PR,HI
	\$6.88 EA		CENTRAL FLORIDA DATA SUPPLY, INC	s w		3 days delivered ARO	\$75.00	D-CONUS,AK,PR,HI
)	\$7.11 EA		ZEE TECHNOLOGIES	s d 8a		3 days delivered ARO	\$100.00	D-CONUS,AK,PR,HI
	\$7.12 EA	\$	PREMIER & COMPANIES, INC.	s		2 days delivered ARO	\$100.00	D-CONUS ND-AK,PR,HI
	\$7.12 EA	FSSI	PREMIER & COMPANIES, INC.	s		3 days shipped ARO	\$100.00	D-CONUS ND-AK,PR,HI
	\$7.31 EA	•	AMERISYS, INC.	S	AbilityOne	2 days delivered ARO	\$50.00	D-CONUS ND-AK,PR,HI
)	\$7.33 EA	♦ ♦	CAPRICE ELECTRONICS, INC.	s w	CEI	4 days delivered ARO	\$100.00	D-CONUS/O-AK,PR,HI
							\$100.00	
	\$7.53 EA		SHELBY DISTRIBUTIONS	s d 8a dv		4 days delivered ARO	\$100.00	D-CONUS/O-AK,PR,HI

Interact

GSA Global Supply™ – Ordering Methods

Website Ordering

- DOD EMall
 - https://dod.emall.dla.mil
 - Research and order GSA Global Supply[™] NSNs
 - Order via DoDAAC only, unable to use Government Purchase Card
 - To view GSA Global Supply[™] items
 - After login, select "Catalog Search"
 - Change "corridor" to GSA Global Supply™

) 🔾 • 🕞 - 💌 🖻 🏠 🔎 🗲	र 🥴 🔗 🦣 🗹 न 🔜 🏭 🦄	🥂 – 🗗 ×		
DOD	1st Choice Support for the Warfighter (Federal Buyers Welcome Too!)			
www.emall.dla.mil	Shop Carts In Checkout Orders Adn	nin Reports		
Catalo	g Search Power Search Product Comparisons Spe	cialty Stores Competitive Pricing		
» Home » Shop » Search		You are logged in as: JBARNICLE		
Region/Special Codes: Country: UNITED STATES Postal Code: 55123 DoDAAC: 4751MF Cart Summary: Line Count: 0 Sum Total: \$0.00				

DOD EMALL

0

Welcome to the DOD EMALL Search Page

Search by keyword or part number. You can also browse by category or narrow your search according to particular attributes, e.g. price or supplier.

NSN Warning:

If you absolutely must have an NSN item, you should order an NSN item. When you order a manufacturer's part number, you are getting the manufacturer's commercial part which may or may not meet all of the technical requirements for the correponding NSN.

Refine Your Search By Category All NSNs Commercial (UNSPSC) Federal Catalog System Supplier Specific By General Attribute Image: State St

Search

Change Corridor

All of DOD EMALL

All of DOD EMALL

Army MWR

DHS Corridor

Navy Contracts

Refinements • Keep O Discard

Air Force Office Supply BPA

On-Demand Manufacturing 🔄

Clear

Army Office Supply BPAs Chaplains' Corner

Commercial Catalogs

GSA Global Supply IT Corridor Search History:

Interact

GSA Global Supply™ – Ordering Methods

Call Center

- 800-525-8027, Option 1
- DSN 465-1416
- 7:30 a.m. to 8:00 p.m. Eastern Time
- Friendly, professional service



Interact

GSA Global Supply™ – Ordering Methods

<u>Fax</u>

- 800-856-7057
- 24 hours, 7 days a week
- Fax-back confirmation with order number

Date: Date: Dustomer Name Telephone Number Ship To Address Pax Number Description of the state of t	ving/Ordering Official (Options	.0			
Ship To Address Fax Number Optional Document Nur Signature of Approving) If Paying With Credit Card Activity Address Credit Card Number Activity Address Code Expiration Date Access Code Remarks: Will you accept a backorder if an item is out of stock? Yes	ving/Ordering Official (Options	0			
Optional Document Nur Signature of Approving If Paying With Credit Card Activity Addres Credit Card Number Activity Address Code Explication Date Access Code Remarks: Will you accept a backorder if an item is out of stock? Yes	ving/Ordering Official (Options	0			
Signature of Approving If Paying With Credit Card Activity Addres Credit Card Number Activity Address Code Explication Date Access Code Remarks: Will you accept a backorder if an item is out of stock? Yes No	ving/Ordering Official (Options	0			
If Paying With Credit Card Activity Addres Credit Card Number Activity Address Code Expiration Date Access Code Remarks: Will you accept a backorder if an item is out of stock? Yes No	dress Code	0			
Credit Card Number Activity Address Code Expiration Date Access Code Remarks: Will you accept a backorder if an item is out of stock? Yes No					
Expendition Date Access Code Remarks: Will you accept a backorder if an item is out of stock? Yes No	ode				
Remarks: Will you accept a backorder if an item is out of stock? □ Yes □ No		Activity Address Code			
Remarks: Will you accept a backorder if an item is out of stock? □ Yes □ No					
1					
2					
3					
4		8			
5					
6		8			
	36 32				
7					
7					
7					
7					



GSA Global Supply™ - Special Order Program

- Fee-for-service <u>assisted</u> acquisition
- Provides the ability to requisition a product not available in the GSA Global Supply[™] offering
 - Limited to products and ancillary services for commodity classes that GSA Global Supply[™] manages
- GSA provides complete acquisition, administration, logistics and payment support on all Non-Stock, No Contract items
- Available to global DoD customer base
- MIPR and MILSTRIP Acceptance
- Simple to Complex requirements
- One entry point for your requirements

Special Order Desk Email: SpecialOrderProgram@gsa.gov

Interact

GSA Retail Stores

Interact

40

GSA Retail Stores

United States	Asia	Africa
Joint Base Pearl Harbor-Hickam, HI	Osan AB, Korea	Djibouti
Joint Base Elmendorf-Richardson, AK	Kunsan AB, Korea	
	Kadena AB, Japan	
USMC Camp Lejeune, NC	Missey AD Langer	
Naval Air Depot, Jacksonville, FL	Misawa AB, Japan	
	Yokota AB, Japan	
USMC 29 Palms, CA	Comp Zama Japan	
USMC Albany, GA	Camp Zama, Japan	
	Camp Butler, Japan	
USMC Barstow, CA	MCAS Iwakuni, Japan	
USMC Quantico, VA	WCAS Iwakum, Japan	
	Guam (Air Force & Navy)	
Fort Carson, CO		
USCG, Curtis Bay, MD		
More stores under development		

Interact

Key Elements of GSA Retail Store Concept

- Ø Supply chain integration of both the customer-facing and back-end processes
- Ø Customized inventory by location. Mission critical items can be onsite location with non-essential items in a web environment.
- Ø <u>Vendors managed by GSA</u>: Tools / Hardware, Office Supplies, Automotive, IT Products, Facilities Maintenance, Safety, Cleaning and Janitorial
- Ø <u>GSA oversight of the payment process</u> (e.g. order status, purchase order, billing data, vendor /agency payments)
- Ø Management reports for spend analysis
- Ø USMC: Flagship customer, but many others across military services

Interact

GSA Global Supply[™] CUSTOMER SERVICE

Interact

GSA Global Supply™ – Customer Service

- Our National Customer Service Center is available at 800-488-3111 from Sunday at 9 p.m. ET until Friday at 9:30 p.m. ET or via email at <u>NCSCcustomer.service@gsa.gov</u>.
- The full-service NCSC provides assistance and information to help make your requisitions simple and efficient. Check on current pricing, order status, billing information, tracking of shipments and more.



GSA Global Supply™ – Customer Service

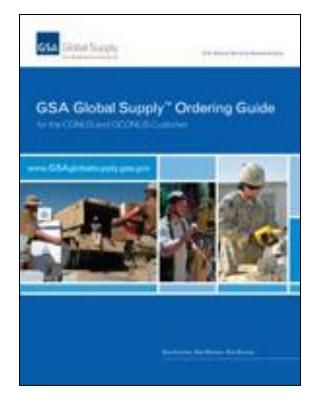
GSA Staff in forward deployed environments to support your needs:

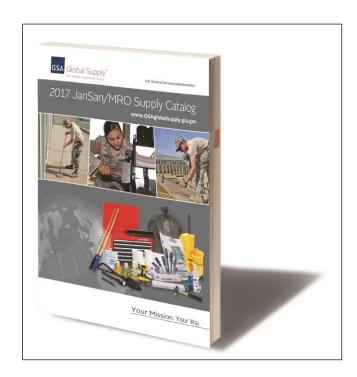
- Europe/Africa/Middle East (3)
- Japan & Okinawa (1 each)
- Korea
- Guam
- Kuwait

For the most up-to-date contact details: http://www.gsa.gov/globalsupplyoconus

GSA Global SupplyTM - Publications

Visit www.gsa.gov/cmls to download or request FREE product brochures and reference guides.





Interact

GSA Global SupplyTM - Additional Updates

- For the latest updates on GSA Global Supply[™], visit www.gsa.gov/globalsupply.
 - Upcoming Training Sessions
 - Latest Publications
 - Ordering Guide
- A NEW GSA Interact site launched in Oct 2015 to continue the discussion with GSA Global Supply[™] customers (www.interact.gsa.gov)
 - An interactive forum to share transformation updates, and provide your input on the ongoing transformation efforts

Interact

For More Information: