



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE
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G-4/SMD
22 JAN 2014

COMMANDING GENERAL'S POLICY LETTER 02-14

From: Commanding General
To: All Commanders, Marine Corps Installations East-Marine Corps Base, Camp Lejeune and General and Special Staff Department Heads

Subj: MANDATORY USE OF GARRISON RETAIL SUPPLY CHAIN FOR GARRISON SUPPLY REQUIREMENTS AND NON-AVAILABILITY STATEMENTS

Ref: (a) MARADMIN 602/09 of 7 Oct 09

1. Purpose. To establish policy and procedures for requisitioning office supplies and commercial industrial products through the Garrison Retail Supply Chain (GRSC) local ServMart facilities and virtual United States Marine Corps (USMC) ServMart, and requests for ServMart Non-Availability Statements (NAS).
2. Cancellation. CG MCIEAST Policy Letter 008-12.
3. Background. Reference (a) formally established a strategic partnership that enabled the Marine Corps to migrate the GRSC from installation-level management to Marine Corps wide management. On 22 January 2009, Headquarters, U.S. Marine Corps (HQMC) and General Services Administration (GSA) signed an Intragovernmental Support Agreement to support the Enterprise-wide management of the Marine Corps GRSC, per reference (a). The GRSC initiative transformed the Direct Support Stock Control ServMart stores and shop stores on bases and stations into a single GRSC, capable of supporting the entire Marine Corps. ServMarts support a wide base of Federal customers at each location.
4. Information. Per reference (a), HQMC directed mandatory use of the GRSC system via local ServMart facilities or virtual USMC ServMart to provide commonly used office supplies and commercial industrial tools and equipment. Supported units realize the following benefits through mandatory use of the GRSC system:
 - a. Reduce direct and indirect costs in procurement operations;
 - b. Improve internal controls;
 - c. Reduce the use, frequency, and costs associated with the Government Commercial Purchase Card (GCPC);
 - d. Lessen the likelihood and ability to circumvent the procurement regulations by purchasing non-compliant products via the GCPC.

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5. Action. Commanders, and General and Special Staff Department Heads shall utilize the ServMart and/or virtual USMC ServMart to satisfy all Garrison office and industrial supply requirements. Commands and activities are responsible for obtaining the authority and any waivers, or non-availability statements to procure any item or product that is available through the GRSC system.

a. Request for ServMart NAS and Justification

(1) The purpose of the NAS is to validate that the customer has attempted to fulfill their requisitioning requirements from the ServMart, a mandatory source of supply, and that the local ServMart, or virtual USMC ServMart is incapable of satisfying that requirement.

(2) Request for NAS will be denied for any items or like items in fit, form, and function, which are available through the GRSC/ServMart system.

(3) Costs are not necessarily sufficient justification or the deciding factors for requesting ServMart NAS.

(4) Time, either real or perceived is not justification. In general, there are very few instances where items available through the GRSC are of such a mission critical nature, where sufficient planning could not have prevented such a necessity. NAS requests based on time requirements will be assessed on a case-by-case basis and provided to the contracting office.

b. Requesting Procedures. Commands and activities will submit authorized requests for NAS to the ServMart web portal located at: <https://lejeune.mcieast.usmc.mil/S4/Supply/Servmart>

c. Disapproved ServMart NASs

(1) If a ServMart NAS has been disapproved, the customer may continue to work through the GCPC Administrators at the Regional Contracting Office (RCO) for guidance on purchases. Disapproval of the NAS does not mean that the customer cannot purchase the requested items with the GCPC.

(2) ServMart does have the authority to disapprove the NAS request, provided they have the ability to provide comparable items to satisfy the customer's requirements (form, fit, or function).

(3) ServMart does not have the authority to disapprove the purchase. That authority is inherent to the RCO.

d. USMC (virtual) ServMart. The virtual USMC ServMart is a partnership between the USMC and the GSA to provide supply support for Marines worldwide. In addition to traditional "brick and mortar"

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retail stores on select Marine bases, the program is operated through the USMC ServMart Web site. Marine users can order office supplies, tools, and computer products for delivery anywhere on the globe. See the notes below for additional program attributes. Follow the below link for further information and account setup.

https://www.usmcservmart.gsa.gov/advantage/main/start_page.do?store=USMC

e. Department of Defense Electronic Mall (DOD EMALL). The DOD EMALL is a mandatory source, secondary only to ServMart. Office supplies which are not available through ServMart, but are available via DOD Emall do not require a ServMart NAS. At present, Marine Corps activities must use their GCPC to purchase items through DOD Emall. The intent of this policy is to limit the use and cost associated with GCPC purchases, therefore it is incumbent upon the approving chain of command to minimize the use of the GCPC where and when practicable.

f. Non-SGRSC Facilities. Bases and Stations which are not supported by a local GRSC ServMart, but have other Garrison retail sources of supply, will comply with the intent of this policy to maximize the use of existing on-base facilities as a primary source of supply. The virtual USMC ServMart is also available as an alternate primary source of supply.

6. Point of contact is the Director, Supply Management Division at (910) 451-7571 or Assistant Chief of Staff, G-4 (Logistics) at (910) 451-1031.



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