



UNITED STATES MARINE CORPS  
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE  
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G-4/SMD  
16 OCT 2009

COMMANDING GENERAL'S POLICY LETTER 008-12

From: Commanding General  
To: All Commanders, Marine Corps Installations East-Marine Corps Base, Camp Lejeune, General and Special Staff Department Heads, and Tenant Commands and Organizations  
Subj: MANDATORY USE OF GARRISON RETAIL SUPPLY CHAIN FOR GARRISON SUPPLY REQUIREMENTS AND STATEMENTS OF NON-AVAILABILITY  
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 USMC ServMart, and requests for ServMart Statements of Non-Availability.
2. Background. On 26 October 2007, Headquarters Marine Corps (HQMC) and General Services Administration (GSA) formally established a strategic partnership by signing a Memorandum of Agreement that enabled the Marine Corps to migrate the GRSC from installation-level management to Marine Corps-wide management. On 22 January 2009, HQMC and GSA signed an Intragovernmental Support Agreement to support the Enterprise-wide management of the Marine Corps GRSC. 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.
3. Information. Per reference (a), HQMC has 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. Lessens the likelihood and ability to circumvent the procurement regulations by purchasing non-compliant products via the GCPC.

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4. Action. All Commanders, 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 Non-Availability Statements and Justification

(1) The purpose of the ServMart Statement of Non-Availability 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) Requests for Non-Availability statements will be denied for any items or like items in fit, form, and function, which are available through the GRSC/ServMart system.

(3) Cost is not necessarily sufficient justification or the lone deciding factor for requesting ServMart Statements of Non-Availability.

(4) Time, either real or perceived, is not necessarily 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. Non-Availability requests based on time requirements will be assessed on a case-by-case basis and provided to the Regional Contracting Office (RCO).

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

c. Disapproved ServMart Non-Availability Statements

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

(2) ServMart does have the authority and responsibility to disapprove the Statement of Non-Availability request, provided they have the ability to provide comparable items to satisfy the customer's requirements (form, fit, or function).

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

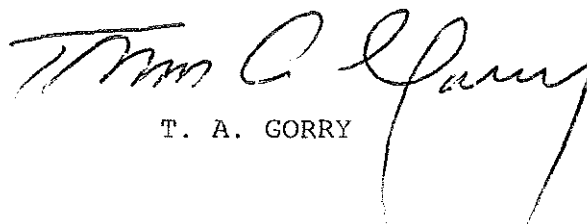
d. USMC (virtual) ServMart. The virtual USMC ServMart is a partnership between the U.S. Marine Corps and the GSA to provide supply support for Marines worldwide. In addition to traditional "brick and mortar" retail stores on select Marine bases, the program is operated through the USMC ServMart Website. Marine users can find and order office supplies, tools, and computer products for delivery anywhere across 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](https://www.usmcservmart.gsa.gov/advantage/main/start_page.do?store=USMC)

e. DoDEmail. Because DoDEmail is a mandatory source secondary only to ServMart, office supplies which are not available through ServMart, but are available via DoDEmail do not require a ServMart Statement of Non-Availability. At present, Marine Corps activities must use their GCPC to purchase items through DoDEmail. 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-GRSC 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 alternative source of supply.

g. 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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