MCB Hawaii

USMC SERVMART GUIDE

***To help our supported units receive the materials that they need when they need it***

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FEEDBACK: For questions, comments or corrections to this guide please contact: LT Renae Renken at [renae.renken@USMC.mil](mailto:renae.renken@USMC.mil), 257-6725

1. SCOPE.

* 1. This document provides guidance for the use of the MCB Hawaii ServMart Store. The ServMart is a self-service store in building 209. ServMart’s purpose is to provide customer convenience through the requisition of fast moving consumable industrial and office supplies. For additional information on policy related to the USMC ServMart stores, refer to MARADMIN 602/09.
  2. The guidance in this document is based on Marine Corps policy, orders and guidelines and is consistent with other Marine Corps ServMart Stores. Non Marine Corps units including: COMPATRECONWING TWO, VP-4, VP-47, VR-51, HSL-37, Medical Clinic, Dental and others are encouraged to use this facility as well. Special authorization products may be handled differently for these units and processes that deviate from this guide should be agreed to with the Servmart store Manager prior to requisitioning.

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1. Background.

a. ServMart provides commercial type products to support Base units and commands so that authorized representatives can conveniently come to the store and obtain these products.

b. Prior to 2012, MCB Hawaii utilized the Grainger Store to support units with Industrial-type products. Office supplies products were procured at the Hickam AFB GSA store.

c. In 2007, HQMC signed a Memorandum of Agreement (MOA) with the General Services Administration (GSA) where the Garrison Retail Supply Chain (GRSC) Initiative transforms the Direct Support Stock Control (DSSC) ServMart Stores and Shop Stores on Bases and Stations into a single GRSC that is capable of supporting the Marine Corps with readily available, common commercial products (i.e.; items and products sold typically through local commercial off-the-shelf channels; distributed in large quantities; not procured via local USMC contracting methods).

d. As part of the transition, GSA brings in suppliers to provide material. Currently, the suppliers have over 3000 different types of items on the shelves and access to over a half million different items. Generally speaking, the suppliers provide office products, tools, safety material and hardware type items. Items such as Military forms and NSN items should be acquired through other channels. All non-NSN material requests should be screened through MCBH ServMart before shopping at the Hickam GSA store or using the GCPC card.

1. REQUISITION PROCESS. Prior to conducting the requisition the customer should have an access card(see part9).
   1. **REQUISTION CONTROLS** The unit Budget Execution Activity(BEA)/fiscal officer is appointed by the Comptroller or Commanding Officer and responsible to ensure good fiscal stewardship and regulations are adhered to. When shopping in the store, personnel must present an appropriate military or civilian identification card (along with their ServMart Access Card) at the time of check out to complete the transaction.
   2. **Special Authorization Products** There are products in the ServMart that require special authorization to requisition(items such as compressed gases, hazardous materials, IT related products, furniture and safety products). The customer, along with the customer's approving chain-of-command, are responsible for obtaining the authority and any local waivers to procure, store, use, and dispose of any item or product sold by the ServMart.

c. **Shopping list**. Prior to requisitioning, the shopper will create a shopping list. The shopping list will be approved by your BEA/Fiscal Officer prior to shopping. There is no specific shopping list form however the list should contain the items, quantities, and cost of goods to be obtained.

d. The **BEA/FISCAL OFFICER** will ensure any authorizations required are attained prior to the requisition. The authorization for controlled items such as furniture, IT and copy equipment and hazardous materials will be attached to the shopping list and the receipt documents upon completion of the requisition. The reconciliation of items purchased to items approved to items paid for is the responsibility of the BEA/FISCAL OFFICER with the support of the requisitioner/shopper.

c. **USING SOURCES OTHER THAN SERVMART**

(1) When a commercial item is unavailable through ServMart or doesn’t provide best value, a waiver will be granted. You can obtain a waiver to use the GCPC card, shop at the GSA Store on Hickam AFB, or submit a PRBuilder to Contracting. See part 18 for instructions on submitting a ServMart waiver. The store operates under a continuous improvement process. The intent of the waiver is to identify areas where the store isn’t meeting customer’s needs and identifies where the ServMart may be able to improve.

(2) Prior to using your Government Commercial Purchase Card (GCPC), you will need a ServMart waiver and prior to submitting a requisition to contracting through PRBuilder, you should investigate fulfilling the requirement through the Servmart store. See paragraph 18 for instructions on submitting a ServMart waiver.

1. Hours of Operation. The normal hours of operation are 0730-1500, Monday through Friday, excluding holidays.
2. Location. The ServMart self-service store is located at MCB Hawaii, in building 209.
3. Points of Contact.

a. Store Points of Contact:

Customer Service: 808-254-4069

Fax Number: 808-254-7163

b. GSA Customer Service Inquiries:

USMCSERVMART: 1-800-370-8894

Global Supply: 1-800-525-8027

GSA National Service Desk: 1-800-488-3111

1. Customer Eligibility.

Shopping at the MCB Hawaii ServMart is available to all Base departments and tenant activities located on MCB Hawaii, any Marine Forces Reserve unit and any organization located on the base installation. Organizations that do not fall within those categories but desire to use the MCB Hawaii ServMart can apply directly to the ServMart store (see Appendix A).

1. Payment Methods.

a. Interdepartmental billing. All units that use SABRS are billed using this method. When the cashier finishes checking the order out, an electronic commitment and obligation is sent to SABRS. GSA bills, twice a month. The bill is automatically sent through SABRS.

b. For non MCB Hawaii units, Government Commercial Purchase Cards (GCPC) may be used with approval from the ServMart Store Manager.

c. Reconciliation process is the responsibility of the Unit financial personnel along with the access card holder.

1. ServMart ACCESS Cards.

a. For MCB Hawaii units, ServMart access cards are required for requisitions. This card is registered with the organizations’ DODACC/RUC, the mailing address, and billing information. This card validates the organizations eligibility to use ServMart and ensures that billing will occur.

b. Control of the cards is the unit’s responsibility. The cards are to be maintained in a secure location. The unit BEA/FISCAL OFFICER can suspend cards by contacting the ServMart manager. When a unit changes its TAC III address, e.g. deployment, the cards are automatically suspended. Consequently, deploying units need to ensure that their need to use the ServMart is complete before they change their TAC III address.

c. ServMart access cards do not need to be renewed annually, but will be reviewed by the organization’s comptroller and BEA/FISCAL OFFICER at least annually for validation of financial information.

d. Anytime information changes from the original access card request form, the ServMart store needs to be notified and the files updated. The access card must be current to ensure a successful transaction. See Appendix A, for the list of access card data.

e. To receive an access card, the organization will need to submit an application (see appendix A for an application form). The approved original application must be presented to the ServMart Store Manager prior to issuing the card.

1. Types of Material. The following are the types of material carried in the ServMart store.

a. Commercial Industrial Products.

1. Cleaning and janitorial supplies: consumable items used to maintain the interior surfaces and fixtures of facilities (e.g., brooms, mops, cleaning chemicals, wax). Any cleaning material considered HazMat, must obtain a approval form (APPENDIX B)from the Environmental Department prior to requisitioning from the ServMart store.
2. Industrial and compressed gases: includes the filling and maintenance of reusable gas cylinders. (e.g., cylinders of argon, acetylene, propane, oxygen; cylinder maintenance services) Requires approval form (APPENDIX B)from the Environmental Department.
3. Food service supplies: consumable items used in the preparation and serving of food at dining facilities (e.g., disposable products - napkins, paper plates/utensils; kitchen utensils; hats, plates, trays, rubber gloves)
4. Safety and apparel: high usage/turnover items designed to prevent or mitigate damage caused to personnel or facilities by accidents; recommended safety equipment (PPE) (e.g., first-aid kits, coveralls, safety glasses, safety vests, eye wash stations, fire extinguishers)
5. Tools and hardware: items used to facilitate the repair of equipment (e.g., mechanics tools, ratchets, wrenches, screwdrivers)
6. Paints and chemicals: items used to protect material from the elements (e.g., paints, stains, preservatives) or other chemicals used in industrial or repair processes (e.g., adhesives, solvents). See Appendix C for HazMat procedures at the ServMart store.
7. Commercially Packaged POLs: commercially available petroleum, oil and lubricants used to maintain machinery (e.g., packaged oil in cans lubricants, petroleum products). See Appendix C for HazMat procedures at the ServMart store.

b. Office Products.

1. Office equipment, communications, and technology accessories: predominantly electronic items used to support the office environment (e.g., ink toners and cartridges, telephone support equipment, copier supplies, shredders, scanners). To ensure warranty coverage is not voided, toner and ink cartridges may need to be from the original manufacture. Contact S6 prior to requisitioning these items.
2. Office supplies: consumable items used to support the office environment (e.g., copier paper, calendars, pens, forms, photo paper, binders, staplers, household batteries, ink and toner cartridges, tapes, DVDs, CDs, etc.)
3. IT Peripherals: items considered as office supplies (e.g. USB hubs, internal and external hard drives, internal and external CD ROMS, internal and external DVD drives, UPS power supplies, etc.) IT procurement for MCB Hawaii must be approved through G-6.

c. Almost all products sold through the ServMart must be Trade Act complaint. The Trade Act restricts product availability to those made in the United States or countries that comply with certain federal laws. Products made in China are NOT trade act compliant. Because companies frequently move their manufacturing facilities to different countries, it is not unusual for something to be available and then become non-Trade Act complaint; thus, not be available at ServMart.

1. Miscellaneous equipment.
   1. All Miscellaneous equipment are controlled assets. Special authorization products may be handled differently for non Marine Corps units.

1. FAX machines can be requisitioned from the ServMart with approval (APPENDIX B)from S6 and in accordance with Base Policy.

2. Shredders. Shredders require Combat Camera approval (APPENDIX B).

3. Global Positioning Systems (GPS). Commercial GPS can NOT be used in tactical situations. A Base Property approval(APPENDIX B) is required to requisition a GPS.

4. Computer Monitors and Printers. Monitors, printers and external hard drives require an approval form(APPENDIX B) from both S6 (CISD) and Base Supply.

1. Information Technology (IT) REQUISITION.

a. For greater detail regarding IT material refer to MARADMINs 375/11 and 298/08 or contact S6. IT procurement for MCB Hawaii must go through G-6.

1. HAZMAT.

a. Hazmat is controlled aboard MCB Hawaii and Material that is classified as HAZMAT must be on the MCB Hawaii Authorized Usage List (AUL) before it can be procured. See Appendix C for HazMat procedures for acquiring Hazardous Material from the ServMart store.

1. Compressed Gas.

a. Compressed gas is available through ServMart through a cylinder exchange program. See Appendix C for HazMat procedures for acquiring Hazardous Material from the ServMart store.

1. Petroleum, Oils and Lubricants (POLs).

a. Cleaner, Lubricant Preservative (CLP) is kept in the ServMart and can be procured there. See Appendix C for HazMat procedures for acquiring Hazardous Material from the ServMart store.

1. Online/REMOTE Ordering.

a. GSA has set up a website that Marines Corps organizations can use to order online using interdepartmental billing. HQMC has approved this site as an alternative to using local ServMart, so using this website is considered the same as using your local ServMart. If the USMC Virtual ServMart cannot support customer requirements, a waiver will be requested via the GRSC Office, HQMC. A waiver can be obtained by email to Mr. Jim Lettinhand (Edmund.lettinhand@usmc.mil. See Appendix B for waiver request information. The website is located at:

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

b. A Web Shopping tool is currently being developed by GSA to replace the current online ordering system described above. The Web Shopping tool will provide the user the capability to go online to their “local” store web-site to view products and quantities available to build a shopping list for walk-in shopping or pick up. Once the order has been completed, it will be electronically routed to the designated reviewers and approving official(s) for approval prior to submitting to the ServMart Store. “Web Shopping” is expected to be piloted at MCB Barstow, summer 2012 with a roll-out schedule still to be determined for 2013.

c. Special requests, fax/email ordering and delivery. Contact the store manager to support your special requests. The preferred method of shopping is for the customer to be in the store when shopping. Remote orders will be processed and orders requiring delivery need to be arranged through the store Manager.

1. ServMart Waivers.

a. If a commercial item is not available or the SERVMART does not provide best value to fulfill the material requirement, a waiver will be provided. See Appendix B.

b. A ServMart waiver is required prior to initiating a requisition for material in PRBuilder or using the GCPC. See Appendix D.

c. To receive a ServMart waiver:

(1) The customer submits a waiver Request to the ServMart Store Manager providing the necessary information (See Appendix D).

(2) The customer’s request will be reviewed by the MCB Hawaii ServMart Store Manager or designated representative. Upon review, a ServMart waiver statement will be issued.

(3) The waiver provides ServMart management critical information for us to continually improve operations and customer support.

1. Returns. The Store Manager will assist with product returns. Credits will be granted on products returned within 30 days of purchase provided the return is made within the same fiscal year. The customer must provide a copy of the original receipt along with the ServMart Access Card used to make the requisition in order for the credit to be applied.

Appendix A

**SERVMART ACCESS CARD APPLICATION INSTRUCTIONS, FORM & SAMPLE**

Instructions:

From: (Unit’s Name – as specific as possible)

ServMart Access Card Requested: Normally not more than 2 Cards will be issued per unit request. However, additional cards may be issued if approved by the Comptroller and BEA.

It is the BEA’s responsibility to control the access of the cards and ensure compliance with the SERVMART Desk guide, MCB Hawaii, MCO and DOD guidelines, polices and regulations.

Activity Address Code: (XXXXXX – 6 Digits)

JON #: (XXXXXXXXXXXXXX – 14 Digits)

BEA: (Budget Execution Activity – person(s) to receive emails of purchases) Please provide a primary and 2ndary.

Alternate Email – persons in a supervisory role or the person who performs BEA/FISCAL OFFICER functions when the BEA/FISCAL OFFICER is unavailable.)

Fax#: (Fax number of person to receive emails of Purchases)

Final Approval by Comptroller or designated representative: (Must be completed by the units Comptroller and signed for initial request to be valid)

**\*\*\*Incomplete forms will not be processed\*\*\***

From: Budget Section,

To: Store Manager, MCB Hawaii ServMart Store

Via: Accounting Department, Comptroller Directorate

Subj: REQUEST FOR GSA SERVMART STORE CARD

1. Request the following unit be issued a GSA ServMart Store Card with the following appropriation data.

|  |  |  |  |
| --- | --- | --- | --- |
| **UNIT NAME** | **QTY** | **RUC** | **14-digit FC/JON** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Complete Address of Unit**  **(Mailstop, PO Box, Bldg, City, State, Zip Code w/Suffix)** | | | **Remarks/Special Instructions** |
|  | | |  |

1. Expiration date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. The following personnel are authorized to pick-up the cards.

|  |  |  |
| --- | --- | --- |
| **NAME** | **RANK** | **SSN (last4)** |
|  |  |  |
|  |  |  |

1. Point of contact is: name, phone, email

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(signed)

1. Secondary contact is: name, phone, email

-----------------------------------------------------------

From: Accounting Department, Comptroller Directorate

Subj: REQUEST FOR GSA SERVMART STORE CARD

To: MCB Hawaii ServMart Store

1. Forwarded. Approved/Disapproved

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(signed)

From: Budget Section, MCBH Supply Department

To: Store Manager, MCB Hawaii ServMart Store

Via: Accounting Department, Comptroller Directorate

Subj: REQUEST FOR GSA SERVMART STORE CARD

1. Request the following unit be issued a GSA ServMart Store Card with the following appropriation data.

|  |  |  |  |
| --- | --- | --- | --- |
| **UNIT NAME** | **QTY** | **RUC** | **14-digit FC/JON** |
| MCBH SUPPLY STAFF SERVICES | 1 | M00312 | AY2LSLSG10119T |
| MCBH SUPPLY BASE FUELS | 1 | M00312 | AY2LSLGG10219T |
| MCBH SUPPLY BASE PROPERTY | 1 | M00312 | AY2LSLCG10419T |
| MCBH SUPPLY DISTRIBUTION MANAGEMENT OFFICE | 1 | M00312 | AW2LSLTG10519T |
| **Complete Address of Unit**  **(Mailstop, PO Box, Bldg, City, State, Zip Code w/Suffix)** | | | **Remarks/Special Instructions** |
| MCBH SUPPLY DEPARTMENT  BOX 63063  2ND ST, BLDG 209  MCBH KANEOHE, HI 96863-3063 | | |  |

1. Expiration date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. The following personnel are authorized to pick-up the cards.

|  |  |  |
| --- | --- | --- |
| **NAME** | **RANK** | **SSN (last4)** |
| PAUL L. WILLIAMS | GS-09 | 4321 |
| Donna Saito | GS-11 | 1234 |

1. Point of contact is: Paul L. Williams @ 808-257-3563 or [paul.l.williams@usmc.mil](mailto:paul.l.williams@usmc.mil)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(signed)

-----------------------------------------------------------

From: Accounting Department, Comptroller Directorate

Subj: REQUEST FOR GSA SERVMART STORE CARD

To: MCB Hawaii ServMart Store

1. Forwarded. Approved/Disapproved

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(signed)

Appendix B

**Controlled Items Approval Form**

The following categories of materials are controlled through MCB Hawaii policies and orders. This form must be completed prior to the requisitioning of items at the ServMart Store in these product categories. See also Part 3d. of the ServMart Guide.

Controlled item categories:

Hazardous Material

Audio Visual Info/Cable Service

IT Equipment

Furniture

|  |  |
| --- | --- |
| **ITEM NAMES** | **QTY** |
|  |  |
|  |  |
|  |  |

Justification:

Approver Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_

Approver Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Instructions: The approvers for the above requirement must be designated and on file with the ServMart store. For approvers, please contact:

Hazardous Material, Industrial and Compressed Gases: See HazMat office 257-1020 Ext. 24

Audio Visual Info/Cable Service: See COMCAM

IT Equipment: See CISD/G6

Furniture: See BASE Property

Appendix C

**MCBH ServMart Procedures for the Requisitioning of HazMat**

1. All customers requiring hazardous materials (HAZMAT) must first go to the HAZMIN (Hazardous Materials Minimization) Center (Bldg. 6407), with the exception of contractors, to see if free reuse HAZMAT is available for issue.
2. If free reuse HAZMAT is not available, the HAZMIN Center will issue an “Authorize to Shop” form, with types and quantities specified and stamped “HAZMIN“.
3. The SERVMART is authorized to sell HAZMAT only to customers with a completed and signed “Authorize to Shop” form. SERVMART personnel must verify that Unit of issue, quantity purchased and item purchased match. SERVMART personnel must also verify that the form is stamped “HAZMIN“. If items do not match, the customer must return to the HAZMIN Center to obtain a new form.
4. The SERVMART must provide MSDS for all HAZMAT sold unless the customer already has one.
5. The SERVMART will not stock prohibited chemicals.
6. The SERVMART must retain MSDSs for all HAZMAT stocked and provide to HAZMIN Center upon request.
7. The SERVMART HAZMAT inventory will be subject to unannounced, periodic inspections by EC&PD (Environmental Compliance and Protection Department), Base Safety, and State of Hawaii Department of Health.
8. All hazardous waste (HW) must be disposed of in accordance with local, state and federal guidelines. Contact the HW Program Manager at 257-9913 (ext 27).

Appendix D

**Waiver to Shop outside of ServMart**

Instructions: This Waiver form will be completed prior to purchasing product other than the MCB Hawaii ServMart Store. See part 17 of the Servmart Guide for more details.

RUC: Date:

Requestor:

Item Description/Product Nomenclature:

Part number/NSN:

Justification (price, quality, delivery, quantity):

USMC ServMart Price:

DoD EMall Price:

GSA Advantage Price:

Other Source of Supply Price:

Unit of Issue (box, set, etc.):

Qty:

Recurring need: Y or N

GSA Store Manager/Supply Property Manager Approval: