

MCB Hawaii

USMC SERVMART

GUIDE 2022



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

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SCOPE

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.

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, MCCS 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.

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 supply 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, and 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 through the **Referral Order** process. The suppliers provide office products, cleaning supplies, tools, safety material and hardware type items. Items such as Military forms and NSN items should be acquired through other channels. All material requests should be screened through MCBH ServMart before shopping at the Hickam/JBPHH GSA store or using the GCPC card (see Appendix E).

REQUISITION PROCESS

Prior to conducting the requisition, the customer should have an access card (page 7).

REQUISITION 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 checkout to complete the transaction.

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). The customer, along with the customer's approving chain-of-command, is responsible for obtaining the authority and any local waivers to procure, store, use, and dispose of any item or product sold by the ServMart.

SHOPPING LIST

Prior to requisitioning, the shopper will create a shopping list. The shopping list will have to be approved by your BEA/Fiscal Officer. There is no specific shopping list form from the ServMart. However, the list should contain the item names, SKUs/part numbers, quantities, and cost of goods to be obtained.

BEA/FISCAL OFFICER

The BEA will ensure any authorizations required are attained prior to the requisition. The authorization for controlled items such as furniture 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.

USING SOURCES OTHER THAN SERVMART

- a) 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 page 10 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 customers' needs and identifies where the ServMart may be able to improve, meaning to add new items to the contract.
- b) 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 page 10 for instructions on submitting a ServMart waiver.

HOURS OF OPERATION

The normal hours of operation are 0730-1500, Monday through Friday, excluding holidays.

LOCATION

The ServMart self-service store is located at MCB Hawaii, in Building 209, 2nd Street, next to RCO. DMO is also in the same building on the opposite side.

POINTS OF CONTACT

Store: 808-254-4069
MCS Customer Service: (808) 762-0581
LCI Customer Service: (808) 762-0069
GSA Store Manager: 808-342-7540

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).

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.
- c) **Reconciliation** process is the responsibility of the unit's financial personnel along with the access card holder.

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 they will be reviewed by the organization's comptroller and BEA/FISCAL OFFICER at least annually for validation of financial information (JON number).
- 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 required.

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

TYPES OF MATERIAL

The following are the types of material under contract with the ServMart store. Not all of these are available on the shelf, but they can be put on a “Referral” order.

Commercial Industrial Products

Cleaning and janitorial supplies: consumable items used to maintain the interior surfaces and fixtures of facilities (e.g., brooms, mops, cleaning chemicals, wax)

Food service supplies: consumable items used in the preparation and serving of food at dining facilities (e.g. disposable products - paper plates/utensils; kitchen utensils; hats, plates, trays, rubber gloves)

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)

Tools and hardware: items used to facilitate the repair of equipment (e.g., mechanics tools, ratchets, wrenches, screwdrivers)

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.

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.

Office Products

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). To ensure warranty coverage is not voided, toner and ink cartridges may need to be from the original manufacturer.

Office supplies: consumable items used to support the office environment (e.g., copier paper, calendars, pens, binders, staplers, household batteries, tapes, DVDs, CDs, flash drives, etc.)

IT Peripherals: items considered as consumable 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.)

All products sold through the ServMart must be **Trade Act (TAA)** compliant. 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 today and then become non-Trade Act compliant the next day, thus, not be available at the ServMart anymore.

MISCELLANEOUS EQUIPMENT.

All Miscellaneous Equipment is controlled assets. Special authorization products may be handled differently for non- Marine Corps units.

Shredders. Shredders can be purchased as long as they are High Security Cross-Cut machines (Level 5 or 6).

Global Positioning Systems (GPS): Commercial GPSs can NOT be used in tactical situations. The Kaneohe ServMart does not sell GPSs.

Computer Monitors and Printers: Monitors and printers require an approval form from both S-6 (CISD) and Base Supply. ServMart personnel will not ask you to bring this form with you.

INFORMATION TECHNOLOGY

For greater detail regarding IT materials refer to MARADMINs 375/11, 298/08 and 523/15 or contact S-6.

HAZMAT

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.

COMPRESSED GAS

Compressed gas is not available through the Kaneohe Bay ServMart.

PETROLEUM, OILS AND LUBRICANTS (POLLS)

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

ONLINE/REMOTE ORDERING

GSA developed a **Store Portal** that is currently used for research and stock availability checks only. Request access for the Kaneohe Bay location by clicking on the store name at webshop.gsa.gov.

Special requests and phone/email ordering is available. Contact the store manager for procedures. The preferred method of shopping is for the customer to come into the store.

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 E.

c. To receive a ServMart waiver:

(1) The customer submits a waiver Request to the ServMart Store Manager or to the vendor representatives, providing the necessary information (See Appendix E).

(2) The customer's request will be reviewed by the MCB Hawaii ServMart Store Manager or designated representative. Upon review and approval, the ServMart waiver will be signed or "stamped" with the GSA Store Manager's signature.

RETURNS AND CREDITS

- a) Returns will be approved by the vendor representatives and the Store Manager. Credits will be granted on products returned within 30 days of purchase (15 days for IT/electronics) or, for Referrals, within 30 days of receipt. They need to be in their original packaging.
- b) It is ideal for the customer to provide a copy of the original receipt in order to get credit.
- c) The credit process will take up to 4 weeks.
- d) A credit/return form will be issued to the customer for sales that didn't invoice yet. For returns of items that have been invoiced, a return receipt will be issued.

Appendix A

SERVMART ACCESS CARD APPLICATION FORM

1. Normally only one card will be issued per JON provided. However, if required, an additional card can be created.
2. **BEA:** Budget Execution Activity – will receive automated emails of purchases (up to five email addresses can be loaded, not all have to be BEAs).
3. It is the BEA's responsibility to control the access of the cards.
4. To obtain an access card, the unit's Activity Address Code (aka RUC, UIC, DoDAAC, AAC or SRAN) must be provided plus the JON #: (XXXXXXXXXXXXXXXX – 14 Digits, with the 3rd position being the digit of the current year and the last digit being a "T", indicating "supply funds")
5. Final Approval by Comptroller or designated representative. Must be signed and dated.

Appendix B

Activity Address Code (AAC, RUC, UIC)	Unit Name/Military Organization	
JON (14-digit)	Applicant Name	Duty Title of Applicant
Applicant Email Address		
Complete Duty Office Address		Duty Phone
		Account Access Code (2-6 digits) (If not filled out, an Access Code will be assigned)
Approver Name and Duty Title (unless same as applicant)	Approver Phone	Approver Email Address
Approved (please sign and date):		

Appendix C

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: _____

Hazardous Material, Industrial and Compressed Gases: Obtain approval by visiting Bldg 6407, Mokapu Rd

Audio Visual Info/Cable Service: See S-3/5 COMMSTRAT

IT Equipment: See S-6

Furniture: See Base Property

Appendix D

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 to purchase 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 E

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 EMail 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:

MSC: _____ LCI: _____