

Project Roll-Out



MCI EAST Store Transformation: Camp Lejeune, Albany, Quantico

MCI WEST Store Transformation: 29 Palms, Barstow, Pendleton

OCONUS Transformation:

Initial virtual store implementation and continuous improvement

Future Initiatives



Deployment Supply Block support and other strategic initiatives TBD

POLs and Other Commercial Supply Classes TBD

Tool Requisition and Demand Tracking Process Integration and other process integrations TBD

We are the Marine Corps' new and improved USMC ServMart. Run by the Marine Corps in partnership with GSA, leveraging beyond regional capabilities and bringing global supply chains to bear to provide the products and service Marines require. We are committed to bringing Marines, our Marine units, and all of the tenants of our bases the customer service they warrant with the dependable quality products available off the shelf everyday, at competitive prices.



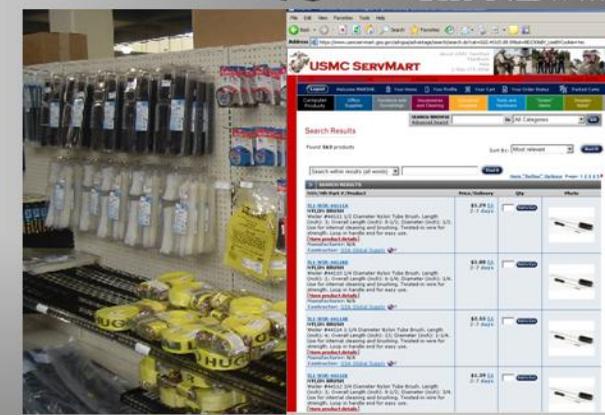
The USMC ServMart Make Over



Out With The Old ...



... In With The NEW!!!



Rebuilding The Way ServMart Supports The Warfighter

WHY THE CHANGE

As the Marine Corps seeks to improve its Logistics processes, we seized the opportunity to enhance the current ServMart systems to bring a greater focus on the Warfighter.

Under the new 4th Party Logistics Initiative the new ServMart will provide the customer:

- Greater Product Variety
- Lower Prices
- In-store Vendor Representatives
- Enhanced Customer Service

In addition through the online Virtual ServMart:

- Access to Complete Vendor Catalogs
- Direct Vendor Delivery
- Order Tracking
- Direct Interdepartmental Billing (no more Credit Card hassle!)

By implementing a single ServMart model, Marines are guaranteed the same product and service regardless of physical location.

This synchronization is made possible through the online ServMart and remodeling of the current Brick & Mortar locations, paying special attention to the input and feedback provided by the customer.

COMMANDER'S INTENT

Provide Marine Corps with a Garrison Retail Supply Chain process that is flexible, responsive, and cost effective to the Marine Corps customer.

ROLES & RESPONSIBILITIES

USMC

- Store Operations
- Store Management
- Customer Service Management

GSA

- Vendor Management
- Virtual Store Management
- Contract Establishment

BENEFITS

- Greater Product Variety
- More Customer Reps In-store
- Fewer "Not In Stock"
- Quick & Easy Special Orders
- Doorstep Delivery for online purchases
- Reduced Requirement for Contracting
- In-store information booth and online ordering kiosk

PURCHASING OPTIONS

Purchases made in the store will continue without interruption in the normal manner. For those purchases made online at www.USMCServMart.GSA.gov there are now two options.

Although Government Commercial Purchase Card (GCPC) is accepted, interdepartmental billing to your DSSC PE Cost JON is now available. This will eliminate the paperwork hassle involved with micro-purchase threshold, and credit card purchase validation.

As purchases made through the web are requisitions you are now able to purchase those items you need without the requirements to obtain multiple quotes and sources. You may buy them directly without the need to burden your contracting office.

FEEDBACK & SUPPORT

- In-store Customer Service Representatives
- Online Tutorial at www.USMCServMart.GSA.Gov
- Toll Free help line for virtual store 1 866-370-8894
- World-Wide electronic feedback link through the virtual store
- HQMC I&L, LPC, Garrison Retail Supply Chain Office 703 695-8934

LATEST NEWS

- Project Office Established To support ServMart Transformation CMC MSG R 251702Z MAR 08
- Customer/Store Site
 - CONUS Visits Completed
 - OCONUS site visits Summer 2008
- Office Supply Contract Solicitation for MCI-East Released 3 Apr 2008
- As of 10 April Virtual ServMart exceeds \$130,000.00 in sales
- Virtual ServMart being used by 45 units in 19 locations, covering Active, Reserve, and Recruiting Commands
- LogMod Ledger Press Release Date May 2008
- Summer Re-opening of Camp Lejeune USMC ServMart July 2008

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