

# Welcome to GSA Global Supply

*Your Reliable Government Source*



*GSA Global Supply - more than a new name.*

*GSA Global Supply is the new name for the program many knew as the Customer Supply Center, GSA Stock, or just plain old "GSA." The following pages trace the evolution of GSA's supply program and its ongoing commitment to provide customers with quality products and service.*

*The articles, timeline, and trivia highlight a few of the changes that have transformed the world of the Federal buyer over the years. Enjoy a moment of time travel, courtesy of GSA Global Supply.*

## *GSA – 50 Years and Beyond*

# GSA Global Supply

## Your Reliable Government Source



*GSA Global Supply has been supplying the Federal government for over 50 years. While the name has changed over the years, (GSA Stock, GSA Supply, Customer Supply Center, and GSA Express Stores), its mission has not. GSA Global Supply is responsible for providing products to its customers, wherever they are, quickly and easily.*

**G**SA Global Supply is here to support customers from order placement through delivery and billing. When customers order they are guaranteed compliance with Federal procurement regulations, regardless of the quantity ordered. GSA Global Supply makes ordering easy, however, customers choose to order: online at [www.GSAglobalsupply.gsa.gov](http://www.GSAglobalsupply.gsa.gov), via phone, fax or email, or through FEDSTRIP/MILSTRIP procedures, they can pay with their government account (AAC/DoDAAC) or GSA SmartPay® credit card.

To get a sense of how GSA Global Supply has changed, and the world around it has changed, take a look at a few key milestones in its history and the world around it.

### It All Started with Hoover

During the early 20th century, military and civilian agencies maintained unique supply and inventory systems. There were few if any records kept of what was stored and issued out of the numerous warehouses maintained by these agencies. This created much duplication and posed a threat to both the national economy and security. Reorganization studies, most notably one headed by former President Herbert Hoover, concluded that there should be a central bureau of supply responsible for managing government purchases.

During the 1940s, the Treasury Department's Bureau of Federal Supply was responsible for consolidating warehouses operated by various civilian agencies. By 1945, 76 agency warehouses had been consolidated into one large facility in the District of Columbia, and 11 regional supply centers (Atlanta, Boston, Chicago, Cleveland, Denver, Fort Worth, Kansas City, Los Angeles, New York, San Francisco, and Seattle). Although intended to provide central service for most items commonly used throughout the government, the system stored and distributed relatively few items. These products were restricted to administrative and housekeeping supplies.

**1949** July 1, 1949, GSA was established, merging the Federal Works Agency, the Bureau of Federal Supply, the Office of Contract Settlement, the National Archives Establishment, and the War Assets Administration.

**1950** The Strategic and Critical Materials Branch of FSS is established to administer the stockpiling and procurement of strategic materials.

### 1949 - Legislative change

- NATO is established.
- “Rudolph the Red-Nosed Reindeer” is recorded by Gene Autry

In 1949, Congress enacted the Federal Property and Administrative Services Act, which created GSA, and within it the Federal Supply Service (FSS). FSS was established as a central organization whose mission was to provide an economic and efficient system for the procurement, supply, and eventual disposal of property. Its intent was to eliminate duplicate functions and to establish a professional resource that would maximize the government’s leverage in obtaining supplies and services.

### 1952 - National Supply System

- U.S. tested first H bomb in the Pacific, and President Eisenhower is elected.
- “Unforgettable” recorded by Nat King Cole

On July 1, 1952, Public Law 436, the Defense Cataloging and Standardization Act, was approved by the 82nd Congress. This law established a single catalog system and related supply standardization program, and was instrumental in establishing a uniform National Supply System. Section 11 of Public Law 436 reads as follows:

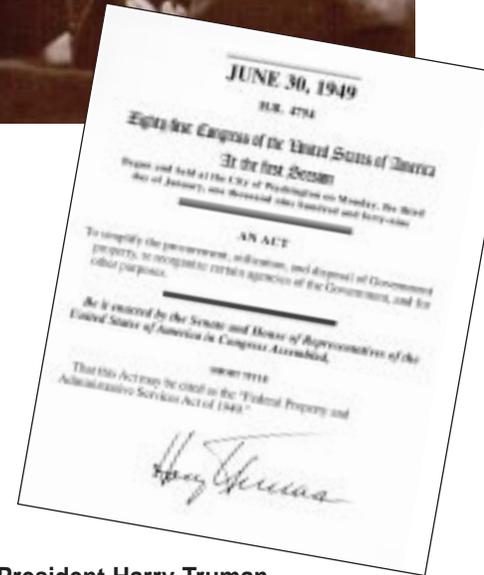
“The Administrator of General Services and the Secretary of Defense shall coordinate the cataloging and standardization activities of the General Services Administration and the Department of Defense so as to avoid unnecessary duplication.”

### 1971 - GSA and DoD divide the turf

- The Constitution is amended to allow 18 year olds to vote.
- “Joy to the World” is the #1 song of the year.

To further the National Supply System concept, GSA and DoD entered into an agreement in 1971 to eliminate avoidable overlap between their respective supply systems. The “Agreement Between the Department of Defense and the General Services Administration Governing Supply Management Relationships Under the National Supply System” divided the management of consumable items between GSA and the Defense Supply Agency (DSA, now Defense Logistics Agency), and established the criteria for this division. It assigned to GSA those Federal Supply Classes (FSCs), or commodities commonly used by Federal agencies, which are commercially available and not predominantly of a military nature. It assigned to DSA those FSCs used in military operations or weapon systems support.

Exceptions to the basic agreement included clothing, textiles, subsistence, and medical items. Though commercial in nature, these items were deemed essential to military operations and were assigned to DSA for management. Under the agreement, all IT processing equipment and related supplies, at least those envisioned in 1971, as well as vehicles, were assigned to GSA. This agreement is still the governing document for item management assignments.



**President Harry Truman and Public Law 152 establishing GSA.**



**Jess Larson, 1st GSA Administrator, 1949**

**1962** Congress gives GSA authority to form a Transportation and Communications Service to handle the increased need for control of all the vehicles and telephone services of the Government.

**1966** Property Management and Disposal Service is established to consolidate, distribute, and dispose of Federal real personal property.



# Support for the Fireline GSA Global Supply & the Woodland Fire Program

During the first eight months of calendar year 2003, the National Interagency Fire Center (NIFC) recorded more than 44,000 wildland fires that burned 2,612,430 acres. (That's the equivalent of Delaware, Rhode Island, and most of the District of Columbia.) NIFC is a cooperative effort to control wildland fires that coordinates the efforts of USDA's Forest Service, Interior's Bureau of Land Management and Bureau of Indian Affairs, and many state and local activities. GSA Global Supply is a proud partner in these efforts and ships a variety of products to a national network of fire caches that, in turn, supply the frontline firefighters.

With 55 large active fires still burning, the annual total of fires and acreage is likely to approach or surpass the 10 year average of 61,876 fires and 3.5 million acres. For many of us in urban and suburban settings, it's difficult to grasp the scope of the Federal government's firefighting effort from the television images of selected fires. To help put that effort into perspective, we compiled the chart below to illustrate some of the "facts and figures" about GSA's contribution to this critical program.

## By the Numbers

The 2002 wildland fire season was one of the worst in recent history. Here is a sampling of how GSA Global Supply supported the brave men and women fighting these fires.

Item	Quantity (FY2002)	Equivalent
Fire Hose	2,230 miles	New York to El Paso
Helmets	20,801	1 for every employee of Departments of Labor and Education
Shelters	34,910	1 for every employee of EPA, GSA, and OPM
Firefighter pants	240,962 pairs	1 for every person in Norfolk, VA
Firefighter shirts	106,673	1 for every person in Provo, UT
Firefighter gloves	349,678	1 pair for every person in St. Louis, MO
Canteens	318,917	1 for every person in Tampa, FL



**1970** The Consumer Information Center was created, previously referred to as GSA, Pueblo, CO, now known as the Federal Citizen Information Center.

**1971** Wagner-O'Day Act of 1938 amended to Javits-Wagner O'Day (JWOD), to include people with severe disabilities, and to permit JWOD services in addition to products. (per Sen. Jacob Javits)

# GSA Global Supply supports Operation Iraqi Freedom

*Over the course of the last fiscal year, GSA Global Supply provided support to a variety of military units destined for Operation Iraqi Freedom. The assistance helped units complete training, deploy to the Middle East, and maintain operations after the conclusion of peak military action. Given the number of units involved and the scope of GSA responsibilities, the supply support took many forms:*



**Military dogs' stressful environmental conditions necessitate a strict diet, regulated by the Military Working Dog Veterinary Services, to maintain health and energy. In direct support of Iraqi Freedom, GSA Global Supply associates have filled orders for 50,040 pounds of dog food, more than enough to fill a semi-trailer. Since September 11, 2001, over 400,000 pounds of dog food have been shipped worldwide.**

**(dogs' signs say...**

**Left: "Thanks for the Science Diet Dog food!"**

**Right: "Stan & Pat are dogs' best friends!")"**

- One military location received \$2.4 million in products during a five-week period. Order processing CDs were provided to deploying units. The CDs allowed the units to link to GSA Global Supply store inventories and prepare orders for additional replenishment material.
- Approximately \$1 million in packing supplies was "pushed forward" to stores in Kaiserslautern and Wuertzburg, Germany for use by the Army.
- U.S. Marines in Kuwait needed items that were not available through GSA Global Supply or a GSA Schedule contract. GSAGlobal Supply turned to the "Special Orders" staff with an urgent request. In less than 24 hours, completed orders were in the hands of vendors and soon shipments were packaged for express delivery to Kuwait.

**1975** Federal Stock Numbers (11 digits) are changed to National Stock Numbers (NSNs) (13 digits).

**1979** President Carter approved the National Supply System (NSS).



### **1988 - Non-mandatory Status Given to GSA Global Supply**

- Ben Johnson beats Carl Lewis in the Olympic 100 meters, but is disqualified for drug use.
- Rain Man is the most popular movie of the year.

Over the next 15 years, GSA Global Supply's predecessors continued to supply customers with products as the mandatory source for all executive agencies. Under Federal property rules, agencies were to look at excess property, Federal Prison Industries' items, and items supplied by National Industries for the Blind and NISH through the Javitz-Wagner-O'Day (JWOD) Program, and then turn to GSA. This was changed by legislation enacted in January 1988. FSS agreed to become a non-mandatory source, and customers were given the opportunity to shop where they received the best value. In addition, by the same legislation, the supply program achieved "full-cost recovery industrial funding". All costs for providing supply items are included in the prices charged to customer agencies and there is no longer an appropriation allocated to FSS from Congress.

The 90's were a time of innovation and re-invention. FSS re-evaluated its programs and business processes with the goal of improving customer service and support while continuing to offer the best value to its customers. With the creation of the Office of Supply on June 26, 2000, FSS renewed its commitment to supporting the strategic requirements of its military and civilian customers. The Office of Supply, now known as GSA Global Supply, is responsible for getting the right products, to the right place, at the right time.



**1980** *Mount St. Helens erupts, killing 57 people and damaging 230 square miles of Washington State.*

**1984** *GSA inaugurates the purchase card/travelers check program to reduce the cost of government travel.*

## Current Activities

GSA Global Supply continues to provide mission-critical support to both civilian and military agencies. That means over 1.5 million orders worth close to \$1 billion in fiscal year 2003. These shipments represent a combination of daily support items such as office supplies, government forms, housewares and cleaning supplies, as well as emergency response products and specialty items.

Supporting strategic customers means that GSA Global Supply offers services unique to the government customer. GSA Global Supply also enters into key partnerships with Federal customers to ensure vital supplies are available when needed. The Wildland Fire Program and support for base supply stores are two examples. *See the articles in this issue for details.*

GSA Global Supply operations are a component of the National Supply System, a global logistics network that sustains the Department of Defense (DoD) in times of peace and war. GSA's assistance to DoD, as it prepares for possible conflict, represents an increase and acceleration of normal supply operations and product flow. During the height of build-up for Operation Iraqi Freedom, GSA Global Supply rose to the challenge of providing critical supplies quickly to locations both at home and abroad. This commitment to meeting military needs is what keeps the relationship between GSA Global Supply and DoD so strong.

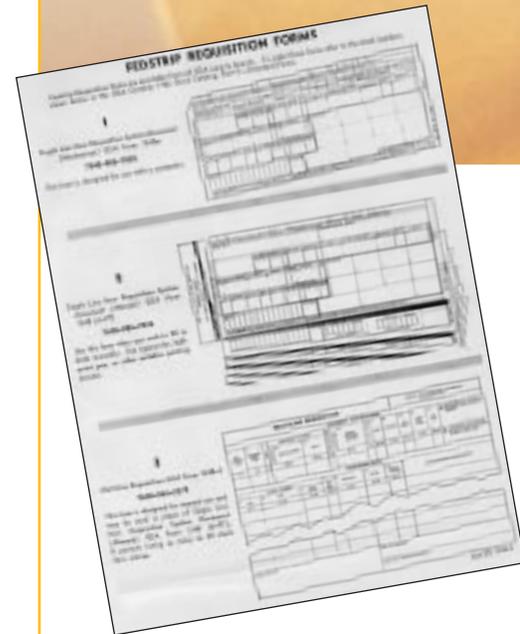
## Flexibility to meet needs

Over the course of its history, GSA Global Supply has evolved to meet the changing needs of customers and country. Processes, commitments, and ordering methods are continually evaluated to ensure they provide the best value at the required level of service. GSA Global Supply offers several benefits specifically aimed at the Federal purchaser.

**Ordering Options** - Supplies can be obtained by phone, fax, online, via FEDSTRIP/MILSTRIP submissions, or by Standard Forms 344, or DD1348. The recently created web-site, [www.GSAGlobalsupply.gsa.gov](http://www.GSAGlobalsupply.gsa.gov), showcases tens of thousands of GSA items and is constantly growing and improving.

**Regulatory Compliance** - ordering from GSA Global Supply means adherence to all Federal purchasing regulations is guaranteed. There is no need to worry about quality control, procurement procedures, or meeting environmental standards. Using GSA Global Supply ensures compliance with all Federal procurement regulations, regardless of dollar amount or quantity ordered.

**JWOD/UNICOR** - GSA Global Supply makes it easy to fulfill mandatory source requirements. GSA Global Supply is the largest supplier of JWOD items and carries many UNICOR products. National Industries for the Blind (NIB), NISH, and UNICOR/Federal Prison Industries (FPI) work in partnership with GSA to provide quality, mandatory source items. Look for the JWOD and UNICOR identifiers in GSA Global Supply catalogs, and online.



**GSA Global Supply has ordering options to help you accomplish your mission.**

**Phone:**  
**1-800-525-8027**

**Fax:**  
**1-800-856-7057**

**Online:**  
**[www.GSAGlobalsupply.gsa.gov](http://www.GSAGlobalsupply.gsa.gov)**

**1989** GSA's International Merchant Purchase Authorization Card (IMPAC) was established.

**1991** FSS provides logistical support to U.S. Military during Operations Desert Shield and Desert Storm.

# Relocation of GSA Global Supply Western Distribution Center

In August 2003, GSA Global Supply's Western Distribution Center was relocated from Stockton, California to a modern facility at the Sharpe Army Depot in nearby French Camp. This move provides many benefits to customers, to taxpayers and to the GSA associates who work there.

- The move saves customers and taxpayers millions of dollars per year. This will result in lower prices, more efficient handling and faster order processing.
- The relocation entails a new material handling and information processing system that provides better customer data.
- Shifting from multiple buildings to a single facility permits more consolidated shipments and easier tracking.

- The Stockton complex was built in 1942 and the newer French Camp facility (1989) has updated systems that reduce facility maintenance costs.
- The new location is more modern and secure, providing a higher quality of workspace and improved safety for associates working there.



**Global Delivery** - Whether customers are fighting a wildland fire in Oregon, or preserving the peace in Afghanistan, GSA Global Supply delivers needed supplies quickly and easily. GSA Global Supply has partnered with DoD in placing stock at over 20 strategic locations worldwide, greatly reducing logistics response time.

**Easy Billing** - Customers can use a GSA SmartPay™ purchase card or have an order billed directly to a government account (AAC/DoDAAC), in either case receiving a single, convenient bill.

As a Federal entity, GSA Global Supply knows the responsibilities of Federal buyers. This simplifies the procurement process so that customers can focus on their mission is at the core of all GSA Global Supply activity.

## The Road Ahead

GSA Global Supply and the world around it have changed a great deal in the past 50 years. In the last year, GSA Global Supply has added over 125,000 new products, launched a new website to simplify customer ordering, and streamlined inventory operations to ensure the best service is being provided at the best value. GSA Global Supply made the Sharpe distribution center relocation this past August to save you, our customer, and the U.S. taxpayer, millions of dollars per year. The move will benefit you from lower prices, better consolidation, and faster processing.

GSA Global Supply is working hard to get the right supplies, at the right time, at the right place, in the right box. As the pace of change continues to accelerate, count on GSA Global Supply to help simplify purchasing and enhance mission focus. Consider it "Supply. On Demand."

**1995** Americans discover e-commerce. Amazon.com & GSA Advantage!™ both open for on-line shopping.

**1996** 1st GSA Expo (Products & Services Fair), LaJolla, CA.

# Partnership at Camp Lejeune

The recently opened First Choice Supply and Services Center at Camp Lejeune, North Carolina builds upon a precedent that is working well in a few dozen overseas locations. GSA's Point of Sale software compiles store transactions daily and triggers replenishment before an item is sold out completely.



At Camp Lejeune, both parties contribute to the overall success of this partnership. However, GSA supplements Camp Lejeune's regular inventory in several ways:

- Adding two new product lines (vehicle tires and base maintenance equipment);
- Managing select inventory from commercial vendors in the store;
- Offering "special order" acquisition support for out-of-the-ordinary requirements.

Given the size and scope of work at this base, both parties decided to operate four retail locations on the base. Initial results suggest that the Marines experience:

- Greater product availability, particularly during the last quarter of the fiscal year;
- Savings in time and money;
- Increased efficiency, especially for visiting units;
- Greater funding flexibility.

GSA Global Supply stands ready to deliver a full-service solution with a partnering agency. This model may well be adapted for other locations with similar benefits.

# GSA Global Supply Solutions

*Spending more time managing inventory than focusing on your mission? GSA Global Supply provides mission critical supply support to customers in all branches of the military.*

GSA Global Supply can partner with agencies to modernize the operation of base supply stores. Through this partnership, GSA manages the inventory while the customer maintains supply support functions. This partnership allows a customer to focus on its core mission while at the same time significantly reducing cost and providing improved retail stock availability, effectiveness, and excellent customer service to base personnel.

Merchandise includes items available through GSA Global Supply distribution centers, the Defense Logistics Agency (DLA), Department of Veterans Affairs (VA), and even open market sources. This approach means the customer does not have to invest scarce resources in inventory management or procurement, and customer dollars are not tied up in the form of store inventory.

It's possible to systematically integrate a customer's requirement for focused logistics with GSA's Global Supply mission to provide an efficient and economical source of supply.

## Partnership Benefits include:

- Broader availability of stock supplies.
- Improved fill rate.
- Minimal inventory management and procurement functions for customers.
- Minimal military inventory costs.
- Payment flexibility: use a MIPR, AAC, or purchase card.
- Streamlined ordering and delivery.
- "Quick ship" support for units in the customer's area of responsibility.
- Special Order support in each store ensures customer access/assistance for items not routinely stocked.

And much more! For more information on customized Global Supply solutions, please contact Jennifer Richards at (703) 605-5521.

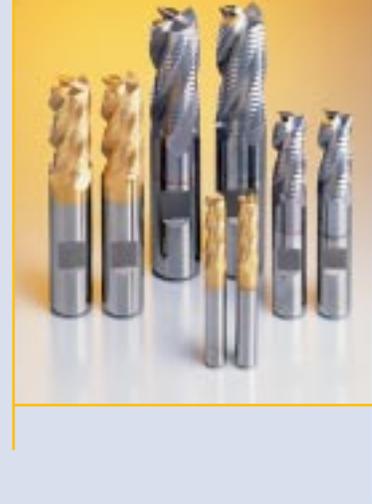
GSA Global Supply

Your Reliable Government Source

1999 GSA celebrates 50th Anniversary.

2000 Y2K does not usher in the end of the world or its computers.

# Coming Soon — More Than 110,000 Tools!



*GSA Global Supply will be the source for all of your tool needs - we're adding more than 110,000 different tools with the brand names you trust. Customers will be able to choose from a wide array of top-quality tool products including hand and power tools, tool boxes, machine tools, abrasives, cutting tools, precision measuring and much more. The list below highlights the product groups that will be available with examples of the brand names you will be able to find.*

- **Hand Tools** - Stanley Mechanics, Stanley Proto, Eklind, Channellock
- **Power Tools & Accessories** - DeWalt, Makita, Ingersoll Rand, Milwaukee
- **Tool Storage** - Kennedy, Waterloo, Huot
- **Abrasives** - Norton, 3M, Merit, Carborundum
- **Twist Drills, End Mills, Taps, and Dies** - Greenfield, Putnam, OSG, Niagara, Hanita, Cleveland
- **Indexable Cutting Tools** - Kennametal, LMT-Fette, Tungaloy, DiJet
- **Precision Measuring Tools** - Starrett, Mitutoyo, Brown & Sharpe, Fowler
- **Saw Blades** - Lenox, Hertel
- **Adhesives & Lubrication** - Master Chemical, Loctite
- **Tooling Components** - De-Sta-Co, Danly IEM, James Morton
- **Fasteners, Flat Stock, Raw Materials** - Starrett, Holo-Krome, Precision Brand
- **Machinery** - DoALL, Jet, Acu-Rite, Wilton, Metalmax
- **Toolholding/Workholding** - Kennametal, Parlec, SMW Systems, Jacobs, Kurt



Our broad and deep selection ensures that we'll have the products you need for quick, one-stop shopping. Whether you're looking for a cordless drill or a high-tech carbide cutting tool, it's all available through GSA Global Supply at the right price and delivered at the right time.

Remember too that with this great selection of tools, you also get the safety and simplicity of GSA Global Supply. We deliver anywhere on the globe. We offer you payment flexibility so you can use your purchase card or direct billing with your AAC/DoDAAC. Order by phone at 800-525-8027, by fax at 800-856-7057 via FEDSTRIP/MILSTRIP, or online at [www.GSAglobalsupply.gsa.gov](http://www.GSAglobalsupply.gsa.gov).



2000 Summer olympics held in Sydney, Australia.

2002 Salt Lake City, UT official site of winter olympics.

# Who's Who



## U.S. Presidents since GSA

## GSA Administrators

## FSS Commissioners

	U.S. Presidents since GSA	GSA Administrators	FSS Commissioners
1949	Harry S. Truman	Jess Larson	Clifton E. Mack
50's	Dwight Eisenhower	Edmund J. Mansure Franklin Floete	C.D. Bean
60's	John F. Kennedy Lyndon B. Johnson	John Moore Bernard Boutin Lawson Knott Jr.	H.A. Abersfeller
70's	Richard M. Nixon  Gerald R. Ford Jimmy Carter	Robert Kunzig  Arthur F. Sampson Jack Eckerd  Jay Solomon  Rowland G. Freeman II	Arthur Sampson H.A. Abersfeller M.S. Meeker M.J. Timbers W.H. Robinson R.P. Graham W. P. Kelly Thomas D. Morris
80's	Ronald Reagan	Gerald Carmen  Terence Golden	Herbert W. McCarthy Lester L. Mitchell Donald C. Gray
90's	George H.W. Bush William J. Clinton	Richard Austin  Julia Stasch, Acting Roger Johnson David Barram	Roger D. Daniero  Frank P. Pugliese Jr.
2000 Present	George W. Bush	Thurman Davis, Acting Stephen Perry	Donna D. Bennett



**2003** GSA Global Supply brand launched