



lifeline

how gsa supports u.s. personnel overseas

by Emily LeDuc

Imagine the enormity of coordinating shipments to the military overseas and coordinating all the supplies for day-to-day living ordered from multiple locations around the world. Now imagine the ability to pinpoint the exact contents and location of those orders in an instant. A new partnership between GSA and the U.S. Army has made it possible to do exactly this. The days of Radar O'Reilly's infamous supply snafus are well behind us...

At GSA's Global Supply Eastern Distribution Center, a sea van is carefully loaded with an order for the military. With the contents recorded and documented, the container is sealed and departs by truck. At the moment it passes through the gate, a radio tag inside the sea van trips an interrogator, which communicates the container's contents and location to a website. The truck travels the American roadways on its way to one of a number of ports used by the military for shipments. As the truck crosses into the U.S. port military terminal, that same radio tag communicates with another interrogator, and updates its status again via the web. The semi-trailer is then detached and loaded onto a departing ship. It travels overseas to its destination port. As it departs from the port, its status is again automatically updated as it begins its cross-country journey to its final destination.

GSA recently began participating in the Army's Radio Frequency Tag Program for all sea-van shipments to combat zones. This program allows Army personnel to pinpoint the contents, location, and status of shipments via the Internet, and enables

the Army to accurately plan its operations and eliminate time-consuming clerical work. As the van arrives at its final destination, all that is required of the receiver is a click to acknowledge that the order has been received. GSA has already uploaded the supply order line items into the system, eliminating the need for on-site clerical work in combat zones. Since the contents of each sea van is documented and each container assigned a number, multiple containers being shipped to one location can be unloaded by priority. In other words, the supplies that are most critical to that location can be unloaded and distributed first, rather than processing the shipment randomly.

By providing real-time information about pending shipments to deployed troops, and by assuming the clerical responsibility upfront, GSA's participation in this Army program goes to the heart of our mission — to make the supply process as seamless and efficient as possible so our customer can focus on their mission. This is just one of the ways we support our customers overseas.



What's A Sea Van?

A sea van is a large multi-purpose container that is attached to the back of a semi truck and transported to a port of call. The container is then removed from the truck and, using a crane, is

loaded onto a departing ship. Once the container reaches its destination, it is unloaded and re-attached to another truck to take it to its final destination.

GSA's network of operations supports American overseas activities in a number of ways. Principally, GSA focuses on providing critical supplies to the military. In support of Operations Enduring Freedom, Desert Spring, Southern Watch, and Iraqi Freedom, GSA has processed over 100,000 orders. GSA supports front line military operations that require knowledgeable and experienced personnel with an intimate understanding of the Department of Defense, Federal Agencies, and GSA logistic and supply systems. GSA personnel play an essential role in the success of U.S. military missions and work tirelessly to provide supply support to military operations. GSA prides itself on developing solutions to meet customer needs, regardless of the situation.

While much of GSA's current effort centers around recent military operations in the Middle East, GSA maintains a permanent presence in Europe, Asia, Africa, and the Middle East in support of permanent military installations, as well as State Department offices and embassies.

Worldwide Customer Service

One part of GSA's permanent presence overseas is our customer service offices. Located throughout Europe, Asia, Africa, and the Middle East, our offices offer personalized customer assistance for GSA products and services. GSA's knowledgeable and resourceful Customer Service Directors are dedicated to providing efficient and cost-effective supply solutions. GSA personnel provide assistance, innovative solutions, and instruction on using GSA supply sources to customers worldwide. GSA associates work together internally, and with commercial suppliers externally, to develop the best supply solutions for Federal organizations.

Customer Service Directors are very active in visiting and assisting U.S. military and Federal customers worldwide. Supply and marketing conferences, workshops, and meetings are coordinated with agency supply and procurement personnel. Training seminars for contracting personnel and credit card holders are regularly scheduled, and can be customized to meet an organization's particular needs. Another important and



A SA-332 Super Puma helicopter, from Military Sealift Command combat stores ship USNS Spica (T-AFS 9), delivers pallets of supplies to USS Kearsarge (LHD 3). Kearsarge is on its way home from deployment in support of Operation Iraqi Freedom. U.S. Navy photo by Photographer's Mate, 3rd Class, Jose E. Ponce.

continuing role is the education and the re-training of military services supply personnel on the use of GSA programs and procedures.

GSA Global Supply Partnerships

Another part of GSA's permanent presence overseas is the GSA Global Supply Inventory Partnerships. Located on military bases

around the world, these partnerships operate in cooperation with the U.S. military throughout Europe and Asia.

GSA Global Supply Partnerships provide walk-in and electronic access to a wide range of products, as well as personalized customer service, to ensure that all Federal procurement regulations, including mandatory source requirements, environmental restrictions, and competition standards, are met. This partnership helps the U.S. Government realize significant savings in transportation and operational costs, and improves upon supply chain management efficiencies. GSA Global Supply partnerships make high quality American made products readily available to military customers around the globe.

In support of combat operations such as Operations Enduring Freedom and Iraqi Freedom, these partnerships have proved to be extremely effective. When deployed units required immediate support, GSA personnel had items pulled, palletized, and on a military flight to customers within four working days. This concept has proven to be a total success by reducing logistic response time. By having inventory strategically located throughout our area of responsibility, GSA is able to satisfy high priority requirements in record time.

Asia and the Pacific

With offices at strategic military bases in South Korea, Japan, and Okinawa, GSA provides direct supply support and customer service to Pacific Command Service Components, Subordinate Unified Commands, and Joint Task Forces operating in the Far East. The largest of the military's unified commands, the Pacific Command, has over 100,000 troops forward deployed. The Pacific Command's area of responsibility covers more than 50 percent of the earth's surface, nearly 60 percent of the world's population, contains 43 countries, 20 territories and possessions and 10 U.S. territories, and has six of the world's largest armed forces.

GSA, in joint partnership with the Navy, Air Force, Marine and Army units, operates GSA Global Supply Partnerships throughout the major military installations in Asia. Under these

GSA Global Supply Partnerships in Europe and Asia



GSA Customer Office Europe
 (+49) 69-699-6085, DSN 330-6085



GSA Customer Service Office Pacific
 (808) 541-1776, DSN 438-4960

Mainland Japan
 011-81-311-755-9252, DSN 225-9252

Okinawa
 011-81-611-734-3641, DSN 634-3641

Korea
 011-82-31-661-6515, DSN 784-6515





A CH-46 Sea Knight helicopter performs a vertical replenishment (VERTREP) with the supply ship Warnow Trader while deployed. Warnow Trader is using the supplies to feed the troops from the 2nd Army Division, which is fighting in support of Operation Iraqi Freedom. Mt. Whitney and embarked Marines are deployed to the Horn of Africa region in support of Operation Enduring Freedom. U.S. Navy photo by Photographer's Mate, 3rd Class, Scott Phillips.

support relationships, procurement, inventory management, storage, distribution and payment systems were created to meet specialized customer needs.

Most recently, the Pacific Air Force Command transferred the management of Individual Equipment Element to GSA, which now provides supply support to overseas Air Force units for uniforms, boots and other critical gear.

GSA continues to play a vital role in the Asia-Pacific region — ensuring that our troops have the supplies and services they need to effectively accomplish the Pacific Command mission of enhancing security and promoting peaceful development in the Asia-Pacific region.

GSA Fleet Europe

Established in 1996, GSA Fleet Europe consolidates and updates European vehicles for the U.S. Army and Navy. GSA helps these military activities carry out their missions by providing a choice of quality vehicles and a full range of fleet management services. Fleet Europe carries with it the full support of GSA's fleet management program. Customers have access to over 7,000 vehicles including sedans, station wagons, light, medium and heavy trucks, buses, and special purpose vehicles under the Interagency Fleet Management Program (IFMS). Currently IFMS has four European Fleet Management Centers (FMC) located in Mannheim and Grafenwöhr, Germany; Vicenza, Italy; and Chievres, Belgium. IFMS is in the process of consolidating the vehicles located at

“GSA has allowed our airmen to be professional and efficient in their everyday tasks. As we undertake our mission, GSA flies in close formation with us.”

Colonel Thomas E. Booth
Former Director of Services

Naval Support Activity Naples, Italy and will soon move on to consolidating the vehicles at Naval Station Rota, Spain and Naval Support Activity Souda Bay, Greece.

GSA IFMS provides comprehensive services for its vehicles, including purchasing, regular maintenance and repairs, fuel, and vehicle exchanges. IFMS sponsors official government auctions as the last step in the fleet management process.



the u.s. department of state

Although military organizations represent the vast majority of GSA's overseas customers, we also support the U.S. Department of State's (DOS) and Defense Logistics Agency offices in European locations including Germany, Belgium, the Netherlands, Italy, Poland, Hungary and the Czech Republic.

The State Department's Foreign Service Corps consists of about 9,000 employees, all located in over 200 embassies, consulates, and diplomatic missions. Usually located in capital cities, U.S. embassies are each led by the U.S. Ambassador for that country, and are tasked with the mission to:

- Prevent war
- Keep dangerous weapons out of dangerous hands
- Advance democracy, human rights and the rule of law
- Open economic opportunities for Americans
- Fight terrorism
- Keep drugs out of the U.S.
- Promote the safety of Americans abroad
- Combat global poverty
- Help refugees
- Create a healthier world
- Pursue U.S. interests at the United Nations

Other responsibilities include issuing passports, providing information on any country, assisting businesses abroad, sponsoring exchange programs, answering inquiries about U.S. relatives abroad, assisting in foreign adoptions, assisting citizens involved in child abduction situations, arrests, deaths, and evacuations abroad.

The State Department plays a critical role for the U.S. in the international community, and GSA supports this important mission by making products and services readily available to Foreign Service employees. GSA devised and implemented a system to streamline the process to order supplies for the

State Department. This effort has been mutually beneficial, resulting in a reduction of shipping time at GSA, and in resources dedicated to supply functions at the State Department. In addition, embassies and consulates have reduced local logistics costs, and GSA has reduced transportation costs. Both agencies continue to benefit from the increased supply of high quality American-made products delivered to State Department's posts.

State Department Interiors — A World of Possibilities

From furnishing elegant meeting rooms at embassies across the globe to providing basic waiting rooms and sleeping quarters for mission posts, the State Department requires a wide range of furniture from the practical to the stylish. When DOS expressed their need to standardize the furnishings available to Foreign Service posts worldwide, GSA developed a new program to meet their unique requirements. Through GSA's Packaged Home Program, DOS now places one order with a single contractor to obtain the furniture and furnishings they need delivered overseas. Streamlining supply operations and developing new programs to meet customer requirements and expectations results in more efficiently run organizations and provides GSA customers, like the State Department, with the resources they require in a reliable, timely, and cost-effective manner.



International Travel

Members of the Foreign Service can be sent to any embassy, consulate, or other diplomatic mission in the world, at any time, to serve the diplomatic needs of the United States. Diplomatic service missions and foreign aid missions include duties relating to human rights, narcotics control, addressing trade and environmental issues as well as assisting U.S. citizens in trouble overseas. Accordingly, one of the fundamental aspects of Foreign Service is frequent travel. GSA awards and manages Travel Management Center (TMC) contracts for the DOS embassies, missions, and consulates.

GSA recently awarded a management fee contract for a suite of travel services including air travel, hotels and rental cars. The contract allows embassies and the contractor to work together at

lowering operating and travel costs. Embassies have the flexibility to eliminate specific value-added services that may not be necessary for each individual mission. The ability for the State Department to pick and choose the travel services they require on a case-by-case basis gives DOS more direct control over their travel services expenses, and lowers costs.

GSA — Supply Line, Lifeline Overseas

Whether it's support for our troops in military operations, U.S. Ambassadors on diplomatic missions, or State Department officials involved in international relations, GSA provides a vast network of support to ensure our overseas customers have full access to the resources they need to successfully accomplish their objectives and represent the United States to the global community.





embassy at a glance – singapore

Located at the very southern tip of Malaysia, the island of Singapore is a cultural and economic tour de force in South-East Asia. Originally founded as a British trading colony in 1863, and after a brief association with Malaysia, Singapore gained independence in 1965. American relations with Singapore operate on a solid foundation of cooperation and good will. With 20,000 Americans conducting business, attending school or traveling in Singapore, and over 5,000 Singaporeans working or studying in the United States, Singapore-American economic, educational, and cultural relations are strong and mutually beneficial.



Singapore maintains a strong global presence, with significant international trading relationships supported by one of the busiest ports worldwide. With its highly developed and successful free-market economy, Singapore enjoys a remarkably open and corruption-free environment, stable prices, and one of the highest per capita GDPs in the world. The economy depends heavily on exports, particularly in electronics and manufacturing.

The U.S. Embassy in Singapore is home to State Department Foreign Service employees responsible for diplomatic, trade, and economic relations



As with all U.S. Embassies, Consular Officers are available to meet with U.S. citizens and foreign nationals, and work to protect Americans abroad and their property.

The Embassy houses a comprehensive multi-media collection of material related to U.S. developments in the fields of technology and sciences; business and economics; politics and international relations; as well as information on U.S. society and education. Professional librarians are available to research and respond to specialized or general questions dealing with these subjects as well as inquiries involving the U.S., its people and its policies.

between the United States and Singapore. The embassy also reports on economic, political and military developments within the country.

Led by U.S. Ambassador Frank Lavin, embassy employees work with the Singapore government to address bilateral political and economic concerns and to coordinate positions at multilateral forums such as the United Nations (UN), the World Trade Organization (WTO), Asia Pacific Economic Cooperation (APEC), and the ASEAN Regional Forum (ARF). The Embassy reports on a variety of subjects including foreign economic trends, investing, human rights, as well as Singapore's oil and gas sector, and government-linked companies. The embassy counsels U.S. business on key trade issues, including intellectual property rights, financial services liberalization, and electronic commerce.

