



## FAQs on GSA Global Supply - Transformation

October 3, 2014

### **What is happening to delivery times? It seems like more items are taking longer to deliver and the backorder problem is worse.**

The transition of GSA Global Supply from reliance on distribution centers to vendor partners for delivery was done, in part, to shorten delivery time. Indeed, with only two distribution centers, in NJ and CA, it was difficult to provide speedy delivery to customers in the Midwest, between Minnesota and Texas. We have indications that our vendor partners, many with multiple distribution centers, have achieved faster delivery during initial phases of the transition.

Nevertheless, there are a few important exceptions. During the late spring and summer, a number of GSA items, particularly office supplies, were supposed to transition “automatically” from our last distribution center (NJ) to direct delivery status. Unfortunately, they did not do so and customers were instead offered the option of a backorder. The problem was ultimately discovered and multi-layer software “fixes” developed to ensure that incoming orders flowed immediately to our vendor partners with correct pricing. We are resolving those backorders now and should be caught up by the first week of October.

For a small number of items, we have not been able to arrange contract coverage and so their delivery times will be longer. We will notify the customer when those items are ordered.

### **I have heard that some (or all) GSA Global Supply items have been “outsourced” to third parties. Is this true? What does this mean?**

GSA Global Supply is implementing a Supply Transformation project that resulted in the closing of its two former distribution centers in Burlington, NJ and French Camp, CA. That does **not** mean that we are going out of business, nor does it mean that we no longer offer formerly stocked NSNs. In reality, the vast majority of stock items have already transitioned to direct delivery status. Customers can still order them through the most convenient mechanism (FEDSTRIP/MILSTRIP, phone, fax or online at [www.GSAGlobalsupply.gsa.gov](http://www.GSAGlobalsupply.gsa.gov) or [www.gsaAdvantage.gov](http://www.gsaAdvantage.gov)). We convey those orders to our vendor partners for shipment and you continue to be billed by GSA. Any discrepancies (e.g. wrong item or quantity) are still resolved with GSA via (800) 488-3111 or [NCSCcustomer.service@gsa.gov](mailto:NCSCcustomer.service@gsa.gov).

Earlier in 2014, GSA transferred to the Defense Logistics Agency (DLA) approximately 5,000 NSNs that are now available to customers via DOD EMALL. Of that total, roughly 800 were formerly stock items (materiel stocked in GSA warehouses). The items



transferred to DLA include Wildland Fire products and items in Federal Supply Group 80 (paints, sealants and adhesives).

Of the 3,900 NSNs that made up GSA's stock inventory at the Eastern and Western Distribution Centers at the start of 2014, a small number of items, fewer than 100, have not transitioned to direct delivery but are still available through GSA on a "buy on demand" basis. These will take longer to arrive, but GSA can and will purchase these low-demand items.

### **Has GSA Global Supply discontinued items?**

Earlier this year, GSA transferred to the Defense Logistics Agency (DLA) approximately 5,000 National Stock Numbers. These items include all items in Federal Supply Group (FSG) 80 for paint, sealants and adhesives. It also includes roughly 300 items from the Wildland Fire program. All are available via DOD EMALL and are therefore not "discontinued," even though management responsibility has shifted from GSA to DLA.

During the course of a given year, a handful of NSNs are routinely terminated as they are replaced by new technology or equivalent items with new materials, etc. That process will certainly continue, but there is no intent to discontinue items as a general objective.

### **Is GSA Global Supply finished with Supply Transformation? Is anything else changing?**

The short answer is that Supply Transformation is not done. During FY 2015, GSA will implement new contract vehicles under the Federal Strategic Sourcing Initiative (FSSI) that will provide new sources for Office Supplies, Janitorial/Sanitation (JanSan) products and items for Maintenance, Repair and Operations (MRO). These vehicles, under the "requisition" channel of FSSI, will replace many of the current suppliers and help us streamline our distribution process. We are also upgrading, incrementally, our information technology systems to improve visibility for GSA operators and our customers.

### **I have noticed larger Minimum Order Quantities (MOQ) on items as varied as faucets and foam cups. Why is that happening?**

GSA has traditionally avoided or minimized minimum order requirements in order to maximize the flexibility of our customers. While this is still a goal, there are cases where the only direct delivery sources available cannot function without setting minimum order thresholds. This is a routine commercial practice that we have not employed in the past, but will be investigating further due to changes in our methods of supply.



*\*See prior question and answer for more on FSSI.*

### **Sometimes it is hard to get status on my order from GSA Global Supply. Why is that?**

For items formerly stocked in GSA's distribution centers, it was relatively simple to contact either warehouse and determine if an item had shipped. During this transition period, between the closure of our distribution centers and the implementation of FSSI requisition channels, we are working with approximately 250 vendor partners, making it difficult to fully integrate our supply chain systems for maximum visibility. To assist them with faster processing of GSA orders, and to provide streamlined status updates to customers, we are launching a Vendor Visibility Module in October 2014. This system will allow vendors to view and acknowledge incoming purchase orders from GSA and immediately respond with shipping date (e.g. ESD or a tracking number). We hope to see an improvement even during the first quarter of FY 2015.

June 10, 2014

### **How do I get status on an order that I originally submitted to GSA, but has now passed to DLA?**

DLA operates a Customer Interaction Center (CIC), available 24/7 at (877-DLA-CALL or 877-352-2255) to assist customers with questions on order status. The CIC is also available using DSN 661-7766. In addition, there are FAQs and other "self-help" references available online at <http://www.dla.mil/Pages/Customers.aspx>.

### **Does the reassignment of items in Federal Supply Group (FSG) 80, from GSA to DLA, change the individual National Stock Numbers?**

The reassignment of the FSG 80 NSNs from GSA to DLA does not trigger any change in the NSN itself. GSA cannot address any long-term changes that DLA may consider regarding management of items in this FSG, but in the short term, there is no change in the National Stock Numbers used to identify individual products. Note that the FSG 80 items are no longer visible or available from the [GSA Global Supply](#) or [GSA Advantage](#) websites, but are available on [DOD EMAIL](#).

**Vendor question: Please advise if, due to the switch from GSA to DLA, there will be any changes to delivery of Purchase Orders (POs), invoice entering, and/or payment schedule through [fedpay.gsa.gov](http://fedpay.gsa.gov).**

The short answer is that DLA now manages virtually all FSG 80 items formerly purchased and distributed to customers by GSA. DLA will have its own contracts and communications mechanisms for issuing POs to vendors and handling invoices.



It is possible, during the initial phase of this transition, that DLA will ask GSA to make a few purchases under the former GSA contracts, to facilitate customer support during the transition period. If any such orders were processed, GSA would plan to use its existing mechanisms, including [fedpay.gsa.gov](http://fedpay.gsa.gov) to communicate with vendors.

### **How do I confirm my Activity Address Code (AAC) or Department of Defense Activity Address Code (DoDAAC)?**

Customers who wish to confirm an existing AAC or DoDAAC, or who need an agency point of contact to discuss an AAC/DoDAAC issues, can refer to lists of AAC Contacts (Civilian agencies) and DoDAAC Contacts posted on [www.gsa.gov/globalsupply](http://www.gsa.gov/globalsupply).

May 13, 2014

### **What is the scope and timing of the NSN transfer between GSA and DLA?**

Effective May 1, GSA transfers 480 National Stock Numbers (NSN) to the Defense Logistics Agency (DLA). This includes 120 items from Federal Supply Group (FSG) 80, including paint, sealants and adhesives. Most of the remaining items are part of the Wildland Fire Program, which will now be managed by DLA. Effective June 1, all remaining FSG 80 products will transfer from GSA to DLA. This second phase includes approximately 4,700 items, of which 300 were stock items held in GSA's distribution centers.

### **How will customers purchase items that GSA has transferred to DLA?**

After the effective date of reassignment, NSNs moving to DLA will not be available from GSA. Federal customers, civilian or military, must purchase from DLA by using [DOD EMALL](#) or existing MILSTRIP/FEDSTRIP mechanisms.

### **Will they still appear on GSA Advantage and GSA Global Supply websites?**

They will not appear on GSA Advantage or GSA Global Supply websites. Users who click on the Wildland Fire Aisle in GSA Advantage or the Wildland Fire tab on the GSA Global Supply site will be routed to [gsa.gov/fireprogram](http://gsa.gov/fireprogram) to see the latest information and reference documents regarding the transition.

### **Are there any exceptions?**



Many state and local agencies engaged in Wildland Firefighting have never used EMALL and do not yet have the security tools needed to access that system. A brief summary of [EMALL security requirements](#) is available online.

As an interim measure for the 2014 fire season only, state and local agencies will continue to place their orders for wildland fire products through GSA. GSA will convey those orders to DLA for fulfillment. DLA will bill GSA and then GSA will bill the individual customers. This will allow time for state and local agencies to prepare for their transition to EMALL. The specific ordering instructions for state and local agencies are posted at [www.gsa.gov/fireprogram](http://www.gsa.gov/fireprogram).

Note: These are not the standard GSA ordering options, but a temporary fix to allow state/local customers to continue ordering through the 2014 fire season.

### **How will this transition impact customers seeking FSG 80 items?**

FSG 80 customers will find little change to their ordering process, if they are using MILSTRIP or system-to-system ordering. Orders will automatically route to DLA for fulfillment after the effective date of the transfer. As of their transfer date, items can no longer be searched on GSAAAdvantage and GSA Global Supply websites, but will be searchable on DOD EMALL (where they can also be ordered using a government purchase card or MILSTRIP). For the listing of FSG80 items transferring as of May 1 and June 1, please visit [www.gsa.gov/globalsupply](http://www.gsa.gov/globalsupply).

### **Are there any other FSGs moving to DLA?**

There are no additional product categories that have been identified for transfer between GSA and DLA. GSA and DLA, under the terms of a Memorandum of Understanding officially signed early in 2014, are reviewing the 1971 Agreement between GSA and DLA that defined the product responsibilities of each agency. Any changes in a revised agreement would not take place in FY 2014.

### **Who is the appropriate customer Point of Contact at DLA?**

DLA operates a Customer Interaction Center (CIC), available 24/7 (DSN 661-7766 or toll-free 877-DLA-CALL or 877-352-2255) to assist customers with questions on orders, status, etc. for the DLA-managed items. In addition, there are customer self-help tools, FAQs and customer links of interests online at <http://www.dla.mil/Pages/Customers.aspx>.



**Does DLA take credit cards? And, if so, how do I set up accounts with them?**

DOD EMALL does accept purchase cards. Information on creating an account in EMALL is posted on [gsa.gov/fireprogram](http://gsa.gov/fireprogram) and [gsa.gov/globalsupply](http://gsa.gov/globalsupply).

**Where can I get the most up to date information on the GSA transitions?**

[www.gsa.gov/fireprogram](http://www.gsa.gov/fireprogram) for Wildland Fire updates.

[www.gsa.gov/globalsupply](http://www.gsa.gov/globalsupply) for FSG 80 items or general issues on GSA Global Supply

**What is the status of GSA Global Supply publications, specifically the Wildland Fire Catalog, and the annual Supply Catalog?**

A 2014 price update (PDF file) is available at [www.gsa.gov/fireprogram](http://www.gsa.gov/fireprogram). You may also view or download a reference copy of the 2013 Wildland Fire catalog.

GSA is not producing a print edition of its Supply Catalog in 2014. An updated electronic version of the catalog will be released in 2014, late summer. Items that have moved to DLA will be marked within the catalog. A new print version of the GSA Global Supply catalog is planned for summer 2015.