



Reuse is Recycling...

Federal Acquisition Service



DISPOSITION



THE NEWSLETTER DEDICATED TO THE INITIATIVES OF THE GSA PROPERTY MANAGEMENT PROGRAM

“The first source of supply!”

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APO's Rise to the Occasion at Expo '12

“All is for the best in the best of all possible worlds.”

-Voltaire, *Candide*

The optimistic quote above by the famous French writer and philosopher, Voltaire, expresses the time-honored—and not always embraced—sentiment that “The glass is half-full” and that it is important for us as individuals *and* society at large to maintain this belief in order to succeed in life in any and all endeavors. Such was the belief of the determined group of GSA-Area Property Officers who conducted property management training for customer agencies at the GSA Training Conference & Expo (Expo 12) this past May in San Antonio, Texas. This group, drawn from the various GSA personal property regions, nationwide, set out to “teach” and pass on to friends, colleagues, and associates, alike—in a philosophical and practical sense—what it means to maintain the “best” property management principles in the face of constrained budgets, enhanced environmental awareness, and tough economic times across the landscape. This was no small assignment, but based upon the enthusiastic responses, class-interplay, and shared experiences in the classes, the APO's succeeded in rising to the occasion and “lifting” the spirits and focus of attendees. This they did by displaying the virtues of GSAXcess® and GSA Auctions®; presenting an array of disposal solutions—from Computers for Learning (CFL) to Exchange-Sales; and providing the “know how” to navigate the various property systems and processes so that customer agencies could address their respective concerns in the property world with a renewed sense of confidence and assurance. Indeed, perhaps there was no better “instruction” that was passed on to the audiences of the property classes by the APO trainers at Expo '12 than instilling in their customers this basic “optimism” that says—contrary to some—the glass is always “half-full,” and with the help of their colleagues in GSA and the use of advanced systems like GSAXcess® and GSA Auctions®, these customers can see an even brighter future for all their own property management projects.

Customer Service: A GSA Perspective

With warm weather here, we in GSA are offered many opportunities to interact with customers using our single greatest natural resource—ourselves. It bears mentioning that each of us holds within the ability to change the culture by which we interact with a customer and define what it means to do business with GSA. Let no one underestimate the power that the individual has for actually seizing the moment—no matter how trivial, large, or even mis-directed the matter might be—to address a customer issue. Sometimes, just a simple follow up e-mail or call to a person can make a BIG difference—especially when the communication is delivered quickly, as that interaction provides the platform on which the resolution of a problem will be built—and *a satisfied customer is the foundation of our success in GSA*. While we pride ourselves—justifiably so—on resolving “complex” problems and providing state-of-the-art solutions, we must not lose sight of the simple, overriding importance of taking the first step of “trying.” Yes. It is smart to take sufficient time to consider a customer's needs, but, as we have all learned, I am sure, in our own personal dynamics, sometimes too much procrastination can be fatal to a vital relationship . . . whether that dynamic be in work, sports, or even love. Throughout history, for lack of action, whole empires, great opportunities, and cherished loves have been lost (See Shakespeare's *Hamlet*); as professionals, however, we cannot afford (literally) to dwell upon, ignore, or even debate—too long—the strategy we wish to apply. *It is the simple act of “trying” that will define the moment—especially for a customer—and lead us invariably toward success*. Now, one might argue then that “to try is enough,” but, of course, he or she would be wrong in this assertion—we still must deliver the service to get the job done. The point here is that through consistent use of this strategy we are not dwelling in the abstract of history or art, but are living and breathing people who are displaying the courage of our convictions by “acting” to communicate with customers. And while our best efforts may merit only a simple “Okay!” “Thanks!” or even a *silent* acceptance from a customer, in the end it is the quiet confidence that “we connected” and made a difference today that will give us the momentum to achieve another success tomorrow. We owe it to our customers—and ourselves—to try. - Bob

Customer Service Issue

- APO's at Expo 2012
- A Customer Service View
- Property Descriptions
- Expertise When Needed
- The Gettysburg Map
- Moves, Top Ten, & More

“One Stop” Shop for Property Management

Go to gsaccess.gov and check the Home Page for ALL key property contacts, training schedules, current projects, property regulations, definitions, user guides, & key related programs like GSA Auctions®, MySales, and others. It's your “One Stop” shop for property solutions!!!

Speaking of Customer Service . . . Let's Share!

Well, speaking of quality customer service in Property Management, GSA recently completed a comprehensive **Customer Satisfaction Survey** that was not only illuminating, but it also pointed to ways that GSA *and* agencies can collaborate to produce the best customer-focused solutions. What does this mean? It means that although GSA scores high in many categories, it is the areas that it “shares” with agency personnel—like property custodians and accountable officers—that offer the greatest opportunities for improvement through “sharing.” Recently, GSA contacted agency National Utilization Officers (NUO's) to outline a basic area in which an “alliance” between GSA and NUO's could improve the entire disposal process: **property descriptions**. Yes. Although, some believe that when they dispose of property that they are just removing junk; in reality, it is a more comprehensive realm they have entered. Indeed, in GSA's program, the prospects for “reuse” of that property—no matter what it is—is virtually, endless. *That's because GSA offers so many forms of reutilization—from transfers to federal agencies and donations to state agencies to Computers for Learning for schools and even sales to the general public.* That's why “property descriptions” are not only key, but *essential* to keeping that property reuse cycle—from cradle to grave—proactive, clearly-defined, and accurate. There is no greater or simpler goal for an agency that is seeking to have federal property transferred, donated, or purchased successfully, than to provide a clear and accurate description of the property in order to complete the transaction with confidence each and every time. GSA provides the systems that agency personnel can use to report their property accurately, along with the vitally-important feature of pictures up-load—to help facilitate the “reuse” that is the essence of the program. As such, GSA and other federal agencies “share” a common bond (indeed, a responsibility) that frames the entire disposal process for accurately and effectively reporting federal property for “reuse”—together!

Top 10 Things to do on GSAXcess®:

- 10-Conduct property inquiries, when needed, on your items
- 9>Create, modify, and review your own property reports
- 8>Create “Wish Lists” for special “automatic” searches
- 7-Use “Advance Search” technology to find unique property
- 6-Search for excess and surplus property in 40 categories
- 5-Report property to Computers for Learning for schools
- 4-Allocate, confirm & transfer property to needy schools
- 3-Report excess property for sale & Exchange/Sale
- 2-Report excess property (w/pictures) for ALL reuse
- 1-Make coffee on the new Brew/Dispense tab (Just kidding!)
- 1a-Enhance your property capabilities by all of the above!

What Makes Good Descriptions: Use Common Sense!

The use of good descriptions, including make, model, and type of property and size, weight, and dimensions—along with “key” words for reference purposes—is the formula for moving property, whether it be through transfer, donation, or sale. Likewise, a picture, indeed, is worth a thousand words; and when multiplied by several pictures AND good descriptions, provides a complete and common-sensible view of the property involved, with fewer questions asked by customers. Of course, if there are questions, agencies should clearly identify the key “Point-of-Contact” (POC) for each item reported; likewise, they should provide the “actual” location of each item and the POC and hours of operation at each site. This means phone, fax, and e-mails of the POC and a “geographic” address for each site, along with *any* special handling conditions. Descriptions should be clear, basic, and easily understood, including the use of special or key words that help customers “find” the item when searching a data base like GSAXcess® or GSA Auctions®. Also, protect yourselves, by indicating—in the “property description” section of GSAXcess—that any recipient of the property must be accompanied by a copy of the “transfer order,” “purchaser's receipt,” *and/or* a “letter of authorization” if a third party is doing the transport. It's common sense, friends.

“There is no greater or simpler goal for an agency that is seeking to have federal property transferred, donated, or purchased *successfully* than to provide a clear and accurate description of that property in order to complete the transaction with confidence—each and every time.”

Locked & Loaded for Action . . . Not in this Case!

Just a friendly reminder that when agencies report property for final disposal to GSA that “all” safes and locking file cabinets (under Federal Supply Classes 7110 and 7125) be submitted “**empty and unlocked**” so that there is no restriction on their immediate use via transfer, donation, or

sale. When available, these combinations should be taped and/or keys strapped to the “outside” front of the safe or cabinet for reuse. There are no ‘safe’ exceptions!

Getting Ready To “Move”

Yes! We said it before, but not a week goes by without an office relocation or renovation. Here are some helpful hints:

- Announce the “Move” project and time frame early!**
- Screen excess property internally (your agency) first!**
- Assemble “like” items in groups, if possible!**
- Provide accurate descriptions & “specs” of item(s)!**
- Provide good pictures for *each* item or group!**
- Report item(s) to GSA electronically!**
- Store item(s) in a convenient location for inspection!**
- Work w/building manager to schedule & “show” items!**
- Waive “reimbursement” (if any) to facilitate transfers!**
- Use GSA Schedules, if recycling or scrapping is needed!**

(GSAXcess® Helpdesk at 1-866-333-7472 or GSAXcessHelp@gsa.gov)

GSA Personal Property—Expertise When Needed

When federal and state agencies are faced with problems associated with particular facets of the management of federal personal property, it's good to know that they can go to the special "Centers of Expertise" (COE) within GSA:

COMMODITY BASED CENTERS

Animals

Region 3 Philadelphia 215-446-5841

Aircraft

Region 9 San Francisco 415-522-3046

Firearms

Region 8 Denver 303-236-7707

Vessels 50 Feet and Over

Civilian Agency Vessels

Region 4 Atlanta 404-331-5855

DoD Vessels

Region 3 Philadelphia 215-446-5071

DONATION FUNCTIONAL CENTERS

Allocation

Region 4 Atlanta 404-331-0538
For Regions 1, 2, 3, NCR, and 4

Region 7 Fort Worth 817-850-8150
For Regions 5, 6, and 7

Region 9 Las Vegas 702-452-3736
For Regions 8, 9, and 10

Eligibility, Compliance & State Reviews

Region 3, East: 312-983-1849
For Regions 1, 2, 3, 4, and 5

Region 6, West: 816-823-3719
For Region 6, 7, 8, 9, and 10

The Sun Shining Bright in the Southeast

That's because the Region 4 Southeast property folks keep everyone in the light through training and special events. For instance, on July 9-13, the entire U&D staff hosted Excess Personal Property Disposal training in Atlanta, with over 60 attendees from various federal agencies engaged in learning vital aspects of the property program. They followed that up with special on-site screening for the Center for Disease Control on July 24-25, fulfilling the property needs of many federal and state screeners with excess and surplus property. It looks illuminating . . . and it is! Thanks to the property folks in the Southeast where the "property" sun always shines.

The Webinars are Coming! The Webinars are Coming!
That's right, folks! Customers better be prepared, as GSA is providing a sight for sore eyes with a new-styled, on-line training right on the computer—that you can look, listen, and learn—from the comfort of your desks or laptops. Trainers can now walk folks through the whole process for reporting, searching for, requesting, and transferring federal property and more through "hands-on" displays, or "Webinars," that bring the audio/visual training to YOU! Over 400 folks have received Webinar training already. Watch the GSAXcess® Homepage for future training. The Webinars are coming!!!

Did You Know???

- ☑ The Item Control Number (ICN) is 14-digits, comprising an AAC+Julian Date+Sequence Number.
- ☑ The first two digits of the ICN identify the agency.
- ☑ The AAC is short for the "Activity Address Code," and is a key agency I-D code used in **all** property transactions.
- ☑ Excess property can be reported to GSA on-line using GSAXcess® or manually using an SF-120 or SF-126.
- ☑ Property can be viewed ("screened") and requested on-line using GSAXcess®, a worldwide inventory system.
- ☑ The State Agencies for Surplus Property (SASP's) coordinate donations to state and non profit organizations.
- ☑ The CFL is a great "upfront" solution for disposing IT items and for helping needy and disadvantaged schools.
- ☑ GSA Auctions® offers a variety of outstanding sales options to get agencies the best returns for their exchange/sale and reimbursable property, worldwide.
- ☑ GSA offers state-of-the-art and award-winning technology to support all agency property management needs.

(CFL Helpdesk at 1-866-333-7472 or Computers.Learning@gsa.gov)

Donation Handbook: On the Right Track!

A major revision of the age-old Donation Handbook—used by State Agencies for Surplus Property (SASP's) to best manage their property—is currently in the works. The handbook will not only be revised from a formatting standpoint—with new chapters devoted to SASP and GSA responsibilities, but will also be rewritten to address recent program changes related especially to such matters as expedited screening, sale withdrawals, form SF-123, "presigned" forms, allocations & approvals, recovery of property for federal reuse, and more. It's long-overdue and a big task, but GSA feels its state customers are worth it and hopes to get the handbook ready for the next federal fiscal year (FY2013), to be on the right track.

Off We Go Into The Wild Blue Yonder!

The title may be the opening lines of the official "The Air Force Song," but whenever their heard they're as inspiring now as when they were first penned in 1939. The song has come to represent the strength and majesty of American flight for both military and civilian flyers taking wing into the great beyond. That's why we can get excited anew when one of the birthplaces of U.S. aeronautics has one of its own return home to the cradle from which it sprung—in this case a full-size Boeing 747 returning to its Seattle, Washington, home. Recently, the GSA Region 9 Personal Property Management folks transferred a decommissioned 747—being submitted for disposal by NASA—to the Washington State Agency for Surplus Property (WA-SASP). The WA-SASP quickly found a home for it by donating it as an aircraft display model to the Boeing Museum of Flight at Bowing Field in Seattle where it was originally built. Although people who visit the exhibit won't experience the actual thrill of lifting off into that "wild blue yonder," they will get to see firsthand the American ingenuity and elegance that permeates the interior and exterior of one of the greatest planes ever to take flight—the Boeing 747. The plane, with an estimate value of over \$10 million, will become part of a permanent display exhibit that highlights Boeing's aircraft manufacturing history in Seattle; and GSA did its part to make it happen.

GSA Utilization & Donation Heading for Record Year

With over \$1.7 billion in transfers *and still going strong*, as of the third quarter, the GSA nationwide effort to reutilize excess and surplus federal property is at an historical high. In fact, at this pace the hitherto “magic” \$2 billion mark is not inconceivable, as GSA and its customers get into the final rush of the fourth quarter when traditionally budgets are low, *but savings are high* for “reusing” federal property. This activity includes efforts to transfer excess property between federal agencies and also donate property to state activities, as well as transfer computers to needy schools throughout the United States. These record numbers are no small feat, but are a reflection upon the efforts of GSA’s federal and state governmental “customers” that coexist in the GSA Personal Property Program that are dedicated in partnership with GSA to acquisition excellence, environmental sustainability and customer focused solutions through the simple but eloquent notion of “reusing federal government assets.” As the banner above our *Disposition* cover page proudly proclaims, “Reuse is Recycling,” and with \$1.4 billion in federal transfers, over \$300 million in state donation activity, and another \$50 million plus in CFL transactions nationwide, it’s no wonder that we can feel duly proud. And this collective effort is just that: an achievement that is mutually beneficial to both GSA—as sponsor of systems such as GSAXcess®—and its many customers—that use these system to report, request, and dispose of property—in a united effort to save money and ensure environmental integrity of federal property. After all, this task is entrusted to us as government stewards of federal property by the American public. Let’s all stand up and take a bow for our service to them. Thank you, all.

GSA Conducts Special Screening to Promote Recycling

GSA Region 3 Property Management Program conducted a “live” special two-day screening event of FEMA excess property this past June 19 and 20, in Cumberland, Maryland, that was successful in transferring \$1.28 million of miscellaneous building, construction, electrical, hardware, heating/cooling, kitchen, office, plumbing, storage, and utility equipment to needy federal and state agencies throughout the nation. Agencies as far away as El Paso, Texas (U.S. Border Patrol), and Huron, South Dakota (SD-State Agency for Surplus Property), took part in the event that entailed a dynamic inspection-request-allocation interplay between GSA, as host, and guest agencies to see what property can be best “reutilized.” The event not only acted as an effective disposal mechanism for the customer holding agency—in this case FEMA—but it also helped to facilitate key interaction between federal and state customers, nationwide, who are part of the program to promote smart management of government property. By hosting this event and others like it (See “The Sun Shining . . .” article on page 3) on behalf of its customers, GSA effectively acts out its part as the nationwide governmental leader in the stewardship of personal property assets by reutilizing federal government resources, saving money, contributing to a “greener” environment, and getting the best bang for the buck for the American taxpayer.

Gettysburg Map Highlights Nation’s History

Despite its poor condition and public-health concerns, the “Gettysburg Electric Map”—that has captivated visitors to Gettysburg for decades—has found new life with the GSA Region 3 Sales Branch. The Branch is offering the map for sale this summer on an “as is, where is” basis due to the public outcry and reconsideration of its relatively low 3% asbestos content that had the National Park Service (NPS) considering strictly-enforced disposal methods. The map is perceived along the lines of an historical relic or obsolete novelty, as it’s 29x29” size and considerable weight convey the great three-day Battle of Gettysburg in a low-tech, yet effective, way, with flashing lights and audio sound-track linking the sequence of battle along its historically-accurate topography. When in recent years the NPS administrative buildings were rebuilt and relocated, the map—which was donated to the battlefield by a local artist’s family over 40 years ago—was considered too cumbersome, and outdated to match any new housing the park could provide. That’s when history took over. The genuine affection and nostalgic remembrances of scores of history buffs and former school students who recollected fondly seeing the map (including this editor) on field trips came rolling back over the hills like Henry Heth’s lead brigade swarming over Wiloughby Run to hit Buford’s pickets and start the battle all over again. It was a winning strategy that led to GSA offering the map for sale at NPS request to the highest bidder on GSA Auctions®. So, once again our attention is drawn to that sleepy-little corner of Pennsylvania where men in blue and grey gave “the last full measure” of themselves over 150 years ago for ideals that resonate today . . . in the form of a battlefield map that still lights the way for many of us who cherish our history.

(Editor’s note: That’s yours truly [below] in the cavalry fedora on-the-job for GSA at the old Admin Building in Gettysburg. Charge!!)



≡ **Disposition Newsletter** ≡ 

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