



# The Exchange Post

Vol. 66, No. 11

November 2016



‘We are honored to serve alongside 3,500 Veterans who have chosen to continue serving at the Exchange.’

— Director/CEO Tom Shull

# November is the Month of Remembrance, Gratitude Service is at the Heart of All We Do

For many Americans, November is a time of football and friends—it is also a time to give thanks. As I have done for the past four years, it is you—the spouses, veterans, patriots and wounded warriors who make up the Exchange team—who I will be thinking of this Thanksgiving.

It is you, our dedicated team of professionals, who sets the Exchange apart from any other retailer. No private company can match the passion and commitment you bring to your work.

## Family Serving Family

As evidenced by the fact 85 percent of us share a family connection with our customers, we are family serving family. Whether you're a brother, mother, uncle or cousin of a current or former service member, it is the bond you share with your loved one in uniform that drives us to offer a shopping experience found nowhere else.

Service is at the heart of all we do. Our shared sense of duty is as much a part of our story today as it has been for the past 120 Thanksgivings we have had the privilege to share with our military since the first exchange opened in 1895.

## Proud part of the DoD

As part of the Department of Defense, the close connection the Exchange shares with those in uniform knows no bounds. Since 9/11, nearly 4,500 of you have voluntarily left the comforts of your home to support service members far from

their own. Our relationship with our customers doesn't end at the point of sale. In fact, only the U.S. army employs more wounded warriors than the Exchange as more than 900 have joined our ranks since 2010. Additionally, we are honored to serve alongside 3,500 veterans who have chosen to continue serving at the Exchange.

**‘As part of the Department of Defense, the close connection the Exchange shares with those in uniform knows no bounds.’**

Beyond employment, we are committed to recognizing the service of all who have served honorably through an online shopping benefit. While updating the outdated Department of Defense instruction to allow our veterans to shop the Exchange online is less than exciting, the impact of a veterans online shopping benefit, once approved, will be extraordinary. Imagine 19 million veterans returning to their military family and community to do their part to support those who remain on active duty. The result will be increased sales and earnings to bolster the Exchange's existing support of critical yet cash-strapped quality-of-life programs, including youth programs, fitness centers and recreational activities.

## Thank you

We give thanks for and are encouraged by some recent positive developments in our quest to hon-



Director/CEO Tom Shull shares a smile with an associate at Osan's Military Clothing Store during his recent visit.

**‘Thank you for caring enough to give so much.’**

or the service of our veterans. After three years of very hard work by our Washington office and dozens of dedicated associates at headquarters, we look forward to sharing very good news about the veterans online shopping benefit in 2017.

While we gather with friends and family to count our many blessings, there will be associates in our stores making the holidays brighter for military shoppers. To all of you who have selflessly volunteered to serve on Thanksgiving—thank you!

Thank you, Exchange team. Thank you for caring enough to give so much. Thank you for always being there for our customers. Thank you for your outstanding service to those who serve. One Team, One Fight! X

# PAC Team Shines Bright for Director/CEO Visit

During his recent trip to Japan, Okinawa and Korea, Director/CEO Tom Shull visited 50 Exchange sites across the Pacific, from Kadena AB's Exchange—one of the largest in the world—to the tiny Express at Camp Bonifas in Korea's Demilitarized Zone. He also stopped by Exchange restaurants, bakeries and distribution centers to experience the scope of how the organization takes care of those serving far from home.



Director/CEO Tom Shull tours the Camp Casey Express with Yun-Suk Hwang and Karin Duncan, Pacific senior vice president.



Shull visits with command, Maj. Gen. Theodore Martin, commanding general 2ID, and Col. Phillip Raymond, chief of staff, Area 1, at Camp Red Cloud's Freeman Hall.



Shull greets associates at Korea's Osan AB.



Shull meets with Camp Casey Commander Lt. Col. Jon Gardner and Command Sgt. Maj. Pedro Guevara.



At the Camp Casey main store, Shull shakes hands with Kwang-son Yi.



Shull tours the new Camp Humphey's shopping complex. [See](#) the video of the tour.

**“We satisfy the needs of those who serve their country, and many times the Exchange is their only access to true tastes and conveniences of home. Our customers are heroes, and the Exchange exists to make life better for them while they’re putting their lives on the line for us.”**

—Director/CEO Tom Shull



# My Top Priority: the Success of the Exchange

## Jim Jordan Explains His New Role as Chief Financial Officer

### What are your top priorities as chief financial officer?

I have three basic priorities. The first is to support Exchange directorates with financial information so they can make decisions to ensure our continued stature as a top 75 retailer.

The second is to continue to educate associates and customers about the importance of the MILITARY STAR® card. The MILITARY STAR card has an outstanding loyalty program that automatically rewards each user with a \$20 rewards card for every \$1,000 spent. For everyday savings, card users save 5 cents a gallon on every gas purchase and 10 percent off their food court purchases.

**“I want to ensure the financial strength of our employees’ benefits program. That means keeping healthcare cost low and affordable, and also to keep our pension plan as strong as it is now.”**

MILITARY STAR card users will strengthen the Exchange financially and increase dividends with every use, even if they pay it off monthly. The MILITARY STAR card is an internal card, so we avoid commercial credit card fees. We avoided \$25 million in fees last year, but we still paid almost \$100 million in other credit cards fees. We could add tens of millions to our earnings, and consequently dividends, without making one additional dollar. By buying what you normal-



Chief Financial Officer Jim Jordan celebrates Customer Service week with Senior Vice President Jamie Richardson, Olympic Gold Medalist Michelle Carter and President and Chief Merchandising Officer Ana Middleton. See more about the event on page 8.

ly buy and using the MILITARY STAR card, we could reduce overall expenses and could worry less about supplies and personal cost.

My third priority is to ensure the financial strength of our employees’ benefits program. That means keeping healthcare cost low and affordable, and also to keep our pension plan as strong as it is now.

The Exchange pension plan is ranked among the country’s top five plans. My goal is to ensure it remains financially stable.

### Do you expect any challenges and how do you plan to overcome them?

The retail environment is challenging, even to off-base retailers. There is a move away from brick and mortar.

The good news is our eCommerce program continues to grow and mature to meet these challenges. Our brick-and-mortar facilities, with the help of our strategic priorities Increasing National Brands, Growing the Express and Growing Concessions,

will also meet these challenges.

There are challenges in the financial world with interest rates as they are. The Exchange is a net borrower with the MILITARY STAR card. When interest rates go up, so will our prime rates. We are diversifying our debt portfolio to find lower interest options.

The election itself is a challenge, because regardless of who wins, there will be change, and with any change comes challenges.

### What is your philosophy on leadership and motivating associates?

I try to be a servant leader. I will push an associate to help them recognize their potential. I want associates to be free thinkers, control their own futures and bring solutions to the table.

I want to create a relaxed environment where all ideas are heard, considered and built upon. I can’t do this myself. I didn’t become CFO on my own. Every team I have ever been

Continued from page 4

on has been valuable and the mentorship I received outstanding. Through my leadership, I want to give that back by offering unlimited opportunity and to help build future leaders.

**Is there anything else you would like associates to know about you and your plans for FA and the Exchange?**

I want everyone to know I take my responsibility as the financial steward of the Exchange very seriously. I am here to not only look out for Exchange associates, but also for the continued benefit of our military members. During the past 10 years, the Exchange has given almost \$2.5 billion to the Army and Air Force for their quality-of-life programs. I aim to continue, and even increase this, while fostering an environment in which our associates can look forward to coming to work and take pride in telling their neighbors where they work and what they do.

**‘If our associates don’t shop us and realize our tremendous value, how are we going to convince our military customer about the value of our brand?’**

Associates should remember that the Exchange is a world-class retailer doing a job that no other retailer does. The Exchange should be our first choice for shopping locally or online. If our associates don’t shop us and realize our tremendous value, how are we going to convince our military customers about the value of our brand? We need to work together to show our customers the honor and respect they deserve for their considerable, consistent sacrifices and bring the Exchange into the future with not only another 121 years, but 10 times that amount. X

# 3 Tips for Exceptional Customer Service

By Rhonda Real

In August 2016, the Exchange received 1,069 comments from customers through all channels.

Complaints about associates make up the majority of our customer comments. The most common complaints: associates not acknowledging customers, displaying bad attitudes, making rude comments and having no sense of urgency when serving them.

**Use these three tips to improve customer service**

1. Greet customers as soon as they enter your area. Customers are our first priority. A simple smile and a “hello” lets customers know you see them and makes you more approachable.
2. Smile! Make your customer’s day with a smile. A smile and a kind word can turn a bad day into a good one.
3. Respect your customer’s time. By showing a sense of urgency

and keeping wait times short as a cashier, food-service worker or customer service associate, our customers will appreciate it.

If we make our customers feel important and valued, they will visit us more often. X

## What are the top five customer comments?

Exchange employee complaints	<b>32%</b>
Facility conditions	<b>11%</b>
Complimentary	<b>8%</b>
Food activities	<b>7%</b>
Services (concession & Automotive)	<b>7%</b>

## The Exchange Post goes fully digital January 2017

Read the Exchange Post from your computer, smartphone or tablet.



**Retirees only:** To receive the Exchange Post in your personal email inbox each month, send your name and email address to [exchangepost@aafes.com](mailto:exchangepost@aafes.com).

# Exchange Ensures Dignity, Honor and Respect for Fallen Service Members

The Exchange provides a service that is by and large unseen by the public, but is extremely important: providing uniform items for fallen service members.

The Air Force Mortuary Affairs Operations at the Charles C. Carson Center in Dover, Del., works to ensure dignity, honor and respect to fallen service members of current and past conflicts.

To ensure the departed are provided with the honor and decorum they deserve, Barbara Taylor, the Dover AFB Exchange's Military Clothing manager, is on-call 24/7 to provide uniforms and insignia to Mortuary Affairs personnel in case a particular item is not on hand at the facility. Items are discounted from retail price when provided to the staff.

"We try to make it where command knows they can rely on her any time they have an issue—it doesn't matter if it's Monday at 1 in

the morning," said Teo Smith, the Exchange's general manager. "Even if we don't have a particular item in stock, we reach out to our business partners so they can get those items overnighted to us."

Smith said the Exchange is honored to provide this final act of service to fallen service members who have so selflessly made the ultimate sacrifice for their country. ✕

**"We honor the hard work and sacrifice of the mortuary staff, who give so much to ensure those who have served so well receive the dignity, honor and respect they deserve."**

—Teo Smith, general manager



Staff Sgt. John Clements, left, and Corp. Landon Beaty, Air Force Mortuary Affairs Operations, assemble a dress blues uniform for a fallen Marine. (U.S. Air Force photo/David Tucker)

# Kunsan Food Court Team's Surprise Delivery

The Kunsan AB food court received a special request last month from a stateside spouse who needed help surprising her husband, Tech Sgt. Christopher Phillips, for his birthday. Mrs. Phillips wanted to send a pizza to her husband at his office for his birthday and write happy birthday inside the box. She was unsure of the building number, but Pong Sun Kim and her food-court team tracked down Phillips' office in time to surprise him for his birthday. The Kunsan food court team exemplified Family Serving Family in their eagerness to serve. ✕



From left: Pong Sun Kim, food court manager; Chong-sok Pak, delivery driver; Chang-ok Pak, Anthony's Pizza manager.



# SHARE YOUR STORY

Associates Share Their Stories of What Family Serving Family Means to Them

## After Serving the County in Three Wars, Panzer Associate Happy to Serve the Military Community

By Conner Hammett

**Panzer Barracks, Germany —** Most people who encounter Jack Goldman know him as a cashier at the Panzer Exchange. Little do they know the stories that ripple under the surface from a military career spanning three decades and as many major wars.

After retiring from the service and as an ROTC instructor, he came to work at the Exchange not only as a way to stay busy, but to continue serving the military community.

“You see people coming through the register quite regularly. Every so often you run into someone who was in the ROTC program when you first started it at the high school, and they’ve already retired,” said Goldman, now 90. “Many times they’re field grade officers, many times they’re very successful in business, some are teachers.

### Served in three wars

Goldman’s story is truly unique. He enlisted in the U.S. Army on Oct. 25, 1944. He had just turned 18.

“When I was in high school, the big heroes were the guys who would come back to school in a uniform,” Goldman said. “Every male student was anxious to get going.”

Goldman deployed to Austria, following the fall of Nazi Germany. His platoon monitored the huge influx of POWs and displaced Germans pouring back into the country.



Today, Jack Goldman, serves the military community as a cashier at the Panzer Exchange.

Goldman then left the Army in November 1946, taking a four-year break in the Reserves before being called back to active duty in 1950 and deployed to Korea. For 13 months, he manned the border between the two Koreas as part of the 24th Infantry Division.

**After retiring from the service and as an ROTC instructor, Goldman looked to work at the Exchange not only as a way to stay busy, but to continue serving the military community.**

Opting to remain on active duty after Korea, Goldman’s next deployment came in 1967 to Vietnam with the 101st Airborne Division. In 1971, he deployed to Vietnam a second

time at the U.S. Army headquarters in Saigon.

### A military family connection

Goldman retired in Stuttgart, in 1978 as a chief warrant officer. He then established the first ROTC program at Stuttgart American High School, where he taught for 31 years.

One soul whose military career Goldman certainly influenced is that of his son, Glenn, who served 30 years in the Army, deploying to Iraq with the 82nd Airborne Division during Operation Desert Storm. He retired as a colonel.

“You can imagine how proud I am of him,” the elder Goldman said.

### Teaching by actions

Sam Shinault, who manages the Panzer Exchange, said Goldman’s example sets a bar for associates.

“Chief Goldman rides 45 minutes one way to work, and he’s here at least 30 minutes prior to the start of his shift every day,” Shinault said. “Being prompt, doing the many functions of a cashier and taking care of the customer is what he teaches by his actions.” X

**FAMILY** SERVING **FAMILY**

Check out these Family Serving Family stories!

Send your story to [exchangeassoc@aafes.com](mailto:exchangeassoc@aafes.com)

# New, Improved IG Hotline Launched

By William Davis

Reporting issues of fraud, waste and abuse is now easier. The Exchange inspector general's team is happy to announce the launch of a new website at [hotline@aafes.com](mailto:hotline@aafes.com)

The user-friendly site is designed to provide internal and external customers with greater access to resources and valuable information.

The site offers improved functionality and navigation, better organization of content and a mobile responsive design.

The design also automatically adjusts to smartphones, tablets, laptops and desktops.

Other key features include:

- **Read before filing**—Provides answers, resources and assistance information that may expeditiously point the user in the right direction.

- **Frequently asked questions (FAQ)**—Answers the most commonly asked questions and requests for assistance.
- **Useful filing link**—Users can submit complaints via the hotline link on [shopmyexchange.com](http://shopmyexchange.com).
- **A web-based hotline intake system**—Allows customers to submit their complaints and upload documents electronically.
- **Other contact resources**—The most efficient method to submit a complaint is through the Exchange Online Hotline complaint form, however, other methods are available.

## Keeping pace with technology

The website will allow the hotline to continue serving customers at the highest possible level as the IG's staff keeps pace with rapidly evol-

ing technology.

Migrating to an online intake method streamlines internal work efforts. Instead of spending an average of 32 minutes on the telephone per complaint, the website's logic feature will guide the person making the complaint through the process while allowing the IG to repurpose the time of a staff associate to focus more on expedited case resolution.

Other resources coming soon from the Exchange IG office include:

- How-to guide for associates tasked with conducting management inquiries
- IG 101 LEX course for associates to make them aware of key resources available to them
- Information on how the IG office can assist when other avenues are unable to solve work-related issues. X

# Customer Service Week at HQ is Golden



The HQ Customer Contact Center celebrated Customer Service Week in style with a visit from shot-put Olympic gold medalist Michelle Carter. Michelle visited the team Oct. 5 during the weeklong celebration. She posed for photos, talked with associates and even helped hand out treats. The customer contact associates were honored to host the local athlete.

Senior Vice President Jami Richardson, left, Michelle Carter and Customer Contact Tech Leola Terrell share laughs and treats.



# More, Healthier Options for On-the-Go Customers

By Steve Smith

Growing the Express means bringing more and healthier options for on-the-go customers.

New store concepts, signing and graphics will change the look and feel of the Expresses and improve the customer experience. Focus is on trip need, ease of shopping and increasing the basket.

“The BE FIT program will take center stage,” said David Arens, divisional merchandise manager. “The BE FIT endcap is the first endcap you see as you walk into the Express.”

The endcap is updated each month with fresh, new items, while also featuring the core items approved for BE FIT carried in our Express stores every day.

## Sales increase

BE FIT items increased sales by 11 percent compared to last year and represents 15 percent of sales in retail food.

Although many Soldiers and Airmen don't live on the installations and are less likely to shop reg-

ularly at the main store, they do work many hours a week on base. The Express stores offer grab-and-go quick meals, drinks, snacks, and even gas.

“Better-for-you is a growing trend in snacking and convenience,” said Melissa Kitchen, lead buyer who coordinates and plans the BE FIT endcaps. “The desire to improve their overall health and well-being is prompting many Americans to be more selective when it comes to the foods they eat, including baked goods and snacks.”

**“The convenience channel teams are focused on providing Express customers with the food and beverages they want. Today's customers want more products that fall into our BE FIT and better-for-you categories, so we are bringing them more options as quickly as we can.”**

— Sean Shaw, vice president of Convenience Channel Merchandising

Consumers are now scrutinizing labels for unpronounceable ingredients, artificial flavors and colors, GMOs and high levels of sweeteners, fats and sodium.

The top three better-for-you options in the Expresses are bananas and Smart Water's one-liter and 23.7-ounce bottles.

## Eye-catching graphics

Within the next few months, customers and associates can expect to see new BE FIT endcaps with eye-catching graphics and more fresh, healthier options. The team is working with suppliers to stock a wide selection of fresh salads, fresh-cut fruit, seasonal fruit and similar options.

“We are very happy with how the things are going with our initiatives,” Arens said. “Our customers have seen plenty of changes in our Express stores and will see more changes at a rapid pace within the coming months.” X



A Soldier shops the better-for-you options at the Fort Hood Express.



Current BE FIT endcap.



See a sneak-peek of the new proposed Express concept in this video.

# Customer Service: These Associates Rock!

**Andrew Loraditch**  
Central Region/  
Little Rock  
AFB, Ark.



“He goes above and beyond expectations every time we have been to Charley’s to eat.”

**Patricia Porter**  
Eastern Region/  
Fort Lee, Va.



“She was extremely nice and one can easily tell she loves helping people.”

**Ritchel Endo**  
Overseas Region/  
Yokota AB, Japan



“Ritchel continues to provide outstanding world-class customer service to this day.”

**Anja Diana**  
Overseas Region/  
Grafenwoehr,  
Germany



“The Express was packed, and Anja ran back and forth between each register to get as many customers satisfied as she could. That was amazing.”

**Christina Kelly**  
Western  
Region/Buckley  
AFB, Colo.



“Christina is the true example of how employees should conduct themselves: she is professional, dedicated and always has a smile on her face.”

**Elizabeth Anderson**  
HQ Customer  
Contact Center



“Ms. Anderson did an exemplary job assisting a customer with placing his online order. He stated she provided great customer service.”



[See their entire customer comments!](#)

[Check out](#) who won Thanks Awards and celebrated anniversaries!



**CHIEF OPERATING OFFICER**  
**COO**  
**DAVE NELSON**

## Recognizing the Front Lines: Calling Out Top Associates

“Every day, you take care of the troops and their families who have many choices where to shop. But you make a difference by providing an exceptional customer experience.” – *Dave Nelson, chief operating officer.* [Read](#) about them!

**EASTERN REGION**

**Ami Townsend**, Shaw AFB Express  
**Jennifer Gillespie**, Fort Bragg Starbucks  
**Sherry Pritchett**, Fort Lee Services

**CENTRAL REGION**

**Tiffany Taylor**, Keesler AFB main store  
**Matthew Bunde**, Tinker AFB Popeyes  
**Dylan Blount**, Fort McCoy Services

**WESTERN REGION**

**Chiaki Morris**, Travis AFB Hospital Express  
**Antonia McGlaughlin**, JB Elmendorf Burger King  
**Istanbul Grill** food truck, Fort Bliss

**OVERSEAS/PACIFIC**

**Tong-won Kim**, Camp Walker main store  
**Sung-chun Sim**, Camp Humphrey Taco Bell  
**In-yong Yi**, Camp Casey Ediya Coffee

**OVERSEAS/EUROPE**

**Monica De Pol**, Aviano AB main store  
**Curtis Moody**, Grafenwoehr Burger King  
**Orkun Adiyamen and Max Tomasek**, Grafenwoehr KickZ



## Loss Prevention's Caught . . . Doing the Right Thing!

Core Value: The Courage to Use Good Judgment



**JB Charleston, S.C.** — Using a pen that spots counterfeit currency, the Express' Jacqueline Jones caught a customer trying to buy gas and water with a fake \$100 bill. She followed store procedures and immediately notified her supervisor, who called authorities.



**KMCC, Germany** — Birgit Staab, a secretary in the general manager's office, shows her loss prevention award after she memorized the emergency phone number to dial quickly at a moment's notice.



**JB Elmendorf, Alaska** — Food Service Foreman D'Andrea Hutchins asked a visitor going in to the food prep kitchen to identify themselves and then sign a visitor's log.



**KMCC, Germany** — Johnny Rockets' Henry Morton uses a cut-resistant mesh glove as personal protective equipment to protect his hand while slicing tomatoes.

## 5 Tips to Stay Safe this Thanksgiving

By Valerie Holland

Loss Prevention offers these tips to have a safe and healthy Thanksgiving holiday:

1. Keep stress down by shopping ahead to beat the crowds.
2. Ask guests to bring a favorite dish to reduce time spent in the kitchen.
3. Lower the risk of fire from a turkey fryer. Ensure the fryer is at least 10 feet from the house and keep kids away. Thaw and dry the turkey to prevent over-spill. Never leave the fryer unattended and have a fire extinguisher ready at all times.
4. Avoid food poisoning by washing hands frequently, using a meat thermometer, refrigerating food within two hours of the meal, and bringing sauces, soups and gravies to rolling boils when reheating.
5. When traveling to Thanksgiving destinations buckle up, put up the cell phone and have a designated driver if any events involve alcohol.

## Thank you!

For taking the Corporate Communications Survey

More than 3,900 associates completed the 2016 Corporate Communications Survey. That's nearly 1,000 more than in 2015. The information will be used to improve Exchange communications!



# Don't Miss Out, Open Enrollment Starts Nov. 7

Open enrollment starts Nov. 7 and lasts through Dec. 2.

During this period, you can make benefit choices and changes for 2017.

## New website

Plus, there's more online. Visit the new DoD NAF at [nafhealthplans.com](http://nafhealthplans.com) for all the facts, tools and resources to enroll and make the best use of your Exchange benefits throughout the year.

The site is designed to give quick and easy-to-use access on any device. Watch videos, get wellness tips, learn how to save on health care, and much more. You'll also find important Department of Labor notices, summary plan descriptions, Medicare credible coverage information, health care reform updates, and other health plan details.

## Wellness e-newsletters and more

By providing your email address,

## Select your changes for 2017 on eBenefits on the Self-Service portal.

you can sign up for wellness e-newsletters, benefits information and other important communications.

Doing your homework and research on the website can instill confidence that you're making the right decisions about Exchange benefits for your family.

## Lots of options

During the open enrollment period you can:

- Join the DoD NAF Health Benefits Plan (HBP)
- Switch plans, if applicable
- Add or remove eligible dependents from your plans
- Enroll in the flexible spending accounts (*see article below*)
- Increase supplemental or spouse life insurance coverages by one level with no evidence of insurability

You can also add or remove dependents during the plan year within 31 days of a qualified family status change, such as a change in marital status, birth or adoption. **X**



The new DoD NAF [website](http://nafhealthplans.com) is designed to give quick and easy-to-use access on any device. Watch videos, get wellness tips, learn how to save on health care, and much more.

# Enroll in Flexible Spending Accounts for 2017

During open enrollment, Nov. 7 - Dec. 2, you can set aside up to \$2,550 pre-tax each year in a health-care flexible spending account to get reimbursed for eligible medical, dental and vision expenses that aren't covered by your medical plan.

In addition to copays, coinsurance and deductibles, these expenses include:

- Dental work and orthodontia
- Eye exams, glasses, contact lenses and LASIK eye surgery
- Over-the-counter items, such as bandages, saline solution
- Prescription drugs



## See a complete list of expenses covered by the flexible spending accounts.

See a complete list of eligible health care expenses [here](#).

Once enrolled in the FSA for 2017, you will receive confirmation from PayFlex, which will show how to set up direct deposits and notifications

and access your account. New enrollees will each get one debit card to pay for expenses, starting on Jan. 1, 2017. Associates who are re-enrolling in FSA for 2017 can use their present cards.

## Dependent day care FSA

In addition, you also can sign up for a dependent day care FSA to get reimbursed for costs associated with licensed daycare or nursery; licensed elderly daycare; nannies, elderly care and other in-home services; summer day camp or school-based program. **X**

# Exchange Connect Internet Service Expansion

By Chris Ward

The launch of Boingo Broadband Internet in partnership with the Exchange Connect Internet service at the U.S. Air Force Academy has hit a new milestone. The installation marked the fastest subscriber sign-up rate at any new Boingo military installation to date.

This comes just as the popular Boingo Wi-Fi service expands its footprint at CONUS Army and Air Force installations.

Within the first 24 hours of the Boingo service going live at the academy in Colorado Springs, Colo., use peaked at one gigabit per second, the equivalent of 20,000 simultaneous Skype calls. The server registered more than five terabytes of data downloaded, equal to 1,350 DVD-quality movies.

By year's end, Boingo Broadband service will be available at 35 CONUS Army and Air Force installations. Boingo also provides Wi-Fi service to Marine bases in the United States and on Okinawa.

Boingo Broadband is a customized Wi-Fi service designed for barracks and dorms. The service offers instant wireless access to high-speed Internet and Internet-based TV service.

There are no contracts or installation appointments. Subscriptions are portable between locations, making it easy for service members to maintain connectivity during TDY or PCS moves.

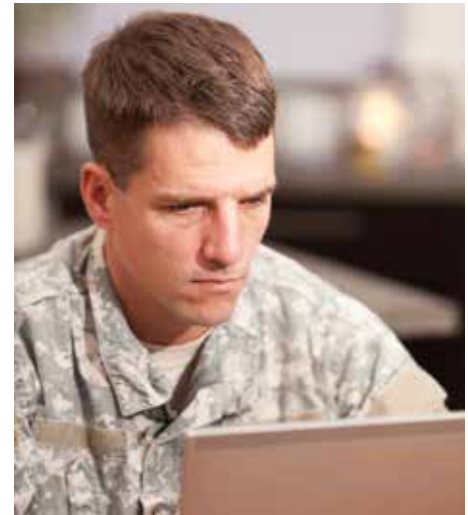
"Boingo has installed Wi-Fi equipment at nearly 1,300 buildings with almost 1,500 miles of cable and fiber at a cost of millions of dollars since this program began—all to bring state-of-the-art wireless con-

nectivity and IPTV to service members on Army and Air Force bases," said Mark Verdeyen, who directs the Exchange's Advanced Telecommunications Division. "And, the response from the troops has been outstanding as we continue to expand the program to more locations."

"We are thrilled to partner with the Exchange to provide a product uniquely designed and developed for our military men and women," said Bruce Crair, senior vice president for Boingo. "From basic Internet and core TV channels to premium packages providing enhanced entertainment options with blazing fast internet speeds for online gaming and streaming video, Boingo Broadband was built for the connected Soldier, Airman and Marine." X

**"The response from the troops has been outstanding as we continue to expand the program to more locations."**

— Mark Verdeyen, director  
Telecommunications Division



## Exchange pulls out all stops to offset East Coast gas shortages



The major fuel pipeline serving the East Coast shut down Sept. 9, jeopardizing fuel supplies at North Carolina Exchanges.

Quick thinking was needed to ensure shoppers at Fort Bragg, Seymour Johnson, Camp Lejeune and Marine Corps Air Station Cherry Point had the fuel they needed. That's when the Exchange fuel program, led by Director Troy

Seymour, worked with partners at Hartland Fuels to purchase and transport 50,000 barrels of fuel by barge to Wilmington, N.C. Fuel trucks ran between the barge and Exchanges for 30 straight days.

The process controlled wholesale prices, which would have been subject to a 30- to 60-cent per gallon premium had the Exchange used normal supply contracts.



“ I am proud of the Exchange team working to ensure Soldiers and Airmen, along with their families, receive an exceptional shopping experience no matter where they serve. ”

*Director/CEO Tom Shull*



The Exchange ensured that more than 30,000 U.S., NATO and multinational troops had necessities as they participated in Anakonda 16 in Poland.

Photo of Anakonda 16 by Jessy Macabeo, Exchange merchandise clerk.



# Exchange by the Numbers



**\$8.5B**  
in revenue, including  
including concessions

**\$402M**  
in earnings

**\$237M**  
dividend to Soldiers,  
Airmen & their families



**85%**  
of associates connected  
to the military



**4,558**  
associates deployed  
to combat zones  
since 9/11



**3.2M**  
school lunches served  
each year



**1.5M**  
combat uniforms  
outfitted



**3,500**  
veterans are employed  
by the Exchange



**915**  
wounded warriors have  
joined the Exchange  
since 2010



# Exchange, Pizza Hut Give Back to Service Members and their Families

**“It’s a privilege to give back to service members and families—to take care of them when they’re far from home.”**

*—Exchange Pacific Commander Col. Scott Maskery*

Grammy-nominated The Band Perry performed a free concert at the Futenma Flightline Fair for service members and their families in the Okinawa community. The concert was Camp Foster’s prize for winning the Wing-A-Palooza in the Pacific.

Camp Foster’s Pizza Hut sold more orders of wings—8,829—than any military installation in the Pacific. In all, more than 700,000 wings were consumed during the contest at installations across the Pacific.

Army spouse Amber Wood, who waited patiently in line with her daughter, Kylie, to greet the band, said, “It’s nice of the band to come here and do this for us. It feels more like we’re home...like America.”

At Ramstein AB, Germany, 5,500 fans attended a concert by the Grammy-nominated Eli Young Band. The concert was Ramstein AB’s prize for winning the Exchange’s and Pizza Hut’s Wing-A-Palooza contest.

The Exchange, Pizza Hut and the 86th Force Support Squadron teamed up to present the free show. The Pizza Hut sold the greatest amount of wings of Exchange locations in Europe. Airmen and families placed more than 4,440 orders for wings to win the free show for the Kaiserslautern community.

“We’re country music fans and also fans of the band, so we’re pretty excited to be here,” Tech. Sgt. Covey said. “Events like these are a great morale booster.” X



Associates from the Okinawa Exchange pose with The Band Perry before the free show. See more pictures from the concert on [flickr](#).



Deputy Director Mike Immler greets the Eli Young before the free concert at Ramstein AB, Germany.



Young troops enjoying The Band Perry concert in Okinawa.

# ▲ Intensify National Brands



**EXCHANGE**

Find great Fitbit products at  
your Exchange and online  
at [shopmyexchange.com](http://shopmyexchange.com)





## Director/CEO Coins



### Overseas Region/Pacific

Coins from Director/CEO Tom Shull and Senior Enlisted Advisor Chief Master Sgt. Sean Applegate



**Hwang Yong-ok, Yongsan**



**Chong-mun Choe, Camp Humphreys**



**Johnnie Sledge, Korea Bakery**



**Okinawa, Japan** — Manager **Kenji Iwamoto** (left) of the Olympic Express and Manager **Yasuya Nagamine** (right) of the Camp Hansen Express receive coins from Director/CEO Tom Shull, left, and Senior Enlisted Advisor Chief Master Sgt. Sean Applegate for exemplary management of their Express facilities.

**‘Managers such as Yasuya and Kenji, who truly know their customers and give attention to detail, make me proud to be part of this amazing Exchange team.’**

*—Tom Shull, director/CEO Exchange*



**Yong-min Pak, Korea DC**



**Chun-ho Chon, Korea DC**



**Yong-cho Song, Korea Northern**



**Kyong-hui Kim, Osan AB**

## Associate Awards & Recognition

### Recognizing Deserving Associates

Deputy Director Mike Immler and Chief Operating Officer Dave Nelson



**Dallas HQ — Linda Kemnitz**, customer contact assistant, receives an award from Deputy Director Mike Immler for being named HQ’s top associate with a disability. Joining them are, left to right, Kimberly Jones, manager, Customer Contact Center; and Kathy Bronkalla, vice president of credit strategy. *By Sgt 1st Aaron Eastman*

**“Her endless dedication to honoring service members makes her a prime candidate to represent the ‘Voice of the Exchange.’”**

*—Linda Kemnitz’s managers*

[Read](#) about all the top Exchange associates with disabilities for 2016.



**U.S. Military Academy, N.Y. —** Main Store Manager **Urvi Acharya** receives a certificate of appreciation from Garrison Commander Col. Andrew Hanson for the West Point store’s community relationships and outreach. *By Lot Wehmeyer*



**Fort Stewart, Ga. —** Chief Operating Officer Dave Nelson presents his coins to **Sharon Nails**, top, **Lawanda Adams** and **Arlene Howard**, below.



**JB Charleston, S.C. —** **Trenia Walker** receives a coin from COO Dave Nelson

[Check](#) out more **associates who were awarded for their job performances.**





## V6 Mattress

Powerful suction to remove allergens from your mattress.

**dyson**



Find this and other Dyson products at your Exchange and online at [shopmyexchange.com](http://shopmyexchange.com).

# Creating Excitement in Our Stores



**JB McGuire-Dix, N.J.** — Exchange managers and associates pose with the stars of “The Magnificent Seven” before an advanced screening for the military community.

[Check out the rest of the festivities!](#)



**Patrick AFB, Fla.** — Christina Alers, Joanne Scott, Tamala McCoy, Regina Brookins and Bianca Taylor celebrate back-to-school with an Airman. *By Tamala McCoy*



**Fort Bragg, N.C.** — Manager Valerie Bright makes a valued military retiree and his wife happy with a gift card they won in a sweepstakes.

*By Alex Dewberry*



**Dan Daniel DC, Va.** — Dylan Meece, Joe Simons and Kenneth Williams pose for a picture after passing a training class for driving forklifts.

*By Elizabeth Isakson*



[Check out November's Exchange Post Flickr page for more pictures from the field!](#)



**Fort Lee, Va.** — Manager Candace Ford presents a gift card to the winner of the AXE Back to School sweepstakes. *By Elizabeth Isakson*



## Creating Excitement for Our Customers



**Fort Hood, Texas** — Nadine Villafane, left, and Carlene Buckner prepare the table ready for the Play-Doh celebration trivia game.

By Robin Brown



**Keesler AFB, Miss.** — Operations Manager Sandra Jefferson helps a young customer with her art work at the main store's Play-Doh Sculpt Day, which celebrated Play-Doh's 60th anniversary. Exchanges throughout the world marked the anniversary of one of America's favorite toys with special events. By Mary Omler



**HQ Dallas** — Tech Sgt. Roxanna Reyes and Maj. Jose Hernandez, center, dance with audience members to kick off HQ's Hispanic Heritage Month. By Lisa Neidinger



**Lackland AFB, Texas** — Assistant Manager Rebekah Chandler, right, and Associate Maria Archuleta help customers celebrate the Air Force's 69th birthday. By Cynthia Gregg



**Little Rock AFB, Ark.** — Yashua Suarez, Shannon Koder and Frank Sewell, left to right, tell the Exchange story to those attending a base open house. By Frank Sewell



**Redstone Arsenal, Ala.** — Manager Roberto Montalvo, left, presents retired Army Col. Karl Stahlecker with a \$500 gift card from a recent sweepstakes. By Silvia Sasan



## Creating Excitement for Our Customers



**Los Angeles AFB, Calif.** — Manager Ronald Corona and Lt. Gen. Samuel Greaves pose with L.A. Rams cheerleaders and team mascot.

By Maggie Evans



**Los Alamitos JFTB** — Managers Maggie Evans, left, Helen Manansala and Merly Gofigan show off the new brand-name sunglasses the store has begun to sell. By Maggie Evans

## Vandenberg Associates Help Quench Firefighters' Thirsts

**Vandenberg AFB, Calif.** — Managers Bryan Quiroz, left, and Alan Bradshaw-Sheely load some of the 80 cases of water the Exchange donated for fire fighters battling the nearly 13,000-acre Canyon Fire on the base.



Donations from Exchange associates and vendors ranged from candy to 50 foot-long Subway sandwiches, 100 La Chiquita burritos, 40 large Domino's pizzas—just for starters.

"It goes to show that the Exchange family is here for our base and is willing to help out in any way we can," said Sandra

Parker, the Vandenberg Exchange's public relations rep. "At the Exchange, it's one team, one fight." By Steve Smith



**Luke AFB, Ariz.** — Manager Michele Klein, left, presents an award to a winner in a car show sponsored by the Exchange's Services division. By Nerissa Skol



## Creating Excitement for Our Customers



**Andersen AFB, Guam** — Pedro Tudela, as Composition Notebook Man, leads his teammates on a parade around the store to the tune of Pharrell Williams’ “Happy” during a back-to-school fair for parents and kids.

By Marie Perez



**Grafenwoehr, Germany** — Associates Victoria Grant and Sabine Meier and children enjoy themselves in celebration of Play-Doh’s 60th anniversary. By Crystal Chatterton



**Camp Buehring, Kuwait** — Associates and 1st Lt. Matt Tasset open Great Steak and Potato for 355 hungry troops. By Angela Broyard



**Misawa AB, Japan** — Junko Matsubayashi, left, and Claudia Olachea take the Exchange to the crowds at the base air show.

By Satsuki Iwasawa



**RAF Lakenheath, U.K.** — Manager Hannah Perez serves cake to a child during the Exchange’s celebration of the Air Force’s birthday.

By Sabina Brink



**Livorno, Italy** — Associates and customers gather around the cake to celebrate the Air Force’s 69th birthday. By Tony Podhora





**Fort Stewart, —** AAFES Ft Stewart- Ready to go!!!! @Buggalicious1 NaTasha Cross @NatashaJCross1



**Fort Leonard Wood —** American Ninja warriors at Fort Leonard wood Exchange!!!@ @VMORowland Ft Leonard Wood MS @LeonardwoodMS



**Yokota DC, —** Yokota DC visit part 2! @@ExchangeDDawg Sean Applegate @ExchangeChief



**Camp Market, Korea —** Mr. Shull, @ExchangeChief and region leaders see a #taste of #home in action at our Korea bakery Exchange Associates @ExchangeAssoc



**Fort Campbell, KY.—** Thank you Maria and Annalisa, we had a great visit from region services and retail!! Ivy Garcia-Romero @ivy\_wgr



**Korea —** Director/CEO Tom Shull, @ExchangeChief & region leaders met with 2ID MJ Martin & COS Raymond to discuss support and Area I Exchange PAO @ExchangePAO



**Fort Riley, Kan. —** From serving the best customers in the world to being the best customer in the world Maria Berrios Borges @BerriosBorges



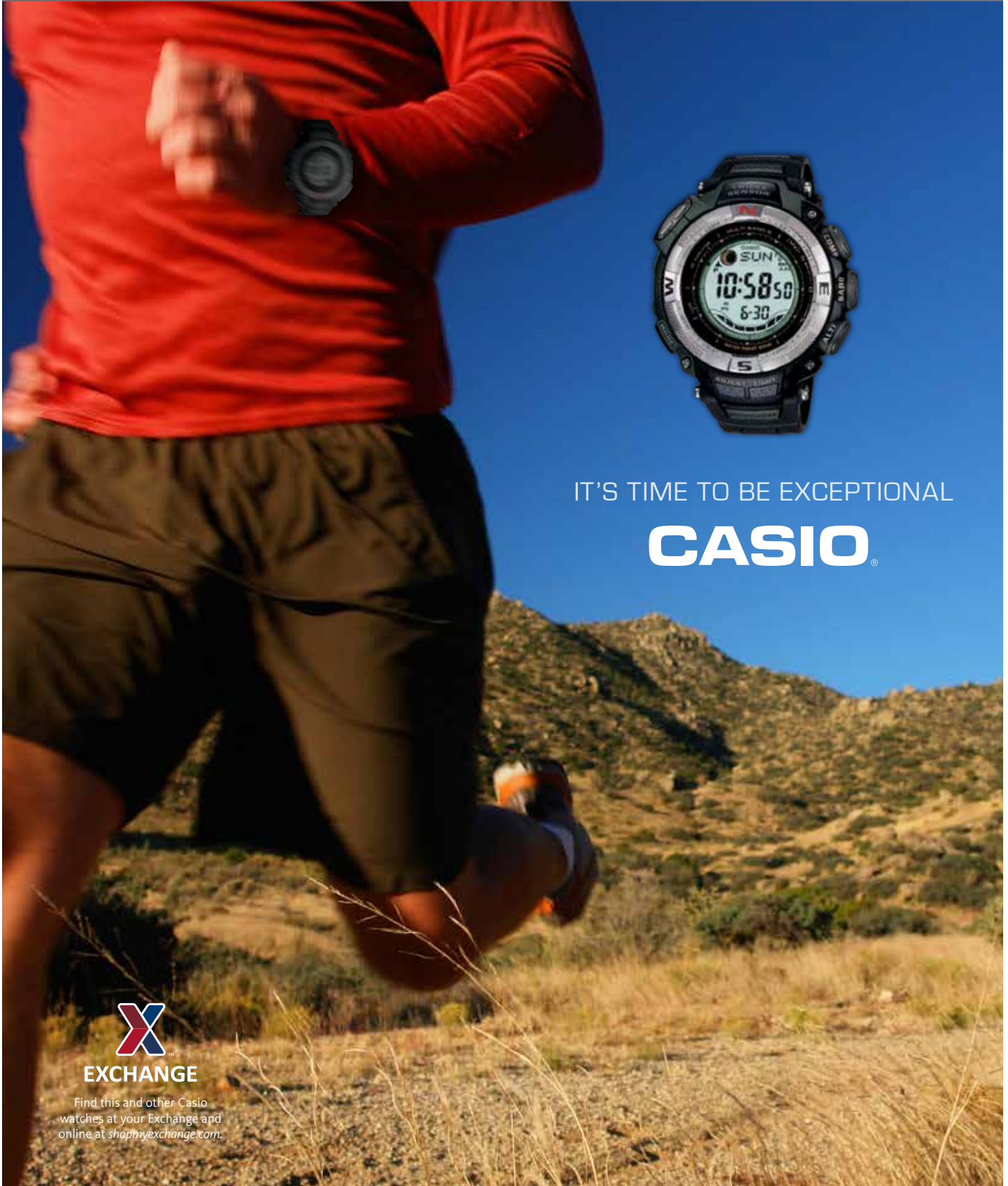
**Camp Foster—** Associates from PAC and Dallas get some love from @thebandperry #wingalooza Exchange Associates @ExchangeAssoc



**McConnell AFB, Kan. —** McConnell Main Store Air Force Bday @ ExchangePAO Tommie Morey @ MoreyTommie



▲ Intensify National Brands



IT'S TIME TO BE EXCEPTIONAL

**CASIO**®



**EXCHANGE**

Find this and other Casio watches at your Exchange and online at [shopmyexchange.com](http://shopmyexchange.com).

**TRANSFERS**

**Marivel Ambegia** – shift manager (retail/gas), Schofield Barracks, to stockroom manager, Hickam AFB

**John Engelhardt** – area LP manager III, Hawaii Area, to region LP manager, Pacific Region

**Emily Gifford** – restaurant manager, Misawa AB, to food court manager, Katterbach-Illesheim

**Anna Stanton Jeffries** – regional HR manager, HQ, to chief, employee relations, Europe

**Kayren McDuffie** – store manager (BR/Gas), Fort Belvoir, to sales & merchandise manager, Fort Lee

**Debra Melton** – retail business manager, Laughlin AFB, to store manager (MS), Yongsan

**Cesar Moreno** – food court manager, Beale AFB, to food court manager, Fort Huachuca

**Daniel Owens** – assistant store manager (BR/Gas), Lackland AFB, to sales & merchandise manager, Osan AB

**Andrea Silverhorn** – HR manager II, Fort Sill, to HR manager II, Scott AFB

**Robyn Wiseman** – HR manager V, EUCOM Consolidated Exchange, to regional HR manager, Fort Bliss

**IN MEMORY**

**Thomas Bavaria**, 95, died Aug. 11 in Pen Argyl, Pa. The Fort Belvoir associate retired in 1975.

**Doris Beam**, 88, died July 10 in Wichita Falls, Texas. The Sheppard AFB retail supervisor retired in 1992.

**James Blake**, 77, died Sept. 1 in Duncanville, Texas. The HQ supervisory buyer retired in 1993.

**Louretta Borsos**, 94, died Aug. 3 in Lawton, Okla. The Fort Sill retail manager retired in 1981.

**Luz Bourne**, 74, died Feb. 19 in Goose Creek, S.C. The JB Charleston senior store associate retired in 2006.

**George Bradbury**, 94, died Feb. 18 in Jacksonville, Fla. The Exchange associate retired in 1974.

**John Calloway**, 26, died Sept. 6 in San Antonio, Texas. He was an associate at Fort Sam Houston.

**Matilda Ching**, 88, died Aug. 18 in Kaneohe, Hawaii. The Exchange contract specialist retired in 1987.

**Joan Clark**, 63, died Sept. 21 in Easton, Kan. She was a shift manager at Fort Leavenworth.

**Ereneo Copada**, 89, died Aug. 20 in San Francisco, Calif. The Presidio of San Francisco safety and security assistant retired in 1998.

**Vada Cummings**, 91, died Aug. 12 in Liberal, Kan. The NAS Fort Worth JRB supervisory customer services rep retired in 1983.

**Felix Fuentes**, 96, died May 29 in Cayey, P.R. The Puerto Rico Exchange associate retired in 1978.

**Alfonso Gonzales**, 86, died Sept. 29 in San Antonio, Texas. The Lackland AFB custodial worker retired in 2007.

**Ruby Grace**, 99, died Aug. 10 in San Francisco, Calif. The Presidio of San Francisco associate retired in 1979.

**Sherry Gulley**, 58, died Sept. 2 in Midwest City, Okla. She was a laborer at Tinker AFB.

**Billy Hayes**, 77, died Aug. 2 in Navarre, Fla. The HQ distribution facility specialist retired in 1992.

**Herbert Hicks**, 83, died July 26 in Petersburg, Va. The Fort Lee custodial worker retired in 1995.

**William Hoffman**, 87, died May 15 in Ocala, Fla. The Fort Benning electrician retired in 1989.

**Mary Hunt**, 66, died Sept. 7 in Oklahoma City, Okla. She was a laborer at Tinker AFB.

**Arthur Irons**, 90, died July 31 in Hot Springs, Ark. The Exchange gas-station manager retired in 1987.

**Dennis Jones**, 81, died July 12 in Dallas. The Frankfurt general manager retired in 1986.

**Ray Jones**, 92, died July 20 in Mascoutah, Ill. The Exchange associate retired in 1979.

**Alma Light**, 98, died Aug. 11 in Fayetteville, Tenn. The Redstone

Arsenal associate retired in 1972.

**Louis Lindsay**, 86, died Aug. 8 in Greensboro, N.C. The Exchange merchandise support associate retired in 1990.

**Antoinette Long**, 79, died Sept. 4 in Hampton, S.C. The Los Angeles AFB general manager retired in 1992.

**Beverly Mascher**, 82, died June 26 in Plattsmouth, Neb. The Offutt AFB facility management assistant retired in 1993.

[See the complete list of obituaries.](#)

**RETIREMENTS**

**Martha Acevedo**, JB Lewis-McChord, 27 years

**Moreno Alarilla**, HQ, 36 years

**Teresita Enriquez**, Patrick AFB, 7 years

**Steven Giammarco**, EUCOM, 6 years

**Susan Humphress**, Grand Forks AFB, 28 years

**Charles Hunnicutt**, Waco DC, 5 years

**William Kinne**, Spangdahlem AB, 16 years


**Lena Kirk**, HQ, 12 years

**Robert Lopez**, HQ, 39 years

**Carolyn Medawis**, Fort Hood, 6 years

**Billy Melton**, Ramstein/Baumholder, 20 years

[See the complete list of retirements.](#)


**The Exchange Post**
**Army & Air Force Exchange Service**

P.O. Box 660202, ATTN: PL-SCC  
Dallas, TX 75266-0202  
Phone: (214) 312-2766  
or DSN: 967-2766  
[exchangepost@aafes.com](mailto:exchangepost@aafes.com)

**Thomas C. Shull**  
Director/Chief Executive Officer

**Andrew Weaver**  
Vice President, Strategy, Policy &  
Strategic Communication

**Lisa Moak**  
Editor

**Steve Smith**  
Assistant Editor



November Important Dates:

## November 10, Marine Corps Birthday



The Second Continental Congress passed a resolution in 1775 stating that “two Battalions of Marines be raised” for service as landing forces with the Navy fleet. This resolution established the Continental Marines and marked the birth of the United States Marine Corps.

## November 11, Veterans Day



On Oct. 8, 1938, President Dwight Eisenhower issued the first “Veterans Day Proclamation,” which stated: “In order to ensure proper and widespread observance of this anniversary, all veterans, all veterans’ organizations, and the entire citizenry will wish to join hands in this common purpose.” [Read more.](#)

## November 24, Thanksgiving Day



In 1789, George Washington issued the first Thanksgiving proclamation by the United States. He called upon Americans to express their gratitude for the happy conclusion to the country’s war of independence and the successful ratification of the U.S. Constitution. It wasn’t until 1941 that President Franklin Roosevelt signed a bill making Thanksgiving every fourth Thursday in November. [Read more.](#)