



Director/CEO Tom Shull (center), LTG Tom Vandal, commanding general, 8th Army, and other Exchange and military leaders ushered in a new shopping experience for Soldiers and families who call Camp Humphreys home.

## At Camp Humphreys, a Holiday Miracle Only the Exchange Could Offer

From Director/CEO Tom Shull



We are calling it the “Miracle at Camp Humphreys.”

Many of you are familiar with the classic holiday film “Miracle on 34th

Street,” which centers on a Macy’s Santa Claus claiming to be the real St. Nicholas and a young girl who learns to believe in the magic of the holidays. The Exchange’s miracle is even better.

Our holiday miracle happened just before Thanksgiving in South Korea. At Camp Humphreys, we opened the third largest Exchange in the world—and our team did it four months earlier than planned. Opening months ahead of schedule

**“We are privileged to honor the service and sacrifice of our Warfighters and families in South Korea with an experience that rivals anything found in America to deliver a true taste of home.”**

took more than magic. Partnership with the Republic of Korea, Army Corps of Engineers and Eighth Army, along with the unwavering commitment, passion and hard work of our team, made this dream of spreading holiday cheer to 25,000 Americans heroes come true.

It was just this past spring when LTG Tom Vandal, Eighth Army commanding general, asked the Exchange to open the Humphreys

main store, mall and food court in time for the holidays. The necessity of the request was immediately clear. U.S. forces from USAG Yongsan and areas north of Seoul are relocating to Humphreys, where the population is expected to swell to nearly 45,000, up from less than 10,000 a few years ago.

Associates in the Pacific Region as well as Merchandising, Services & Food, Real Estate, IT, Logistics, Human Resources and Loss Prevention immediately moved out to hit the target of opening a brand-new shopping center in South Korea before Thanksgiving. Hundreds of our teammates throughout the organization left their homes, many for weeks at a time, to bring the magic of the holidays to Warfighters

# At Camp Humphreys, a Holiday Miracle Only the Exchange Could Offer

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and their families on the Korean peninsula.

As you might expect, the Exchange team made another miracle happen. On Nov. 20 (three days before Thanksgiving!), our Senior Enlisted Advisor CMSgt Luis Reyes, Pacific Region Senior Vice President Karin Duncan, Pacific Region Commander COL Scott Maskery and I were honored to join LTG Vandal and his team to open the Camp Humphreys shopping center.

Crowds of happy shoppers poured into the main store stocked with name brands, including Armani Exchange, Kate Spade, Michael Kors, Apple and Bose. Soldiers gathered at the food court (which opened even earlier, on Oct. 30) with familiar tastes of home, and families cruised the mall much

**“That’s not a miracle. That’s simply the Exchange at its finest.”**

like they would find in America. It was an amazing sight!

Shoppers have been more than satisfied. During the first three days, sales were up more than 400 percent over the same period last year. It’s clear service members and their families at Camp Humphreys appreciate the Exchange motto of “We Go Where You Go!”

The Exchange was there for my brother, John, in 1973 when he served at the DMZ, and we continue to be there for those on duty in South Korea. John so appreciated his time in the Land of the Morning Calm and became friends with many

South Koreans during his tour. Korea and its people—including those at Camp Humphreys today—hold a special place in the hearts of my brother, me and many others.

Soldiers assigned to Korea and their families face an ever-changing climate. They are serving at the tip of the spear, and their mission is critical.

The incredible shopping center at Camp Humphreys is a reminder that the Exchange truly serves the best customers in the world. We are privileged to honor the service and sacrifice of our Warfighters and families in South Korea with an experience that rivals anything found in America to deliver a true taste of home.

That’s not a miracle. That’s simply the Exchange at its finest. X



Customers crowded into their new Exchange at Camp Humphreys. [Watch](#) the grand opening video on facebook. [See](#) more photos in the Exchange Post grand opening special edition.



# Exchange Comes Together as One Team During Critical Selling Season

By Lisa Moak

The Exchange team came together to exceed customer expectations and set a new online sales record. Sales at ShopMyExchange.com were \$17 million on Nov. 24, beating the previous online single day sales record of \$8.5 million set on Black Friday 2016! [Read](#) the full Exchange Post special edition.

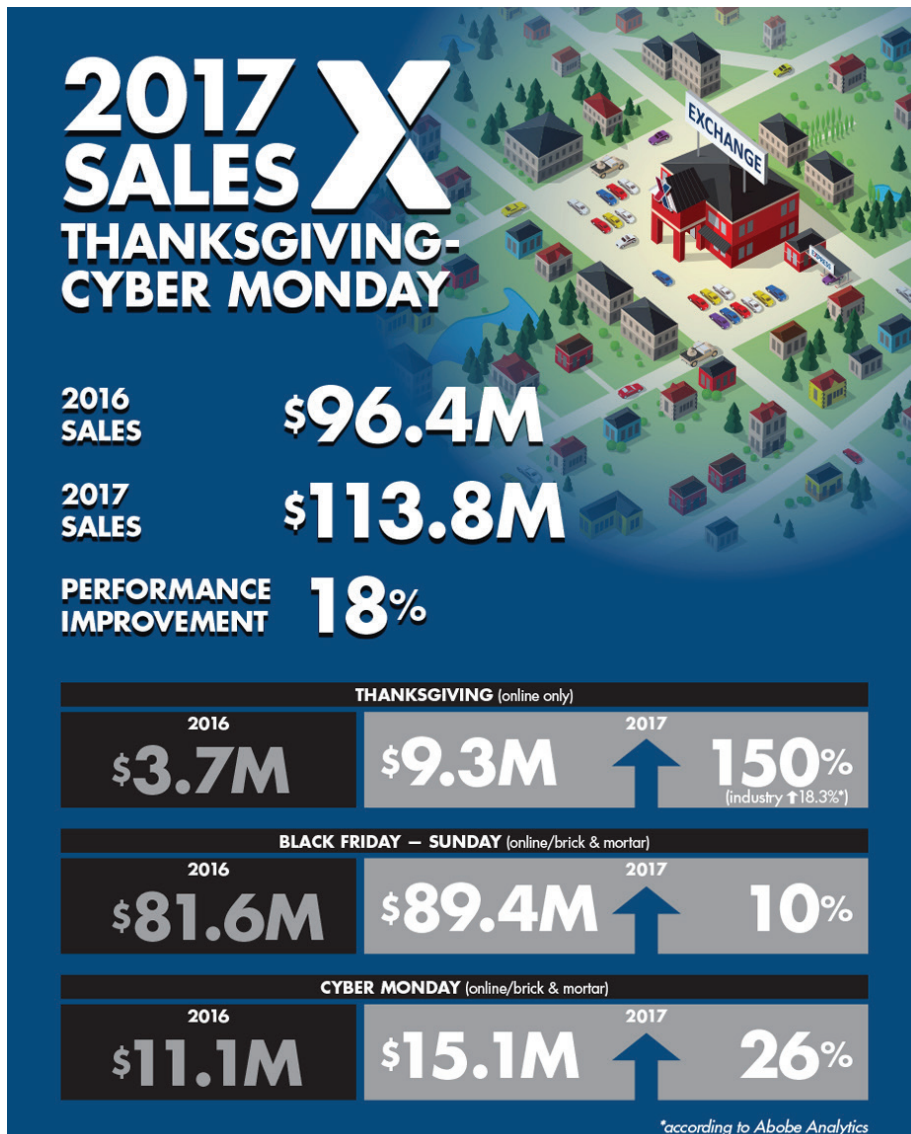
View the chart below to see the amazing results the Exchange secured from Thanksgiving to Cyber Monday. **X**

**“Huge kudos to the entire team! In 32 years I have never witnessed such amazing results Thanksgiving weekend. These awesome results are from a total team effort. I am so proud and honored to be part of the Exchange team.”**

—Director/CEO Tom Shull



Read more about these exciting results and view photos and videos from Black Friday by clicking [here](#).



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# Making Holidays Special Overseas: Pacific Region

By Lisa Moak

Military members and their families face many challenges during their time in service. One of those is being stationed in a foreign country during the holidays, more so when that country may not share the same holiday traditions they are accustomed to stateside.

Pacific Region Senior Vice President Karin Duncan and her team work hard during the holidays to not only bring service members and their families the merchandise and tastes of home they desire, but to also create events that bring the holidays home for those stationed overseas.

This year, the biggest event of the season was the grand opening of the Camp Humphreys Exchange in South Korea.

“Associates across the Pacific Region as well as associates in CONUS regions, Merchandising, Services, Food and Fuel, Real Estate, IT, Logistics, Human Resources and Loss Prevention have been in overdrive, exceeding expectations to get one of the largest Exchange complexes into full operation before the holiday season,” Duncan said. “We opened our doors Nov. 20, in time for the Black Friday shopping weekend. The Pacific Exchanges will give away (in total) \$15,000 in gift cards and more than \$20,000 in prizes throughout the holiday season to ease the burden of holiday shopping on our military family.”

Pacific Exchanges support community tree lighting ceremonies, provide entertainment from local schools and bands, plus coordinate free gift wrapping. They also set up Angel Trees, bake sales and special shopping events.

**“We are truly proud to be a part of this festive event that will surely warm hearts...”**

—Shinobu Matsui, General Manager  
Yokota Exchange

Okinawa hosts one such event—a special kids shopping night.

“The Junior ROTC cadets from Kadena High School work with us on this event,” said Stephen Shaw, Kadena main store manager. “The cadets meet the children at the front of the store and receive money from the parent or guardian to pay for the gifts, and they agree upon a return time.”

This event allows children to purchase something special for those parents whose spouses are deployed and already must spend the holidays without their significant others.

“It’s a very emotional event. We’ve had moms come back after Christmas in tears, thanking us for the opportunity to make their holiday

a little less difficult,” said Brian Sonntag, general manager.

The Pacific Exchanges are also mindful of single Soldiers stationed overseas.

“This can be a sad and lonely time for single Soldiers, so the Camp Carroll and Camp Walker Exchanges welcome them for special events,” Sonntag said.

Soldiers can participate in the “Holiday Greetings Home” event, where they can record a holiday greeting video or holiday photo card to send back home. Soldiers can also show off their gaming skills at Xbox game events. Winners of these events will receive Exchange gift cards, food and theater coupons.

Pacific troops will also enjoy the latest Star Wars film, thanks to the Yokota East Theater, which will offer two free showings of “The Last Jedi.”

“We are truly proud to be a part of this festive event that will surely warm the hearts of our valued patrons during this holiday season,” said Shinobu Matsui, general manager. X



Misawa Main Store associates (left) Supervisory Sales Clerk Noriko Nomura and (right) Sales Clerk Satomi Mantoku bring holiday cheer to customers during a special event.



# Making Holidays Special Overseas: Europe/Southwest Asia Region

By Lisa Moak

Europe/Southwest (SW) Asia Region Senior Vice President Jason Rosenberg and his team are ramping up Family Serving Family spirit to bring the holidays to their military shoppers wherever they are stationed.

“Our team provides a taste of home to our military, DoD civilians and all family members away from home in Europe and at the ‘tip of the spear’ in SW Asia and Eastern Europe while deployed,” Rosenberg said. “We have a lineup of exciting events scheduled in our Europe facilities so those stationed overseas benefit from the same sales promotions and rush of Christmas shopping as if they were in the States.”

For Black Friday weekend and every week in the buildup to Christmas, the Europe Exchanges promote the same specials and events as stateside Exchanges so overseas customers don’t miss out.

**“Our team provides a taste of home to our military, DoD civilians and all family members away from home in Europe and at the ‘tip of the spear’ in SW Asia and Eastern Europe while deployed.”**

—Jason Rosenberg Europe/Southwest Asia Region senior vice president

“The Europe region will make customers’ experiences memorable by providing special European buys of traditional Christmas treats and decorations from Germany, Italy and the U.K.,” Rosenberg said.

“We send German Christmas cakes and chocolates to our contingency locations in SW Asia and Eastern Europe for troops to enjoy. Our services teams worked hard to book exciting European vendors in our malls, showcasing European crafts and items our

customers cannot get anywhere but here,” Rosenberg said. “We host a traditional German Christmas market for an entire month at our Ramstein Kaiserslautern Military Community Center Mall with the booths selling German food and Christmas items.”

In SW Asia, the Europe region team along with Services, Food and Fuel and the Walt Disney Company will spread additional holiday cheer to the troops in Afghanistan, Iraq, Kuwait, Jordan and UAE by partnering with Disney for the third year in a row to premier the new Star Wars movie, “The Last Jedi,” in contingency locations. “Our wonderful partners at Disney have supported this initiative that has meant so much to the troops for the past two years, and this year promises to be an equally big event,” Rosenberg said. ✕



The Christmas market at Ramstein AB mall.

# MILITARY STAR® Top Performers Share Their Secrets

By Steve Smith

The military spouse in her mid-50s had just pumped a paltry \$3 of fuel into her truck's nearly empty gas tank at Fort Bragg's Pines Express. Payday was a long way off, and money was tight.

When she came to the cash register, Manager Sheree Bell asked her if she wanted to pay with her MILITARY STAR card and save 5 cents a gallon.

"She said she didn't know about the MILITARY STAR card, so I explained all the benefits," Bell said. "She filled out an application and was approved. She cried in my arms and hugged me three times."

Bell's approach to growing the MILITARY STAR card program put her store over the top in the Eastern Region during a recent MILITARY STAR sales penetration and new application contest. Scott AFB finished first in the Central Region; Luke AFB first in the Western Region; Aviano AB in the Europe/Southwest Asia Region; and Camp Casey in the Pacific Region.

Managers at the top Expresses said they ask all customers if they want to pay with their MILITARY STAR cards. If a customer doesn't have a MILITARY STAR card, they explain the benefits and offer an application.

"We explain to associates that for every customer who uses their MILITARY STAR card, the store receives money back towards our bottom line, which means associates receive more hours to work and larger paychecks," said Sharon Cullen, manager at Scott AFB's Express. "If they believe in the program, they can make the customers believe."

**"If they (associates) believe in the program, customers will also believe in the program."**

— Sharon Cullen, Scott AFB's Express manager

At Luke AFB's Express, where fuel is the top seller, an associate at the gas pumps tells customers about MILITARY STAR, said Store Manager Karen Schenk.

"We explain the fuel discount, and the fact that cardholders will earn rewards points on their fuel purchases, which many didn't know about before," she said. "Our customers trust us, so they feel confident that they have made the right decision by choosing our card."

For Susanne Peoples, her Express at Aviano AB, Italy, doesn't have gas pumps, so she and her associates can't promote fuel discounts at their store. Instead, she's learned that a smile works wonders.

"We smile at our customers, inform them about MILITARY STAR's benefits and ask if they would like to know the total points they can earn with today's purchase before they select the payment type," Peoples

said. "We ask our customers while waiting on their pizzas if they have a MILITARY STAR card. When they sign up, they believe they've signed up for something that can truly benefit them."

Other tips include:

- Taking the MILITARY STAR card LEX course
- Training associates how to communicate MILITARY STAR's benefits to customers
- Reminding customers of the MILITARY STAR rewards program in which they could receive \$20 rewards cards.
- Reminding customers on the sales floor to use their MILITARY STAR cards.
- Running Exchange Radio network ads about the card.
- Using installation social media to advertise sales promotions.
- Knowing all current MILITARY STAR promotions, even those in other Exchange departments, to keep customers informed.
- Remind customers they may make payments at any Exchange Main Store and Express register at any time — there are no pre-payment penalties. ✕



Express Manager Sheree Bell rings up a customer using his MILITARY STAR card.



# Gun Counter Associates Able to Spot ‘Warning Signs’

By Paul Martinez, assistant inspector general

Associates at 36 Exchange’s firearm counters know the warning signs that would cause them to halt a sale to a particular customer, findings from the past three annual inspections.

“It is never the intention of the Exchange to impede a customer’s constitutional right of purchasing a firearm,” said Assistant Inspector General Paul Martinez, a former Air Force firearms instructor. “However, it is up to the associate to use their discretion to complete or stop the sale of a firearm. Part of the inspection is to interview associates to determine if they know signs or certain behaviors that would cause them to stop a sale. The associates were able to explain several of them to me.

“While we haven’t achieved zero deficiencies yet, we know through adherence to training, policy and procedure, we are well on our way to making that a reality.”

Gun-counter operations are closely monitored and heavily regulated—and for good reason. Non-compliance could result in an unauthorized firearm purchase that would result in the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) to issue a violations report or warning letters or even suspend a store’s firearms license.

The Exchange operates 71 firearms counters with plans to open three more. Starting in 2015, Director/CEO Tom Shull directed the inspector general’s office to evaluate whether the gun counters are complying with federal regulations

## The Exchange operates 71 firearms counters with plans to open three more.

and Exchange operating procedures, regarding firearms sales.

Between 2015 and this year, Exchange inspectors have visited 36 firearm counters to look for accountability, receiving, key control, training and documentation of all such sales.

Additionally, the Exchange inspector general’s office partners with local HR offices to ensure firearm associates have completed all requirements necessary to

assume the responsibility of selling the merchandise. Inspection findings are shared with HQ program managers so that associates at all gun counters are aware of opportunities for improvement and learn best practices that other Exchanges are implementing.

“The Exchange inspector general recognizes the efforts of firearms associates and managers,” Martinez said. “Facilities must maintain a high level of accountability and responsibility when operating firearm counters. Our team at the Office of the Inspector General is happy to help provide oversight in the continued push to compliance.” X



Senior Enlisted Advisor CMSgt Luis Reyes looks at the gun counter with an associate.

# SHARE YOUR STORY

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

## Military Clothing Store Serves Valued World War II Vet

By Steve Smith

Deniz Barcala, manager at the Exchange's Kleber Military Clothing Sales store and Wounded Heroes Service Center, meets many Soldiers and Airmen.

On this particular day, she and her staff greeted World War II Veteran Anthony Grant, 97, who had flown to Germany to pin the sergeant's rank on his grand-nephew Leonard Thomas. Grant also needed medals for his World War II uniform, and Barcala's staff was more than willing to serve a Veteran.

Sgt. Thomas, a regular visitor to the store, brought Grant in to



An Exchange associate serves Leonard Thomas, center and his 97-year-old grand uncle.

introduce him to the Exchange associates.

"Sgt. Thomas knows our passion for our Soldiers," Barcala said. "This is why what we do is important. It

doesn't matter what age or when they served— they take care of our country and we take care of them.

"Our customers notice and appreciate the Exchange mission." X

## Stranded Misawa AB Passengers Not Left to Go Hungry

By Sgt 1<sup>st</sup> Class Luke Graziani

Thanks to Food Court Manager Connie Brunson and her team, customers at Misawa AB have food choices never before offered in the temporary passenger terminal, which does not have traditional Exchange restaurants.

"I mentioned to my manager, 'I'm going to try and see if I can sell pizza at the temporary terminal,'" Brunson said. "She said we sold food there a long time ago, so we started with a table and one chair."

That table and chair blossomed into a very respectable and profitable venture.

Starting with Pizza Hut pizzas and Dunkin Donuts' Munchkins, she averaged \$300 a week. Now, sales reach \$1,800 to \$2,000.



Connie Brunson makes sure customers waiting for flights have coffee.

Brunson and her team care for service members and families all hours of the night, including during Misawa's blizzards and other typical airport delays.

Brunson also set up remote food service in the terminal's secure area, where there otherwise is no food. Brunson prepares breakfast, lunch or dinner of sandwiches, pizzas, snacks and drinks for 200-250 passengers

"Brunson began her Exchange career 22 years ago at Fort Polk's Burger King in Louisiana. Because of her drive, team-building skills, and motivation, she was promoted and never lost those virtues," said General Manager Kris Edkin.

"Connie never lets obstacles get in her way or slow her down," he said. "She is always willing to sacrifice her time to assist the needs of her valued customers, regardless of the hour, day or night." X



# SHARE YOUR STORY

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

## Puerto Rico Exemplifies Family Serving Family Spirit

By Lisa Moak

The island of Puerto Rico was without electricity, running water and supplies since suffering a direct hit from Hurricane Maria on Sept. 20. Puerto Rico Exchange associates worked hard to make life better for customers and residents of the island, although they too were suffering.

First hit by Hurricane Irma Sept. 6, then Maria a few weeks later, Puerto Rico Exchange associates' resolve to serve those who serve never dampened. Even though power was out and roads impassable, associates still found ways to serve in any capacity.

### Help in Virgin Islands

In recent weeks, associates have flown on Marine Ospreys to the Virgin Islands to support troops in recovery efforts.

These associates are following their hearts and Exchange value of Family Serving Family as they serve others.

Another example of Family Serving Family comes from Senior

**“Family Serving Family is a core value that truly epitomizes the Exchange organization and associates.”**

*- Senior Enlisted Advisor CMSgt Reyes*

Enlisted Advisor CMSgt Luis Reyes.

His grandparents live on the island and were without electricity and living on rationed food.

“My grandparents were in need of supplies. Hurricane Maria wreaked havoc across Puerto Rico, leaving it in total disarray. Power was yet to be restored in many parts of the island, roads were impassable, food was rationed and price gouging was common,” Reyes said.

Transportation Officer CPT Lucia Tartt introduced Reyes to Carlos Rios, operations analyst supervisor, who works at the Dan Daniels Distribution Center, but was in Puerto Rico helping the recovery mission. Rios put Reyes in contact

with the General Manager Nick Nguyen, who helped Reyes purchase a generator for his grandparents. Rios also brought food items, but the help didn't stop there.

### ‘Like angels from above’

Chief Reyes' elderly grandparents could not handle the 250-pound generator, so Rios enlisted the help of Exchange Associates Angel Rivers and Jose Pereira. They coordinated the delivery of the generator and supplies on their own time and with their own resources.

“My grandparents live about 45 minutes away, and trust me when I tell you these gentlemen were like angels that came from above,” Reyes said. “My grandparents were ecstatic to see them and we truly grateful for their help.

“Family Serving Family is a core value that truly epitomizes the Exchange organization and associates.” ✕



Puerto Rico Exchange associates Janice Ortiz and Elizabeth Caceres supported troops deployed to the Virgin Islands.



Puerto Rico Exchange associates Jose Pereira, Carlos Rios and Angel Rivera delivered and set up a generator for Chief Reyes' grandparents.

# Exchange and DeCA Score a Win with WOW

By Lisa Moak

The Warehouse Ordering Web (WOW) may not mean much to the average associate, but to the Defense Commissary Agency (DeCA) Europe, it means simplified ordering of soda and water from the Germersheim Distribution Center (GeDC).

What is the big deal about WOW? Before WOW went into operation, DeCA Europe ordered soda and Culligan water from GeDC by filling out a form or spreadsheet, scanning it, and emailing it to the GeDC customer service office which would hand key the order in for the commissaries. With WOW, commissaries in Europe can order sodas and water through a simple web-based ordering screen, dramatically decreasing key punch errors and increasing accuracy of orders.

WOW is as a combined effort of the Merchandise Directorate, Business-to-Business (B2B) and Logistics.

WOW has been in use by the

Exchange for years and was implemented for a more efficient way to partner with DeCA. The program stalled during the move to GeDC which is when the manual process of sending a spreadsheet and having the DC hand keying began.

“We met with DeCA executives this past September in Virginia to find better ways of working together and targeted WOW as the quickest way,” said Sean Shaw, vice president of supply chain optimization.

“We sent logistic/business analysts Marc Hill, Dung Huynh and Silvia Stoudemire to meet with DeCA Europe leadership and gain insight into what we could do to make the process better at the pilot stores,” said Shaw.

DeCA execs asked for a few minor changes to the system, and Project Director David Adams’ IT team accomplished them by the end of October. DeCA Europe was very excited to begin and started pilots

**“Thanks to everyone for the cooperative effort in making this happen”**

*—DeCA European Operations Chief  
Bob Darden*

with the Vogelweh and Wiesbaden commissaries on Oct. 23, even without the changes in place.

The pilot store’s training went so well, DeCA European Operations Chief Bob Darden agreed to allow the team to conduct training at other commissaries. Hill, who trains and assists all WOW customers, completed training the remaining European commissaries via Adobe Connect. Europe commissaries should be actively ordering in the WOW system by December.

“Thanks to everyone for the cooperative effort in making this happen,” Darden said. “This is a tremendous improvement for everyone. In a word, fabulous!” X



GeDC warehouse associate Derrick Kennedy stocks and picks soda ready to ship to Exchanges and commissaries across Europe.



## U.S. Transportation Command Visits HQ

By Conner Hammett

A delegation from the U.S. Transportation Command visited the Exchange's Dallas headquarters on Oct. 3 to learn about the implementation of the Exchange's new Oracle Transportation Management System.

Oracle is a logistics management hub that establishes a collaborative network of suppliers, carriers and the Exchange. The new system, which began its rollout in October, will replace the Exchange's current transportation management system, which was implemented in 2004.

The new system is expected to reduce costs through better route planning, load optimization carrier mix and mode selection; provide better flexibility to make changes in delivery plans; track transportation costs per shipment, per order; and improve accountability with visibility into the transportation chain.

BG John Millard, USTRANSCOM commander, said USTRANSCOM

is seeking to implement its own transportation management system that provides total requirement visibility and increased support for geographic combatant commanders and strategic partners, he said.

"The Exchange has been down this path, so it was wonderful to talk with them, learn from them and find out what the best practices are," Millard said.

Exchange Director of Transportation Management Morgan Meeks said her team is at the ready should UNSTRANSCOM request more insight into the Exchange's transition to Oracle.

"This new transportation management system helps the Exchange serve Warfighters and their families more quickly and efficiently than ever before," Morgan said. "We look forward to working with USTRANSCOM as they explore options for a new system of their own to sustain U.S. forces wherever they may serve." X



From left, front row: COL Karen Bond, Deputy Director, Logistics, Exchange; Kelly Barraza, Senior Project Manager, Logistics, Exchange; Alan French, Vice President, Logistics, Exchange; Kelly Mueller-McNulty, Logistics Management Specialist, USTRANSCOM; Kathy Miller, contract support, USTRANSCOM; Morgan Meeks, Director of Transportation Operations, Exchange; Karen Stack, Executive Vice President and Chief Logistics Officer, Exchange; and CPT Jamar Jenkins, Transportation Officer, Exchange. From left, back row: Buz Stewart, Supply Chain Management Consultant, Johnson Stephens Consulting; David Adams, Project Director, Logistics, Exchange; Jennifer Haxton, Transportation Management System Lead, Exchange; Millard; Gary Hermann, C2 Systems Requirements Manager, USTRANSCOM; John Lawson, Lead Multi-Disciplined System Engineer, USTRANSCOM; and Tom Lozier, Senior Vice President, Supply Chain Transportation, Exchange.

## 'Tis the Season for Giving, but First Check the Rules

by Daniel Choi, ethics counselor

The holiday season is upon us and many have already started planning parties, receptions, and gifts exchanges. Amid all the excitement that comes with the holidays, it's important to remember federal gift giving rules.

According to the federal ethics gift rules, supervisors may not accept gifts from subordinates or federal personnel who receive less pay than them. There is an exception on an occasional basis, including any occasion on which gifts are traditionally given or exchanged, supervisors may accept gifts (other than cash) valued at \$10 or less from a subordinate. Supervisors may also accept food and refreshments shared in the office and may share in the expenses of an office party.

There are no restrictions on gifts to coworkers or subordinates; however, common sense should apply. Gifts from contractors follow the standard gift rules, which means gifts should never exceed \$20. Remember to always consider whether it'd be appropriate to accept the gift in the first place, even if that gift is under \$20. X

**Check the rules before you make a list!**



# Customer Service: These Associates Rock!

**Valerie Holmes**  
Eastern Region/  
Seymour Johnson  
AFB, N.C.



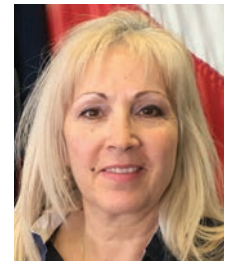
“She spend 2.5 hours with me helping me buy my uniforms. She was patient, helpful and insightful.”

**Ted Pennington**  
Central Region/  
Fort Hood, Texas



“Just want to say ‘Thank you’ for the great service you provide the Soldiers.”

**Encarni Keenan**  
Western Region/  
U.S. Air Force  
Academy



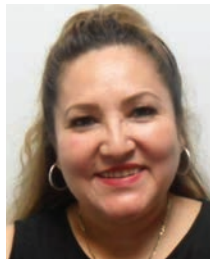
“Her guidance, efforts and professionalism made the entire process easy and painless.”

**Laura Neff**  
Europe Region/  
Vilseck, Germany



“She was very professional and went above and beyond to make a bad experience turn into a good one”

**Maria Sanchez**  
HQ/ CP Customer  
Contact Center



“A caller commended Maria’s expertise and stated that on a scale of 1-10, Maria would be 1,000.”

[Read](#) 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

“During the busiest time of year, you have demonstrated you are never too busy to take care of the best customers in the world.” – *Dave Nelson, chief operating officer*

**EASTERN REGION**

**Evelyn Ramos**  
Patrick AFB  
Main store

**Heather Lawson**  
Fort Lee  
Einstein Bagels

**Marleny Vitalis**  
Fort Belvoir/Fort  
Myer Services

**CENTRAL REGION**

**Cindy Patterson**  
Sheppard AFB  
Troop/MCS store

**Erann Hudson**  
Fort Leonard Wood  
Einstein Bagels

**Jui Chang**  
Redstone Arsenal  
Stripes Alterations

**WESTERN REGION**

**Jeremiah Maniquiz**  
Los Angeles AFB  
Main store

**Emily Trimble**  
Fairchild AFB  
Starbucks

**Benjamin Botero**  
Dyess AFB/  
Goodfellow AFB  
A&A gift shop

[Read](#) about them!

**EUROPE REGION**

**Christian Aitchison**  
Vicenza  
Main store

**Elena Buonocore**  
Vicenza  
Anthony’s Pizza

**Dennis Brown,  
Kamil Szymon**  
DHI Telecom

**PACIFIC REGION**

**Chun-Hui Hwang**  
Osan AB  
Main store

**Pyong-Choi Chon**  
Osan AB  
food truck

**Chin-hong Park**  
Osan AB  
Car rental service



## Caught Doing the Right Thing

Core Value: The Courage to Use Good Judgment

This month's associates who were caught by the Loss Prevention Directorate doing the right thing.



**BAUMHOLDER, Germany** — Megan Tibbles from the food court is showing off her Shoes for Crews slip-resistant, soled footwear that helps prevent slip-and-fall accidents.

In the food service industry, there is a higher risk of slips and falls because of wet or greasy floors. The Exchange's loss prevention managers encourage all associates who work in restaurants to wear the special shoes.



**VOGELWEH, Germany** – Burger King's Eva Yanzon-Hirschfeld is caught doing the right thing by using food-sanitation gloves while preparing food to ensure best product quality and cleanliness for our customers.



**KMCC, Germany** – Main Store Associate Elke D'Souza shows the safety award she received after she was caught picking up a plastic bag from the floor, thus preventing a slip-and-fall accident.



**RAMSTEIN AB, Germany** - Ryan Gemmill from the Southside Food Court ensures for safety on the road by conducting vehicle inspection checks and documenting the results in the appropriate book.



**RAF Lakenheath, U.K.** — Express Shift Manager Carlton Allen is caught doing the right thing while he looks over the fuel hose as part of the vapor recovery inspection.

**NAS FORT WORTH JRB, Texas** – Loss Prevention Manager Shannon Deller, left, presents Associate Tierra Leonard with a gift card after Leonard saw a representative of the Defense Commissary Agency about to carry a purse into the cash cage. Leonard instead stored the purse in a secure location.



## Caught Working Safely

Core Value: The Courage to Use Good Judgment

This month's associates who were caught working safely are from the Logistics Directorate's distribution centers.



Dan Daniel DC Associate **Kathy Lewis** uses the EasyCut 2000 safely slicing away from her body so she doesn't cut herself.



Japan DC's **Takayuki Nagamori** wears his seatbelt while operating a forklift to move merchandise pallets.



West Coast DC's **Norma Sanchez** properly picks up merchandise and places it onto the conveyer without twisting her body.



Okinawa DC's **Satoru Shiroma** and **Tsutomu Machida** tied down pallets to ensure winds did not blow them away.



In Germany, Germesheim DC's **Rene Wieland** sets up a jack on a parked trailer to keep his co-workers safe while loading.



Waco DC's **Addison Randolph** wears protective gloves that help prevent getting splinters when handling pallets.



Korea DC's **Kwang-sik Kim**, left, and **Yong-song Ma** use the team-lifting technique while picking up an order.

## Learn More About Exchange History on Flickr



Curious about the Exchange's 122-year history and how we have served the troops through the generations?

Go to the searchable, downloadable [Flickr history album](#) to find pictures dating back to the Civil War and text that tells the story of how the Exchange served the troops wherever they were located.

Browse away!



## How is your 401(k) Doing?

Another year is about to end. It's time to review your current savings and see if you're on track to meet your future needs. Go to [www.401k.com](http://www.401k.com) to check your 401(k) retirement nest egg.

The site has tools to help you:

- See how much income you may have in retirement
- Enroll in automatic increase to make saving easier
- Pick an amount of catch-up contributions if you are 50 or will turn 50 in 2018. Catch-up contributions are different from your regular contributions and are ideal if you're running behind in your savings plan.

If you don't have a 401(k), you can sign up, make changes and



adjust your investments anytime during the year.

You choose a percentage of your salary to save each pay period in your 401(k).

Sign up anytime by visiting [www.401k.com](http://www.401k.com). X

## Good News for Retirees Cost of Living Adjustment Announced

The 2018 COLA increase is 2%, effective with Dec. 1, 2017, pension payments. Retirees with an annuity start date of Dec. 1, 2016, or before will receive the entire 2% increase. The remainder will receive a prorated hike. X

Retirement Annuity Start Date	Year	# of Months Retired	COLA increase %, starting Dec. 2016
December	2016	12	2.00%
January	2017	11	1.83%
February	2017	10	1.67%
March	2017	9	1.50%
April	2017	8	1.23%
May	2017	7	1.17%
June	2017	6	1.00%
July	2017	5	0.83%
August	2017	4	0.67%
September	2017	3	0.50%
October	2017	2	0.23%
November	2017	1	0.17%
December	2017	0	0.00%

## Don't Forget: Use Your FSA Money!

Be sure to use the money you've set aside in your Health Care and Dependent Care (Daycare) Flexible Spending Accounts (FSA) by December 31, 2017 or you will lose it.

Up to \$500 of the funds in your Healthcare FSA can be rolled over into 2018. There is no such provision for the Dependent Care FSA.

Find out what expenses are covered at [www.aetnafsa.com](http://www.aetnafsa.com).

Claims for all expenses from 2017 must be submitted to Aetna by Feb. 15, 2018.

### The Payflex card

If you have a Payflex debit card for the 2017 Healthcare FSA, you will continue to use the same card in 2018. If you were not enrolled in the FSA for this year, you will receive a debit card in the mail if you enrolled for 2018. X

## Photos From the Field on Flickr



**TRANSFERS**

**Matthew Beatty** – store manager (MS), Fort Bliss, to general manager, Nellis AFB

**Paula Bradford** – store manager (MS), Travis AFB, to store manager (MS), Fort Bliss

**Arlon Ellis** – store manager (BR), Hill AFB, to store manager (BR/Gas), Twin Cities AFB

**William Fagan** – store manager (MCSS), Fort Belvoir, to store manager (BR), MacDill AFB

**Andrea Frazier** – store manager (MS), Fort Stewart, to store manager (MS), Fort Belvoir

**Tammy Hairston** – store manager (BR), MacDill AFB, to general manager, Kunsan AB

**Ellen Henderson** – general manager, Barksdale AFB, to general manager, Fort Knox

**Krystin Lewis** – HR manager II, Vandenberg AFB, to HR manager III, Fort Irwin

**George McNamara** – general manager, Grand Forks AFB, to general manager, Barksdale AFB

**Annette Montgomery** – general manager, Kunsan AB, to general manager, Grand Forks AFB

**Kellie Neumann** – restaurant manager, Grand Forks AFB, to restaurant manager, Fort Carson

**Common Orris** – general manager, JB Charleston, to store manager (MS), Fort Stewart

**IN MEMORY**

**Lawrence Adams**, 79, died Aug. 31 in Honolulu, Hawaii. The Exchange logistics distribution facilities specialist retired in 1991.

**Betty Jean Berrier**, 82, died June 6 in Rockwall, Texas. The Fort Sill operations manager retired in 1995.

**Hannelore Blackwell**, 76, died Feb. 21 in Fayetteville, N.C. The Fort Bragg shift manager retired in 2002.

**Beverly Brooks**, 68, died Aug. 20 in Las Vegas, Nev. The Nellis AFB store manager retired in 2013.

**Obera Campbell**, 92, died Aug. 8 in Rogers, Ark. The Exchange associate retired in 1982.

**James Cleveland**, 90, died Sept. 1 in Gauelden, Germany. The Exchange warehouse worker retired in 1984.

**Herbert Denmark**, 81, died Sept. 4 in Decatur, Ga. The Atlanta DC general foreman retired in 1996.

**Lewie Dunn**, 84, died Sept. 20 in Ozark, Ala. The Fort Rucker shift manager retired in 1983.

**Alice Edge**, 94, died Oct. 2 in Fort Worth, Texas. The NAS Fort Worth JRB sales area manager retired in 1990.

**James Emfinger**, 66, died Sept. 17 in Manchester, Ga. The Exchange motor vehicle operator retired in 1989.

**Steven Fernandez**, 62, died Oct. 6 in Japan. He was a warehouse worker at Camp Zama

**Joyce Fleer**, 75, died Oct. 7 in Panama City, Fla. The Tyndall AFB reorder assistant retired in 2004.

**Geraldine Francis**, 93, died Oct. 2 in O'Fallon, Ill. The JB Langley-Eustis cook retired in 1987.

**Mary Hall**, 79, died Oct. 8 in Junction City, Kan. The Laughlin AFB general manager retired in 1995.

**Howard Henderson**, 85, died Oct. 4 in Junction City, Kan. The Fort Riley warehouse worker retired in 1984.

**George Howell**, 74, died June 27 in Spartanburg, S.C. The Fort Gordon warehouse worker retired in 2001.

**Carlos Ibarra**, 81, died July 18 in El Paso, Texas. The Fort Bliss service station attendant retired in 1987.

**Manee Jones**, 88, died March 24 in Pemberton, N.J. The JB McGuire-Dix food service worker retired in 1991.

**Charles Liao**, 98, died Oct. 1 in Clarksburg, Md. The JB Andrews accounting technician retired in 1985.

**Katy Linder**, 83, died Sept. 24 in Columbus, Ga. The Fort Benning sales area manager retired in 1996.

**Clinton Marshall**, 84, died June 21 in San Francisco, Calif. The Oakland DC warehouse paging system operator retired in 1992.

**Clemence Matlock**, 86, died Sept. 8 in DeSoto, Texas. The HQ legal tech retired in 2000.

**Valentino Mazzei**, 92, died March 6 in Pistoia, Italy. The North Central Area associate retired in 1973.

**William Mitchell**, 86, died Aug. 21 in Morrow, Ga. The HQ Specialized DC HR specialist retired in 1995.

**Brenda Morgan**, 70, died Oct. 9 in Waxahachie, Texas. The HQ restaurant program planner retired in 2007.

**Andrew Mosley**, 56, died Oct. 9 in New Llano, La. He was a custodial worker at Fort Polk.

**Shonnie Naval**, 92, died Sept. 23 in Guam. The Andersen AFB department supervisor retired in 1987.

**Emma Norman**, 72, died Sept. 21 in Columbia, S.C. The Fort Jackson store manager retired in 2010.

**Maria Paras**, 95, died Sept. 18 in Lakewood, Wash. The Exchange associate retired in 1987.

**Terry Price**, 86, died Sept. 11 in Richardson, Texas. The HQ procurement technician retired in 2013.

**Walter Roberts**, 92, died Sept. 4 in Colorado Springs, Colo. The Exchange associate retired in 1993.

**Gregorio Rodriguez**, 79, died Aug. 1 in Dallas, Texas. The HQ real-estate project manager retired in 2004.

**William Sims**, 78, died July 23 in Germany. The Europe Region associate retired in 2000.

**Denise Solis**, 90, died March 28 in Tampa, Fla. The Exchange equipment & facility management assistant retired in 1988.

**Donald Swem**, 101, died Oct. 1 in Cape Canaveral, Fla. The HQ associate retired in 1986.

**Wilma Taylor**, 95, died Oct. 7 in Melbourne, Fla. The Patrick AFB associate retired in 1978.



**Marianne Touhy**, 91, died Aug. 17 in Lawton, Okla. The Fort Sill operations clerk retired in 1992.

**Dora Uyeno**, 94, died Aug. 27 in Denver, Colo. The Rocky Mountain Area associate retired in 1973.

**Myra Walker**, 89, died Sept. 17 in Evansville, Ill. The Fort Knox supervisory sales associate retired in 1984.

**Joseph Werres**, 79, died Aug. 15 in Combine, Texas. The HQ associate retired in 1995.

**Joann Whitlock**, 80, died Sept. 15 in Arlington, Texas. The HQ operations support supervisory contracts specialist retired in 1993.

**Janie Wilcoxon**, 82, died Aug. 27 in Union City, Ga. The HQ warehouse worker retired in 1998.

**Judith Wilhelmi**, 70, died Oct. 9 in Omaha, Neb. She was a senior store associate at Offutt AFB.

**Mary Winfield**, 87, died Sept. 19 in Lee's Summit, Mo. The Redstone Arsenal sales associate retired in 1997.

**Wilfred Young**, 81, died Sept. 28 in Newport News, Va. The JB Langley-Eustis motor-vehicle operator retired in 1991.

### RETIREMENTS

**Sheila Austin**, HQ 35 years

**Robyn Bachiller**, Schofield Barracks, 29 years

**Kevin Brewer**, Waco DC, 35 years

**Betsy Brown**, Fort Carson, 21 years

**Catharina Byars**, JB Langley-Eustis, 17 years

**Carolyn Carter**, Dan Daniel DC, 12 years

**Kimberly Criswell**, Tyndall AFB, 17 years

**Diana Elliott**, Fort Gordon, 16 years

**Linda Green**, Fort Hood, 22 years

**Kenneth Hardgrove**, Wiesbaden, 17 years

**Mary Lou Harris**, Twin Cities AFB, 20 years

**Valerie Holmes**, Seymour Johnson AFB, 29 years

**Geraldine Hughes**, Fort Hood, 32 years

**Marie Kang**, Korea Capital, 30 years

**Christina Keith**, Dobbins ARB, 25 years

**Eugene Marietta**, Ramstein AB, 18 years

**Deborah Matthews**, Fort Belvoir, 28 years

**George Morales**, Travis AFB, 27 years

**Mark Shelton**, Waco DC, 15 years

**Donald Thurman**, Fort Sill, 5 years

**Jimmie Turner**, HQ, 7 years

## Social Media Installation Monthly Update

Find all Exchange social media channels and links [here](#).

How does your Exchange social media stack up?	Reach	Likes	Check-ins	Weekly Growth	Engagement	Reactions
Week of November 6	21,786 Redstone Arsenal	2,599 Ramstein-KMCC	5,528 Randolph AFB	8% Fort Drum	7% Fort Buchanan	511 Fort Buchanan
Week of November 13	8,651 Ramstein-KMCC	2,639 Ramstein-KMCC	5,549 Randolph AFB	27% South Korea Consolidated	7% South Korea Consolidated	264 Fort Campbell
Week of November 20	72,656 Fort Buchanan	2,666 Ramstein-KMCC	5,583 Randolph AFB	59% Fort Buchanan	15% Fort Buchanan	1,251 Fort Buchanan
Week of November 27	32,774 Anderson AFB	2,717 Ramstein-KMCC	5,621 Randolph AFB	52% Grand Forks AFB	40% Grand Forks AFB	1,086 Fort Buchanan

# MOBILE FIELD EXCHANGES

Mobile field exchanges (MFEs) have brought essential products and provided comfort to the Nation's troops wherever they were deployed. From snack wagons to sophisticated trailers, through wars and natural disasters, MFEs further help the Exchange accomplish its mission of "We Go Where You Go."



A mobile food wagon delivers snacks to Soldiers undergoing training at the Presidio of San Francisco, 1942.



A boat from Fort Randolph's PX delivers supplies to isolated American troops in the Panama Canal Zone, 1943.



An Exchange gift truck brings holiday cheer to American forces during the Korean War, 1950.



In Vietnam, a truck from the Saigon PX brings necessities to American forces, 1968.



At a remote location in Iraq, a sophisticated MFE stands ready to serve American warfighters, 2008.



Today, the Exchange's most sophisticated MFEs serve at the tips of the spear in Eastern Europe and South Korea.

[CLICK HERE TO LEARN MORE ABOUT WHERE THE EXCHANGE HAS DEPLOYED MFEs.](#)