



Director/CEO Tom Shull and the West Point Exchange team are primed for success in 2018 during a recent visit. From left: West Point Exchange Store Manager Urvi Acharya, Military Clothing Store Manager Debi Deleno-Dilello; Tom Shull; General Manager Angela DeRosa; and Region VP Rebecca Santee.

## 2018 Strategic Priorities— A Plan for Continued Success

From Director/CEO Tom Shull



In the months leading up to the beginning of fiscal 2018, our leadership team focused on priorities to generate maximum value for the Warfighters and families we are honored to serve.

The resulting “Super Seven” strategic priorities are included below. From delivering improved customer experiences in our malls, restaurants and main stores to optimizing logistics, enhancing e-commerce, expanding the MILITARY STAR® card and reducing operating costs, each of us has a role in ensuring mission success in every area of focus.

Successful execution of the Super Seven will be critical to protecting and preserving the benefit we are honored to provide service members and their families. Please check future editions of The Exchange Post for more information and updates on the Super Seven.

### 1. Intensify MILITARY STAR

The recent expansion of MILITARY STAR card acceptance at all commissaries is off to a great start. In 2018, we will work to substantially increase its usage to a meaningful penetration of DeCA volume and drive increased usage at locations already accepting the MILITARY STAR card.

In 2017, the MILITARY STAR card generated roughly \$1.8 billion in sales at the Exchange, sister service

locations and DeCA, which for us translates into to nearly 50 percent of overall Exchange earnings, emphasizing the importance of communicating the value of the MILITARY STAR card with each and every transaction.

### 2. Intensify VOSB and customer relationship management

On Veterans Day 2017, we welcomed home 18.5 million honorably discharged Veterans with a lifelong online military exchange benefit. We will continue to reach unregistered Veterans via marketing and public relations efforts that highlight value of the Exchange benefit (military-exclusive pricing and tax-free shopping) as well as the additional

# 2018 Strategic Priorities—A Plan for Continued Success

Continued from page 1

earnings and dividends Veterans can create for the military community. We will also intensify customer relationship management (CRM) efforts to provide more relevant communication to increase customer engagement.

### 3. Optimize concessions, food and main store businesses

In 2017, the Exchange began rolling out a Property Asset Management (PAM) tool. PAM offers Exchange managers instant visibility of per square foot sales and earnings from each concession, allowing valuable insights to optimize the portfolio. Continued rollout of PAM in 2018 will provide critical business information to enhance and grow the Exchange's concession, food and main store businesses.

### 4. Intensify holistic BE FIT program

As a partner in the Healthy Army Community and Air Force Smart Fueling initiatives under the

Office of the Secretary of Defense, the Exchange offers Soldiers, Airmen and their families more healthy options than ever with brands such as Freshens, Muscle Maker Grill and Boston Market, reaffirming our commitment to readiness and resiliency. Marketing and communication efforts will highlight our BE FIT program while we intensify better-for-you options in Express and vending venues and expand Exchange BE FIT concept shops that support active lifestyles.

### 5. Invest in e-Commerce and technologies

With the implementation of Next Generation software in August, the Exchange gained a robust technology foundation. This platform can strengthen and enhance other critical business solutions to deliver an improved customer experience. In our food courts and restaurants, we will leverage technology to develop mobile ordering and delivery solutions.

### 6. Reduce operating costs

The Exchange successfully reduced operating cost over the past few years by optimizing the supply chain and reducing overhead expenses. As the nature of retail constantly changes, we will see a continued focus on rebalancing costs to focus on highest payback activities while reducing lower value added activities.

### 7. Optimize supply chain

Building upon improved e-Commerce fulfillment and distribution center capabilities, we will enhance inventory productivity and ultimately decrease costs. We will also continue the upgrade of the critical warehouse management and traffic management systems.

Thank you for all you do to serve our Nation's heroes with unmatched passion and enthusiasm. Because of you, our main stores, malls and food courts offer military families what no other retailer can.

Our 2018 Super Seven priorities, along with teamwork and dedication, will ensure the Exchange remains a valued benefit for Soldiers, Airmen, and their families, retirees and honorably discharged Veterans for generations to come.

Deeds not words! X

Director/CEO Tom Shull tells his story to LTC Dave Siry, West Point Center for Oral History director. Find out how to view Shull's oral history on page 3.





# At West Point, Shull Shares His Legacy of Service

By Julie Mitchell

At the invitation of the West Point Center for Oral History, Exchange Director/CEO Tom Shull shared his story of service and support to those who are serving and who have served.

During a video interview, the center chronicled Shull's deep military roots, time at the U.S. Military Academy, Army career, instrumental role in the creation of the Vietnam Veterans Memorial, and extensive retail background.

The oral history video also highlights the turnaround Shull led at the Exchange and his effort to secure the Veterans online shopping benefit, which launched on Veterans Day to welcome home 18 million honorably discharged Veterans with a lifelong online military exchange shopping benefit. The first expansion of exchange benefits in nearly 30 years let our Nation's heroes know "they are always welcome here," Shull said. ✕



West Point Oral History: Mr. Shull with LTC Dave Siry, West Point Center for Oral History director, looking through a yearbook from Mr. Shull's time as a Cadet.

Learn more about Shull and what drives his passion for service by viewing the Center for Oral History's video [here](#).

# Shull Brings Leadership Lessons to USMA

By Julie Mitchell

Exchange Director/CEO Tom Shull's passion for serving recently brought him back to his alma mater, the U.S. Military Academy, where he was invited to share leadership lessons with Cadets.

During his military career, Shull taught leadership at USMA for two semesters. In January, Shull

shared business and management insights related to the Exchange's turnaround with Capt. Steve Fennessy's class on Fundamentals of Accounting (Business Management Program).

Shull also spoke with Cadets in the West Point Leadership Center's Black & Gold Forum, imparting

lessons from his time in the Army and the commercial sector.

"Think about what you don't know and how you can find out the facts," Shull told Cadets. "Don't be embarrassed to ask for advice. Be ready to listen. In the heat of the battle, that's when listening matters most." ✕



Upon invitation, Mr. Shull shared leadership lessons and insights with Cadets in West Point Leadership Center's Black & Gold Forum.

# Inspector General Releases 2018 Inspection Cycle

By LTC Vern Jakoby

The Exchange Office of the Inspector General (IG) has completed planning for the 2018 inspection cycle. On Dec. 21, the IG received a signed inspection directive from Director/CEO Tom Shull, that provides the authority for the IG to inspect and evaluate a number of areas and programs. This calendar year begins a five-year cycle of inspections through the Exchange regions, beginning with Europe and contingency locations.

Each year of this plan, one HQ-specific component will receive an inspection. Inspections of firearms counters will continue until all are complete. For 2018, six counters in Eastern and six in Central will receive inspections.

Inspection objectives will change from year to year, with operations as the primary focus. For 2018, here are the objectives:

## For Contingency Operations

- Evaluate contingency operations to determine whether customer basic needs are met
- Assess Exchange oversight of Manpower Agency contracts
- Evaluate the effectiveness of cash accountability to determine whether adequate controls are in place
- Evaluate associate morale and effectiveness and chain of command relationships.

## For Europe Region

- Assess Antiterrorism Force Protection procedures (active shooter, anti-robbery, bomb threats and workplace violence)



- Assess customer support services such as refunds, layaway, rain checks
- Evaluate employee morale and effectiveness and chain of command relationships

## For Eastern and Central Regions

- Assess firearms counter operations—focus on compliance with federal regulations and Exchange policy

## For HQ Dallas

- Evaluate the MILITARY STAR® card collections and garnishment process

Leaders received inspection notifications in January. The IG will conduct inspections primarily in March and April and should provide final reports to leadership by late July.

IG reports ensure the continuity of operations and provide a baseline for follow-up inspections, inspection planning and trend analysis. The reports also provide information that will assist Exchange leadership with making decisions. The IG staff looks forward to performing inspections, one of our primary functions, and working with all Exchange personnel to provide training and spread innovative ideas across the organization. X

Firearms counters, like this one at Fort Hood, will be part of the focus in Eastern and Central regions during this year's inspection cycle.

# 2017 Associate Satisfaction Index Survey Results

Thank you for participating in the 2107 Associates Satisfaction Index survey. From the results of the highest scoring questions, we can see that associates have an extensive understanding of how the Exchange supports the military and mission. **X**

## Key numbers from the 2017 ASI survey

<b>71</b> (same as 2016 ASI score)	<b>13,349</b>	<b>7</b>
2017 ASI score	Associates responded. Nearly half of all associates	Languages used in the worldwide ASI survey

## Top 3 channels associates depend on to receive Exchange information

<b>62%*</b>	<b>52%</b>	<b>51%</b>
email	internal portal	Exchange Post
*Average of general email, email from Director/CEO and email from Exchange news		



# Jewel of New System Installed at HQ’s Specialized DC

By Steve Smith

A new warehouse management system at the Specialized Distribution Center (SPDC) will enable the Exchange to use state-of-the-art technology to get jewelry to all stores and online customers around the world quicker and more efficiently.

The JDA warehouse management system will be installed Feb. 3-4 in the SPDC at the Dallas headquarters. The distribution center, located on the first floor behind closed and locked doors because of all the valuable merchandise, serves all Exchanges and shoppers around the world with fashion and fine jewelry.

The Exchange’s Logistics Directorate in installing warehouse management systems as part of a multimillion dollar Logistics Enhanced Distribution (LED)

**“Installing the JDA warehouse management system in all our distribution centers will allow us to retire several legacy systems that are more than 30 years old.”**

— David Adams, director of IT Omni Channel-Logistics Services

project. JDA’s software is already installed in California’s West Coast DC, the Waco DC in Texas and Germany’s Gernersheim DC. The Dan Daniel DC in Virginia will get the system in 2019.

Besides reducing costs, the warehouse management system aims to speed shipments of merchandise to stores and online orders to customers to retail industry standards and postures

the organization as an omni-channel retailer in an intensely competitive environment.

The robust software allows Exchange distribution centers to better manage productivity, workload and inventory as well as track every product ordered on [ShopMyExchange.com](http://ShopMyExchange.com), its location in the warehouses and movements throughout receiving, shipping and packing.

“Installing the JDA warehouse management system in all of our distribution centers will allow us to retire several legacy systems that are more than 30 years old,” said David Adams, director of IT Omni Channel-Logistics Services, who directs the LED program. “This best-in-class system incorporates state-of-the-art technology and lets us manage every aspect of our warehouses, even at our smaller DCs such as the SPDC.”

The Specialized Distribution Center ships on average 1,500 deliveries to stores and online orders a month. The numbers typically quadruple during peak times, such as Valentine’s Day, Mother’s Day and Christmas. ✕

David Adams, director of IT Omni Channel-Logistics Services, stands in HQ’s Specialized Distribution Center, which received a new warehouse management system this month. “This best-in-class system incorporates state-of-the-art technology and lets us manage every aspect of our warehouses, even at our smaller DCs such as the SPDC,” Adams said.

Associate Jennifer Hernandez busily prepares boxes of merchandise to send to the Exchange’s shipper.

Photo by Sgt. 1st Class Tim Meyer



# Pay-at-the-Pump Goes High-Tech in 2018

By Lisa Moak

High-tech updates are coming to all Express pay-at-the-pump locations. The new gas dispenser screen, key pad, card swipe and software enhance the customer experience by improving fuel payment options; providing video news, weather, entertainment and promotional spots; and featuring added security for customers and the Exchange.

## The dispenser updates will be integrated in three stages:

**The first** change is the interface for the pay-at-the-pump locations to include key pad, card swipe and video screens. The Exchange will feature marketing content to drive traffic into the Express during a four-minute video loop that plays as customers are filling up at the pumps.

“Around 30 seconds are Exchange sponsored content, while the rest features regional sports, weather, entertainment and news,” said Program Manager Shannon Crawford.

This new video content will provide our “on the go” customers with information about the great deals and offers we have inside the Express. New product launches, combo deals, and MILITARY STAR<sup>®</sup> offers are just the beginning of the content that will be provided on this new customer facing video screen.

**The second** is the point-of-sale (POS) software AX. This new POS platform replaces the legacy systems, merging all food and retail POS systems, and integrates the fuel changes at Express locations.

**This new video content will provide our “on the go” customers with information about the great deals and offers we have inside the Express.**

**The third** stage changes how fuel facilities communicate with credit-card companies. “After the software updates, the Exchange will no longer store customer’s credit card information when they pay, like the new pin pads work in the main stores,” said Project Director Alex Real. “It’s called tokenization.”

Tokenization is the collection of card information directly from customers, but in a secure manner because a token is used to represent the customer instead of the actual customer’s actual information.

“If someone breaches our security, there is nothing to steal but a meaningless token,” Real said.

## Payment-card industry compliant

Once the rollout is complete in 2018, the Exchange will be payment-card industry compliant well in advance of the mandated date of October 2020.

Pilot locations for the video screens are running at NAS Fort Worth JRB and Fort Hood, Texas. The rest of the 200-plus pay-at-the-pump locations (CONUS, Hawaii, Alaska, Korea, Okinawa, Japan) will take 12 weeks to complete the stage one update.

Europe Region fuel facilities will not be part of the updates since they do not offer pay-at-the-pump. **X**



The [video](#) begins once customers starts to fill up their vehicles.



New screens at gas dispensers will be a familiar sight in 2018. This pump is at the first pilot location in Naval Air Station Fort Worth Joint Reserve Base, Texas.



# SHARE YOUR STORY

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

## At the Tinker Exchange, Concessionaire is All In For Helping Fellow Disabled Veterans

By Conner Hammett

Eight years ago, retired Navy Master Chief Petty Officer Larry Van Schuyver started selling military-themed T-shirts and memorabilia at the Tinker AFB Exchange mall.

Since then, the Iraq War Veteran and Purple Heart recipient has used the proceeds from his business, Sittin' Pretty USA, to help thousands of disabled Veterans throughout Oklahoma—from helping pay bills to renovating home bathrooms for greater accessibility.

Van Schuyver's dedication to Veterans exemplifies the Exchange's core value of family serving family. Exchange Director/CEO Tom Shull

**“Chief Larry is a treasure. His dedication to the Veteran community is truly remarkable, and we are honored to have him as a member of our Exchange family.”**

—Brenda Hyland,  
Tinker Exchange general manager

honored Van Schuyver during a January visit to the Tinker Exchange, presenting him with a challenge coin.

At the Exchange, 85 percent of associates have a connection to the military. The Exchange has hired 1,000 Wounded Warriors since 2010—second only to the Army.

“The Exchange is my family,” Van Schuyver said. “Tom has the same love for Veterans that I do, and he and I are going to be brothers forever. His love for Veterans shows in the people they hire.”

Known to the Tinker community simply as “Master Chief,” the 64-year-old Van Schuyver designs his own T-shirts. All labor, from printing shirts to running the booth, is done voluntarily by fellow disabled Veterans in the Oklahoma City area.

He and his volunteers have built wheelchair ramps, paid for car repairs, repaired damaged roofs and more. During the holidays, he and his team donated nearly 320 meal baskets to needy Veteran families.

Van Schuyver said his business is successful—and his outreach to Veterans possible—thanks to the support of management at the Tinker Exchange, including General Manager Brenda Hyland, Service Business Manager Angie Gray and Services Operations Assistant Dan Shibe.

“Chief Larry is a treasure,” Hyland said. “His dedication to the Veteran community is truly remarkable, and we are honored to have him as a member of our Exchange family.”



Retired Navy Master Chief Petty Officer Larry Van Schuyver receives a coin from Director/CEO Tom Shull during a recent visit.

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# SHARE YOUR STORY

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

## At the Tinker Exchange, Concessionaire is All In For Helping Fellow Disabled Veterans

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**“He’s helped us emotionally, physically and mentally. He would give you the shirt off of his back.”**

*- Alan Taylor, disabled Navy Veteran*

Van Schuyver enlisted in the Navy in 1973. He transitioned to Reserve in 1983 and was called back to active duty shortly after 9/11. He received a Purple Heart in 2005 after suffering a traumatic brain injury in Iraq. In 2009, during his second deployment to the country, he was in the path of an explosion, resulting in the placement of a metal rod between his knee and ankle.

His refusal to let his injuries limit his aspirations lies at the core of his outreach to disabled Veterans, and he encourages them to rise above their circumstances.

Two booths down from Van Schuyver’s, Alan Taylor operates 2 Sisters & An Angel, selling blankets, sheets and military memorabilia. Taylor, also a disabled Navy Veteran, said Van Schuyver not only guided him through the process of applying for Veterans benefits but also showed him the ropes of working with the Exchange.

“He’s helped us emotionally, physically and mentally,” Taylor said. “He would give you the shirt off of his back.”

In 2014, Van Schuyver’s passion for Veterans led Oklahoma Gov. Mary Fallin to appoint him to the Oklahoma Veterans Commission. As a commissioner, Van Schuyver works with military groups across Oklahoma to help Veterans get benefits.

Looking back on his whirlwind eight-year journey at the Exchange, Van Schuyver said he could not have imagined his business would touch so many lives—in 2017 alone, he said, Sittin’ Pretty USA gave \$108,000 to help disabled Veterans. ✕



Concessionaire Larry Van Schuyver enjoys selling military-themed T-shirts and memorabilia at Tinker Air Force Base.

# Learn How the Exchange Partners with Army, Air Force to Deliver Healthy Options to Service Members

As a partner in the Healthy Army Community and Air Force Smart Fueling initiatives under the Office of the Secretary of Defense (OSD), the Exchange offers Soldiers, Airmen and their families more healthy options than ever with brands, reaffirming our commitment to support the readiness of our Warfighters.

One of our 2018 strategic priorities, intensify a holistic [BE FIT](#) program, supports a [BE FIT](#) lifestyle by increasing healthier product selection in our Expresses and food courts to provide delicious, low-calorie choices.

We also feature [BE FIT](#) concept shops to support active lifestyles by providing the latest in fitness gear, shoes and clothing.

The Exchange has leaned forward to provide healthier options at on-installation restaurants, Expresses and vending venues.

As an Exchange associate, it's important you know and help communicate these initiatives to your customers.

**Use these [BE FIT](#) talking points.**  
**The Exchange:**

- Carries nearly 400 [BE FIT](#)-approved items at more than 320 Express locations.
- Helps diners make the right choices by listing calories on menu boards and adding digital displays highlighting healthier options at 40 Exchange food courts. All of the Exchange's 1,700-plus restaurants offer better-for-you menu choices.
- Is expanding better-for-you choices in Exchange vending

machines with options that fulfill National Automatic Merchandising Association [Fit Pick](#) requirements.

- Is developing and expanding national brands with better-for-you choices like Subway, Freshens, Qdoba and Muscle Maker Grill.
- Offers Salad Wednesdays featuring \$2.00 off selected entrée salads.
- Provides apple slices in signature brands kids meals.
- Implemented more than 60 [BE FIT](#) concept shops in Exchanges,

bringing athletic footwear, gear and apparel together in a one-stop spot.

- Actively participates in OSD's Healthy Army Community and Air Force Smart Fueling working groups.

In 2018, the Exchange will intensify our efforts to ensure Warfighters and their families stay healthy. Let your customer know all the ways we support their readiness and resiliency. ✕



Fort Hood's Qdoba provides tasty better-for-you options to service members.



# Exchange Welcomes Fort Benning Muscle Maker Grill

By Conner Hammett

Soldiers and their families can fuel a BE FIT lifestyle with fit bowls, healthy wraps, fresh greens, skinny flatbreads and more at Muscle Maker Grill, the Exchange latest better-for-you dining option at Fort Benning.

The Exchange celebrated the restaurant's grand opening with a ribbon-cutting at the food court on Jan. 16, officiated by Col. Clinton Cox, Fort Benning garrison commander; Mark Farmer, Muscle Maker Grill vice president of operations; Don Sydlík, Exchange general manager; and Rutchel Williams, Exchange services business manager.

"The Exchange makes it convenient for Soldiers and military families at Fort Benning to make the right meal choices for them," Sydlík said. "No matter your taste, there is a menu item for your meal plan at the Exchange."

The restaurant fits in with the Exchange's priority of bringing name-brand restaurants with better-for-you menus to service members to support troop readiness and resiliency. The Exchange is an active partner in the Healthy Army Community and Air Force Smart Fueling initiatives, transforming its food courts worldwide and focusing on a holistic BE FIT lifestyle for service members.

Muscle Maker Grill offers a variety of lean protein meals, including the Godfather bowl, with grilled chicken breast, portobello mushrooms, roasted red peppers, reduced-fat mozzarella, gluten- and fat-free balsamic vinaigrette over broccoli, and the MMG Signature wrap, featuring grilled chicken breast, turkey bacon, reduced fat cheddar cheese, romaine lettuce,



Ribbon-cutting ceremony: Left to right: Mark Farmer, Muscle Maker Grill vice president of operations; Don Sydlík, Exchange general manager; Col. Clinton Cox, Fort Benning garrison commander; and Rutchel Williams, Exchange services business manager.

**"No matter your taste, there is a menu item for your meal plan at the Exchange."**

— Don Sydlík,  
Fort Benning general manager

tomatoes and onions with zero carb signature sauce.

Soldiers and families can also take advantage of Muscle Maker Grill's meal plan program, which allows diners to customize a daily schedule of premade meals for pickup or delivery.

"We look forward to serving the Fort Benning community and beyond for many years to come," said Robert E. Morgan, president and chief executive officer of Muscle Maker Inc.

The restaurant is the second of its kind on a military installation—the first opened at Freedom Crossing at Fort Bliss in Texas. Exclusive to Fort Benning is a fresh market bar with fruit, cucumber and pasta salads; garbanzo mixed with fresh kale; and Muscle Maker Grill's Power Blend, consisting of romaine, spinach and baby kale. ✕



# Customer Service: These Associates Rock!

**C.J. Johnson**  
Europe Region/  
Grafenwoehr,  
Germany



“He was respectful and knowledgeable about great shoes. He made my shopping experience an enjoyable one”



**Akiko Kuda and Akane Toguchi**  
Pacific Region/Kadena AB, Japan

“They made us feel we were their only focus.”



**Holly Brown**  
Central Region/  
Keesler AFB, Miss.



“Once again and in supurb fashion, she helped me find all I needed.”



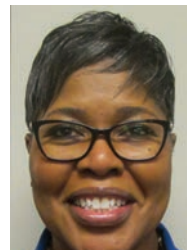
**Diana Kriegar and Lisa Rowell**  
Western Region/JB Lewis McChord, Wash.

“Because of Diana and Lisa, we had another great shopping experience.”



**Keisha Brown and Toni Powell**  
Eastern Region/Fort Gordon, Ga.

“They jumped right in and took care of me.”



**Sharon Owens**  
HQ/CP Contact  
Center



A retired staff sergeant praised Sharon Owens for being helpful, excited and “a very special representative of the Exchange.”

[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

“I am excited to see our teammates’ actions and commitment to providing exceptional customer experiences. What tremendous standards you have set!” – *Dave Nelson, chief operating officer*

**EASTERN REGION**

**Maria Hood**  
Robins AFB  
Express

**Tempestt Wilson**  
Fort Bragg  
Qdoba

**Rebecca Harris**  
Fort Belvoir  
Services

**CENTRAL REGION**

**Takako Bond**  
Fort Leavenworth  
main store

**Brenda Vanark**  
Fort Riley  
Snack bar

**Michelle Hoffman**  
Minot AFB  
Alterations

**WESTERN REGION**

**Misty Carlson**  
Fairchild AFB  
main store

**Carla Mena**  
Fort Bliss  
Starbucks

**Berenice Morales and Luis Sandoval**  
Vandenberg AFB  
LaChiquita Grill

[Read](#) about them!

**EUROPE REGION**

**Stacey Britt**  
Wiesbaden  
main store

**Alessa Cappanera**  
Livorno  
School Meal Program

**Remzi Beqiri, Aid Kadriu, Shpend Mustafa, Driton Rexhepi and Dionis Mehmeti**  
Kosovo Internet

**PACIFIC REGION**

**Shingenori Shirasu**  
Yokota AB  
main store

**Ryuji Konuta**  
Camp Zama  
Main Street Expresso

**Ga Ye Choi**  
Camp Walker  
Beauty Salon

# Caught Doing the Right Thing

Core Value: The Courage to Use Good Judgment

These associates were caught by the Loss Prevention Directorate doing the right thing—working safely to avoid injuries and keep the Exchange’s healthcare costs in check.



At Tyndall AFB, Fla., associates **Ricky Harrison**, **Justin Williams** and Loss Prevention Manager **Paul Burgess** use the team lift to heave a 380-pound safe into a customer’s truck.



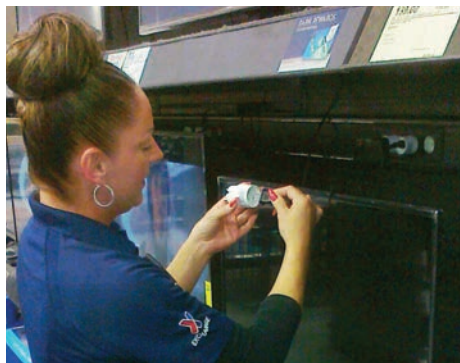
In Belgium, Chievres AB Main Store Manager **Jobie Griffin** and Shift Supervisor **Michael Verstrepen** use the team lift to properly lift a heavy box containing a TV.



At MacDill AFB, Fla., Food Service Foreman **Mary Suter**, center, monitors the back door for intruders while **John Congiusti** and **Josefa Brown** take out the garbage.



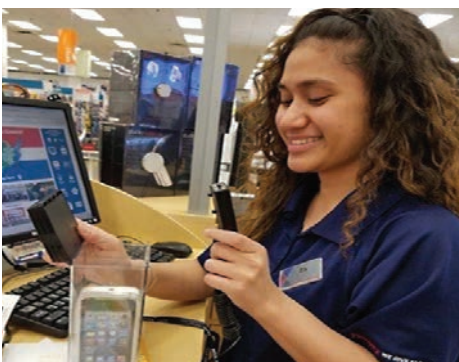
At the KMCC theater in Germany, **Eric Dupree** uses appropriate material-handling equipment to move heavy boxes, thus preventing back strain or injuries.



Rose Barracks Associate **Melanie Miller** ensures PowerZone merchandise at her store in Germany is grounded properly with correct power adapters to prevent fires and other damages.



**Jason Cartee** at Germany’s Hohenfels Car Care Center protects his hearing while working with a loud air-pressure gun and tire-balancing machine.



**Fa Tufono**, softlines supervisor at Hanscom AFB, Mass., goes through training on how to use Google cases to secure iPods from potential shoplifters.



During the holidays at KMCC, Services’ **Frank Hines** confirms that Christmas Market huts have extinguishers.



At Spangdahlem AB’s Military Clothing Store in Germany, **Hannah Twitchell** cuts away from her body while opening a box.



## Caught Working Safely

Core Value: The Courage to Use Good Judgment

Like their counterparts throughout the Exchange, this month's distribution center associates were caught working safely to avoid injuries and keep the healthcare costs in check.



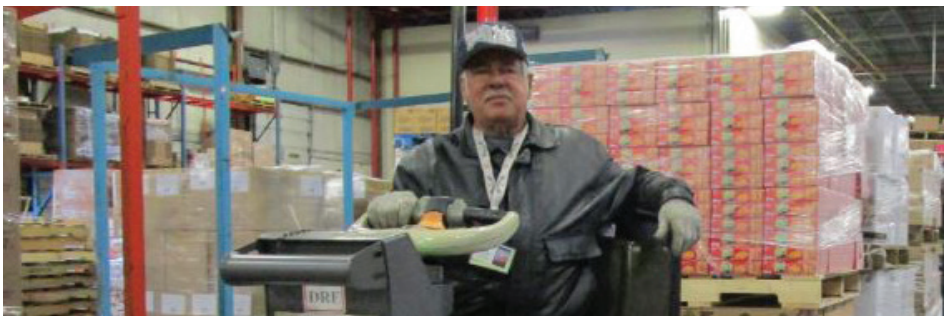
Waco DC Storage Associate Mike Salas performs housekeeping duties in his area during downtime in the workload.



Japan DC Supervisor Tanaka Fe ensures she closes a file cabinet drawer to prevent co-workers from running into it.



Okinawa DC's Yoshikatsu Ikemiyagi uses protective gloves while securing electrical cables to a unit.



Dan Daniel DC Receiving Associate Carlos Esbri properly operates a materials-handling tug, pulling three trains with a properly secured and balanced load.



Germersheim DC's Christian Nord checks automated fire doors that separate his warehouse from an adjacent one.



West Coast DC's Andrea Jacobo properly uses a box cutter, slicing away from her body to avoid a potentially serious injury.



Korea DC's Chae-song Yim properly shrink wraps two merchandise pallets before stacking them.

### QuoteUnquote

**'Safety is something that happens between your ears, not something you hold in your hands.'**

**—Jeff Cooper, Marine and leading expert on use and history of small weapons**



## Keep Track of Your Prescription Drug Changes and Updates

In the Exchange's DoD NAF Aetna medical plan, the prescription benefit covers many drugs listed on what's called a formulary.

But if you come across a prescription drug that is not on the formulary, then the medical plan won't cover it, you will.

### So where is this formulary?

Find the formulary on Aetna's [website](#), on [NAFHealthPlans.com](#) on the pharmacy page in the left margin, or call Aetna and ask for a printed copy.

[2018 Aetna Pharmacy Drug Guide/Aetna Premier Plus Plan](#) contains more than 150 pages, organized by medication types. An alphabetical index is at the end.

Next to each drug is a code indicating the tier, which tells you the level of copay. For instance, "G" is the code for "Generic," which indicates Tier One/lowest copay. It doesn't say "\$10 Generic" because many different companies use the same list, and each company has different copays.

Find the plan's copay prices at [nafhealthplans.com/health-benefits/pharmacy-program](#).

### Formulary changes

Throughout the year, Aetna may update the formulary, by adding or removing certain drugs, requiring pre-authorization, changing tiers or adding restrictions.



**Aetna will notify you about upcoming formulary changes if pharmacy records show you'll be affected.**

**Please keep your address updated. Read carefully any mail you receive about the Exchange's health plan.**

Each quarter, Aetna sends letters to participants if they are affected by upcoming formulary changes. Aetna may call participants about the changes and send letters to the doctors who are prescribing the affected medications.

### 2018 changes

- Among the 2018 changes are:
- Imposing a seven-day safety limit on the initial prescription for some drugs, such as opioid pain medications.
  - Removing some diabetes drugs from the formulary. They will not be covered because the plan covers alternative drugs. **X**

## Get Answers With ALEX



ALEX is an online benefit tool you can use throughout the year to learn about the Exchange benefits available to associates.

Associates can visit ALEX to try different insurance coverage scenarios or get answers to questions such as:

1. How does life insurance work and how much do I need?
2. How does disability insurance work?
3. How will a flexible spending account for health care or day care/dependent save me money?
4. What benefits will I have if I'm promoted to a part- or full-time job?

Get the answers you need on the [Employee Self Service](#) page. Look for ALEX by the eBenefits link. **X**

## Change to 401(k) Investment Option

In the Exchange's 401(k) savings plan, the Fidelity U.S. Equity Index Commingled Pool Class 1 investment option is closed.

If you had a balance in the fund on Dec. 22, 2017, Fidelity moved it to Fidelity Freedom K Fund based on your date of birth.

Your balance is still in the Freedom Fund, unless you called Fidelity or moved the money to the Fidelity 500 Index Fund—Premium Class or other investment options. **X**



**TRANSFERS**

**Richard Beardsworth** – store manager, Fort Meade, to training specialist, HQ.

**Valerie Bright** – store manager, Fort Belvoir, to general manager, Carlisle Barracks

**Maecelle Cummings** – assistant store manager, Nellis AFB, to services business manager, Davis-Monthan AFB

**Peggy Jensen** – store manager, Mountain Home AFB, to store manager (BR/gas), JB Charleston

**Rachel Longoria** – sales & merchandise manager, Fort Belvoir, to store manager (BR), Lackland AFB

**Karen Martins** – restaurant manager, Keesler AFB, to restaurant program planner, HQ

**Elisabeth Pringle** – store manager (MS), McConnell AFB, to store manager (BR/gas), Fort Carson

**Amy Sackett** – HR manager II, Minot AFB, to HR manager II, Wright-Patterson AFB

**Gary Sweeney** – auto mechanic foreman, Waco DC, to fleet manager, West Coast DC

**IN MEMORY**

**Rosemary Anderton** 59, died June 25 in Honolulu, Hawaii. The Schofield Barracks store manager retired in 2013.

**Patricia Bellinger**, 86, died Oct. 1 in Henderson, Nev. The Nellis AFB senior store associate retired in 2003.

**Donald Blake**, 78, died Oct. 12 in Gatesville, Texas. The Waco DC materials handler retired in 1998.

**Addie Bostick**, 98, died Oct. 14 in Tampa, Fla. The MacDill AFB sales associate retired in 1984.

**Ida Brown**, 94, died Sept. 2 in Duncanville, Texas. The HQ data transcriber retired in 1989.

**Brenda DeShield**, 76, died Nov. 16 in Willow Grove, Pa. The JB McGuire-Dix store manager retired in 1996.

**Barbara Dudziak**, 76, died Nov. 22 in River Oaks, Texas. The HQ accounting technician retired in 2009.

**Lorain Fitzgerald**, 92, died Nov. 7 in Cement, Okla. The Fort Sill associate retired in 1978.

**Joyce Hansen**, 91, died Sept. 21 in Bellevue, Neb. The Offutt AFB office personnel manager retired in 1986.

**Yoshiko Jones**, 87, died Aug. 28 in Lawton, Okla. The Fort Sill stocker retired in 1995.

**Thelma Larson**, 78, died Oct. 3 in Mocksville, N.C. The JB Langley-Eustis shift manager retired in 1998.

**Joelle Lee**, 64, died Nov. 19 in Williamsburg, Va. The Fort Campbell general manager retired in 2009.

**Glinda Lindsey**, 59, died Dec. 18 in Ocean Springs, Miss. She was a food service worker at Keesler AFB.

**Pete Malkogianis**, 90, died Oct. 16 in Athens, Greece. The Exchange safety & security assistant retired in 1986.

**Eva Mallette**, 94, died Oct. 13 in Ocean Springs, Miss. The Keesler AFB associate retired in 1973.

**Michael McAllister**, 60, died Sept. 3 in Satellite Beach, Fla. The Patrick AFB warehouse worker retired in 2017.

**Harrison Pitts**, 80, died Oct. 10 in San Leandro, Calif. The Oakland DC warehouse safety & security technician retired in 2001.

**Anne Robinson**, 90, died Nov. 25 in Lawton, Okla. The Fort Sill cashier retired in 1985.

**Bernice Rudolph**, 78, died Nov. 21 in Vacaville, Calif. The Travis AFB reorder assistant retired in 2003.

**Anita Serrano**, 88, died Oct. 23 in El Paso, Texas. The Fort Bliss custodial worker retired in 1984.

**Kenneth Triplett**, 68, died Nov. 17 in Columbus, Ga. The Exchange facility maintenance foreman retired in 2010.

**Hildegard Wagner**, 92, died Sept. 5 in Colorado Springs, Colo. The U.S. Air Force Academy department supervisor retired in 1990.

**Opal West**, 82, died Aug. 20 in Grand Prairie, Texas. The HQ warehouse worker retired in 1997.

**RETIREMENTS**

**Lynda Aguon**, Fort Sill, 20 years

**Jeanette Barber**, Dan Daniel DC, 7 years

**Betty Beasley**, HQ, 20 years

**India Breazeale**, Fort Gordon, 15 years

**Kim Campbell**, Fort Bliss, 13 years

**Sherrie Chandler**, Hill AFB, 32 years

**Alan Colberg**, UK Consolidated, 16 years

**Robert Dalton**, Europe, 12 years

**Debra Downs**, Fort Stewart, 35 years

**Kirk Drake**, HQ, 30 years

**Yolanda Fajardo**, JB Lewis-McChord, 11 years

**Sunisa Fee**, Scott AFB, 11 years

**Lucy Felder**, HQ, 22 years

**Vicki Flynn**, Tinker AFB, 19 years

**Deon Glenn**, Fort Bragg, 17 years

**Paula Gunderson**, Fort Campbell, 33 years

**Leandra Heinrich**, Fort Campbell, 21 years

**Gary Holman**, HQ, 9 years

**Olivia Jones**, HQ, 9 years

**Hannah Kaetterhenry**, Little Rock AFB, 23 years

**Elisabeth Landers**, Fort Hood, 16 years

**Ya-Chang Lin**, HQ, 18 years

**Linda Lowery**, JB Elmendorf, 24 years

**Barbara McCall-Rowe**, Fort Bragg, 12 years

**Juanita McFadden**, Fort Gordon, 26 years

**Dennis Moore**, Waco DC, 18 years

**Hien Nguyen**, Fort Meade, 5 years

**Scott Roachford**, HQ, 34 years

**Jesse Rodriguez**, Waco DC, 14 years

**Michael Sitrin**, Europe, 31 years

**Joseph Sparra**, Fort Meade, 30 years

**Terry Tharrett**, HQ, 24 years

**Rhonda Thomas**, West Coast DC, 32 years

**Cyprian Utoh**, Hanscom AFB, 29 years

**Adrean Weaver**, Fort Leavenworth, 28 years

**Edward Zini**, Davis-Monthan AFB, 23 years



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## 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 January 1	17,611 Iraq	2,865 Ramstein-KMCC	5,738 Randolph AFB	16% Fairchild AFB	9% Fairchild AFB	456 Andersen AFB
Week of January 8	7,172 Fort Bragg	2,955 Ramstein-KMCC	5,791 Randolph AFB	13% Fort Sam Houston	8% Fort Sam Houston	1,690 Andersen AFB
Week of January 15	6,980 Wiesbaden	2,988 Ramstein-KMCC	5,811 Randolph AFB	12% Baumholder	2% Fort Gordon	124 Ramstein-KMCC
Week of January 22	14,080 Nellis AFB	3,013 Ramstein-KMCC	5,817 Randolph AFB	16% Spangdahlem AB	4% Fort Benning	164 Fort Benning